

SETTLEMENT RENEWAL: A COMPENDIUM OF ISSUES & OPTIONS

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1998

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INTRODUCTION

SETTLEMENT RENEWAL: A THEMATIC COMPENDIUM OF ISSUES AND OPTIONS

I. INTRODUCTION

[A] BACKGROUND

This thematic compendium chronicles the major issues and options raised regarding the immigrant settlement and integration system raised during the consultation phase of the Settlement Renewal initiative launched by the federal government in 1995.

The Settlement Renewal initiative has entailed three major stages: the consultation stage, the federal-provincial negotiation stage, and the implementation stage. The consultation stage, from which the material for this compendium is drawn, consisted of two major interrelated national consultations processes on the federal government's proposed reforms to the immigrant settlement services system.

The first consultation process entailed two major rounds of consultations undertaken by Citizenship and Immigration Canada between November 1995 and June 1996 with governmental and non-governmental agencies involved in the settlement sector and with focus groups of newcomers. These consultations were commissioned by the Minister of Citizenship and Immigration. The substantive focus of those consultations were on six major topic areas: National Principles, Accountability, Refugee Obligations and Humanitarian Concerns, Enduring Federal Role, and Finding a New Way to Administer Settlement Services and Funds).

The second consultation process entailed a set of hearings undertaken by the Parliamentary Standing Committee on Citizenship and Immigration primarily from June to November 1995. Those particular hearings were conducted at the request of the then Minister of Citizenship and Immigration, Sergio Marchi, who asked the Committee to examine three of the six issues noted above-- Accountability, Local Advisory Committees, and the Ongoing Role of the Federal Government. That initiative emanated from the federal government's Program Review launched a year earlier to assess not only what the federal government does but how it does it in various policy fields, including immigration. As part of that Review, officials in the federal Department of Citizenship and Immigration explored the possibility of altering the roles and responsibilities of the federal government in managing and funding settlement and integration programs. Ultimately, they decided to explore the withdrawal of the federal government from direct involvement in planning, managing and funding certain services and to devolve most of those roles to the provincial governments while maintaining its funding responsibility as well as a role in setting and enforcing national principles and standards. That decision was tantamount to a proclamation that the federal-provincial relationship for funding and managing immigrant settlement services in various provinces would be comparable, but by no means completely identical, to the one that has existed between Ottawa and Quebec for some time.

[B] THE OBJECTIVE OF THE COMPENDIUM

The overarching objective of this compendium is to provide governmental and non-governmental stakeholders with a reference manual that highlights the key issues and options that were discussed by various participants during the consultation stage of the Settlement Renewal initiative. Given that many of those issues are likely to reemerge in the negotiation and implementation stages of that initiative, the compendium is likely to prove useful for all stakeholders who are engaged actively in those stages of the process. For those who are currently actively involved in the (re)designing the immigrant settlement and integration system it

should assist them in identifying the key issue and options . For those who will be entering the system in the near future it will serve as a useful orientation manual. This compendium was produced with all stakeholders in mind, but particularly those non-governmental organizations that do not have the human and financial resources to undertake the requisite research on issues and options to engage in discussions regarding the current and future nature of the settlement and integration system. Those who use the compendium are reminded that generally the key issues and options highlighted in this compendium are presented in an abbreviated or point form. For a fuller understanding of some of the issues and options it is advisable to refer to the documents noted in this compendium.

[C] THE DOCUMENTARY BASIS OF THE COMPENDIUM

The compendium is compiled from five sets of documents produced during the consultation stage of the Settlement Renewal initiative: the issue papers produced by the federal government during Round I and Round II of the consultation stage of the CIC Settlement Renewal process titled: Consultations on Settlement Renewal: Finding a New Direction for Newcomer Integration (Round I, Round II); the reports produced by the CIC appointed coordinators of the provincial consultations titled: Consultations On Settlement Renewal: Round I and Consultations On Settlement Renewal: Round II produced in the various provinces between November 1995 and June 1996; the various briefs produced by stakeholders in conjunction with the Settlement Renewal process; the Report of the Standing Committee on Citizenship and Immigration, including the minority reports of opposition party members; and the Minutes of Proceedings and Evidence of the Standing Committee on Citizenship and Immigration which contain statements by representatives of various organizations involved in or interested in immigration and integration. Special efforts were made to ensure that the documentary basis was relatively complete. Even if the documentation is not complete, it is highly representative of what was produced.

[D] THE CONCEPTUAL FRAMEWORK OF THE COMPENDIUM

The conceptual framework of the compendium is designed to capture the key issues and options that emerged during the Settlement Renewal Initiative. The major elements of that conceptual framework are the categories that comprise the key elements of the following tables.

TABLE A: POLICY & PROGRAMMING ISSUES:

PRINCIPLES\STANDARDS	SUBSTANCE\NATURE	EVALUATION

Table A is designed to capture the major issues and options regarding: (1) the key principles and standards of settlement and integration policy and programming; (2) the substance or nature of settlement and integration policy and programming; and (3) the evaluation of settlement and integration policies and programs.

TABLE B: STRUCTURAL & FUNCTIONAL ISSUES:

PLANNING			DELIVERING			FUNDING
Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	

Table B is designed to capture the major issues and options regarding the roles and responsibilities of various governmental and non-governmental stakeholders in three key areas: (1) Planning settlement and integration programs; (2) delivering settlement and integration programs; and (3) funding settlement and integration programs.

The categories in Table A and Table B proved quite useful in categorizing the major issues and options. Admittedly, however, more categories could have been used in classifying issues and options. A more detailed schema, however, would have not only complicated the categorization, but made it much more difficult to classify and display the issues and options addressed by each governmental and non-governmental representatives on two major types of tables. Special efforts were made to ensure that all the major issues and options noted in various documents were included in the tables. Issues and options that were either of lesser importance or relevance to the focus of this compendium were not included. Arbitrary decisions also had to be made in some instances on which table and in which cell therein certain issues and options should be noted. Despite using relatively broad categories, the multidimensional nature of the issues and options resulted in some difficult decisions into which cell of a table to enter a particular point. For this reason the users of the compendium are encouraged to scan the various cells on a table to ensure that they have noted all of the key issues and options of importance to them.

[D] THE ORGANIZATION OF THE COMPENDIUM

In addition to this introductory section, the compendium consists of a three major parts. The first part consists of tables that capture the major issues and options contained in departmental and parliamentary documents. The second part consists of a series of tables that present the key issues and options raised by various stakeholders either in written or oral form during the consultation process. The third part consists of some selected models for funding and administering settlement and integration services proffered during the consultation processes.

[E] ACKNOWLEDGEMENTS

The production of this compendium would have not been possible without a considerable and conscientious effort on the part of three research assistants—Cathi Wilson-Loescher, Roger Bristol and Shayne Lazarowich. Special thanks are due to Ms. Wilson-Loescher who contributed immensely both in compiling and formatting the tables despite her busy schedule as a graduate student and mother. This compendium would have also not been possible without the assistance of CIC officials at the national and regional levels, officials from Parliament's Committee Branch, provincial government officials, and staff members of various non-governmental organizations. Such officials provided the principal investigator and research assistants with the requisite documentary material for this Compendium. Equally important was their moral support for this project. This compendium was made possible with a grant from the Prairie Centre for Immigration and Integration.

**II. GOVERNMENT AND
PARLIAMENTARY
PUBLICATIONS
CITIZENSHIP AND
IMMIGRATION CANADA**

**ROUND I CONSULTATIONS
ISSUES PAPER**

TABLE 1 : CIC ISSUE PAPER: ROUND I: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CITIZENSHIP AND IMMIGRATION CANADA—ROUND I CONSULTATIONS ISSUES PAPER 1995
<p style="text-align: center;">FEDERAL PLANNING ROLE</p> <p>[A] PRIORITY SETTING-the federal government will continue to participate in local priority-setting & decision-making bodies (11)</p> <p>[B] NATIONAL PRINCIPLES</p> <p>-the federal government will continue to set national principles (11)</p> <p>[C] INFORMATION</p> <p>-Questions were raised on whether the federal government should be involved in providing information on:</p> <p>-international migration trends, profiles of potential migrants, information on settlement\integration strategies, resource materials and other tools;</p> <p>-providing Canadian posts abroad with information on settlement conditions for distribution to potential immigrants;</p> <p>-providing 'orientation to Canada' publications</p> <p>-providing language training overseas?</p> <p>-providing research and analysis.(12)</p>
<p style="text-align: center;">FEDERAL PROGRAM DELIVERY ROLE</p> <p>[A] ADMINISTRATION</p> <p>the federal government will withdraw from the direct administration of settlement services and funds (11,13)</p> <p>[B] REFUGEE SERVICE</p> <p>-the federal government will continue to support Canada's obligations for refugees by, among other things, providing asylum to people in need of protection (8)</p> <p>-the federal government will continue to be involved in refugee resettlement (11)</p>
<p style="text-align: center;">FUNDING ISSUES</p> <p>[A] FEDERAL FUNDING -the federal government will continue to provide funds for immigrant and refugee settlement and integration activities (5,8,13)</p> <p>[B] USE OF FUNDS-funds should not be diverted for purposes or services other than serving newcomer's special needs.</p> <p>[C] NEGOTIATE FUNDS</p> <p>-Canada will transfer funds to partners, but negotiate the limit on the percentage that may be used for administrative overhead.</p> <p>[D] FUNDING FORMULA</p> <p>-Funding system will be based on national funding formula, with number and characteristics of newcomers as key criteria. (13)</p> <p>[E] MINIMUM FUNDING</p> <p>-A minimum level of funding will be established for each jurisdiction to ensure that a base level of services is provided.</p> <p>[F] DURATION OF FUNDING</p> <p>-Funding agreements with partners will be negotiated on a multi-year basis.</p> <p>[G] GLOBAL FUNDING</p> <p>-Global funding will be approved by Parliament on annually.</p> <p>[H] ACCOUNTABILITY</p> <p>-To foster accountability of federal funds, there will be a settlement service plan and an annual public report from each partner.</p>

TABLE 2: CIC ISSUE PAPER: ROUND I: S&F

POLICY AND PROGRAMMING ISSUES: PART 1 OF 2 CITIZENSHIP AND IMMIGRATION CANADA--ROUND I CONSULTATIONS ISSUES PAPER	
PRINCIPLES/STANDARDS	
<p>[A] CONCEPTUALIZED-Principles are basic policy assumptions stated as general commitments. They cannot be measured.” -Standards are more specific measurable ‘rules’ (2)</p>	
<p>[B] DYNAMICS OF INTEGRATION</p> <ul style="list-style-type: none"> -Integration is a two-way street, which requires newcomers to adapt but also requires Canadians to welcome and absorb new people/cultures. -Canadians will be provided with information about the immigration program and related settlement issues, so that they may better play their part in welcoming newcomers to Canada. (3) 	
<p>[C] LINGUISTIC INTEGRATION</p> <ul style="list-style-type: none"> -It is important for newcomers to learn one of our official languages. (3) 	
<p>[D] ECONOMIC INTEGRATION</p> <ul style="list-style-type: none"> -It is important for newcomers to make an economic and social contribution to Canadian society. (3) 	
<p>[E] POLITICAL INTEGRATION</p> <ul style="list-style-type: none"> -It is important to share with newcomers the principles, traditions and values that are inherent in Canadian citizenship such as freedom, equality and participatory democracy.(3) -Basic information will be provided to newcomers about our system of government, our democratic institutions, the Charter of Rights and Freedoms, and the rule of law. (3) -Information will be given to newcomers about the rights and responsibilities of citizens. -Newcomers will be encouraged to become Canadian citizens as soon as they are eligible. (3) 	
<p>[F] FOCUS OF INTEGRATION SERVICES</p> <ul style="list-style-type: none"> -Settlement services will be aimed at those most recently arrived in Canada because timely provision of services will be most beneficial to early integration. (3) -Refugees and others “most in need” will be given priority in the provision of settlement services. (type of newcomers are most in need?) (3) 	
<p>[G] FUNDING</p> <ul style="list-style-type: none"> -Settlement and integration funding within regions will be distributed according to the same formula as the national distribution, that is according to the recent internal patterns of arrivals and according to the needs of newcomers.(3) 	
<p>[H] LOCAL INVOLVEMENT</p> <ul style="list-style-type: none"> -Local communities will be involved in determining settlement and integration needs and service priorities. (3) 	
<p>[I] EFFECTIVE & ETHICAL ADMINISTRATION</p> <ul style="list-style-type: none"> -Mechanisms used to generate community involvement must establish clear operating procedures that address transparency, stakeholder representatives, conflict of interest and appeal procedures. -Administration and funding of settlement and integration services must: <ul style="list-style-type: none"> -Involve communities in setting priorities to ensure local needs are met; -Be affordable; -Meet public accountability requirements for responsible financial management and positive integration results; -Ensure that services are easily accessible.(14) -Administration and funding of settlement and integration services would ideally: <ul style="list-style-type: none"> ? encourage better strategic planning and coordination of settlement services at the local level; ? build on existing structures rather than creating new entities and bureaucracies; ? be adaptable to particular needs and resources of different regions; ? encourage a spirit of collaboration among those involved in the delivery of settlement and integration services. (14) 	

TABLE 3: CIC ISSUE PAPER: ROUND I: P&P

<p align="center">POLICY AND PROGRAMMING ISSUES: PART 2 OF 2 CITIZENSHIP AND IMMIGRATION CANADA--ROUND I CONSULTATIONS ISSUES PAPER</p>
<p>NATURE/SUBSTANCE</p> <p>A] SERVICE PRIORITIES- Services should be aimed at newcomers to become self-sufficient</p> <ul style="list-style-type: none"> -Services should be directed at those that Canada has granted or intends to grant permanent resident status. -Priority is to be given to those deemed most in need.
<p>EVALUATION/ACCOUNTABILITY</p> <p>[A] IMPORTANCE-Evaluation is an integral part of accountability (5)</p> <p>[B] BASIS & NATURE</p> <ul style="list-style-type: none"> -Evaluation should be based on relevant, measurable results, rather than on number of clients served (5) -Shift from existing detailed administrative accountability and accounting arrangements to a more trust-based and administratively-simple arrangements is possible. Such a system could allow service providers to dedicate more resources to service delivery.(6) -Reporting focussing on actual integration results is possible. (6) <p>[C] NEW SYSTEMS</p> <ul style="list-style-type: none"> -Current evaluation and reporting systems may have to be used during the transition period. (6) -Develop a new evaluation and accountability framework that measures: successful integration, efficient and effective use of resources, and use of resources for bona fide settlement and integration activities that reflect national principles. (6) -Simplification of data compilation and reporting systems is possible and desirable. (6) <p>[D] COMMON STANDARDS</p> <ul style="list-style-type: none"> -Appropriate common standards and indicators of integration will be produced. (6)

STANDING COMMITTEE REPORT AND GOVERNMENT RESPONSE

TABLE 4: GOVERNMENT RESPONSE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: STANDING COMMITTEE REPORT AND GOVERNMENT RESPONSE	
OCTOBER 1996 PART 1 OF 3	
COMMITTEE RECOMMENDATION	GOVERNMENT RESPONSE
<p><u>Consultation Process</u> Consultation on settlement renewal should be thorough and should continue until the stakeholders can assess and respond to detailed proposals, or a set of alternative proposals.</p>	<p>The government agrees with this recommendation [i.e., to continue consultations until all the stakeholders can assess and respond to detailed proposals, or a set of alternative proposals]. (1)</p>
<p><u>Establishment of National Principles and Standards</u> National principles and standards should be established through ongoing consultations with stakeholders.</p> <p><u>Enforcement of National Principles and Standards</u></p> <p>The Canadian government should ensure that national principles and standards, once established, are maintained by withholding settlement funds it is satisfied that there has been a substantial non-compliance.</p>	<p>Suggested national principles have been discussed extensively with stakeholders throughout the Settlement Renewal consultations and have also been discussed informally with provinces. The objective of these consultations and discussions is to arrive at a set of shared principles, acceptable to all involved, that would guide the administration and delivery of settlement and integration services.</p> <p>A key goal of Settlement Renewal is to enable regions and local communities to determine the right mix of services for the unique circumstances of their jurisdiction. Shared principles, a common set of integration indicators, results based accountability and an advisory process that balances stakeholder views, would all help to ensure that funds are being spent effectively for intended purposes. (5)</p>
<p><u>Research and Information</u> The Canadian government should play a major role in conducting research into settlement issues and in disseminating information across the country.</p>	<p>The government agrees that it has an important role to play in research and dissemination of information. Because of costs involved, the importance of ensuring that research and clearinghouse activities are of relevance to all potential users, and the fact that significant expertise and experience resides outside the federal government, work in these areas would be pursued in partnership with provinces and other stakeholders. The recently announced Metropolis Project is an example of the type of partnered research initiatives which will advance knowledge about immigrant integration. The Government is also committed to working with others to facilitate the sharing of settlement resources, tools, best practices, etc., possibly through a web page or some other accessible “clearinghouse” concept. (5)</p>
<p><u>Recognition of Credentials</u> The Canadian government should continue to work with the provinces and all concerned parties to develop systems for assessing foreign educational and occupational credentials, so that immigrants can reach their employment potential</p>	<p>The government agrees with this recommendation. A federal-provincial working group on Access to Professions and Trades is currently developing a framework on informal credential assessments for certain professions. These assessments would be done for prospective immigrants abroad and would give clients an idea of the requirements they must meet to qualify for a provincial license to practice their profession in Canada. The working group is also looking at ways to improve the quality and quantity of labour-market related information that is available to prospective immigrants before they arrive in Canada. (6)</p>

TABLE 5: GOVERNMENT RESPONSE: S&F

FUNCTIONAL & STRUCTURAL ISSUES: STANDING COMMITTEE REPORT AND GOVERNMENT RESPONSE	
OCTOBER 1996 PART 2 OF 3	
COMMITTEE RECOMMENDATION	GOVERNMENT RESPONSE
<p><u>Regional Transition Committees</u>The Canadian government should establish regional transition committees composed of representatives from the federal, provincial and municipal governments (where these are involved in the provision of settlement services) and representatives of service providers to advise on the specific details of settlement renewal in their areas, particularly on the functions of local advisory groups. The committees should terminate when the initiative is completed in 1998</p>	<p>The Government sees the advantages of multilateral committees to provide advice on a region by region basis through any transitional period. However, the form and nature of such involvement would not be unilaterally imposed. (1)</p>
<p><u>Local Advisory Committees</u>1. Boundaries of LACsIn devising the local advisory committees, the definition of “local “ in the various regions must be carefully considered, with close attention to the needs of both small communities and major centres distant from the main concentration of immigrants.</p> <p>2. Membership on LACs</p> <p>Membership on the local advisory committees should broadly represent the community as a whole, as well as the stakeholders most directly involved.</p> <p>3. Size of LACs</p> <p>Local advisory committees should be kept to a manageable size, possibly by a means of a rotation system.</p> <p>4. Appointments to LACs</p> <p>The method of appointment to the local advisory committees could vary according to structures established in the various regions; the Canadian government should consider appointing a majority of the members so as to enhance accountability in cases where the settlement programs in question are fully or largely funded by it.</p> <p>5. Functions of LACs</p> <p>Local advisory committees could perform a variety of tasks, including identifying local priorities, overseeing research, fostering cooperation and advising on policy.</p> <p>In order to avoid both the appearance and possibility of conflict of interest, local advisory committees should not be responsible for the actual allocation of funds among service providers.</p> <p>6. Resources for LACs</p> <p>Paid staff should perform the administrative functions of grant administration and monitoring, with adequate facilities, financial resources and management.</p> <p>The costs of operating local advisory committees must be recognized, and the structure designed to be as economical as possible.</p>	<p>The government agrees with the intent of the recommendations [re: LACs]. In the administration and delivery of settlement and integration services, it is important to find effective ways to ensure representative community involvement in areas, such as priority setting, research facilitation of local cooperation and policy development. The Government is not, however, inclined to impose a system of formal advisory committees. This could be counterproductive to existing local and regional planning processes and may be unnecessarily costly.</p> <p>As reflected in the suggested approaches to Settlement Renewal introduced during the second round of consultations, plans for settlement services should be informed by community advice on client and services priorities. It would be important for advisory processes to draw on a balanced representation of the various geographic and sectoral interests at the community level involved in, and affected by, newcomer settlement issues. This would include clients, settlement service providers, and mainstream public, social and educational services.</p> <p>It is also recognized that in order to avoid any actual or perceived conflict of interest situations, these advisory processes should be at arms length from funding decisions on specific proposals. (4)</p>

TABLE 6: GOVERNMENT RESPONSE: ROUND I: S&F

FUNCTIONAL & STRUCTURAL ISSUES: STANDING COMMITTEE REPORT AND GOVERNMENT RESPONSE OCTOBER 1996 PART 3 OF 3	
COMMITTEE RECOMMENDATION	GOVERNMENT RESPONSE
<u>Federal Funding</u> The Canadian government should assure stakeholders of its ongoing financial commitment to settlement services as an integral part of Canada's immigration program.	The government recognizes that it has an ongoing interest in the settlement and integration of newcomers. Lack of attention to the early settlement needs of newcomers diminishes Canada's benefits from immigration and newcomers' ability to adjust to their new country. (2)
<u>Use of Funds</u> Citizenship and Immigration Canada should continue to explore ways to ensure that settlement funds transferred to its partners following completion of the renewal initiative continue to be used for their intended purposes.	The Government agrees that it is imperative to ensure that funds are used only for purposes intended by Parliament. To this end, the suggested approach in the second round of consultations on Settlement Renewal proposed limits on eligible activities and clients. It was suggested that federal funds could only be directed toward activities that facilitate the early social and economic integration of newcomers and that improve the welcoming capacity of communities. Activities for the general public that are within normal jurisdiction of provincial governments would not be eligible. Eligible clients would be immigrants and refugees who are permanent residents, and those people CIC intends to land. (2)
<u>Funding for AAP</u> The Canadian government should ensure that the Adjustment Assistance Program for sponsored refugees remains separate from the Provincial or municipal welfare system.	The Government Agrees that the unique needs of refugees that it sponsors from abroad would best be served by a federally-managed program. The number of government assisted refugees fluctuates according to refugee-producing circumstances abroad. Continued federal administration of income support and other immediate essential services encompassed by the Adjustment Assistance Program would ensure that Canada is able to respond quickly to emergency refugee situations. Alternative means of delivering income support and immediate essential services for government-assisted refugees are currently being studied to ensure that eligible refugee clients continue to have timely access to funds, and that the costs of administering such services are minimized. (2)
<u>Equitable Funding</u> It is imperative to ensure that the level of federal settlement funds directed to various jurisdictions reflects the volume of immigration at the time of landing and also the volume of newcomers who migrate to a particular area after initial landing somewhere else in Canada. The allocation of settlement funds should reflect the actual arrivals in a region, and that some method be developed for tracking immigrant movement from one region to another, and for compensating the ultimate receiving region.(20) <u>Funding School Boards</u> School Boards and teachers argued that the significant number of settlement activities provided to immigrant children within the schools be recognized and funded. (21)	

TABLE 7: GOVERNMENT RESPONSE: P&P

POLICY & PROGRAMMING ISSUES: STANDING COMMITTEE REPORT AND GOVERNMENT RESPONSE	
PART 1 OF 1	
COMMITTEE RECOMMENDATION	GOVERNMENT RESPONSE
<p>1. <u>Eligibility for Services</u>-The period of eligibility for federal settlement services and programs should be extended to five years following an immigrant's arrival in Canada, without reference to citizenship status, in order to reflect the difficulty some immigrants have in benefiting from services and programs at an early point.</p>	<p>The government is of the view that services should be directed towards newcomers with the greatest needs. Expanding eligibility for federally funded settlement services to Canadian citizens could diminish the impact of limited resources, and delay individual efforts to address settlement needs. (5)</p>
<p>1. <u>Accountability</u>-Accountability measures should be kept simple, and should not entail significant additional administrative costs.-The government of Canada should ensure that all arrangements resulting from the settlement renewal initiative preserve the accountability of the executive to Parliament.</p> <p>2. <u>Performance Standards</u></p> <p>-The Canadian government should be involved with its settlement partners, in establishing performance standards and measures.</p> <p>3. <u>Monitoring & Auditing</u></p> <p>-The Canadian government should receive program and financial reports and retain the right to audit programs periodically.</p>	<p>The Government recognizes that without satisfactory means to measure the relationship between investment of public funds and advances in newcomer integration, there is not an acceptable accountability to Parliament, to the public or to the clients who are intended to benefit from these investments. The government would work with stakeholders to develop appropriate common indicators of integration and related results measures for accountability and evaluation purposes. (3)</p>

STANDING COMMITTEE OF CITIZENSHIP AND IMMIGRATION: REPORTS OF THE OPPOSITION PARTIES

TABLE 8: STANDING COMMITTEE OF CITIZENSHIP AND IMMIGRATION: OPPOSITION PARTIES' REPORTS

CITIZENSHIP AND IMMIGRATION STANDING COMMITTEE--OPPOSITION PARTY REPORT JUNE 1996BLOC QUEBECOIS
<p><u>STRUCTURAL AND FUNCTIONAL ISSUES:</u></p> <p>1. LOCAL ADVISORY COMMITTEES</p> <p>-The Standing Committee is proposing various structures composed of the federal government, advisory committees, local panels (made up of provincial or federal public servants) and organizations that supply services. These structures, appear to us to be extremely complex, and we believe that they may well create inefficiencies and lead to greater confusion.</p> <p>-In addition, some of the structures proposed by the Standing Committee assign a dominant role to the federal government.</p> <p>2. PREFERENCE FOR MODEL IN QUEBEC-CANADA AGREEMENT</p> <p>-The Canada-Quebec Accord is the only type of administrative compromise that is acceptable in the federal context, and that is likely to respect the distinctiveness of the culture, institutions, and language of Quebec. It exhibits all the flaws of administrative arrangements, but it has the advantage of not being a mere pretence of decentralization. In addition, contrary to the proposal by the Government and the Committee, it has the advantage of being simple, in that it clearly establishes the responsibilities of each party and makes the level of government accountable that is responsible for delivering and administering a service directly accountable. We believe that the Canadian provinces that are interested in taking over settlement services might take the model that has been tested in Quebec for several years, now as their example. (31)</p> <p>3. REGIONAL INVOLVEMENT IN PLANNING</p> <p>-delegating powers for settlement to a province as has been done with Quebec, does not rule out the involvement by the regions.</p> <p>-Bloc Quebecois Party M,Ps believe that because the Government of Quebec has more knowledge of the needs and constraints of each of the regions, it is in a better position to achieve effective decentralization of services than the federal government could be. (31)</p> <p>4. EQUITY IN FUNDING PROVINCES</p> <p>-The reasons behind the proportionately higher level of [federal] funding to which Quebec is entitled should be stated more clearly.</p> <p>-In the North American context, the unique situation of Montreal and the fact that Quebec does not take part in selecting a majority of its immigrants are just a few of the socio-linguistic factors that make it more difficult for immigrants to Quebec to learn French. In addition from a practical point of view, it is clear that it takes much longer to francize an immigrant to Quebec than to Anglicize an immigrant in an English-speaking province—even though learning French, coupled with harmonious integration into Quebec culture, is the only key to survival of the Quebec people. The Official Opposition [i.e., BQ party] deplores the fact that the Reform Party refuses to understand this. (30)</p> <p><u>POLICY AND PROGRAMMING ISSUES</u></p> <p>1. DEVOLUTION OF AUTHORITY</p> <p>-The Official Opposition [the BQ party] considers, the Committee's efforts to reorganize and decentralize [settlement\integration] programs to be positive. (29)</p> <p>2. ELIGIBILITY FOR SERVICES</p> <p>-We [the BQ party] are particularly pleased with the [Committee's recommendation that] period of eligibility for settlement programs to be extended to five years (after an immigrant arrives in Canada). (29)</p> <p>3. HEAD TAX ON IMMIGRANTS</p> <p>-We deplore the fact that the Liberal majority on the Committee systematically refused to address the question of the immigration tax of \$975 per person which the federal government has charged newcomers since 1995.</p> <p>-Had there been discussions, the fact that this tax has brought in more than \$136 million per year for the government would have come to light. It would have been apparent that immigrants are paying for more than half of the entire settlement program. (29)</p>

TABLE 9: STANDING COMMITTEE OF CITIZENSHIP AND IMMIGRATION OPPOSITION PARTIES' REPORTS

CITIZENSHIP AND IMMIGRATION STANDING COMMITTEE—OPPOSITION PARTY REPORT JUNE 1996 REFORM PARTY
<p style="text-align: center;">FUNDING ISSUES</p> <p>1. Funding for Refugees -The Reform Party accepts the concept that money will have to be spent on settlement programs for those legitimate refugees that our country agrees to accept. These individuals generally require language training and other settlement needs to assist in adapting to a new land. (33)</p> <p>2. No Funding for Immigrants -However, the Reform Party questions the need for spending on the majority of newcomers each year, be they economic or family class immigrants. -Since these economic immigrants are earning significantly more than the average Canadian, we believe that they should be required to fund their own settlement needs. (34) -With respect to the other significant portion of immigrants, family-class members, who are sponsored by close family, the notion that Canadian taxpayers should be funding their settlement needs goes against the very notion of sponsorship. -When the sponsor brings a spouse, dependent child or parent to this country, they are undertaking to fund the expenses of those immigrants. -They should also be required to fund their settlement expenses, such as language training which takes up approximately half of the settlement funding. -We also see little need to provide these individuals with adjustment assistance or adaptation funding as they have close family to rely on. -By limiting federal funding to refugees only, the Reform Party believes that significant savings can be made. (34)</p> <p>3. Equity in funding provinces -The grant of \$90 million to Quebec for settlement programs means that the federal government is spending more than \$3,300 for every immigrant or refugee in the province. It also means the average spending per immigrant\refugee in the rest of Canada is approximately \$950. -If this government is intent on spending money on settlement in such a manner, it should be incumbent upon them to at least distribute it in an equitable manner. (35)</p>

