

INFORMATION REPORT

TO: Chair and Members Emergency & Community Services	WARD(S) AFFECTED: CITY WIDE
COMMITTEE DATE: October 19, 2011	
SUBJECT/REPORT NO: Hamilton Immigration Partnership Council Update (CS 11001(a)) (City Wide)	
SUBMITTED BY: Joe-Anne Priel General Manager Community Services Department	PREPARED BY: Tim Rees 905-546-2424 ext. 4244
SIGNATURE:	

Council Direction:
Not applicable

Information:

Background

On June 23, 2010, Council endorsed the Immigration Strategy and Action Plan (Committee of the Whole Report 10-016, June 18, 2010, Item 7.2, CS09030(b)) developed by the Hamilton Immigration Partnership Council (HIPC).

At its meeting of April 6, 2011, the Emergency & Community Services (E&CS) Committee received Report CS10043(a) and approved the recommendation that the City of Hamilton accept \$297,168 in renewed funding (for the period of April 1, 2011 to March 31, 2012) from Citizenship and Immigration Canada (CIC) for the purpose of supporting the Hamilton Immigration Partnership Council (HIPC) and the implementation of the Immigration Strategy.

Funded by Citizenship and Immigration Canada (CIC) with in-kind support from the City of Hamilton, the HIPC is comprised of 18 civic leaders reflecting key sectors in the community and was established in January 2009 to develop and implement an immigration strategy under the direction of the City of Hamilton through the Community Services Department.

The Context:

Over 25% of Hamilton's population is foreign-born. In addition, the number of permanent landed immigrants Hamilton receives continues to be approximately 4,000 per year.

The figures for 2009, according to Citizenship and Immigration Canada data include:

- 3,778 landed immigrants arrived in Hamilton
- 2,669 humanitarian refugees (sponsored by the Canadian Government to come to Canada) reside in Hamilton
- 2,633 refugee claimants (claiming refugee status after arriving in Canada) reside in Hamilton
- 2,135 temporary foreign workers reside in Hamilton
- 5,093 foreign students reside in Hamilton

Like many mid-sized cities across Ontario, Hamilton's population growth will be almost entirely dependent on immigration.

Hamilton's economy is in transition, its labour force is aging, and although many recent immigrants to the city are highly educated with specific job skills and entrepreneurial talents, they are facing significant barriers in accessing the labour market. As a consequence over 50% of recent newcomers are living in poverty.

In response to this context, the HIPC articulated a vision that "Hamilton is an inclusive community where the talents and experience that immigrants and refugees bring are valued because they are integral to making Hamilton the best place to raise a child". This vision is the basis for the four strategic priorities that form Hamilton's Immigration Strategy:

1. Building collective and collaborative leadership in pursuit of Hamilton's immigration vision.
2. Strengthening the delivery of immigrant and refugee settlement.
3. Creating a welcoming community and the conditions that encourage immigrants to both settle and stay in Hamilton.
4. Creating and disseminating foundational knowledge of immigration in Hamilton.

Accomplishments:

In moving forward in the implementation of these priorities, the following are some of the activities that have been pursued in recent months that follow the commitments made in the 2011-12 Work Plan (attached as Appendix A to Report CS11001(a)).

New Membership of the HIPC:

Following the successful completion of Phase One of its work – the development of the Immigration Strategy and Action Plan – a recruitment and selection process of new members to the HIPC was undertaken in the beginning of 2011 as it embarked on the implementation phase of its work. To ensure continuity, over a third of the former members agreed to serve a second term. Councillor Brian McHattie has agreed to serve as a member.

The new membership of the HIPC comprises key stakeholders reflecting the major sectors in the community who also reflect an age, gender and diversity balance (attached as Appendix B to Report CS11001(a)).

Community Leadership:

Operating on the principle that immigration is everybody's responsibility in the city, the Hamilton Immigration Partnership Council (HIPC) has called on all Hamiltonians - as residents and as members of voluntary, private or public organizations - to endorse, support and commit to its Immigration Strategy by signing the Declaration of Intent.

Hamilton City Council took the lead as the first signatories to the Declaration of Intent in 2010, and since then the Chief Executive Officers of twelve other major stakeholders organizations in the city have signed on including the Hamilton Wentworth District School Board, Mohawk College and the Chamber of Commerce. The Declaration requires the signator's organization not only to endorse the priorities and actions set out in the Immigration Strategy, but also to take a proactive approach in integrating immigrant settlement into all their planning and business processes.

These formal commitments demonstrate public leadership in recognizing the need for, and the benefit of immigration to the city. They provide important symbolic support in setting the tone of what is acceptable in terms of individual and organizational behaviours. They also serve as an important instrument in sending out signals that Hamilton is a welcoming community. In addition, these Declarations of Intent not only broaden collective community ownership but begin to provide the body of information by which the HIPC can continue to not only champion the local actions that are being taken but also monitor the progress being made.

