

Welcome Centre Immigrant Services



**Helping Newcomers and
Immigrants
in York Region**



York Region Demographics

- Estimated population 1,033,000 - December 2010
- Immigrant population accounts for about 60% of growth between 2001 and 2006
- 43 percent of residents are immigrants (2006 census).
- 46,460 immigrants settled in York Region between 2001- 2006.
- 2 in 5 residents are now visible minorities
- Third highest number of recent immigrants in the GTA.



Welcome Centres Overview

Welcome Centres in York Region are a result of:

- York Region's Human Services Planning Coalition hosted a consultation process under York Region's Inclusivity Action Plan (IAP) in January 2005.
- Welcome Centre Working Group established to create a Service Delivery Model under one roof to support an immigrant's need for information, assistance and resources
 - Five lead agencies have taken the concept, developed by this larger group of 26 agencies, forward

Welcome Centre Overview

- The first Welcome Centre officially opened in Vaughan on June 26, 2007
- Four other Welcome Centres opened in Fall 2010
 - All Centres funded by Citizenship and Immigration Canada



All the services you need...All in one place!

Welcome Centre Immigrant Services



All the services you need...
all in one place

www.welcomecentre.ca



Welcome Centre-Richmond Hill
Operated by CCSYR
South Hill Shopping Centre
9325 Yonge Street
Richmond Hill, ON L4C 0A8

Welcome Centre-Vaughan
Operated by COSTI
9100 Jane Street, Bldg "H", Units 56-67
Vaughan, ON L4K 0A4

**Welcome Centre-Newmarket
& Mobile Outreach Unit**
Operated by SEC
16655 Yonge Street, Unit #26
Newmarket, ON L3X 1V6

Welcome Centre-Markham North
Operated by Job Skills
8400 Woodbine Ave, Suite 102-103
Markham, ON L3R 4N7

Welcome Centre-Markham South
Operated by CICS
7220 Kennedy Road (Kennedy Fields Plaza)
Markham, ON L3R 7P2

Welcome Centre – Markham North



**Operated by Job Skills-Employment and
Business Programs and Supports**

All the services you need...All in one place!

Welcome Centre – Markham South



Operated by Centre for Information & Community Services

All the services you need...All in one place!

Welcome Centre – Newmarket and Mobile Outreach Unit



Operated by Social Enterprise for Canada

All the services you need...All in one place!

Welcome Centre – Richmond Hill



**Operated by Catholic Community Services of
York Region**

All the services you need...All in one place!

Welcome Centre - Vaughan



Operated by COSTI Immigrant Services

All the services you need...All in one place!

Service Delivery Model

Key Principles:

- Five locations – strategically located for ease of access
- One-stop service; under one roof
- A coordinated, integrated case management system
- Provide services to immigrants in York Region
- Holistic flexible approach
- Broad range of cross-sector services and expertise available



All the services you need...All in one place!

Core & Hotelling Services

- Settlement and Integration Services
 - Language Classes
 - Employment Supports
 - Accreditation/Qualifications Information
- * Translation and Interpretation Services



All the services you need...All in one place!

Core & Hotelling Services

- Service mix adjusted to meet the local needs of the community

Examples include:

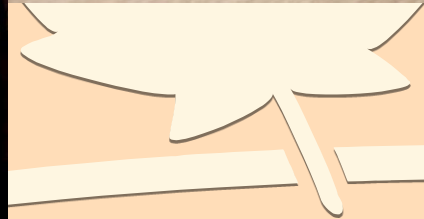
Family counselling, legal resources,
health information and supports
for youth, seniors and women



All the services you need...All in one place!

Events

- Social and Cultural Newcomer events to create community spaces.



All the services you need...All in one place!

Case Management

- Case Manager is a familiar, 'trusted' face who assists the client to build their individualized settlement plan
- Unique relationship established with one Case Manager, right from the beginning
- Five Centres linked by a secure Case Management System



All the services you need...All in one place!

Promoting the Welcome Centres

- One brand/logo for all Centres
- Communication Centre (multi-lingual)
- Toll-free telephone number
- Common website: www.welcomecentre.ca
- Promotional material developed centrally for consistent messaging
- Community /Outreach Liaisons



All the services you need...All in one place!

Welcome Centre Model

- Five agencies form a governing council and provide core services:
 - Catholic Community Services of York Region (CCSYR)
 - Centre for Information and Community Services (CICS)
 - COSTI Immigrant Services
 - Job Skills – Employment and Business Programs and Supports
 - Social Enterprise for Canada
- MOU governs relationship



Welcome Centre Model

- Matrix management: Staff are employees of and accountable to their hiring agency for performance; accountable to Centre Manager for site based service coordination and policy compliance; meet as Centre team
- One set of policies for everyone
- Services branded and promoted as Welcome Centre; Agency names not displayed
- Model replicated in all 5 Centres and managers from the 5 Centres plan together - now copied in Durham
- Benefits: Clients love it; Built capacity for all 5 agencies
- Administrative challenges: Communication, identity development, culture, case management, loss of brand

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1-877-761-1155

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