**CITIZENSHIP AND
IMMIGRATION
CANADA:ROUND II
CONSULTATIONS ISSUES
PAPER**

TABLE 10 : CIC ISSUE PAPER: ROUND II

STRUCTURAL AND FUNCTIONAL ISSUES: PART 1 OF 4 CITIZENSHIP AND IMMIGRATION CANADA-ROUND II CONSULTATIONS ISSUES PAPER	
<u>ADMINISTRATIVE MODELS:</u>	
[A] PREFERRED PARTNERS	1. Provincial governments are the preferred partners to plan and deliver services. (28)
[B] ESTABLISHING A LOCAL PLANNING SYSTEM	
	1. Partners be asked to put in place a process that systematically facilitates local level planning and priority-setting. (28)
[C] REPRESENTATIVENESS OF LOCAL PLANNING SYSTEM	
	1. Partners to ensure representativeness in their advisory process, and to draw on a balance of service providing and client perspectives. (28)
[D] SEPARATE PLANNING & FUNDING ROLES	
	1. Partners to keep the process of gathering stakeholder input to planning and priority setting at arms length from specific funding decisions, in order to ensure that actual or perceived conflict of interest situations are avoided. (28)

TABLE 11 : CIC ISSUE PAPER: ROUND II

STRUCTURAL AND FUNCTIONAL ISSUES: PART 2 OF 4	
<u>FINANCIAL ARRANGEMENTS</u>	[A] FUNDING PRINCIPLES
	1. Federal funding must continue, must be stable, and entail fair allocation. (7)
	[B] ADMINISTRATIVE OVERHEAD
1. CIC to combine available program and administrative funds for transfer to partners and negotiate a limit on the percentage of the total amount transferred that may be used for administrative overhead. (16)	
[C] LEVEL OF FEDERAL FUNDING	
1. Agreements with partners to be based on a national funding formula in which the members and characteristics of integration are the main determinants of the allocation of federal dollars. A certain minimum level to be established to ensure that a base level of service is maintained in each jurisdiction. (16)	
[D] DURATION OF FEDERAL FUNDING	
[E] ACCOUNTABILITY FRAMEWORK:	
1. Accountability for federal funds to be managed through a settlement service plan and an annual public report from each partner on results achieved and other quantitative and qualitative information of mutual interest. (16)	
2. CIC to work collaboratively with partners to develop appropriate common indicators of integration and related results measures for accountability and evaluation purposes. (17)	
[F] FUNDING RECIPIENTS	
1. CIC is not proposing principles that would give funding preference to any particular service provider. To do so would run counter to the objective of giving partners as much flexibility as possible in selecting service options. (10)	
[G] SEPARATION OF FUNDING AND PLANNING DECISIONS	
1. Most participants do not want funding decisions to be made by those delivering services to newcomers at the community level. (26) Generally participants felt that fund administration should be handled by a neutral, professional body which would rely on regional and/or local advice to plan and determine service priorities. In provinces where there is a provincial interest in taking over administration of settlement services generally agreed that the province should be that administrative body. Participants in jurisdictions where the provincial government has little involvement and/or demonstrated little interest tried to identify alternative neutral and professional mechanisms. Even in these cases, however provincial governments were identified as an important participant. (27)	

TABLE 12 : CIC ISSUE PAPER: ROUND II: P&P

STRUCTURAL AND FUNCTIONAL ISSUES: PART 3 OF 4CITIZENSHIP AND IMMIGRATION CANADA-ROUND II CONSULTATIONS ISSUES PAPER
<p>ENDURING FEDERAL ROLE</p> <p>[A] FUNDING ROLE:</p> <p>1. Continue funding partners to administer newcomer settlement and integration activities. (24)</p> <p>[B] PRIORITY SETTING ROLE:</p> <p>1. Actively participating in priority-setting processes with partners and providing input on things like immigration trends, settlement and integration practices, and federal policy. (24)</p> <p>[C] NON-SETTLEMENT\INTEGRATION ROLES</p> <p>1. Performing non-settlement and non-integration activities, e.g., setting annual immigration levels, immigration selection and policy. (24)</p> <p>2. Working with partners to improve the availability of orientation material and accurate information abroad for potential immigrants and refugees about settlement challenges in Canada. (24)</p> <p>3. Support for research to improve understanding of the integration process and to help inform decisions on the best use of public funds to speed up this process. (24)</p> <p>[D] DEVELOPMENT & DISSEMINATION OF SETTLEMENT\INTEGRATION MATERIALS</p> <p>1. Where there are cost advantages at a national level, development and dissemination of settlement and orientation materials in Canada, facilitation of the exchange of information among partners and service providers on best practices; and support for public education that provides accurate information to Canadians about immigration and newcomers.(24)</p> <p>[E] ASSISTING REFUGEES</p> <p>1. Activities to ensure the completion of safe passage for government assisted refugees. (24)</p> <p>[F] RECEPTION SERVICES</p> <p>1. Maintenance of port of entry reception services at Toronto and Vancouver airports. (24)</p> <p>[G] DEFINING AND UPHOLDING NATIONAL PRINCIPLES AND STANDARDS</p> <p>1. Working with partners to define and uphold national principles and to define and implement common results indicators serving accountability needs.(25)</p>

TABLE 13 : CIC ISSUE PAPER: ROUND II: P&P

STRUCTURAL AND FUNCTIONAL ISSUES: PART 4 OF 4
CITIZENSHIP AND IMMIGRATION CANADA-ROUND II CONSULTATIONS ISSUES PAPER

REFUGEE OBLIGATIONS

[A] INCOME SUPPORT FOR REFUGEES:

1. CIC may retain responsibility for administering income support for government assisted refugees if a central, streamlined system can be developed and is determined to be the most efficient, responsive and cost effective way to meet client needs. (19)

[B] REFUGEE RECEPTION SERVICES

2. CIC to continue to be responsible for port of entry reception services at Toronto and Vancouver airports. (20)
3. Immediate reception services for government assisted refugees including temporary accommodation, linkage to income support, initial counseling and referral to be ensured through sub-agreements with partners which dedicate resources for these functions or by continued CIC involvement. (20)
4. CIC to work with partners to include mechanisms in new delivery models to help refugees bridge the gap between immediate reception services and access to broader based community services including settlement and integration services. (21)

[C] REFUGEE POLICIES & PROGRAMS

1. CIC to work with provinces to address common interests in the management of broader refugee related issues. (21)

ROLE IN LANGUAGE TRAINING

[A] LANGUAGE TRAINING OVERSEAS

1. Very few people supported a federal role that includes language training overseas, in part because there was a lack of information on their effectiveness.
2. Of those who supported language training overseas, many thought that it should only be made available to refugees.
3. Others thought that it should be replaced with "orientation to Canada" training, provided in the newcomers' first language. (23)

[B] UNIFORMITY OF FEDERAL ROLE

1. Most participants were of the opinion that the federal government's role should be the same across the country if administration of settlement services and funds is transferred to provincial governments. Variance might occur if provincial governments are not CIC's partners.(23)

ROLE IN ESTABLISHING ADMINISTRATIVE MECHANISMS

[A] ESTABLISHING MECHANISMS TO OVERSEE IMPLEMENTATION OF AGREEMENTS

1. CIC to work with partners in each jurisdiction to establish a mechanism to oversee new agreements and provide appropriate support to the new administrative model. (29)

TABLE 14 : CIC ISSUE PAPER: ROUND II: P&P

**POLICY & PROGRAMMING ISSUES: PART 1 OF 3 CITIZENSHIP AND IMMIGRATION CANADA- ROUND II CONSULTATIONS
ISSUES PAPER**

- [A] NATURE OF INTEGRATION: integration is a two way process, which involves commitment on the part of newcomers to adapt to new people and cultures. (8)
- [B] OFFICIAL LANGUAGES
1. The ability of newcomers to communicate in one of Canada's official languages is key to integration. (8)
- [C] ECONOMIC & SOCIAL INTEGRATION: 1. Newcomers contribution to the economic and social fabric of Canada are valued: it is important for newcomers to be economically and socially self-sufficient; and it is important for members of communities in Canada to help to ensure that newcomers have opportunities to participate in and contribute to the economic and social life. (8)
- [D] POLITICAL INTEGRATION:
1. It is important to share with newcomers the principles, traditions and values that are inherent in Canadian society such as freedom, equality, and participatory democracy. (9)
- [E] PRIORITY RECIPIENTS:
1. Settlement and integration services will be aimed at helping newcomers become self-sufficient as soon as possible. Priority will be given to those facing significant barriers to integration, and who are deemed most in need within the community. (9)
- [F] PROGRAM PRINCIPLES
1. Settlement and integration services across the country will be flexible, responsive and reasonably comparable. (9)
- [F] PRINCIPLES OF GOOD ADMINISTRATION
1. Key elements of a good administrative system identified by participants include:
Representative bodies, neutrality, administrative experience, relevant expertise, simple and affordable operating structures; transparency of decision-making, and appeal mechanisms. (27)
2. To keep costs low participants suggested to eliminate administrative layers, reduce layers between the funder client, and establish geographic areas for administration large enough to be cost-effective. (27)

TABLE 15 : CIC ISSUE PAPER: ROUND II: P&P

POLICY & PROGRAMMING ISSUES: PART 2 OF 3CITIZENSHIP AND IMMIGRATION CANADA- ROUND II CONSULTATIONS ISSUES PAPER
<p>[A] SERVICE ELIGIBILITY:1. Partners to have the flexibility to design programs and services that direct funds toward a broad range of activities facilitating the early economic and social integration of newcomers to Canada. Funds would not be directed to services to the general public that normally fall within the mandate of other federal departments, provincial, regional or local. (15)</p> <p>[B] CLIENT ELIGIBILITY:</p> <p>1. Partners expected to direct federal funds toward persons with integration needs and to whom Canada has made a long term commitment i.e. permanent residents of Canada, or persons who have been allowed to remain in Canada and to whom CIC intends to grant permanent resident status [rather than refugee claimants]. (15)</p> <p>However, CIC is not proposing to prove for “rights to services” by all newcomers because current funding cannot support access to settlement and integration services by all newcomers. (10)</p> <p>[C] NEWCOMERS RESPONSIBILITY</p> <p>1. Many participants suggested newcomers must be held more accountable for their integration into Canadian society as quickly as possible. (6 &13)</p>

TABLE 16 : CIC ISSUE PAPER: ROUND II: P&P

POLICY & PROGRAMMING ISSUES: PART 3 OF 3CITIZENSHIP AND IMMIGRATION CANADA- ROUND II CONSULTATIONS ISSUES PAPER	
<p>A] DEVELOPMENT OF CRITERIA & STANDARDS (INDICATORS):</p> <ol style="list-style-type: none"> 1. CIC would work collaboratively with partners to develop appropriate common indicators of integration and related results measures for accountability and evaluation purposes. (28) 2. CIC would not impose integration service standards; but it would be prepared to collaborate in the development of integration indicators and benchmarks. (11) <p>[B] VALUE OF STANDARDS</p> <ol style="list-style-type: none"> 1. All sectors agreed about the need for standards either to ensure that services across Canada or to ensure that the expenditure of settlement and integration funds are used effectively. (8) <p>[C] KEY SETTLEMENT & INTEGRATION INDICATORS</p> <ol style="list-style-type: none"> 1. Most participants felt that learning an official language and getting a job were key settlement indicators. Language testing under the new national benchmarks system was supported as a common way to measure progress. (12) However, there was considerable debate regarding whether any job was a sign of progress or whether the job needed to be relevant to a person's skills and goals. (12) 2. Most participants felt that other indicators of progress in integration included: reduction over time in the use of settlement services; levels of family crisis and general stress; client satisfaction with services; level of newcomer involvement in the community; self-esteem; fewer mental health problems; and comfort level within the community.(13) 3. Few participants supported the act of becoming a citizen as an indicator.(13) <p>[D] METHODS OF MEASURING RESULTS</p> <ol style="list-style-type: none"> 1. Most participants supported the use of the same methods of measuring results across the country. (13) 	

III. WRITTEN SUBMISSIONS TO CIC STANDING COMMITTEE - POLICY AND PROGRAMMING ISSUES

TABLE 17 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE:P&P

POLICY AND PROGRAMMING ISSUES: WRITTEN SUBMISSIONS TO STANDING COMMITTEE: NATIONAL			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Association of Canadian Community Colleges (September 1995)		1. problems: lack of co-ordination, duplication, no standards, difficulty in controlling quality	1. use national standards to determine the effectiveness of providers (4) 2. Local Advisory Councils must be accountable for their administrative decisions and the expenditure of funds (5) 3. evaluative criteria must be pan-Canadian (5)
Ukrainian Canadian Social Services (no date)	1. need to facilitate co-operation between NGOs		1. present monitoring of NGOs should be discontinued (1) 2. accountability should be ensured by a local committee
Canadian School Boards Association & Canadian Teachers Federation (November 1995)	1. need better co-ordination of different levels of government (2) 2. cannot separate education from settlement (2) 3. must develop a definition of 'settlement' (3) 4. focus on people's needs, not program needs (6) 5. there should be equality of access with minimum standards of service, maintained by the federal government (3)	1. have a large number of ESL students, thus schools are involved in settlement and integration (2)	1. greater accountability is needed to ensure the efficient use of resources (4) 2. must ensure program and financial accountability (4) 3. need an advisory committee with representatives from all levels of government to develop accountability measures (4) 4. must establish clear lines of accountability between different levels of government (5)
The Canadian Center for Victims of Torture (June 28, 1995)	1. settlement is a life-long process (5) 2. need greater co-ordination (8) 3. need a longer and more in-depth consultation process (7)	1. decreasing costs is unlikely (8) 2. complete consultation before beginning with implementation (8)	1. annual evaluation should be organized by the governing body (9) 2. should have an annual audit by CA's, regular field site visits, and annual reporting to Revenue Canada (9)
Canadian Council for Refugees (May 22, 1995)	1. need to define settlement to establish a common understanding which could underlie national standards (2)	1. settlement requires very specialized services, not general services (3) 2. seeking greater levels of services for refugees and immigrants (2) 3. need to address unemployment among newcomers (4)	1. accountability should not require client confidentiality to be breached, thus avoid using SMIS (4)
Canadian Housing and Renewal Association (August 23, 1995)	1. housing is a basic necessity	1. refugee housing is more at risk with block funding and federal withdraw (4)	

TABLE 18 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE:P&P

POLICY AND PROGRAMMING ISSUES: WRITTEN SUBMISSIONS TO STANDING COMMITTEE: BRITISH COLUMBIA			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Phillip Owen, Mayor of Vancouver (June 26, 1995)	1. need inclusive consultation process (1)	1. need to build a strong employment training program for immigrants, the federal Job Strategy Program is shifting to focus on UI claimants while the provincial skills training is shifting to social assistance recipients. (4) 2. BC receives many immigrants and secondary migrants (interprovincial) (2) 3. municipalities are overloaded, have only one tax source and many functions (3)	
City of Vancouver (June 26, 1995)	1. consultation with municipalities, NGOs, business, and community leaders and services users is important (4) 2. the consultation process should not be rushed (6) 3. people have different settlement needs, so the 3 year eligibility for services is arbitrary (4)	1. health, translation, housing, community services, and ESL are all important to the municipality (5) 2. refugees needs are not being met (7) 3. changes to the federal Job Strategy Program are not beneficial to integration (7)	
Surrey Delta Immigrant Services Society (June 26, 1995)	1. renewal must proceed more slowly (1) 2. must engage all relevant actors in consultation (2) 3. must be a commitment to immigrants no matter how long integration takes, not simply 3 years (2)	1. Local Advisory Councils should assess settlement service needs	
Immigrant Integration Co- ordinating Committee of AMMSA (May 1, 1995)	1. seek efficient, effective and accountable services (1) 2. seek community collaboration and partnerships (1) 3. need meetings with federal and provincial government and providers to establish priorities (5) AMSSA could facilitate 4. make consultation process comprehensive and proceed cautiously (50)	1. decision must be based upon rational, objective, results-orientated, qualitative and quantitative standards set out by the planning committee (5) 2. integration services should be available to all immigrants and refugees upon entering Canada (2) 3. should continue with established settlement programs to allow for an examination based on the new criteria (6)	1. evaluation needs to be done on a regular basis and the system must be flexible enough to recognize difference between communities but structured enough to allow for comparisons

TABLE 19: WRITTEN SUBMISSIONS TO STANDING COMMITTEE:P&P

POLICY AND PROGRAMMING ISSUES: WRITTEN SUBMISSIONS TO STANDING COMMITTEE: ALBERTA AND MANITOBA			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Manitoba Interfaith Immigration Council (no date)	1. need consultation with providers (3) 2. must recognize the specialized needs of newcomers (different for each person) (5) 3. integration is a life long process, it does not end with citizenship (5) 4. must define 'settlement and integration' (3) 5. need national standards (3) 6. should be no erosion to the refugee AAP program (2) 7. service eligibility should be based on need not immigrant status (3)	1. must eliminate unnecessary duplication 2. should use existing service infrastructure 3. reception, settlement, language training, employment...should be integrated to avoid duplication (4)	1. must ensure quality and quantity of services are maintained. 2. results indicators are sometimes of questionable validity (2) 3. accountability should be based on service needs as defined by funders with non-invasive, mutually agreed data collection methods (2)
Edmonton Social Planning Council (June 27, 1995)			1. the federal government needs to maintain their administrative structure to monitor local programs and intervene when necessary (1)

TABLE 20 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE:P&P

POLICY AND PROGRAMMING ISSUES: WRITTEN SUBMISSIONS TO STANDING COMMITTEE: ONTARIO			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Federation of Public School Boards of Metro Toronto (June 28, 1995)	1. language skills are key to integration	1. recognize role of school boards in linguistic integration as 15-20% of secondary students speak some language other than English or French as their first language	
Metro Community Services, Municipality of Metro Toronto (Sept. 20, 1995)	1. balanced representation is essential for effective settlement renewal (2) 2. settlement services must be accessible and culturally appropriate/responsive (2)	1. settlement services system must be regional in scope and build upon existing community and intergovernmental partnerships (2) 2. different municipalities are confronted by different issues, thus regional arrangements will provide flexibility (3)	1. providers must be accountable to funders and to clients (2)
Ottawa-Carleton Immigrant Services Organization (June 21, 1995)			1. accountability is difficult to define in the delivery of settlement services 2. evaluation should not decrease the provider's productivity
Diocese of London, Office of Refugees (September 15, 1995)	1. need more comprehensive consultations (1) 2. newcomers needs are not just financial (20) 3. concern for the impact of renewal on the selection of immigrants and refugees (3)	1. there must be provisions for disabled refugees (2) 2. AAP program must be maintained (3) 3. must ensure that the Private Sponsorship Program is continued (4) 4. the increased fees charged on refugees entering Canada are being borne by the volunteer sector of society (5)	
Metropolitan Toronto School Board (November 24, 1995)		1. devote more money to ESL programs 2. many immigrants are illiterate (3) 3. for LINC, one agency should do both the assessment and training to avoid duplication (5)	1. settlement services councils should arrange an annual external audit (8)
Toronto Refugee Affairs Council (not dated)		1. there should be no user fees (1)	1. providers should be accountable to the federal government and to newcomers (2) 2. evaluation should not just focus on numbers (2) 3. data collection and evaluation should not violate the privacy of clients e.g. SMIS (2)
Teachers of ESL, Association of Ontario (not dated)	1. need quality standards for programs (2) 2. need co-ordination across all levels of government o ensure continuing support to newcomers (2)	1. eliminate duplication in special needs programs (2) 2. the settlement system must accessible to clients (5)	1. should establish a tracking system to follow clients for 2 years to ensure that the programs are doing what they should do (5) 2. must be results-orientated without privacy of users

TABLE 21 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE:P&P

POLICY AND PROGRAMMING ISSUES: WRITTEN SUBMISSIONS TO STANDING COMMITTEE: ONTARIO			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Brampton Multicultural Centre (BMC), Inter-Cultural Neighbourhood Social Services (ICNSS), Multicultural Interagency Group of Peel (MIAG), Peel Multicultural Council (PMC) (Oct 10, 1995)	1. should have a decentralized delivery model (2)		1. must develop measurable standards and procedures of accountability to consumers, providers, and funders (3)
Windsor-Essex County Newcomers Network (September 25, 1995)	1. renewal is important with lasting impacts, thus inclusion is imperative (1) 2. consultation must be completed before implementation begins (2)	1. AAP needs to be maintained (3)	1. must illustrate the cost savings before proceeding with renewal initiatives (2)
Metro Separate School Board (April 29, 1996)		1. implementation team should be responsible to approve application for services to ensure consistency (4)	1. service providers must be audited and monitored (4) 2. site visits will ensure accountability 3. program administrators should work to establish measurable accountability standards (4) 4. there should be a contractual relationship between providers and the implementation team (5) 5. NGOs are accountable to funders and clients (5)
Ontario Council of Agencies Serving Immigrants (OCASI) (June 28, 1995)	1. renewal should be debated, not just the 'how' but also the 'if' (1) 2. renewal should be based on solid evidence that it will reduce costs (1) 3. consultation must occur before implementation begins (1) 4. address renewal in a Canada-Ontario agreement on immigration (2) 5. standards should be based on program needs 6. settlement programs should be extended to citizens and refugee claimants	1. must maintain HOST programs, language training, programs addressing barriers to inclusion, public education (2) 2. must develop welcoming communities and labour market orientation programs (2)	1. the Standing Committee on CIC should investigate SMIS (5) 2. need a participatory process to establish benchmarks of settlement services (5)
COSTI (June 28, 1995)		1. ensure that local authorities don't absorb AAP into general welfare (3)	1. current accountability means are effective: external audits, site visits, file reviews of providers (1) 2. performance should be measured internally and externally (1)

TABLE 22 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE:P&P

POLICY AND PROGRAMMING ISSUES: WRITTEN SUBMISSIONS TO STANDING COMMITTEE: ATLANTIC PROVINCES			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
YMCA of Greater Halifax/Dartmouth (June 29, 1995)			1. performance standards and monitoring mechanisms should be used to ensure that organizations across Canada are performing consistently (1)
Atlantic Region Association of Immigrant Serving Agencies (September 29, 1995)	1. immigrant needs are already being served adequately (2) 2. doubtful that duplication exists (2) 3. both users and providers must be consulted in the renewal process (4)		1. accountability is necessary, but mechanisms should examine both qualitative and quantitative criteria
Metropolitan Immigrant Settlement Association (June 29, 1995)	1. need more information on renewal timing (2)		1. to ensure accountability, the federal government should develop legal and binding agreements with funded providers, which would prevent the diversion of funds and facilitate monitoring (10)
Association for New Canadians, NFDL (September 29, 1995)		1. as the only settlement organization in NFDL, renewal is questioned (4)	1. accountability measures must examine qualitative and quantitative data, while respecting client confidentiality

STRUCTURAL AND FUNCTIONAL ISSUES

TABLE 23 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: :WRITTEN SUBMISSIONS TO STANDING COMMITTEE: NATIONAL							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Association of Canadian Community Colleges (September 1995)	1. establish national standards through consultation with relevant actors (3)	1. should work with the ACCC in coordinating delivery (3)	1. administration and decision-making should occur at the local level 2. Local Advisory Councils would avoid the current lack of coordination of actors (3)			1. community empowerment is needed, should be given responsibility and control (5)	
Ukrainian Canadian Social Services (no date)	1. should move away from sponsorship (1) 2. should enhance embassy resources to respond to the influx of refugees (2)		1. Local Advisory Councils should have a rotating membership of NGOs, with all members having equal status (1)	1. department officials should be responsible only to respond to complaints		1. NGOs can meet local needs 2. new NGOs must be considered for funding	1. must establish a simplified funding system (1)
Canadian School Boards Association & Canadian Teachers Federation (November 1995)	1. leadership to ensure consistency across the country and respect for national principles (3) 2. must facilitate information sharing and support research activities, and provide data (5)	1. must consider the ESL needs of kids too (2) 2. should act as an intermediary between the local and federal levels (6)	1. service priorities should be determined locally (4)		1. school boards are important in delivery (6)	1. should empower community organizations (3) by giving them control over the design, provision and management of programs	1. need continuity in funding, not short-term project-based grants (2) 2. community organizations should be given flexibility over spending to allow them to plan holistically

TABLE 24 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES :WRITTEN SUBMISSIONS TO STANDING COMMITTEE: NATIONAL							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
The Canadian Center for Victims of Torture (June 28, 1995)	1. should set national standards based on clear principles and determined in consultation with providers (9) -need a continued federal presence (11)		Local Advisory Councils should: 1. be representative, knowledgeable and sensitive to the needs of refugees; have their roles defined with input from providers and stakeholders (10) 2. should build on community strengths, set priorities, establish partnerships, and facilitate information sharing (10) 3. should be elected by community members annually, and consult with the community regularly (9)				1. need a long-term funding commitment from the federal government (11)
Canadian Council for Refugees (May 22, 1995)	1. a national working groups should be created to offer a forum for providers and users; could facilitate information sharing, input and the development of national standards (3)					1. build on NGO experience in settlement service delivery (3)	1. need full funding for programs, not merely contributions (4)
Canadian Housing and Renewal Association (August 23, 1995)	1. continued federal role in housing (1)						

TABLE 25 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE: S&F

STRUCTURAL ISSUES AND FUNCTIONAL :WRITTEN SUBMISSIONS TO STANDING COMMITTEE: BRITISH COLUMBIA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincia l Role	NGO Role	Federal Role	Provincial Role	NGO	
Phillip Owen, Mayor of Vancouver (June 26, 1995)	1. set national standards and ensure guaranteed access to basic services (1) 2. establish tracking system of where immigrants settle to facilitate planning and allocation of funds (3) 3. must recognize the needs of newcomers once inside the country (4)					1. the municipality is an important delivery mechanism (2) 2. municipality has a large role in human and financial resources, and thus, needs funds (2)	1. must allow for flexible spending priorities to cater to local needs (1) 2. BC receives an unfair portion of the overall federal funding for immigrant services (2) 3. Vancouver needs continuing support (3)
City of Vancouver (June 26, 1995)	1. need to establish a tracking system to ensure the equitable distribution of funding (4) 2. need to establish standards which affirm Canadian values(compassionate humanitarian, and non-discriminatory) yet meet the diverse needs of different provinces and regions (4) 3. must engage in more frequent consultation with municipalities (3)	1. provinces role must be enhanced (5)	1. Local Advisory Council needs to be defined (5)	1. responsible for screening, selecting, and admitting immigrants and refugees (5)		1. use existing structures and expertise in delivery (5)	1. Vancouver needs more funding as the demand for services increases (5) 2. must ensure that funding is not diverted by the Local Advisory Council (5) 3. flexible funding priorities will allow providers to better meet client needs (6)

TABLE 26 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE: S&F

STRUCTURAL ISSUES AND FUNCTIONAL:WRITTEN SUBMISSIONS TO STANDING COMMITTEE: BRITISH COLUMBIA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Surrey Delta Immigrant Services Society (June 26, 1995)	1. should coordinate Local Advisory Councils, provide national standards, offer technical assistance in research and statistics with attention to the differences between regions, provinces, cities, immigrants and communities (4) 2. provide orientation material to newcomers overseas and on arrival (5) 3. should provide a public education function (5) 4. must define 'settlement', 'integration', service criteria and service eligibility	1. receives federal funding & ensures it is not diverted (3) 2. accountable to federal government & the general public through the existing system (3)	Local Advisory Councils 1. should be community-based in composition and structure (3) 2. should consult with clients, providers and provincial and municipal governments 3. must maintain accountability for efficiency and results 4. be responsible for services, dialogue with agencies, coordination and collaboration with federal government (5)				1. ensure no diversion of funding from settlement and integration services (3) 2. Local Advisory Councils should allocate funding (5)

TABLE 27 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE: S&F

STRUCTURAL ISSUES AND FUNCTIONAL :WRITTEN SUBMISSIONS TO STANDING COMMITTEE: BRITISH COLUMBIA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Immigrant Integration Co-ordinating Committee of AMMSA (May 1, 1995)	1. must make a commitment to provide at least the same level of funding (2) 2. establish national standards (6) 3. there should be a bi-annual meeting involving NGOs and governments to set the agenda and a new authority established to handle the administration (6)	1. should develop a province wide decision-making body for planning and coordination (8) 2. the BC government should receive money from the federal government with the responsibility for decision-making, administration and accountability (8) 3. BC already has a structure in place (Ministry Responsible for Immigration and Multiculturalism) with an accountability system	1. should have a community decision-making model for planning, but not for allocation of funds because more vulnerable to political and interest group pressure (3) 2. appointed or elected members to community boards may lack expertise or knowledge (3) 3. differences between communities could lead to wide variations in services (4) 4. volunteers would not have the necessary time to commit to the Local Advisory Council 5. any new authority will have to be accountable for funds, the provision of services, maintaining ongoing dialogue with delivery agencies				1. funding should go only to organizations involved in settlement, not to social or political organizations (5) 2. need to be flexible with funding priorities (1) 3. BC receives a disproportionately small amount of funding for the amount immigrants it takes in (2) 4. worried of long-term decrease in funding (2) 5. funds to Local Advisory Councils must not be diverted from settlement services (3) 6. should seek out new sources of funding (7)