Strengthening Settlement Services:

Hamilton's settlement service sector has experienced significant transformation over the last number of months. The number of settlement service providers has broadened and the nature of many of the services provided has changed. In addition, many of the services formerly provided by Settlement Integration Services Organization (SISO) have been reassigned to other organizations across the city.

As a consequence, there has been an immediate need to support settlement service providers by better understanding and informing our community - newcomers as well as

the wide range of service providers in the city - about the changes taking place. The HIPC is participating on a collaborative project led by the Hamilton Social Planning and Research Council (SPRC) with the Hamilton Training Advisory Board (HTAB), Inform Hamilton, and the Hamilton Centre for Civic Inclusion (HCCI) to:

- Update and compile a comprehensive and broad local inventory of the new landscape of settlement services in Hamilton.
- Disseminate this information in various forms, formats and languages, and through multiple communications channels, including professional development and community information sharing events.

An initial planning session with over 40 representatives from key local stakeholder organizations, including settlement providers was held on June 29, 2011, and a community marketplace event is planned for mid-October.

In addition, a working group has been established to address immigrant economic and business development as an important route to economic integration. Led by the Hamilton Training Advisory Board, membership of this group includes the Hamilton Chamber of Commerce, the City of Hamilton Economic Development Department, Mohawk College, First Ontario Credit Union, McMaster University, as well as the HIPC. Over the next 12 months this collaborative initiative will identify business and self-employment services for newcomers to Hamilton, disseminate this information broadly, and identify further ways for improving the supports and conditions for successful immigrant business start-ups.

In addressing the health needs of immigrants and refugees in Hamilton, as documented through the HIPC's own research and community consultations, planning is underway to establish a working group comprised of the Local Health Integrated Network, the three Community Health Centres in Hamilton, Public Health and the City of Hamilton EMS Department.

Similarly, in bringing forward the housing needs of immigrants and refugees in Hamilton, the HIPC has been working with the Housing Services Division of the Community Services Department, to ensure these particular needs are addressed in the upcoming ten year City of Hamilton Housing and Homelessness Action Plan.

Public Awareness:

To promote Hamilton as a welcoming community as well as disseminate knowledge of local immigration issues, the HIPC is continuing to:

- develop and update the HIPC website (www.hamiltonimmigration.ca) which

includes data and research about immigration in Hamilton, community events related to immigration, signed Declarations of Intent, links to settlement service agencies and information about the HIPC;

- produce monthly fact sheets and a quarterly newsletter on immigration in Hamilton that are distributed to over 700 organizations and agencies contained within the HIPC database, as well as being placed on the HIPC website and also available in printed form; and,
- collaborate with the Hamilton Spectator on its 'DiverseCity' series. Kicking off with a full front page article on June 25, 2011, the ongoing series will, as the Spectator describes it "not simply be about where we came from, but where we are going. It will not simply be about immigration, but about inclusivity".

Through various meetings and discussions - from the publisher, the editor-in-chief, to various reporters - the HIPC continues to provide input in framing the series, information and research materials, story ideas and community contacts.

Conclusion:

The above is just a brief summary of some of the activities pursued over the last few months. Part of the challenge facing the HIPC is how it can do more with less. The Contribution Agreement with Citizenship and Immigration Canada (CIC) for 2011-2012 saw a 25% reduction in funds from the 2010-2011 Agreement. Apart from reflecting the overall cutbacks by CIC for settlement in Ontario, for the HIPC it has necessitated the elimination of local research and community consultation activities.

Appendices:

Appendix "A" to Report CS11001(a): Implementing the Hamilton Immigration Strategy and Action Plan: Year One Work Plan April 1, 2011 – March 31, 2012.

Appendix "B" to Report CS11001(a): Members of the Hamilton Immigration Partnership Council

Hamilton Immigration Partnership Council

A graphic consisting of two horizontal, slightly wavy lines. The top line is a solid dark blue, and the bottom line is a lighter blue, creating a sense of motion or a stylized underline.

Implementing the Hamilton Immigration Strategy and Action Plan

Year One Work Plan

April 1, 2011 – March 31, 2012

Strategic Goal

Provide and implement a collaborative framework to facilitate sustainable solutions for the successful integration for newcomers to Hamilton.

Overview

This work plan reflects the first year of implementing the Immigration Strategy and Action Plan including the objectives, actions and indicators for each of the following components:

- Governance
- Public Awareness
- Settlement Services
- Housing
- Employment/Labour Market
- Health
- Evaluation
- Sustainability

GOVERNANCE

The overall objective of the Local Immigration Partnership Councils is to provide a collaborative framework to facilitate the development and implementation of sustainable solutions that are local and regional in scope for the successful integration of newcomers to Ontario.

The LIPs initiative was created to facilitate the coordination and enhancement of local and regional service delivery to newcomers while identifying and minimizing duplication and create strategic partnerships between service providers.

The Hamilton Immigration Partnership Council (HIPC), upon achieving its responsibilities in the initial phase of the development of an Immigration Strategy (i.e., to collect and report on newcomer service delivery, conduct research, identify gaps in service delivery, create strategic partnerships between service providers and develop the Hamilton Immigration Strategy and Action Plan) agreed to reconstitute itself so that its membership reflects the skills, competencies and experiences necessary to move to the implementation phase.

