

Appendix F Collaborative Hub Model Outline

“Only about 30% of newcomers are accessing settlement services, where are the other 70%?”

Present model

Local Immigration Partnership

- Welcoming and Inclusive New West (WINS) Local Immigration Partnership Council, or WINS LIP, is the name of the Local Immigration Partnership in New Westminster.

Present Welcome Centre

- The community Welcome Centre, staffed by a full-time Community Navigator, opened in 2021.
- A “one stop shop” for settlement information, programming and resources.
- Community space for programs and collaborations.
- Subsidized access for cultural, faith and ethnic groups.
- Settlement Workers in Schools program and Qayqayt First Nation office on site.

Present staff: Community Navigator

- Full-time at the Welcome Centre to help newcomers navigate settlement/community supports.
- The city pays for the position, which is under the auspices of the school district - contributes to transparency and neutrality.
- Connects newcomers to supports, services, events, and volunteer opportunities.
- Provides general awareness of settlement programming to the community.
- Coordinates onsite programming provided by community and/or settlement sector.
- Facilitates newcomer wellness initiatives and programming to promote social interaction.
- Sits at the LIP table and updates needs, barriers and priority issues.

Proposed Collaborative Hub Model Outline

Welcome Centre

- Same as present model, staffed by a full-time Community Navigator.
- Proposed Volunteers, and Employment and Housing Navigators work from this site.
- Proposed Governance Funding Working Group meet on site.

Staff and Volunteers at the Welcome Centre

Community Navigator

- Position remains as is.
- Top-up funding from IRCC increases sustainability.
- Refers newcomers and service providers to proposed Housing and Employment Navigators.
- Collects and records demographics.
- Collects referral information.

Employment and Housing Navigators

- Proposed Housing and Employment Navigators are employees of Settlement Agencies.
- Spend designated time every week at the Welcome Centre.
- Provide newcomers, the Community Navigator, and service providers, with system navigation assistance.
- Provide one-to-one support, workshops, training, resources, etc.
- Engage in outreach and advocacy for newcomers needs.

Volunteers (Newcomers)

- Proposed volunteers work from the Welcome Centre.
- Engaged through the Welcome Centre, co-op placement, settlement volunteer programs, and community.
- Take information throughout the community and to identified neighbourhoods.
- Conduct newcomer outreach and engage in advocacy.
- Connect faith-based organizations and cultural organizations with settlement and other services. Act as “mobile hubs”.
- Provided with stipends or honourariums for time and service.

Referrals

- Navigators, outreach volunteers, and partner organizations, make and track referrals.
- WINS LIP partners create a common referral-card for newcomers to fill and take from first point of contact to share with organizations, programs and services.

Reporting and Outcome Tracking

- WINS LIP partners create a list of demographics to collect from newcomers.
 - Navigators, outreach volunteers, and partner organizations track demographics, e.g. language, country of origin, family makeup, etc. for the LIP partnership.
- Client information.
 - Housing and Employment Navigators, hired by Settlement Agencies, collect and report demographic and client information in iCARE as required.
- Referrals.
 - Client referrals to or from settlement organizations reported in iCARE by referring and/or receiving organization.
 - Intake information reported by receiving organization.
 - Demographic information and number of referrals shared with the Community Navigator. (Identifying information not shared.)
 - Newcomer outreach volunteers record and report referral numbers and demographic information to the Community Navigator.
 - Community Navigator collects Welcome Centre drop-in newcomers’ demographics and non-identifying referral information.
 - Non-identifying information shared with the Governance Funding Working Group to help indicate areas in need of focus.
 - Disaggregated demographic information disseminated to WINS LIP partners and stakeholders.
- Collaboration.
 - WINS LIP partners devise key performance indicators and measures demonstrating collaboration.
 - Community Navigator measures collaboration amongst organizations using the Welcome Centre.
 - LIP Coordinator/Community Navigator analyze and share information with the Governance Funding Working Group to help indicate areas in need of focus.
 - Disaggregated demographic information disseminated to WINS LIP partners and stakeholders.

Environmental Scan

- Scan (inventory) of settlement and community services is available to newcomers and service providers.
- LIP Coordinator/Community Navigator collect and update the scan annually.
- Community-based analysis table updated annually to identify gaps and duplications.

Governance Funding Working Group

Newcomers Voices Network

- 5-10 volunteers centered as experts, representing newcomer communities, ethno-cultural groups, and faith organizations, form a Newcomers Voices Network to make funding decisions through the Governance Funding Working Group.
- The Newcomers Voices Network identify newcomer needs.
- Positions advertised community-wide.
- Stipends or honourariums provided.

WINS LIP Funding Working Group

- Consensus-based revolving membership of 5-10 volunteers from the LIP partnership form a WINS LIP Funding Working Group to make funding decisions through the Governance Funding Working Group.
- At least two members would be from Settlement Sector with knowledge of settlement issues, grants and funding mechanisms.
- The Discretionary fund host-agency representative will sit with the Working Group.
- If the host-agency were a Settlement Agency, this counts as one of two agencies from the Sector.

Governance Funding Working Group

- The *Newcomers Voices Network* and the *WINS LIP Funding Working Group* form the Governance Funding Working Group to co-decide the use of Discretionary funds.
- Governance Funding Working Group create a Terms of Reference (describes purpose, structure, parameters, roles and responsibilities, and how funding decisions made).
- Governance Funding Working Group create a specific communications plan to ensure transparency with WINS LIP and other stakeholders.

Participatory Funding

Funding Allocation

- Community Navigator- Offset funds from the municipality for full-time Community Navigator.
- Employment Navigator – IRCC funded for 9 hours per week at the Welcome Centre.
- Housing Navigator – IRCC funded for 9 hours per week at the Welcome Centre.

Discretionary funds

Funding Allocation

- Round Table of WINS LIP, Governance Funding Working Group, and Navigators, discuss priorities, gaps, and needs.
- Areas of focus for funding is determined.
- Proposals for funding based on evidence submitted to the Governance Funding Working Group by LIP partners and other organizations, agencies and groups.
- Governance Funding Working Group makes funding decisions.
- A portion of funding reserved for unexpected priorities.

Reporting and Measurement

- Host Agency of the Discretionary Funding (selected by WINS LIP) reports to funder(s).
- Organizations receiving funding report to the Host Agency at specific intervals.
- Host Agency informed of partnerships between/amongst organizations.
- Consolidation of agency reports presented by the host agency to the Governance Funding Working Group and WINS LIP for review.

Associated Costs and funder

- Welcome Centre publicity, awareness and accessibility (City)
- Welcome Centre operating costs (due to location) (School District)
- Welcome Centre programming (community, non-profit and settlement sector)
- ¼ time employment navigator salary (IRCC)
- ¼ time housing navigator salary (IRCC)
- Full-time community navigator salary (City/IRCC top up)
- Stipend for newcomer outreach volunteers (IRCC/Province)
- \$100,000 discretionary funds (IRCC)
- \$10,000 discretionary funds for emergency usage (Federal/Province)
- Stipends for the Volunteer outreach workers and Newcomers Voices volunteers (IRCC/Province)
- Cost of referral cards (organizations)