



MAP Meeting Minutes

Thursday, January 26, 2023 - 9:30AM – 12:00 PM

at South Vancouver Neighbourhood House, Victoria Drive, Vancouver

- **Attendees:** Thanh Lam (MPNH), Sireen El-Nashar (Zaytuna), Wei Wei Siew (SVNH), Mohsen Eslami (ISSofBC), Gaston Ntabaza (SOS-ISSofBC), Diana Barry (Vancity), Nora Maldonado (Red Cross), Sara Lopez (VAST), Cindy Chu (VAST), Lesly Cruz (Options), Savina Domen (Options) Derek Chu(Kinbrace), Adriana Zepeda (Kinbrace), Jacquie Franco (IRB), Brad Kinnie (JHC), Joni Rose (MUNI), Fahad Altimyat (MSDPR), Bianca Lomeda (MSDPR), Mini Kahlon (MSDPR), Paige Levirs (MSDPR), Braden Adams (MSDPR), Marzieh Nezakat (MOSAIC), Nikita (MOSAIC), Manjit Garcha (MPFC), Pedro Ramirez (REACH), Richard Soo (Eastern CC), Naomi Morgan (Surrey Libraries), Imtiaz Popat (Fraser Health), Arman Zamani (Burnaby NH), Kelly Rader (Inasmuch), Tammy Johnson (Inasmuch), Jerry Wu (VSB), Bonfis Mada (Le Relais), Raya (Le Relais Francophone), Laura Imayoshi (AIDS Vancouver), Lisa Claxton & Jenny Moss (MAP).
Virtual: Salih Arif (MOSAIC), Fran Gallo, Kathy Sherman (ISSofBC), Geeta Bhardwaj (Archway CS), Sunita Suri (PICS)
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MAP Co-chair Thanh Lam welcomed everyone and introduced the MAP Executive: Sireen, Jenny, Lisa and Thanh.

She thanked **South Vancouver Neighbourhood House** for hosting and set up, and invited **Wei Wei Siew** to provide a welcome.

Welcome: Wei Wei Siew welcomed everyone to SVNH, described the services provided there – please see www.southvan.org for details.

Acknowledgements:

Thanh provided the land acknowledgement to the Musqueam, Tsleil-Waututh and Squamish peoples – and committed to work with a lens of decolonization and focus on the importance of collaboration with first nations peoples.

Thanh also thanked the **BC Ministry of Municipal Affairs** for funding MAP.

Thanh thanked all who came to **MAP's Strategic Planning** day – Brad and Thanh will talk about that later.

Introductions: members introduced themselves and their agencies. There were 37 attendees from 24 agencies including 5 joining via teleconference.

We welcomed the following new members:

- Jacquie Franco (IRB-RPD)
- Fahad Altimyat (MSDPR)
- Braden Adams (MSDPR)
- Bonfis Mada (Le Relais)

- Laura Imayoshi (AIDS Vancouver)

Thanh covered housekeeping and outlined the Agenda.

The November 2022 MAP Minutes were APPROVED.

ANNOUNCEMENTS:

- **IRB Update – Jacquie Franco (IRB-RPD)** Jacquie shared the latest statistics on arrivals referred to the IRB including part of January 2023.

TABLE 1: Referrals to the IRB:

VABC Referrals (month)	Principal	Total including associates
2022		
Jan	106	161
Feb	108	156
Mar	156	234
Apr	135	215
May	166	307
Jun	193	304
Jul	200	347
Aug	222	360
Sep	274	419
Oct	312	513
Nov	218	350
Dec	216	355
2023		
Jan (partial, to Jan 23)	213	310
TOTAL	2519	4031

TABLE 2: Countries of Origin:

VABC Referrals (country)	Principal	Total including associates
IRN	714	1252
IND	395	524
MEX	285	506
COL	227	427
CHN	111	162
AFG	102	151
TUR	72	117
Other	613	892
TOTAL	2519	4031

- Following preceding months' pattern there were more referrals from IRCC and CBSA to the IRB.
- No change in claimant countries of origin

Hybrid model of hearings are becoming more popular as some claimants are choosing to come onsite for their hearings – possibly because of the comfort of knowing the equipment is set up correctly. However **Virtual** hearings are still the default mode of operation.

Question: are you still providing expedited hearings for claimants from high-risk countries?

Response: Yes that category has always been a priority as well as detainees who are also expedited.

Comment (Jenny Moss for MAP BCIHC Support Team) – MAP would like to publicly thank the IRB Immigration Division, and especially Assistant Registrar Dina Kasiri, for the opportunity for our team members to attend hearings (detention reviews) held by Immigration Division, and to discuss and learn more at a Q&A on January 27. These learnings enable the team to answer detainee questions much more knowledgeably.

- **Vancity Announcement – Diana Barry**

Diana announced that Vancity has agreed to fund MAP for the following 2 years (23/24 and 24/25) to cover the largest portion being a full-time coordinator position.

Applause!