The reconstituted HIPC provides leadership to oversee the implementation of the Immigration Strategy, advise the City of Hamilton and project staff in supporting the attraction, settlement, retention and economic participation of immigrants to create a more welcoming community for newcomers.

The reconstituted HIPC will guide the implementation of the Immigration Strategy through a governance structure which will include a Management/Steering Committee, a Settlement Service Provider Working Group and partnerships with the Affordable Housing Flagship (AHF) - a community collaborative made up of key stakeholder organizations in Hamilton to create affordable housing across the housing continuum, advocate policy toward making affordable housing a reality in Hamilton and support community development to ensure readiness for affordable housing – and the Skills Development Flagship whose goal it is to assist individuals marginalized from the labour market in gaining access to opportunities for meaningful employment by ensuring the knowledge and skills of workers match the needs of Hamilton's economy.

Governance				
Objective	Activity	Responsibility	Timeline	Indicators
Ensure the implementation of the HIPC work plan	<ul style="list-style-type: none"> Reconstitute Hamilton Immigration Partnership Council <ul style="list-style-type: none"> Select and recruit 16 new HIPC members and Chairs Orient and train new members about their roles and responsibilities Review and revise the Terms of Reference from Phase One to reflect the mandate, membership and responsibilities of this implementation phase 	<ul style="list-style-type: none"> Project Team HIPC Selection Committee 	April 2011	<ul style="list-style-type: none"> New members are selected and oriented and HIPC in place by April 2011 Terms of Reference are revised and approved by the reconstituted HIPC
	<ul style="list-style-type: none"> Form a Steering/Management sub-committee to steer the work of the HIPC Develop Terms of Reference for Steering sub-committee Define Steering sub-committee activities 	<ul style="list-style-type: none"> Project Team HIPC 	May 2011	<ul style="list-style-type: none"> Steering/Management Committee is selected and in place by June 2011 and meets monthly Terms of Reference are developed and activities are defined and approved by the HIPC
	<ul style="list-style-type: none"> Reestablish and expand Settlement Service Provider Working Group Invite and include new members Develop a work plan address issues pertaining to: <ul style="list-style-type: none"> improving coordination among settlement service providers enhancing capacity among settlement service providers to deliver services to newcomers 	<ul style="list-style-type: none"> HIPC Project Team 	April 2011	<ul style="list-style-type: none"> Settlement Service Provider Working Group is reconvened Work plan developed and approved by members of the Working Group <p>* See Settlement Services section for more clearly defined indicators for this Working Group</p>
	<ul style="list-style-type: none"> Secure partnerships with: <ul style="list-style-type: none"> Affordable Housing Flagship (AHF) Skills Development Flagship Local Health Integration Network (LHIN) Boards of Education 	<ul style="list-style-type: none"> HIPC Project Team 	Sept 2011 Dec 2011	<ul style="list-style-type: none"> Work plan for Affordable Housing Flagship and Skills Development Flagship are developed and reflect the priorities of the HIPC Priorities for work with LHIN and Boards or Education are established

PUBLIC AWARENESS

The successful integration of newcomers and the pursuit of a welcoming community must be built on a solid base of information and knowledge. A current lack of shared knowledge contributes to a heightened level of ambivalence and uncertainty among residents about the impacts of immigration on their community.

Part of this process also involves promoting greater public awareness and support for the work of the HIPC and the best practices and positive initiatives being undertaken in Hamilton directed at achieving a welcoming city.

Not all residents in Hamilton are fully supportive of Immigration. Rapid demographic changes generate apprehension and anxiety and public attitudes and behaviours that reflect a welcoming community cannot always be assumed. Discrimination and exclusionary behaviours and practices have been identified by newcomers as major obstacles to their settlement and social and economic inclusion in Hamilton.

The work of the HIPC and all other agencies who strive to make Hamilton a more welcoming community is futile if discrimination continues to exist and drives our newcomers away. In fact, anecdotal evidence suggests one third of newcomers to Hamilton leave within 12 months.

A Public Awareness initiative becomes crucial to reducing discriminatory attitudes and increasing the likelihood that immigrants will chose Hamilton to make their life-long home.