TABLE 28 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE: S&F

STRUCTURAL ISSUES AND FUNCTIONAL :WRITTEN SUBMISSIONS TO STANDING COMMITTEE: ALBERTA AND MANITOBA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Manitoba Interfaith Immigration Council (no date)	1. there should be a recognition of the need for federal presence beyond 3 years (2) 2. should set national standards (2)	1. should not be responsible for setting service standards, as it would 'Balkanize' the provinces (2)	1. there should be consultation and collaboration with providers to review policies before implementation and for dispute resolution (3) 2. priorities should be determined with provincial, federal, NGO and private involvement (4) 2. Local Advisory Councils are important, but must operate within national standards (4)			1. look to generic social service organizations to deliver, not to ethnically- or religiously-specific groups (4) 2. don't look to new organizations to deliver services if old ones can do it (4)	1. concerned about the long-term commitment for funding (1) 2. avoid provincial diversion of funds to other expenditure areas (2) 3. unified federal funding could promote coordinated management of programs (2)
Edmonton Social Planning Council (June 27, 1995)	1. responsible for building a Canadian identity and society, thus for settlement -must establish national standards to avoid a decline in services and the sacrifice of settlement to the deficit agenda (2) 2. holds the ultimate responsibility for integration (2)		1. Local Advisory Councils should be ethnically and socially diverse (1) 2. too much control at the local level will lead to conflicts and program tension (2)			1. administration and delivery of settlement services should be devolved to the local level (1)	1. funding must be sufficient and community organizations must be monitored by a comprehensive accountability system (1) 2. need more funds for ESL programs (2)

TABLE 29 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE: S&F

STRUCTURAL ISSUES AND FUNCTIONAL :WRITTEN SUBMISSIONS TO STANDING COMMITTEE: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Metro Community Services, Municipality of Metro Toronto (Sept. 20, 1995)	1. National leadership, national standards, equitable funding, research & planning 2. developing service delivery partnerships 3. developing a long term integration strategy 4. public education (3)						1. allocation decision should be made at arms's length from funded agencies (3)
Ottawa-Carleton Immigrant Services Organization (June 21, 1995)	1. ensure consistent information is provided to overseas offices (1) 2. ensure equitable fund allocation and no diversion of funds 3. set national standards 4. collect established fees 5. ensure a stable environment for NGOs through long-term contracts						
	1. Local Advisory Councils should be comprised of people with knowledge of settlement & free from conflicts of interest & represent the population & governments 2. Local Advisory Council members should be compensated						
Diocese of London, Office of Refugees (September 15, 1995)	1. should establish national standards, prevent the diversion of funds, and ensure the universality of services (2)						1. avoid the diversion of funds (5) 2. Local Advisory Councils should not handle funding, should be a separate body (6) 3. don't cut services to cut costs (4)
	1. Local Advisory Councils should be comprised of appointed community representatives and ensure transparent decision making, representation, and determine local needs and standards (5,6) 2. Local Advisory Councils should represent both clients and providers & representation from small communities (6)						

TABLE 30 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE: S&F

STRUCTURAL ISSUES AND FUNCTIONAL :WRITTEN SUBMISSIONS TO STANDING COMMITTEE: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
Metropolitan Toronto School Board (November 24, 1995)	1. establish & maintain national standards (8) 2. consult on funding allocations		1. establish a series of Settlement Services Councils, with provincial government & community representation, to administer services and funds, to ensure the efficient provision of services, and to set priorities within national standards (8)		1. school boards should assess newcomers for LINC and other services at reception centres (9)	1. be careful of competition between NGOs in a decentralized arrangement (6)	1. should allocate block funding on a multi-year basis as negotiating funds annually is inefficient 2. need long-term financial commitment to take advantage of long-term building leases (5)
Toronto Refugee Affairs Council (no date)	1. maintain and improve current levels of support for settlement (2) 2. develop a set of national standards, co-operatively with other actors, before implementing renewal (2)		1. Local Advisory Councils should include representation from immigrant and refugee organizations, ethno-cultural organizations, women's organizations and other NGO providers (1)				1. settlement renewal should not lead to funding cuts (1)
Teachers of ESL, Association of Ontario (no date)	1. should be represented on local boards (3) 2. must ensure enough funds for language programs 3. create priorities and criteria for funding 4. must decide on composition of local boards		1. must be aware of conflict of interest with too much local control	1. should monitor programs (3)			1. ensure no diversion of funds (3) 2. funding decisions & process should be open (5)
	1. Local Advisory Councils should include representation from: business, labour, settlement agencies, TESL associations, ethnic communities, health professionals, CIC, Provincial Government, & learners/clients (4) *too much work for volunteers only*						

TABLE 31 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: :WRITTEN SUBMISSIONS TO STANDING COMMITTEE: ONTARIO							
Brampton Multicultural Centre (BMC), Inter-Cultural Neighbourhood Social Services (ICNSS), Multicultural Interagency Group of Peel (MIAG), Peel Multicultural Council (PMC) (Oct 10, 1995)	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Prov Role	NGO Role	
	1. must be represented on the Local Advisory Council (2)	1. must be represented on the Local Advisory Council (2)	1. Local Advisory Council should include immigrants & service providers (3)	1. a regional offices, staffed by public servants & assisted by the Local Advisory Council, would enhance integration (2)			1. Peel region should receive its fair share of funding, contrary to the present situation (1) 2. funding decisions should be handled by public servants, not by the Local Advisory Council
	1. Local Advisory Council should advise regional offices on policy and program issues, conduct community needs assessments, set priorities, establish standards to improve services, pursue partnerships (2)						
Windsor-Essex County Newcomers Network (September 25, 1995)	1. should ensure the availability of services across Canada (3) 2. must set national standards (2)		1. Local Advisory Councils should be limited to the community, be involved in services, identify priorities, monitor services, & enhance public education (2)				1. should be no cuts to level of funds 2. no diversion of funds 3. funding should be given to institutions which serve the general public (2) 4. funding should go only to the non-profit sector (2) 5. Local Advisory Councils should not distribute funds (2)

Metro Separate School Board (April 29, 1996)	<ul style="list-style-type: none"> 1. must establish general principles to guide service delivery (3) 2. establish national guidelines & standards (3) 3. work with local advisory councils 4. minimize duplication of provincial and federal agencies 5. conduct research (9) 					<ul style="list-style-type: none"> 1. Make program proposals to the implementation team based on community need (5) 	<ul style="list-style-type: none"> 1. should have program administration group to ensure financial accountability and to ensure that funds are not diverted. 2. limit the level of funding for the administration side of services (2)
	<ul style="list-style-type: none"> 1. Local Advisory Councils should be composed of representatives from providers, governments, and social, religious, & community organizations. 2. Local Advisory Councils should establish standards & ensure guidelines are consistent with standards (3) 3. Local Advisory Councils must ensure that policy is converted into practice by an implementation team (9) 						

TABLE 32 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: :WRITTEN SUBMISSIONS TO STANDING COMMITTEE: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Ontario Council of Agencies Serving Immigrants (OCASI) (June 28, 1995)	1. should commit to at least the same level of support across Canada (1) 2. develop national standards with provinces, providers, and community organizations (2) 3. responsible for the selection & processing of citizenship 4. co-ordinate provincial-federal relations 5. continue income support for government assisted refugees	1. Ontario government should have a strong voice in renewal (2) 2. should have a large influence over funding decisions	1. Local Advisory Councils should be composed of providers & ethno-cultural, immigrant and refugee, racial minority, women's, & faith organizations 2. Local Advisory Councils should be responsible for information sharing, identifying needs & strengths, setting priorities, co-ordination & quality, & advising governments (3)		1. responsible for health, education, & justice (2)	1. look to community-based, non-profit NGOs with experience in settlement, equitable representation & linguistic cultural competence to deliver services (3)	1. ensure no diversion of funds (2) 2. the federal government should recognize the reality of secondary migration and increase Ontario's share of the overall funding (2) 3. grants and funding decisions should be handled by public servants (4) 4. a unified funding mechanism is complicated by the multiplicity of providers and the constitutional division of powers (4)
COSTI (June 28, 1995)	1. national standards must be maintained (1) 2. should establish a 10 year plan (3) 3. ensure accountability for expenditures, preventing diversion of funds (3)		1. Local Advisory Councils would be useful in identifying needs and setting priorities, but will add inefficiency and is an unnecessary tier of administration (2) 2. hard to attain a 'representative' composition (2) 3. should let providers determine needs - is a less politicized approach			1. delivery should be based on community partnerships (2)	1. Local Advisory Councils should not administer grants, rather civil servants should (2) 2. funding should be provided to regions on a proportionate basis, based on the number of newcomers (considering secondary immigration) (3) 3. funding bodies and service providers should be accountable for ensuring that funds are used for settlement services (3) 4. settlement funds should not be used to pay for services that are provided through other funds for the general population (3)

TABLE 33 : WRITTEN SUBMISSIONS TO STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: :WRITTEN SUBMISSIONS TO STANDING COMMITTEE: ATLANTIC PROVINCES							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
YMCA of Greater Halifax/Dartmouth (June 29, 1995)		1. Atlantic provinces lack the infrastructure and planning apacities to handle immigration, thus partnerships are necessary (4)				1. community-based agencies should be the key service providers in the new system (3)	1. should have umbrella funding groups in the Atlantic with government representation (4) 2. funding should be standardized to ensure consistency of services (3) 3. funding should be tied to the number of immigrants served (4) 4. prevent the diversion of funds (3)
Atlantic Region Association of Immigrant Serving Agencies (September 29, 1995)	1. CIC should administer the Labour Market Language Training funding (3)	1. if provinces are to allocated funds, they must have federal guidelines on program spending (4)	1. ARAISA should play a central role (3), ex. as a regional coordinator (4)			1. community-based providers should be allowed maximal flexibility	1. should be block funding with a multi-year commitment 2. agencies should be able to move funding between categories and programs
Metropolitan Immigrant Settlement Association (June 29, 1995)	1. should set standards and monitor providers with contracts (1) 2. leadership, but with flexibility in the system to recognize provincial diversity (2)	1. should not have all the power, rather should be in a partnership (1) 2. has raditionally not shown interest in settlement (2)	1. Local Advisory Councils should include all key players in the community (1)			1. community-based organizations are best for delivery (2)	1. need a long-term commitment for federal funding (2)
Association for New Canadians, NFDL (September 29, 1995)	1. CIC should administer the Labour Market Language Training program to streamline and to ensure its continuing priority (5) 2. CIC and AFNC should work in a partnership, thus continued federal support and involvement (5)		1. AFNC is capable of planning because it knows the needs of immigrants (4)				1. need maximum flexibility in funding because the provider is most responsive (4) 2. federal government should provide sustaining support in the form of block grants (4)

IV. ORAL SUBMISSIONS TOCIC STANDING COMMITTEE POLICY AND PROGRAMMING ISSUES

TABLE 34: ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: GOVERNMENT OFFICIALS			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Mr. George Tsai, ADM, National Services Sector (#89)	1. must manage the program in a fiscally responsible manner - public accountability (1) 2. More local flexibility (2)	1. examine services eligible under new model (1) 2. what clients are eligible? (1) 3. examine makeup of community involved in the delivery of settlement program (1)	
Ms Ann Midgley Director General, Settlement Branch, Dept of Citizenship and Immigration (#89)	1. settlement process designed to assist immigrants to become participating citizens as soon as possible (4) 2. facilitate immigrants ability to access mainstream services - not duplicate services (4) 3. promote greater understanding of immigrants for other Canadians (4)	1. try to gear language training to the different needs of newcomers, (LINK) 2. importance of personal, individual language training for newcomers – also helps other Canadians learn about other cultures (5) 3. ISAP (Immigrant Settlement & Adaptation Program) funds NGO's to deliver direct services(4) 3. LINK – language training in English or French – also an overseas component(4) 4. AAP (Adjustment Assistance Program) funds for government assisted refugees (5) 5. host program –funds non-profit groups	
Mr. David Neuman, Project Manager, Settlement Renewal, Dept. of Citizenship and Immigration (#89)	1. importance of accountability to parliament to ensure money is wisely spent (9) 2. greater flexibility is a fundamental concern (10)	1. importance of accountability to parliament to ensure money is wisely spent (9) 2. greater flexibility is a fundamental concern (10)	
Ms. Maria Barrados Assistant Auditor General, Audit Operations Branch (#89)	1. stresses accountability to Parliament (5)	1. stresses importance of including people from evaluation and audit groups from the beginning of settlement renewal. 2. committee must truly consider how much feedback is required in terms of money spent (7)	1. makes it clear that the auditor general's office can only do federal audits – not in other (provincial) jurisdictions - would require terms and conditions built into the agreements in order to audit third parties (6) 2. also emphasizes restrictions for auditor general's tracking funds through provinces (8) 3. gives example of Quebec-Canada Accord - federal government does not audit the transfers to Quebec (9)

TABLE 35 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: NATIONAL			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
William McMichael, President, TESL Canada (#89)	1. key principles in language services: accessibility, sufficiency, and reliability (11)	1. refugees awaiting status need funding for services (19)	1. evaluative criteria should be established by a multilateral national advisory group (18)
Tom Norton, President, & Mr. Bill Conrad, & Mr. Pierre Killeen, Association of Canadian Community Colleges (#96)	1. should establish international standards to measure language performance, not provincial or national standards (25)	1. learning technologies and practices are improving in efficiency (26) 2. college training is for job preparation (26)	
Ms. Lucia Spencer & Mr. John Borst, Canadian Council for Refugees, (National:140 members) (#96)	1. should focus not only on cost-savings, but also on continuing service quality (3) 2. need national standards (4), but must define "settlement" first (12) 1. define eligibility according to need, not according to immigrant status (10)	1. should maintain services at least at the same level (2) 2. taxes on refugees puts them in an uncomfortable situation (14) 3. the services offered are specialized, not general (12) 4. must examine the linkage between employment and integration (4) 5. legal aid to newcomers must be maintained (14)	1. accountability should not be ensured through SMIS because it breaches client privacy
Ms Nandita Sharma, Chair, Immigration and Refugee Committee, National Action Committee on the Status of Women (National:600 member groups) (#105)	1. criticizes all government policy in general - argues government has created, not removed barriers		
Mr. John Cheng, Trustee, Vancouver School Board; Canada School Boards Association (#105)	1. more focus required on children 2. more intergovernmental coordination is needed (11) 2. traditional distinction between immigration and education is inappropriate (12)		

TABLE 36 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: NATIONAL			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Mr. Damian Solomon, Assistant Director, Professional Development Services, Canadian Teacher's Federation (#105)	1. need wide federal consultation with all partners to develop national standards (12)		
Mr. Mulugeta Abai, Executive Director, Canadian Centre for Victims of Torture(National?) (#93)	1. family unification is a major issue (41)		1. accountability is essential (3)
Mr. Emmanuel Dick, Vice-Pres., Canadian Ethnocultural Council (38 national ethnocultural organizations: 2000 indiv organizations) (#92)	1. use Canadian Labour Force Training Board and Canadian Council of Directors of Apprenticeship (provincial) to attain occupational standards (28) 2. prior learning assessment – immigrants need to be able to attain certification for prior skills (28)	1. language training should not only be in post-secondary schools (7)	

TABLE 37 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: BRITISH COLUMBIA			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Mr Phillip Owen, Mayor of Vancouver (#88)	1. shifts in Canadian Jobs Strategy Program (for U.I. claimants, and provincial skills training programs (for social assistance recipients), may exclude immigrants from needed job training. (3)	1. needs of refugee claimants in Vancouver are not recognized by federal government; they require more assistance (4)	
Mr Naizghi, Director, Settlement Services, MOSIAC, Vancouver (#88)		1.renewal process must include employment training programs 2. concerned that renewal process consultations have focused on administrators instead of clients (7)	
Mr Annett Executive Director, Immigrant Services Society of British Columbia (#88)	1. emphasizes contribution of immigrants to Canada – net economic benefit (14) 2. more people coming to Vancouver than can be served -they are falling between the cracks (43) 3. national standards must be objective and based on solid research	1. Human Resources Dept.needs to be more involve in terms of employment (28) 2.LINC programs don't go far enough - only enough to get a job at a basic level; LMLT program is at a higher level but there is a gap in between the 2 programs (32) 3. .serious concern about jobs -newcomers don't have the skills and can't get training 4. need more LINC agencies in Vancouver (32)	1. SMIS is inefficient, unsophisticated - "...we are delivering approximately one-third fewer services today than we were in March, as a result of SMIS, with the same dollars." (16) 2. evaluation of services should not be through SMIS
Mr Berdichewsky National President, Hispanic Canadian Congress, BC (#88)	1. settlement process must become more effective, not just streamlined (8)	1. problem of jobs is the key (7)	
Ms. French, Executive Director, Burnaby Multicultural Society, B.C. (#88)	1. settlement is a two-way process: "It is felt [by many non-immigrants] that they [immigrants] are coming to the land of milk and honey, that they should therefore be grateful and they do not need special assistance and should have to struggle." (11) 2. should have a national accreditation centre	1. more emphasis on programs for the empowerment of individuals rather than ethnic solidarity only (12) 2. need to include clients in consultation process - clients don't want ethnic specific services, they prefer cross-cultural services (12)	

TABLE 38 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: BRITISH COLUMBIA			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Mr Aziz Khaki, President, Committee for Racial Justice (#88)	1. length of settlement services eligibility needs to be flexible - until playing field is level (42)		
Mr. Chan, Director, Surrey Delta Immigrant Services Society, B.C. (#88)	1. settlement renewal policy framework should be developed to guide government departments and community agencies in establishing programs, policy & budgets (20)		1. accountability and efficiency should be the responsibility of local advisory boards (21)
Ms. Frid, Counselor, Latin American Community Council, B.C (#88)	1. professional immigrants don't have access as professionals (25) 2. youth is an important concern as they face many barriers to integration such as discrimination (25)	1. recreation programs for immigrants are important for well-being (25)	
Mr Assanand, Vancouver & Lower Mainland Multicultural Family Support Services (#88)	1. more focus on immigrant women (26) 2. family violence is an issue (27)	1. three years is not enough time for women to integrate	
Ms. Downs, Director, South Vancouver Neighborhood House (#88)	1. standards should be set for quality of service and qualifications of workers (31) 2. language and employment are the main concerns (31)	1. more research, in terms of who is coming to Canada (31)	
Ms Au, Multicultural Planner, City of Vancouver (#88)		1. must look at what occurs after 3 years (citizenship) when immigrants are out of direct service delivery (33)	
Mr. Santiago, Planning Consultant, United Way of the Lower Mainland, B.C. (#88)	1. flexibility, in terms of immigrant status - some may require services after 3 years (36)		1. needs to be tools to measure how effectively services are provided and how well people are being accepted into communities (3)
Ms. Sandra Bourque, B.C. Lower Mainland Consortium of School Boards for Successful Settlement (#89)		1. funding needed for anti-racism promotion, interpreters for parents, library resources, etc. - only language is now funded by provincial funds (15) 2. need to educate immigrant children about Canada (15)	

TABLE 39 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: BRITISH COLUMBIA			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Ms. Sandra Bourque, B.C. Lower Mainland Consortium of School Boards for Successful Settlement (#89)	1. should invest a greater amount in children (22)		
Catherine Eddy, Supervisor, Oakridge Reception and Orientation Center, BC(#89)	1. newcomers often lack formal education and are emotionally unstable (4)		
Hugh Hooper, Principal ESL, Vancouver School Board (#89)	1. children who don't receive integration services often turn to crime (20)	1. there is an increased demand for and pressure on ESL programs (5)	
Joanne Blackman, Central Vancouver Island Multicultural Society (#89)	1. there should be a national standard for the quality of language services (18)	1. don't need another level of government or another government committee (5)	
Bev Nann, Affiliation of Multicultural Societies and Services Agencies of BC (AMSSA) (#89)	1. seek simplification and the elimination of duplication (7) 2. need standards for services (6) 3. must establish contact with all providers (19)	1. don't shift costs of settlement services to immigrants (6)	1. SMIS is a poor evaluation system (32), it expends too many resources in the process (33) 2. accountability mechanisms should be developed by the federal government in consultation with providers (6)
Mr. Gary Dobbin, Director, Frog Hollow Neighbourhood House (#89)	1. both service users and the general public should be consulted in the renewal process (8)		1. evaluation is important and should try to take the client's perspective (28) 2. service providers should conduct evaluations under the supervision of a government agency (28)
Dr. Cheryl Anderson, Medical Officer, City of Vancouver (#89)	1. community groups and organizations should be consulted (9) 2. the issue of racism must be addressed when speaking of settlement (38) 3. settlement services should be available for more than 3 years (9)	1. the core of the programs should focus on language, housing and employment (31) 2. demographics in Vancouver are quickly changing (9) 3. refugees needs are far greater than immigrants (9)	

TABLE 40 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: BRITISH COLUMBIA			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Gonzalo Canton, Richmond Multicultural Concerns Society (#89)		1. bilingualism is not as realistic a goal for adults (21)	
Alison Norman, ESL, Vancouver Community College (#89)		1. provider must seek to be holistic (language training, housing, job search...) (12)	1. accountability involves the funder, the provider and the client, 2. Accountability flows in both directions (23) services are not always measurable or quantifiable (24)
Dr. Roslyn Kunin, Executive Director, Laurier Institution, BC (#89)	1. immigrants add more to the Canadian economy (taxes) than they take (13)	1. must recognize foreign qualifications because Canada must compete for immigrants (13)	
Lillian To, SUCCESS, Province of BC (#89)	1. race relations legislation must complement settlement services, as there is greater racial violence and intolerance in our society (40) 2. services should be offered for more than 3 years (14) 3. must consult with providers in renewal (27)		1. Local Advisory Councils should be accountable to funders and the general public (14) 2. evaluative criteria must be consistent with the needs and nature of funders, providers and clients (34) 3. SMIS is too quantitative in nature (34)

TABLE 41 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS:ALBERTA			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Benjamin Ayorech, Council of Black Organizations, Edmonton (#90)	1. services should be offered to citizens (3)	1. newcomers first search out people they can relate to (2) 2. need to recognize foreign qualifications (25)	
Bill Diachuk, President, Ukrainian-Canadian Social Services, Alberta (#90)		1. \$975 immigration fee is unreasonable, especially for refugees who are financially unstable (23)	
Diane Fisher, Western Canadian Association of Immigrant Serving Agencies – and Calgary Catholic Immigration Society (#90)	1. need a lengthy and in-depth consultation process to extend into implementation (5) 2. 3 years is not appropriate to integrate all immigrants (30)	1. major cities have different policy issues and needs (31)	
Sonia Bitar, Changing Together – Immigrant Women, Alberta (#90)	1. community-based organizations are responsive, flexible, accountable and cost-effective (5) - 2. 3 years of eligibility is insufficient as many women remain at home for several years upon entering Canada (26)	1. settlement = long-term integration (5)	
Alice Colak, Catholic Social Services – Immigration & Settlement Services, Alberta (#90)	1. services should be offered for more than 3 years, as 25-30% of people require them beyond the 3 year point (24)	1. need administrative reform to allow for flexible delivery (10) –2. New practices should be built onto the strengths of existing programs (10) 3. there should be greater concern for refugee or humanitarian programs (10)	1. need national standards to assess services, delivery and professional statistics (10) 2. accountability is necessary (42) - meaningful outcome measures need be established to determine effectiveness (10), but he requirements should not be too administratively demanding (25)

TABLE 42 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: ALBERTA			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Virginia Sauve, English Language Professionals, Alberta (#90)	1. must address systematic racism (28) 2. don't let the public service dominate decision-making (12) 3. there is no formula to determine the time needed to learn a language (27)	1. ESL is much more than language training (11) 2. educational programs design- ed for women are needed (27) 3. must coordinate immigration policy with other federal policies (ex. Employment) (11) 1. effective integration is made difficult by health issues and unwieldy bureaucracies (11) 5. settlement workers need better pay & benefits (11)	1. many important outcomes cannot be measured (12) 1. should try to ensure positive change in the life of the client from the client's perspective (12)
Linda Thomson, Calgary Immigrant Women's Association (#90)	1. renewal must proceed slowly to allow communities to develop their capacities before decentralization (13) 2. settlement is a long-term process (14) 3. language training must be available for more than 3 years, as cultural issues and family responsibilities often keep women from entering programs immediately (22)	1. must increase service quality (14) 2. some women will feel comfortable using child care services, some will not (31) 3. immigration fees are a problem (32)	1. must develop more effective accountability mechanisms (14)
Caroline Dieleman, Advanced Education & Career Development, Government of Alberta (#90)	1. 'settlement renewal' is a vague term (17)	1. language training is the key to settlement (17)	
Bill Diachuk, President, Ukrainian-Canadian Social Services, Alberta (#90)	1. integration is a long process (36) 2. many organizations, departments, and levels of government must be actively involved in renewal (37)	1. women must be addressed separately in settlement – esp. with education (38)	1. ervices should be results-oriented, but many human interactions are not measurable (36)
Mr. John Pl Anchan, Edmonton Immigrant Services Association (#91)	1. flexibility is important (8)		1. accountability and measurement are necessary, they support SMIS, but not all activities are quantifiable (8)
Ms. Barbara Leung, Advanced Education & Career Development, Government of Alberta (#91)	1. eliminate duplication (26)	1. refugee policy and settlement renewal should be in sync (7)	1. accountability is necessary, but providers should not be burdened by the requirement to collect copious amounts of data (10)

TABLE 43 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: ALBERTA			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Ms. Laurel Borisenkko, Edmonton Mennonite Center for Newcomers (#91)	1. Local Advisory Councils should decide upon eligibility rules 2. services should be available for more than 3 years (21)	1. need minimum level of services across the country (13) 2. The committee to evaluate, administer and deliver programs should not be volunteers, rather seek neutrality and expertise in membership (13) 3. is already very little duplication (21)	1. SMIS is a waste: time (12), 2. need greater flexibility (21) 1. performance measures are complicated in human services (12) 4. evaluation should not be expensive (12)
Ms. Jayanti Negi Millwood Center for Immigrants, Alberta (#91)	1. don't fix what is not broken (14) 2. be cautious with changes	1. language training is crucial to integration (14) 2. immigration policy favours the wealthy (21)	
Ms. Shirley Philips, Edmonton Catholic Schools (#91)		1. employment must be considered to be part of settlement and integration (24)	
Robert Schafer, New Home Immigration and Settlement Center, Alberta (?) (#91)	1. consultation with all stakeholders is imperative (3) 2. must ensure openness, fairness and accountability (3)	1. need a structural framework in place with strong advisory bodies before commencing with implementation (2)	
Mr. Jim Critchley, Alberta Vocational College, Edmonton (#91)	1. language is the most important service for integration (3)		1. accountability is important, but not all services provided are measurable (4)
Ms. Elza Bruk, Alberta Vocational College, Calgary (#91)			1. both financial and program accountability must be ensured (5) 2. involve clients in setting benchmarks for service (22) 2. remember that accountability is a soft science (29)
Mr. Ahmed Haymour, Canadian Arab Friendship Association, Alberta (?) (#91)	1. should allow for flexibility at the local level (6)	1. need a committee to watch for duplication (6) 2. newcomers must be made aware of the services offered and directed to them (25) 3. need integration strategies for youth (31)	1. need to establish progress estimations (6)

TABLE 44 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: SASKATCHEWAN & MANITOBA			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Ms. Marge Nainaar, Prince Albert Multicultural Council – Saskatchewan Association of Immigrant Serving Agencies (#91)	1. should have community involvement throughout the renewal process (7)		
Mr. Micheal Hanna, Saskatoon Open Door Society (#91)		1. don't move too far from the existing model (16)	
Keith Karasin, Regina Open Door Society (#90)	1. want to ensure continuing NGO input (7) 2. some people require more than 3 years of services (29)	1. there is a gap between language training and employment (30) 2. variations across provinces/ regions are inevitable (7)	
Linda Dirkson, Moose Jaw Multicultural Council (#90)	1. settlement costs must be distributed equitably throughout Canada (8)	1. no duplication in this community (8)	
Mr. Marty Dolin, Manitoba Interfaith Immigration Council (#95)	1. don't destroy what works, decide what is essential to change and then proceed (12)	1. the existing system is excellent (3) 2. should recognize foreign credentials (15) 3. refugees seeking status need services (6)	1. SMIS is a poor, expensive system 2. leave evaluation to delivery organizations (7) 1. the government should be evaluated too (7)

