

Immigrants & the Labour Market – A London Perspective – Status Update March 14, 2016

Identified Needs and Barriers	Community Responses What are we doing? What's working well?	Gaps that Remain	Opportunities Moving Forward	Status Update
Theme 1 Enhanced Focus on timely Economic Integration				
<p>Connection to settlement and employment services need further support for some immigrants</p>	<p>London has a wide array of settlement, employment and educational services and supports available, some of which have been nationally and even internationally recognized</p>	<ul style="list-style-type: none"> • Further support is required to make sure information is provided at first point of contact for immigrants, for example settlement services, ethno cultural groups, faith communities, etc. • Earliest contact after arrival possible is necessary with accurate information • Greater difficulty is faced by an immigrant who is a visible minority, female, and/or university educated, especially those with foreign education. 	<ul style="list-style-type: none"> • Strengthen working relationships among settlement, employment and ethno cultural groups/organizations so information is accurate and shared with immigrants at earliest possible opportunity after arrival • Developing and implementing Community Diversity and Inclusion Strategy (Strategic Plan for the City of London 2015-2019) • Implementing strategies from ACFOLA, 2015 needs Assessment for Labour Market Integration and Planning • Greater attention should be given to groups facing multiple barriers to employment: women, recent immigrants, and professionals/skilled 	<ul style="list-style-type: none"> • LMLIP coordinated 2 meetings for ethno-cultural organizations to share information and build relationships • LMLIP coordinated a meeting for Settlement and Education providers to address opportunities • ACFOLA is working in partnership with Western students to develop a toolkit to support integration, inclusion, and engagement of newcomers • LMIEC collaborated with 14 partners to achieve employment outcomes • Literacy Link South Central (LLSC) strengthened relationships with settlement agencies, faith based organizations, and ethno-cultural groups • London Region immigrant employment initiatives, including WIL Employment Connections (WIL), Access Centre for Regulated Employment (ACRE) and London Middlesex Immigrant Employment Council (LMIEC), increased outreach to settlement providers, ethno-cultural groups and faith communities including collaborative workshops, and intake pilots at settlement partner organizations

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Theme 2 Enhanced Coordination and Marketing/Outreach of the Service System				
<p>Accurate and up to date information on services for immigrants is not always available and there is limited support for marketing and outreach to get information to immigrants at earliest opportunity</p>	<p>London & Middlesex Local Immigration Partnership (LMLIP) (<i>Immigrants, Service Providers and System Partners</i>)</p> <p>London Middlesex Immigrant Employment Council (LMIEC) (<i>Employers</i>)</p> <p>Employment Sector Council London Middlesex (ESCLM) (<i>Service Providers and Funders</i>)</p> <p>LMLIP Employment and Education Sub-councils working together to strengthen relationships and co-ordinate services/programs</p>	<ul style="list-style-type: none"> • Need updated list of all services related to education, employment, settlement and related services for immigrants • No supported or resourced structure for marketing and outreach that is systemic and consistent 	<ul style="list-style-type: none"> • Increased and accurate information about services required to inform clients as they bridge to first employment and beyond • City leadership and resources to enhance marketing and outreach information about available services. Improved dialogue with service providers, immigrants, ethno cultural groups and community leaders to ensure that accurate, timely and current information on the effective planning, delivery, and evaluation of programs and services is available • Focus planning on ensuring full utilization of employment services • Centralized information system 	<ul style="list-style-type: none"> • WIL Employment Connections working with Cross Cultural Learner Centre (CCLC) to provide employment supports and services tailored to Syrian newcomers • LMLIP hosted an Information Session on January 29, 2016 for groups who are privately sponsoring refugees and distributed a resource tool for supports and services for immigrants • London Middlesex Immigration Portal is continually being updated to ensure current and accurate information including a new section to support Syrian newcomers • ESCLM maintains and disseminates a series of referral guides for more than 40 community agencies • Frequent ESCLM newsletters inform community partners and staff • LMIEC produces newsletters for London-Middlesex Immigration Web Portal to highlight available services to support immigrants in achieving commensurate employment • LMIEC works with 14 community partners to provide immigrants timely access to available wrap-around supports and services to facilitate employment. • LMIEC delivers regular outreach presentations to inform community stakeholders of available supports to facilitate immigrant labour market integration

