**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.