

Calgary Local Immigration Partnership (CLIP) Stakeholder Engagement
SUMMARY OF WORLD CAFÉ CONVERSATIONS
NOVEMBER 24, 2011

CONVERSATION # 1: VISION

- What is your Vision for Calgary?
 - Short-term (up to 2 years)?
 - Long-term (beyond 2 years)?
- Does this Vision include the successful integration of immigrants and, if so, how?
- What can we do to make Calgary a welcoming community and ensure the successful integration of immigrants?
 - Short-term?
 - Long-term?
- How can this be a shared Vision across the community?

Executive Summary

- ✓ Calgary is and must continue to be a welcoming and inclusive community.
- ✓ Successful integration must be a Shared Responsibility, a 2-way conversation amongst the community and newcomers; mainstream organizations and the immigrant serving sector; employers and employees; ethno-cultural communities and the community at large.
- ✓ The best way to ensure fullness, accuracy, timeliness and accessibility of information is by developing and maintaining a Roadmap, Central Point or Gateway where newcomers and the mainstream community can go to learn about programs and services and other relevant information on resources

- **Inclusiveness**
 - Calgary is and must continue to be a welcoming and inclusive community.
 - We must maintain the fabric of Calgary while celebrating our differences.
 - This celebration of our differences needs to be real and not merely illusionary.
 - We all must continue to be proactive in promoting the strengths of our community while not forgetting or ignoring our newcomers.
 - Calgary must understand and appreciate the difficulties many newcomers face.
 - Successful integration of newcomers is and must continue to be one of our strengths.
 - A welcoming centre could centralize many programs and services.
 - All members of the community need to have their voices heard.
- **Integration**

- Successful integration means that differences are respected.
 - Accordingly, Calgary at large and newcomers must learn about and appreciate each other's cultures.
 - The community as a whole really needs to reach out even to those newcomers who do not appear to be asking for help – we need to break down unnecessary walls and silos.
 - Successful integration must be encouraged and fostered by everyone.
 - Successful integration is made easier by awareness of and access to relevant resources.
 - Ambassadors and champions are needed to spread the good word.
- **Information**
 - Newcomers need full, accurate, timely and accessible information in order to successfully integrate.
 - This information is needed before leaving their home country, upon arriving in Calgary and while making their way in Calgary over time.
 - The information has to be the right information about available and relevant programs and services.
 - The best way to ensure fullness, accuracy, timeliness and accessibility of information is by developing and maintaining a Roadmap, Central Point or Gateway where newcomers and the community as a whole can go to learn about programs and services and other relevant information on resources.
 - Information of interest to specific communities should also be included.
 - Information should also include resources on credential recognition and career pathways.
- **Collaboration**
 - Successful integration must be a Shared Responsibility amongst the community and newcomers; mainstream organizations and the immigrant serving sector; employers and employees; ethno-cultural communities and the community at large.
 - Success must be a 2-way conversation – there needs to be common goals and an understood process of reaching these goals which includes all groups.
 - Mainstream organizations and the immigrant serving sector must work together to ensure success for all.
 - The needs of newcomers must come before the needs of the immigrant serving sector itself – the programs and services must result in positive outcomes for newcomers themselves and not just for the providers.
 - Mainstream organizations must appreciate the needs of newcomers.
 - Established community services such as police, education, social and health must reach out to newcomers with welcoming arms and an understanding of the critical issues facing them.

- Strategies must be community-based and not institutional-based.
- Calgary needs to appreciate that newcomers may also face the same issues as everyone else – childcare, poverty, youth matters, homelessness, mental illness, seniors.
- Employers need to be part of the strategies.
- Newcomers must become more involved in solutions which will most benefit them.

CONVERSATION # 2: PRIORITIES

- What are the most pressing issues faced by immigrants:
 - Short-term?
 - Long-term?
- What should be the community's main priorities related to immigration and the successful integration of immigrants?
 - Short-term?
 - Long-term?
- How do we ensure these priorities are met?
- How can this work be a concerted community effort?