TABLE 45 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: ONTARIO			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Ms. Moy C. Tam Executive Director, Ottawa-Careton Immigration Services Organization (#87)	1. Financial accountability 2. More services need to be available in smaller centres (9) 3. Importance of diversity – different needs and variables across Canada – need to consult particular communities (3) 4. federal standards so immigrants don't choose regions based on policy and services		1. must avoid unnecessary evaluation that takes away from direct services – perhaps evaluation should not be ongoing – only during selected times (3) 2. program evaluation: a. impact evaluation – measure success of programs b. progress evaluation – quantitative data, demographics, etc. (2)
Ms. Elizabeth Taborek, President, TESL Association of Ontario (#92)	1. Standards needed for ESL teachers and other settlement workers (12)	1. partnership of ESL agencies and other settlement agencies for “wraparound” services (12) 2. coordinating between levels of government for continuous language training and services from entry level to full employment level (12)	1. local advisory boards – potential for conflict of interest: “We do feel that if there are local community boards set up, they could foster competition instead of cooperation.” (13)
Ms Andrea Ramwa, Executive Director, Inter-cultural Neighbourhood Social Services, Peel Region (#92)	1. “cultural interpretation is of absolute importance” (15) 2. “Local advisory committees must consist of a cross section of the community, including consumers and service providers.” (15)	1. importance of public education so immigrants are not seen as a liability (36)	1. Ramwa's organization is an umbrella group for 5 agencies – evaluation and reporting to funders is done at the centre – uniform in method – she suggests such a mode for evaluation (37)
Ms Breitman, Regional Municipality of Peel (#92)	1”...three years would be unrealistic to plan the successful settlement of any newcomer to Canada...ten years is probably a more realistic standard to be looked at...” (42)		

TABLE 46 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: ONTARIO			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Mr. Tony da Silva, Coordinator, Community Education, Peel Board of Education (#92)	1. needs to be a common understanding of language requirements (28) 2. Federal government must ensure national standards and accountability – benchmarks program is a good start (27), however regions are concerned about universal “made in Metro” model (39)		
Ms. Cecile Jacobs, Executive Director, Culture Link, PEEL region (#92)	1. “When we see things such as the landing fee – the community has another name for this – DNA testing, ID documents, and the like, we are nervous.”(9) 2. groups who makes national standards must have representation from clients, service agencies and all levels of government (35)	1. need public education programs – anti-racism, for newcomers and communities (35)	
Ms Heather Macdonald, Refugees, Immigration and Race Relations, Inter-Church Committee for Refugees (#92)		1. need local development and community development so people will not have to move to find jobs (32-33) 2. fear of privatization and contracting out services 3. small NGOs with expertise need funding, not only large mainstream agencies	1. importance of program auditing – not just money auditing – quality is important (32)
Ms Anna-Maria Revilla, Multicultural Inter-Agency Group (100 members in PEEL) (#92)	1. when should settlement process start? At the airport or back home? (5)	1. need avenues for newcomers to invest money (5)	
Ms Mitra S. Manesh, Director, Settlement/Integration, Malton Neighborhood Services(#92)	1. accountability to funders but also community 2. community groups require not only responsibility, but also authority	1. problem of misinformation to immigrants in their former countries (6) 2. need better training for overseas staff (26)	
Mr Mario Calla, Executive Director, COSTI (#92)	1. secondary migration to larger centres – funds are diverted and lost in the process (3) 2. concerned primarily about national standards	1. refugee programs must be distinct from other settlement services, in terms of funding and services (24)	1. Problems with SMIS – forms, etc., take up too much time from delivery (23) 2. Immigrants are suspicious of ID numbers, signing things, etc

TABLE 47 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: ONTARIO			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Mr. M.S. Mwarigna, Program Director, Social Planning Council of Metro-Toronto (#92)	1. newcomer communities should have a 'strong say' in make-up of local advisory committees (3) 2. consider new, non European immigrants, visible minorities in settlement renewal (3)		
Staff Sgt. Brian Cryderman, Field Support Services, Peel Regional Police (#92)	1. supports local control as it may provide newcomers of better idea of the role of police in Canada(4), and gives police a better chance to interact positively with newcomers (35)		
Mr. John Lennox, Principal, Continuing Education, East York Board of Education, Metro Toronto School Board) (#93)	1. flexibility at local level (36)		
Ms Lucy Balugas, Program Coordinator, Bradford Immigrant and Community Services (#93)		1. concerned about amalgamation of smaller centres (6)	
Ms. Sharmini Peries, Executive Director, Ontario Council of Agencies Serving Immigrants (#93)	1. concerned about separation of immigration policy and immigration programs (41) 2. in favour of a national advisory body	1. need a more thorough consultation process (21) 2. devolving authority simply creates more bureaucracy	
Ms. Tanya Lena, Coordinator, Action Committee, Toronto Coalition Against Racism (#93)	1. very opposed to landing fee - discriminates against some -such aspects of immigration policy must be up for debate (37)		
Ms. Fatima Filippi, Executive Director, Rexdale Women's Centre, Etobicoke Social Development Council (#93)	1. renewal must address issues of discrimination (5)		1. NGOs require funds for proper support staff if they are to be more accountable (1)

TABLE 48 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: ONTARIO			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Ms. Gillian Kerr, Acting Director, United Way of Greater Toronto(#93)	1. access to jobs is main concern (7) 2. a national standards advisory board is needed (27)		1. combine administration to cut costs - accountability is expensive (26) "I think governments are drawn to accuracy even at the expense of relevance." (26-27) 2. should be accountable to clients (27)
Mr. Charles Smith, Manager, Municipality of Metropolitan Toronto (#93)	1. settlement is a two-way process - must truly integrate (23) 2. should have anti-racism national standards (32)	1. when does immigration status no longer present a barrier to equal participation? Equal participation should determine citizenship (301) 2. need to talk in exact terms about services required to integrate (30) 2. Metro Toronto is unique - 30% of all immigrants (30)	1. accountability needs to be to funders/ Parliament as well as host communities (10)
Ms. Ann Vanstone, Chair, Metropolitan Toronto School Board (#105)	1. language is the fundamental issue (2) 1. one size fits all model will not work in Ontario - too diverse (9)	1. programs must be community-driven and cost-effective (2) 2. combine language services with child-minding services for immigrants (7)	1. settlement services councils should arrange an annual external audit. (*8)
Mr. Donald McVicar, Director, Metropolitan Toronto School Board (#105)	1. agrees in principle with direction of renewal - more local input & delivery (3)		
Leo Lynch, Coordinator, Adult Basic Education, Metropolitan Separate School Board (#105)	1. Metro Toronto should be the working and functional model in all senses. (21)		

TABLE 49 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: QUEBEC			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Mr. Joel Mass, Executive Director, Jewish Immigrant Aid Services, Quebec (#104)	1. more services for refugee claimants -who are in most desperate circumstances (13)		
Ms Jennifer Chew, President, South Asia Women's Community Centre, Quebec (#104)	1. refugees need more attention. 2. in favour of national standards set by Ottawa (5)	1. remove head tax (4)	1. accountability of local NGO's through self-evaluation/annual report; also government should do an evaluation (5)
Mr. Eric Faustin, Director, Bureau de la communauté chrétienne des Haïtiens de Montréal (#105)		1. harmonize criteria required for integration services with time- period of becoming a citizen - need process for immigrants to prove they are good candidates for citizenship (17)	1. Faustin describes accountability for his group: a. monthly service statements b. progress reports - 5 months after program starts c. annual report d. subject to independent audit

TABLE 50 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: ATLANTIC PROVINCES			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Ms. Bridget Foster, Atlantic Region Association of Immigrant Servicing Agencies, Association for New Canadians (#94)	1. cost reduction should not be the only concern (3) 2. need further consultations (22)	1. the changes are happening too fast, proceed more cautiously (3)	1. immigrants must be accountable as well – they must take advantage of existing programs (34)
Ms. Nancy Eisener, YMCA of Greater Halifax (#94)	1. settlement system should be community-based and accountable to the community (3) 2. long-term integration should be the goal (30)	1. need to continue HOST program and to provide greater assistance to high school students (4) 2. need to educate the receiving community about immigration (27) 3. seeking more immigrants in the region of Greater Halifax (3) 4. the number of government sponsored refugees should be increased (34)	1. providers should be accountable to a local board of directors 2. need measurable criteria to ensure effectiveness and efficiency (4)
Mr. Derek Nakonieczny Ethno-Cultural Association of Newfoundland and Labrador (#94)		1. seeking more immigrants to the region of NFDL and Labrador (35)	
Mr. Mike Woodford, Association for New Canadians, NFDL & Labrador (#94)	1. need to be sensitive to the diversity between provinces and communities (7) 2. should involve immigrants in the design of policy (7) 3. seek quality service not just efficiency (8) 4. flexibility is important (28)	1. client-centered approach is important (7) 2. there is great diversity in the Atlantic region, so duplication of programs may be necessary (7)	1. accountability must apply to the federal government (8) 2. accountability is important, but it is difficult to quantify human services (7)
Ms Heather Irving, PEI Association for Newcomers to Canada (#94)		1. programs should be client-centered (9)	
Ms. Gerry Mills, Halifax Immigrant Learning Center (#94)	1. must have inclusive, comprehensive consultation with cautious implementation (10)		

TABLE 51 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: P&P

POLICY AND PROGRAMMING ISSUES: CIC STANDING COMMITTEE HEARINGS: ATLANTIC PROVINCES			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION
Ms. Dorothy Andrews, Metro ESL Association, Halifax (#94)	1. must balance cost-effectiveness with customer service (11)	1. there is no or little duplication in the Atlantic region (24)	
Ms. Mary Anne McKinnon-Rodriguez, Metropolitan Immigrant Settlement Association, Halifax (#94)	1. consultation must include all stakeholders (12) 2. difficult to balance having knowledgeable decision-makers and avoiding conflicts of interest (22) 3. people have different needs, some need services for longer time periods (30)	1. AAP should not go to the province to be administered (40)	1. the federal government should monitor the providers periodically to ensure cost-effectiveness (12) 2. SMIS is administratively costly (34)
Bev Vye, YM-YWCA Fredericton (#94)	1. worried of disruption during transition (14)		
Ann Guy, Executive Director, Metro-Region Association for Immigrant Language Services, (#94)	1. involve NGOs (15) 2. 3 years is enough for language instruction (36) 3. open language programs to refugees and citizens (37)		

STRUCTURAL AND FUNCTIONAL ISSUES

TABLE 52 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: FEDERAL OFFICIALS							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
Mr. George Tsai, ADM, National Services Sector (#89)	Emphasized as important: -enduring federal role(p1) -partnership between levels of government (p3) 2. develop new human relations strategy, considering federal employees			1. should completely withdraw from direct delivery			
	1.			1. Need to avoid duplication between levels of gov't (2) 2. Need to ensure effective delivery while change is taking place			
Ms Ann Midgley Director General, Settlement Branch, Dept of Citizenship and Immigration (#89)	1. advocated four regions: B.C. , Praries, Ontario and Atlantic 2. functional & procedural direction for regional & local staff should come from settlement branch in Ottawa (p6)			Federal settlement officer to assess community needs, ask for applications from service providers, and monitor services			1. Ottawa to distribute funds to regions who then make allocation decisions
Mr. David Neuman, Project Manager, Settlement Renewal, Dept. of Citizenship and Immigration (#89)	1. enduring federal role, but not direct delivery (p9)						1. Federal/ provincial/ municipal money should be pooled together with resources of NGO's 2. questions of accountability to various levels - needs to be flexible (22)
Ms. Maria Barrados Assistant Auditor General, Audit Operations Branch (#89)	1. Some control needed over third parties – but not tight control - only in terms of accounting for money spent and performance in general (9)						

TABLE 53 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: NATIONAL							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Ms Nandita Sharma, Chair, Immigration and Refugee Committee, National Action Committee on the Status of Women (National:600 member groups)(#105)	1. Opposes any devolution of power from the federal level (p28)						
Mr. John Cheng, Trustee, Vancouver School Board; Canada School Boards Association (#105)	1. strong federal leadership						1. lack of continuity of funding for NGOs is a problem (12)
Mr. Damian Solomon, Assistant Director, Professional Development Services, Canadian Teacher's Federation (#105)				1. coordinated approach to overcome jurisdictional barriers (12)			
Mr. Mulugeta Abai, Executive Director, Canadian Centre for Victims of Torture(National?) (#93)	1. stronger federal role		1. must have informed local advisory boards (3)				
Mr. Emmanuel Dick, Vice-Pres., Canadian Ethnocultural Council (38 national ethnocultural organizations: 2000 indiv organizations) (#92)	1. greater coordination of federal and provincial education for newcomers (7)						

TABLE 54 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: NATIONAL								
	PLANNING				DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO		
Ms. Lucia Spencer & Mr. John Borst, Canadian Council for Refugees, (National:140 members) (#96)	1. devolve decision-making power (5)	1. strong role in facilitating consultations to determine immigrant and refugee need (7)	1. need a local process to involve NGOs in decision making (8)			1. build on NGO involvement (2) 2. concern with advisory boards being tokenism not representative (3)	1. pooling funds could short-change service providers (3) 2. programs need full, not partial, funding (4) 3. NGOs should not make allocating decisions (9)	
	1. need a national working group to offer a forum for providers and newcomers to express themselves (4)							
Tom Norton, President, & Mr. Bill Conrad, & Mr. Pierre Killeen, Association of Canadian Community Colleges (#96)	1. strong funding role (25)	1. strong role (25) 2. constitutional responsibility for education (25)	1. a community committee should decide which organization offers service through bidding (22)		1. community colleges complement NGOs in delivery (21) 2. community colleges should be seen as a catalyst for community committees (23) 3. colleges can provide skills and languages, thus can avoid duplication (26)			
		1. should be participation of municipal governments on the board of directors (25)						
	1. ACCC proposed a contract with federal government whereby ACCC would manage all settlement programs, contracting with individual Colleges for service delivery (25)							
William McMichael, President, TESL Canada (#89)	1. should establish and ensure national standards (p10)						1. Local Advisory Councils would have a great deal of expertise if composed of NGO members (p10)	

TABLE 55 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: BRITISH COLUMBIA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Mr Phillip Owen, Mayor of Vancouver (#88)	1. City of Vancouver desires participation with federal and provincial governments (p2) 2. Need to develop a better tracking system immigrant destinations (p3)						1. BC receives 23-25% of immigrants and only 9-10% of federal immigration budget (p3) 2. more dedicated funding for service needed at the municipal level (p3)
Mr Naizghi, Director, Settlement Services, MOSIAC, Vancouver (#88)							1. concerned re: renewal based only on fiscal restraint (p6) "We have an honest concern that at the end of the day, the bottom-line approach of dollars and cents may dictate the renewal process." (p6)
Mr Annett Executive Director, Immigrant Services Society of British Columbia (#88)		1. for accountability -province to administer & allocate \$ (p13,p16)			1. a new locally based system may duplicate provincial system (p15)		1. lack of funding for B.C. (p15) 2. concern of potential future cuts (p17) 3. federal funds must not be redirectable
	1. community input is necessary but community decision-making might be dangerous in terms of conflict over resources -need federal presence (16)						
Ms. French, Executive Director, Burnaby Multicultural Society, B.C. (#88)	1. government needs to be a "champion for immigration" – give it a more positive image (p44)			1. Mustn't rely too heavily on established bureaucracies - very expensive (14)			

TABLE 56 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: BRITISH COLUMBIA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Mr. Chan, Director, Surrey Delta Immigrant Services Society, B.C. (#88)	1. Responsible for: -coordination of local advisory committees -the provision of national standards -technical assistance in research and statistics (p21)	1. administer funds (p21)	1. local advisory boards must include clients, based in community (p20)				
Mr Assanand, Vancouver & Lower Mainland Multicultural Family Support Services (#88)							1. urgent need for coordination of funding –duplication produces competitiveness (27)
Ms. Frid, Counselor, Latin American Community Council, B.C (#88).				1. concerned in general about cuts to services			1. Concerned about funding cuts
Ms. Downs, Director, South Vancouver Neighborhood House (#88)	1. research and setting standards		1. local advisory groups must be free from political & interest group influence (p30)				

TABLE 57 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: BRITISH COLUMBIA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Ms Au, Multicultural Planner, City of Vancouver (#88)	1. Dept. of Immigration & Citizenship needs to take leadership role in working with other Departments and provincial governments (p33)						
Mr. Santiago, Planning Consultant, United Way of the Lower Mainland, B.C. (#88)	1. key role – setting and maintaining values and principles (p36)		1. local advisory groups must include ethnic groups (p36)	1. must work in collaboration with other funders. (p35)			
Ms. Sandra Bourque, B.C. Lower Mainland Consortium of School Boards for Successful Settlement (#89)					1. schools are important settlement organizations, need funding for ESL(p3)		
Hugh Hooper, Principal ESL, Vancouver School Board (#89)					1. schools are effective providers of settlement services (p4)		
Joanne Blackman, Central Vancouver Island Multicultural Society (#89)		1. involve the province, don't build another level of bureaucracy (p17)					
		1. decision-making should be undertaken by a provincial-NGO body (p18)					

TABLE 58 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: BRITISH COLUMBIA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Bev Nann, Executive Director, Affiliation of Multicultural Societies and Services Agencies of BC (AMSSA) (#89)	1. leadership affirming immigration & integration within broader society (p6) 2. establish settlement as basic social services: public education and funding (p6) 3. enforce national standards (p6) 4. develop national evaluation and accountability tools (p6)	1. provinces should have input into planning process (p7)	1. community groups need to have input into decision-making, but should not determine services because it would lead to conflicts between NGOs and conflicts of interest in the process (p7)			1. creativity in delivery emanates from NGOs (31)	1. need to prevent the diversion of funds (32)
	Together, service providers and government should determine national standards (p6)						

TABLE 59 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: BRITISH COLUMBIA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Mr. Gary Dobbin, Director, Frog Hollow Neighbourhood House (#89)			1. community groups and organizations should be involved (p7)				
Dr. Cheryl Anderson, Medical Officer, City of Vancouver (#89)			1. need more local decision-making and planning (9)			1. Local Advisory Councils must be composed mostly of service users (p31)	1. need an effective tracking system (of newcomers) to ensure the equitable distribution of funds (p9)
Gonzalo Canton, Richmond Multicultural Concerns Society (#89)	1. has a role because immigrants are Canadians (p21)						
Lillian To, SUCCESS, Province of BC (#89)	1. must establish national standards in consultation with the provinces and providers (p14)	1. danger: some provinces may not see settlement as a priority (22)	1. major planning and decision-making should not be handled by NGOs because they are more prone to lobbying (23)	1. government should recognize community strengths and expertise (p15) 2. Local Advisory Councils must set standards for performance, ensure that decisions are rational, objective, and results-oriented and should avoid conflicts of interest (p14)			1. settlement funds should go to provinces (p15)

TABLE 60 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: ALBERTA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Benjamin Ayorech, Council of Black Organizations, Edmonton (#90)	1.should be involved in regulation and monitoring, not in direct provision (p25) 2.should be involved in anti-racism (p25)						
Bill Diachuk, President, Ukrainian-Canadian Social Services, Alberta (#90)							1. should redirect existing funds to more effective and necessary programs (24) 2. have local input, not local control in funding decisions (24)
Diane Fisher, Western Canadian Association of Immigrant Serving Agencies – and Calgary Catholic Immigration Society (#90)	1. must ensure that communities are ready for local advisory boards (30)						
Sonia Bitar, Changing Together – Immigrant Women, Alberta (#90)	1. need partnerships with all major stakeholders in planning process (p6)		1. decision-making is time consuming at the community level - inefficient (31)	1. Local Advisory Councils should be composed of representatives of all levels of government, immigrants and NGOs (26)			
Alice Colak, Catholic Social Services – Immigration & Settlement Services, Alberta (#90)						1. build upon community organizations (10)	1. seeking a funding commitment beyond the transition period (10)

TABLE 61 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: ALBERTA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincia l Role	NGO	
Virginia Sauve, English Language Professionals, Alberta (#90)	1. Coordinate immigration with Human Resource Development policy, As jobs for Immigrants are often not there (12)	1. concern re: Province of Alberta's right- wing politics (13) 2. must have more inter- provincial information sharing (39)	1. decentralization can lead to great variance between communities (12)				
Linda Thomson, Calgary Immigrant Women's Association (#90)	1.improve federal-provincial partnership (14) 2. governments must work together because NGOs cannot afford all administrative tasks (32)						1. need to develop an effective accountability system before permitting communities to allocate funds (14)
Sheila Krushniruk, Edmonton Social Planning Council (#90)	1. ensure consistency in services across the nation, prevent a decrease in standards (15) 2. maintain administrative structure to evaluate programs and interfere when necessary (15) 3. responsible for Canadian society and thus ultimately responsible for immigrant integration (15)					1. Local Advisory Councils should utilize community expertise and be socially & ethnically diverse (15) 2. NGOs are flexible (15) 3. must define 'advisory' (15)	1. organizations must have sufficient resources from the federal government to operate effectively (15) 2. should expand resources (15)

TABLE 62 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: ALBERTA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Robert Schafer, New Home Immigration and Settlement Center, Alberta (#91)							1. federal government should maintain control over funding to ensure national standards (3)
Mr. Jim Critchley, Alberta Vocational College, Edmonton (#91)	1. needs representation in any future arrangement (3)	1. should be a major player, both in setting standards and in delivering services (3)					
Ms. Elza Bruk, Alberta Vocational College, Calgary (#91)	1. strong role, both in policy making and in operations (4) 2. strong role in setting national standards (33)					1. Use the infrastructure that already exists at the community level for much of the service delivery (4)	
	-should work in partnerships with the federal government (4)						
Mr. Ahmed Haymour, Canadian Arab Friendship Association, Alberta (?) (#91)	-strong role in overseeing programs, projects, and setting national standards (6)		1. local groups should set priorities (6)			1. local groups should assess newcomers for services (6)	
Mr. John Pl Anchan, Edmonton Immigrant Services Association (#91)	-continued federal and provincial collaboration with a limited role for Local Advisory Councils (9)					Can accountability, expertise and neutrality be combined? (8)	

TABLE 63 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: ALBERTA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Ms. Barbara Leung, Advanced Education & Career Development, Government of Alberta (#91)	1. should continue to have a strong role in funding programs and developing policies (9)						
Ms. Laurel Borisenkko, Edmonton Mennonite Center for Newcomers (#91)				1. CIC has never delivered services, so what is being decentralized? (11)			
Ms. Jayanti Negi Millwood Center for Immigrants, Alberta (#91)	1. government should govern (34)	1. don't devolve full authority to the province because many do not have the interest or expertise (34)					1. funding allocation body should be secular and draw on community expertise (22)
Ms. Shirley Philips, Edmonton Catholic Schools (#91)							1. Prevent diversion of funds (24)
Caroline Dieleman, Advanced Education & Career Development, Government of Alberta (#90)	1. federal and provincial governments must work closely to ensure good settlement services (16)						

TABLE 64 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: SASKATCHEWAN							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Mr. Micheal Hanna, Saskatoon Open Door Society (#91)	1. national standards and federal monitoring contradicts 'local decision-making' (31)		1. involve NGO providers in decision-making because they are driven by the desire to provide a quality service, while administrators are not (16)				1. Multi-year funding allows for program creativity (36)
Ms. Marge Nainaar, Prince Albert Multicultural Council – SASK Association of Immigrant Serving Agencies (#91)			1. should maintain partnerships with the federal governments, and build with the province and municipalities (7)				
Keith Karasin, Regina Open Door Society (#90)							1. need a long-term assurance of funds (42)
Linda Dirkson, Moose Jaw Multicultural Council (#90)		1. SASK could accommodate either a provincial or a community-based Local Advisory Council (8)	1. SAISIA, as an umbrella organization in SASK, would make a good Local Advisory Council (8)				

TABLE 65 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: MANITOBA							
	PLANNING				DELIVERING		FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Mr. Marty Dolin, Manitoba Interfaith Immigration Council (#95)	1. need federal assurance that service quality will not erode and that national standards will be upheld (4) 2. need better integration of Human Resource Development, CIC, and Heritage Canada (5)	1. not all provinces deserve equal authority because not all are equally committed to settlement and integration (10)			1. province should deliver whatever services it wishes to contract from the federal government or NGOs (9) 2. NGOs should be able to bargain directly with the federal government just as the provinces do (9)		
	-should have a biannual meeting with federal and provincial governments and NGOs (11)						

TABLE 66 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Ms. Elizabeth Taborek, President, TESL Association of Ontario (#92)			1. local advisory boards must be informed about issues				
Ms Andrea Ramwa, Executive Director, Inter-cultural Neighbourhood Social Services, PEEL region (#92)				1. integrating immigrants should not be the sole burden of government and social services - also employers - ex. English training on the job (37)			
Ms Breitman, Regional Municipality of Peel (#92)	1. more federal help to assist municipalities plan for immigration (43)						
	1. secondary migration is federal/ local responsibility, not provincial (43)						
Ms Heather Macdonald, Refugees, Immigration and Race Relations, Inter-Church Committee for Refugees (#92)	1. need more interregional communication (32)						1. concerned about landing fees 2. concerned about streamlining services in the name of efficiency
Anne Woolger, Inter-church Committee for Refugees (#92)							1. funding cuts - how much will fall on the private sector? What should churches prepare for? (37)

TABLE 67 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Ms. Cecile Jacobs, Executive Director, Culture Link, PEEL region (#92)			1. need a very open model for local advisory groups				
Ms Anna-Maria Revilla, Multicultural Inter-Agency Group (100 members in PEEL) (#92)	1. need to avoid over-bureaucratization when decentralizing			1. services do not exceed demand, but administrative duplication is a problem (26)			
Ms Mitra S. Manesh, Director, Settlement/Integration, Malton Neighborhood Services(#92)	1. direct input from consumers as well as municipal governments who have funds and authority						
Mr. John Lennox, Principal, Continuing Education, East York Board of Education, Metro Toronto School Board) (#93)	1. enduring federal leadership						
Ms. Sharmini Peries, Executive Director, Ontario Council of Agencies Serving Immigrants (#93)			1. potential conflict of interest within local advisory boards (21)				
Mr. Charles Smith, Manager, Municipality of MetroToronto (#93)	1. need strong federal leadership (23)						
Ms. Fatima Filippi, Executive Director, Rexdale Women's Centre, Etobicoke Social Development Council (#93)	1. strong federal leadership to combat racism (26)						1. need a more consistent application process for funding (5)

TABLE 68 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Ms Lucy Balugas, Program Coordinator, Bradford Immigrant and Community Services (#93)							1. small centres require more funding needs different than Metro (34) 2.funders must look at various unique needs of agencies (35) 3.funds must correspond with services required in a region's boundaries - agencies can't afford to service clients from outside region without proper funds (40)
Ms Miranda Pinto (Vice-President, Ontario Council of Agencies Serving Immigrants(#93)			1. advisory committee must be well balanced (4)				1. concerned about local administration of funds (4)
Ms. Gillian Kerr, Acting Director, United Way of Greater Toronto(#93)	1. no new administration is needed (8)		1. recommends local advisory boards (7)				
Ms. Ann Vanstone, Chair, Metro Toronto School Board (#105)		1. Opposes strong provincial role, should be fed/local (p4)					
Mr. Lionel Feldman, External Consultant, Metro TorontoSchool Board (#105)	1. Establish a settlement services council to allocate federal funds (p6)						

TABLE 69 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Leo Lynch, Coordinator, Adult Basic Education, Metropolitan Separate School Board (#105)	1. Metro Toronto advisory council for coordinating and administering funds - made up of all levels of government, academics, clients, etc., -responsible in administrative and evaluative way (21)						
Ms. Moy C. Tam Executive Director, Ottawa-Careton Immigration Services Organization (#87)	1. ensure service providers of commitment to stable funding - can't operate in unstable environment (p4) 2. give consistent information to overseas officers (p4)		1. should know settlement issues as well as program management 2. focus on recent and long-term immigrants 3. avoid conflict of interest	1. advise immigrants of differences among provincial legislation (p9) 2. ensure consistent delivery of services 3. provide communication role (p5)			1. Funding to provinces needs to be based on numbers – ie: Ontario receives 42% of funds and 60% of immigrants (p16)

TABLE 70 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: QUEBEC							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Mr. Joel Mass, Executive Director, Jewish Immigrant Aid Services, Quebec (#104)	1. must avoid high administrative costs if decentralize					1. local cultural community helps 'launch people' into our society & foster a sense of belonging – however must not restrict immigrant's entry into mainstream society (2)	1. partnership between community and public funds (3)
Ms Jennifer Chew, President, South Asia Women's Community Centre, Quebec (#104)	1. less emphasis on administration (4)						
Ms. Gliceria.Acosta, Director Accueil liaison pour arrivants, Quebec (#104)	1. must have more impact with respect to refugee claimants (9)		1. provincial administratio n works well in Que. (9)				

TABLE 71 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: ATLANTIC PROVINCES							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Ms. Bridget Foster, Atlantic Region Association Of Immigrant Servicing Agencies, Association for New Canadians(#94)	1. status quo across the board (p2)						1. delivery organizations need to have flexibility in making spending decisions (28)
Ms. Nancy Eisener, YMCA of Greater Halifax (#94)	1. should ensure the survival of community-based providers (p5) 2. should ensure standardized services across the country so immigrants don't decide where to settle based on provincial disparities (p5)		1. community groups should set strategic plans (4)		1. provinces are already overloaded with transfers in health, etc. (5)	1. Community-based agencies are the best delivery mechanism, they benefit from cost-effective volunteers (4)	1. providers must give indicators that funds are used well (5) 2. funding procedures should be standardized across the country to facilitate monitoring (5) 3. Atlantic region funds should be allocated by an umbrella group of delivery organizations consulting with government representatives (5) 4. funding should be tied to the number of immigrants served (5)
Mr. Derek Nakonieczny Ethno-Cultural Association of Newfoundland and Labrador (#94)	1. need greater cooperation between Human Resource Development, Immigration and Canadian Heritage (6)	1. provinces and municipalities need to be more proactive in welcoming immigrants (6)					
Mr. Mike Woodford, Association for New Canadians, NFDL & Labrador (#94)						1. services should be delivered by community-based organizations (7)	1. funding must be streamlined to "prevent and eliminate the potential duplication of services" (7)

