

CITY OF HAMILTON

COMMUNITY SERVICES DEPARTMENT Social Development and Early Childhood Services Division

TO: Chair and Members Emergency & Community Services Committee	WARD(S) AFFECTED: CITY WIDE
COMMITTEE DATE: March 25, 2013	
SUBJECT/REPORT NO: Renewal of Funding from Citizenship and Immigration Canada for the Immigration Strategy (CS10043(c)) (City Wide)	
SUBMITTED BY: Joe-Anne Priel General Manager Community Services Department	PREPARED BY: Linda Button (905) 546-2424 ext. 4992 Colin McMullan (905) 546-2424 ext. 3538
SIGNATURE:	

RECOMMENDATION

- (a) That the City of Hamilton accept \$261,266 from Citizenship and Immigration Canada for the purpose of supporting the Hamilton Immigration Partnership Council and the continued implementation of the Immigration Strategy; and,
- (b) That the General Manager of Community Services be authorized to execute the renewed Contribution Agreement attached as Appendix A to Report CS10043(c), between the City of Hamilton and Citizenship and Immigration Canada, subject to any amendments approved by the General Manager of Community Services and in a form satisfactory to the City Solicitor.

EXECUTIVE SUMMARY

This report seeks approval to receive \$261,266 from Citizenship and Immigration Canada as a renewed Contribution Agreement for the fiscal year April 1, 2013 to March 31, 2014 to support the Hamilton Immigration Partnership Council (HIPC) and the implementation of a local immigration strategy.

Alternatives for Consideration – Not Applicable

FINANCIAL / STAFFING / LEGAL IMPLICATIONS

Financial:

Full program funding will be provided by the Federal Government through Citizenship and Immigration Canada (CIC) totalling \$261,266 which will be allocated over the course of 12 months (April 1, 2013 to March 31, 2014) in accordance with the Contribution Agreement to be signed by CIC and the City of Hamilton. Under the Agreement, CIC will reimburse eligible expenditures that are reasonable and directly related to the project. The Agreement stipulates that the City of Hamilton receive funding subject to an annual appropriation from Parliament for the purpose in which the contribution is contemplated, and that CIC may cancel or reduce the contribution if CIC funding levels are changed by Parliament.

As the contract holder with the Government of Canada, the City of Hamilton also provides in-kind support in the form of office space, financial administration and supervision.

Staffing:

The existing staffing complement of 2.5 FTEs (Project Manager, Working Group Coordinator and Part Time Program Secretary) will continue for the 12 month period of this agreement. These positions will be fully funded by the federal government, in accordance with the Contribution Agreement.

Legal:

The renewed Contribution Agreement is being reviewed by Legal Services to ensure it is consistent with the City's existing Agreement.

HISTORICAL BACKGROUND

On February 6, 2008, CIC in partnership with the Ontario Ministry of Citizenship and Immigration (MCI) issued a call for proposals to municipalities to apply for funding to

strengthen the role of local communities in serving and integrating immigrants through Local Immigration Partnerships. These Local Immigration Partnerships are to provide a collaborative framework for, and facilitate the development and implementation of, sustainable local solutions for successfully attracting, integrating and retaining immigrants.

The City of Hamilton was awarded \$285,195 in funding over 8.5 months from July 2009 to March 31, 2010 to establish a Hamilton Immigration Partnership Council and through this Council create a comprehensive immigration strategy. The Community Services Department has led this initiative and has been working with internal and external service providers and stakeholders including recent immigrants to Hamilton, to develop solutions that work for the intended audiences and the community as a whole.

In March 2010, the Contribution Agreement between CIC and Hamilton was renewed for another year from April 1, 2010 to March 31, 2011, in the amount of \$393,145 in order for the Hamilton Immigration Partnership Council to continue its work of developing a made-for-Hamilton immigration strategy. On June 23, 2010, Council unanimously endorsed Hamilton's first ever Immigration Strategy and Action Plan (Committee of the Whole Report 10-016, June 18, 2010, Item 7.2, CS09030(b)).

CIC approved further funding for the Hamilton Immigration Partnership Council in the amount of \$297,168 for the period of April 1, 2011 to March 31, 2012 to begin the work of implementing the Immigration Strategy.

The Contribution Agreement was further renewed, in the amount of \$275,091 to cover the period of April 1, 2012 to March 31, 2013 to support the continuing implementation of the Immigration Strategy. However, in November 2012 the budget was amended by CIC to reflect the projected 2012 – 2013 actual expenditures to a total of \$260,311.

This new Contribution Agreement, in the amount of \$261,266 covers the period of April 1, 2013 to March 31, 2014 to support the continuing implementation of the Immigration Strategy as per the annual work plan (attached as Schedule 1 to Appendix A of Report CS10043(c)).

It is important to note that during this climate of cutbacks to settlement from CIC, the requested funding for the 2013 - 2014 fiscal year was approved as submitted, without reductions. This amount (\$261,266) is slightly higher than the \$254,730 identified in the City's 2013 Tax Operating Budget. The difference (\$6,536) is due to the City's budget reflecting the calendar year while the CIC funding reflects the fiscal year.

POLICY IMPLICATIONS/LEGISLATED REQUIREMENTS

Acceptance of this funding from Citizenship and Immigration will have no direct effect on corporate policies.

RELEVANT CONSULTATION

The Contribution Agreement, attached as Appendix A to Report CS10043(c), is being reviewed by Corporate Services Department, Legal Services Division and Finance and Administration.

ANALYSIS / RATIONALE FOR RECOMMENDATION

Hamilton has always been an important centre for settlement and integration and is one of the top communities in Canada in terms of the diversity and the number of recent immigrants that choose to settle here. The 2011 data from Citizenship and Immigration Canada shows that over 25 per cent of Hamilton's population are immigrants¹. While the greatest number of immigrants living in Hamilton originated in Europe, in 2008 the top countries of origin are India, Philippines, China, United States and Pakistan².

A variety of reports on the importance of immigration to Canada's economic growth continue to be published by economists, social policy institutes, various levels of government, and others. As with the rest of Canada, Hamilton's future growth and prosperity will be primarily driven by immigrants and newcomers. How that growth occurs, how immigrants and new Canadians are received into the community, and how these individuals and families integrate and adapt, will have a direct influence on the success or failure of Hamilton's future growth and prosperity.

The incidence of poverty for the total population in Hamilton is 18%. For recent immigrants the incidence of poverty is an alarming 51%. In other words, more than one half of recent immigrants in the City of Hamilton live in poverty. This is unacceptable and unnecessary given that many recent immigrants arrive in Canada with skills and education. These statistics also signal a loss of growth potential to the City's economy.

ALTERNATIVES FOR CONSIDERATION

None

¹ Source: Citizenship and Immigration Canada. Facts and Figures 2011. Immigration Overview: Permanent and Temporary Residents

² Source: Citizenship and Immigration Canada Facts and Figures 2008

ALIGNMENT TO THE 2012 – 2015 STRATEGIC PLAN:

Strategic Priority #1

A Prosperous & Healthy Community

WE enhance our image, economy and well-being by demonstrating that Hamilton is a great place to live, work, play and learn.

Strategic Objective

- 1.5 Support the development and implementation of neighbourhood and City wide strategies that will improve the health and well-being of residents.
- 1.6 Enhance Overall Sustainability (financial, economic, social and environmental).

Strategic Priority #2

Valued & Sustainable Services

WE deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.

Strategic Objective

- 2.1 Implement processes to improve services, leverage technology and validate cost effectiveness and efficiencies across the Corporation.
- 2.2 Improve the City's approach to engaging and informing citizens and stakeholders.
- 2.3 Enhance customer service satisfaction.

Strategic Priority #3

Leadership & Governance

WE work together to ensure we are a government that is respectful towards each other and that the community has confidence and trust in.

Strategic Objective

- 3.1 Engage in a range of inter-governmental relations (IGR) work that will advance partnerships and projects that benefit the City of Hamilton.
- 3.3 Improve employee engagement.

APPENDICES / SCHEDULES

Appendix A to Report CS10043(c): Renewed Contribution Agreement between City of Hamilton and Citizenship and Immigration Canada, for period April 1, 2013 – March 31, 2014



CONTRIBUTION AGREEMENT

Between: **Her Majesty the Queen in right of Canada,
as represented by the
Minister of Citizenship, Immigration and Multiculturalism**
(hereinafter referred to as the "Department")

55 Bay Street North

Hamilton, Ontario

L8R 3P7

(address)

and

City of Hamilton

(hereinafter referred to as the "Recipient")

Community Services Department

Lister Block Building

28 James St N, PO Box 2040

Hamilton, ON L8P 4Y5

(address)

OFFICE USE	
100	File number S143925028
101	<input type="checkbox"/> Original <input checked="" type="checkbox"/> Amendment
102	Amendment number 6

Whereas the Recipient wishes to provide services to eligible clients under the (check appropriate box):

- ☒ Settlement Program
- ☐ Resettlement Assistance Program (RAP)

and has applied to the Department for funding under the said Program;
and the Department wishes to provide a contribution to the Recipient to assist it in carrying out such services;
the Department and the Recipient undertake and agree as follows:

1.0 AGREEMENT

- 1.1 This Agreement, including the attached Schedules, any written instructions issued pursuant to its provisions, and any subsequent amendments thereto, constitute the entire Agreement between the Department and the Recipient, and supersedes all previous documents, negotiations, understandings and undertakings related to its subject matter.
- ☒ The Contribution Agreement;
- ☒ Schedule 1, entitled *Statement of Planned Activities and Intended Results*;
- ☒ Schedule 2, entitled *Description of Eligible Costs*;
- ☒ Schedule 3, entitled *Terms of Payments*;
- ☒ Schedule 4, entitled *Supplementary Terms and Conditions*

2.0 INTERPRETATION

In this Agreement, unless otherwise defined herein:

- 2.1 "Contribution" means a conditional transfer payment for a specified purpose pursuant to a contribution agreement that is subject to being accounted for and audited.
- 2.2 "Services" means the services described in Schedule 1 which are provided directly to eligible clients or which contribute indirectly to the resettlement, adaption, settlement and integration of eligible clients.

2.3 "Eligible costs" means the costs described in Schedule 2 required by the Recipient to provide services which are:

- A) incurred and paid by the Recipient in relation to the services during the funding period, or during the fiscal year in the case of multi-year funding, or
- B) incurred by the Recipient in relation to the goods and services purchased during the last two months of the funding period and paid within sixty days of the conclusion of the funding period, and whose validity has been substantiated to the satisfaction of the Department by means of supporting documents including, but not limited to, invoices, cancelled cheques, vouchers and accounting entries.

Restrictions:

- i) Costs associated with validating credentials of eligible clients are not eligible; and
- ii) Profit is neither a "cost" nor an "expense" and therefore may not be included as an eligible cost.

C) deemed to have been incurred based on a funding formula.

2.4 "Capital costs" means costs that the Recipient expects to incur and pay for capital assets purchased and/or leased (with option to buy and there is reasonable assurance that the lessee will obtain ownership at the end of the lease term), in whole or in part, and costing in excess of \$1000. Capital assets must be recorded according to the "whole asset" approach, taking into account the quantity of items purchased.

2.5 "Eligible client" means:

A) For the Settlement Program:

- i) Permanent Residents of Canada who have not become Canadian citizens;
- ii) Protected persons as defined in Section 95 of the Immigration and Refugee Protection Act (IRPA);
- iii) Individuals who have been selected, in Canada or overseas, to become permanent residents pending completion of medical, security and criminal verification statutory requirements, and who have been informed, by a letter from Citizenship and Immigration Canada;
- iv) Convention refugees and protected persons overseas who have been selected for resettlement in Canada by Citizenship and Immigration Canada;
- v) Live-in Caregivers
 - a) Applicants overseas who have been informed, by a letter of confirmation from Citizenship and Immigration Canada, of the approval of their temporary work permit are eligible to receive services under the Canadian Orientation Abroad (COA) initiative,
 - b) Applicants in Canada and in possession of a temporary work permit issued under the Live-in Caregiver Program are eligible for all settlement services with the exception of language training.

Restrictions:

- 1) To access language training, an eligible client must first undergo a language assessment by a qualified assessor and be of legal school-leaving age within their applicable province or territory;
- 2) Temporary workers, including those nominated under Provincial Nominee Programs, are not eligible for CIC Settlement Program Services except for those accepted under the Live-in Caregiver Program and those described in A) iii) above.

B) For the Resettlement Assistance Program:

the following individuals and their accompanying dependants, as defined in the RAP Terms and Conditions:

- i) Government-Assisted Refugees (GARs), including Joint Assisted Sponsored (JAS) refugees;
- ii) Privately Sponsored Refugees (PSR) including Visa Office Referred (VOR) clients (primarily Port of Entry Services);
- iii) Other groups admitted under a public policy established by the Minister and deemed eligible for RAP;
- iv) Eligible resettled refugees arriving on temp resident permit (e.g. Urgent Protection Cases); and
- v) One-Year Window (OYW) arrivals.

2.6 "Care for Newcomer Children" means unlicensed childcare that is provided to the children of eligible CIC clients while they attend short term and/or long term settlement services.

2.7 For the Resettlement Assistance Program, "temporary accommodation" means any form of accommodation, as deemed suitable by the Department, provided to house and shelter eligible RAP clients following their arrival in Canada.

2.8 "Funding period" means the period specified in Schedule 2 in the section entitled *Duration of Activity / Funding Period*.

2.9 "Term of Agreement" means the period during which this Agreement shall be effective, which period commences on the date the Agreement is signed by both parties and terminates one year after the end of the funding period.

- 2.10 "Compliance audit report" means an independent assessment done by an accredited auditor (in accordance with Section 5815 of the CICA handbook) to provide assurance of a Recipient's compliance with a contribution agreement. Audited Financial Statements do not constitute a compliance audit.
- 3.0 CONTRIBUTION**
- 3.1 In order to assist the Recipient to provide the services, and subject to the terms of the Agreement, the Department will make a contribution to the Recipient in respect of the eligible costs of the services of an amount not exceeding the lesser of:
- A) 100% of the eligible costs; or
 - B) the total maximum contribution specified in Schedule 2.
- 3.2 Costs are eligible costs for the purposes of this Agreement only if they are, in the opinion of the Department:
- A) directly related to and necessary for the provision of the services;
 - B) reasonable; and
 - C) allowable expenditures for the provision of the services.
- 3.3
- A) The total maximum contribution identified in Schedule 2 shall not be exceeded without an amendment.
 - B) New line items (within existing cost categories) shall not be added to Schedule 2 without an amendment.
 - C) Amendments will also be required for:
 - i) transfers between existing cost categories (Program Delivery and Capital) that exceed the lesser of \$100,000 or 10% of the originating cost category's fiscal year budget;
 - ii) transfers between existing line items within a cost category that exceed the lesser of \$25,000 or 25% of the originating line item within a fiscal year budget;
 - iii) extensions to the end date of the agreement; and
 - iv) changes related to the scope of the project outlined in Schedule 1.
 - D) The Recipient may reallocate eligible costs between line items with the prior written approval of the Department, under the following conditions only:
 - i) when funds are transferred between existing cost categories (Program Delivery and Capital Costs) and the transfer is the lesser of A (between 5% and 10%) or B (between \$50,000 and \$100,000) of the originating cost category's fiscal year budget; and
 - ii) when funds are transferred between existing line items within a cost category and the transfer is the lesser of A (between 10% and 25%) or B (between \$10,000 and \$25,000) of the originating line item within a fiscal year budget.
 - E) The Recipient may reallocate eligible costs between line items without the prior written approval of the Department, under the following conditions only:
 - i) when funds are transferred between existing cost categories (Program Delivery and Capital Costs) and the transfer is the lesser of \$50,000 or 5% of the originating cost category's fiscal year budget; and
 - ii) when funds are transferred between existing line items within a cost category and the transfer is the lesser of \$10,000 or 10% of the originating line item within a fiscal year budget.
 - F) In addition:
for the RAP program, temporary accommodation, food and incidentals per person rates as set out in Schedule 2 cannot be changed without prior written approval of the Department.
 - G) With respect to prior written approval described in clauses 3.3(D) and 3.3(F), the written communication between the Recipient and the Department shall constitute part of the Agreement and will supersede the line item details indicated in Schedule 2.
- 3.4 Additionally, in cases where the Recipient receives more funding than anticipated from any or all sources for the activities specified in the Agreement under Section 5.1, repayment of the pro-rata share of the contribution from the Department will be required by the Department.
- 3.5 Notwithstanding any other provision of this Agreement:
- A) No contribution is payable by the Department in respect to any portion of the cost of any eligible costs for which the Recipient receives a rebate or reimbursement.
 - B) Only that portion of the Provincial and/or Federal Tax (GST/HST) which is not refundable by Canada Revenue Agency as an Input Tax Credit or as a Rebate can be claimed as an eligible cost.
 - C) Any interest or any other income earned on advances of the contribution shall be accounted for by the Recipient and considered part of the contribution, be included in the calculation of claims, and may result in a repayment.

