



Working together with newcomers to connect, collaborate and contribute for shared prosperity

CLIP Community Action Plan 2021-2022

Introduction

At the end of November 2018, the CLIP Action Plan 2018-2020 was launched. It was an extremely ambitious plan to launch pilots, establish networks, monitor and gather best practices and ultimately to meet the outcomes identified by the community in the Settlement Strategy 2018-2020.

We gave ourselves just over two years to work towards 84 actions. We were so lucky to have an engaged CLIP Council, dedicated and informed working group members and an IAT eager to contribute their experience and expertise. But we were also up against a battered economy, a dramatically smaller pool of new arrivals affecting funding envelopes, a fair bit of turnover in the CLIP leadership, and by the second year of implementation, a global pandemic. We did well but we did not accomplish everything we had set out to do. The evaluation conducted on the CLIP structures and processes that supported that work have provided us with a roadmap to move forward. A community collaborative is an iterative being, we need to have systems and structures that are able to pivot and react to changing circumstances and 2020 has been a master class in how to pivot for all of us!

The CLIP Community Action Plan 2021-22 builds on the work done in the last action plan. The overarching result that we want to see remains the same, *Immigrants in Calgary have a high quality of life*. In addition to the three original sub-results, we have added a fourth, Immigrants in Calgary are physically and emotionally well. This is in order to explicitly address issues around access to and

navigation within the health and mental health systems in the city. This is very intentionally a one-year plan as we work within the context of the global pandemic and ongoing economic uncertainty.

Current Context: Covid-19

The Covid-19 pandemic is the over-riding concern and preoccupation of nearly everyone in Calgary. While vaccinations progress at a good pace, we anticipate that we will continue to live under various levels of restrictions for the remainder of 2021. Planning in this context is difficult but we also know that newcomer and ethnocultural communities have been hit the hardest by the pandemic. We will continue to work with our community partners to respond to the crisis and to work towards a just recovery that includes the needs of newcomers.

What CLIP does

CLIP works across sectors, organizations, and service systems to improve local capacity to welcome and support newcomers.

Result we want to see

Immigrants in Calgary have a high quality of life.

By this we mean:

Immigrants in Calgary are economically well.

Immigrants in Calgary are physically and emotionally well. **(New!)**

Immigrants in Calgary are proficient in English/French.

Immigrants in Calgary are fully engaged in all aspects of community life.

Strategic Areas of Focus

1. Employment and Economic Security
2. Health and Well-Being **(New!)**
3. Language
4. Social Capital
5. Social Inclusion

Immigrants in Calgary are economically well
Focus: Employment and Economic Security

| Action | Activity | Lead | Key Partners | Timeline |
|---|---|--------------------------------|---|-----------------|
| Expand financial coaching/literacy training for newcomers | Promote financial literacy opportunities into LINC classrooms, ESL programs and other structured programs offered to newcomers such as employment readiness at libraries and other community locations. | Financial Wellness Action Team | Alberta Works Calgary Public Library Immigrant-serving Agencies Momentum | Q2 –Q4 |
| | Develop and implement a communications strategy to increase newcomer knowledge and participation in free community-run tax and benefit clinics and workshops. | Financial Wellness Action Team | Communications and Media Relations Action Team | Q4 |
| | Increase financial literacy of newcomers with information on how to manage their money, plan for the future and understand their rights and responsibilities as a taxpayer in Canada. | Financial Wellness Action Team | Communications and Media Relations Action Team | Q2 –Q4 |

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| Support employers to hire newcomers to fulfill their talent needs | Through a series of information sessions, promote the benefits of hiring newcomers to local employers. | Employment Action Team | Calgary Economic Development Calgary Chamber | Q3-Q4 |
| Support newcomers to successfully enter the workforce | Develop and implement a communications strategy to increase newcomer knowledge and participation in existing mentorship opportunities in the city. | Employment Action Team | Communications and Media Relations Action Team | Q3-Q4 |
| | Continue to work with community and government partners to reduce barriers to newcomer participation in work experience programs. | Employment Action Team | Government of Canada Government of Alberta | Q4 |
| | Newcomer Commuting Project | Researchers | Employment Action Team Calgary Transit | Q2-Q4 |
| Improve and better coordinate pre-arrival information | Develop a communication strategy for posting links and messages on heavily-used newcomer online platforms on an ongoing basis to better inform people of the existing services and websites available for job opportunities in Calgary. | Employment Action Team | Communications and Media Relations Action Team | Q3-Q4 |

Immigrants in Calgary are physically and emotionally well
Focus: Health and Well-Being

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| Decrease barriers to accessing mental health supports | Work with community and government partners to identify and address systemic barriers to mental health supports for newcomer and ethnocultural community members. | Mental Health and Wellness Action Team | Communications and Media Relations Action Team | Q2-Q4 |
| | Working with community partners, develop tools to address stigma in accessing mental health supports | Mental Health and Wellness Action Team | | Q3-Q4 |
| Improve knowledge of and access to mental health supports | Develop and implement a communications strategy to increase newcomer knowledge and participation in mental health supports. | Mental Health and Wellness Action Team | Communications and Media Relations Action Team | Q3-Q4 |
| Improve knowledge of and access to health supports | Develop and implement a communications strategy to increase newcomer knowledge of the healthcare system. | Mental Health and Wellness Action Team | Communications and Media Relations Action Team | Q3-Q4 |
| | Support sport and recreation organizations to engage with newcomer and ethnocultural communities in their outreach and program promotion. | Mental Health and Wellness Action Team | Language Action Team | Q1-Q4 |

Immigrants in Calgary are proficient in English/French.