Based on numerous and ongoing meetings with settlement service providers, the results of the HIPC Best Practices conference held on September 23, 2010, and the extensive body of research undertaken by the HIPC in the Phase One, Developmental Phase, recurring themes identified the need to implement a public awareness and education strategy that would:

- Highlight the contributions and achievements made by Hamilton’s diverse immigrant communities
- Combat the myths and misconceptions about migrants and immigration
- Identify the best practices of Hamilton organizations that benefit from immigration

40% OF NEWCOMERS TO HAMILTON SAID THEY EXPERIENCED DISCRIMINATION IN SOME FORM AFTER THEIR ARRIVAL

Public Awareness				
Objective	Activity	Responsibility	Timeline	Indicators
1. Increase the understanding of individuals and organizations about the importance of immigration to Hamilton	<ul style="list-style-type: none"> Update HIPC website with current information including all the reports, surveys and studies undertaken by the HIPC during the planning/development phase, including : <ul style="list-style-type: none"> Demographic Profile of Immigrants in Hamilton Immigrant and Refugee Health Needs and Service Provision in Hamilton Immigrants and the Labour Market in Hamilton Immigrant Settlement and the Informal Sector The Informal Settlement Sector: Broadening the Lens to Understand Newcomer Integration in Hamilton Immigrant Services in Hamilton: Capacity Study An Inventory of Settlement Services in Hamilton Results of New Immigrant and Refugee Consultations in Hamilton Conference Report of Best Practices of Settlement Providers for Integration of Newcomers to Hamilton 	<ul style="list-style-type: none"> Project Team HIPC Steering sub-committee 	Ongoing	<ul style="list-style-type: none"> Document the demand and take up of HIPC produced materials and request for information by members of the public, agencies, organizations and institutions on database Results of survey indicate public awareness of immigration issues has increased Number of visits to website, presentations given, agencies/organizations receiving print and electronic materials. Recorded utilization of HIPC produced materials by the local media, by civic curricula in schools, etc.
	<ul style="list-style-type: none"> Produce fact sheets on: <ul style="list-style-type: none"> Demographic profile of Hamilton The Myths and Misconceptions of Immigration Hamilton’s Immigrant Communities: A Community of Immigrants History of Hamilton’s Diversity Cultural Contributions of Hamilton’s Diversity 		Monthly	
	<ul style="list-style-type: none"> Distribute information to local media, schools, libraries, recreation centres and at community events via presentations and print 		Ongoing	

	<ul style="list-style-type: none">• Create survey and distribute at presentations, events and on HIPC website to assess level of awareness of immigration issues before and after information received			
2. Increase awareness of the HIPC and its work	<ul style="list-style-type: none">• Update HIPC website with current HIPC activities and information• Produce annual report and newsletters on the activities of the HIPC to be distributed through the HIPC database mailing list and website• Create online survey on the HIPC website to determine level of awareness pre and post website visit	<ul style="list-style-type: none">• Project Team• Steering committee	Ongoing Quarterly and Annually	<ul style="list-style-type: none">• Number of visits to HIPC website• Results of online Survey indicate increased awareness of HIPC and its work

SETTLEMENT SERVICES

A considerable amount of information and research has been compiled by the HIPC during the Phase One Developmental Stage on the needs of newcomers and the challenges they face as they settle in Hamilton. These have included:

- Demographic Profile of Immigrants in Hamilton
- Immigrant Services in Hamilton: Capacity Study
- Immigrant Settlement and the Informal Sector
- Inventory of Settlement Services in Hamilton
- Results of Immigrant and Refugee Consultations in Hamilton
- Conference Report of Best Practices for Settlement and Integration

In summary, the findings of the HIPC’s research indicate the needs of newcomers are diverse and for immigrants and refugees with limited resources and with racial and cultural backgrounds markedly different from the majority, it is taking much longer for them to settle in terms of employment, income and health status levels as compared to Canadian born residents. These settlement needs include:

- Settlement services that are well-coordinated and linked to the voluntary sector and mainstream services
- Language training that is flexible and occupationally-specific
- Access to employment services
- Access to Health Care
- Access to Housing

The HIPC has established an organizational mechanism which will support more collaboration with settlement providers. A Settlement Service Provider Working Group will be reconvened to identify (based on the research undertaken in Phase One), recommend and facilitate actions to achieve a better coordinated and seamless settlement service system in Hamilton and increase knowledge and awareness of services and enhanced language opportunities for newcomers.

50% OF RECENT IMMIGRANTS TO HAMILTON LIVE BELOW THE POVERTY LINE

Settlement Services				
Objective	Activity	Responsibility	Timeline	Indicators
1. Improve coordination of mainstream service providers	<ul style="list-style-type: none"> Reconvene the Settlement Service Provider Working Group to facilitate the implementation of the actions identified in the Immigration Strategy Action Plan to enhance coordination and capacity to deliver services to newcomers Hold a learning forum to update local service providers and stakeholders on the restructured arrangements in the settlement sector in Hamilton, to share information and resources and clarify who is doing what Share Information collected from mainstream settlement providers re: local best practice Update the inventory of local settlement service provision Create and administer a survey of newcomer needs 	<ul style="list-style-type: none"> HIPC Project Team Sub-committees Welcoming Communities Initiative 	<p>April 2011</p> <p>Dec 2011</p> <p>Sept 2011</p>	<ul style="list-style-type: none"> Settlement Services Working Group meets regularly Attendance is stable Trust and cooperation amongst the membership is increased Survey is completed of newcomers to determine if settlement needs are being met Inventory of local settlement services is updated
2. Increase newcomer awareness of and access to settlement services	<ul style="list-style-type: none"> Provide ongoing advice and information to the City of Hamilton Immigration Portal and other online information systems regarding updated information on settlement services Continue to build the HIPC website with links to settlement services Create fact sheets and information reports and distribute them and the inventory of settlement services via print and electronically to settlement service providers, voluntary agencies and mainstream organizations through HIPC website and database mailing list Update mapping of GIS settlement services to reflect the current location of available settlement services for newcomers given the recent restructuring of the settlement services system 	<ul style="list-style-type: none"> Project Staff Sub-committees Local Service Providers 	<p>Ongoing</p> <p>Nov 2011</p>	<ul style="list-style-type: none"> Information providers have updated and disseminated their information to newcomers GIS mapping of settlement services is updated and accurate