TABLE 72 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: ATLANTIC PROVINCES							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Mr. Dean Sexton, Holland College, PEI (#94)						1. services should be delivered by community-based organizations (8)	
Ms Heather Irving, PEI Association for Newcomers to Canada (#94)	1. seeking a more fair, balanced partnership with government (9)		1. should have a community-based board of directors involved in planning (9)			1. services should be delivered by community-based organizations (9)	
Ms. Gerry Mills, Halifax Immigrant Learning Center (#94)	1. all levels of government and NGOs must be involved in planning (10)					1. services should be delivered by community-based organizations (10)	1. federal funding should not be tied to benchmarks (39)
Ms. Judy McIntyre, St. Pat's Adult ESL, Halifax (#94)	1. needs to maintain sustained dialogue with NGOs (11)		1. community organizations need a forum to discuss shared concerns (10) -NGOs must have an appeal process to decisions made be 'unbiased' committees (23)				1. should maintain discrete categories for funding, not block funding (23)
Ms. Dorothy Andrews, Metro ESL Association, Halifax (#94)	- a national planning agency would be administrative and expensive (24)					1. NGOs provide services at the lowest cost (11)	

TABLE 73 : ORAL SUBMISSIONS TO CIC STANDING COMMITTEE: S&F

STRUCTURAL AND FUNCTIONAL ISSUES: CIC STANDING COMMITTEE HEARINGS: ATLANTIC PROVINCES							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO	
Ms. Mary Anne McKinnon-Rodriguez, Metropolitan Immigrant Settlement Association, Halifax (#94)	1. must develop accountability mechanisms to accompany money transferred (p12) 2. leadership role (p12) 3. must provide information and statistics to enable NGOs to fight racism (p20)	1. not much provincial experience, but they do have a role (p30) -not showing much interest in the process, thus look more to NGOs (p12)				1. community-based organizations are the best providers (p12)	1. funding should be conditional, based on performance measures (12) 2. need longevity guarantees (p12)

V. CITIZENSHIP AND IMMIGRATION CANADA: CONSULTATION PROCESS ROUND IPOLICY & PROGRAMMING ISSUES

TABLE 131 : CIC – II – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: NATIONAL			
NATIONAL HEADQUARTERS STAFF CONSULTATIONS Jan. 25, 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION /ACCOUNTABILITY
	<p>1. newcomers must have "access" to make an economic and social contribution to society – they can not simply be expected to do so - the current principle needs to be changed to reflect this (1)</p> <p>2. similarly, newcomers should have "access" to learning one of our official languages(11)</p> <p>3. a statement acknowledging Canada's humanitarian obligations is needed (2)</p> <p>4. address issue of standards through accountability - as results measures are developed they should be used as the basis of standards (2)</p> <p>5. need very clear standards for quality of delivery (3)</p> <p>6. there should be a minimum level of service across the country (2)</p> <p>7. federal government should establish, monitor, and revise national standards (6)</p>	<p>1. essential services for refugees should be delivered in the most efficient way possible – maximize use of community resources</p> <p>2. must weigh a number of factors to define community: political boundaries, size –based on both geography and population, recognition that metropolitan and smaller centres and rural environments have different needs (6)</p> <p>3. ensure low costs of delivery: establish a ceiling for overhead costs, require work in partnerships, offer awards/incentives to good performers(SPOs), cost-effective means of accounting</p> <p>4. some participants felt refugee claimants and citizens should not be eligible for services - there is not enough funding for them - if people meet citizenship requirements they should no longer be required most in need</p>	<p>1. key factors for accountability:</p> <ul style="list-style-type: none"> -less dependence on social assistance -progress in learning language -studies on increased or decreased level of tolerance -employment level -pursuit of education -community involvement -citizenship (2) <p>2. accountability measures:</p> <ul style="list-style-type: none"> -must be simple to manage -include support for comparison between jurisdictions -relate to principles and be supported by standards -be accepted and recognized as objective -leave room for creativity of delivery <p>3. use client surveys sent directly to federal government (3)</p> <p>4. use quantitative measures when practical or appropriate (3)</p>

TABLE 132 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: NATIONAL			
NATIONAL ORGANIZATION OF IMMIGRANT AND MINORITY WOMEN OF CANADA, FEB. 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	<ol style="list-style-type: none"> 1. stressed importance of learning one of the two official languages 2. newcomers make important social and economic contribution to Canada 3. Sharing principles of equality and freedom 4. integration is a two-way process (3) 5. federal. Government must set standards in consultation with provincial and umbrella organizations that support SPOs (4) 6. standards of fairness, universality and equity (4) 		<ol style="list-style-type: none"> 1. accountability mechanisms must take into account the financial impact involved in any additional processes." (6) 2. must be flexible at the local level and not a barrier to services 3. overall accountability should be responsibility of federal government - however, accountability systems are needed at fed/prov/local and SPO levels (6)

TABLE 133 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: NWT			
CIC WORKSHOPS FEBRUARY 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. committed to enabling newcomers to become full participating members of Canadian society (1) 2. strong support for local empowerment through devolution of programs (1) 3. need national standards for assessing prior learning of immigrants (1) 4. learning language is the most important principle (2)	1. different or distinct needs may require special programs and services (1) 2. settlement assistance needs should not be determined at the point of entry; rather services should be based on requests (1) 3. integrated programming is best: language, Canadian cultural awareness, citizenship training, and employment skills (2)	1. suggested success indicators: -citizenship -newcomer satisfaction -meaningful employment (2) 2. NGOs should provide reports to funders (2)

TABLE 134 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: BC			
PHASE I SERVICE PROVIDER CONSULTATION JULY 1995	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	<p>1. All principles should be grounded with: client-centred decision- making and client-centred evaluations, respect at all levels, support for innovative results, flexibility and a mutual understanding of what is trying to be achieved (15)</p> <p>2. co-develop common definitions and specific measurable goals with governments, SPOs, and immigrants</p> <p>3. develop policies to ensure that all immigrants have access to services regardless of country of origin or location in the province</p> <p>4. develop standards of practice for delivery (17)</p>	<p>1. include a viable appeals process around funding decisions (9)</p> <p>2. Create a mechanism so that the experiences of immigrants inform a) federal policies and b) the messages given by CIC and embassies to prospective immigrants (16)</p> <p>3. inform public about immigration and settlement to 4. generate positive public perceptions (16)</p> <p>5. minimize bureaucracy in any new structures (18)</p> <p>6. create situations where clients can choose which programs/services they want (20)</p>	<p>1. Accountability means integrity – to do what you say you are going to do (15)</p> <p>2. Create an ‘umbrella action’ consisting of co-developed goals between government, SPOs, and immigrants (16)</p> <p>3. Utilize contracts to make immigrants accountable for the services they access (16)</p> <p>4. SPOs should provide monthly reports to funders</p> <p>5. Conduct evaluations with clients (17)</p>

TABLE 135 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: BC			
PHASE II NEWCOMER CONSULTATION FALL 1995	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. need pay equity for immigrants: “ a lot of people pay immigrants less than Canadians for the same work.” (14)	<ol style="list-style-type: none"> 1. people with little or no English found this to be their greatest barrier (9) to basic survival, finding a job, and feeling a part of the community (9) 2. “Since the chance for a 1st job is crucial for Canadian work experience, a work program for immigrants may be needed, even 1 day a week and in any field.” (14) 3. Immigration should contract with employers to hire newcomers so that we do not have to wait so long to be productive (14) 	

TABLE 136 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ALBERTA			
CIC WORKSHOPS AND WRITTEN SUBMISSIONS FEBRUARY 1996	PRINCIPLES/STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	<ol style="list-style-type: none"> 1. strive for a level of mastery in one of the official languages (9) 2. integration as a two way street (9) 3. value newcomers and their contribution (10) 4. help client become self-sufficient (10) 5. share principles, values, traditions inherent in Canadian citizenship (10) 6. universal access to universal services (10) 7. ensure newcomer confidentiality 8. protect and respect 'rights' of newcomers (11) 9. integration needs to be defined (11) 10. need standards for language competency 11. strive for cost-effectiveness 12. strive for accessible and universal services 13. allow for regional and local variations (15) 14. qualitative and quantitative outcomes (Ap4, 13) 	<ol style="list-style-type: none"> 1. provide newcomers with basic information about Canada and settlement services upon arrival and prior to arrival in Canada 2. services should be client focused 3. include needs of children 4. one-door administration (13) 5. transportation for low income earners (Ap4, 13) 6. Recognize foreign qualifications through accreditation 7. services should be based on need, not length of stay or citizenship 8. emphasis on family reunification 9. improve cost effectiveness by offering fee for services, use technology, & avoid duplication (Ap4, 5) 10. provide child minding support for women when needed (Ap4, 12) 	<ol style="list-style-type: none"> 1. need regular evaluation by participants, community, and government (12) 2. duration of employment and its quality are good measures (13) 3. newcomers should be able to function independently (13) 4. measure acceptance of Canadians (13) 5. measure satisfaction of newcomers (13) 6. standardized tests for language (13) 7. needs assessments and client surveys (13) 8. indicator: number of new citizens (14) 9. watch voting patterns (13) 10. should be initial, interim, and exit evaluations (13) 11. measure success in courses and studies of career patterns over time (Ap4, 5) 12. implement field site visits

TABLE 137 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ALBERTA			
ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES (AAISA)	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. service priority should be given to those who have been in Canada for less than 5 years 2. services available beyond 5 years for those facing multiple barriers 3. services should respect fundamental human rights of participants 4. services should accessible and flexible 5. priority to rights and needs of refugees 6. principles should be upheld by national standards developed through a comprehensive and inclusive consultation process (i)	1. refugee settlement should be in small as well as large centers (iv)	1. respect client confidentiality (iii) 2. develop benchmarks and outcome measures 3. accountability should be to client, to funders, and to tax payers. (iii)

TABLE 138 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ALBERTA			
CATHOLIC SOCIAL SERVICES	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. all principles and standards should be national (3) 2. should be developed through a comprehensive consultation process	1. priority for service should be given to those who have been in Canada for less than 5 years. 2. programming should be accessible 3. should be responsive to changing needs 4. priority should be given to the needs and rights of refugees (5) 5. expedite family reunification 6. programming should be based on client rights and be client focused 7. programming should be based on individual needs assessments not immigration status 8. services should be available in small and large population centers (4) 9. settle refugees across Canada, including small centers (6)	1. immigrants and refugees should be involved in evaluation. 2. a collaborative approach should be used to develop efficient and effective methods of accountability (6) 3. monitoring processes must respect client confidentiality (6) 4. focus on client satisfaction (6)

TABLE 139 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: SASKATCHEWAN			
	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
SASKATCHEWAN ROUND ONE CONSULTATIONS	<ol style="list-style-type: none"> 1. focus on Canadians acceptance of immigrants (2-way process) 2. include nation-building 3. no limitations to programs based on citizenship <ol style="list-style-type: none"> 1. Immigrants should have some redress with respect to problems with “officials or lead organizations”. (p7) 2. Universality of programs 3. NGO and ESL participants disagreed with limiting access to those without citizenship 	<ol style="list-style-type: none"> 1. language was most important 2. economic independence was 2nd most important 3. programming should be flexible 4. include mentoring programs 5. more overseas programs such as language 6. need for a refugee advocate 7. need for mediation services1. <p>include and encourage entrepreneurial opportunities</p> <ol style="list-style-type: none"> 2. greater use of volunteers in service delivery 	<ol style="list-style-type: none"> 1. measure success of programs and ensure equal access 2. question of whether standard should be tied to funding (mixed opinions) 3. with increased time spent on accounting for \$, fear of reduced quality of service. 4. Should be accountable to newcomers rather than funders. 4. Consider individual needs and situations 5. Put client first, ask client if they are happy 6. Tests (see discussion on p 11) 7. Keep system simple

TABLE 140 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: MANITOBA			
CIC WORKSHOPS	PRINCIPLES /STANDARDS	NATURE/SUBSTANCE	EVALUATION/ACCOUNTABILITY
	<ol style="list-style-type: none"> 1. services should be based on need. 2. mastery of an official language is key but should go beyond 'level 3' (16) 3. contrasting views regarding encouraging citizenship (19) 4. programming should be available to all regardless of age, sex, race, religion, ect 5. accountability should be based on goals that are related to principles. (25) 6. programming should be personal and community-based 7. standards should be defined from the bottom up (14) 8. standards must apply to Canadian reps abroad (15) 9. standard especially important for ESL programs (15) 10. allow for flexibility 11. citizenship is not a valid indicator; rather track involvement in local community activities (23) 12. there should be a Canadian entrance exam rather than using American (24) 	<ol style="list-style-type: none"> 1. federal government should fund language training for children 2. need for more counseling for immigrants re: the importance of education 3. training should go beyond language to include culture, life skills, and workplace 4. educate and sensitize Canadians 5. provide good information abroad (p18) 6. provide programs while papers are being processed. 7. formalize the sharing of Canadian principles and values (ex. women's equality) so understood by newcomers 8. make family reunification a priority 9. need more recognition of immigrants' employment credentials 10. ensure a mix of immigrant types in each area of the country 11. question of whether immigrants should pay back some of the costs of programming 12. programming should be designed to prevent financial, social, emotional, and physical difficulties 	<ol style="list-style-type: none"> 1. should be quantitative and qualitative NOT SMIS 2. "System as a whole should be accountable to immigrants." (23) 3. should measure consumer satisfaction (25) 4. should also measure level of societal racism, class structures 5. key indicator: permanent employment 6. involve local communities and SPOs in evaluations 7. should be conducted by independent groups and organizations 8. should have standard evaluation methods across Canada but with some regional flexibility

TABLE 141 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION/ACCOUNTABILITY
KINGSTON AREA SCHOOL TO EMPLOYMENT COUNCIL JANUARY 1996	1. system should be accountable, responsive and cost-effective (2)	1. need specialized, individualized services (2) 2. the system should be integrated (ex. Integrating language programs, career training programs) (2)	1.deliverer should be accountable to the funding source, board of directors, community partners, and clients (2)

TABLE 142 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
METRO HALL, TORONTO JANUARY 22, 23 OF 1996	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION/ACCOUNTABILITY
	1. integration is a two-way street, requiring adaptation on the part of newcomers and citizens (8) 2. must define settlement and integration (6) 3. should define need from the client's perspective (11) 4. stress efficiency <i>and</i> effectiveness (11) 5. need to recognize our international responsibility and reassert our commitment to refugees (16) 6. must define the 'community' (19) 7. avoid duplication and the fragmentation of Services (20) 8. newcomers should become citizens when ready (9) 9. must have equal access for all newcomers, not limited by time or status (7) 10. priority should go to those most in need (refugees and most recent arrivals) (8) 11. there was a concern for resettled refugees (secondary migration) not being eligible for services (17)	1. learning one of the official languages is necessary (7) 2. should decrease costs by capping administrative expenses, pooling resources, streamlining funding/ reporting (13) 3. refugee services should not be curtailed, need health and educational services (15) 4. income support for refugees should remain as it is, don't combine AAP with general welfare (16) 5. must remove barriers preventing equitable participation (7) 6. must address secondary migration issue (11) 7. devolution may lead to dislocation in delivery because of greater bureaucracy and decreased NGO influence (20) 8. seeking the status quo (25)	1. results indicators are needed, but it is difficult to determine and measure an agency's impact (12) 2. indicators could be: language acquisition, client independence, economic and social contribution, client integration, health status, client specific goals... (12) 3. indicators should be defined by or with NGO workers (13) 4. need quantitative and qualitative measures (13) 5. governments and clients should be accountable too (13) 6. the accountability system should be flexible, relevant, simple, confidential, practical and ethical (14)

TABLE 143 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
OTTAWA JANUARY 1996	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION/ACCOUNTABILITY
	<p>1. newcomers should make an economic and social contribution to society but with the same expectations as other Canadians (7)</p> <p>2. integration is a lengthy process (7)</p> <p>representative and accountable are key in the new system (9)</p> <p>3. there is a mutuality of interests, as newcomers and Canadians both benefit from effective integration (10)</p> <p>4. need collaboration (10)</p> <p>5. refugee claimants should have at least some services funded by the government (17)</p>	<p>1. should give priority to those most in need: refugees and recent arrivals (7)</p> <p>2. refugees need special attention in settlement renewal (8)</p> <p>3. refugees need: language and career programs, information on rights and responsibilities, health services, education on our system of government (8)</p> <p>4. programs can be made cost-effective by streamlining reporting, increasing cooperation between different levels of government, and eliminating duplication and costly competition (12)</p> <p>5. Canadians need to be respectful of difference and not homogenize newcomers (8)</p> <p>6. must identify barriers to integration (9)</p> <p>7. national standards are important to ensure quality and quantity of services, rights of newcomers and eligibility (9)</p> <p>8. maintain existing benchmarks and allow for local flexibility (15)</p> <p>9. must acknowledge secondary migration and have funds that follow newcomers (15)</p> <p>10. refugees initially need airport reception, temporary accommodation, initial orientation, a referral to long-term services, income support (14) and health services (15)</p> <p>11. after the first month, refugees need continued services with cultural adaptation, language programs, child care, employment training (15)</p> <p>12. concern about AAP being grouped together with general welfare, due to the stigma attached to social assistance (16)</p>	<p>1. need both fiscal and program accountability (9)</p> <p>2. results indicators should ensure low cost and high quality programs and incorporate newcomer goals and be based on individual and group progress (11)</p> <p>3. indicators should assess the integration of newcomers, the performance of deliverers and the openness of the community (11)</p> <p>4. goals should be set with stakeholders, but must fall within national guidelines (12)</p> <p>5. there should be greater emphasis on aggregate measures than on the tracking of individuals (12)</p>

TABLE 144 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
MISSISSAUGA JANUARY 1996	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION/ACCOUNTABILITY
	1. immigration is a two-way street, thus both integration and receptivity are key (3) 2. must seek integration, not assimilation (3) 3. must reduce levels of administration (6) 4. the new system must be less costly to be justified (6) 5. priority should go to those most in need and to recent arrivals (4)	1. must ensure that life and employment skills are included (4) 2. most important services for refugees are airport reception, income support and referral to long-term services (5) 3. need coordination across policy areas (3) 4. need core national standards, agreed to by all partners, and balanced by local flexibility (4) 5. must encourage strategic planning and collaboration (6)	1. must develop results-oriented indicators with incentives for 'value-for-money' delivery (5) 2. indicators could be language acquisition, self-sufficiency, quality of life, family stability(5) 3. concerned about how to monitor (5)

TABLE 145 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
OCASI— REPORT OF TORONTO REGION CONSUTATIONS , JANUARY 11 1996	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION/ ACCOUNTABILITY
	<p>1. Settlement services should be accessible, based on need as defined by the individual, regardless of immigration status or length of stay in Canada. (3)</p> <p>2. . Acquisition of citizenship should not be a barrier to access to services. (4)</p>	<p>1. Refugee Policy: Programs and Services should understand the unique needs of refugees, and initial orientation should cater to their special needs; after that, however, segregated services for refugees are not realistic.</p> <ul style="list-style-type: none"> -Support groups and counselling groups should be provided to refugees. -Community Centres should help refugee claimants. -Income support for refugees should be separate from welfare. -Provinces should not be involved in the selection of refugees. -It is more cost effective to retain established claimants in Canada than to battle court arguments and carry out immigration enforcement, interdictions and deportations. -Some sectors would be less supportive of refugees and should not play a role in consultations. Organizations with experience in human rights should be involved. (2) <p>2. The definition of settlement is unclear—it must be clarified.</p>	<p>1. Measure outcomes.</p> <p>2. Establish a Settlement Workers' Professional Association to develop standards of delivery, monitoring services, accreditation of workers. This will ensure standard of accountability.(3)</p>

TABLE 146 : CIC – I – S&F

FUNCTIONAL AND STRUCTURAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Prov. Role	NGO Role	Federal Role	Prov. Role	NGO Role	
OCASI—REPORT OF WESTERN ONTARIO REGION CONSULTATIONS JANUARY 10, 1996	<p>1. The federal government must continue to play a role in settlement services.(3)</p> <p>2. Federal government should have a presence on any LACs.(3)</p>		<p>1. If LACs are to be established: -they must be structured in a way to reduce the possibility of conflicts of interest, thus representatives of SPOs should not be responsible for allocating funds.</p>	<p>1. The federal government must continue to demonstrate commitment to immigration and settlement.(2)</p> <p>2. The federal government must maintain a role in the distribution of Adjustment Assistance Program (AAP) funding so that newcomers' freedom of movement will not be compromised. (3)</p>			<p>1. Chronic uncertainty regarding funding means that service providing organizations are unable to undertake any longterm planning and consequently the quality of service suffers.(2)</p> <p>2. The federal government must ensure that funds are not diverted away from from their intended use and that the needs of newcomers are met.(3)</p> <p>3. Mainstream organizations should not access settlement monies in order to carry out existing services. (3)</p> <p>4. The federal government cannot expect voluntarism and community efforts to take the place of the existing structure of newcomer services. There are some services which volunteers cannot provide.</p>

TABLE 147 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
LONDON JANUARY 1996	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION/ACCOUNTABILITY
	1. settlement services should not be subject to the whims of the provincial governments (6) 2. principles: flexibility, effectiveness, consistency, fair access, affordability and a balance between equity and equality (7) 3. should define 'need' from the newcomer's perspective (14) 4. need a better definition of 'settlement' and 'integration' (15) 5. must avoid duplication (26) 6. need a long-term commitment from governments for multi-year planning (26) 7. priority should go to those 'most in need', but it is difficult to determine need and such a requirement could constrain deliverers (10) 8. newcomers should become citizens only when ready (12)	1. national standards in language training are important because of secondary migration (5) 2. newcomers should learn one official language (9) 3. information should be provided to immigrants about Canadian society and political system, and Canadians should be educated about that of newcomers (12) 4. services should be confidential and culturally sensitive (12) 5. service needs for refugees: cultural, interpretation, counseling, accommodation, reception, language training, networking (20) 6. need national standards to ensure consistency and quality (5) 7. both newcomers and SPOs must be accountable (7) 8. newcomers need to be given access to contribute (9) 9. need public education to reduce backlash (9) 10. must address secondary migration (14) 11. refugees also need: 12. airport reception, employment training, income support, medical services, housing, child-care (21) 13. funding for AAP must be kept separate from that for other programs (21) 14. should establish 'one-stop shopping' organizations (26) 15. should use direct deposit where possible to make payments to newcomers (27)	1. need accountability and measurable results (7) 2. language benchmarks should be the main accountability measure, and need both short and long-term indicators, and both qualitative and quantitative (15) 3. require systematic data to display barriers and the means to overcoming them (15) 4. socio-economic variables are not necessarily symbolic of effective integration (15) 5. indicators could be: language acquisition, self-sufficiency, decent housing, participation in the community, client satisfaction (16) 6. must evaluate both financial and program accountability at the local level (17) 7. accountability procedures should not consume many resources (17) 8. accountability should flow in three directions: SPOs, governments and clients (17) 9. data used for accountability systems must be confidential (19) 10. reviews of programs and providers should be conducted by peers (26)

TABLE 148 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
METRO TORONTO 2 ND CONSULTATION JANUARY/ FEBRUARY 1996	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION/ACCOUNTABILITY
	1. integration is a two-way street, thus must ensure equal access for all newcomers (5) 2. important principles: eligibility, access, fairness, anti-racism (9) 3. need to streamline, simplify and coordinate (14) 4. must minimize administration and maximize service (13) 5. minimize the levels of decision-making (21) 6. settlement renewal time frame is too short (28) 7. newcomers should become citizens only when ready (8) 8. priority should go to those most in need, not based on status or length of time in Canada (7)	1. must address the needs of newcomer children (language, education...) (9) 2. learning one official language is key in integration (6) 3. must be exposed to the principles and values of our participatory democracy (6) 4. services should be culturally sensitive (7) 5. language training must be sufficient to meet employment needs (9) 6. refugee processing must be quicker (16) 7. the needs of refugee claimants must be addressed (16) 8. important refugee services include: language training, needs assessment, mentoring, employment preparation, counseling (16) 9. must clarify important definitions (5) 10. national principles are necessary to resolve conflicts and to ensure consistency ; should be detailed enough to allow for accountability, but flexible enough to permit community responsiveness (6) 11. settlement renewal will have a negative impact on Canada's ability to react o humanitarian crises (18) 12. desire the status quo (31) 13. need a collaborative structure without conflicts of interest (21) 14. AAP must continue (17) 15. the landing fee is not appropriate (18)	1. need multi-layered accountability, thus reciprocity between government and the community (11) 2. must determine objectives before collecting data (11) 3. the accountability system should respect individual privacy, be ethical and not be an administrative burden (11) 4. need solid indicators with no one individual being representative of the program/SPO (11) 5. possible indicators: language acquisition, employment, self-empowerment, participation in the community, citizenship(?) (12) 6. indicators should measure outcomes, not processes, and should rely on feedback from newcomers (12) 7. numbers are not enough to evaluate (12) 8. need independent and objective monitoring (13) 9. SPO and the monitor should develop organizational targets together (15) 10. SMIS is not appropriate (15)

TABLE 149 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
HAMILTON JANUARY/ FEBRUARY 1996	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION/ACCOUNTABILITY
	1. services should enable newcomers to attain self-sufficiency and to make a social and economic contribution to society (3) 2. integration is a two-way street (4) 3. focus on those most in need (4)	1. newcomers should learn one of the official languages (4) 2. must be standards for language training to ensure mobility and employability (4) 3. newcomers need initial orientation overseas (4) 4. refugee processing must be quicker (4) 5. refugees need: airport reception, temporary accommodation, income support, health services, referral to specialized services, language training and interpretation, all delivered through existing mechanisms (5) 6. need more public education regarding immigration (4) 7. must reduce duplication of services (4) 8. reduce the size of the bureaucracy (6)	1. need results-oriented indicators to measure performance, to ensure value for money (5) 2. possible indicators: self-sufficiency, language acquisition, employment, coordination of services, but no citizenship (6) 3. accountability measures must be consistent (6)

TABLE 150 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
HOLY FAMILY CHINESE SCHOOL PARENTS ASSOCIATION- OAKVILLE ONTARIO, NOV.1995	PRINCIPLES/ STANDARDS	SUBSTANCE/NATURE	EVALUATION/ACCOUNTABILITY
		<p>1. Targeting Services: Settlement services be provided only to immigrants and to senior citizens who are Canadians.(1) 2. Job training in the heritage language of immigrants is effective. (2) 3. Citizenship & Political Integration Newcomers will be encouraged to become Canadian citizens as soon as they are eligible and will be provided with basic information on Charter of Rights and Freedoms, the rule of Law and the rights and responsibilities of a Canadian Citizen.(1)</p>	<p>1. Integration Indicators 2. Indicators of Integration: Recent indicators for language training are: For seniors or the illiterate that they would be confident enough to go alone to service facilities when required without unaccompanied by interpreters. For younger students, be able to write resumes and attend interviews.</p> <p>3. Value for Money -limit services to immigrants only. For Canadians, they have to be seniors. -encourage increased enrollment to minimize overhead on a fixed number of clients, e.g., a threshold; but with proportional increases per client that is over and above the threshold. (1)</p>

TABLE 151 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
OCASI—REPORT OF NORTH ONTARIO REGION CONSULTATIONS , JANUARY 15, 1996	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION/ACCOUNTABILITY
	1. The principles of equity and fairness permeate the document. (1) 2. Settlement is a shared federal and provincial responsibility.	1. Eligibility should be based on need rather than length of time in Canada or immigration status. (1) 2. Immigrants should have services available regardless of geographical local Climate is a factor in service accessibility and affects class size. 3. Special Needs of immigrants in the North re: increased isolation is a factor in service delivery. (1) 4. Immigration plans should be extended beyond five current year plan. (1)	1. Given lower numbers in the North, it is essential to recognize quality as well as quantity of services and the cost of service provision under these conditions. (1) 2. National Standards, should be established, monitored and enforced. (1) 3. Regional monitoring mechanisms should be established. (1)

TABLE 152 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
OCASI—REPORT OF WESTERN ONTARIO REGION CONSULTATION S, JANUARY 10, 1996	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION/ ACCOUNTABILITY
	1. Equity and fairness must govern immigration and settlement. 2. Clients must be accountable and make maximum use of services offered to them. (2)	2. Canada must continue to demonstrate its commitment to family reunification regardless of the applicants' financial status. (5)	1. Service providing organizations cannot be held accountable for the poor outcome which results when a client does not make maximum use of the SP's assistance. (3)