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				<ul style="list-style-type: none"> LMLIP Employment and Education Sub-councils meet regularly to discuss ongoing programming needs, relevance and accuracy of information available on resources in the community for clients and service providers.
<p>Lack of systemic, stable structure and resourced information sharing, marketing, and outreach</p>	<p>LMLIP (<i>Immigrants, Service Providers and System Partners</i>) LMIEC (<i>Employers</i>) ESCLM (<i>Service Providers and Funders</i>) Leadership by WIL Employment Connections for program development and partnerships</p>	<ul style="list-style-type: none"> Better informed and coordinated settlement services and other mainstream social services especially in the fields of employment and education, both of which are critical to a successful settlement process 	<ul style="list-style-type: none"> Stronger alignment between frontline, settlement, literacy, education, employment services, and ethno cultural groups 	<ul style="list-style-type: none"> The City established and leads the Task Force to support Syrian immigrants to facilitate stronger alignment and coordination of efforts LLSC strengthened relationships with settlement agencies, faith based organizations, and ethno-cultural groups ESCLM offers Common Assessment Process (CAP) and Labour Market Information (LMI) training to ensure consistent and comprehensive supports and information are provided for all job seekers WIL Employment Connections is connected to a number of community/regional committees and councils that bring various services and sectors together, including LMIEC, ESCLM, LMLIP, City of London Syrian Refugee Task Force, the Local Employment Planning Council and London's Community Economic Road Map Action Team
<p>Usage of formal and informal networks to support immigrants in accessing information</p>	<p>London has a broad array of ethno-cultural associations and faith based institutions that new immigrants often access soon after arrival. Cross Cultural Learner Centre has strong linkages with various ethno-cultural associations and faith communities</p>	<ul style="list-style-type: none"> Updated list of all ethno-cultural groups, first contact organizations in order to support necessary marketing, information sharing, and outreach Enhancing the role of ethno-cultural groups in providing important information to immigrants connecting with them 	<ul style="list-style-type: none"> Support the capacity development of informal networks as a way to improve economic outcomes for immigrants through accurate and relevant information sharing An effective system of information sharing for the purpose of marketing and outreach to immigrants so receiving information required 	<ul style="list-style-type: none"> LMLIP coordinated 2 meetings for ethno-cultural organizations to share information and build relationships LLSC completed a major marketing/outreach campaign with ethno-cultural groups LLSC developed a series of ethno-cultural marketing videos

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			<p>sooner and in order to make informed decisions</p> <ul style="list-style-type: none"> Enhanced outreach work to all ethno-cultural groups and different communities to raise the level of awareness of programs and services to support immigrants 	
<p>Limited education and information for employers to support the integration and hiring of immigrants</p>	<p>LMIEC - Mentorship for Immigrant Employment Programs</p> <p>LMIEC Job Match Network</p> <p>WIL Employment Connections</p> <p>LMLIP Employment Sub-council planning resource fair for employers to increase awareness of not for profit services and programs related to immigrants</p>	<ul style="list-style-type: none"> Incongruity in employers acceptance of international credentials Cultural awareness Effective implementation of strategies by local employers including the City of London to increase diversity within their own workforces and through the community 	<ul style="list-style-type: none"> Employer education Advocate for system change Continued and increased support and investment in LMIEC resources (mentorship, Job Match Network) Municipal promotion and support of local Job Match Network postings through LEDC and City of London social media channels 	<ul style="list-style-type: none"> One central phone number/email developed for employers interested in hiring Syrian refugees which also provides opportunity to connect with employers and enhance awareness and hiring of immigrants LMIEC and LMLIP co-hosted Source Locally – Hire Globally Employer Forum on February 3, 2016; attended by 53 employer representatives and 6 service providers to connect employers with resources to access talent Job Match Network was again funded by the City for 2016 LMIEC held a series of focused partnership meetings with economic development partners and regional education institutions, including Western LMIEC does regular presentations for employers Through LMIEC, employers are developing a strategic plan to be launched to educate other employers on the value proposition of hiring immigrants LMIEC is connecting employers to newcomer talent in partnership with 14 community partners through delivery of LMIEC Job Match Network and LMIEC Mentorship for Immigrant Employment initiatives, including achieving 150% of