3.6 Notwithstanding section 3.1:

- A) No contribution shall be paid in respect of costs incurred with respect to a member of staff who is a member of the immediate family of the Recipient, or, if the Recipient is a corporation or an unincorporated association, who is a member of the immediate family of an officer or a director of the corporation or the unincorporated association, unless the Department is satisfied that the hiring of the staff was not the result of favouritism by reason of the staff's membership in the immediate family of the Recipient or officer or director of the Recipient, as the case may be.
- B) For the purposes of this section, "immediate family" means father, mother, stepfather, stepmother, foster parent, brother, sister, spouse, common-law partner, child (including child of common-law partner), stepchild, ward, father-in-law, mother-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law or relative permanently residing with the Recipient, or officer or director of the Recipient, as the case may be.

4.0 CONDITIONS GOVERNING PAYMENT OF THE CONTRIBUTION

- 4.1 Subject to sections 4.5 and 4.6 and an appropriation by Parliament of required funds, the Department will make payments of the contribution by reimbursement, upon receipt from the Recipient of claims for eligible costs as identified in section 2.3.
- 4.2 Any payment by the Department under this Agreement is subject to there being an appropriation for the Fiscal Year in which the payment is to be made and to there being funds available; furthermore, should the Department's funds be reduced by Parliament, the Department may reduce or cancel the contribution.
- 4.3 Claims for reimbursement of eligible costs are to include supporting documents (if requested by the Department) and statements of progress against the achievement of performance objectives, as described in sections 6.6 and 6.7 and Schedule 1 of this Agreement.
- 4.4 Claims from the Recipient should be submitted according to the reporting frequency specified in Schedule 1.
- 4.5 The Department may make advance payments of a contribution in approved cases, where the Recipient has requested such payment and the request accords with conditions specified in Schedule 3.
- 4.6 The Department shall not contribute to costs incurred prior to or subsequent to the funding period except in the case of an expense for a compliance audit report that may be incurred after the end of the funding period, if such a statement is required by the Department.
- 4.7 Any overpayments, unexpended balances, amounts disallowed on audit, amounts received by the Recipient from other sources that are in excess of total anticipated amounts under section 5.1, and any refunds, rebates, and discounts that have been billed to the Department as part of actual costs, or other amounts owing to the Department by the Recipient shall be recognized as debts due to the Crown, and repaid within 30 days of receipt of notice to do so by the Department, after which time, the *Interest and Administrative Charge Regulations* will apply.
- 4.8 Amounts due to the Recipient under this Agreement may be set off against amounts owing to the Crown under legislation or previous agreements.
- 4.9 Where the Department determines that a change in reporting frequency (monthly, quarterly or semi-annual intervals) identified in Schedule 1, or holdback amount (5%, 10% or 15%) identified in Schedule 3 is warranted, it will notify the Recipient and provide details of any changes. The written communication between the Department and the Recipient shall constitute part of the Agreement and will supersede the reporting frequency or holdback amount indicated in Schedule 1 or 3 of the Agreement.

5.0 RECIPIENT'S OBLIGATIONS

The Recipient also agrees to abide by the following obligations during the entire funding period and where relevant, during the entire term of this Agreement:

- 5.1 To submit to the Department, prior to the start of the agreement, a disclosure of all confirmed or potential sources of funding or in-kind participation for program activities and/or eligible costs related to the agreement. The Recipient shall notify the Department of any changes in funding from other sources for activities related to the Agreement set out in Schedules 1 and 4, and shall do so within 30 days of their occurrence. The Recipient shall submit any changes in the funding level through an updated Forecast of Cash Flow, or as otherwise specified in Schedule 1 or 4.
- 5.2 To keep all records and provide all services during the funding period in a sustained, diligent, efficient, economical and effective manner, using qualified personnel;
- 5.3 To ensure that all personnel designated by the Recipient to provide the services described in Schedule 1 of this Agreement are authorized to work in Canada, familiar with the community they serve, and sufficiently familiar with Canadian sociocultural, economic and institutional realities to achieve the performance objectives identified in Schedule 1;

5.4 To adhere to the following Official Language requirements:

- ☒ A) to inform eligible clients of services available in the client's official language through other organizations;
- ☒ B) to organize activities, projects, and programs to forge ties between the two official language communities;
- ☒ C) to annually consult with francophone minority communities about settlement and re-settlement programming as determined appropriate by the Department;
- ☐ D) to offer services in both official languages based on an assessment of needs by the Department;
This will include:
 - i) Provision of equal quality services for the general public in both official languages, and for individuals in the language of their choice; and
 - ii) Making the public aware of services through greetings, recorded messages, announcements, broadcasts, signs, documents and other means of communication.
- ☐ E) identify the Project participants/beneficiaries and take all necessary measures to communicate and provide Project-related services to the participants/beneficiaries in English and in French as the case may require;
- ☐ F) the Department has deemed that the requirements under this section (5.4) are not applicable.

5.5 To provide the services in accordance with all applicable laws, by-laws, regulations, guidelines and requirements and, prior to the commencement of the services, to obtain such permits, licences, consents, authorizations and insurance coverage (including Directors' liability insurance and replacement insurance for capital assets) as may be required to carry out those services;

5.6 To ensure that all members of the Board of Directors:

- A) are chosen in conformity with applicable federal and provincial legislation governing corporations or unincorporated associations;
- B) are fully informed about the management and operations of the Recipient; and
- C) are familiar with the principles of Board governance.

5.7 To conform to the reporting requirements found in section 6.0 for each Agreement it has with the Department;

5.8 Where contribution agreements include provision of funds for Care for Newcomer Children services or daycare services:

- A) Where dependent children receive such services on the same premises in which their parent(s) / guardian(s) receive Settlement Program services, the Recipient must ensure all provisions of the national Care for Newcomer Children Requirements, and, where applicable, the provincial/ territorial legislation(s) for licensed daycare are met.
- B) Where dependent children are placed in facilities on premises separate from those where their parent(s) / guardian(s) receive Settlement Program services, the Recipient must ensure that the contracted third party is licensed by the province/territory.

5.9 The Recipient shall notify the Department in writing within 14 days of any staff changes that relate to the management of this Agreement, as well as of any changes in the membership on the Board of Directors;

5.10 The Recipient shall notify the Department in writing of any changes to organizational policies which impact this agreement (e.g. Human resources, financial administration). Should any changes to such policies occur during the course of the Agreement, the Recipient shall provide the Department with a copy of the amended policy within 14 days of the change; and

5.11 Where special training needs of participants with disabilities have been identified, the Recipient shall submit to the Department for consideration a rationale and a budget for the cost of such enhancements.

6.0 PROGRAM MONITORING INFORMATION AND REPORTING REQUIREMENTS

In order to fulfill the Department's information, management and accountability requirements, the Recipient further agrees to abide by the following obligations:

6.1 During the entire funding period, the Recipient will:

- A) ensure that authorized representatives of the Department are permitted reasonable access, during normal business hours, to all premises on which services are being provided under this Agreement, or which provide support for these services, in order to monitor all aspects of the Recipient's compliance with its obligations under this Agreement, including the delivery of services in both official languages where applicable; and
- B) keep and maintain records containing the following information about each eligible client to whom services are provided:
 - i) Immigration identification number (eight-digit numeric Client ID number; IMM 5292, IMM 5509, or IMM 5688 number; Temporary Resident Permit number; Ministerial Permit number);
 - ii) surname;
 - iii) given name(s); and
 - iv) date of birth.

6.2 During the entire term of the Agreement, the Recipient will:

- A) keep and maintain proper books and records in accordance with generally accepted accounting principles (GAAP) and business practices, of all assets and liabilities held, all revenues from all sources, and all expenses incurred and paid out in connection with this Agreement; and
- B) retain all invoices, receipts, proofs of payment (e.g. cancelled cheques, bank and/or credit card statements, etc.) vouchers and other supporting documents relating to the financial books and records.

6.3 For each reporting period identified in Schedule 1, during the entire term of the Agreement, the Recipient shall also submit to the Department claims for eligible costs (with supporting documents if requested by the Department), and statements of progress, both statistical and narrative, against the achievement of expected results, which are satisfactory to the Department in scope, detail, format and frequency; and which contain the following:

General requirements for all programs:

- A) a brief progress report on the completion of planned activities and achievement of expected results identified in Schedule 1, including an assessment of successes, obstacles and opportunities encountered by the Recipient in providing the services;
- B) the number of eligible clients served in each official language;
- C) statistical data as the Department may, from time to time, specify in writing; and,
- D) any additional reporting requirements identified in Schedule 1 or 4.

Requirements specific to RAP A – direct services:

- A) the number of hours of each RAP service provided to each eligible client;
- B) the names, and the Record of Permanent Residence numbers, or the Temporary Residence Permit numbers of clients to whom RAP services were provided.

6.4 The Recipient shall complete an annual project performance reporting exercise. The template will be provided by the Department, and must be submitted to the Department at the end of the Agreement for single-year Agreements (or less) or at the end of each fiscal year for multi-year Agreements;

6.5 During the entire term of the Agreement, and for six years afterwards in case of financial records and five years afterwards in case of non-financial records, the Recipient agrees to:

- A) Make such books, records and documents, as described in section 6.1, 6.2 and 6.3 available for inspection, audit and monitoring by representatives of the Department, who may make copies thereof and take extracts therefrom;
- B) Make available proper facilities for any such inspection, audit and monitoring by representatives of the Department;
- C) With respect to the books and records described in 6.1, 6.2 and 6.3 the Recipient must show evidence of a documented disposition procedure for CIC approval and provide any other information that may be required; and
- D) Send copies of the records referred to in section 6.1(B) to the Department, at such intervals, in such format and by such means as the Department may specify, for use in monitoring and evaluating the services.

6.6 During the entire term of the Agreement, and for greater certainty further to section 6.1(B), the Recipient shall comply with instructions by the Department relating to performance measurement, research, evaluation, monitoring and policy analysis of the program.

The Recipient also agrees:

- ☐ A) to use the internet-based system(s) provided by the Department and maintain internal training and support activities related to these systems. This national data collection and reporting must be satisfactory to the Department in scope, detail, format and frequency; or
- ☒ B) that additional requirements under this section 6.6 as identified by the Department, are not applicable.

6.7 The Recipient shall submit to the Department, within sixty (60) days of the end of the funding period or as otherwise specified in Schedule 1 or 4:

- A) a final claim for eligible costs (with supporting documents if requested by the Department), and a final financial report detailing actual expenditures incurred as well as a declaration of revenues received, including in-kind, for the project/activity/initiative; and
- B) a final progress report which contains the following:
 - i) an assessment of overall progress made against planned activities and intended outputs and outcomes (as specified in Schedule 1);
 - ii) an assessment of the project's impact and contribution towards longer-term settlement or resettlement outcomes for newcomer clients;
 - iii) an overall assessment of successes, obstacles and opportunities encountered by the Recipient in providing the programming/service(s); and
 - iv) reports on the actions taken to meet Official Languages obligations as identified in section 5.4.

- 6.8 Recipients shall be subject to monitoring by the Department, (as set out in sections 6.1 to 6.7), in relation to their articulated planned objectives and deliverables. The Department will assess whether satisfactory outcomes have been achieved; whether demand for a particular service still exists, whether administrative documents, required reports, financial records and statements, and any other required documentation are in order; and
- 6.9 The Department may request a compliance audit report of the project/activity/initiative to ensure compliance with the terms of the agreement. The scope and timing of the compliance audit will be determined by the Department.

7.0 PRIVACY AND SECURITY OBLIGATIONS

- 7.1 Personal information collected or maintained by the Recipient is subject to the provisions of the applicable provincial/territorial privacy and access to information legislation or the *Personal Information Protection and Electronic Documents Act*, whichever is applicable.

Recipients will limit their collection of personal information to only that which is necessary for them to carry out their programming. Personal information shall be treated as confidential and not disclosed to any person, other than the client, except in accordance with applicable law. Recipients shall provide reasonable access to clients who identify themselves and request access to view the information the Recipient has collected for purposes of CIC-funded programming.

The Recipient shall take all security measures reasonably necessary, including those set out in any instructions issued by the Department for the protection of personal information against unauthorized use or disclosure.

Despite the provisions of this agreement, in the event that the Recipient is compelled to produce any personal information pursuant to any applicable legislation, regulation, or any order of any court, tribunal, administrative body or other authority with jurisdiction, it shall notify Citizenship and Immigration Canada and the affected client forthwith and where possible in advance.

- 7.2 In addition to 7.1 above as it relates to section 6.6 specifically, the Recipient agrees:

- ☐ A) to:
- i) display the pamphlet that explains the purpose and privacy implications of collecting client's information;
 - ii) keep the pamphlet in sufficient quantities in a location visible to all clients for their easy access;
 - iii) if the client is illiterate, verbally transmit in a summary way, within the capacity of the Recipient, the contents of the pamphlet;
 - iv) for clients preferring to read the pamphlet in a non-official language, make the translation of the pamphlet available to these clients, as far as reasonably possible; and
 - v) comply with the systems related security manual and other related Departmental policies and instructions governing security matters; or
- ☒ B) that additional requirements under this section (7.2) as identified by the Department, are not applicable.

- 7.3 Without limiting the generality of section 9.0, the Recipient shall be liable for claims resulting from the breach of the privacy and the confidentiality of the information in the course of the performance by the Recipient of its obligations pursuant to this Agreement. The Department will not accept any liability for damage, loss, injury, or claims of any kind, including, but not limited to, breach of confidentiality of information arising out of the performance by the Recipient of its obligations pursuant to this Agreement. The Department is not liable for the physical safekeeping and privacy of documents provided to the Recipient while such documents are in the possession or control of or under the responsibility of the Recipient, or, in the process of being transferred or transmitted to the Department.

8.0 DEFAULT

- 8.1 The following constitute events of default:

- A) The Recipient becomes bankrupt or insolvent, is placed in receivership, or takes the benefit of any statute relating to bankrupt or insolvent debtors.
- B) An order is made or a resolution is passed for the winding up of the Recipient, or the Recipient is dissolved.
- C) The Recipient is in breach of the performance of, or compliance with, any term, condition or obligation on its part to be observed or performed.
- D) The Recipient has submitted false, misleading, or inaccurate information to the Department.
- E) In the opinion of the Department, the Recipient has failed to provide the services in an acceptable manner.
- F) The activities or anticipated activities of the Recipient are contrary to Canadian law.

