Business Plan: Immigration Services

How does this service contribute to the results identified in the City of London Strategic Plan?

| A Strong Economy | Fosters a strong economy by facilitating economic opportunity and promotes a caring city through community partnerships that attract, support, integrate and retain immigrants in our community. |
| A Vibrant and Diverse Community | Ensures a coordinated approach is developed in our community to communicate and facilitate access to available settlement and other services. |

Name the main activities done to provide this service:

<table>
<thead>
<tr>
<th>Name The Activities Done To Provide This Service</th>
<th>How Much Did We Do? (optional)</th>
<th>Is The City Mandated To Provide This Service?</th>
<th>Can The Level Of Service Be Changed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Leadership of the Community Immigrant Strategic Plan (developed in 2010, updated in 2013).</td>
<td></td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>2. Service Coordination – Ensures access to effective services that facilitate immigrant settlement and integration</td>
<td></td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>3. Labour Market Access for immigrants</td>
<td>In 2013, there were over 58,000 visits to the Immigration Portal and 13 special projects with International delegations</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>4. Integration of immigrants through strengthening local and regional awareness and capacity</td>
<td>In 2013, there were 4 new partnerships/approaches developed to enhance supports for immigrants</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>
What is the current state of this service?

The London Middlesex Local Immigration Partnership Council is a community developed strategic approach that is co-led by the City of London and United Way. This strategy is inclusive of all residents in London and Middlesex.

Immigration has been identified as the only area of population growth and is needed to meet workforce demands of the future. Both Provincial and Federal Governments are reviewing supports and processes.

This service is accountable to Citizenship & Immigration Canada (CIC), City Council, and Middlesex County Council.

Through the London and Middlesex Local Immigration Partnership Council (LMLIP), strategic leadership and support for inclusive service development is provided to immigrants, service providers, public sector organizations and general public. The City, in partnership with United Way, co-chairs the LMLIP Council which includes immigrant representatives, LMLIP Sub-Council chairs, a University of Western Ontario research representative and CIC. In recent years, our community has been able to increase the capacity in providing settlement services. Funding enhancements, primarily from the Federal government, provided for settlement workers in neighbourhood centres and service provision in French. A further expansion resulted in settlement workers in the local library system and in schools. As the complexity of these services increases within the community, a coordinated approach is critical for success. Our community undertook a capacity and needs assessment, then established the LMLIP Council and six issue specific Sub-Councils which are leading the implementation of this collaborative community plan.

The federal government has introduced significant changes to immigration regulations and funding. Federal funding for immigration was cut by 10% in 2011/2012, a further 5% in 2012/2013 and remained stable in 2013-2014. At the same time London had a 1% growth in immigrants settling in London between 2002 and 2006. It is anticipated that federal changes will continue as the Federal government is in the midst of changes focusing more on economic immigrants. This means that it is increasingly important that our community work together to develop creative, supportive partnership approaches.

The needs of new immigrants are becoming more complex because they are coming from war-torn countries and developing nations. This creates a pressure on the sector that serves English as a Second Language and settlement services.

The LMLIP utilizes the London Immigration Portal as its key communication tool. All documents and minutes are posted on the Portal and are easily accessible through a direct link on the Portal’s main page.
What has been done to manage the budget?

The service area has been actively managing its budget by implementing management-led initiatives aimed at creating efficiencies, avoiding costs and generating revenue. These include the following:

Efficiencies / Costs Avoided

Previous 3 Years

- As 100% funding by CIC has been reduced, LMLIP developed more creative approaches to leverage other supports

Revenue Generation / User Fee Increases

Previous 3 Years

- An ongoing 100% funded contract with the Citizenship and Immigration Canada is anticipated; however, funding has not been confirmed after March 31, 2016.

What is the future direction of this service?

The City of London anticipates an ongoing contract with Citizenship and Immigration Canada and, in partnership with the United Way, will continue to facilitate the work of the London and Middlesex Local Immigration Partnership Council (LMLIP) and the ongoing implementation of the strategic and the collaborative community development approach.

The community was actively involved in the development of the LMLIP Council and Strategic Plan, and an ongoing consultative process will continue with City leadership. The LMLIP will continue supporting community engagement to bring together diverse organizations to co-ordinate their efforts on initiatives to welcome immigrants destined to their community.

Citizenship and Immigration Canada current modernization work, the work of the many LIPs throughout the Province and the LMLIP Strategic Plan may provide strategic business and partnership opportunities in the future.
What future initiatives can be contained within the maintain existing service level budget?

2015 Budget

- Supporting community engagement
- Advancing strategies that support the successful integration of immigrants based on the six themes identified by the community and specific actions included in the Strategic Plan
- Proving access to accurate, timely and relevant information
- Facilitating creative partnerships and collaborations across sectors

2016-2018 Forecast

- Supporting community engagement
- Advancing strategies that support the successful integration of immigrants based on the six themes identified by the community
- Proving access to accurate, timely and relevant information
- Facilitating creative partnerships and collaborations across sectors

What service adjustments do you plan to make?

2015 Budget

- Commence updating of Strategic Plan
- Respond to the CIC Request for proposal scheduled for mid-2015

2016-2018 Forecast

- Dependent on Community Immigrant Strategic Planning process and CIC response to LMLIP Request for Proposal submission
## Key Performance Indicators

### How Much?

<table>
<thead>
<tr>
<th>Description of measure</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Number of LMLIP Central Council, Sub-Council and community meetings</td>
<td>148</td>
<td>130</td>
<td>130</td>
<td>130</td>
<td>130</td>
<td>130</td>
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<tr>
<td>2. Number of visits to the LMLIP section of the Immigration Portal</td>
<td>3,398</td>
<td>5,400</td>
<td>5,400</td>
<td>5,400</td>
<td>5,400</td>
<td>5,400</td>
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### How Well?

<table>
<thead>
<tr>
<th>Description of measure</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
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<tr>
<td>3. Number of new partnerships / approaches to enhance supports for immigrants</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>7</td>
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### Is Anyone Better Off?

<table>
<thead>
<tr>
<th>Description of measure</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Number of newcomers &amp; host communities engaged</td>
<td>850</td>
<td>2,895</td>
<td>3,000</td>
<td>3,000</td>
<td>3,000</td>
<td>3,000</td>
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