TABLE 153 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
MARKHAM FEBRUARY 1996	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION/ACCOUNTABILITY
	1. Canadians have a responsibility to newcomers (6) 2. not all newcomers can contribute economically (family reunification) (7) 3. integration is a two-way street (8) 4. to recognize barriers to newcomers, must have information on their cultures and more follow-ups and evaluations (12) 5. must watch for conflicts of interest (31) 6. priority should be given to those in need, regardless of status or length of time in the country, while still recognizing that services are finite (8) 7. immigrants with the financial means should bear the costs of integration services (13) 8. citizens should not be denied access to LINC (28)	1. language is essential (7) 2. must share the principles and values of our society and political system with newcomers (7) 3. initially, immigrants should be 'tracked' to ensure that their needs are being met (9) 4. must be aware of the implications of citizenship before getting it (10) 5. must reduce political influence to decrease costs (17) 6. need criteria for staffing programs (18) 7. need greater time to prepare for refugees (20) 8. should encourage refugees with incentives to stay in one place for a while (21) 9. need national standards and principles for direction and accountability, to ensure a "common commitment to the spirit of the program" (5) 10. must have public education regarding immigration (6) 11. Canadian society must be taught to adapt to foreign cultures as well (8) 12. Canadians must be informed of the successes of immigrants (9) 13. need tracking mechanisms (11) 14. refugees need the 4 essential services and language training, health services, and counseling (20)	1. need results indicators, such as: language acquisition, self-sufficiency, economic and social contribution, community participation, less need for services, life skills displayed (14) 2. must have community input as to which indicators are used (15) 3. need quantitative and qualitative measures, short and long-term evaluation (15) 4. it is difficult to measure the effectiveness of most programs (16) 5. governments and clients must be accountable as well (16) 6. must have a tracking system for effective evaluation (17) 7. must reduce information requirements on the SPOs to cut costs (17) 8. need to implement formal contracts (17) 9. must use professionals to conduct audits (17) 10. reviews must be conducted by an independent body (17) 11. need an interim accountability system (18)

TABLE 154 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
METRO TORONTO CONSULTATION #3 FEBRUARY 1996	PRINCIPLES/STANDARDS	SUBSTANCE/NATURE	EVALUATION/ACCOUNTABILITY
	<ol style="list-style-type: none"> 1. need national principles and standards for consistency, equality and to convey the values and the essence of the programs (5); should not be too general nor too specific; must be simple, client-focused, based on need and reflective of national values (6) 2. settlement is a two-way street (7) 3. must establish key definitions (7) 4. key principles: equitable access, fairness, anti-racism, human rights (12) 5. should give priority to those 'most in need', but recognize that need is difficult to define and gauge (10) 6. newcomers should become citizens only when ready (11) 	<ol style="list-style-type: none"> 1. learning one official language is essential (7) 2. citizens should have access to LINC (11) 3. refugees need the four essential services: safety, language training, needs assessment, food, clothing, interpretation, immediate shelter, and medical screening (22) 4. must address the barriers to participation (9) 5. must show that settlement renewal will lower costs (21) 	<ol style="list-style-type: none"> 1. there must be multi layered accountability between newcomers, governments and SPOs (7) 2. the federal government responsible for global evaluation, agency for ensuring partnerships and SPOs for services (14) 3. need clear criteria (14) 4. indicators must be timely, flexible, measurable and local in nature (14) 5. must focus on program and financial accountability, emphasizing cost-effectiveness, ethics, privacy, clear definitions, and outcome over process (14) 6. possible indicators: language acquisition, employment, independence, community participation, citizenship(?), (15), access to services (17) 7. must use qualitative and quantitative (15) and short and long-term studies (16) 8. evaluation should be simple (19)

TABLE 155 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
ISAP/ HOST Dec. 5 & 13, 1995	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	<p>1. generally agree with national principles (7)</p> <p>2. importance of learning one of our languages services must be based on need - not just for recently arrived (6)</p> <p>3. importance of local communities being involved</p> <p>4. principles fall short in recognizing and respecting the rights of newcomers' contributions (9)</p> <p>5. importance of family reunification (9)</p> <p>6. desire of newcomers for cultural retention (9)</p> <p>7. principles must commit to ending systemic discrimination (9)</p> <p>8. stronger humanitarian perspective with respect to refugees (16)</p> <p>9. professional standards of delivery (14)</p> <p>10. standards set to ensure funds are spent properly -legal action and suspension must be available (15)</p> <p>11. community must be defined not on ethnic lines but on multicultural, geographic, municipal base of delivery (23)</p> <p>12. integration is a reciprocal enrichment process by newcomers and Canadians (7)</p> <p>13. local communities must be involved in determining settlement and integration needs and service priorities (7)</p>	<p>1. cost minimization: -reduce administration, multi-year funding, simplified proposals, eliminate consultants and use more community resources, speed up landed status process, take into account previous performance for SPOs, encourage information sharing, -cap overhead costs, standardized forms and reporting, increase professionalism of the work and better use of technology (14)</p> <p>2. more orientation counseling and language training abroad for refugees (16)</p> <p>3. fundamental refugee services: -reception, temporary accommodation, initial orientation, referral to long-term services (16) -list of recommended services (17)</p> <p>4. many disagreed with newcomers being encouraged to become citizens as soon as possible (8)</p> <p>5. clearly want more services for refugees (10)</p> <p>6. family reunification important (9)</p> <p>7. overseas orientation important (9)</p> <p>8. improve speed and ease of immigration process (9)</p> <p>9. encourage mobility to other provinces where opportunities exist (9)</p> <p>10. facilitate access to previous professions and occupations (9)</p>	<p>1. suggested results indicators: -language acquisition -client independence -economic contribution -social and cultural interaction with larger community -client has long range planning for the future -client feedback and client specific indicators (e.g. meeting one's own goals) -reduced use of services -client turnover -political integration (understanding rights and responsibilities) -successful family reunification -not being on social assistance</p> <p>2. criteria for evaluation must be determined by CIC, SPOs and clients (11)</p> <p>3. measures must reflect quality as well as statistics (12)</p> <p>4. pre-arranged standards of performance (benchmarks) with annual audits and follow-ups</p> <p>4. on-site visits by funders</p> <p>5. standardized, validated language tests</p> <p>6. measures must be realistic, valid, and fair, cost effective and not very onerous (12) and consistent across the country</p>

TABLE 156 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES : ROUND I: ONTARIO			
HALTON MULTICULTURAL COUNCIL, FEB. 23, 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. settlement and immigration services must be made available to every individual, regardless of status or stay in Canada (1) 2. stressed equity and rights of immigrants and refugees (2) 3. ethical standards of data collection must be set by federal government and community agencies (2)		1. evaluation tool to identify benchmarks and performance indicators for all SPO's (2) 2. use of existing provincial umbrella organizations is a must (2)

TABLE 157 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
POLISH IMMIGRANT AND COMMUNITY SERVICES FEB 9, 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. agrees with national principles in federal government discussion paper (1-2) 2. stressed the importance of family reunification 3. need standards for qualifications of ESL teachers, counselors, and child minders; also core curriculum, competency levels and entry and exit requirements (national language benchmarks) (3)	1. suggestions for cost reduction : less administration, simplified reporting, concentrate on organizational stability and experience, partnership between SPOs, speed up landed status process, clear rules for service 2. preference for NGOs with low operating costs (3-4) 3. more overseas orientation (3) 4. refugee services should not be reduced 5. establish provincial terms for refugee assistance eligibility 6. ongoing consultation with stakeholders as to the community role in determining refugee quotas (5) 7. AAP should be linked with skills training (5) 8. CIC should have regular consultations with SPOs and communities (5)	1. both qualitative and quantitative measures for accountability including: audits, client feedback, on site visits, standardized language tests, etc. (3)

TABLE 158 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
COSTI, Feb 8, 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. serious concern about devolution of federal responsibility because there is no agency at present to replace federal functions (1) 2. existing services must not be dislocated in transition period 3. recall special needs of refugees (2) 4. cost effectiveness must not detract from providing good service (4) 5. provide refugees with more equitable level of service - at present government-sponsored refugees have access to much more (5) 6. settlement services must be developed as a profession including serious training and accreditation (4) 7. agencies must meet criteria: locally based delivery system, ability to work with others, ability to meet standards, essential operational policies, ex. anti-racism. (4)	1. must ensure distinction between AAP and provincial/municipal income support (5) 2. more effort to get clients training and education while they are on AAP (5) 3. develop a "vision statement" to emphasize importance of immigration to Canada (2) 4. SPOs must respect rights of newcomers and be free from discrimination (2)	1. evaluation mechanisms to ensure adherence to national standards 2. measure quality as well as quantity – including client feedback and national service standards (3) 3. need different accountability measures for initial settlement services and for long-term services (4)

TABLE 159 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
ONTARIO COUNCIL OF AGENCIES SERVING IMMIGRANTS FEB. 2, 1996	PRINCIPLES/STANDARDS	NATURE/SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. consider impact of immigration experience on cultural norms and values of refugees – need cross cultural communication, human rights and anti-racism (2) 2. service eligibility should be based on need not status (3) (10) 3. strive for equitable participation of immigrants in Canadian society (3) 4. selection of refugees should be based on need not skill and language (9) 8. stressed family reunification (10) 9. federal government must develop and enforce national standards (11)	1. community-based is best for: settlement counseling, host programs, language training, skills training, addressing of barriers, public education, and labour market orientation (2) 2. local and regional boundaries must be defined with input from SPOs (7) 3. administrative structures must reflect equity, participation and democracy (7)	1. accountability is a two-way process 2. data collection must meet ethical standards ex. Confidentiality 3. accounting measures should be realistic, cost effective and relevant 4. both quantitative and qualitative measurement - reflecting methods already in place, and taking into account divergent conditions (5) 5. collaborative development of accountability tools (6) 6. accreditation and standards in order to move towards a "self-governing profession " (6)

TABLE 160 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
TESL Ontario FEBRUARY. 2, 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. clarify who is most in need "status should not determine eligibility" 2. stressed importance of learning one of the two official languages 3. must not abandon services to refugees 4. language benchmarks are a must 5. core curriculum standards for teachers 6. standards for SPOs, must be aware, however, of local conditions 7. standardized forms for reporting	1. language training should go further than LINC 2. avoid duplication and competition for services and "...fragmented, uncoordinated services." 3. concerned about newcomers having to become citizens as soon as possible - they would lose services that they still require	1. language acquisition is a good indicator of success - leads to employment, independence 2. must focus on measurable factors

TABLE 161 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
MENNONITE CENTRAL COMMITTEE REFUGEE PROGRAM JANUARY 10, 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	<ol style="list-style-type: none"> 1. ensure that settlement renewal will not affect overseas selection - must be able to respond to international humanitarian obligations (6) 2. principles must include concepts of nation building and relationships (6) 3. settlement must not have a time limit (9) 4. family reunification is a key to settlement (9) 5. this group does not endorse settlement renewal in general (12) 6. equal access to services for private and government sponsored refugees (6) 7. need more holistic assessment of needs (7) 8. must be minimum standards among the provinces (7) 9. services should be part of a service plan - not isolated - ex. Language training leading to job training, etc. (11) 10. definition of "settlement" must embrace not only jobs but relationships and contributions to society - more holistic (10) 	<ol style="list-style-type: none"> 1. importance of who delivers the initial services to refugees – should be local and personalized (4) 2. "volunteer sector can not replace professional services" 3. current approach of AAP is dollar and time intensive 4. privately sponsored refugees should be eligible for AAP 5. "ESL overseas of questionable value" (6) 6. service must be community based 7. landing fee is a barrier (5) 8. status should not be a barrier to service (5) 9. essential services for refugees include: counseling for trauma, child minding, family reunification, temporary accommodation, language training and health concerns (3) 	<ol style="list-style-type: none"> 1. need for accountability (6) 2. must be able to perform evaluative measures on a local basis (8) 3. need assessment tools to determine needs - with client input (10) 4. include mutually agreeable goals between client and counselor which can be achieved and measured (10) 5. settlement is long-term, most indicators should be long term (10) 6. private sponsors link with agencies to help assess needs (11)

TABLE 162 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
ACCESS ACTION COUNCIL JANUARY 1996	PRINCIPLES/STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. importance of English or French education (2) 2. takes time for newcomers to make an economic or social contribution (2) 3. integration is a two-way process 4. services available not based on stay or status but need as well - must better define most in need (3) 5. principles must clarify responsibilities of different levels of government (5) 6. flexibility must be part of the standards (5)	1. refugee services should be left as they are: :reception, orientation, temporary accommodation, referral to long-term services, job-related language training, psychological support, etc (10) 2. newcomers should have incentives to become citizens (4)	1. accountability must take place at all levels – federal, provincial, local, regional, SPOs, etc. (5) 2. measurable factors are meaningful employment, community tolerance, media reporting - being a citizen or getting any job (that may not be in newcomer's field) is not enough to indicate success (5-6) 3. monitor language services; scrutinize media coverage, monitor extent to which newcomers are represented in various sectors of society and communities (6) 4. minimal time to be spent on administration (7) 5. all municipalities, school boards, etc. involved in the administration of funds must be held accountable (8)

TABLE 163 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
D.O.O.R.S. TO A NEW LIFE REFUGEE CENTRE INC. JANUARY 10, 1996	PRINCIPLES/STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. refine definitions of settlement and integration and indicate that the two are different things occurring on a continuum (2) reunification of families (2) services must be based on need alone, not status or time in Canada (4) 4. refugee situation is distinct - they require access to all services as well as specific ones to address specific problems (6) ex. mental health programs	1. need to provide more information to refugees overseas (7) 2. availability of service and funding must not predispose overseas selection of refugees (3) 3. settlement renewal must not steer overseas selection in any way	1. whether a newcomer becomes a citizen or not should not be the measure of success of integration (5)

TABLE 164 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
THUNDER BAY MULTICULTURAL ASSOCIATION: PRELIMINARY RESPONSE	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. concern for equity and fairness (14) 2. recognize the shared provincial/federal responsibility for newcomers (4) 3. federal standards must provide clear principles and minimum requirements (7) 4. criteria for selection of NGOs should include: -non-profit with community elected boards -good mandate with clear track record -professional linguistic and cultural competence and sensitivity (7)	1. establish clear operating procedures that address transparency, stakeholder representatives, conflict of interest, and appeal procedures (4) 2. more provision for outreach to smaller communities (8)	1. monitoring process that identifies real results 2. need objective, effective measuring (5) 3. need annual audits by chartered accountants (5) 4. need field site visits, reporting requirements and audits by federal, provincial, and municipal officials (5) 4. adding accountability mechanisms adds costs (5)

TABLE 165 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: ONTARIO			
ONTARIO ASSOCIATION OF ADULT AND CONTINUING EDUCATION SCHOOL BOARD, Jan 23, 1996	PRINCIPLES/ STANDARDS	NATURE/ SUBSTANCE	EVALUATION/ ACCOUNTABILITY
	1. stressed importance of learning one of the official languages (2) 2. refugees, disabled, etc., deserve priority (2) 3. ongoing monitoring is needed to ensure consistency and equity (2) 4. need standards for: administration models, service delivery models, language levels, language assessment instruction, instruction and curriculum for language training, program/services and core quality standards (2) 5. need clearly defined rules and universal contract principles - appropriate legal action and appeal process also should be standardized (3)	1. basic information about Canadian system, our rights and responsibilities, must be made clear to newcomers (2) 2. refugees orientation could be delayed until refugee reaches community of destination (3) 3. local settlement workers could be responsible for distribution of funds for refugees until bank accounts are opened (3) 4. settlement services must be aimed at those most recently arrived (2)	1. key factors: sufficient language for employment, ability to access mainstream services, contribution to society

TABLE 166 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES:ROUND I: NEW BRUNSWICK			
CIC STAFF CONSULTATION Jan. 9 - 24, 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	<p>1. principles should address rights of clients</p> <p>-culturally and linguistically appropriate</p> <p>-respect confidentiality (1)</p> <p>2. most important principle is access to learning a language (1)</p> <p>3. principle should state that "It is important for newcomers to have the <u>opportunity</u> to make an economic and social contribution" principle as it is now is too demanding (2)</p> <p>4. choice must be up to newcomers whether they wish to obtain citizenship or not -although they should be encouraged, but not presumed to become citizens and provided with education on the process and rights/responsibilities of citizenship (2)</p> <p>5. should encourage more migration (11)</p> <p>6. employment incentive of employment security for service deliverers would contribute to quality of service (5)</p>	<p>1. standardized services for government and privately sponsored refugees (5)</p> <p>2. services suggested for refugees:</p> <p>-language training beyond basic needs</p> <p>-access to health care</p> <p>-service agency workers must learn about trauma, stress, etc.</p> <p>-counseling services</p> <p>-legal assistance</p> <p>-accreditation for trade or profession</p> <p>-employment services</p> <p>-interpretation/translation services</p> <p>-life skills training (6)</p> <p>3.also for refugees: shorten claim process claimants receive some services through ISAP, LINC, etc.</p> <p>4.waive or consider changes to the landing fee for refugees (7)</p> <p>5. services should be aimed at recent arrivals and those most in need (2)</p> <p>6. "aggressive" programming for women and others who may not have easy access to services (3)</p> <p>7. partners must sign on that they agree with Canada's international responsibilities (3)</p> <p>8. basic needs of refugees are most essential: reception, initial orientation, temporary accommodation, access to long-term services (5,6)</p> <p>9. the refugee determination process should be sped up and shorten time for the claimant process</p>	<p>1.clients must be able to have a role in feedback process (3)</p> <p>2. important to be able to measure progress within a set time frame (3)</p> <p>3. must have a way of bench marking level of integration - but it still must be immigrant specific</p> <p>4. language - measure progress with set time frame - taking into account clients need and only providing the language services, for example, that they need (3-4)</p> <p>5. one indicator is employment or economic self-sufficiency</p> <p>6. community tolerance:</p> <p>-measure by looking at community policies, crime statistics, numbers of immigrants who stay in original area of settlement and do not move to Vancouver, Toronto, etc. (4)</p> <p>7. ability to access mainstream services is an indicator of integration (4)</p> <p>8. citizenship is a questionable measure of integration; community involvement is also hard to measure and difficult to use as indicator (5)</p>

TABLE 167 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: NEW BRUNSWICK			
CIC WORKSHOPS January 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. principles should address the rights of clients: respect confidentiality, be free of racism, reflect impartiality (1) 2. most important that newcomers have access to and learn our language (1) 3. need to define 'newcomer' (2) 4. ensure consistency of eligibility of services across the country (6)	1. services should be aimed at those most in need (2) 2. need for 'aggressive' programming for women and children 3. don't overtrain immigrants; only provide what is needed (11) 4. waive or change landing fee (11) 5. there is a need to encourage more immigration (11) 6. speed up refugee determination process (11)	1. data collection must respect basic human rights (3) 2. need ongoing feedback from clients (3) 3. qualitative and quantitative measurements 4. measurements should be done through 5. benchmarks and standardized tests (4) 6. use statistical data (4) 7. for numerous value for money suggestions see p4 in brief

TABLE 168 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: NOVA SCOTIA			
IMMIGRANT SERVING AGENCIES OF METRO HALIFAX- DARTMOUTH January 1996	PRINCIPLES/ STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	<ol style="list-style-type: none"> 1. strong national principles with national standards to support them (3) 2. support principles as written in document (3, 4) 	<ol style="list-style-type: none"> 1. need business development programs, labour market training, and accreditation of skills 2. refugees need to be given service priority (4) 3. assess circumstances on an individual basis (5) 4. provide legal counsel to refugees (8) 5. permit refugees to work from the time they arrive in Canada (8) 6. review Business and Skilled Workers Program for effectiveness (14) 	<ol style="list-style-type: none"> 1. Private immigration consultants should be strictly regulated to protect newcomers (14) 2. Need both quantitative and qualitative measures (7) 3. Need cost effective measuring instruments (7) 4. Increase transparency through annual reports (7) 5. Accountability should be applied at all levels (7) 6. Great need for new accountability mechanisms (15) <p>NEW ADMINISTRATIVE MODELS OUTLINED ON PAGES 10-13 OF REPORT</p>

TABLE 169 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES:ROUND I: NOVA SCOTIA			
CIC WORKSHOPS December 1995 January 1996	PRINCIPLES/ STANDARDS	NATURE /SUBSTANCE	EVALUATION /ACCOUNTABILITY
	1. participants agreed with principles outlined in the discussion document but wanted ‘contribution’ defined (1) 2. match each national principle with a national standard (3)	1. citizenship should be the choice of immigrants (1) 2. believe there should be equal access to programs based on individual needs (2) 3. initiate an ‘adopt an immigrant’ program for social and life skill development (8)	1. measure levels of community tolerance and number of ethnic communities (5) 2. measure the degree immigrants are involved in community through volunteer work, memberships, and schooling 3. good measure of success: buying a house (5) 4. include statistical information (6) 5. audits 6. see pages 5-7 for numerous other proposed results indicators NEW ADMINISTRATIVE MODELS OUTLINED ON PAGES 18-21

TABLE 170 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: NEWFOUNDLAND			
CIC WORKSHOPS January 19, 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. principles should ensure equity across Canada (3) 2. eligibility for services should be based on need (3) 3. priority should be given to refugees (4) 4. foreign credentials should be recognized (8) 5. uphold multiculturalism (9)	1. language is number one priority (3) 2. need increased focus on helping newcomers make economic and social contributions to Canada (3) 3. programs should be based on 'needs-based' assessments (4) 4. ensure qualified personnel for program delivery	1. use of benchmarks was recommended (3) 2. funding formula should reflect secondary migration patterns (4) 3. baseline funding needed for agencies (4) 4. Key indicators: a. learning language (standardized tests) b. job placement and job satisfaction c. community tolerance d. school policies and programs (4) 5. have one administrative body for all programs

TABLE 171 : CIC – I – P&P

POLICY AND PROGRAMMING ISSUES: ROUND I: PRINCE EDWARD ISLAND			
CIC WORKSHOPS January 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	<ol style="list-style-type: none"> 1. Entrench 'rights' of clients': <ol style="list-style-type: none"> a. confidentiality b. linguistic sensitivity in program development and delivery 2. delivery agents should be accountable to clients 3. need national standard for the collection and use of statistical data 4. concern about the role of racism in policy[how do we measure tolerance levels] 5. programs should be delivered equitably and fairly at every level 6. services should be available to all regardless of status 7. develop clear concise definitions of terms and factors 	<ol style="list-style-type: none"> 1. strengthen private sponsorship 2. continue with PEI as an immigrant/refugee destination 3. 'local solutions for local problems' should apply 4. learn one of Canada's official languages 5. support language training for school children 6. destination matching is advised: those from rural areas should go to rural areas 7. important to provide opportunities for immigrants to network with others in their community 8. dollars are needed for transportation as PEI has no public transportation system 9. more public education is needed 	<ol style="list-style-type: none"> 1. client satisfaction should be included as part of measurement 2. go beyond numbers and into issues (3) 3. should be results based

ROUND II - POLICY & PROGRAMMING ISSUES

TABLE 172 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: NWT			
CIC WORKSHOPS JULY 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. RE: “two way street “ principle: who helps Canadians to welcome and receive newcomers? (1)	1. recognition of foreign credentials is a problem (2) 2. need training for delivery agents (2)	

TABLE 173 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: ALBERTA			
CIC WORKSHOPS & WRITTEN SUBMISSIONS JUNE 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ ACCOUNTABILITY
	1. principle 1 in discussion document should be expanded to include specific ways of helping Canadians adapt (2) ex: anti-racism education in schools 2. define self-sufficiency (3) 3. link language training and employment (3) 4. flexibility is missing from Principle 5, in discussion document (3) 5. universality is missing from Principle 6, in discussion document (3) 6. standards and guidelines should be national and have minimums 7. strong preference for a national accountability framework (4) 8. need for national guidelines re: eligibility of services for funding (6) 9. set up a national working group to develop standards: binding on all partners (7)	1. ombudsman or appeal process recommended 2. should have trauma counseling and interpreter services for refugees (5) 3. short-term and long-term support should be defined 4. need for education and public awareness programs (6) 5. avoid mail-in services & forms 6. those most in need' should include refugees and citizens (3) 7. need for a grievance committee (3) 8. issues of confidentiality, human rights, eligibility for service were omitted from the discussion document (4) 9. newcomers should be able to opt in or out of support systems (5) 10. federal government needs to ensure refugee destinations include different sized communities across Canada (6)	1. suggest reassessment of individual client needs every 6 months (5) 2. "What we wish to avoid is a situation where results indicators actually become an obstacle to providing certain types of individuals with the type and duration of services they need to settle successfully." (p4, ATESL, June 12, 1996)

TABLE 174 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES:ROUND II: SASKATCHEWAN			
CIC WORKSHOPS	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. province should have input into formulation of principles. (1) 2. most participants wanted national principles not 'reasonably comparable' services (4) 3. official language requirement should contain a definition of 'functional literacy' (3) see note 1 4. concern that reduced money will mean doing less with less (Settlement \$ to sask just reduced: check) 5. Federal government to ensure implementation of national standards	1. should reflect needs of all newcomers not just adult immigrants and refugees. (3) 2. business community should help with programs 3. should be client- orientated. 4. Transfer federal CIC staff to provinces 5. Cap research spending (11) 6. promote positive aspects of humanitarianism (11)	1. Federal government to monitor use of funds. 2. Stronger monitoring and reporting mechanisms to ensure \$ spent on settlement (p6) 3. CONTRASTING VIEWS: (p7,8) <ul style="list-style-type: none"> a. Provincial government suggested that reporting requirements between partners be negotiated b. other participants wanted more specific and formal reporting requirements c. CIC staff believe they should monitor the use of funds.

Note 1: functional literacy defined: the ability to analyze information and to have integrated language skills.

TABLE 175 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: MANITOBA			
CIC WORKSHOPS	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. should be a principle affirming humanitarian and international obligation to refugees (2,12) 2. need to identify barriers to integration 3. new delivery agreements should include principles 4. should ensure proper accountability of provinces to federal government and guarantee efficient program delivery costs across provinces. (p12)	1. disappointment expressed that there was no appeal or referral mechanism (4) 2. participants placed emphasis on public education process (9) 3. language seen as key to integration 4. refugee children should have access to schooling 5. programming eligibility should be based on need, not citizenship 6. definition of newcomer is important 7. need for transparency throughout system	1. need for sound set of indicators to measure nature and extent of integration: should consider newcomer views (2) 2. suggested indicators: (10) a. meaningful employment b. income c. lack of discrimination d. quality of life 5. integration indicators should be developed early (4) 6. develop indicators through national consultation process followed by field testing 7. MAKE SURE EVERYONE KNOWS THE RULES OF THE GAME OF EVALUATION 8. Participants recommended a partnership approach to the speedy development of integration indicators and development of accountability measures. 9. Transition funding was strongly recommended.