- 8.2 In the event of default and after consultation with the Recipient, the Department may direct that changes be made to the services.

- 8.3 The Department may also avail itself of either or both of the following remedies, as well as any remedies otherwise available:
- A) by written notice to the Recipient in the event of default, immediately suspend any obligation by the Department to contribute or continue to contribute to the eligible costs of the services contemplated in sections 3.1 and 3.2 of this Agreement, including any obligation to pay an amount owing prior to the date of such notice, until such default is corrected to the Department's satisfaction;
 - B) by written notice to the Recipient in the event of default, immediately terminate any obligation to contribute or continue to contribute to the eligible costs of the services contemplated in sections 3.1 and 3.2 of this Agreement, including any obligation to pay an amount owing prior to the date of such notice, where the Department is of the opinion that eligible clients' needs would be better met by such termination or has determined that it would not otherwise be in the Department's interests to continue with its obligation to contribute or to continue to contribute.
- 8.4 Furthermore, in the event of default and termination of the Agreement by the Department:
- A) the Recipient shall dispose of assets as outlined in section 11.0 of this Agreement; and
 - B) the Department shall recover any amount remaining from any advance payment, as described in Schedule 3, as well as any debts due to the Crown as referred to in section 4.7.
- 8.5 The fact that the Department refrains from exercising a remedy it is entitled to exercise under this Agreement shall not be considered to be a waiver of such right. Moreover, the partial or limited exercise of a right conferred on the Department by this Agreement shall not prevent Canada in any way from later exercising any other right or remedy under this Agreement or other applicable law.
- 9.0 THIRD PARTY**
- 9.1 This Agreement is an agreement for a contribution to the Recipient only, and nothing in it or done pursuant to it is to be construed as constituting the Recipient as the Department's agent, representative, employee or co-venturer. The Recipient is in no way authorized to make a promise, agreement or contract on behalf of the Department.
- 9.2 More specifically, the Recipient shall indemnify and save harmless the Department from and against all claims, losses, damages, costs and expenses related to the performance by the Recipient of its obligations pursuant to this Agreement, including, but not limited to, the following:
- A) non-payment by the Recipient of debts, loans, capital leases or other obligations to third parties, including but not limited to the case that the Recipient becomes bankrupt or insolvent or is placed in receivership;
 - B) any injury or death of a person;
 - C) any loss or damage to property caused or alleged to be caused by the Recipient or its servants or agents in carrying out the services;
 - D) any settlement for wrongful dismissal by the Recipient; and
 - E) any infringement of the third party's intellectual property rights, including claims that stem from the use of hardware or software provided to the Recipient by the Department or acquired by the Recipient with funds pursuant to this Agreement.
- 9.3 As soon as the existence of a claim from a third party as described in section 9.2(E) is made known to the Department, the Department is entitled to prohibit the Recipient from making further use of the hardware or software described above and to issue instructions to the Recipient regarding such claims. If the Recipient does not comply with any instructions issued by the Department pursuant to section 9.2(E) and this provision, then the Department is entitled to terminate the present Agreement pursuant to section 8.0.
- 9.4 Where the Recipient is an unincorporated association, it is understood and agreed by the persons signing this Agreement on behalf of the Recipient, that they shall also be personally, jointly and severally liable for any and all obligations of the Recipient under this Agreement, and for any debt that may become due to the Department hereunder.
- 9.5 The Recipient shall not assign this Agreement in whole or in part without the prior written consent of the Department, and any assignment made without that consent is void and of no effect.
- 9.6 When the Recipient contracts for products or services which are the subject matter of this Agreement, the Recipient must:
- A) use a fair process in obtaining price quotes from prospective contractors;
 - B) ensure value for money;
 - C) retain, and readily provide to the Department on request, copies of all contracts with third parties; and
 - D) maintain accurate records of all transactions with third parties, and provide the Department with reasonable access to these records:
 - i) during the entire term of the Agreement, and
 - ii) for 6 years afterwards.

- 9.7 Additionally, the Recipient must ensure that any contract entered into with third parties is consistent with this Agreement, including the following terms and conditions:
- A) Nothing in this contract or in work done pursuant to it is to be construed as creating a contractual relationship of any kind between the Department and the third party; the Recipient is in no way authorized to make a promise, agreement or contract on behalf of the Department;
 - B) The third party must make available invoices, receipts, cancelled cheques, vouchers, supporting documents, books and records to the Department's representatives for inspection and audit.
 - C) The third party must be bound to the same privacy and security obligations that apply to the Recipient under section 7.0 of the contribution agreement.

10.0 INTELLECTUAL PROPERTY

- 10.1 "Intellectual Property Right" means any intellectual property right recognized by the law, including any intellectual property right protected through legislation (e.g., copyright, patents, industrial design, etc.), or arising from protection of information as a trade secret or as confidential information.
- 10.2 Where in the course of carrying out the services, the Recipient produces any work subject to intellectual property rights, these rights shall vest in the Recipient.
- 10.3 Recipients should, or must if applicable, negotiate a copyright license with one of the Canadian copyright licensing agencies in order to have rights on all copyright materials for use by students, instructors and administrative staff.
- 10.4 Where the production of the work has been funded, in whole or in part, by the contribution made by the Department under this Agreement, the Recipient hereby grants to the Department a non-exclusive, fully-paid and royalty-free licence to reproduce, distribute and translate the work for purposes of carrying out the Department's program objectives.
- 10.5 Additionally, with respect to any work licensed under this Section, the Recipient:
- A) warrants that the work shall not infringe on the copyrights, trademarks or proprietary rights of others;
 - B) agrees to indemnify and save harmless the Department from all costs, expenses and damages arising from any breach of any warranty given in 10.5(A) of this Agreement; and
 - C) shall include an acknowledgment, in a form satisfactory to the Department, on any work which is produced by it with funds contributed by the Department under this Agreement, acknowledging that the work was produced with funds contributed by the Department and identifying the Recipient as being solely responsible for the content of such work.
- 10.6 If the Recipient is involved, either in or out of court, in a claim by a third party relating to the infringement of its intellectual property rights, the Recipient must inform the Department immediately in writing of the claim.
- 10.7 Section 10.0 shall survive the termination of the Agreement.

11.0 CAPITAL ASSETS

With regard to capital assets purchased in whole or in part with contribution funds, the Recipient and the Department agree that ownership of such assets rests with the Recipient, subject to the following:

- 11.1 That such assets be insured for replacement costs;
- 11.2 That an inventory of capital assets purchased with Department funds (or purchased with insurance funds, when insurance costs have been paid with funds from the Department) be kept by the Recipient. The inventory should include sufficient information such as purchase date, purchase price, make, model and serial number for easy identification of the assets;
- 11.3 That the Recipient neither sell, transfer, mortgage, lease nor otherwise dispose of any capital assets purchased with such funds without the prior written consent of the Department; and
- 11.4 That at the termination of the Agreement, and ending of the funding relationship between the Department and the Recipient, the latter will ensure that any capital assets which have been purchased with Department funds (or purchased with insurance funds, when insurance costs have been paid with funds from the Department) but which have not been physically incorporated into the premises of the Agreement holder, at the discretion of the Department:
- A) be sold, at fair market value, and that the revenue be applied to eligible project costs, which may no longer be claimed for reimbursement;
 - B) be turned over to a registered charitable organization; assigned to another organization (as approved by the Department); or
 - C) be retained by the Agreement holder.

12.0 GENERAL

- 12.1 This Agreement may be signed in counterparts, each of which when taken together, will constitute an original Agreement.
- 12.2 The terms of this Agreement take effect as of the date the Agreement is signed by the last of the two parties to do so.
- 12.3 This Agreement is binding on the Parties and their successors and permitted assigns.
- 12.4 This Agreement may be amended with the mutual consent of the Recipient and the Department. To be valid, any amendment must be in writing, in a form satisfactory to the Department, and signed by the designated representatives of both the Recipient and the Department. Any amendment shall take effect when signed by the last of the two parties to do so.

- 12.5 The Department may, by notice to the Recipient, suspend or terminate this Agreement, in whole or in part, at any time without cause upon not less than one month(s) written notice of intention to terminate. In the event of a termination notice being given by the Department under this section:
- A) The Recipient shall make no further commitments in relation to the Agreement and shall cancel or otherwise reduce, to the extent possible, the amount of any outstanding commitments in relation thereto.
 - B) All eligible costs incurred by the Recipient up to the date of termination, not exceeding the maximum amount of the Department's contribution payable under this Agreement, will be paid by the Department, including the Recipient's costs of, and incidental to, the cancellation of obligations incurred by it as a consequence of the termination of the Agreement; provided that payment and reimbursement under this paragraph shall only be made to the extent that it is established to the satisfaction of the Department that the costs mentioned herein were actually incurred by the Recipient and the same are reasonable and properly attributable to the termination of the Agreement.
 - C) The amount of any contribution funds which remain unspent shall be promptly repaid to the Department, and such amounts shall be a debt due to the Crown.
- 12.6 A) Any notice or other communication with respect to this Agreement (the "Notice") shall be effectively given if delivered or sent by letter, facsimile, or e-mail addressed:
- i) In the case of The Department to: Manager, Integration
Toronto-West, Hamilton, Kitchener
Citizenship & Immigration Canada
25 St. Clair Avenue East
Toronto, Ontario
M4T 1M2
 - ii) In the case of the Recipient to: General Manager, Community Services
City of Hamilton
Lister Block Building, 28 James St N
PO Box 2040
Hamilton, ON L8P 4Y5
- or to such other address, facsimile number, email address or addressed to such other individual as either party may from time to time designate in writing to the other party.
- B) Any notice that is delivered will have been received on delivery; any Notice sent by facsimile will be deemed to have been received one (1) day after having been sent; any Notice sent by e-mail will be deemed to have been received on the date that the email is sent, and any Notice mailed by regular mail will be deemed to have been received eight (8) days after being mailed.
- 12.7 The Recipient represents and warrants that the signatories to this Agreement have been duly authorized to execute and deliver this Agreement on its behalf.
- 12.8 The Recipient represents and warrants that the execution, delivery and performance of this Agreement have been duly and validly authorized and when executed and delivered will constitute a legal, valid and binding obligation of the Recipient enforceable with its terms.
- 12.9 The Recipient represents and warrants that it is under no obligation, prohibition or other disability, nor is it subject to or threatened by any actions, suits or proceedings which could or would prevent compliance with this Agreement and undertakes to advise the Department forthwith of any such occurrence during the term of this Agreement.
- 12.10 The Recipient and the Department expressly disclaim any intention to create a partnership, joint venture or joint enterprise and that nothing and no activity arising out of, related to, occasioned by or attributable to, in any way, this Agreement shall constitute or be deemed to constitute that the Recipient and the Department are related as partners, joint venturers or principal and agent in any way or for any purpose.
- 12.11 Neither the Department, nor its employees, officers or agents, will have any liability in respect of claims of any nature, including claims for injury or damages, made by any person involved in the activities that are required of the Recipient in carrying out its obligations under this agreement, and the Recipient will indemnify and save harmless the Department, its employees, officers and agents, in respect of any such claims.
- 12.12 The Recipient will obtain any necessary third party authorizations, as required to carry out its obligations under this Agreement, from third parties who have intellectual property rights or other rights affected by this Agreement. The Department will have no liability in respect of claims from any person relating to such rights, and the Recipient will indemnify and save harmless the Department from any such claims.
- 12.13 When direct client services are provided, the Recipient shall erect at a suitable location on its premises a sign in both official languages, which the Department considers appropriate, indicating that the Recipient's services are funded by the Government of Canada.
- 12.14 Where in the opinion of the Department there is a demand, the Recipient will ensure that services and documentation intended for public use be available in both of Canada's official languages.

- 12.15 The Recipient shall also publicly acknowledge the Government of Canada's contribution in the following manner:
- A) by clearly and prominently identifying the Government of Canada's contribution in the initiative, utilizing promotion and advertising tools made available by the Department and wording satisfactory to the Department, for example "The Government of Canada provides funding to support this initiative"; and
 - B) by acknowledging the Government of Canada's contribution in its announcements, interviews and ceremonies, in its advertising and promotional activities, in its speeches, lectures, publications and in its recruitment procedures.
- 12.16 Materials copyrighted to the Department and the Crown in right of Canada, remain the property of these institutions.
- 12.17 The Recipient warrants that it has not, nor has any person offered or promised to any official or employee of Her Majesty the Queen in Right of Canada, for or with a view to obtaining this Agreement any bribe, gift or other inducement, and it has not nor has any person on its behalf employed any person to solicit this Agreement for a commission, fee or any other consideration dependant upon the execution of this Agreement.
- 12.18 No member of the Senate or the House of Commons shall be admitted to any share or part of this Agreement or to any benefit arising from it that is not otherwise available to the general public.
- 12.19 It is a term of this Agreement that no current or former public servant or public office holder to whom the *Conflict of Interest Act*, the *Conflict of Interest and Post-Employment Code for Public Office Holders* or the *Values and Ethics Code for the Public Service* applies shall derive direct benefit from this Agreement unless the provision or receipt of such benefits is in compliance with such legislation and codes.
- 12.20 Any person lobbying on behalf of the Recipient must be registered pursuant to the *Lobbying Act*, as amended from time to time.
- 12.21 The Parties agree that unless otherwise specified in writing in this Agreement, the law of the province where the Recipient's head office is located shall be the applicable provincial law.
- 12.22 The Recipient shall declare in writing to the Department if the Recipient or any of its officers or employees:
- A) Were convicted during a period of three years prior to the Agreement by a court of law in Canada or in any other jurisdiction for an offence involving bribery or corruption; or
 - B) Are under sanction, for an offence involving bribery or corruption, imposed by a government or a governmental organization.

The Department may terminate the Agreement forthwith for default where it is found that the Recipient has omitted to declare, prior to entering into the Agreement, such conviction or sanction.

The Recipient acknowledges having read and understood the Agreement in its entirety and agrees with its contents. The parties hereto have signed this Agreement through duly authorized representatives:

Recipient

Name (Print)

Position

Signature

Y M D

Date

Recipient

Name (Print)

Position

Signature

Y M D

Date

The Department

Name (Print)

Signature

Position

Y M D

Date

Integration Programs - Schedule 1
Statement of Planned Activities and Intended Results

<input checked="" type="checkbox"/> Settlement Program	OFFICE USE		
	100	FILE NUMBER	
	S143925028		
	101	1. ORIGINAL 2. AMENDMENT	2
<input type="checkbox"/> Resettlement Program – Direct Services	102	AMENDMENT NUMBER	6
<input type="checkbox"/> Resettlement Program – Indirect Services			

1	NAME OF RECIPIENT
	City of Hamilton

STATEMENT OF PLANNED ACTIVITIES AND INTENDED RESULTS

PROJECT DESCRIPTION AND OBJECTIVE(S):

Local Immigration Partnerships (LIPs) will provide a collaborative framework to facilitate the development and implementation of sustainable solutions for the successful integration of newcomers to Ontario that are local and regional in scope.

The overall objective of the LIPs initiative is to identify groups that will coordinate and enhance local and regional service delivery to newcomers while identifying and minimizing duplication. Strategic partnerships between service providers are to be created.

