**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.