<p>3. Increase knowledge and expertise of service providers (both mainstream and settlement)</p>	<ul style="list-style-type: none"> • Create fact sheets of immigration demographics, newcomer communities, settlement patterns, informal settlement services, best practices and newcomer services • Disseminate information (fact sheets, HIPC reports of immigration) via the HIPC website and database mailing list of 700 service providers • Create and administer a survey of service provider knowledge and use of HIPC information / materials 	<ul style="list-style-type: none"> • HIPC • Project Team • Sub-Committees • Community • Levels of government 	<p>June 2011</p> <p>Ongoing</p> <p>November 2011</p>	<ul style="list-style-type: none"> • Number of visits to website, number of fact sheets distributed, number of reports distributed, number of mailing list recipients who received information • Results of survey indicate information received via HIPC website and database mailings was useful in implementing the Strategy.
<p>4. Enhance availability and opportunities for language training</p>	<ul style="list-style-type: none"> • Collaborate with language training providers in Hamilton, including the Boards of Education, Mohawk College, College Boreal, etc to: <ul style="list-style-type: none"> ○ Increase specialized language training to accommodate wide range of language skills ○ Increase the range of flexible and occupational specific language training programs 	<ul style="list-style-type: none"> • HIPC • Project Team • Sub-committees • Community Partners (Boards of Ed, Mohawk, College Boreal, etc) 	<p>July 2011</p> <p>Ongoing</p>	<ul style="list-style-type: none"> • A working group of language training providers is established <ul style="list-style-type: none"> ○ Communication among language training providers is enhanced ○ Best practices are shared

HOUSING

Based on the HIPC’s qualitative research on newcomer services in Hamilton and consultations with newcomers and settlement service providers and through working with the Affordable Housing Flagship (AHF) the major housing issues of newcomers include the need for:

- Information on how to find and access safe and affordable housing
- Increased access to safe and affordable housing
- More social housing that is adequate for large families and multi-family households.

While Census data indicates these issues exist on a national level and newcomer consultations and anecdotal evidence indicates these are pressing issues, local statistical data has yet to be compiled. However, research carried out by Bruce Newbold through McMaster University which focuses on immigrants and housing in Hamilton and surrounding areas will be completed in the spring of 2011.

Through HIPC’s partnership with the AHF, the AHF has committed to create a working group to address the identified housing needs of recent immigrants and refugees to Hamilton. This working group will include a representative from the HIPC who will support the AHF Working Group through providing advice, recommendations and information gathered through the research and data collected by the HIPC to address the needs of newcomers. The HIPC representative will report back to the HIPC on the actions of the Affordable Housing Flagship Working Group to meet newcomers’ housing needs.

Members of the Affordable Housing Flagship include:

- | | |
|--|--|
| • Remax/Delmar Real Estate | • Hamilton Rotary Club |
| • United Way | • Wesley Community Homes |
| • Hamilton District Labour Council | • Realtors’ Association of Hamilton-Burlington |
| • Housing Help Centre | • Wesley Urban Ministries |
| • Canada Mortgage and Housing Corporation | • Hamilton Community Foundation |
| • Good Shepherd Non-Profit Homes | • Options for Homes Hamilton |
| • Bank of Nova Scotia | • Hamilton Addiction & Mental Health Network. |
| • CityHousing Hamilton | • Ministry of Municipal Affairs & Housing |
| • Homestead Christian Care | • Rygiel Supports for Community Living |
| • Social Planning and Research Council of Hamilton, City of Hamilton | • Investorcentric |
| • Threshold School of Building | • Hamilton Council on Aging |

THE APARTMENTS ARE POORLY MAINTAINED, WE SOMETIMES USE NEIGHBOURS’ WASHROOM FOR WEEKS WHILE WAITING FOR REPAIR”

(Newcomer to Hamilton)