Planned Activities:

To achieve the overall objective of the project, the Service Provider Organization (SPO) agrees to conduct these activities during the funding period and as otherwise specified in this agreement:

- To establish a partnership council made up of a diverse range of representatives from the community.
- To assist non-settlement service providers and the community in developing a greater understanding of newcomer needs and services.
- To support program delivery by
 - Collecting and reporting on newcomer service delivery;
 - Monitoring service delivery to newcomers in the community;
 - Recommending improvements to program and service delivery;
 - Conducting research and program assessments;
 - Planning and conducting needs assessments;
 - Working with other service providers and funders;
 - Building or enhancing the capacity of service providers to delivery services to newcomers.

For the purpose of this agreement, a **partnership council** is defined as a group made up of representatives from community organizations that provide services to or have an interest in the integration of newcomers. Members can be drawn from local and regional governments, community organizations, immigrant serving agencies, language training providers, local associations or bodies, regional employment networks, economic development corporations. The partnership council is to meet regularly to develop a coordinated, comprehensive and strategic approach to immigration and integration that fits the needs of the community it represents. To advance the labour market component of a settlement strategy, the council is to liaise and consult with labour market networks in its community such as the Integrated Local Labour Market Initiative and labour market development councils. The partnership council is also required to coordinate and establish linkages with any other community planning initiatives conducted by the applicable municipal government that may be underway during the life of this agreement.

In developing a partnership council, the service provider must ensure that **terms of reference** are established and agreed to within three months from the start of the funding period. The terms of reference are to include, at a minimum, the following:

- Guiding values and ethics;
- A schedule of meetings;

FILE NUMBER **S143925028**

Statement of Planned Activities and Intended Results (cont'd)

- Procedures and processes on how the council is to be established, members are to be selected, decision making, quorum and governance;
- A list of all members, which identifies each by name and the organization he or she represents;
- A policy on conflict of interest.

With respect to the **establishment of a partnership council**, the service provider agrees to provide the following deliverables:

- To establish terms of reference as detailed under the section "Definition of a Partnership Council" and provide a copy to CIC within three months of the start of the funding period.
- To hold a minimum of 4 meetings in any one year funding period.
- To prepare minutes for each meeting and to submit a copy to CIC with the following month's payment claim and narrative report on the activities of the council.

With respect to the **development of a local settlement strategy**, the service provider agrees to provide to CIC the following deliverables:

- An action plan for the development of a local settlement strategy that identifies key tasks, milestones, roles and responsibilities.
- A database on immigrants in the community and related service planning data.
- A report on the immigrant populations in the community, available settlement services and the capacity of service providers to provide for newcomers.
- A report on consultations held with newcomers, employers and service providers in the community.
- A local settlement strategy that indicates how the following outcomes will be achieved:
 - Improvements in accessing and coordinating services that facilitate immigrant settlement and integration.
 - Improvement in immigrants gaining access to the local and regional labour market.
 - Strengthened local and regional awareness and capacity to integrate immigrants.
 - Establishment and enhancement of partnerships that includes the participation of multiple stakeholders in planning, the coordination of newcomer service delivery of in the areas of settlement, integration, language training and labour-market integration with a focus on provider funded by Citizenship and Immigration Canada (CIC) and or the provincial Ministry of Citizenship and Immigration.
 - Ongoing communication and consultation with local and regional labour market networks.

With respect to **an action plan to implement the local settlement strategy** after it is developed, the service provider agrees to provide to CIC the following deliverables:

- A detailed work-plan that includes
 - the tasks, activities, roles, responsibilities and timelines that would be required to implement the local settlement strategy;
 - A detailed description of how ongoing community planning that is collaborative in nature will be established and maintained;
 - A plan to integrate the delivery of settlement services and minimize duplication;
 - A plan to collect data and report on the implementation of the local settlement strategy;
 - A sustainability plan for further implementation;
 - A strategy to develop performance measures and a methodology for evaluating the overall success of this project.

Dates for Deliverables for the funding period April 1st, 2009 to March 31st, 2014

The service provider agrees to submit to CIC the following deliverables on the dates specified below:

- By July 1st, 2013, a copy of the partnership council terms of reference that is referred to in paragraph 6 of this schedule;
- By February 1st, 2012, a draft of the action plan to implement the local settlement strategy for review by CIC;
- By March 15th, 2012, a copy of the final version of the action plan to implement the local settlement strategy;
- For the period April 1st, 2009 to March 31st, 2014 monthly reports on the actions taken to develop the local settlement strategy plan and minutes of partnership council meetings that were held in that month.



FILE NUMBER **S143925028**

Statement of Planned Activities and Intended Results (cont'd)

PLANNED ACTIVITIES AND DELIVERABLES FOR THE PERIOD OF APRIL 1, 2013 to MARCH 31, 2014.

The work plan for the continued development and implementation of the Local Immigration Partnership and the Settlement and Integration Strategy for the City of Hamilton was submitted on January 7, 2013. The partnership council agree to the activities and deliverables as stated in their work plan. The work plan is attached as an addendum to this agreement.

Partnership Council: Maintain and develop the current City of Hamilton's, Hamilton Immigration Partnership Council (HIPC) and working groups; and maintain and/or develop newly formed working groups. The partnership council must include the participation of a wide range of community stakeholders including the municipal and/or regional government, community organizations, local associations and employers. Other relevant partners could include sector councils, regional newcomer employment networks and economic development corporations.

The HIPC will meet quarterly and ensure the group stays on task with the implementation of the action plan and the work of the working groups/sub-committees.

Terms of Reference: An updated Terms of Reference is to be created and agreed upon within 3 months of the signing of the agreement (by July 1, 2013). Terms of References are to include conflict resolution and a policy on conflict of interest. A governance model and sub-committee structure and processes (if applicable) are to be outlined and included with the Terms of Reference.

Implementation of the strategic plan: The implementation of the strategies as outlined in the detailed annual Work Plan under this agreement. The Work Plan, as attached to this Schedule, details the expected activities to be undertaken, responsibility of the group members, anticipated timelines to follow and achievement indicators. The Work Plan has identified the following objectives:

- Ensure the implementation of the Hamilton Immigration Partnership Council's (HIPC) work plan
- Ensure the sustainability of the HIPC and its Working Groups
- Increase the understanding of individuals and organizations about the importance of immigration to Hamilton
- Increase newcomers' access to local settlement service information
- Coordinate HIPC communication
- Increase engagement of newcomers to enable them to bring forward their concerns and contributions
- Evaluate the achievement of the objectives in the HIPC work plan 2013-2014
- Evaluate the achievement of progress in implementing the Immigration Strategy and Action Plan
- Evaluate the achievement of the overall objective of the LIPS initiative
- Better coordinate and integrate settlement service delivery
- Increase knowledge and expertise of settlement service providers
- Increase knowledge and expertise of language training service providers about available language training program to better serve newcomers
- Enhance the provision of an effective language training referral system for newcomers
- Increase newcomer awareness of and access to safe and affordable housing
- Increase knowledge and expertise of service providers about the housing issues of newcomers
- Ensure the housing needs of newcomers are incorporated into the Housing and Homelessness Action Plan
- Increase newcomer awareness of employment and training services
- Improve newcomer access to the local labour market
- Increase the awareness of the health care community about the health needs of newcomers

EXPECTED PROJECT OUTCOMES:

LIPs

- Partners (LIP members) are aware of newcomers' needs and develop strategies to address them
- Partners are engaged in newcomer settlement and implement strategies to address newcomers' needs
- Newcomers engage early in their settlement experience and have access to the services they need.
- Canadians provide a welcoming community to facilitate the full participation of newcomers
- Sustaining partnerships at the community level



FILE NUMBER **S143925028**

Statement of Planned Activities and Intended Results (cont'd)

REPORTING:

The Recipient agrees to submit to the department:

FORECAST OF CASH FLOW

- The Department may request submission of a revised cash flow for the project (see Schedule 4(10)).

CLAIMS and NARRATIVE REPORTS

- Claims for reimbursement of eligible costs that support the achievement of objectives shall be submitted by the Recipient on a **QUARTERLY** basis and shall be accompanied by a progress report on the actual achievements of the project against planned activities and expected results identified in Schedule 1. This report is to be submitted to CIC within 10 days of the end of the reporting period.

The Service Provider shall use statistical and narrative reporting forms and claim forms as provided by the Department.

ANNUAL PROJECT REPORTS

Annual Progress Report: An annual progress report should be submitted on January 14, 2013 covering the period from April 1, 2012 – December 31, 2012, and on January 14, 2014 covering the period from April 1st 2013- December 31st 2013 and contain the following:

- An assessment of overall progress made against planned activities and intended outputs and outcomes (as specified in the work plan);
- An assessment of the project's impact and contribution towards the successful integration of newcomers within the community;
- An assessment of the successes, obstacles and opportunities encountered by the City of Hamilton's - Hamilton Immigration Partnership Council in the implementation of the strategic plan; and
- An assessment of the progress made towards the sustainability of the City of Hamilton's – Hamilton Immigration Partnership Council and its sub-committees.

ANNUAL AUDITED FINANCIAL STATEMENTS

- For multi-year agreements, the Recipient shall submit to the Department, the organizational annual financial statements (audited if available), within 6 months of the Recipient's fiscal year end date.

Hamilton Immigration Partnership Council

Implementing the Hamilton Immigration Strategy and Action Plan Work Plan

April 1, 2013 – March 31, 2014

Overall Objectives

- Coordinate and enhance local service delivery to newcomers through the creation of strategic partnerships between service providers
- Provide a collaborative framework to facilitate the development and implementation of sustainable solutions for the successful integration for newcomers to Hamilton.

Overview

This Work Plan reflects the ongoing work of the Hamilton Immigration Partnership Council (HIPC) and its Working Groups as guided by the Immigration Strategy and Action Plan while addressing the requirements of the Contribution Agreement with Citizenship and Immigration Canada (CIC). Since the work of the Working Groups is based on the needs of the community it is expected to evolve as the year progresses to reflect the changing needs of the community. As such, this 2013-2014 Work Plan comprises of the objectivities, expected activities, anticipated timelines and indicators as determined by the HIPC Working Groups. In addition, the objectives and activities of the HIPC and its project team are defined. The Work Plan is organized in the following components each proceeded by a description of the component and its significance to the success of the work of the HIPC:

- | | |
|--------------------|----------------------------|
| • Governance | • Settlement Services |
| • Sustainability | • Language Training |
| • Public Awareness | • Housing |
| • Evaluation | • Employment/Labour Market |
| | • Health |

GOVERNANCE

With the leadership of the Chair, the President and CEO of the YMCA of Hamilton/Burlington/Brantford, the role of the Hamilton Immigration Partnership Council (HIPC) has evolved over the last year as members have become more involved in overseeing the progress in accomplishing the 2011- 2012 Work Plan and identifying strategic linkages and objectives within the 2013 – 2014 Work Plan. HIPC members not only participated in the conceptual phase of creating the 2013 – 2014 Work Plan they also received progress updates from Working Group Chairs who also sought their advice and support. In finalizing the 2013 – 2014 Work Plan, the HIPC spent much time and effort considering how the Work Plan aligns to the Immigration Strategy so that Work Plan objectives remain on track with the Strategic Priorities identified in the Immigration Strategy and Action Plan developed by the HIPC four years ago.

To ensure that a strong governance structure continues to support and sustain the work of the HIPC, a rigorous membership review of HIPC members was carried out in 2012. Through in-depth, semi-structured interviews with each member, feedback was garnered about the makeup of the HIPC, the progress of the work of the HIPC, members' commitment to the project, ideas for improvement and more. Salient themes of this review indicate that most members believe that the HIPC needs to continue to serve in an advisory capacity in overseeing the implementation of the Immigration Strategy. Members felt strongly that the HIPC currently has the 'right' community stakeholders at the table for this work to continue to be successful. The effectiveness of the collaboration created through the HIPC was also acknowledged as was the work of community partners who make up the Working Groups in carrying out activities and achieving the objectives identified in the Work Plan. Members also expressed a desire to have more networking opportunities with their HIPC colleagues to enable them to form and further strengthen strategic partnerships that will advance the work of the HIPC.

The HIPC directly partakes in the refinement of its Terms of Reference, governance structure and is committed to providing direction and support to the Steering Committee and project team. Not only is this achieved through regular meetings of the HIPC and Steering Committee, members have also made themselves accessible outside of formal meetings and have been called upon frequently for their advice and to champion the work of the HIPC.

On average, the HIPC members ranked the progress of the HIPC as a 73% and noted the significant role of the Working Groups in moving the work forward
(HIPC Membership Review, Sept. 2012)

HIPC members described the crux of their work using terms and phrases such as "Collaboration," "Partnerships," "Making Connections," "Sharing Ideas and Resources," "Coordinating Services," and "Welcoming Newcomers"
(HIPC Meeting, Oct. 16, 2012)

Governance				
Objective	Activity	Responsibility	Timeline	Indicators
1. Ensure the implementation of the HIPC work plan	<ul style="list-style-type: none"> The Hamilton Immigration Partnership Council (HIPC) meets quarterly <ul style="list-style-type: none"> Receives updates from and advises Steering Committee Reviews work of Working Groups and provides guidance and support Receives recommendations from project staff on policies and processes and determines ways to proceed Review Terms of Reference and revise if necessary 	<ul style="list-style-type: none"> HIPC Project Team 	Quarterly	<ul style="list-style-type: none"> HIPC convenes quarterly Membership reflects the best interests of newcomers Members' participation contributes to the progress toward achieving the goals of the Immigration Strategy Terms of Reference are approved by the HIPC
	<ul style="list-style-type: none"> HIPC Steering Committee, comprised of the Working Group Chairs, meets bi-monthly <ul style="list-style-type: none"> Reviews progress of Working Groups Integrates the work of Working Groups Provides updates to HIPC 	<ul style="list-style-type: none"> Steering Cmte Project Team 	Bi-Monthly	<ul style="list-style-type: none"> Steering Committee convenes bi-monthly and drives the implementation of the Immigration Strategy through the work of the Working Groups
	<ul style="list-style-type: none"> HIPC Working Groups meet regularly <ul style="list-style-type: none"> Carry out activities of respective work plans Develop annual work plans Reassess membership annually Record contributions from members (both in-kind and financial) annually 	<ul style="list-style-type: none"> Working Groups Project Team 	Monthly/ Bi-monthly	<ul style="list-style-type: none"> Work Groups convene on a regular basis and attendance is strong Work plan activities are carried out Work plans are developed and approved by the HIPC
	<ul style="list-style-type: none"> Support, guide, coordinate and facilitate the work of the Working Groups 	<ul style="list-style-type: none"> Project Team 	Ongoing	<ul style="list-style-type: none"> Agenda, meeting minutes, final report, 2014-2015 work plans, outputs are completed Meetings are coordinated with each Chair Support is given as needed

	<ul style="list-style-type: none"> Accountability to CIC: <ul style="list-style-type: none"> Bi/Monthly progress reports Bi/Monthly expenditure claims Preparation of annual budget Develop 2014 – 2015 final work plan Interim and Annual Performance Report 	<ul style="list-style-type: none"> Project Team 	Bi/Monthly Monthly Dec 2013 Dec 2013 Jan/ May 2014	<ul style="list-style-type: none"> Annual and monthly reports, claims and budget are submitted to CIC by due dates
	<ul style="list-style-type: none"> Develop a work plan every year based on: <ul style="list-style-type: none"> the outcomes of the working groups' activities data compiled by the working groups and community partners on the local service system for newcomers requirements of CIC The Immigration Strategy's Strategic Priorities 	<ul style="list-style-type: none"> Project Team 	Dec 2013	<ul style="list-style-type: none"> 2014-15 Work plan developed and approved by the HIPC and CIC
	<ul style="list-style-type: none"> Explore the possibility of establishing formal linkages (e.g., through the establishment of a working group) to the City Manager's Office and Economic Development Division of the City of Hamilton to support the Immigrant Attraction Action Plan with respect to the system of services available in Hamilton for newcomers 	<ul style="list-style-type: none"> HIPC Project Team City of Hamilton (CMO, EcDev) 	April 2013	<ul style="list-style-type: none"> A partnership with the Immigrant Attraction work is defined Information on the local system of services and the needs of newcomers is provided to support the attraction and retention of newcomers to Hamilton

SUSTAINABILITY

The sustainability of this project is contingent on working collaboratively with community partners and building and maintaining partnerships. The HIPC and its work, while largely federally funded and City led, is ultimately a community driven effort. Members of the HIPC, the Steering Committee, and Working Groups commit a great deal of time and effort on an on-going basis to support the creation of products and resources and organize events to better coordinate services and remove barriers so newcomers can better access programs and services. Through the support and facilitation of the HIPC, members not only dedicate in-kind resources such as time, administrative support, meeting space and printed materials, they also contribute financially. The HIPC will continue its process of quantifying these contributions in the 2013-2014 fiscal year to formally recognize the work of community partners.