Focus: Language

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| Support older adults to improve their language skills | Work with community partners to explore additional opportunities for language learning with older adults (e.g. Age-Friendly agencies, ESL providers, libraries etc.). | Language Action Team | Age-friendly Calgary | Q4 |
| Develop a mechanism to better inform newcomers about language improvement options available to them | Develop and implement a communications strategy to increase newcomer knowledge of LINC and ESL opportunities. | Language Action Team | Communications and Media Relations Action Team | Q3-Q4 |
| Develop a mechanism to ensure newcomers have current, accurate information across all language provider groups | Working with ESL provider networks, CLARC and other language bodies, develop opportunities for mutual information sharing and networking. | Language Action Team | ESL Cooperatives CLARC Alberta ESL Network | Q3-Q4 |

Immigrants in Calgary are fully engaged in all aspects of community life

Focus: Social Capital

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| Increase newcomer civic participation | Working with community partners, hold a series of learning events around the municipal and federal elections. | Civic Engagement Action Team | City of Calgary Elections Calgary | Q2-Q3 |
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| | Develop and implement a communications strategy to increase newcomer knowledge of the federal and municipal election and plebiscite issues. | Civic Engagement Action Team | City of Calgary Elections Calgary | Q2-Q3 |
| Immigrants in Calgary are fully engaged in all aspects of community life. Focus: Social Inclusion | | | | |
| Alleviate financial barriers to community inclusion | Develop and implement a communications strategy to increase newcomer knowledge of subsidized service access (i.e. Fair Entry Program) for lower-income newcomers so that they can fully participate in recreational activities and have transit access to get there. | Communications and Media Relations Action Team | Fair Entry Enough for All Financial Wellness Action Team | Q3-Q4 |
| Combat racism | Collaborate with Resilience The City of Calgary on their goal to “Diversify Calgary’s Leadership” by examining policies and processes that Calgary’s civic institutions, businesses and other influential organizations develop and implement to diversify their boards and senior leadership to better reflect Calgary’s demographics. | Anti-Racism Action Team | Resilience Calgary | Q1-Q4 |

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| | Explore and implement systems and processes necessary to ensure that CLIP is an explicitly anti-racist collaborative. | Anti-Racism Action Team | | Q3-Q4 |
| Engage media to encourage positive media coverage about newcomers | Develop local core messaging about newcomers that agencies can use when they are giving media interviews to help enforce key messages in a consistent way. Form an advisory committee to develop the messages and house the messaging on CLIP's website. | Communications and Media Relations Action Team | Anti-Racism Action Team | Q2-Q4 |
| Educate newcomers on the impact of colonialization on Indigenous peoples in Canada | Engage in and amplify the messages on the impacts of colonialism through the Indigenous Education for Newcomers Initiative. | Anti-Racism Action Team | Centre for Newcomers Indigenous Relations Office Communications and Media Relations Action Team | Q4 |
| | Develop and implement a communications strategy to increase newcomer knowledge of opportunities to engage with and learn from Indigenous community partners. | Communications and Media Relations Action Team | Centre for Newcomers | Q4 |
| Support organizations to incorporate the needs of newcomers in their strategies and programs | Share and support diverse funding opportunities for not-for-profits to engage with immigrant and ethnocultural communities. | CLIP staff | | Q1-Q4 |

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| | Actively promote the needs of newcomers at community tables and committees. | CLIP staff | | Q1-Q4 |
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Action Team Roles and Responsibilities

CLIP Action Team members act as subject matter experts who contribute to the design and implementation of activities in support of the priorities of the CLIP Action Plan and who support community engagement and outreach. Action Team members are:

- Passionate about making Calgary an even more welcoming and inclusive community for newcomers;
- Motivated to carry out projects and contribute new and creative ideas;
- Work collaboratively on a multi-disciplinary team to leverage knowledge;
- Assist in the delivery of activities identified in the work plan as appropriate;
- Identify relevant stakeholders required to implement the work plan;
- Evaluate the progress of work plan implementation;
- Communicate the work of CLIP to their networks and loop information from their respective networks back to CLIP, ensuring a two-way flow of information; and
- Prepare for each Action Team meeting by reviewing and completing any tasks that are identified for completion.

To complete the Action Plan 2021-2022, CLIP will convene the following Action Teams:

1. Anti-Racism Action Team
2. Civic Engagement Action Team
3. Communications and Media Relations Action Team
4. Employment Action Team
5. Financial Wellness Action Team
6. Language Action Team
7. Mental Health and Wellness Action Team

Research Projects for 2021-2022

1. CLIP Newcomer Survey 2021 Final Report
2. Newcomer Commuting Project
3. CLIP Collective Impact Survey
4. LIP Data Dashboard enhancements

CLIP Strategic Directions and Governance Renewal

As we do the work of the collaborative over the course of 2021-22, we are also engaging in an internal re-organization and re-framing of how we work together. A first step in this process was to convene a sub-committee made up of members of the CLIP Council, the Immigrant Advisory Table and Working Groups. That group will lead the initiative and will report back and engage the Council, IAT and OOC at regular intervals. A systems mapping exercise will happen in late spring / early summer followed by a series of facilitated conversations with the United Way's GAIN Team and Innovation Lab folks. The goal is to have a renewed focus and governance model in place in fall / winter 2021.