TABLE 176 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: ONTARIO			
HAMILTON June 14, 1996	PRINCIPLES /STANDARDS	NATURE/SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. concerned that policy is driven by cost reduction (6) 2. focus on need not status (7) 3. overall endorsement of the principles of renewal in federal discussion documents, with some adjustments to wording (8-9)	1. concerns about transition: keep communication open, need inter-departmental coordination, potential loss of goodwill, keep stakeholders involved, maintain services- more or less status quo in transition 2. maintain information to public (15-16) 3. regarding refugees: -concerned about the exclusion of claimants -more effective overseas work -more emphasis on expediting credentials -selection should be based on humanitarian conditions (13)	1. how will federal accountability be evident? (11) 2. statement needed about how provinces will select SPOs (11) 3. accountability needs to be simple - use existing delivery system framework (11)

TABLE 177 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: ONTARIO			
METRO I REPORT JUNE 13, 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. inclusion of refugee claimants and Canadian citizens in 'most in need' category is a main concern (1) 2. recognize that settlement and integration are different (5) 3. selection of refugees should be based only on basis of protection and international commitment (9) 4. ensure that all stakeholders are involved in the development of mechanisms for the adherence to national standards (11) 5. services must be culturally appropriate (11)	1. recognize long-term needs of refugees such as counseling (9) 2. must try to address those who often fall between the cracks but are in need of services (12) 3. all refugees are the responsibility of the federal government (1) 4. drop "head tax" for refugees 5. newcomers should be encouraged to become citizens (13)	1. where feasible, use existing infrastructure to avoid duplication and extra costs

TABLE 178 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: ONTARIO			
REPORT ON METRO JUNE 17, 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	<ul style="list-style-type: none"> 1. refugee needs are separate from newcomer needs (2) 2. contribution to Canada is a two-way process (2) 3. stressed importance of language to newcomers (2) 4. too much emphasis on responsibilities of newcomers vs. their rights (3) 5. need more emphasis on jobs (4) 6. stressed importance of client rights (6) 7. stressed family reunification (12) minimal level in each jurisdiction (2) 8. concern about selection of SPOs 9. endorsed national standards (6) 10. services must be flexible across nation (6) 11. need clear accountability standards (10) 	<ul style="list-style-type: none"> 1. need long-term, multi-year planning (2) 2. need culturally appropriate services (4) 3. need "one-stop shopping" - more holistic approach (6) 4. services must reflect local needs (8) . 5. Need more emphasis on refugee claimants, victims of torture and children (3) as well as the elderly (12) and privately sponsored refugees (15) 6. define period of service for a newcomer 	<ul style="list-style-type: none"> 1. concerned that accountability measures are expressed loosely (3) 2. stressed data gathering and confidentiality (4) 3. must trace secondary migration (7) 4. more detail needed about "success indicators" (9) 5. local bodies (SPOs) should be able to oversee evaluation and then use the results (10)

TABLE 179 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: ONTARIO			
MUNICIPALITY OF METRO TORONTO	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. services should be based on need, not on length of stay (1) 2. must support refugee applicants - esp. important in Metro Toronto (6) 3. must also support those who have citizenship but still require services (6)	1. system must be regional in nature (1) 2. new system for Metro Toronto must be built on old system and community infrastructure (1) 3. secondary migration is very important in case of Metro Toronto (2) 4. how will "most in need " be determined? -ex. too much focus on the labour market need could work to the disadvantage of immigrant women as family members (5)	1. stressed need for flexibility (6) 2. "Metro is a key player for Canada in the provision of a range of services for immigrants and refugees. Metro, therefore, must have input into the negotiation of a new settlement services system, particularly as it affects the Metropolitan Toronto region." (10)

TABLE 180 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: ONTARIO			
SUDBURY JUNE 24, 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. speed up family reunification (15) 2. basic services must exist even in isolated northern communities (1) 3. limit administration overhead (4) 4. consistency in the way programs are delivered at the community level (6) 5. ensure core services are made available everywhere (11) 5. SPOs must be selected first on the basis of skill and expertise - language competency is not enough (16)	1. linguistic and cultural sensitivity is a must (7) 2. flexibility needed while still adhering to national standards (4) 3. how will settlement funds support need for "Canadians to adapt to new people"? (9) 4. "most in need" must be more broadly defined - especially women's access to services(1)	1. firm accountability based on results rather than numbers (1) 2. need for client feedback mechanisms (5) 3. need accountability framework between province and communities (11) 4. process must be clear with stakeholders having input in evaluation (12) 5. SPOs do need administrative support, although we must be sure the bulk of funds goes directly to services (12)

TABLE 181 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: ONTARIO			
CIC WORKSHOPS OTTAWA JUNE 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. newcomers must have services in the community of their choice (1) 2. "most in need" must be expanded to include refugee claimants (1) 3. need to emphasize need for public education against discrimination (9) 4. address the severe nature of refugees problems resulting from torture, etc. (14) 5. promote existing tools of assessment such as Canadian Benchmarks and Assessment (17)	1. stressed the importance of secondary migration in Ontario (6) 2. note specific needs of newcomers who choose to integrate into a minority official language community - may require learning two languages (1) 3. concern that immigrants will be directed to mainstream services with no attention to their special needs (1) 4. is it realistic to expect seniors to acquire a new language easily? (5) 5. many who become citizens fall through the cracks - and their children may need services (6)	1. will success indicators be appropriately responsive to changing economic conditions? (4) 2. local advisory process needs to be strengthened and designed to produce a mutual accountability between the province, government , SPOs and communities (11) 3. need mechanisms for community input with respect to the performance of the provincial government (12) 4. regular "national review" by the federal government of the new approach to settlement and its impact (15)

TABLE 182 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: ONTARIO			
MISSISSAUGA JUNE 17, 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. "most in need" requires more explanation (2) 2. partners must commit to upholding principles of Multiculturalism, the Charter, Freedom of Information act, etc. (5)	1. proposal for renewal has potential to be a very "holistic" system in terms of services (2) 2. not clear how Canadians will be "educated" to accept newcomers (3) 3. refugees come to Canada based on humanitarian concerns only (7) 4. special needs of women and children must be recognized (7)	1. a group of stakeholders need to advise and evaluate: federal/ provincial/ SPOs/clients (6)

TABLE 183 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: ONTARIO			
WINDSOR June 21, 1996	PRINCIPLES/ STANDARDS	NATURE/SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. stressed importance of public education (2) 2. issue of secondary migration is critical (10) 3. need to address access of newcomer professionals to relevant employment (15)	1. must not lose communication during transition period (2) 2. current language training does not go far enough (11) 3. not too much bureaucracy (16) 4. maintain status quo during transition and initiate pilot programs (17) 5. Separate newcomers and refugees (2) 6. selection of refugees should be based on protection first (5) 7. need to clarify the issue of privately sponsored refugees (12)	1. national benchmarks are a must (3) 2. success indicators must be linked to annual transfer of funds (4) 3. more specifics needed with respect too success indicators (10) 4. acknowledge that there are qualitative elements that are difficult to measure (11) 5. need feedback mechanisms for refugees (13)

TABLE 184 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: NEW BRUNSWICK			
CIC WORKSHOPS June 1996	PRINCIPLES /STANDARDS	NATURE/ SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. include federal legislation in provincial agreements ie language, human rights, employment equity (3) 2. a degree of minimum standards for services must be established (3)	1. include refugee claimants with “the most in need” definition (3) 2. place more emphasis on the responsibilities of newcomers (3) 3. the selection plan abroad must ensure that the destination is a good fit for the individuals involved, thus reduce secondary migration (4) 4. maintain HOST program 5. need cross-cultural training at all levels of service (5)	1. service providers should evaluate clients when they exist a program and then track them (4)

TABLE 185 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: NOVA SCOTIA			
CIC WORKSHOPS June 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. most participants agreed with principle content in discussion document (3) 2. reiterated Round I position that principles must be matched with national standards (3) 3. need clarification on terminology/ definitions (11)	1. define 'early economic and social integration' (4) 2. address mental and emotional needs of government assisted refugees (7)	1. accountability should be in place at all levels of funding and service (5)

TABLE 186 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: NEWFOUNDLAND AND LABRRADOR			
CIC WORKSHOPS June 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. language competency is a must (2) 2. agree with main thrust of principles as outlined	1. need for increased public education (2) 2. avoid duplication in programming and administration (4) 3. employment programs should compliment language training (4)	1. need a simple planning and audit system (4)

TABLE 187 : CIC – II– P&P

POLICY AND PROGRAMMING ISSUES: ROUND II: PRINCE EDWARD ISLAND			
CIC WORKSHOPS June 1996	PRINCIPLES /STANDARDS	NATURE /SUBSTANCE	EVALUATION/ACCOUNTABILITY
	1. there must be a philosophical agreement between the federal government and partners re: principles 2. found nothing major omitted in principles outlined in government discussion document	1. province and community at large in PEI are lacking in cross cultural sensitivity, awareness of immigration benefits, and immigration issues (1) 2. ensure best of existing system is brought to new system (2) 3. both social and adaptation programs for newcomers are needed (3) 4. should be more done to help refugees find work (4) 5. avoid disruption of services to clients	1. PEI should be considered a jurisdiction on its own (4)

ROUND I - STRUCTURAL AND FUNCTIONAL ISSUES

TABLE 75 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: NATIONAL							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
NATIONAL CIC STAFF JAN. 25, 1996	1. Ottawa should continue setting immigration levels, taking into account advice from all stakeholders (5) 2. need more active federal/provincial discussion about humanitarian movement (5) 3. more information is needed and more marketing of private sponsorship -eg. tax deductions to sponsoring groups 4. need to carefully examine LINC abroad - is there a need for it? (5) 5. coordinate research on a very selective basis for policy purposes - look at research partnerships with private sector (5)	1. will settlement renewal “awaken a sleeping provincial government?” (5) 2. will Canada need the blessing of each province in the future to deal with immigration and settlement matters?” (5)	1. sectors to be involved in priority-setting & decision - making: -think tanks -school boards -SPOs -social service deliverers -clients (6)	1. management of national and international agreements (6) 2. negotiate, monitor and administer contracts with partners (6)	1. there are merits to provincial delivery: simple administration; serving newcomers through mainstream social services can speed up integration		1. ensuring funds are used for settlement purposes: -rigorous screening of new partners -require annual report -include provision for revocation of funds if they are not used for settlement (4) 2. settlement funds should be distributed fairly within each region, based on needs reflective of immigration flow (2) 3. ensure funds are used for settlement services

TABLE 76 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: NATIONAL							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
NATIONAL ORGANIZATION OF IMMIGRANT AND MINORITY WOMEN OF CANADA FEB 1996	1. enduring, strong federal role (2) 2. continue commitment to settlement and funding of at least current levels (7) 3. must set immigration levels (7) 4. fund research (10) 5. help develop standards to improve coordination and quality of service (10) 6. identify community needs (10)	1. transfer funding of administration to provincial level (8) 2. coordinate local priorities with national standards 3. support regional differences 4. fund organizations 5. grant administration 6. monitor funding agreements	1. local boards: -advise government 2. foster positive partnerships 3. identify priorities 4. concerned about makeup of local boards (11)	1. must remain involved in allocation of funds and distribution of AAP (7) 2. provide information to overseas officers (8)		1. selection of NGO's must be based on clear criteria: -non-profit groups with good past record and mandate	1. funds need to be made available to service providers to develop benchmarks and expertise in program evaluation 2. federal government must set priorities for funding (10) 3. all funds <u>must</u> be administered by public servants (12)

TABLE 77 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: NWT							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS FEBRUARY 1996	1. research and dissemination of information inside and outside of Canada (3) 2. set program objectives with delivery partners (3) 3. promote Canada abroad (3) 4. set minimum national standards and guidelines (3) 5. establish a training transition program for SPOs (3)		1. joint community and newcomer consultation is needed to develop effective programs (1)	1. maintain policies (3) 2. should not be delivering services		1. only NGOs should be involved in delivering services (3)	1. federal government should continue to fund service and was seen as the appropriate funder by all (1,3) 2. Is federal government allocating a budget for NWT? (4) 3. Consider secondary migration in funding formula (4)

TABLE 78 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: BC							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
PHASE I: SERVICE PROVIDER CONSULTATION JULY 1995	1. notify SPOs in writing of any governmental changes in policy or administration (5) 2. other federal ministries need to be involved and partner in settlement programs and issues (8) 3. develop single consistent fact sheets on settlement services (5)	Settlement Branch of BC Government would: 1. consult other provincial ministries (8) 2. co-ordinate a provincial interministerial committee (8) 3. reassess existing federal regulations and assumptions before adopting them (9)		1. link SPOs through E-Mail or internet (5) 2. create a clearing house for settlement integration (5) 3. monitoring role: through creating and maintaining national standards (8)	1. link directly to community agencies (8) 2. Settlement Branch of BC government should hire civil servants to administer funding (9)	1. should set up an advisory body to federal government 2. train immigrants to help other immigrants (20)	1. fear that settlement renewal could lead to fewer resources and services for immigrants (3) 2. need multi-year contracts, 3-5 years, to indicate trust by funders in delivery agents (4) 3. provide advance notice to SPOs on any changes to funding (5) 4. should be equitable for BC, in terms of migration levels (8) 5. create a GRANT BODY consisting of the 3 levels of government together with community to make funding decisions (8) 6. turn landing fee into vouchers which clients can use to purchase services of their choice (20) 7. allow SPOs to move \$s between budget categories to best meet settlement needs (17)
	1. Have an annual consultation for strategic planning: 1 st with funders and SPOs followed by a broader public consultation which should include immigrants (9) 2. establish an external review committee composed of professionals and clients; committee would create guidelines and a service framework and review funding proposals (10) 3. create a policy and priority council to establish policies and priorities for funding decisions; should be a provincial body with 5 regional committees which conduct regional consultations to feed into council (10)						

TABLE 79 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ALBERTA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
DR. DAVID BAI, UNIVERSITY OF ALBERTA	1. ultimately responsible for settlement: funding and in other ways 2. federal parliamentary committee should have hearings every 18 months for up to 5 years to ensure federal government is living up to its responsibility					1. programs and services must be delivered at the local level (2)	
	1.		1.	1. need for better public education 2. need for new regional or provincial basis of organization (comprised of either elected or appointed citizens) that will co-ordinate with federal and provincial funding bodies by: a. administer, monitor, and evaluate programs b. recommend or make funding allocations c. conduct a regular community consultation and make policy recommendations (4)			1.
	Make sure Canadians live up to humanitarian commitments. (4)			1.			2.

TABLE 80 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ALBERTA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CATHOLIC SOCIAL SERVICES	1. must honor international obligations			1. ensure local bodies uphold national standards and principles (5) 2. formation of national policy (5) 3. allocation of resources (5) 4. responsible for direct government sponsorship of refugees (6) 5. promotion of public awareness (8) 6. promotion of research initiatives (8) 7. national clearinghouse for information (8)		1. Priority service providers should be community based organizations with volunteer boards.	1. keep AAP separate from other funds (5) 2. Federal government to maintain current level of funding and ensure funds are used for designated purposes. (5)
	1. Involve newcomers in making informed decisions about their lives 2. Advocates a local advisory committee for identifying needs, setting priorities, developing standards, sharing information, and making recommendations to government. (4)			1.			1.
				Funding allocation, monitoring, evaluating, be conducted by unbiased federal and provincial civil servants			

TABLE 81 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ALBERTA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES (AAISA)	1. research (iii) 2. responsible for refugee obligations and rights 3. oversee regional allocation of settlement budget (iv) 4. formation of national policy		1. immigrants and refugees should be involved in a. defining service needs b. planning c. implementation d. evaluation of services (i)	1. continue with government sponsored refugees 2. commitment to family reunification 3. promote public awareness (iv) 4. promote and monitor private sponsorship (iv) 5. enforce immigration laws (iv)		Delivering agents should: a. be community based with volunteer boards b. have a proven track record c. have a relevant mandate d. have representation of client and equity groups on boards and committees. (ii)	1. need consultation process to develop accountability procedures to ensure \$s are used as intended (ii) 2. dollars earmarked for AAP to be kept separate from other settlement dollars.(ii) 3. funding allocation body should be composed of provincial and federal civil servants (iv)

TABLE 82 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ALBERTA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS AND WRITTEN SUBMISSIONS FEBRUARY 1996	1. unifying role in developing national standards and principles 2. Fund services (10) (establish through consultation with local communities) 3. researching, co-ordinating and disseminating information (21) 4. develop immigration policy (21) 5. immigrant selection (21) 6. develop standards of accountability (21) 7. co-ordinate, bridge and liaise with stakeholders 8. maintain a local presence encourage private sector participation		1. local communities should be involved in determining needs and service priorities (11) 2. programmers have input into policy (Ap4,13)	1. public education (21) 2. national clearinghouse for information (21) 3. maintaining a strong presence in partnerships (21) 4. deciding who should deliver services and monitoring effectiveness (21) 5. acting as an arbitrator (21) 6. providing income support for refugees	1. should be involved in providing culturally appropriate services for language assessment and training, employment, counseling, and other specialized services (20)	1. meet multiple needs at one source (Ap4,14) 2. should be the priority delivery agents (Ap4,18)	1. ensure resources are used as intended (11) 2. funding and allocation key role for federal government (20) 3. annual audits by chartered accountants (Ap4, 9)
	1.		1.	Responsibility for delivery of services to refugees was seen as shared and involved collaborative efforts between organizations involving mainstream and settlement specific services, churches, self-help and advocacy groups, community associations, and service clubs, educational institutions, and professional associations, business, employers, families, individuals, and the refugee. (19) 2.			1. 1.
	Other departments at both federal and provincial levels need to get involved in settlement services co-operatively. (12)						

*Models: New Ways to administer services are outlined in Appendix 1, Klinge and Faïd, Phase I Report

TABLE 83 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: SASKATCHEWAN							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSH OPS January 1996	1. provide information to decision-makers & local delivery agencies 2. develop national standards 3. co-ordinate with provinces 4. develop policies and legislation 5. planning for refugee settlement 6. promoting Canada 7. research	“Provincial government representatives stated that the province does not want the federal government to enter any negotiations with municipal governments without the provinces being present. The province is a major contributor to municipal government revenues.” (22)		1. take the lead responsibility in resettling refugees 2. do not see need for federal government to withdraw 3. provide information overseas to potential immigrants 4. language training overseas 5. Business: provide tax relief to business for training or employing newcomers	“Participants at the Provincial focus group stated that provincial governments are wary of taking over any federally devolved programs; it may set a precedent and there is a suspicion that funding would continue to be reduced in the future.” (18)	1. fear of NGOs becoming overburdened 2. provide services to refugees: -temporary accommodation – initial orientation - referrals (if federal government withdraws)	“Majority of funds to be used for direct services to immigrants.” (21) “There is suspicion that once the federal government withdraws from administration that it will eventually withdraw from funding.” “Provincial government representatives stated that the province does not want the federal government to enter any negotiations with municipal governments without the provinces being present. (22)
				“It is now very important to ensure mainstream services are accessible to newcomers- Important to educate organizations.” (9) *use of technology: learning at home long distance education			

TABLE 84 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: MANITOBA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORK-SHOPS January 1996	1. ensure provincial partners respect national principles 2. compile information conduct research 3. co-operate with business to enhance economic development 4. recruit immigrants cull out criminals (35)	“Some people argued strongly for a limited provincial role.” (37)	1. should be involved in the design of settlement services 2. set program goals and terms of reference.	1. help newcomers to find jobs 2. educate Canadians as to the value of immigration (35) 3. contract out research activities 4. a minority felt that the federal government should not provide language training overseas 5. establish national curricula, assessment and accountability processes	1. should not be able to dictate the type of immigrants they would accept. (36)	1. continue as community-based service providing organizations	1. consider local economic conditions 2. base funding on needs not numbers 3. allocate more money to locally designed and run programs 4. concern that provinces may reallocate settlement dollars 5. concern that funding will be reduced if transferred to provinces.
	*need for inter-agency teams (24) CONTRASTING VIEWS: 1. federal role need not be same across Canada 2. federal role should be the same “We are one.” (35)			*more co-ordination between sectors and organizations *promote a team approach at all levels of planning and delivery (49) *there should be a yearly opportunity for all players and participants to review and give feedback			1.

TABLE 85 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
METRO TORONTO 3RD CONSULTATION FEBRUARY 1996	1. shared provincial and federal roles for settlement as a whole (12) 2. important in the transition (21) 3. must remain faithful to its international humanitarian obligations (26) 4. must provide: info on international migration trends, info on successful strategies and services, research assistance (27) 5. responsible for overall immigration policy, including the number of arrivals (28) 6. provide funding, & set national standards (28)	1. reject the provincial agendas, especially in the dictation of the numbers of newcomers (25) 2. concerned about the influence of unsympathetic provinces (36)	1. community organizations should determine needs, service priorities, and resource allocations (12)	1. must provide: national orientation packages (27) 2. some felt that existing agencies should continue to play a role in delivery (8)	1. should provide income support because the necessary bureaucracy is already in place, but if it is, then it will likely be combined with welfare and not be as innovative (24)	1. some felt that SPOs should be the sole deliverers (8) 2. refugee programs should be delivered by SPOs or by private sponsors (22) 3. should provide counseling, but not income support because there would be too much paper work (23) -SPOs must maintain their roles (36)	1. funding should be allocated according to need and the pattern of arrivals (11) 2. Ontario must have its fair share of funding (11) 3. must account for secondary migration (12) 4. funding level must continue (19) 5. must reduce administrative cost (19) 6. need tendering to ensure fair access (20) 7. they applauded the 3/9 cost-sharing program (25) 8. need more cost-sharing, ex. private sector hiring of refugees (25) 9. concern for funding levels post 1998 (36)

TABLE 86 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
KINGSTON AREA SCHOOL TO EMPLOYMENT COUNCIL JANUARY 1996			1. work with community groups to ensure culturally sensitive programs (3)			1. should partner with the federal and provincial governments in administration and delivery (1) 2. NGOs with volunteers are the most cost-effective providers (1)	

TABLE 87 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL SSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
MISSISSAUGA JANUARY 1996	1. important role in funding (4) 2. must hold receiving agencies accountable (7) 3. must deliver on its international responsibility to refugees (8) 4. must ensure equitable distribution of funds across the country (8) 5. must conduct research, disseminate relevant information, conduct public education campaigns, fight racism and participate in local decision-making processes (8)	1. should use the income support system already in place (5)	1. should determine newcomer needs and priorities (4) 2. SPOs on the Local Advisory Council should be subject to conflict of interest safeguards (7)		1. those in the discussion were divided on the province's role in delivery (7)	1. should be community-based, 'one stop shopping' or holistic: Service Providing Organizations providing a broad range of services (3) 2. should build on existing structures and strengths (6)	
	1. Local Advisory Council should be an organization based on a geographical location from a municipality to a province; all stakeholders should be represented, even customers						

TABLE 88 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
HOLY FAMILY CHINESE SCHOOL PARENTS ASSOCIATION-OAKVILLE ONTARIO, NOV.1995	1. Federal Role is crucial and should participate in the local agencies and councils to provide guidance. This role is cost effective. (1) 2. By participating in the local agencies and councils with service providers as partners, the federal role is one of guidance and counseling. Therefore, it is cost effective. (2)		Local communities will be involved in determining settlement and integration needs and services. (1)			1. Limit service providers to ethno communities while local agencies and multicultural councils would act as advisory bodies with the service providers participating as partners.2. This model will provide local coordination and cooperation, better strategic planning, and communication among landed and prospective immigrants.(2) 3. The model avoids creating conflict of interest as funding is based on an agreed upon formula and the advisory bodies are not involved in service delivery. (2)	

TABLE 89 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
METRO HALL, TORONTO Jan. 22,23 1996	1. strong presence to ensure national standards (6) thus fairness and consistency, but not paternalism 2. public education regarding immigration and refugee policy (9) 3. research: internal immigration trends and secondary migration (18) 4. commitments to funding (18) 5. fight internal racism (18) 6. should provide funding, as directly as possible to deliverers (21) 7. establish two-way accountability (21) 8. leadership (18) 9. responsibility for refugees (18) 10. must set levels for immigration numbers and funding (18) 11. must ensure adherence to national standards (18) 12. must be an observer in local decision-making, to be involved but not authoritative (18)	1. should have input into the refugee programs because it funds refugees after one year (16) 2. concerned about an unsympathetic provincial government (25) 3. must be involved (9)	1. key in determining integration needs and service priorities within national standards (10) 2. have to be involved in determining needs and priorities (9) 3. must be represented on LACs (13)	1. need to have foreign posts distribute information regarding Canadian settlement (18) 2. must provide services abroad to newcomers (16)		1. must utilize community representatives (19) 2. partnerships in the community are important (19) 2. NGOs must be sustainable, impartial, knowledgeable and have continuity (21)	1. funding within regions should be done according to patterns of arrivals and needs of newcomers and must be sensitive to regional cost differences and secondary migration (9) 2. the Canada/Quebec Accord is inappropriate (18) 3. no beneficiaries should make funding decisions (19) 4. funding should be based on national patterns, thus arrival patterns and needs (8) 5. need multi-year, block funding (12)

				<p>1. Delivery agent's role: a provider with experience in administration; must: reflect national interests, be apolitical, avoid conflicts of interest, represent the community, be advised by LACs, and adhere to national principles (21); should: ensure access, monitor and evaluate, set priorities, allocate funds, and develop program criteria (21)</p> <p>2. a mix of private and public delivery could be cost-effective (13)</p> <p>3. model should be built on existing structures (21)</p> <p>4. must decrease the levels of administration (21)</p>	
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TABLE 90 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
LONDON JANUARY 1996	1. strong federal presence (5) 2. must intervene when national standards are violated (13) 3. public education regarding immigration issues (13) 4. ensure provincial compliance to standards (24) 5. provide information on immigration trends, profiles on potential immigrants, information on successful integration strategies and activities, information to foreign posts about Canadian settlement, research (25)	1. should not decide how many refugees are accepted (22)	1. should have an important determining role in integration (13) 2. a regional body should bring local needs to the provincial table (23)	1. should provide language training overseas (25)	1. AAP could be handled by the province, but it must be separate from general welfare (22)	1. could also handle AAP (22)	1. avoid the diversion of funds (13) 2. should be based on the number of immigrants (13) 3. SPOs should not make funding decisions (26)

TABLE 91 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
Metro Toronto 2nd Consultation JANUARY/ FEBRUARY 1996	1. must control refugee policy and not devolve it to the provinces (17) 2. should provide information on immigration trends, on successful strategies, on services and research (19) -should also provide: research on secondary migration, national standards, and public education on immigration (20) 3. federal government's enduring role should be consistent across the country (20)	1. concerned about being subject to the wishes of an unsympathetic province (31)	1. must be involved in planning (28)	1. should deliver refugee services in partnership with SPOs (16) 2. should continue to bring in refugees (17) 3. must provide: a national orientation package, language training overseas (19), skills training (20)	1. provinces should not deliver income support to newcomers through existing social support systems (17)	1. services should be community-based (9) 2. should deliver income support in coalition with reception centers and IRIS, thus a 'one-stop shopping' center (17) 3. utilize the expertise of existing SPOs (31)	1. funding should be distributed according to numbers and need, as numbers in themselves do not always evidence need (8) 2. Ontario must have its fair share of the total settlement funding (9) 3. need flexible contracting arrangements for funding (11) 4. need multi-year funding commitments (13) 5. need monitoring to ensure proper expenditures (14)

TABLE 92 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
HAMILTON JANUARY/ FEBRUARY 1996	1. must establish principles and standards, supply funds, hold receiving agencies accountable, lobby on behalf of newcomers and provide relevant information (7) 2. must comply with international obligations with respect to refugees (8) 3. ensure equity in funding the provinces (8) 4. must fight racism, participate in local decision- making and provide language training overseas (8) 5. research should be left to the academics (8)		1. the community should determine needs, priorities and the allocation of funding (3)		1. should dispense income support through existing social assistance mechanism(7)	1. SPOs must be well coordinated (6) 2. should move to 'one-stop shopping' arrangements, with a wide range of services being offered by one organization (6)	1. funding must follow the newcomer (3) 2. ensure no diversion of funds (3) 3. funding must be equitably distributed across the provinces (3) 4. funding must be based on the number of arrivals and on need (4) 5. need must be illustrated before receiving funds (6)

TABLE 93 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
MARKHAM FEBRUARY 1996	1. must have a strong federal presence (5) 2. federal presence on local decision-making bodies (11) 3. must provide: information on successful strategies and services, information on international immigration trends, research, funding, a voice for the local level, and accountability mechanisms (22) 4. role of CIC officials should be continued (31)	1. concerned about the actions of an unsympathetic provincial government (31)	1. must have a determining role, but with a federal presence and within national standards (11) 2. need to facilitate better local planning (28)	1. must provide national orientation packages & education abroad regarding settlement services in Canada (22)		1. the business sector should play a role in integrating refugees 2. private sponsorship should continue (20) 3. AAP could be contracted out to a financial institution (20)	1. must consider regional resources and secondary migration in funding decisions (11) 2. the arrangement must be equitable (11) 3. Ontario must receive its fair share of total immigration funding (11) 4. ensure no diversion of funding (11) 5. to contain costs, the administrative budget should be separated from program funding (17) 6. use tendering to contract SPOs (17) 7. permit the recording of surpluses without a subsequent reduction in funding (17)

TABLE 94 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
A REPORT ON THE ISAP/ HOST DEC. 5 & 13, 1995	1. responsible for ensuring funds are used according to principles (13) 2. research including statistics and feedback from SPOs - linking this to the selection criteria for future immigration (21) 3. national orientation packages (21) 4. research materials and tools (21) 5. provide posts abroad with information (21) 6. develop national policy, principles and standards (21) 7. language training overseas (21) 8. public education (21) 9. audit and monitoring of agencies (22) 10. train community workers and assist SPOs (22) 11. develop on-line databases (22) 12. consistent role across Canada (22)	1. input in determining total number of refugees -do polling & consulting -select refugees to be resettled -provide a better determination of where to resettle refugees (19) 2. does not favor strong involvement of provincial or municipal government or school boards in administration (26)		1. delivery for refugees should continue as is - also need a one-stop delivery model (18) 2. options for income support delivery -direct deposit or mail, via CIC -shouldn't be delivered through social assistance (18) 3. new agent of administration and funding must be unbiased and experienced and able to deal with multi-ethnic services (24) 4. three models considered: a)a new regional body to be the agent with representatives from all sectors b)newcomer community council that is more reflective of community level c)use an existing administration such as United Way (25-26) [for details of these and others models see the ISAP?HOST Report pp 23-27 and also the appendix of the Report of December 5 meeting pp22-26 and the December 13 meeting pp 42-53]			1. funding must go to those who have demonstrated skills in settlement (10) 2. federal government must commit to continue funding beyond 97/98 at least at current level (21) 3. ensure funds are spent on bona fide purposes, if they are not use legal and administrative sanctions (15) 4. restrict level of spending on administration (15) [For several diagrams of delivery models see Appendix of this report]

TABLE 95 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
HALTON MULTICULTURAL COUNCIL FEB 23, 1996	1. shared federal/provincial responsibility for standards and funding (2)		1. local boards to evaluate needs of community and advise government (2) 2. local boards must be made up of SPOs, immigrants, clients, ESL representatives etc. (3)		1. provincial public servants must administer funds (3)	1. delivery must be community based (2)	1. must ensure that settlement funds are used only for settlement purposes - not transferable within other levels of government (2)

TABLE 96 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
POLISH IMMIGRANT AND COMMUNITY SERVICES, FEB. 9, 1998	1. ensure funds are used according to national principles (3) 2. research on program strategy, immigrant profiles, resources and tools (5) 3. provide national orientation material in many languages (5) 4. audit and monitoring of regions develop cross-Canada on-line databases and communication (6)			1. public education of Canadians about immigration			1. secondary migration must be taken into account with respect to funding (2) 2. funding should go to groups who have demonstrated skill in settlement role (2) 3. **discusses two models of administration and distribution of funds (see 6-7)