The HIPC also supports the efforts of partners in securing funding and resources for the implementation of key activities which align with the Immigration Strategy and Action Plan's Strategic Priorities. For example, through Workforce Planning Hamilton and with the support of the HIPC, funds have been secured from the Ministry of Training, Universities and Colleges for the Employment/Labour Market Working Group to carry out a key activity on their 2013-2014 Work Plan to engage employers and support them in hiring and integrating newcomers into the workplace. Workforce Planning Hamilton has also made addressing newcomer needs a priority on its annual labour market plan. This aligning of work plan priorities and pooling community efforts mutually benefits partners, further strengthens partnerships and ensures the sustainability of this project.

The 2013-2014 Work Plan commits to continuing working closely with HIPC partners to support securing funding and to align priorities that reflect the needs of newcomers. Increasing partnerships through expanding working group membership and obtaining signatories of the Declaration of Intent also will continue to be key activities in the 2013-2014 fiscal year. The HIPC also will seek to establish a partnership with the City of Hamilton's City Manager's Office and Economic Development on their work around Immigrant Attraction to ensure that the HIPC's goal to coordinate services is incorporated as crucial element in making the City an attractive destination for immigrants.

In addition, the recommendations resulting from the Membership Review process will be carried out to ensure members remain committed. Members have noted that the success of the project motivates their dedication so a report back to the HIPC on the results of evaluative efforts including the measurement of outcomes is essential to not only ensuring membership is stable but also for attracting new partners and financial supports.

Sustainability of this project also materializes through accountability measures set forth in the Contribution Agreement between Citizenship Immigration Canada (CIC) and the City of Hamilton. The City of Hamilton, as the contract holder, and the project team will work to ensure the reporting and fiscal responsibilities are met to maintain its partnership with CIC who provides much of the funding for the infrastructure needed to implement the Immigration Strategy.

All members indicated their willingness to continue their membership on the HIPC to implement the Immigration Strategy.

(HIPC Membership Review, Sept. 2012)

Over 16 key community organizations as well as City Council have formally endorsed the Immigration Strategy through signing the Declaration of Intent

Sustainability				
Objective	Activity	Responsibility	Timeline	Indicators
1. Ensure the sustainability of the HIPC and its Working Groups	<ul style="list-style-type: none"> Carry out the recommendations of the HIPC Membership Review (2012) to ensure HIPC members are committed to the project, reflect key sectors and organizations in the community, and contribute to the achievement of the Immigration Strategy goals 	<ul style="list-style-type: none"> HIPC Project Team 	ongoing	<ul style="list-style-type: none"> HIPC meetings are well-attended HIPC members provide support, ideas and/or resources to ensure the success of the project HIPC membership comprises of key stakeholders who can address the needs of newcomers
	<ul style="list-style-type: none"> Expand community ownership of the Immigration Strategy through: <ul style="list-style-type: none"> Obtaining formal support and endorsement through signatures on the Declarations of Intent and completion of the Immigration Strategy Action Plan Working Groups establishing partnerships with local community organizations / collaboratives within their sector to meet the needs of newcomers Community organizations aligning their priorities with the Immigration Strategy 	<ul style="list-style-type: none"> HIPC Working Groups Project Team 	ongoing	<ul style="list-style-type: none"> Number of new organizations signing the Declaration and Action Plans completed Working Group activities show collaboration with community partners Number of partners increases Local organizations' work / work plans / priorities reflect the goals of the Immigration Strategy
	<ul style="list-style-type: none"> Support HIPC members' organizations in obtaining funding toward projects related to the work of the HIPC and the achievement of the Immigration Strategy goals 	<ul style="list-style-type: none"> Working Groups Project Team 	As needed	<ul style="list-style-type: none"> HIPC members' organizations secure funding for initiatives that support the work of the HIPC
	<ul style="list-style-type: none"> Link with other LIPs in the Southwestern Ontario Region to develop cross-regional partnerships 	<ul style="list-style-type: none"> Project Team SWON LIPs 	Quarterly	<ul style="list-style-type: none"> Attendance at quarterly meetings of LIPs in the Southwestern region Information is shared and partnerships are formed

PUBLIC AWARENESS

Public awareness plays an instrumental role in maintaining a direct and virtual presence in the community, strengthening and increasing partnerships, increasing the awareness of the work of the HIPC and conveying the importance of immigration to Hamilton to the broader community.

As in the last fiscal year, the HIPC and its Working Groups will continue throughout the 2013-2014 year, to carry out public awareness activities to increase newcomers' access to local settlement information through local media, informal networks and informative events. The HIPC will also continue to produce and disseminate promotional materials to raise awareness of the purpose of the HIPC and the significance of immigration for Hamilton. Also in the 2013-2014 fiscal year the second annual networking event for HIPC stakeholders will take place as members have made it clear that networking opportunities and a chance to learn about and share the products developed by each of the Working Groups is key to strengthening collaboration to ensure a coordinated system of services.

Public Awareness activities for the 2013-2014 year will also focus on further developing, populating and supporting a web-based presence. The work over the last year of the Strengthening Newcomer Services Working Group to enhance the database of newcomer services and programs which was created in partnership with HIPC and Community Information Hamilton resulted in the Welcome to Hamilton Website. This website has become a key resource for service providers and newcomers who access it not only to find information on programs and services but also to access downloadable tools, materials, resources, products and information created by the HIPC Working Groups. This website plays an important information sharing role for those interested in the settlement and integration of newcomers to community. In the coming year the website will be expanded to include interactive web-based applications to allow providers to share information, post questions and forge virtual partnerships.

A website that attracts immigrants to Hamilton should also raise awareness of and showcase the array and quality of settlement services available in Hamilton. Indeed, a coordinated system of services that facilitates the prompt and successful integration of newcomers into the community is itself an attraction strategy. As such, an activity for the 2013-2014 year is to formally connect with the City of Hamilton's Immigration Portal developers to ensure the Portal addresses the integration needs of prospective residents of Hamilton.

After enhancing the Welcome to Hamilton Website, the number of public uses of records increased from 4,651 (April 2012) to 16,838 (November 2012)
(HIPC, Monthly W2H Report, Nov. 2012)

86% of Service Providers use the Internet to assist them in referring newcomer clients to services
(Service Provider Survey Nov. 2012)

In three months, Oct. 2012 – Dec. 2012, newcomers, service providers and general community members downloaded 640 HIPC resources from the Online Tools section of the Welcome to Hamilton Website
(HIPC, Monthly W2H Report, Dec. 2012)

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, revise and maintain the HIPC website with current information including: <ul style="list-style-type: none"> Working Groups' reports and information Links to partners' organizations Current local news on immigration Local events organized by the HIPC or in which the HIPC collaborated/participated 	<ul style="list-style-type: none"> Project Team Communications 	ongoing	<ul style="list-style-type: none"> Website is up-to-date
	<ul style="list-style-type: none"> Increase awareness of the HIPC and its purpose through the continued production and dissemination of HIPC branded products and display/information materials via events, presentations and meetings 	<ul style="list-style-type: none"> Project Team Communications 	ongoing	<ul style="list-style-type: none"> HIPC branded products created and distributed to service providers and stakeholders
	<ul style="list-style-type: none"> Develop a strategy to identify and link with local institutional leaders (e.g., from the Health and Business sectors) to engage them in the work of the HIPC in a meaningful way 	<ul style="list-style-type: none"> Project Team HIPC 	March 2013	<ul style="list-style-type: none"> Strategy is developed and key local leaders participate in and champion the work of the HIPC
2. Increase service providers and newcomers' access to local settlement service information	<ul style="list-style-type: none"> Update, maintain and expand the Welcome to Hamilton website in partnership with Community Information Hamilton (CIH) with resources and materials for service providers and newcomers produced by the Working Groups 	<ul style="list-style-type: none"> Project Team CIH 	ongoing	<ul style="list-style-type: none"> Website contains most recent resources in multiple languages produced by the Working Groups Website analytics show newcomers and frontline service providers are accessing website resources
	<ul style="list-style-type: none"> Establish a formal partnership with the City of Hamilton and CIH in further developing the City's Immigration Portal to enhance the accessibility of information about services available to newcomers 	<ul style="list-style-type: none"> CIH City of Hamilton Project Team 	Spring 2013	<ul style="list-style-type: none"> Project Team participates in meetings, provides information and feedback to ensure the Portal is a useful tool for newcomers and service providers and complements/incorporates the websites maintained by the HIPC
	<ul style="list-style-type: none"> Hold an annual stakeholder event for all HIPC members (including Working Group members) to 	<ul style="list-style-type: none"> Project Team Steering Cmte 	March 2013	<ul style="list-style-type: none"> Members' awareness of the work of all Working Groups is increased Members obtain resources produced by other Working Groups

	demonstrate the use of and share the resources produced by the Working Groups			
--	---	--	--	--

EVALUATION

A broad range of multifaceted evaluative processes has been undertaken in the creation and implementation of the Immigration Strategy and Action Plan. Evaluation is key in guiding the work of the HIPC. Evaluation has occurred on many levels over the course of the last year including assessing the governance structure and procedures of the HIPC; measuring the contributions of HIPC partners; monitoring the progress of the work plan, the achievement of the Immigration Strategy's four Strategic Priorities and the overarching LIP objective; and evaluating the effectiveness of the many resource materials produced by the Working Groups.

Evaluative processes have also directed the creation the 2013-2014 Work Plan. For example, in October of 2012 the Strengthening Newcomer Services Working Group released a project-end report based on a survey of 200 providers and a series of focus groups carried out in 2011. The recommendations proposed initiatives which would further strengthen the service sector and make programs and services more accessible to newcomers in Hamilton. The Settlement Service Providers' Working Group isolated these recommendations and integrated them into their 2013-2014 Work Plan. Similar evaluative and evidence-based methods have been used by the Employment/Labour Market, Language Training and Housing Working Groups to create their Work Plans for the 2013-2014 fiscal year.

In 2013-2014 evaluative efforts will continue to monitor the progress of the work plan, measure the financial and in-kind contributions of partners, assess the achievement of the overall LIP objective and evaluate the products developed by Working Groups. When possible Working Groups will work with HCCI and link to the work of the City of Hamilton's Neighbourhood Strategy Development to engage newcomers in assessing the usefulness of newly developed materials and resources.

In addition, evaluation during the 2013-2014 fiscal year will focus on measuring outcomes to gauge community impact as the HIPC enters its third year of implementing the Immigration Strategy. The project team has been working with experts from the Welcoming Communities Initiative, SPRC, City of Hamilton's Social Development Team and Kovacs Group Inc. to conduct a broader assessment of the implementation of the Immigration Strategy. This broader assessment entails a three level analysis of aligning the Work Plans to the Strategic Priorities identified by the Immigration Strategy, compiling all evaluative metrics to isolate salient themes in the available data and by having HIPC partners identify how their work with the HIPC has effected change in the community. By undertaking this three level approach, the groundwork is set to begin to develop indicators to better measure the community impact of the Immigration Strategy and the objectives of the Local Immigration Partnerships (LIPs) as defined by Citizenship Immigration Canada (CIC).

Evaluation				
Objective	Activity	Responsibility	Timeline	Indicators
1. The achievement of the objectives in the HIPC work plan 2013 – 2014	<ul style="list-style-type: none"> Monitor, review and modify the work plan 	<ul style="list-style-type: none"> Project Team 	Monthly Oct 2013	<ul style="list-style-type: none"> Monthly reports to CIC on the progress of the HIPC toward achieving work plan objectives Work plan progress update presented to the HIPC indicates activities are on track for being accomplished by the end of the fiscal year
2. The achievement of progress in implementing the Immigration Strategy and Action Plan	<ul style="list-style-type: none"> Align the work plans of the HIPC with the strategic priorities, goals and activities of the Immigration Strategy to gauge progress in implementing the Strategy 	<ul style="list-style-type: none"> Project Team 	Dec 2013	<ul style="list-style-type: none"> Immigration Strategy goals are being addressed and achieved
	<ul style="list-style-type: none"> Explore the ways in which the outcomes of the Immigration Strategy (and work plans) can be measured to determine the impact of the Strategy 	<ul style="list-style-type: none"> Project Team SDT 	Dec 2013	<ul style="list-style-type: none"> Create a 'dashboard' that measures and monitors impact and change
3. The achievement of the overall objective of the LIPs initiative	<ul style="list-style-type: none"> Measure the in-kind and financial contributions of the HIPC partners and any funding secured directly by the HIPC 	<ul style="list-style-type: none"> HIPC Working Groups Project Team SPRC 	Spring 2013	<ul style="list-style-type: none"> Contributions of HIPC partners and funders are quantified and reported to CIC
	<ul style="list-style-type: none"> Complete CIC's Annual Performance Report on the achievement of the HIPC in implementing LIPs priorities 	<ul style="list-style-type: none"> Project Team 	March 2013	<ul style="list-style-type: none"> Completed Performance Report demonstrates the HIPC is carrying out activities to support the coordination and enhancement of local service delivery for newcomers

SETTLEMENT SERVICES

In their second year of convening, the HIPC's Settlement Service Providers' Working Group, chaired by the Regional Manager of the YMCA Hamilton/Burlington/Brantford, expanded its membership to include non-CIC funded agencies that work with newcomer populations such as Ontario Works, Housing Help Centre, Hamilton Community Legal Clinic and Community Information Hamilton.

Over the past year, this Working Group refined its structure by creating an Operational Group comprised of senior settlement staff members who provide the Working Group with front line expertise and advice about the provision of settlement services to newcomer clients. In this structure, the original Working Group is better positioned to take on more of a strategic role.

Developed by Working Group members, the activities contained within the Settlement Service Providers' Work Plan for the 2013-2014 fiscal year are grounded in evidence from local research on the settlement of newcomers in Hamilton. This includes the recommendations resulting from the Strengthening Newcomer Services (SNS) Report (October 2012), the Service Provider Sector Wide Survey of 378 service providers in Hamilton (November 2012) and feedback evaluations from service provider professional development events.

For example, members of this Working Group have committed to creating a common referral form, a recommendation based on the SNS research. The benefits of a common referral form are plentiful in that it will create a more streamlined process by identifying and sharing clients' needs across agencies thereby saving resources and time for both clients and providers alike. This initiative is also in line with Citizenship Immigration Canada's (CIC) modernized approach to settlement which emphasizes efficiency and effectiveness of service delivery.