Housing				
Objective	Activity	Responsibility	Timeline	Indicators
1. Increase newcomer awareness of and access to safe and affordable housing	<ul style="list-style-type: none"> • Work in partnership with The Affordable Housing Flagship to develop a registry of affordable housing options within the city of Hamilton • Collaborate with the Housing and Homelessness Division of the Community Services Department, City of Hamilton to expand and update information on housing options for newcomers, how to access housing and their rights and responsibilities as tenants to be disseminated through CMHC, the Immigration Portal and Inform Hamilton, Housing Help Centre, and links on HIPC website etc. • Work in partnership with Affordable Housing Flagship to determine the number of homeless newcomers and/or in emergency shelters and in social housing • Disseminate to service providers and stakeholders local best practices re meeting housing needs of newcomers through HIPC database mailing list and website 	<ul style="list-style-type: none"> • HIPC • Project Team • Affordable Housing Flagship • Local Service Providers • Community Partners (e.g., City of Hamilton) 	<p>Sept 2011</p> <p>Ongoing</p>	<ul style="list-style-type: none"> • The development of a registry of affordable housing options • City of Hamilton housing information updated and added to relevant websites • Data provided by City Housing Division on numbers of newcomers in emergency shelters • Data provided by City Housing Division on numbers of newcomers on social housing wait list to indicate newcomer demand for affordable housing • Best practices are disseminated and appear on HIPC website
2. Increase number of social housing units available for large families	<ul style="list-style-type: none"> • Work in partnership with the Housing and Homelessness Division of the Community Services Department, City of Hamilton to advocate to other levels of government that any further affordable housing developments contain units suitable for large families 	<ul style="list-style-type: none"> • HIPC • Project Team • AHF • City of Hamilton Housing and Homelessness Division 	Ongoing	<ul style="list-style-type: none"> • Report completed by the City Of Hamilton and letter sent to the respective governments regarding the need for larger units

EMPLOYMENT/LABOUR MARKET

Employment is the primary settlement need for most newcomers. According to consultations with newcomers undertaken by the HIPC, employment also influences other aspects of settlement, including where a person can afford to live, what services they access, what schools they or their children attend and what opportunities they can afford.

HIPC’s study conducted in Phase 1, “Immigrants and the Labour Market in Hamilton” revealed that newcomers to Hamilton have considerable skills and experience but are facing significant difficulties in being accepted into the Hamilton labour market on all types of measures including participation rate, employment status, income level or job match appropriate to their skills and experience. The data shows that immigrants in Hamilton are not fairing well:

- Over 50% of recent newcomers are living in poverty
- The unemployment rate is double that of Canadian-born residents
- The income level of university educated newcomers is less than half that of Canadian-born university graduates

Some of the actions to address these issues require:

- Sufficient language proficiency
- Canadian work experience including familiarity with Canadian business practices
- Recognition of foreign academic credentials
- Recognition of foreign work experience

In improving newcomer access to the local labour market, the HIPC has identified in its work plan the actions it will pursue in collaboration with the Hamilton Training Advisory Board (HTAB) and the Skills Development Flagship to achieve the objective of improving newcomers access to the local labour market.

Members of the Skills Development Flagship include:

- | | |
|---|--|
| • Education and Training | • Diversity and accessibility (visible minorities, aboriginals, person with disabilities, women and newcomers) |
| • Francophone Community | • Planning/Research (Social Planning Research Council, Hamilton Training Advisory Board) |
| • Government representatives (MCSS, MTCU, Service Canada, City of Hamilton) | |

THE UNEMPLOYMENT RATE OF IMMIGRANTS IN HAMILTON IS TWICE THE RATE OF CANDIAN-BORN RESIDENTS

Employment/Labour Market				
Objective	Activity	Responsibility	Timeline	Indicators
1. Increase newcomer awareness of employment and training services in Hamilton	<ul style="list-style-type: none"> • Work in partnership with the City of Hamilton Economic Development Division to make available to newcomers information on business and self employment opportunities • Work with City of Hamilton Employment and Income Support Division to make available to newcomers the Inventory of Employment and Training Services • Work with the Hamilton Advisory Training Board and the Skills Development Flagship to make available information about where and how newcomers can have foreign credentials assessed 	<ul style="list-style-type: none"> • HIPC • Project Team • City of Hamilton, Economic Development Division, Employment and Income Support Division • Hamilton Advisory Training Board • Skills Development Flagship 	Ongoing	<ul style="list-style-type: none"> • Information regarding employment and training services and assessment of credentials is provided to newcomers and settlement service providers
2. Improve newcomer access to the local labour market	<ul style="list-style-type: none"> • Work with community partners, i.e., Hamilton Training Advisory Board (HTAB), the Skills Development Flagship and the Jobs Prosperity Collaborative (JPC) to develop a work plan to identify: <ul style="list-style-type: none"> ○ Local opportunities to obtain “Canadian experience” through mentorships, internships, etc 	<ul style="list-style-type: none"> • HIPC • Project Team • Hamilton Training Advisory Board • Skills Development Flagship • Jobs Prosperity Collaborative 	Apr – July 2011	<ul style="list-style-type: none"> • Work plan is developed to identify opportunities to obtain Canadian experience

HEALTH

A report undertaken for the HIPC by McMaster University professor Bruce Newbold during Phase One found that poor health and unmet health needs are pervasive within the immigrant and refugee population in Hamilton. This finding also was confirmed through HIPC's consultations with newcomer communities.

