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# CLIP *Takeaways*





# Organizational Relations

## Key takeaway:

8 Settlement Service Provider Organizations (SPOs) are core, creating a peripheral space for smaller SPOs, informal networks, and nonSPOs particularly Ethnic-based organizations (EBOs)

## Action items:

- **Develop strategies** to strengthen relations and information sharing with smaller SPOs, informal networks and nonSPOs
- Pay attention to **power dynamics** within communications and interactions
- **nonSPOs unfulfilled role:** Support and incentivize nonSPOs' newcomer-specific services
- **EBOs as untapped resource:** Value the insights and modalities of EBOs
- Informal networks as invisible support: **Strengthen online presence** and connections with social media for newcomers (ie. facebook groups)







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# Duplication and Gaps in Services

## Key takeaway:

**Duplication:** Service areas prioritized: employment, settlement and culture-community

**Gaps:** Service areas not prioritized: mental health and trauma; youth with complex needs; ethnocultural connections; cultural understanding; interpretation and translation. Lack of online information on language- and population-specific services

## Action items:

- **Consolidate and streamline services** in employment, settlement, and culture-community
- **Communicate and strategize** with funders about addressing gaps in services
- Conduct comprehensive, **strategic analysis** of services prioritized and not prioritized
- **Update SPOs' websites**, including specific info on language- and population-specific services

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# Funding

## Key takeaway:

Bureaucratic, competitive and time-limited funding processes may impede or stifle partnerships, sustainability and long-term strategic planning of SPOs

## Action items:

- **Diversify funding sources and strategies**
  - to increase autonomy and allow the pursuit of goals and priorities apart from those of governments and funders
- **Open up and utilize communication** pathways with funders, particularly government funders
  - to create an organizational culture of mutuality between SPOs and funders
  - to discuss new, shifting contexts of newcomer needs and organizational challenges

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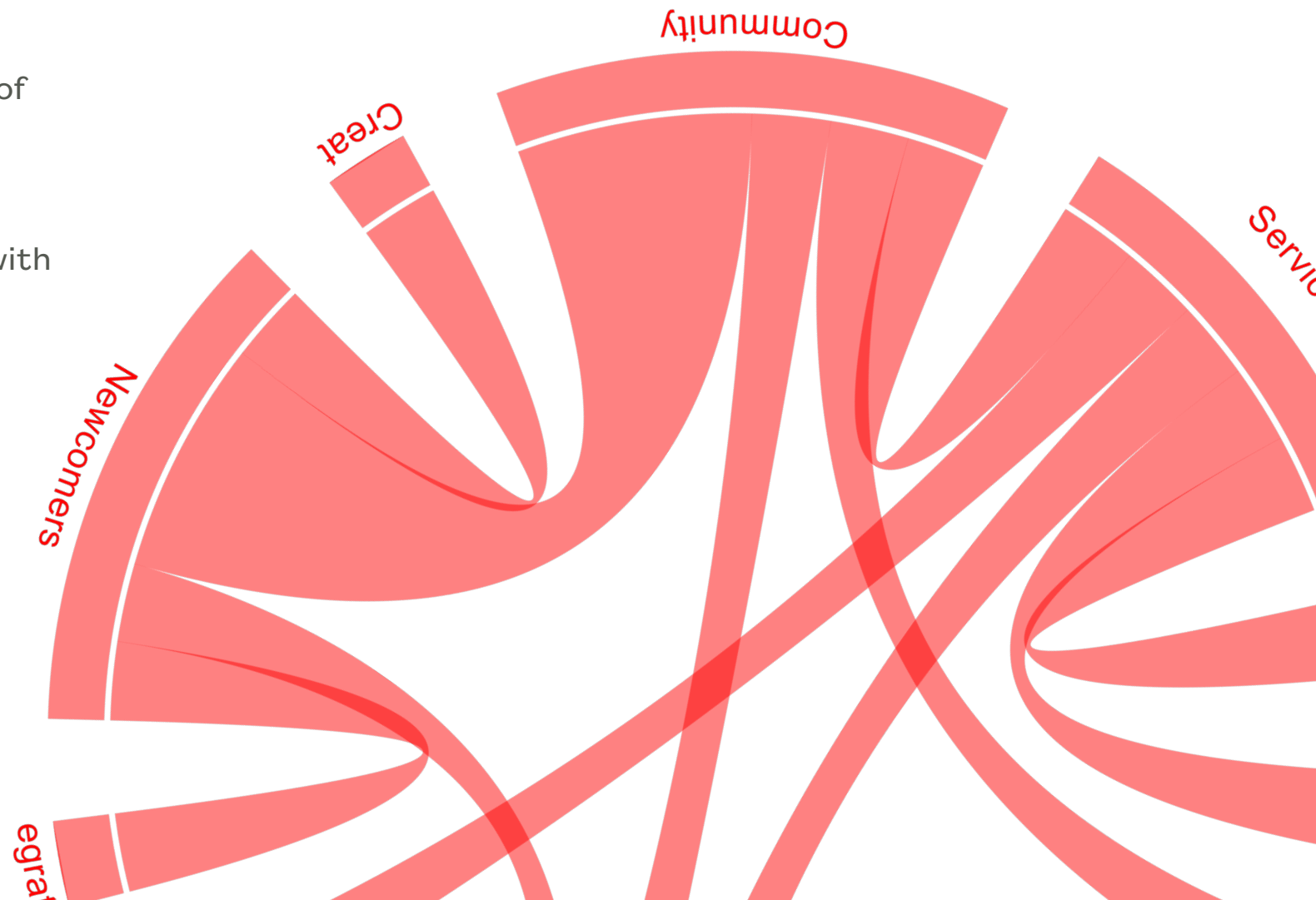
# Evaluation

## Key takeaway:

A wide range of evaluation approaches are utilized, some not sufficiently robust

## Action items:

- **Strengthen evaluation capacities**, especially for smaller SPOs, via resources and training



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