Findings from the Sector Wide Survey for providers show that the level of knowledge in referring clients to services has increased over the last year but that there is still room for improvement. To further strengthen coordination among providers, members of this working group have committed to update the Newcomer Services Guidebook of Service Providers, ensure the Welcome to Hamilton website has current information and resources for providers and newcomers, host a city-wide networking and professional development event for providers and support the monthly Down Town Brown Bag Lunch sessions for front line providers as a forum to share information about programs, services and events. The importance of creating opportunities for providers to come together was also a recommendation in the SNS Report in through continuing Down Town Brown Bag Lunches and holding an annual networking event for providers.

57% of service providers report being very knowledgeable and somewhat knowledgeable about making referrals

Over 42% of service providers use the Welcome to Hamilton website to access information about services

(Sector Wide Survey Nov. 2012)

"It was valuable creating connections and to learn about services in Hamilton. We need more chances to network."

(Participant Feedback, SNS Event May 2012)

Settlement Services				
Objective	Activity	Responsibility	Timeline	Indicators
1. Better coordinate and integrate settlement service delivery	<ul style="list-style-type: none"> Review and refine membership to ensure it consists of key service providers (both CIC and non-CIC funded) who can share ideas and resources 	<ul style="list-style-type: none"> Settlement Service Provider Working Grp Project Team 	Bi-monthly	<ul style="list-style-type: none"> Working Group members work together to address the needs of newcomers Communication amongst providers is ongoing as indicated by stable attendance Duplication in services are minimized
	<ul style="list-style-type: none"> Work with service providers to ensure the continuation of Brown Bag Lunch networking forums for settlement service providers 	<ul style="list-style-type: none"> Settlement Service Provider Working Grp 	Monthly	<ul style="list-style-type: none"> Brown Bag Lunches take place every month Brown Bag Lunches are well-attended
	<ul style="list-style-type: none"> Update and disseminate to service providers the Newcomer Services in Hamilton: A Guidebook for Service Providers 	<ul style="list-style-type: none"> Project Team 	Ongoing	<ul style="list-style-type: none"> Online version of the Guidebook is up-to-date Print version of the Guidebook is distributed to settlement & "non-settlement" service providers Guidebook is available in French
	<ul style="list-style-type: none"> Enhance and re-administer (at the city-wide event described below) the Settlement Service Provider survey to measure progress of the level of coordination among providers 	<ul style="list-style-type: none"> SPRC Settlement Provider Working Group 	October 2013	<ul style="list-style-type: none"> Survey is administered and results are reported to the HIPC and the broader public Findings show service providers' knowledgeable of other services available to newcomers and confidence making referrals to other services has improved over the last two years
	<ul style="list-style-type: none"> Explore the feasibility of producing and utilizing a common client referral form for making referrals among service providers 	<ul style="list-style-type: none"> Settlement Provider Working Grp 	Fall 2013	<ul style="list-style-type: none"> Service Providers agree on content of a common referral form Referral forms are utilized and client intake time is reduced
	<ul style="list-style-type: none"> Explore the feasibility of enhancing the Welcome to Hamilton website based on feedback from service 	<ul style="list-style-type: none"> CIH Settlement 	Winter 2013	<ul style="list-style-type: none"> The Welcome to Hamilton website is enhanced to meet the needs of service providers

	providers (e.g., to include a forum in which service providers can share service and program-related information to avoid duplication and facilitate coordination)	Service Provider Working Grp		<ul style="list-style-type: none"> Website analytics show service providers are utilizing the website to communicate
	<ul style="list-style-type: none"> Collaborate with other service providers to develop a proposal for reduced bus rates for newcomer clients to access settlement programs and services and present to the Hamilton Street Railway (HSR) 	<ul style="list-style-type: none"> Settlement Service Provider Working Grp Language Training Providers OW 	Summer 2013	<ul style="list-style-type: none"> Service providers provide information for a proposal The proposal is received and considered by the HSR
	<ul style="list-style-type: none"> Continue to collaborate with the Operational Group - receive information and recommendations and provide direction 	<ul style="list-style-type: none"> Settlement Service Provider Grp 	Ongoing	<ul style="list-style-type: none"> Both groups collaborate to accomplish the activities on the work plan
2. Increase knowledge and expertise of settlement service providers	<ul style="list-style-type: none"> Organize a city-wide networking and professional development event for mainstream and settlement service providers to share information, materials and resources and to increase knowledge of anti-discriminatory/anti-oppressive practices 	<ul style="list-style-type: none"> Settlement Provider Working Grp HCCI 	October 2013	<ul style="list-style-type: none"> Number of participants from a broad range service provider organizations Feedback indicates and increase in participants' knowledge of services, resources and practices to address newcomers' needs

LANGUAGE TRAINING

A strong aptitude of the English or French language is a key determinant of a successful settlement process and long term integration of newcomers in Canada. Communication, and ultimately language skills, enables newcomers to adapt to their surroundings, independently access services, forge relationships, gain meaningful employment and partake in dynamic social and civic processes. As a result, the administration and coordination of language training programs is important in providing permanent and temporary residents with instruction to strengthen these skills.

The HIPC's Language Training Working Group is chaired by the Superintendent of Education of the Hamilton-Wentworth Catholic District School Board. This Working Group has maintained consistent representation from francophone language training providers, members from the public school board, local Colleges and the not-for-profit sector. Members represent a broad spectrum of language services across all age groups including English as a Second Language (ESL), English Literacy Development, French as a Second Language (FSL), Language Instruction for Newcomers to Canada (LINC), Occupational Specific Language Training and Literacy and Basic Skills.

Members of this Working Group have also participated in the administration of key evaluative activities in the 2012-2013 year to better prepare for and design their Work Plan objectives for 2013-2014. After creating and evaluating a resource titled, 'A Tool for Settlement Service Providers Outlining Language Training Options in Hamilton', members will be making a virtual version of the Tool available on a web-based platform. An interactive web version of Tool speaks to the results of the Service Provider Sector Wide Survey (November 2012) which showed that 68% of providers look to the internet for information on programs and services to assist their newcomer clients. In partnership with the Adult Basic Education Association (ABEA), the web version of the Tool will enable providers across regions to access the Tool as a means of staff training, professional development and as a reference guide of language training programs in Hamilton. This Working Group will not only focus on increasing the awareness and knowledge of providers about language training programs available in Hamilton they will also be working closely with the YMCA Hamilton/Burlington/Brantford to establish a strong partnership with a soon to be central language assessment centre called CLARS.

70% of providers said that "I found this tool easy to use" while 65% said that they will "use this tool for ongoing professional development purposes"

Over 44% of respondents stated that they would like to see the tool in an electronic and/or an online interactive version

(Language Tool Survey Analysis, Oct. 2012)

Only 30% of providers considered themselves to be very knowledgeable and 37% considered themselves to be somewhat knowledgeable about referring and providing information to clients regarding language training programs

(Service Provider Survey, Nov. 2012)

Language Training				
Objective	Activity	Responsibility	Timeline	Indicators
1. Increase knowledge and expertise of service providers about available language training programs to better serve newcomers	<ul style="list-style-type: none"> Widely disseminate the Language Training Tool and provide training on its use to a broad range of frontline settlement service providers through Webinar or Training Event and gather feedback on the usefulness of the Tool 	<ul style="list-style-type: none"> Language Training Working Group Project Team 	April 2013	<ul style="list-style-type: none"> Number of language training providers receiving the Tool and training
	<ul style="list-style-type: none"> Evaluate the effectiveness of the Webinar and revise according to viewer feedback 	<ul style="list-style-type: none"> Language Training Working Group Project Team 	June 2013	<ul style="list-style-type: none"> The webinar is revised according to service providers' feedback
	<ul style="list-style-type: none"> Modify and update Language Training Tool according to feedback from service providers through training activities 	<ul style="list-style-type: none"> Language Training Working Group Project Staff 	August 2013	<ul style="list-style-type: none"> Language Training Tool for Service Providers is revised to meet the needs of service providers
	<ul style="list-style-type: none"> Work in partnership with Adult Basic Education Association (ABEA) to maintain and disseminate the Inventory of Language Training Programs in Hamilton 	<ul style="list-style-type: none"> Language Training Working Group ABEA 	Ongoing	<ul style="list-style-type: none"> Inventory of language training programs is current, distributed to language training service providers and their clients and is available online
2. Enhance the provision of an effective language training referral system for newcomers	<ul style="list-style-type: none"> Establish a partnership with the Coordinated Language Assessment and Referral System (CLARS) to determine the language program referral needs of newcomers 	<ul style="list-style-type: none"> Language Training Working Group CLARS YMCA 	November 2013	<ul style="list-style-type: none"> Partnership with CLARS is established Language referral needs of newcomers are met

HOUSING

Access to safe and affordable housing is the foundation to a person's social, health and economic well-being. To better understand the housing needs of newcomers in Hamilton, the HIPC's Housing Working Group compiled available data from various social housing providers, service agencies, and community consultations. The report's findings were presented to an audience of over 200 housing providers and stakeholders at the National Housing Day event in November 2012. This event also served as the ideal platform for the launch of this Working Group's Newcomer Guide to Finding Housing in Hamilton.

The Housing Working Group, chaired by the Director of City of Hamilton's Housing Services Division and consisting of organization leads, has drawn on the findings of this Housing Needs of Newcomers Report (November 2012), participant feedback and results of the Sector Wide Survey for providers (November 2012) to identify objectives and respective activities for their 2013-2014 Work Plan.

Members of the Housing Working Group are dedicated community leaders who have devoted much time and resources to carry out the activities from the previous year's work plan. Their commitment to improving the housing outcomes of newcomers can be illustrated not only by their achievements in the 2012-2013 fiscal year but also by their ambitious activities in the new fiscal year such as increasing the number of multiple bedroom social housing units to meet the needs of newcomers requiring larger units. As well this Working Group is committed to ensuring the housing needs of newcomers are considered in the implementation phase of the City of Hamilton's Housing and Homelessness Action Plan.

The Sector Wide Survey of service providers, carried out in November of 2012, revealed that compared to 17% of front line providers who felt very knowledgeable about making referrals to housing services in October of 2011, 24.5% now report being very knowledgeable about referring newcomer clients to housing services. While the results of this survey indicate an improvement, work still needs to be done to raise awareness of providers about the housing services available for newcomers in Hamilton. As a result, members of the Housing Working Group have committed to expand their membership and seek further funding opportunities to provide housing core competency workshops for providers serving newcomer clients.

The Housing Needs of Newcomers Report identified insufficient knowledge of the housing system and services and discrimination as barriers for newcomers accessing safe and affordable housing. As such, this Working Group is committed to distributing to newcomers, landlords and providers information about tenant and landlord rights and responsibilities and distributing and evaluating the Guide to Finding Housing to newcomers and service providers.

58% of service providers rated the Housing Core Competency training on newcomers' housing needs as helpful and 43% found it was very helpful

(Participant Feedback, HHC Workshop, Nov 21, 2012)

While 64% of providers reported being very or somewhat knowledgeable about referring newcomer clients to housing services, 36% had limited or no knowledge of housing services

(Service Provider Survey, Nov. 2012)

Housing				
Objective	Activity	Responsibility	Timeline	Indicators
1. Enhance coordination and collaboration among housing service providers	<ul style="list-style-type: none"> Expand Housing Working Group membership to include key housing service providers (i.e. Good Shepherd Centres, CORE Collaborative Learning, Wesley Urban Ministries, Immigrant Women's Centre, etc.) 	<ul style="list-style-type: none"> Housing Working Group Project Team 	April 2013	<ul style="list-style-type: none"> Membership reflects key housing service providers in the community Attendance is stable
2. Increase newcomer awareness of and access to safe and affordable housing	<ul style="list-style-type: none"> Evaluate the effectiveness of the Housing Guide for Newcomers and develop a strategy for its distribution 	<ul style="list-style-type: none"> Housing Working Group Project Team HCCI 	May 2013	<ul style="list-style-type: none"> Findings of evaluation show that newcomers, service providers and landlords are more aware of housing options Distribution strategy is developed
	<ul style="list-style-type: none"> Distribute information about tenant and landlord rights/responsibilities and expectations of tenants to newcomers, service providers and landlords (i.e. through events, ethnic media, products created by this Working Group and updating the Welcome to Hamilton website, etc.) 	<ul style="list-style-type: none"> Housing Working Group Project Team Hamilton Community Legal Clinic HCCI 	Fall 2013	<ul style="list-style-type: none"> Information concerning tenant and landlord rights is shared among service providers, newcomers and landlords
	<ul style="list-style-type: none"> Increase the number of multiple bedroom social housing units to address newcomer families' needs for larger units as identified in the Housing Needs of Newcomers Report and the Housing and Homelessness Action Plan 	<ul style="list-style-type: none"> Housing Services Division, City of Hamilton 	March 2014	<ul style="list-style-type: none"> Newcomers have greater access to safe and affordable housing The number of multiple bedroom social housing units are increased
3. Increase knowledge and expertise of service providers and the broader	<ul style="list-style-type: none"> Explore funding opportunities for providing housing core competency workshops for service providers serving newcomer clients 	<ul style="list-style-type: none"> Housing Working Group Housing Help Centre 	November 2013	<ul style="list-style-type: none"> Applications for funding are submitted Additional resources are secured

community about the housing issues of newcomers	<ul style="list-style-type: none"> Develop and disseminate key messages to the broader community about the realities of newcomers' housing needs through local media 	<ul style="list-style-type: none"> Housing Working Group Project Team Communications 	Ongoing	<ul style="list-style-type: none"> Messages are developed and disseminated through media
4. Ensure the housing needs of newcomers are incorporated into the implementation phase of the Housing and Homelessness Action Plan	<ul style="list-style-type: none"> Prioritize newcomer housing needs for implementation of Housing and Homelessness Action Plan 	<ul style="list-style-type: none"> Housing Working Group Project Team Housing Services Division 	April 2013	<ul style="list-style-type: none"> Priorities of the implementation phase of the Housing and Homelessness Action Plan reflect the housing needs of newcomers
	<ul style="list-style-type: none"> Participate in the implementation of the Housing and Homelessness Action Plan (e.g., consulting with the Housing Services Division, providing information/materials, engaging newcomers, etc.) 	<ul style="list-style-type: none"> Housing Working Group Project Team Housing Services Division HCCI 	Ongoing	<ul style="list-style-type: none"> Working Group members are involved in the implementation of the Housing and Homelessness Action Plan

EMPLOYMENT/ LABOUR MARKET

The Employment/Labour Market Working Group is chaired by the Executive Director of Workforce Planning Hamilton, whose labour market plan makes addressing the employment needs of newcomers a priority and aligns with this Work Plan ensuring a strong collaborative partnership. This Working Group is comprised of service providers who are experts and specialize in employment and labour market integration and who also provide support in areas of refugee resettlement, child care, temporary shelter supports, private sector, francophone community, educational institutions, settlement and more. Such broad representation from across sectors with simultaneous specialization in areas of employment and the local economy have equipped this Working Group to tackle one of the most important facets of newcomer settlement and integration: access to the labour market.

As a result of many discussions and collaboration, members of the Employment/Labour Market Working Group have developed innovative activities for their 2013-2014 Work Plan to increase newcomers' awareness of employment and training services, improve newcomers' access to the labour market and engage employers to support the hiring and integration of newcomers in the workplace. By focusing on these three objectives, this Working Group designed a multifaceted and strategic approach to facilitating the integration of newcomers and immigrants into the local labour market.

