

What We Heard: NSC Plus

June 14-15, 2018

Annual Integration Summit
September 2018



National Settlement Council “Plus” Meeting

Purpose of Meeting:

- Collect insight and obtain input from participants on recommended priorities for the National Call for Proposals for the Settlement and Resettlement Programs at Immigration, Refugees and Citizenship Canada (IRCC).
- Build engagement and support for a shared vision for settlement and integration of newcomers, that can then be realized through the Settlement Program and setting of Program priorities.

The results of this consultation not only help to inform priority-setting for CFP 2019, but also provide insight for policy development for the next several years.

National Settlement Council “Plus” Meeting

- Held in Ottawa, June 14-15th
- Comprised of regular National Settlement Council members as well as:
 - Local Immigration Partnerships (LIPs)
 - Réseaux en immigration francophone (RIFs)
 - Settlement service providers from smaller centres
 - Employment sector council representatives
 - National-level community organizations
 - Representatives from marginalized/vulnerable groups
- National-level Indigenous organizations were invited, but were unable to attend.

Meeting Structure

- Reviewing the Shared Vision for Settlement and Integration
- Small Group Discussions on key areas of focus
 - Client-Centred: Meeting the specific needs of women, youth, LGBTQ2+, refugees, francophone newcomers, mental health of newcomers
 - Outcomes-driven: Data collection, Getting from outputs to outcomes, Measuring Successful Integration
 - Responsive to needs: Addressing Systemic Barriers, Involving Employers, Creating Welcoming Communities
 - Effective use of resources: Dealing with Economies of Scale, Harnessing Volunteers, Consortia and Other Partnerships
- Turning identified issues/ideas into priorities, using outcomes as the driver

Input on Shared Vision for Settlement and Integration

- Overall support for the vision and its components
- Shifting the language to make the newcomer the subject, not the object
- Meaningfully reflect the role of Indigenous people
- Need to take it beyond the bureaucratic into the real world
- Could be MORE visionary: “Diversity and inclusion benefits everyone.”

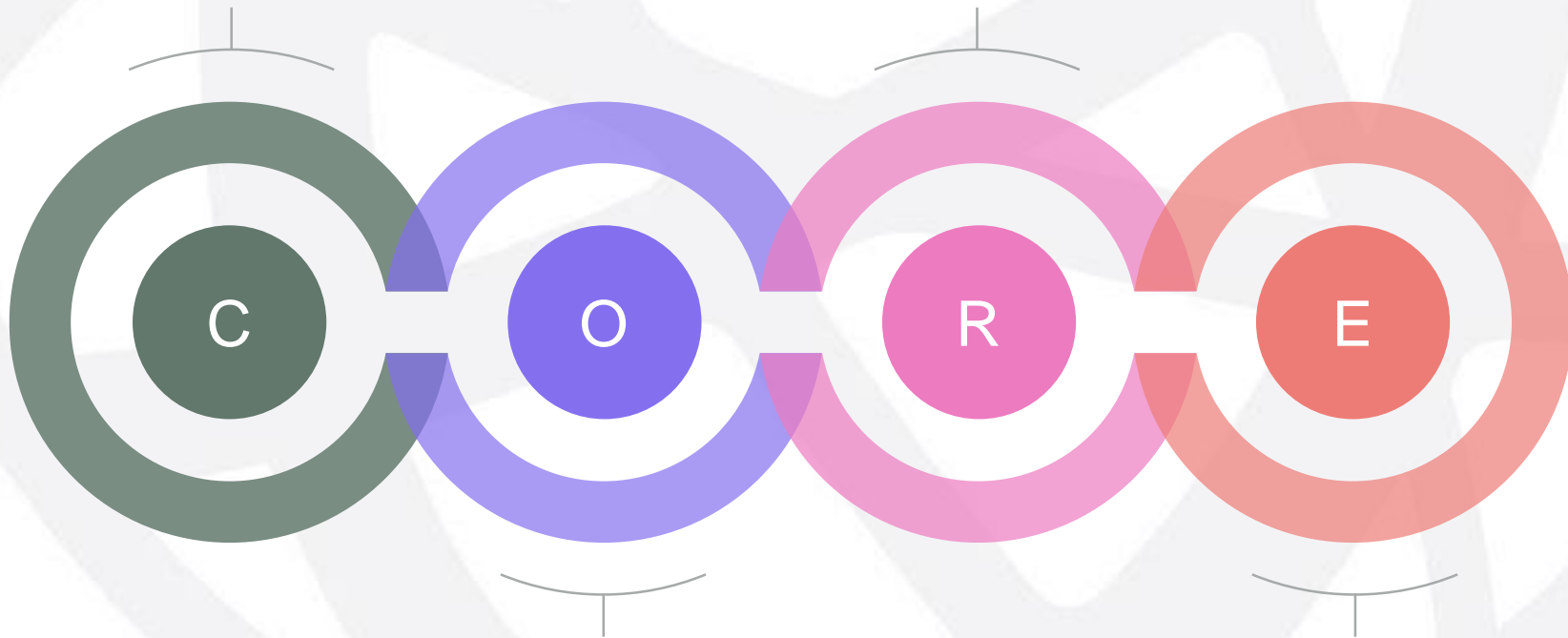
CORE Settlement Services

CLIENT-CENTERED

Programming that is tailored to meet specific clients' profiles. This includes ensuring Francophone services for those who want to live and work in French, and a focus on clients who are vulnerable, marginalized or face barriers.