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				employment target on City of London investment in Job Match Network <ul style="list-style-type: none"> LMLIP and LMIEC partnered on Source Locally – Hire Globally Forum to connect local companies with key resources to access newcomer talent
Stable and multi-year funded supports for immigrants about labour market and resources	London and Middlesex Immigration Portal Worktrends.ca Organizations' websites	<ul style="list-style-type: none"> Need to promote resources and services more widely Need to educate all groups who provide first contact support with information Need to have current and accurate information resource on services 	<ul style="list-style-type: none"> Systemic, stable, and structured support for promotion of resources and services 	<ul style="list-style-type: none"> London Middlesex Immigration Portal funded by City LMIEC produces newsletter for London-Middlesex Immigration Web Portal to highlight available services to support immigrants in achieving commensurate employment
Theme 3 Enhanced Services and Supports				
Systemic approach to increasing cultural competency and awareness within the community at all levels	As immigration patterns have changed London has become home to a more diverse group of immigrants Settlement, employment and educational programs and services are doing work around cultural competency and cultural awareness LMIEC – Mentorship Program Cross Cultural Learner Centre	<ul style="list-style-type: none"> Development and awareness of mentoring opportunities at all levels that support the acquisition of essential skills 	<ul style="list-style-type: none"> Increased promotion of cultural competency and cultural awareness to facilitate economic integration and social inclusion at all levels across the community with City of London showing leadership in its promotion and actualization Build capacity of ethno-cultural community to provide support, information, and referrals for immigrants to existing services 	<ul style="list-style-type: none"> CCLC is hosting free cultural sensitivity workshops to support integration of Syrian newcomers Promotion of CCLC workshops on City Connect and also through social media by LMLIP LLSC working with Literacy providers on how to work collaboratively with ethno-cultural groups LMIEC Mentorship for Immigrant Employment programs continue to provide newcomers access to the hidden job market and soft skill development while improving inter-cultural awareness of participating employers and mentors
Language Training for specific types of employment	Language training is readily available for immigrants seeking to learn English or French. The Centre for Lifelong Learning	<ul style="list-style-type: none"> Specialized language training in a broader range of professions and skilled trades 	<ul style="list-style-type: none"> Enhanced opportunities for specialized language training in a broader range of professions and skilled trades 	<ul style="list-style-type: none"> Language training is readily available for immigrants seeking to learn English or French Employment specific language training programs continue to be offered

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	<p>offers ESL programming which includes all fluency levels; specialized language training in administrative/ clerical and customer services, and food and beverage services and enhanced language training for construction technologies or light industrial.</p> <p>The Wheable Centre for Adult Education offers ESL programming which includes all fluency levels along with specialized language training for law enforcement, retail, food and hospitality, childcare, personal support worker, healthcare, hairstyling, and business.</p> <p>Fanshawe College: Occupation Specific Language Training (OSLT)</p> <p>Fanshawe College: Bridging Program for Internationally Trained Nurses</p>		<ul style="list-style-type: none"> • Increase number of Bridging programs • ESL classes to provide increased information and linkages to other educational & employment supports • Increase specialized language training with workplace/career focus 	
<p>Lack of a systemic and supported approach to marketing and outreach for significant services available in the community for employment</p>	<p>There is a wide array of employment services and supports available in London that can be accessed by immigrants</p> <p>Fanshawe College's Bridging for Internationally Educated Nurses (BIEN)</p> <p>LMIEC Job Match Network</p> <p>LMIEC Mentorship</p> <p>Access Centre for Regulated Employment</p> <p>Job Search Workshops</p>	<ul style="list-style-type: none"> • Employment services and supports are not always fully utilized do to a lack of information or accessible information • Need for more Bridging programs in areas where demand is identified by immigrants and through determination of labour market trends • Placement opportunities are often not tied to employment supports • A community culture that supports volunteerism, mentoring, entrepreneurial activities, and supporting immigrant success when job obtained 	<ul style="list-style-type: none"> • Increase the level of awareness of the employment supports that are available through outreach, referral, and accessibility • Increase number of Bridging programs for skilled professionals in areas where demand is identified by immigrants and through determination of labour market trends • Services/supports to bridge clients from first job to job related to skills, qualifications, and desired career • Promote pre-employment skill training 	<ul style="list-style-type: none"> • LMIEC exceeded outcomes on City of London investment in LMIEC Job Match Network • Employment agencies funded through Employment Ontario, Ontario Works, Ministry of Citizenship, Immigration and International Trade, etc. providing range of supports including pre-employment • Through the multi-year budget, the City approved 2 one-year internship positions for internationally trained professionals per year to start in 2017 • The Portal and LEDC participated in 2 Immigrant Employment Job Fairs • LMIEC works with 14 community partners to provide immigrants timely access to