Similar to the findings in other sectors, the Sector Wide Survey of service providers (November 2012) found that 68.3% of providers reported being knowledgeable and confident in referring clients to employment services compared to 58% last year. This improvement might, in part, be attributed to the convening of this Working Group which has given providers the opportunity to not only produce and share information and materials but also to form strategic partnerships. However, the Survey also noted that providers felt newcomers had difficulty finding employment services. As a result, this Working Group has committed to creating and assessing a strategy for disseminating their products and information to service providers in both the formal and informal sectors and directly to newcomers.

This Working Group also forges linkages and connections across other Working Groups which is an indication of the level of coordination and collaboration among the HIPC Working Groups and with community organizations. Members of this Working Group are working with members from the Settlement Service Providers' Working Group and the Health Working Group and with organizations such as HCCI and the YMCA to directly engage employers to increase their awareness of the skills and assets of newcomers as a potential pool of prospective employees and to explore opportunities for the development of mentorship programs.

Over 65% of service providers reported that newcomers had the most difficulty finding employment services

(Service Provider Survey, Nov. 2012)

"Employers are cutting themselves off from an incredible talent pool and global connections because of cultural disconnects or misunderstandings"

(Lionel LaRoche, HCCI's Fall Diversity Forum, Nov. 2012)

Employment/Labour Market				
Objective	Activity	Responsibility	Timeline	Indicators
1. Increase newcomers' awareness of employment and training services	<ul style="list-style-type: none"> Create and test strategy a for disseminating products and information developed by this working group (e.g., Guide to Immigrant Employment Success, Tip Sheets, Employer Tool Kit, Hiring Immigrants Project materials, etc.) to formal and informal sectors 	<ul style="list-style-type: none"> Employment Working Group Project Team 	February 2013	<ul style="list-style-type: none"> A strategy for dissemination is created and implemented Number of products and audiences disseminated recorded
	<ul style="list-style-type: none"> Assess the effectiveness of dissemination this working group's products and materials 	<ul style="list-style-type: none"> Employment Working Group Project Team 	October 2013	<ul style="list-style-type: none"> Results of assessment show products and materials have been widely disseminated to both formal and informal sectors Providers report newcomer awareness of and access to employment services has increased
2. Improve newcomers' access to the local labour market	<ul style="list-style-type: none"> Work with community partners to explore funding opportunities for the development of mentorship programs for newcomers to obtain local work experience 	<ul style="list-style-type: none"> Employment Working Group Project Team 	June 2013	<ul style="list-style-type: none"> Local funding opportunities have been explored
3. Engage employers to support the hiring and integration of newcomers in the workplace	<ul style="list-style-type: none"> Engage employers to better understand employer attitudes towards hiring newcomers by: <ul style="list-style-type: none"> Conducting the 'Hiring Immigrants Project' (HIP) research Creating a report of the research findings with recommendations Providing employers with resources to support them in hiring newcomers Organize an employer engagement event (e.g., Employer Recognition, Information Session, Report to Community of HIP research results, etc.) 	<ul style="list-style-type: none"> Employment Working Group Project Team HCCI 	April 2013 September 2013	<ul style="list-style-type: none"> HIP research engages employers and report is produced with recommendations Resources for employers are readily available Number of employers attending engagement event recorded and feedback shows employers feel supported in hiring newcomers

	<ul style="list-style-type: none"> • Use HIP research findings and recommendations to develop a more specific Employer Engagement Strategy and begin to implement the strategy 	<ul style="list-style-type: none"> • Employment Working Group • Project Team 	November 2013	<ul style="list-style-type: none"> • Strategy is created and implementation phase has begun • Number of employers engaged, products distributed and evaluation feedback indicates employers' feel supported in hiring newcomers
--	---	--	---------------	---

HEALTH

The Health Working Group, chaired by the Executive Director of the North Hamilton Community Health Centre, was co-convened in partnership with the Hamilton Centre for Civic Inclusion with the support of the HIPC in 2012. The membership currently consists of key health care providers at the community and not-for-profit level, the primary care level and includes representation from Public Health, Hamilton Health Sciences and Emergency Medical Services (EMS). Members of this Working Group have identified membership at this table as a key precursor to achieving greater coordination among health service providers. As a result, expanding membership will be a key priority in the 2013-2014 fiscal year.

This Working Group's central purpose for the 2013-2014 Work Plan continues to emphasize addressing the health care needs of newcomers through the coordination of health care providers and increasing the awareness of newcomer's health needs among health care providers and the broader community. Members of this Working Group have identified key activities and will develop corresponding strategies to operationalize these objectives.

Results of the Service Provider Sector Wide Survey (November 2012), revealed that almost 28% of service providers are very knowledgeable and 43% are somewhat knowledgeable about making referrals to health services in Hamilton. This is a significant improvement from the results of the survey carried out in the previous year (October 2011) in which only 10% of providers self-identified as being very knowledgeable and 30% being somewhat knowledgeable about making referrals to health services.

Nevertheless, there is much literature from policy makers and researchers which stresses the importance of a coordinated system of health service delivery to support the settlement and well-being of newcomers as they integrate in Canada. In a report prepared for the HIPC on Immigrant and Refugee Health Needs and Service Provision in Hamilton (2010), Newbold noted that while the health status of newly landed immigrants is usually higher than that of Canadian born, newcomers' health declines after arrival. The formal support that newcomers receive from services is a key contributor to maintaining good mental and physical health (Khanlou, 2009). Indeed, a recent report on the mental health of newcomers to Hamilton produced by the Hamilton Centre for Civic Inclusion found that lack of information and poor cultural and linguistic support are key barriers to accessing health services in Hamilton (HCCI, 2012).

By incorporating an evidence-based approach to the 2013-2014 Work Plan, members of the Health Working Group have identified the concept of 'Health Equity' and its application as a key driver of equitable health practices to address the needs of newcomers. Members have committed to using tools such as the Health Equity Impact Assessment to raise awareness about the Social Determinants of Health. The Health Working Group has committed to continue working with leaders in the field to host an annual health equity forum where providers and community leaders can contribute to health equity at the community level.

Just over 30% of service providers reported having little or no knowledge about making referrals to health care services in Hamilton

(Service Provider Survey, Nov. 2012)

Newcomers will seek help from agencies that they don't necessarily have the health care services they are looking for

(HCCI Health and Well-Being Report, Dec. 2012)

The local community is urged to create an inclusive community that is aware of the particular health concerns and histories of new arrivals by enhancing the capacity of health providers to address immigrant health and to ensure that health services are delivered in a comprehensive and coordinated fashion.

(Newbold, 2012)

Health				
Objective	Activity	Responsibility	Timeline	Indicators
1. Better coordinate collaboration among health care providers	<ul style="list-style-type: none"> Expand the membership of the health working group to ensure that it includes key community stakeholders and healthcare providers (e.g., Local Health Integration Networks (LHIN), Family Health Team, Women's Health Educator project, Medical Doctor, Urban Core) 	<ul style="list-style-type: none"> Health Working Group Project Staff 	May 2013	<ul style="list-style-type: none"> Membership is expanded to reflect key stakeholders in the health care sector Attendance is stable
	<ul style="list-style-type: none"> Organize an annual half day event to provide the health care community and stakeholders an opportunity to learn about health care programs and services for newcomers 	<ul style="list-style-type: none"> Health Working Group Project Staff HCCI 	February 2014	<ul style="list-style-type: none"> Feedback from participants indicates providers have learned more about each other's services
2. Increase the awareness of newcomer health needs among health care providers and the broader community	<ul style="list-style-type: none"> Develop a strategy with key messages and materials to disseminate to health care providers and the broader community 	<ul style="list-style-type: none"> Health Working Group Project Staff HCCI Communications 	September 2013	<ul style="list-style-type: none"> Products created, branded and disseminated Number of presentations given and nature of audiences served
	<ul style="list-style-type: none"> Conduct focus groups with health care providers to identify the barriers they face in meeting newcomers' health needs 	<ul style="list-style-type: none"> Health Working Group HCCI 	December 2013	<ul style="list-style-type: none"> Focus group results identify barriers and recommendations to overcome them are made



PART A: INTEGRATION PROGRAMS - SCHEDULE 2

Description of Eligible Costs

☒ Settlement Program

☐ Resettlement Program - Direct Services

☐ Resettlement Program - Indirect Services

1 Name of Recipient City of Hamiton		OFFICE USE ONLY	
2 Address 28 James St. North 4th Floor Hamilton, Ontario L8R 2K1		100 File number S143925028	
3 Telephone number (905) 546-2424	4 Facsimile number	101 Original Amendment <input type="checkbox"/> <input checked="" type="checkbox"/>	
5 Description of services Local Immigration Partnerships (LIPs)		102 Amendment number 6	

6 Duration of activity / Funding period
From: 2009-07-20 To: 2014-03-31 Fiscal years: 5
YYYY-MM-DD YYYY-MM-DD

CIC CONTRIBUTION - SEE ATTACHED FOR COST ITEMS DETAILS

7 COST CATEGORY	FY 1 2009 - 2010	FY 2 2010 - 2011	FY 3 2011 - 2012	FY 4 2012 - 2013	FY 5 2013 - 2014	COST CATEGORY TOTAL
ADMINISTRATIVE	\$188,006	\$323,345	\$248,048	\$3,628	\$3,104	\$766,131
PROGRAM DELIVERY	\$64,301	\$69,800	\$39,230	\$254,466	\$255,945	\$683,742
CAPITAL	\$32,888			\$2,217	\$2,217	\$37,322
TOTAL CONTRIBUTION PER FISCAL YEAR	\$285,195	\$393,145	\$287,278	\$260,311	\$261,266	\$1,487,195

8 For amendments only: ☒ Increase ☐ Decrease ☐ No change in agreement value By Amount: \$261,266

Reason for amendment:
Amendment: To extend the Contribution Agreement to add fiscal year 5 (FY5).

INTEGRATION PROGRAMS - SCHEDULE 2
Breakdown of Eligible Costs

1	Name of Recipient	100	File number
	City of Hamiton		S143925028
		112	Cost items for
			FY 1 2009 - 2010

ADMINISTRATIVE

Qty	Line item	Percentage (%)	Amount for fiscal year
	Negotiated administrative rate (flat rate)		\$188 006

Total Administrative: \$188,006

PROGRAM DELIVERY

Qty	Line item	Description / Details	Amount for fiscal year
	Please select one		\$64 301

Total Program Delivery: \$64,301

CAPITAL

Qty	Line item	Description / Details	Amount for fiscal year
	Please select one		\$32 888

Total Capital: \$32,888

Total Maximum CIC Contribution for Fiscal Year: \$285,195

FY 1 2009 - 2010

INTEGRATION PROGRAMS - SCHEDULE 2
Breakdown of Eligible Costs

1	Name of Recipient	100	File number
	City of Hamilton		S143925028
		112	Cost items for
			FY 2 2010 - 2011

ADMINISTRATIVE

Qty	Line item	Percentage (%)	Amount for fiscal year
	Negotiated administrative rate (flat rate)		\$323 345

Total Administrative: \$323,345

PROGRAM DELIVERY

Qty	Line item	Description / Details	Amount for fiscal year
	Please select one		\$69 800

Total Program Delivery: \$69,800

CAPITAL

Qty	Line item	Description / Details	Amount for fiscal year
	Please select one		

Total Capital:

Total Maximum CIC Contribution for Fiscal Year: \$393,145

FY 2 2010 - 2011

INTEGRATION PROGRAMS - SCHEDULE 2
Breakdown of Eligible Costs

1	Name of Recipient	100	File number
	City of Hamiton		S143925028
		112	Cost items for
			FY 3 2011 - 2012

ADMINISTRATIVE

Qty	Line item	Percentage (%)	Amount for fiscal year
	Negotiated administrative rate (flat rate)		\$248 048

Total Administrative: \$248,048

PROGRAM DELIVERY

Qty	Line item	Description / Details	Amount for fiscal year
	Please select one		\$39 230

Total Program Delivery: \$39,230

CAPITAL

Qty	Line item	Description / Details	Amount for fiscal year
	Please select one		

Total Capital:

Total Maximum CIC Contribution for Fiscal Year: \$287,278

FY 3 2011 - 2012

INTEGRATION PROGRAMS - SCHEDULE 2
Breakdown of Eligible Costs

1	Name of Recipient	100	File number
	City of Hamiton		S143925028
		112	Cost items for
			FY 4 2012 - 2013

ADMINISTRATIVE

Qty	Line item	Percentage (%)	Amount for fiscal year
	Negotiated administrative rate (flat rate)		\$3 628

Total Administrative: \$3,628

PROGRAM DELIVERY

Qty	Line item	Description / Details	Amount for fiscal year
	Please select one		\$254 466

Total Program Delivery: \$254,466

CAPITAL

Qty	Line item	Description / Details	Amount for fiscal year
	Please select one		\$2 217

Total Capital: \$2,217

Total Maximum CIC Contribution for Fiscal Year: \$260,311

FY 4 2012 - 2013

INTEGRATION PROGRAMS - SCHEDULE 2
Breakdown of Eligible Costs

1	Name of Recipient	100	File number
	City of Hamiton		S143925028
		112	Cost items for
			FY 5 2013 - 2014

ADMINISTRATIVE

Qty	Line item	Percentage (%)	Amount for fiscal year
	Negotiated administrative rate (flat rate)	2%	\$3 104

Total Administrative: \$3,104

PROGRAM DELIVERY

Qty	Line item	Description / Details	Amount for fiscal year
2.57 FTE	Salaries, wages and benefits	1 FTE - Project Manager 1 FTE - Working Group Coordinator 0.57 FTE - Program Secretary MERCs & benefits: CPP, EHT, EI, OMERS, WSIB, employer benefits	\$202 935
	Travel, accommodation and related costs		\$1 878
	Overhead costs	Cell phones, printing, IT maintenance/support, translation.	\$19 732
	Conferences and workshops	Meetings, community consultation	\$16 400
	Professional and consultant fees	Facilitator & evaluation consultant	\$12 000
	Publicity	Community engagement and awareness material	\$3 000

Total Program Delivery: \$255,945

CAPITAL

Qty	Line item	Description / Details	Amount for fiscal year
	Capital expenditures	Computer/hardware lease	\$2 217

Total Capital: \$2,217

Total Maximum CIC Contribution for Fiscal Year: \$261,266

FY 5 2013 - 2014



INTEGRATION PROGRAMS - SCHEDULE 3
TERMS OF PAYMENTS

<input checked="" type="checkbox"/> Settlement Program		OFFICE USE	
<input type="checkbox"/> Resettlement Program - Direct Services		100	File number S143925028
<input type="checkbox"/> Resettlement Program - Indirect Services		101	<input type="checkbox"/> Original <input checked="" type="checkbox"/> Amendment
		102	Amendment number 6
1	Name of Recipient City of Hamilton		

- 1.0
- The Department will make payments of the contribution amount by reimbursement, upon receipt from the Recipient of claims for eligible costs, with supporting documents if requested by the Department, in accordance with Section 4.1 of the Agreement.
- 2.0
- During the course of the Agreement, should it be determined that advance payments are warranted for achievement of program objectives, the Department will ensure that the conditions governing the need for advances as per Clause 4.5 are met. For the purposes of advance payments, the written communication between the Recipient and the Department shall constitute part of the Agreement and will supersede the advance payment clause noted in Schedule 3 of the Agreement.
- 3.0
- Holdback
- An amount of up to 5 % of the total agreement value will represent the holdback and be disbursed to the Recipient as a final payment on receipt and approval by the Department of the final claims for eligible costs and deliverables, including any requested supporting documents. Material submitted to the Department to support release of the holdback must be certified by a duly authorized representative of the Recipient.