RESPONSIVE TO NEED

Programming that meets the needs of not only the client, but of society itself, to best integrate newcomers and achieve the shared vision for Settlement and Integration.



OUTCOMES-DRIVEN

Programming that is driven by evidence, ensuring the best outcomes, both short and long term, for the client.

EFFECTIVE USE OF RESOURCES

Programming that uses the most effective means of reaching best outcomes, including the use of innovative approaches and pilot testing.



Theme 1: The Client Pathway

The Client Pathway: Major themes

- **Newcomers are empowered through tailored settlement and integration plans anchored in:**
 - Their needs, as well as assets and competencies
 - Targeted interventions
 - Measures of success are client-specific, individual
- **Changing the way we think about vulnerability: vulnerABILITY**
 - Women, LGBTQT, youth, high-skilled and Francophone immigrants all have unique needs AND unique competencies
 - Successful programming needs to be anchored in their voices, their perspectives: FOR and BY approach
- **Voices of newcomers integral to shaping policy and programming for settlement and integration**
- **Specific programming improvements to: language training, refugee supports, employment service needs of small centres etc.**

The Client Pathway: Key Takeaways

- **Client Pathway approach:**
 - Programming that is tailored to specific needs and assets, targeted interventions
 - Measures of success are client-specific
 - Built-in flexibility to address changing needs
- **Strong role for newcomers to shape their own journey:**
 - Giving newcomers a stronger voice in their trajectory through settlement services
 - Programming “for and by” specific client groups
 - Incorporating newcomer voices in policy and programming decisions at all levels
- **Viewing assets and strengths as much as needs:**
 - Provide more opportunities for newcomers to share their assets and contribute meaningfully to their community



Theme 2: Integrated and Intersectional Approach to Services

Integrated and Intersectional Services: Major Themes

- **Systemic barriers need to be addressed in an intersectional, collaborative approach**
 - Investment in FCR, mental health etc. to provide support at several points in newcomer's journey
- **Bolster community connections through better guidelines, more targeted approach**
 - Harness the power of volunteers (e.g. through LIPs)
 - Social networks built through community connections assist with language and soft-skills acquisition
- **Mental health capacity building and services that are accessible and culturally appropriate**
- **Improving accessibility to services: in rural areas, by using technology and social media, by providing more/better support services**

Integrated and Intersectional Services: Key Takeaways

- **Collaborative, intersectional and holistic approach needed to address systemic issues:**
 - Mental health challenges
 - Meaningful employment
 - Language skills acquisition etc.
- **Increased coordination of indirect actors (volunteers, community connections programs and LIPs/RIFs) at the national level to mobilize social supports and facilitate integration at the local level**
- **Make better use of technology to assist with accessibility issues, particularly in rural areas**



Theme 3: Expanding Roles and Capacity

Expanding Roles and Capacity: Major themes

- **Whole of society approach (everyone playing a part) leads to wider improvement across all of society**
- **Breakdown silos, promote partnerships and collaboration (employers, foundations, ethno-cultural orgs, in small centres etc.)**
 - Umbrella organizations well-placed to promote collaboration
 - Including greater collaboration between government departments and levels of government
- **Communities working at the grassroots level to promote welcoming, inclusive environments**
 - As advocates and connectors for marginalized groups and newcomers
 - As mobilisers of newcomers for volunteering and civic engagement
- **Importance of community-level research, experimentation, information sharing**
 - LIPs well-placed to leverage expertise in local research
- **Multi-pronged approach to interacting with employers, bringing them in at various programming stages**

Expanding Roles and Capacity: Key Takeaways

- **Engage and expand roles for non-traditional stakeholders and community leaders at various stages of newcomers' settlement and integration journey**
 - Promote partnership tables at the local level with cross sector representation
 - Specific engagement with employers as both clients and connectors to services
- **Umbrella organizations and LIPs are well-placed to expand/build on their existing roles**
- **Invest in CAPACITY BUILDING: research, knowledge sharing, communication and professional development**



Theme 4: Non-Settlement Program Supports for Better Integration

Non-Settlement Program Supports for Better Integration: Major Themes

- **Promote welcoming communities and newcomers' sense of belonging:**
 - By targeting all Canadians
 - Consistent communication campaigns
 - Data-driven approach
- **Promote and reward cooperation among all actors involved in settlement and integration**
 - High competition for funds in current system based on client counts disadvantages small centres in particular
- **IRCC to set clear national priorities with regional variations**
 - More coordination of funding applications/timing of other government departments
- **Explore eligibility criteria**
 - For example including international students, temporary foreign workers

Non-Settlement Program Supports for Better Integration: Key Takeaways

- **Long-term integration requires cooperation among settlement/integration stakeholders and involvement of all Canadians as well as newcomers**
 - More diversity/education/media campaigns reaching a wider audience with focus on small centres
 - Data-driven approach
 - Raises question of eligibility
- **Better direction and guidance from IRCC and closer cooperation with other OGDs**

Next Steps

Priority-Setting Continues:

- Consultations
 - Regional summits and consultations taking place in the late summer and fall
 - Online consultation taking place in fall
- Analysis of Data
 - Client Outcomes Survey (preliminary results)
 - Environmental Scans
 - iCARE and regional gap analysis

Thank you to all who participate in this consultation. Your input is helping to shape the Settlement Program not only for this upcoming Call for Proposals, but for years to come.