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	WIL Employment Connections	<ul style="list-style-type: none"> • Need for various types of specialized training eg. taxi operator 	<ul style="list-style-type: none"> • Strengthen communication and involvement with Western and Fanshawe • Ongoing funding for LMIEC Job Match Network 	<p>available wrap-around supports and services to facilitate employment</p> <ul style="list-style-type: none"> • LMIEC Job Match Network collaborates with Western and Fanshawe to assure international student graduates are marketed to employment opportunities. • LMIEC/LMLIP Source Locally – Hire Globally, effectively marketed multiple, local immigrant employment resources, concurrently marketed supply (clients) and reached demand (employers) • WIL Employment Connections, LMIEC, and ACRE provide profession specific data to indicate demand sectors and levels • ACRE presence at Fanshawe Bridging (BIEN) and ESL programs
Culture that does not maximize on promotion of voluntarism	WIL Employment Connections Volunteer Work Placement Program Programs and services through Pillar Nonprofit Network	<ul style="list-style-type: none"> • A need for enhanced volunteer opportunities in the skilled trades and professions (engineers and physicians in particular) • There is a need to identify champions to support voluntarism within different ethno-cultural communities as an important part of the employment process • There is also a need to utilize ethno-cultural specific messages and communication techniques to promote voluntarism 	<ul style="list-style-type: none"> • Raise awareness within immigrant communities of the value of voluntarism as a potential pathway to paid employment through the acquisition of hands on training, Canadian experience, soft skills development, and networking opportunities • Identify and work with champions of ethno-cultural communities • Support movement to paid employment • Create a community culture at all levels that supports the use of volunteers in a supportive and respectful manner to provide relevant Canadian work experience and recognize the experience as significant in the employment process 	<ul style="list-style-type: none"> • LMLIP meetings with ethno-cultural organizations have begun to explore promotion of voluntarism • Successfully employed newcomers, that were previously mentees, have been employed in their fields for over 3 years locally since the launch of the program and are now becoming volunteer mentors in LMIEC Mentorship for Immigrant Employment programs. • Successfully employed newcomers are sharing their success stories as peer mentors at LMIEC events and through ACRE services. • WIL Employment Connections continues its work with volunteer placement program, increasing the number of employers and working across employment sectors

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Limited understanding of the importance and significant contribution mentoring makes to the immigrants' experience of the Canadian workforce culture	LMIEC - Mentorship for Immigrant Employment Program, Peer Mentoring, 1:1 and Group Mentoring The City of London's Paid Internship Program	<ul style="list-style-type: none"> • There is a need for more mentoring opportunities within specific fields such as engineers and medical professions at all levels • Promotion and championing of mentoring programs to the private sector as a significant experience for immigrants in our community 	<ul style="list-style-type: none"> • Marketing and promotion of benefits of mentoring both the employer and the immigrant • Strengthen City/LMIEC ties • City of London and others to lead by example and increase the number of mentoring matches at all levels and in all departments 	<ul style="list-style-type: none"> • LLSC working with Literacy providers to discuss how mentoring opportunities could be included in the Literacy service provision • LMIEC employers are championing mentorship to other employers in our community • Robarts Clinical Trials on-boarded as new LMIEC Corporate Champion in the medical sector • City of London representative has joined LMIEC as an Ex-Officio member to explore enhanced partnerships with the City, with one goal being increasing the City of London's participation in the mentorship program as a Corporate Champion • LMLIP and LMIEC partnered on Source Locally - Hire Globally Employer Forum to connect local companies with key resources to access newcomer talent including suite of LMIEC Mentorship for Immigrant Employment initiatives
Limited awareness of the hidden job market within the community	Some employment services and programs in the community explore/examine the hidden job market LMIEC - Mentorship for Immigrant Employment Program	<ul style="list-style-type: none"> • There is a need to enhance supports to assist immigrants to understand and access this hidden job market in order to increase labour market success 	<ul style="list-style-type: none"> • Opportunity for service providers to explore program development incorporating strategies to access the Hidden Job Market • Develop connections to the range of community network opportunities, e.g. business clusters, service clubs, professional associations, etc. 	<ul style="list-style-type: none"> • Job Developer Network continually exploring the Hidden Job Market • LEDC has hosted/co-sponsored sector specific events • LMIEC continues delivery of suite of Mentorship for Immigrant Employment initiatives to strengthen immigrant access to hidden job market. Waiting list for mentors has been reduced. New mentors have been recruited in engineering and health care sectors.
Supports for employers and immigrants to retain and maintain successful	Some employment services provide job retention supports to employers and immigrants	<ul style="list-style-type: none"> • There is a need for the development of a skilled job retention program to assist 	<ul style="list-style-type: none"> • Opportunity for service providers to explore development in the area of Job Retention Programs 	<ul style="list-style-type: none"> • LEDC hosted 2 Hiring and Retaining seminars for employers with a 3rd session planned for Spring 2016

