

QUINTE LOCAL IMMIGRATION PARTNERSHIP

...a better community for everyone

Minutes of the meeting 22 May 2013

MEETING :	Quinte Local Immigration Partnership www.quintelip.ca
LOCATION	Quinte Sports & Wellness Centre 265 Cannifton Road, Belleville, Ontario Pro Shop Meeting Room D – main floor
PROJECT COORDINATOR	<ul style="list-style-type: none"> • John L. Robertson - Project Coordinator – Quinte Local Immigration Partnership - Email: lip@quis-immigration.org
ADMINISTRATOR /FACILITATOR	<ul style="list-style-type: none"> • Orlando Ferro – QLIP Administrator / Facilitator Executive Director – Quinte United Immigrant Services QUIS
NOTE TAKER	<ul style="list-style-type: none"> • John L. Robertson
ATTENDEES	<ul style="list-style-type: none"> • Charlene Bessin - Business Consultant - Small Business Centre • Bobbi Jo Thompson - Service Canada • Janet McGrath – Service Canada • Cheryl Swallow – Belleville & Quinte West Community Health Centre • Nancy Sayeau – CEOTIS Quinte Local Immigrant Partnership • Karen Poste – Manager, Economic & Strategic Initiatives – City of Belleville • Kevin Jackson - Board Member - Quinte United Immigrant Services • Aruna Alexander - United Nations Association – Canada – Quinte & District (UNAC) • Karen Kitchen - Board Member - Quinte United Immigrant Services • Laura Mounsteven - Employment Consultant - Loyalist College Community Employment Services • Nancy Lewis – Executive Director - Meta Employment Services • John Costello – Producer TVCOGECO • Catherine Pitre – Supervisor – Settlement – Citizenship and Immigration Canada - Ottawa • Michele Dean - Loyola School of Adult & Continuing Education • Michele Dean - TESL Teachers of English as a Second Language - Kingston • William Burns - Board Member - Quinte United Immigrant Services • Paul Osborne – President - Quinte United Immigrant Services • Michael McLeod - General Manager - Prince Edward County Chamber of Tourism & Commerce • Ann McIntosh – East Central Ontario Training Board (ECOTB) • Mike Whitaker - Loyalist College Community Employment Services

DISCUSSION

Introductions and Review of Minutes from March 27, 2013

Special appreciation goes out to Karen Poste and the City of Belleville for arranging the meeting room at the Quinte Sports and Wellness Centre

The QLIP Partnership welcomed TVCOGECO to the partnership - we look forward to their participation. Their representative is John JJ Costello, Producer TVCOGECO

Discussion points:

- Data collection from all service providers in the greater Quinte area will be important for QLIP strategy success
- Consultations regarding the data will be needed “down the road”
- Questions like “How easy is it to access services” will be important and “How new data will fit with the QLIP Strategic Plan”
- Monitoring services to clients and data consolidation efforts may determine gaps in services
- QLIP Facilitator and the East Central Ontario Training Board (ECOTB) will work together on the data collection questions
- 1000 temporary work permits issued in the greater Quinte area is an indicator of the need for data
- Ontario Works data would be very useful to the QLIP strategy

QLIP Website / Quinte Immigration Portal

- The QLIP website is the only greater Quinte area immigration portal serving the area covered by the Counties of Hastings and Prince Edward at: www.quintelip.ca It is not as sophisticated as others in Ontario like the newly created Northumberland Immigration Portal at: www.welcometonorthumberland.ca funded by the Government of Ontario with support from the Government of Canada. The QLIP Quinte Immigration Portal was created with very limited funding and “growing it” will be a challenge.

Awareness Campaign

- The March 21, 2013 event at Albert College “Inclusive Community and Economic Development” was a very successful event celebrating diversity and inclusiveness in the greater Quinte area, and building on that success, more events will need to be planned through the QLIP and its Partners to promote awareness, inclusiveness and a welcoming community. This special event was organized by United Nations Association in Canada - Quinte & District (UNAC) and the City of Belleville under the “umbrella” of the QLIP that brought together over 150 guests including newcomers, the business community, local leaders, service providers, and many others.
- QLIP partner John JJ Costello, Producer from TVCOGECO added that there are two more video documentaries “in the works” to add to the documentary “Breaking Barriers: A Local Look at a Global Perspective” on immigration and newcomers to the greater Quinte and area. The first five TVCOGECO videos are available to view on the QLIP website at www.quintelip.ca due to the exemplary work of JJ Costello in providing “size reduced/clear video files” for inclusion in the QLIP website. The videos are:
 - Episode 1: Quinte United Immigrant Services
 - Episode 2: Loyola School of Adult & Continuing Education
 - Episode 3: International Students attending Albert College
 - Episode 4: Immigrants in the Workforce
 - Episode 5: Becoming a Canadian Citizen