Executive Summary

Priorities:

- ✓ ***Quick, efficient and effective settlement.***
- ✓ ***Getting the right information to newcomers.***
- ✓ ***Short-term – basic needs and emotional support for newcomers.***
- ✓ ***Long-term – appropriate civic, social and employment engagement of newcomers.***
- ✓ ***Employment; labour-market integration; credential recognition.***
- ✓ ***Affordable housing.***
- ✓ ***Community-based strategies and solutions that can work.***

How to meet the needs:

- ✓ Strategic partnerships which incorporate multiple stakeholders
- ✓ Connect outcomes to work being done – accountability
- ✓ Outcomes need be community-driven.
- ✓ Emphasis should be on newcomer needs and not on infrastructure.

- **Information**
 - Newcomers need full, accurate, timely and accessible information in order to successfully integrate, beginning with settlement and needs assessments.
 - This information is needed before leaving their home country, upon arriving in Calgary and while making their way in Calgary over time.
 - The information has to be the right information about available and relevant programs and services.
 - The best way to ensure fullness, accuracy, timeliness and accessibility of information is by developing and maintaining a one-stop shop where newcomers and the mainstream community can go to learn about programs and services and other relevant information on resources.

- The community needs to ensure that newcomer groups know about other newcomer groups.
- **Critical Need Areas**
 - Needs Assessment
 - Affordable Housing
 - Language Training
 - Other educational programs
 - Employment-related
 - Labour-Market Integration
 - Credential Recognition
 - Licensure matters
 - Skills Transfer, Mentoring, Bridging Programs
 - Funding for upgrading
 - Childcare.
- **Stakeholder Involvement**
 - Successful strategies and solutions must involve all stakeholders:
 - The community at large
 - Newcomers and newcomer groups
 - Mainstream organizations
 - Immigrant-serving agencies
 - Employers
 - School system
 - Established community services such as police, education, social and health.
- **Community-Based Strategies and Solutions**
 - Strategic partnerships which incorporate multiple stakeholders will work best.
 - Need to connect outcomes to work being done – accountability.
 - Outcomes need be community-driven.
 - Emphasis should be on newcomer needs and not on infrastructure.
 - Solutions and strategies should be local and grassroots where possible.
 - Need to give voice to all newcomers.
 - Need to link newcomers and newcomer groups to each other.

CONVERSATION #3: ENGAGEMENT

- How can we further engage those who are not here at this Community Forum but who would play an important role in CLIP?
- How would a Calgary Local Immigration Partnership benefit:
 - Your organization?
 - The community at large?
- What CLIP initiatives or partnerships would help your organization achieve its objectives and ensure positive immigrant settlement and integration outcomes?
- Would you or your organization get involved in a CLIP initiative or partnership. If yes, how:
 - Formal roles?
 - Informal roles?

Executive Summary

- ✓ ***Need to ensure that there are as many voices as possible at the table – individuals, organizations, government, City of Calgary , communities, service providers, employers, schools, faiths, Chamber of Commerce, social services, police services, etc.***
- ✓ ***Build on existing success***
- ✓ ***CLIPs will play a vital role:***
 - ***Create a presence, structure, centre point***
 - ***Sharing information and resources***
 - ***Encouraging partnerships***
 - ***Help ethno-cultural communities reach out***

- **The Need to Engage/Who Needs to be at the Table**
 - Connect with and invite all stakeholders to the table.
 - Engage those early adopters and use that engagement to reach out to others.
 - Broad agenda will ensure greater participation.
 - Build on existing successful infrastructure.
 - Need a wide dissemination of information by stakeholders.
 - Need a wide engagement of stakeholders.
 - Build on early successes.
 - Use of media – traditional and social.
 - Participants must include:
 - All levels of government including the City of Calgary
 - Newcomers and newcomer groups
 - Faith-based organizations