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employment		immigrants with both job retention and career development. The program would examine performance criteria and cultural codes of Canadian employers and ongoing support for newly hired individuals could be achieved through a mentoring program	<ul style="list-style-type: none"> • Consideration of pilot programs and seed money to develop such programs or services 	<ul style="list-style-type: none"> • LMIEC is exploring increased supports for employers in newcomer talent retention as part of its strategic planning process underway • WIL Employment Connections continues to maintain contact and provide support once employment is secured
Limited supports to entrepreneurial/ programs/opportunities	<p>The London Small Business Centre provides training and support to starting and growing businesses.</p> <p>The London Small Business Centre and Latin American Career Development Centre (LACDC) offer seminars in Spanish for prospective business people.</p> <p>Hispanic Business Opportunities (HBO), a project of the London Chamber of Commerce, offers professional networking and supports for business owners, including seminars that address various issues pertaining to business ownership.</p> <p>LMLIP – Employment Sub-council twice annual self-employment session for immigrants</p> <p>City/LEDC – development of video to attract entrepreneurs and online guide to provide information on supports</p>	<ul style="list-style-type: none"> • Many immigrants cannot afford to access fee for service business supports • Many immigrant entrepreneurs lack access to capital which is compounded by an absence of Canadian financial history • Need to tie appropriate language supports to entrepreneurial supports • A need for enhanced mentoring opportunities for immigrant entrepreneurs • A need for a mechanism to connect immigrant entrepreneurs with business owners wishing to sell their businesses 	<ul style="list-style-type: none"> • Enhance micro-loan/micro credit access for immigrant entrepreneurs • Explore social business and cooperative business support for immigrants as a form of both economic and social integration • Mentoring opportunities for immigrant entrepreneurs with both immigrant entrepreneurs (especially from own ethno-cultural background) and non-immigrants • Link immigrant entrepreneurs with existing businesses for sale and to support transition to ownership 	<ul style="list-style-type: none"> • ACFOLA has been building on the work of their Needs Assessment and is supporting the establishment of a number of small businesses that also employ others • LMLIP Employment Sub-Council hosted with the Small Business Centre 2 interactive information sessions for those considering beginning a small business including expert panel in the area of accounting, business law and human resources. Third session planned for Spring of 2016

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Theme 4 Reduction of Broader System Barriers				
Awareness of process to receive Foreign Credential Recognition and lobbying of licensure groups to have a fair, economically viable process that is of reasonable but not insurmountable length	The Access Centre for Regulated Employment (ACRE) provides information and application assistance to internationally trained individuals seeking licensure or related employment in regulated professions Internationally Trained Worker Loan program.	<ul style="list-style-type: none"> • Many foreign trained workers abandon the process because of length, cost, and complexity of the process 	<ul style="list-style-type: none"> • Opportunity to support broader system change • Credential Passport to support standardization of credentials • Federal budget (2015) announcement – make Foreign Credential Loans pilot permanent 	<ul style="list-style-type: none"> • Internationally Trained Worker Loan program is now Foreign Credential Loan program and is permanent • ACRE promoting licensure/certification of professional immigrants in Ontario and employability enhancement of foreign credential recognition through credential evaluation process in Ontario. • Increasing number of registered members in Ontario's regulated professions. • Promotion of successful members through social media
Standardization of Language Training Services	Local organizations providing language work together to coordinate	<ul style="list-style-type: none"> • Disparity of programming across government ministries 	<ul style="list-style-type: none"> • Coordination between Provincial and Federal ministries to lead to standardization 	
Need for consistent sustainable funding	Organizations funded to deliver settlement and employment services are client focused and work to stretch their resources as far as possible	<ul style="list-style-type: none"> • Federal funding for settlement services has decreased annually over the past 4 years • Innovative programming is usually pilot funded – need for sustainable funding • Other levels of government are not filling the gaps when reductions are made 	<ul style="list-style-type: none"> • City to advocate for Federal and Provincial funding and consider identifying municipal funding to match immigrants needs with the services they require within the community 	<ul style="list-style-type: none"> • Through the development of the LMLIP 2016-2019 Strategic Plan some specific needs have been identified and are being communicated to Federal and Provincial governments • Provincial and federal government is investing bridge training dollars through Ontario Ministry of Citizenship Immigration and International Trade in LMIEC Job Match Network, LMIEC Group Mentorship for Immigrant Employment and Access Centre for Regulated Employment