Integration Programs - Schedule 4
Supplementary Terms and Conditions

<input checked="" type="checkbox"/> Settlement Program <input type="checkbox"/> Resettlement Program – Direct Services <input type="checkbox"/> Resettlement Program – Indirect Services	OFFICE USE		
	100	FILE NUMBER	
	S143925028		
	101	1. ORIGINAL 2. AMENDMENT	2
	102	AMENDMENT NUMBER	6
1 NAME OF RECIPIENT City of Hamilton			

SUPPLEMENTARY TERMS AND CONDITIONS

The provisions of this Schedule shall be interpreted in conformity with those of the Agreement concluded by the Department with the Recipient.

Activity and Output reporting through the Department’s system:

1. The Recipient shall use the internet-based system provided by the Department to enter information on clients served, services delivered and program support activities.
2. The Recipient shall ensure that data entry into the aforementioned system is complete and submitted in a timely manner. Monthly client activity and service data are required to be input by the 5th working day of the following month. The Department may choose to withhold payment of invoices submitted by the Recipient if, in the opinion of the Department, the Recipient is not discharging its responsibility for data entry into the Department’s system.
3. The Recipient must submit Service Count Reports along with interim and final project reports to address related project outputs.
4. The Recipient shall maintain a minimum level of computer environment. The minimum specifications are as follows:
 - A high-speed Internet connection (cable, DSL, etc.). A 56kbs modem can be used where a high-speed internet connection is not available (slower connection = performance impact).
 - A Web Browser with 128-Bit SSL Encryption (such as Internet Explorer version 7.0 or higher, Firefox X or higher, Chrome).
 - Security Protection Software which contains full version reliable and an up-dated virus scan and firewall.

Other computers may work, but performance could be affected.
Any Hardware or software provided by the department is to be used in accordance with the Agreement and any stipulations provided by the Department.

5. In order to obtain access to the Department’s system, the Recipient’s designated employees shall submit to the Department for approval and processing the results of an individual’s Criminal Records Check with the Account Request Form, which will be provided by the Department. The Recipient shall inform the Department’s Helpdesk of the date when a designated system user will cease or has ceased to be employed by the Recipient.
6. The Recipient agrees to provide updates to the Department of any changes in contact information.
7. The Recipient agrees to ensure that staff have the knowledge required to comply with the Department’s data entry requirements. Training, user support materials and help desk support will be made available by the Department.
8. The Recipient’s access to the Department’s system shall cease once it no longer receives funding from the Department.
9. The Department shall not be held liable for actions arising out of the Recipient not taking appropriate security measures as required in this agreement. Security requirements will be outlined in the systems related security manual and associated minimum requirements list document provided by the Department.

FILE NUMBER **S143925028**

SUPPLEMENTARY TERMS AND CONDITIONS (cont'd)

10. The Service Delivery Provider shall submit a revised and updated Forecast of Cash Flow (FCF) identifying slippage in their operating budget prior to September 10th of each fiscal year and on occasion as requested by the CIC officer. Upon receipt of the revised FCF, the Department may initiate an amendment to the contribution agreement for the purpose of de-committing identified slippage.

Communications Protocol:

1. The Recipient shall obtain the approval of the Department before preparing and issuing any announcements, press releases, brochures, advertisements or other materials that will display the Department's logo or otherwise make reference to the Department.

2. The Recipient will advise the Department at least thirty (30) days in advance of any special event, (official opening, conference, ribbon cutting, etc.), the Recipient wishes to organize in connection with the Agreement. A special event shall only be held on a date which is mutually acceptable to the Department and the Recipient. Furthermore, the Recipient consents to having the Department or its designates participate in any such event.

OTHER:

1. The Recipient shall notify the Department 14 days before the start of the Annual General Meeting of the date, time and location of the meeting.
2. International travel is not an eligible cost and will not be reimbursed by the Department under this agreement.
3. Where childcare is part of the agreement, the Recipient must provide reasonable access to the childcare monitoring agency, as identified by CIC, for the purpose of monitoring childminding sites to ensure, and to assist with, compliance with the national Care for Newcomer Children Requirements.
4. Further to section 8.1 of the agreement, the parties agree that the Recipient will be considered in default of the contribution agreement should any of the activities contemplated by this agreement, such as, but not limited to, advisory committee meetings, outreach and networking efforts, content development workshops, or the final product(s) itself/themselves be organized with the express intent of lobbying or advocating against government policies or programs.

The parties further agree that where the Recipient has shared plans with the Department about planned activities and the Department has raised no objections in advance about those plans, those activities will not be considered to be activities organized with the express intent of lobbying or advocating against government policy or programs, provided that those activities are carried out with strict adherence to the pre-approved plans shared with the Department. Where plans are shared with the Department and the Department does object to any of the activities outlined in such plans, the Recipient will either eliminate the activities objected to, or to make changes sufficient to address the Department's concerns. Where the Recipient either refuses to eliminate the activities in question or to make the changes requested by the Department, the Recipient shall be considered in default of the contribution agreement.

Jan10'13

HAMILTON IMMIGRATION PARTNERSHIP COUNCIL
Breakdown of Eligible Costs for the Settlement Program
FY 5 2013 - 2014
File No. DHO7331513

Item Description	Details	Amount for Fiscal Year
ADMINISTRATIVE		
Telephone/Fax	\$19.17/mth x 12 mths x 3 staff	\$690.00
Office Supplies	Grand & Toy \$109/mth x 12 mths = \$1308 Spectator Subscription = \$230 Postage/Freight/Courier \$8/mth x 12 mths = \$96 Copier \$55/mth x 12 mths = \$660 Miscellaneous \$10/mth x 12 mths = \$120	\$2,414.00
Total Administrative		\$3,104.00
PROGRAM DELIVERY		
Salary		
Project Manager	\$41.405/hr x 35hrs/wk x 4.4 wks (154hrs)(Apr 1 - Apr 30) = \$6,376.37 +	\$77,857.58
	\$42.510/hr x 35hrs/wk x 35 wks (1225hrs) (May 1 - Dec 31) = \$52,074.75 +	
	\$43.318/hr x 35hrs/wk x 12.8 wks (448hrs) (Jan 1 -Mar 31) = \$19,406.46	
Working Group Coordinator	\$29.281/hr x 35hrs/wk x 15.2 wks (532hrs) (Apr 1 - July 15) = \$15,577.49 +	\$54,470.38
	\$29.837/hr x 35hrs/wk x 24.2 wks (847hrs)(July 16 - Dec 31) = \$25,271.94 +	
	\$30.404/hr x 35hrs/wk x 12.8 wks (448hrs)(Jan 1 - Mar 31) = \$13,620.95	
Program Secretary	\$24.869/hr x 20hr/wk x 15.2 wks (304hrs) (Apr 1 - July 15) = \$7,560.18 +	\$26,889.39
	\$25.95/hr x 20hr/wk x 24.2 wks (484hrs) (July 16 - Dec 31) = \$12,559.80 +	
	\$26.443/hr x 20hr/wk x 12.8 wks (256hrs) (Jan 1 - Mar 31) = \$6,769.41	
MERC/Benefits		
Project Manager (26.25%)	CPP 3.07%, EHT 1.95%, EI 1.35% + OMERS 10.88% + WSIB 1.39% + Employer Benefits 7.61%	\$20,437.61

Working Group Coordinator (29.03%)	CPP 4.37%, EHT 1.95%, EI 1.92% + OMERS 9.3% + WSIB 1.39% + Employer Benefits 10.10%	\$15,812.75
------------------------------------	---	-------------

Program Secretary (27.77%)	CPP 4.42%, EHT 1.95%, EI 2.21%, VP 6% + WSIB 1.19% + PILB 12%	\$7,467.18
Total Salaries		\$202,934.89

Overhead		
Staff Travel	Accommodations: Approx. \$300 + Mileage: Approx. 700km/yr x .54/km + Parking: Approx. \$5/mtg x 5 mtg/mth x 12 mth	\$1,878.00
Cell Phone	Project Manager \$56.50/mth x 12 mths Working Group Coordinator \$56.50/mth x 12 mths	\$1,356.00
Meeting Costs (rental, supplies, hospitality)	\$350 x 4 meetings	\$1,400.00
Printing	Annual Report \$1,000 Reprint HIPC Promotional Brochures \$1,000 Reprint Immigration Strategy \$1,000 Reprint Quick Guide \$1,000 Reprint Newcomer Services Guidebook for Providers, HIPC Reports and Declarati	\$6,500.00
IT Maintenance / Support	Community Information Hamilton \$594 x 4 = \$2,376 Websites Development \$40/hr x 50hrs = \$2000	\$4,376.00
Translation	\$37.50/page x 200 pages	\$7,500.00
Community Consultation (Working Group Collaborations and Events)	Stakeholders events \$1,000 x 5 events = \$5,000 + Working Group Collaborations \$1,000 x 6 groups = \$6,000 HIPC Annual Cross-training Networking Event of all HIPC partners \$4,000	\$15,000.00
Consultation (Facilitator)	Facilitator - Annual HIPC Planning Meeting: Approx. \$300/hr x 10 hrs	\$3,000.00
Evaluation	Consultatnt - Develop indicators, evaluate impact, prepare report: Approx: \$300/hr x 30hrs	\$9,000.00
Promotion/Branding	Replenish promotional materials	\$3,000.00
Total Overhead		\$53,010.00

CAPITAL		
Computer/hardware lease	\$184.73/mth x 12 mths	\$2,216.76
Total Capital		\$2,216.76
Total for Fiscal Year		\$261,265.65

FUNDING RISK ASSESSMENT MODEL

File Number:	S143925028	CFP Tracking #		Recommended or Agreement Amount: \$	262,000
Name of Applicant / Recipient:	City of Hamilton				
Type of Applicant / Recipient:	Other Levels of Government				
Project Title:	Local Immigration Partnership Council of Hamilton				
Start Date (yyyy/mm/dd):	2013/04/01	End Date (yyyy/mm/dd):	2016/03/31		
Region:	Ontario				
Program:	Settlement				
Assessment Reason:	<input type="checkbox"/> Pre Approval	<input checked="" type="checkbox"/> Active Agreement	Date of Assessment (yyyy/mm/dd)	2013/01/07	
	<input type="checkbox"/> Annual Assessment	<input checked="" type="checkbox"/> Amendment			
	<input type="checkbox"/> Other (specify):				

FUNDING RISK ASSESSMENT

1.0 Financial Ratio Analysis

0 / 19

	Current Year	Previous Year	
1.1 Current Ratio (Short-term Assets / Short-term Liabilities) ②	N/A	N/A	
1.2 Current Ratio Trend ②	N/A	%	
1.3 Debt Ratio (Total Assets / Total Liabilities) ②	N/A	N/A	
1.4 Debt Ratio Trend ②	N/A	%	
1.5 Annual Profit / (Loss) ②	N/A	%	

2.0 Resources and Capacity

0 / 28

2.1 Does the applicant/recipient employ a designated financial expert (CA, CMA, CGA, or a bookkeeper with three years or more of experience)? ②	Yes	L
2.2 Does the applicant/recipient have an accounting system? ②	Yes	L
2.3 Has the applicant/recipient demonstrated that there are sufficient resources and that these are adequately allocated to achieve project results? ②	Yes	L
2.4 Does the applicant/recipient demonstrate clear and distinct management structures, roles and accountability measures? ②	Yes	L
2.5 Has the applicant/recipient demonstrated experience in the area where funding is sought? ②	Yes	L

3.0 Complexity

18 / 22

3.1 Does the organization/applicant have any related entities/parties? ②	No	L
3.2 Are shared costs well documented and managed by the organization? ②	Yes	M
3.3 Is the project complex? ②	Yes	H

4.0 Relationship with CIC

0 / 16

4.1 How many year(s) has CIC had an agreement with this organization? ②	1-5 year(s)	L
4.2 Are there any recurring problems with the applicant from a financial perspective? ②	No	L
4.3 Are there any other recurring problems? ②	No	L

5.0 External Environment

0 / 10

5.1 Is this project high profile? ②	No	L
-------------------------------------	----	---

6.0 Legal Environment

0 / 5

6.1 Is the applicant/recipient involved in a litigation procedure? ②	No	L
--	----	---

Legend:

H

 High Risk

M

 Moderate Risk

L

 Low Risk

18 / 100

Risk Profile:

LOW RISK

SPECIFIC MITIGATION STRATEGIES

The following provides focussed risk mitigation strategies to address specific high risk areas identified in your assessment above.

Please check off all the strategies which you will adopt in the management of your agreement, and these will be incorporated into your risk management action plan.

ASSESSMENT QUESTION	YOUR ANSWER	SUGGESTED MITIGATION STRATEGY
3.2 Are shared costs well documented and managed by the organization?	Yes	<p>Review the shared cost allocation model/matrix once or twice during each fiscal year of the CA to ensure ongoing relevancy and that changes to funding levels and/or cost drivers have been incorporated as they occur.</p> <p>A reconciliation report may be requested at any point in time, to demonstrate continued compliance to CA and to ensure accuracy and integrity, detailing how the actual costs were allocated between the different funders.</p> <p>Financial monitors will include a review of shared costs.</p>
3.3 Is the project complex?	Yes	<div><div><input checked="" type="checkbox"/> Ask to obtain a more detailed project plan including:<ul style="list-style-type: none">- planned activities (what, when, how and why)- ways of managing costs, schedules, including deliverables and milestones, and/or the performance.</div><div><input type="checkbox"/> Obtain clarification, address gaps in project path and make necessary adjustments prior to signing the Contribution Agreement.</div><div><input checked="" type="checkbox"/> Consider increasing the frequency of activity reports and/or monitoring.</div></div>

File Number:	S143925028	Recommended or Agreement Amount:	\$ 262,000
Name of Applicant / Recipient:	City of Hamilton		
Type of Applicant / Recipient:	Other Levels of Government		
Project Title:	Local Immigration Partnership Council of Hamilton		
Start Date (yyyy/mm/dd):	2013/04/01	End Date (yyyy/mm/dd):	2016/03/31
Program:	Settlement	Region:	Ontario
Assessment Reason:	Amendment	Date of Assessment (yyyy/mm/dd):	2013/01/07
Completed by:	Angelo Raimondo	Date (yyyy/mm/dd):	2013/02/07
Verified by:		Date (yyyy/mm/dd):	

ASSESSMENT SUMMARY AND AGREEMENT MANAGEMENT PLAN

Risk Profile:		LOW RISK		
Materiality:		MODERATE MATERIALITY		
MATERIALITY		RISK LEVEL		
		LOW	MODERATE	HIGH
	\$2M and above			
	\$250K - \$2M			
	Up to \$250K			
Reporting and Payments: Quarterly				
Monitoring:				
Financial: Desk Review or On-Site 1 per Agreement				
Activity: Desk Review (1/year)				
Holdback: 5%				
Compliance Audit: Upon Request				

Specific Risk Findings Summary

The following risks were identified:

The organization has shared costs. These have been well documented and managed by the organization.

The project is complex.

Specific Mitigation Strategies

The officer managing the project will:

Ask to obtain a more detailed project plan including:

- planned activities (what, when, how and why)
- ways of managing costs, schedules, including deliverables and milestones, and/or the performance.

Review the shared cost allocation model/matrix once or twice during each fiscal year of the CA to ensure ongoing relevancy and that changes to funding levels and/ or cost drivers have been incorporated as they occur.

Keep in mind that a reconciliation report may be requested at any point in time, to demonstrate continued compliance to CA and to ensure accuracy and integrity, detailing how the actual costs were allocated between the different funders.

Ensure that financial monitors will include a review of shared costs.

Increase the frequency of activity reports and/or monitoring.

Notes