- Immigrant-serving agencies
- Mainstream organizations
- Employers
- Post-secondary schools and students
- School system and families/students
- Established community services such as police, education, libraries, social and health services
- Community associations and community resource centres
- Professional associations
- Chamber of Commerce
- Program and infrastructure funders
- Media
- Volunteers

- **Benefits of CLIP**

- Community-driven and grassroots solutions.
- Bridge communities and organizations.
- Newcomer groups will flourish and develop further.
- A city-wide initiative – a beacon will be created.
- Relevant information and resources will be shared.
- One-stop information/resource centre.
- Help diminish sense of isolation.
- Initiatives and partnerships will be encouraged and rewarded.
- Larger scale strategies will be developed and implemented.
- Public discourse – more voices will be heard.
- Service delivery will improve, be more effective and efficient.
- Research-based analysis and promising practices methodologies.
- Policy and advocacy strategies.
- Properly measured outcomes – accountability.

- **Relevant CLIP Initiatives and Partnerships**

- CLIP as a new method of engaging newcomers and service providers.
- Cross-cultural engagement.
- Information Sharing Strategies.
- Supporting and strengthening existing infrastructure and programming.
- Employment Strategies.
- Literacy Strategies.

- **Informal and Formal Roles**

- Join the conversation of making CLIPs a reality
- Provide leadership, collaborative assistance and support as needed

CONVERSATION #4: OPERATIONAL/ORGANIZATIONAL

- What principles should govern the collaboration, governance and mandate of CLIP?
- What should be the Council's structure and mandate?
- What sectors or areas of concern should be represented on the Sub-councils?
- What should be the Sub-council's structure and mandate?
- What organizations or groups should be represented on the:
 - Council?
 - Sub-councils?
 - Other structures and initiatives?
- Would you or your organization be interested in serving in any of the following capacities:
 - Council member?
 - Sub-council member?
 - Informal role?
 - Champion? Supporter?
 - Other?

Executive Summary

- ✓ ***CLIPs must be governed by a set of agreed upon principles designed to ensure effective and efficient strategies and solutions.***
- ✓ ***These principles should reflect the following:***
 - ***Inclusiveness***
 - ***Common and broad agenda***
 - ***Non-competitive***
 - ***Sharing of strengths***
 - ***Building of trust***
 - ***Accountability***
 - ***Transparency and open communication***
 - ***Strong leadership and support***
- ✓ ***Any organizational infrastructure must be broad-based, enable equal representation by all interested participants and should build on all the successful programs, initiatives and partnerships already in operation.***

- **Guiding Principles**
 - Should be agreed upon and set by the community:
 - Calgary-specific
 - Inclusiveness
 - Common and broad agenda
 - Non-competitive.

- Objectives should be to:
 - Share strengths
 - Build trust
 - Create accountability
 - Encourage transparency and open communication.
 - Strong leadership and support.
- **Structure and Mandate**
 - Broad-based and newcomer 1st focus.
 - Equal representation by all interested participants.
 - Build on successful programs, initiatives and partnerships already in operation.
 - Individuals and organizations should be represented.
 - Democratic and open dialogue.
 - Advisory board reflecting broad approach and playing effective leadership role.
- **Areas of Representation**
 - All interested stakeholders
 - All levels of government including the City of Calgary
 - Newcomers and newcomer groups
 - Faith-based organizations
 - Mainstream organizations
 - Immigrant-serving agencies
 - Employers
 - Post-secondary schools and students
 - School system and families/students
 - Established community services such as police, education, libraries, social and health services
 - Community associations and community resource centres
 - Professional associations
 - Chamber of Commerce
 - Program and infrastructure funders
 - Media
 - Volunteers
 - Use London model as guide but ensure the strategies and solutions must be Calgary – specific.
- **Gauging Interest**
 - Most organizations at the Community Forum want to be involved in the conversation of making CLIPs a reality – providing leadership, collaborative assistance and providing support.