Labour Market Outcomes – Identified Gap for Newcomers

- It was noted that QUIS is not funded for employment services for newcomers which has resulted in an identifiable gap. It was discussed that perhaps through a partnership with employment service providers in the Quinte area, alternative approaches could be established to include the possibility of having an employment services staff member attend at QUIS for one day or part of a day to meet with newcomers.
- Point for consideration – apprenticeships in relation to gaps in employment

Language Training

- The question of facilitated language training for employers was raised
- Loyola and language training – funding cuts – programs and students enrolment in jeopardy even though the number of students has increased
- Language training as a social enterprise – there is a need for a delivery strategy
- Deficiencies in language could relate to lost jobs, reduced access to employment, and the dependence on Ontario Works
- The need to link to employment agencies in terms of data - enabling employment service agencies to decipher the situation
- Language training may also need to be linked to due diligence for employers in terms of areas such as Workplace Hazardous Materials Information System (WHMIS)
- Subject of vulnerable workers – farm workers were discussed
- The greater question of literacy must be addressed including the reality of elderly newcomers not able to read their Hydro bill
- The question of language training as revenue generator and the question of social enterprise were raised
- Employers may need to consider paying for ESL training in light of trends, but it was noted that employers have “enough on their plate” so what are the possibilities of providing options
- What of risk management? Literacy goes beyond risk management and we need to not look to employers, but look to how we can make it easier for employers, and we need to look at the question from different angles and other ways of approaching the question of literacy

Newcomers

- There are over a thousand temporary worker permits issued for the Quinte area
- Newcomers are coming to QUIS and some cannot find jobs
- The idea was raised of having an “Immigration Consultant” to work in the Quinte area with employers in order to assist them in applying for a Labour Market Opinion (LMO) for a newcomer to be able to work here (and not have employers go to Toronto and area to get assistance with an LMO). In order for that to materialize there needs to be data on skills for employment agencies and information on shortfalls in the labour market.
- (Information added) A Labour Market Opinion (LMO) is a document that an employer in Canada may need to obtain before hiring a foreign worker. A positive LMO will show that there is a need for a foreign worker to fill the job, and that no Canadian worker can do the job. A positive LMO is sometimes called a Confirmation letter. The employer must contact Human Resources and Skills Development Canada (HRSDC). HRSDC will provide details on the LMO application process. In some cases, one may not need a LMO to apply for a work permit (Source CIC).
- Large employers may have policies in place to deal with LMO. The smaller employers that provide a lot of work may need assistance
- Small business is important to the Quinte area and partnering with the Small Business Centre may foster solutions for employers

Focus Group points

Reporting on Service delivery – Newcomers in the greater Quinte area

- need for employment services data - to include newcomers and those who have been in Canada for some time
- need for data on access to community services and any difficulties

Data Considerations

- Country of origin
- Time in Canada
- Barriers to integration
- Need for same data to fit together
- Provincial - Federal - United Way
- Intake process considerations and data duplication
- Data can be just numbers
- Tracking on services – Question of how many times services are accessed – use of SIN#'s or ???
- Service Canada - check on data availability 1) citizen 2) Temporary worker
- Career Edge – important data
- Intake forms from QUIS should be helpful in determining sample questions for a survey
- Intake – Counting people or hits on services? – which is easier to get
- “Hits” would show how services are affected

Data Considerations - Health Areas

- Origin and length of time in Canada
- The number of “hits” recorded could lead to being able to find “target areas”
- What about the ones who do not go to services?
- What about those lost and outside the services system who fall through the cracks? Some due to wages or no eligibility for medical services
- United Way connection?

Statistics / methodology

- Data and template in same format and same spreadsheet – Excel easy to use
- Accountability and programs?
- Employment Services data is based on clients who register and not on “drop-ins”, data perspective?
- The question of “sensitivity” of data
- Driver information??
- Need to start somewhere
- Studies like “making Ontario Home” may be a starting point <http://www.ocasi.org/MOH>
- Economic aspects – new businesses for newcomers
- Services improvement targeted
- Data? Difficult to evaluate – focus groups
- Follow-up situation after 3 to 4 months
- In the beginning its just numbers
- QUIS data and availability to service providers

Identifiable trends and focused protocols

- Agency tracking “other services accessed” very difficult to collect
- Employment services intake?
- Survey to all services – vetted for language and/or on-line survey

- The question of language in the survey is important

Orlando Ferro and Ann McIntosh to work on survey questions

- Interested in services to those newcomers already here and those newcomers with an “offer in hand”
- Language skills and variations
- Cultural references
- Employment services including career edge
- KEYS Job Centre – Social Enterprise in Kingston
- Data management – show what services newcomers are accessing and what services newcomers are not accessing

Discussions:

- Perhaps the situation could be streamlined once we have information on shortages facing employers.
- There will need to be consideration for facilitated language training to meet employers needs
- Statistical information and data will be needed in relation to services for newcomers to the Quinte area.
- Creating solutions will need a current baseline on statistics, and information will need to be linked to QLIP strategy.

Meeting adjourned

NEXT MEETING	LOCATION	TIME
To be determined – there will be advanced notice	To be determined	To be determined