TABLE 97 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
COSTI, FEB. 8, 1996	1. continued role in administration 2. adopt a single administration tier at the federal level with Treasury Board dealing directly with federally appointed provincial/ local funding bodies (6) 3. set immigration levels (6) 4. research and pilot program development 5. inter-provincial coordination 6. continue funding commitment (6)	1. more responsibility for setting immigration levels 2. provincial body as a funder - using a board or commission that would be accountable to the federal government (7)	1. local advisory groups help identify needs (2)	1. in communities where there are agencies with a capacity to manage income support programs, they could be contracted, otherwise the federal government must maintain that role (5)		1. expand responsibility for initial services to refugees (temporary accommodation, reception, etc.) (4) 2. much of current services under AAP could be delivered by community groups (5)	1. funding should be allocated to regions based on need as well as secondary migration 2. decision making should be transparent, free from conflict of interest - funding authorities not involved in direct service delivery (3) 3. services under mandate of provincial or local authorities (health, education) cannot be considered or funded as settlement services (3)

TABLE 98 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
ONTARIO COUNCIL OF AGENCIES SERVING IMMIGRANTS FEB 2, 1996	1. immigrants and refugees are a shared federal/provincial responsibility (4) 2. need support for grants given out by federal government or a Crown foundation (8) 3. don't reduce obligation to international refugees 4. general concern over motive to devolve authority (11) 5. must continue determining immigration policy (11)	1. preference for funds to be administered by provincial public servants (8)	1. local advisory boards should: -identify community needs -improve coordination for setting standards -foster partnerships -advise government on policy and programs (7)	1. income support for refugees must continue under federal jurisdiction 2. must continue delivery of AAP		1. community-based NGOs should have priority	1. settlement funds used for settlement purposes only (3) 2. impartial funding - not a function of local advisory boards (8) 3. must continue funding at least at 1994/1995 level 4. fair share of funds must go to Ontario (11)

TABLE 99 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Prov. Role	NGO Role	Federal Role	Prov. Role	NGO Role	
PEEL LINC PARTNERSHIP JANUARY 23,1996	1. Safeguarding Accountability& Principles 2. There should be a strong federal presence to ensure accountability and the preservation of national principles. (1)		<u>1. Local Advisory Committees</u> -There should be a Local Advisory Committee who would: a) consist of representatives from all service providing sectors b) include consumers c) identify needs and gaps in services d) evaluate current needs and identify emerging needs e) establish priorities f) be cost effective g) have clear conflict of interest guidelines h) have decision-making responsibilities <u>2. Community Representation</u> -The community should play a strong role in making recommendations.			<u>1. Infrastructure and Integrity of System</u> -There should be a strong infrastructure for administration. -The integrity of the system of settlement should be maintained.	1. There should be financial and administrative accountability

TABLE 100 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
PORTUGUESE COMMUNITY SERVICES, NOVEMBER 1995							1. Needs Based Funding -Funding policies should reflect the <u>real needs</u> rather than addressing the perceived needs which in many cases, were created to fit the existing services (top-down), (1) -In times of economic flux, inappropriate competition for funds from all sectors will occur. This could see many institutions seeking funds to bolster their economic needs rather than because they can truly speak and provide for any given cultural group. For example, it reflects underlying inappropriateness as well as both prejudice and ignorance that police services can participate in processes that then direct policy and funding outcomes for the multicultural sector. (2)
	Local Advisory Committees 1. The more accessible the local advisory body is the better equipped it will be to tailor its response to the real needs identified from within actual ethnic groups [bottom-up]. The effects of this will be to broaden current non-ethnic ways of service delivery. (1) 2. There is a concern that agencies and institutions [that have as their mandates non-cultural interests, such as education, health, protection, etc.] will mistakenly be taken as representative of multicultural voices. That their voice would be considered valid in defining multicultural reality and funding is unthinkable. We recommend that participants in this development process be predominantly representative of ethno-cultural, immigrant, refugee, and racial minority groups. (1) 3. A clear distinction must be made between advisory and funding bodies in order to prevent potential forums for confusion or corruption. (1)						

TABLE 101 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
TESL REPORT OF LINC ORGANIZ- ATIONS FEB. 2, 1996	1. must remove levels of bureaucracy 2. determine immigration levels, but with input from the provinces 3. provide information at home to SPOs and abroad - "giving realistic orientation and information to potential immigrants about life in Canada. Do not oversell Canada." 4. principles, standards, "quality control" funding 5. language is a pivotal role		1. currently there is a lack of communication between SPOs		1. larger cities advocate more "local" delivery, while smaller centres insist on a "regionally-based" system	1. "one-stop shopping" where all services are located in a central area - cut costs and provides better information 2. delivery – collaboration between settlement services and existing community services 3. privacy for those receiving income support - maybe use direct deposit	1. funding according to recent patterns of arrivals and needs of newcomers - and including secondary migration 2. partnership and pooling of resources 3. more funds to delivery, not administration 4. two funding models: a) federal government disperses funds through national advisory council b) local/regional advisory council disperses funds in a given area - paid staff attached to the council monitors and evaluates at "arm's length"

TABLE 102 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
MENNONITE CENTRAL COMMITTEE REFUGEE PROGRAM - JAN 10, 1996	1. address rights of newcomers to services 2. overseas services – should be more consistent and better integrated with services in Canada 3. enduring federal role 4. standards, demographic studies, address secondary migration, supervision, funding 5. retain regional immigration offices (8) 6. posts abroad must be accountable at the federal level (8) 7. continuing international and humanitarian role (8)	1. fear that funds will be diverted by the province (7)	1. local bodies must have agreements with the federal government to ensure no conflict of interest (7) 2. administrative body must be experienced and neutral	1. continue to provide and administer AAP support (4) 2. need clearer definition of community and region (5)		1. need infrastructure to ensure that voluntary contributions continue (4) 2. agencies must be financially responsible but also experienced and culturally sensitive (12)	1. funding for language training must not be directed to school boards 2. must be funds made available for refugee claimants 3. federal money must go directly towards financing programs in NGOs (9) 4. multi-year funding with annual reviews - funding terminated if standards are not met (10)

TABLE 103 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
ONTARIO ASSOCIATION OF ADULT AND CONTINUING EDUCATION SCHOOL BOARD January 1996	1. supports enduring role of federal government to ensure consistent delivery (1) 2. tracking selected groups of immigrants for purposes of evaluations (2) 3. provide "priority-setters/ decision-makers" with the relevant information they need 4. inform posts abroad (3) 5. fund research 6. lead role in developing standards (3) 7. must have same role all across country (4)		1. need umbrella groups to which all community partners can belong - SPOs can serve here as advisors (3)	1. fund "orientation to Canada" publications (3)			1. base funding on recent patterns of arrival, including secondary migration and most of all need (2)

TABLE 104 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
ACCESS ACTION COUNCIL, JAN, 1996	1. must ensure overall accountability (8) 2. CIC should be consulting refugees as well as SPOs and communities 3. federal government must still be the key player (12) 4. must maintain research and distribution of information at home and abroad (12-13) 5. should not provide language training overseas (13)	1. any shifts in provincial policy must be in consultation with the federal government 2. input in determining refugee levels (11)		1. set up accreditation process for newcomers - and provide this information overseas (14)			1. funding to regions should be in accordance to patterns of arrival (4) 2. suggested model: -federal government gives funds and administrative authority to a local body that determines local priorities - SPOs would be accountable to these local bodies (15)

TABLE 105 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
D.O.O.R.S. TO A NEW LIFE REFUGEE CENTRE INC. JAN 1996	1. must uphold international humanitarian agreements (4) 2. strong leadership in public education (5)		1. local advisory bodies who disperse funds must be free from interest or profit, conflict of interest, etc - useful for planning and advise only	1. continue administering AAP – through existing social assistance programs - not through direct deposit - lose a common point of contact and assessment of newcomer needs (7) 2. define "local" and "regional" boundaries (9)			1. current method does not accommodate needs of newcomers in northern and isolated regions (4) -needs are the same whether they live in "Thunder Bay or Toronto" 2.. suggests a national foundation to administer funding or devolution to the provinces

TABLE 106 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
THUNDERBAY MULTICULRUAL ASSOCIATION JANUARY 1996	1. balance between representation of mainstream institutional representatives and immigrant community representatives in the decision-making structure (8)	1. local advisory bodies not appropriate for grants administration – conflict of interest - best done by provincial civil servants (8)					1. funds must be used for settlement purposes only - not transferable (5) 2. fed government must commit to funding beyond 1997-98 at least at 1994-95 levels (7) 3. all geographic areas must be treated more equitably in terms of funds (8)

TABLE 108 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Prov. Role	NGO Role	Federal Role	Prov. Role	NGO Role	
OCASI— REPORT OF TORONTO REGION CONSULTATIONS , JANUARY 11, 1996	<p>1. Immigration is a national responsibility, thus the federal government should have an active role in:- Funding;-Enforcement & monitoring of minimum standards;- Communication- Coordination of programs;2. Humanitarian obligations; 3. Determine immigration numbers. (1) 4. The federal government must play a strong role in setting standards by providing resources which allow for the economic and social contribution of newcomers to Canada. (4)</p>		<p>1. Local Communities will be involved in determining settlement and integration needs. (2)2. Must ensure representation of community based organizations (CBO) and Immigrant Serving Agencies (ISA). (5)</p>	<p>The federal government should be directly involved in: 1. Playing a leadership role in consultations on settlement and integration strategies, and producing resource materials. 2. Providing realistic fact-based and current information re: accreditation, education, education and employment training to potential immigrants and refugees abroad. 3. Ensuring equity in the provision of orientation materials abroad. 4. Research to determine migration trends and contribution of immigrants and refugees. 5. Creating an environment that recognizes and can make use of the contribution of immigrants and refugees to the Canadian society (i.e., info, resources, elimination of barriers).(1)</p>			<p>1. The federal government should continue to fund settlement and integration activities beyond 1997 at existing or enhanced levels.(1) 2. Settlement funding within regions should be distributed according to the same formula as the national distributions; therefore, local settlement patterns should be taken into account in determining funding distribution within regions, as identified by local delivery agencies, taking into account secondary migration patterns. (4) 3. The federal government should set minimum service standards across the country. (4) 4. The number of partners should not be increased because it will further reduce the amount of funds available for providing service Administrative models outlined on page 7 of brief</p>

TABLE 109 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES:ROUND I: NOVA SCOTIA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincia l Role	NGO Role	
IMMIGRANT SERVING AGENCIES OF METRO HALIFAX- DARTMOUTH JANUARY 1996	1. compile and analyze data on immigration and settlement (4) 2. maintain commitment to refugees (8) 3. leadership 4. create clear national principles and standards (9) 5. take lead in public awareness (9)		1. increase involvement of local communities in determining needs and priorities (5)	1. work closely with provincial government, local decision-making bodies, and SPOs to ensure services are consistent with national principles and standards (9) 2. facilitate information sharing (9) 3. final arbiter of appeals related to immigration (9)			1. continue funding English and French language programs 2. provide expanded services on a fee for service basis (3) 3. allocate funds according to the expressed needs of newcomers (5) 4. establish minimal funding levels in each region (5) 5. federal government should continue with long-term funding (9)

TABLE 110 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: NOVA SCOTIA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS NOVA SCOTIA DECEMBER 1995 & JANUARY 1996	1. research and information activities (15) 2. retain refugee obligations as part of immigration policy (16)			1. monitor and evaluate programs, services, and funding (9) 2. help provinces 'market' their province to increase benefits of immigration (15) 3. public awareness 4. need a locally based CIC representative (15)	1. language instruction should be provided by ESL in schools (13)	1. use volunteers to assist newcomers wherever possible (11) 2. SPOs provide settlement services and counseling (13)	1. ensure provinces with lower number of immigrants obtain core funding (2) 2. need multi-year contracts (8) 3. recommend banks to handle income support for refugees (13)

TABLE 111 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: NEW BRUNSWICK							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC STAFF WORKSHOP New Brunswick, January, 9-24, 1996	1. consensus that present administration is "just right" but needs to be more cost effective (7) 2. continue to ensure locally based input is essential in planning and ensure that basic standards are adhered to 3. provide more accurate and current information to posts abroad (8) 4. research related to accountability and policy and program analysis -research in partnerships with private groups (8) 5. disseminate information on migration trends (8) 6. proportioning of AAP funds to regions where there is inter provincial migration 7. avoid administrative boards - too bureaucratic and costly - 8. local advisory boards could be useful, consisting of representatives of federal, provincial governments and service organizations (10)	1. not supportive of an "Atlantic community" - definition of community must be no greater than NB. for priority-setting (9)	1. local communities must be involved in determining settlement and integration needs , since national priorities may not be reflective of community priorities (3)	1.income support for refugees must be delivered by Canada – deliverer can not be in a conflict of interest situation (7) 2. provincial welfare system is not recommended either-would create racism 3. take part in regional distribution of services for refugees (8) .	1. provincial government currently not interested 2. if provincial government became involved, it should be encouraged to provide AAP outside welfare system (10)	1. more role for newcomers - ensure that settled newcomers can play a role in delivery (6) 2. priority to non-profit SPOs with proven record (10)	1. funding should not be distributed within the regions based on a uniform funding formula – consider geography, small urban communities vs. metro communities, linguistic communities, etc. (2) 2. government must remain committed to providing current level of funding proportionate to needs (3) 3. federal government must provide supplement to provinces who receive limited funds - they must have a base amount for overhead and administration (11) 4. federal funding for language training abroad was strongly supported by some and questioned by others (8) 5. funding priority must go to nonprofit, community based organizations with a proven track record in the provision of services (10)
				1. preferred model for administration is a "modified status quo" 2. must build on existing structure of administration in N.B because it met the needs, was cost effective, and a neutral body (10) 3. a person could administer programs as multi year agreements, assess and evaluate contractor's services, and co-ordinate and facilitate priority setting sessions (10)			

TABLE 112 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: NEW BRUNSWICK							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS NEW BRUNSWICK January 1996	1. should provide SPO decision-makers with opportunities for local input into policy (8) 2. ensure basic standards are adhered to (5) 3. provide up to date, detailed orientation materials for use abroad (8)	1. recommend a provincial administrative unit rather than an Atlantic region administrative unit (9)	1. local communities should determine needs (3)	1. provide information to newcomers on Canadian way of life/institutions (2)	“at this time, the province of NB has indicated that they do not intend to assume administration of settlement programs” (10)	1. priority SPOs should be nonprofit, community based organizations (3) 2. a local contact is essential to integration (6)	1. extend services on a fee for service basis (12) 2. funding formula should consider unique regional characteristics (2) 3. continue with current levels of funding (3) 4. federal government should supplement provinces with limited funding (11)
				1. “The preferred option for administration of settlement services in New Brunswick was for a modified status quo.” (9) 2. recommend creating an independent agency to deliver income support to refugees; provincial welfare system NOT recommended (7)			

TABLE 113 : CIC – I – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND I: NEWFOUNDLAND							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS January 1996	1. educate newcomers about Canada prior to arrival in Canada (4) 2. establish and administer principles 3. ensure program universality across country 4. educate Canadians re: newcomers (4) 5. research secondary migration trends (9)		1. establish local advisory councils	1. monitor programs 2. consult with immigrants		1. services should be delivered by community based nonprofit organizations those with proven track records (4)	1. maintain current levels of funding (9)
				1. have one stop shopping 2. see delivery models on pages 10-12			

ROUND II - STRUCTURAL AND FUNCTIONAL ISSUES

TABLE 114 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: NWT							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS JULY 1996	1. set standards to ensure accountability 2. be involved in making immigrant employment a national priority (2) 3. find out about secondary migration (3)			1. provide information to general public on how to support newcomer settlement (2) 2. co-ordinate the production of materials for training NGOs about administering and delivering services (2)			

TABLE 115 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: ALBERTA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
PROVINCIAL CIC WORKSHOPS February 1996	1. Re: Refugees (5) a. define national standards for service delivery b. maintain and co-ordinate services c. provide guidelines specific consultation & co-ordination activities 2. . advocating with other federal depts on behalf of stakeholders (6) 3. participation in national and interdepartmental committees (6) 4. ensure universality in services		1. provincial and national umbrella organizations should be supported by federal governemnt and involved in funding allocation decisions (p6)	1. educating new partners to assume their responsibilities (6) 2. participate locally in the allocation process with new partners (6) 3. ensure public access to timely accurate information re: immigration policy & programs 4. lead a two-way communication system (immigrant/non immigrant) (6) 5. support a grievance mechanism & make people aware of process (6)	1. identified challenges for provinces: a. determining which provincial departments will administer the various services or whether a single department will b. how will existing provincial programs be integrated or affected (9)		1. multi-year funding strongly supported (4) 2. monitoring must occur to ensure that \$ are not being diverted (4) 3. funding for transition should be separate from programming \$ (4) 4. need for separate funds to develop accountability framework (4)
	1. 1. Create opportunities for all partners to talk together and learn to understand the issues from each other's perspective. (7) 2. Define roles in a plan. Involve all parties up front in planning and developing the service delivery framework. (7) 3. "Critically assess what is working well. Hang on to this and change the rest." (7)			1. Avoid 'turfism' by funders, agencies, and professionals (7) 2. develop a transition plan identifying the players and the roles. Communicate this. (7) 3. Create a provincial advisory committee composed of CIC, Provincial representatives, SPOs, ethnocultural groups to oversee transition & implementation 4. introduce change in stages (10)			1. 1.

TABLE 116 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: SASKATCHEWAN							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
PROVINCIAL CIC WORKSHOPS June 1996	1. Retain federal employees in province (strongly recommended (2)) 2. Co-ordinate refugee programs (11) 3. Advise local priority setting bodies 4. Maintain continuity and expertise	1. "If provincial government becomes new partner, it would develop its own policies." (12) 2. Provincial government should be involved in selection process	1. overseas orientation	1. Retain federal employees in province 2. Link programs and policy to services 3. Co-ordinate and centralize information	1. Provincial government is seen as lacking expertise and commitment to immigrant settlement (2)		1. Federal government to monitor use of funds. 2. RE: funding formula a. should reflect that refugees require more services b. should be provincially sensitive and flexible c. reflect language and <u>other settlement needs</u> d. establish a threshold level of funding to ensure equity and access e. "The reliability of the present formula to determine immigrant language needs is questioned." (7) (self-identification) f. new formula should NOT be based on a 3 year average from past. 3. multi-year contracts for service providers

TABLE 117 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: MANITOBA						
	PLANNING			DELIVERING		FUNDING 1. should be based on characteristics of newcomers, not just numbers (3) 2. ensure a minimum level of funding 3. consider second stage migration 4. multi-year funding and agreements (2) 5. more funding for research (should have a practical orientation) 6. funding agreements should include binding principles to ensure \$s serve those “most in need” (12) 7. cap administrative overhead dollars to agencies 8. realize savings through inter-agency co-operation 9. consider regional differences 10. include education levels of immigrants in funding formula 11. need for funds for pilot project, program development, and other transition expenses.
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	
	1. priority setting 2. develop principles 3. CIC should work multilaterally with partners to develop indicators of integration and related results measures (19) 4. Practice-orientated research	1. general agreement that the Province is the ‘right’ partner (2)	1. local involvement in planning and priority setting (4)	1. port of entry reception 2. enforcement of standards (12) 3. monitoring 4. should review all orientation materials with partners for accuracy (23) 5. serve as a clearing-house for information (include locally produced information) (29) 6. develop needs assessment criteria (27)	1. administrative body under new system	

CIC WORK- SHOPS July 1996						
	1. Inclusion of a service plan was viewed as positive 2. Develop ways to measure second stage migration 3. Have partners and service providers preview information for accuracy 4. Need for training of immigrant services staff (federal, provincial, and service providers) to ensure they are prepared and have proper skills. (19)					
				1. CONTRASTING VIEWS: A. In Winnipeg, participants wanted to have existing systems acknowledged as having the necessary expertise in settlement and to use the best way of doing business within existing systems. (p14) B. In rural areas it was suggested that it would be better to make use of mainstream organizations by linking services rather than by creating and funding specialized settlement agencies. (p14) 1. Good communication between players is needed. (p3) 2. All partners should play a role in public education (p24) 3. Disappointment that proposed CIC models do not provide for an appeal or referral mechanism		

TABLE 118 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS HAMILTON JUNE 14, 1996	1. don't lose wisdom and experience of CIC (11) 2. develop a coordinating mechanism with the provincial government (10) 3. need for an administrative cap (10) 4. immigration/refugees must remain a federal priority regardless of delivery system	1. concerned about apparent lack of interest by provincial governments - don't really trust province (6) 2. provincial working group must involve all the stakeholders (15)		1. how will the federal government manage any remaining direct delivery roles? (11) 2. retain role in language targets overseas (13) 3. beware of technology - distancing clients from services (ie. voice mail) (14)	1. inequity of treatment exists among provinces, ie Que. (7) - and concern that the renewal will mix settlement issues with Canadian political dynamics (7)	1. preference for funding to go to non-profit NGO's (7) 2. need to define "local " role (14)	

TABLE 119 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS WINDSOR JUNE 1996	1. must insist on benchmarks, standards and accountability 2. concern over loss of federal expertise (1) 3. role with refugees should remain (2) 4. not clear who will be monitoring provincial governments (11) 4. federal government must not be far away from the settlement process (15)	1. concerned about province of Ontario - diverting funds 2. clearer analysis of Canada/Quebec Accord would be useful (2)	1. emphasis on local decision making (2) 2. ensure conflict of interest does not develop and prevent the participation of SPOs (16)	1. concern over direct deposit – loss of contact with newcomers (2) 2. reduce burden of administration (2)	1. for education and training, province is a good partner (3)		1. multi-year approach 2. funding must take into account regional costs of delivery and administration (10)

TABLE 120 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS METRO 2ND CONSULTATION REPORT JUNE 1996	1. maintain humanitarian commitment (2) 2. maintain regional consistency (2) 3. need cooperation between departments on immigrant related issues (3) 4. leadership to fight racism and systemic barriers (7) 5. must hold provinces accountable (9) 6. access valuable information from other departments (10) 7. continue role with refugees (10) 8. setting standards (13) 9. research (14) 10. track secondary migration 11. public education 12. role of the Internet and technology	1. questions the role of the province (3) not too much power should be allocated to the province (11) -what if province backs out - need a plan B (16)		1. ensure public health services are linked to the settlement process (15)			1. importance of demographics for the distribution of funding (4) 2. federal money must not replace provincial money, it must augment it (5) 3. funds to be used for settlement services only (7) 4. unclear about "minimum" level of funds dedicated to administration (8) 5. multi-year funding agreements (9) 6. keep refugee funds separate (13)

TABLE 121 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS METRO 1ST CONSULTATION REPORT JUNE 1996	1. establishing standards and eliminating barriers for newcomers 2. need a national mechanism representative of the federal government, SPOs and clients to monitor, and to advise the fed government -would be useful at provincial level as well (7) 3. need to define roles of federal departments: CIC, Heritage, HRDC, -other government departments should consider settlement needs in their policies and plans (12)	1. concerned about role of Ontario government (2) - need to look at other options in case provincial does not work (12)	1. stakeholder participation is essential in the transition, including clients (1)	1. deliver AAP (9) 2. undertake a mechanism to assist coordination among different levels of services (12) 3. concerns about direct deposit (13)	1. existing services in province must not be reduced as a result of renewal	1. ensure there is grass-roots participation (13)	1. concern about federal government commitment to funding (2) 2. province can not use funds to replace existing funds in settlement -ex. province of Ontario settlement and integration/OSIP (6) 3. funding must follow secondary migration (13)

TABLE 122 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
MUNICIPALITY OF METRO TORONTO	1. must not abandon responsibility of national standards and making the provinces conform to them (5) 2. combat myths and stereotypes about immigrants (8)	1. need regional and local input for setting immigration levels (8)	1. federal government needs to be more clear about the role of SPOs				1. actual grant allocation should be at arm's length from funded agencies (4) 2. need for multi-year funding 3. concerned about the imposition of a limit on administrative component of transfers - be careful of unilateral administration cuts (7) 4. equitable dispersal of funds based on immigration levels - although a base level must exist in each region (8)

TABLE 123 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS SUDBURY JUNE 24, 1996	1. enduring strong federal presence (1) 2. must involve clients in all levels of planning and implementation (1) 3. ongoing monitoring (2) 4. fear of loss of federal expertise (2) 5. research role (3) 6. watch that province does not divert funds (4) 7. ensure newcomers have quality language and skills training (14) 8. public education role (15)	1. province is the best partner (3) however concerned that province might be too centralized (16)	1. need broad community involvement in the local advisory boards (16)	1. transfer of federal workers to new partners would be beneficial (16)		1. need to encourage cooperation between SPOs 2. concern that NGOs with the "strongest voice" will be heard and funded over small community-based SPOs (6)	1. dollars must follow secondary migration (2) 2. cost of new model? will provincial administration be cheaper? (5) 3. how much money is available for start-up costs? (18)

TABLE 124 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS OTTAWA JUNE 1996	1. involve stakeholders in all levels of devolution and implementation (1) 2. ongoing monitoring (1) 3. public education 4. consider relationships between manpower and training and settlement services, and explore how they can work together in the transfer to the provinces (15)	1. governments must not use federal money to replace provincial money (4) 2. province must provide administrative funding to SPOs, not only "project funding"	1. need local representation in planning and priority setting - federal statement does not yet reflect this (16)		1. provinces must be reminded this is a Canadian issue – ex. Bilingualism, etc. is important (19)	1. what is the appeal mechanism between service providers and the federal government - in current proposal all feedback goes through provincial government (17)	1. disproportionate funds are presently going to Quebec (12) 2. funds must reflect secondary migration (12) 3. if province is to make long-term plans it must have long-term funding, past the yearly budget (17)

TABLE 125 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC STAFF CONSULTATIONS JUNE & JULY 1996	1. CIC staff should be transferred to the partners (5) 2. need to ensure sufficient monitoring (8)	1. concerned about gaps between province and community --more thought needed about choice of partner (16) 2. concerned that province only wants immigrants with certain skills (21)		1. concern that there will be no federal presence other than in the larger cities - immigrants may be hesitant from settling in such places (23)	1. concerned about federal money being used to replace provincial dollars (12)		

TABLE 126 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: ONTARIO							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS MISSISSAUGA JUNE 1996	1. strong role in pushing standards and eliminating barriers (3) 2. better coordination of federal/provincial functions (6) 3. need for fed support during transition (7) 4. federal government could develop databases for information creation and dissemination (8)	1. need a cap on provincial administration		1. must ensure federal expertise is not lost (8)		1. community agencies must have proven track record (2)	1. address secondary migration (6) 2. distribute funds according to newcomer patterns (7)

TABLE 127 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES:ROUND II: NOVA SCOTIA							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS NOVA SCOTIA JUNE 1996		1. needs to learn history of settlement programs (9)	1. should be involved in setting national standards (3) 2. local level planning and priority setting (9)	1. retain responsibility for government assisted refugees (6)	1. more acceptance of province as the preferred partner than in Round I consultations (9)	1. SPOs should be involved in negotiating new structures (10)	1. important to maintain human contact in funding processes (6) 2. have a central body responsible for funding allocation: DO NOT divide amongst provincial departments (10)
				1. make funds available for an annual national forum and information clearing house to increase effectiveness and efficiency (8)			

TABLE 128 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: NEW BRUNSWICK							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS NEW BRUNSWICK June 25, 1996	1. develop standards to be used across country (3) 2. monitor standards (6)		1. clients should be part of program design (4)	1. need for 'human' contact with federal representatives at local level (5)	1. given that the province is the preferred partner, all reporting from provincial to federal government should be clear and public (4)		

TABLE 129 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES:ROUND II: NEWFOUNDLAND AND LABRADOR							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKS HOPS JUNE 1996			“services should be based on locally established priorities” (3)	1. CIC should administer income support (4) 2. Port of entry services 3. Cultural sensitivity and language training should be done overseas (4) 1.			1. need adequate funding to provide quality resources (3) 2. need multi year agreements 3. clarify base-level of funding
	1. should be strong liaison between CIC, partners, and community groups to facilitate integration and explore issues (4)						1.

TABLE 130 : CIC – II – S&F

STRUCTURAL AND FUNCTIONAL ISSUES: ROUND II: PRINCE EDWARD ISLAND							
	PLANNING			DELIVERING			FUNDING
	Federal Role	Provincial Role	NGO Role	Federal Role	Provincial Role	NGO Role	
CIC WORKSHOPS June 1996	1. must be active in refugee obligations 2. strong support for research relevant to small centres and rural Canada (5)	1. province is seen as having “no depth of understanding of immigration issues” and no real interest in them (1)	1. need a conscientious local group to determine needs and allocate funds (4)	1. port of entry reception	1. “The group responded to the province as partner with guarded optimism” (1)	1. continue support for SPOs with proven track record (2)	1. fear that all funds may be directed to training, thus losing ISAP and HOST 2. long term funding needed 3. dollars should go to services not administration 4. minimum base funding needed for smaller provinces (2) 1. maintain direct interpersonal contact for AAP money
	Avoid conflict of interest situations			Avoid conflict of interest situations			
							Avoid conflict of interest situations

VI. SELECT MODELS FOR ADMINISTERING SETTLEMENTSERVICES AND FUNDS

**Available upon request only – in hard copy format
Please contact the Prairie Centre**