Not only was there found to be inequitable access to health services there also are disparities in health status of immigrants. Health disparities based on immigrant status include hypertension, cardiovascular disease, respiratory conditions, psychological distress, depression and anxiety.

This report also shows evidence that health care professionals' lack of knowledge and discriminatory attitudes result in insensitive and inaccurate provision of health care to immigrants. Such negative experiences can discourage individuals from seeking health care and contribute to feelings of isolation and despair.

In working with the Local Integration Health Network (LHIN) in Hamilton to be better prepared in responding to the health needs of newcomers, the HIPC's work plan for the next year will be to support the improvements in the provision of:

- Translation and interpretation services in the area of health care
- Newcomer awareness of and access to family doctors, clinics and health care centres and services
- Culturally competent health care providers

The Local Health Integration Network funds the following community health centres in Hamilton:

- Centre de santé communautaire Hamilton/Niagara
- Hamilton Urban Core Community Health Centre
- North Hamilton Community Health Centre

IMMIGRANT POPULATIONS EXPERIENCE DIFFERENT HEALTH OUTCOMES THAN CANADIAN-BORN

Health				
Objective	Activity	Responsibility	Timeline	Indicators
Increase the awareness of the Local Health Integration Network (LHIN) about the health needs of newcomers	<ul style="list-style-type: none">Establish a partnership with the Local Integration Health Network (LHIN) and community health centres to address the health issues of newcomers including:<ul style="list-style-type: none">Access to family doctorsNewcomer awareness of health services and health educationAccess to professional translation and interpreter services’Cultural competency training for health care professionals	<ul style="list-style-type: none">HIPCProject TeamLocal Health Integration Network	Oct 2011	<ul style="list-style-type: none">Commitment from the Local Integration Health Network to review their work plan to include the health issues of newcomers

EVALUATION

As shown in the previous sections of this work plan, the indicators column identifies the output and outcome measures that pertain to the work of the HIPC itself as well as the progress in implementing the Immigration Strategy.

There continues to be a need to further refine an appropriate set of outcome measures that adequately captures the range of interactions involved in the settlement and integration process. For example, the Welcoming Communities Initiative has identified the following performance measures:

- Education Outcome: there is no difference in educational achievement between immigrant children and the wider community
- Employment Outcome: all newcomers who wish to work have employment and incomes that corresponds with their experience and qualifications
- Income Outcome: there is no justifiable difference in the income of newcomers and the wider community
- Health Outcome: eradication of health inequities
- Housing Outcome: no one is homeless and all have access to appropriate affordable housing

The work plan for the period April 2011 to March 2012 not only entails documenting and compiling the outputs and outcomes identified in the indicators column but also ongoing work to continue to refine a set of performance measures to evaluate the overall success of the Immigration Strategy. This work will be achieved through collaboration with the Welcoming Communities Initiative (WCI) – a collaborative of 13 universities across Ontario and community partners (the project manager of the HIPC is a member of the WCI governing council)

Evaluation				
Objective	Activity	Responsibility	Timeline	Indicators
1. The success of the Immigration Strategy (the local settlement strategy) in attracting, settling, retaining and improving the economic participation of newcomers	<ul style="list-style-type: none"> Collaborate with Welcoming Communities Initiative (WCI) to refine and implement a methodology using the 17 performance measures in the WCI report Characteristics of a Welcoming Community to evaluate the success of the Strategy 	<ul style="list-style-type: none"> Project Team HIPC Steering Sub-Committee Welcoming Communities Initiative 	March 2012	<ul style="list-style-type: none"> The tool has been developed for the HIPC to assess the achievement of the Hamilton Immigration Strategy
3. The successful achievement of the objectives in the HIPC work plan 2011 – 2012	<ul style="list-style-type: none"> Monitoring, reviewing and modifying the work plan 	<ul style="list-style-type: none"> Project Team 	Monthly	<ul style="list-style-type: none"> Monthly reports on the progress of the HIPC toward achieving work plan objectives

SUSTAINABILITY

A priority of the HIPC is building collective and collaborative leadership. This priority recognizes that the settlement sector in Hamilton alone cannot be expected to meet all settlement needs and that all community partners, institutions and residents in Hamilton need to work together to ensure the successful integration of newcomers into our community. The implementation and sustainability of the Immigration Strategy is therefore founded on the premise that the settlement and integration process involves all members and sectors of the community

This work plan reflects that the HIPC has and will continue to secure partnerships with key collaborative groups such as the Affordable Housing Flagship, Skills Development Flagship, Local Integration Health Network and the Boards of Education and settlement service providers. Through such partnerships the HIPC will continue to work to ensure that the Immigration Strategy is widely disseminated and implemented by community partners.

As indicated in the Public Awareness and Engagement section of this work plan, the HIPC has already established a process for obtaining formal commitments to implement the Immigration Strategy by key organizations and institutions in Hamilton and monitor their progress.

The ongoing implementation and sustainability of the Immigration Strategy is also dependent on the HIPC playing a robust leadership role in championing and monitoring progress in achieving the successful integration of newcomers. As indicated in the Governance section of this work plan the structural mechanisms will be put into place to allow the HIPC to assume this role in an effective manner.

Organizational resources are required to sustain the HIPC so that the Council is able to drive forward the implementation of the Strategy. In addition to the financial contribution of CIC and the considerable in-kind support provide by the City of Hamilton as the project sponsor, this work plan commits to not only fulfilling all financial obligations but also to pursue potential and/or alternative sources of funding so that the HIPC can fulfill its vision to ensure that:

OUR VISION

HAMILTON IS AN INCLUSIVE COMMUNITY WHERE THE TALENTS AND EXPERIENCE THAT IMMIGRANTS BRING ARE VALUED BECAUSE THEY ARE INTERGRAL TO MAKING HAMILTON THE BEST PLACE TO RAISE A CHILD.

Sustainability				
Objective	Activity	Responsibility	Timeline	Indicators
1. Formal commitment from key community organizations to implement the Immigration Strategy	<ul style="list-style-type: none"> Obtain formal support and endorsement of the Hamilton Immigration Strategy from key organizations and institutions in each of the community sectors (Housing, Employment, Healthcare, Education) in implementing the Immigration Strategy through signatures on the Declaration of Intent (i.e., a one page document that states that immigration and settlement issues will be integrated into the everyday business of community organizations and agencies) Engage community agencies and stakeholders and other signatories of the Declaration of Intent through face-to-face meetings to complete the Action Plan to indicate they are implementing the Strategy Follow up with agencies and stakeholders to offer advice with regard to implementing the actions on the Strategy Make Regular phone calls/contact to check on the progress of agencies and stakeholders in implementing the Strategy, and invite them to make presentations to the HIPC and Working Groups in implementing the Strategy and completing the Action Plan 	<ul style="list-style-type: none"> HIPC Project Team Steering sub-committee Community partners 	<p>March 2012</p> <p>Ongoing</p>	<ul style="list-style-type: none"> Minimum of ten Declarations of Intent signed by leaders of community organizations and agencies to declare their commitment to endorsing and implementing the Immigration Strategy has increased Minimum of ten Immigration Action Plans returned by agencies and stakeholders and the “Partners” column is completed with names of key organizations and when they expect to complete the implementation of each action, including descriptions of policies, documents etc, that address the action being implemented
2. Increase funding sources for HIPC outside of CIC	Identify additional sources of funding through Maytree Foundation, Trillium Foundation, United Way, City of Hamilton	<ul style="list-style-type: none"> Project Team Project Sponsor 	Ongoing	<ul style="list-style-type: none"> Potential sources of funding are identified

**MEMBERS OF THE
HAMILTON IMMIGRATION PARTNERSHIP COUNCIL**

Lil Acevedo	<i>Housing Worker, Housing Help Centre</i>
David Adames	<i>President & CEO, Hamilton Chamber of Commerce</i>
Gail Belisario	<i>Principal of Equity, Hamilton Wentworth District School Board</i>
Mary Cipolla	<i>Superintendent, Hamilton Wentworth Catholic District School Board</i>
Jim Commerford (Chair)	<i>President & CEO, YMCA of Hamilton/Burlington/Brantford</i>
Huyen Dam	<i>Research Assistant, McMaster University</i>
Alain Dobi	<i>Coordonnateur du Reseau de soutiena l'immigration francophone (Coordinator of the francophone immigration network System)</i>
Howard Elliott	<i>Managing Editor, The Hamilton Spectator</i>
Neil Everson	<i>Director, Economic Development & Real Estate Division, Planning & Economic Development Department, City of Hamilton</i>
Gillian Hendry	<i>Director, Housing Services Division, Community Services Department, City of Hamilton</i>
Don Jaffray	<i>Executive Director, Social Planning and Research Council of Hamilton</i>
Raja Jain	<i>Racism Prevention Officer, Labour Program - Ontario Region, Human Resources and Skills Development Canada, Workplace Equity Services</i>
Richard Koroscil	<i>President & CEO, Hamilton International Airport</i>
Ann Lamanes	<i>(Communication Work Group), Communications Officer, Strategic Services Division, Community Services Department, City of Hamilton</i>

Councillor Brian McHattie	<i>City Councillor, Ward 1, City of Hamilton</i>
Evelyn Myrie	<i>Executive Director, Hamilton Centre for Civic Inclusion</i>
Frank Passaro (Vice-Chair)	<i>Manager, Hamilton Main Branch, Scotiabank</i>
Joe-Anne Priel	<i>General Manager, Community Services Department, City of Hamilton</i>
Chandra Rice	<i>Advisor, Health System Transformation, Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN)</i>
Judy Travis	<i>Executive Director, Hamilton Training Advisory Board</i>
Jim Vanderveken	<i>Dean of Interdisciplinary Studies, Mohawk College</i>
Dr. Gary Warner	<i>Retired Professor, McMaster University</i>