Brad Kinnie (Journey Home) thanked Vancity on behalf of MAP and added that **Journey Home Community** has agreed to be the appointed channel of funds to MAP. (Since MAP is unincorporated it is unable to receive/disperse funds without the help of a member agency)

MAP membership were delighted to hear the news that puts MAP on a solid footing for 2 years.

- **MAP BCIHC Support Program News – Jenny Moss**

Jenny shared with members the tragic news of a death at the Immigration Holding Centre (IHC) on Dec 25. The death is under investigation by the Coroner and the Surrey RCMP – no report has been made public. MAP is extremely upset that such a preventable death occurred and wanted to publicly recognize the person, a woman, originally from Taiwan who had met with the MAP team and had shared she was once a music teacher.

As well as putting a face on this tragedy Jenny wanted MAP members to know that the Team had been affected also by the impact on other detainees and the need to provide extensive and sometimes extra assistance to those experiencing distress and anxiety as a result.

An extra resource has been put in place whereby CBSA or MAP BCIHC Support Program staff can refer consenting detainees to Watari Counselling Services in first language (voluntarily).

This ‘band aid’ assistance is by no means a solution to the mental health needs at the IHC, and the MAP team with input from the Program Advisory Committee and external stakeholders produced a report that was submitted to CBSA with MAP Executive and Advisory Council approval with a number of recommendations to improve conditions of detention, staff/guards training, legal access and the overall ‘culture’ at the detention centre.

MAP Executive also responded to a media request and at this time we see more to be gained working with CBSA to improve the lives of detainees through our connections, rather than providing anything more than a statement of our sadness at the preventable death.

Jenny thanked the MAP BCIHC Support Team and our Advisors for their compassionate caring of detainees and of one another. We will try to keep MAP informed as we work with CBSA to see recommendations considered and hopefully operationalized.

Sireen (MAP Co-chair and Team member) added that if it wasn’t for MAP such services to detainees would not have been developed. The network should be proud of the humanitarian work being done.

- **MAP Strategic Planning Outcomes Part 1 - provided by Thanh and Brad**

New directions for MAP

Thanh outlined the initial process of Strategic Planning MAP has just completed:

1) November ’22: Survey of MAP member agencies about MAP and their perspectives

2) November – January: Based partly on the survey results MAP Executive and Advisory Council worked with our Strategic Planning Consultant Angie McLeod to

- 1) **rebuild our vision**
- 2) **reimagine MAP's Values**
- 3) Consider that MAP's Mission should be formed after the process

3) January 13: Strategic Planning Day with member input in the morning and Advisory Council/Executive discussion and further analysis in the afternoon with the consultant. The Vision and Values were presented for discussion and a SOAR analysis performed. (see accompanying documents)

Request to MAP Membership to adopt new Vision and Values

The new Vision recommended is:

A world where refugee claimants thrive with dignity, equity, and belonging

Thanh explained that the vision aims to communicate a holistic view of quality of life, based on equity of opportunity/reality.

Question: isn't this just the same as any member agency's vision?

Response: indeed it is a broad vision that all agencies could embrace. The Mission will speak to more specifics in how MAP will set out to achieve this vision and there you will see the difference. We worked hard to get to this aspirational statement from a number of different ideas suggested.

Question: should the Vision scope be 'the world'?

Response – understand the point though the 'World' was not meant so much to describe geography, but a future world we work towards.

SUGGESTED words instead of 'World': 'A Life' 'A culture' 'Supporting a World...'
Supporting refugee claimants

Keep it to the dream of what we want to see

Systems change

Suggest to start with: The Vision of MAP is to work collaboratively to...

Derek (Kinbrace) said his Vision for MAP would be: A thriving collaborative network for the wellbeing of refugee claimants

Discussion of MAP's Mission Statement:

The current Mission: **The mission of MAP is to work collaboratively to identify barriers and provide solutions to promote the protection and well-being of refugee claimants and service providers, by facilitating networking and information sharing.**

Question: What do you mean by 'provide solutions'?

Remove the word 'provide' – this was met with unanimous support.

Learning what's needed to help RC's (non-sector stakeholders)

Suggestions: Instead of putting service providers where it is, talk about capacity building for service providers

- Need more clarity about collaborative convening role

Overview of the day – highlights:

Thanh reviewed the SOAR ANALYSIS that affirmed the results from the survey

4 results:

- 1) MAP is a convening body
- 2) MAP shares information and builds partnerships
- 3) MAP helps develop a unified sector voice
- 4) Community Engagement and Community Development – MAP can help motivate agencies to do needed work.
(see attached document)

VALUES

Thanh read out the new Values suggested and explained each one:

- **Humanity** - MAP governs its work by justice and compassion for the refugee claimants we work alongside.
- **Respect** - MAP bases its relationships and work on valuing others and their contributions, as well as maintaining the integrity of MAP's mandate.
- **Equity** - MAP strives to create opportunities where refugee claimants experience equal and just outcomes.
- **Collaboration** - MAP works together to multiply our impact in an atmosphere of trust and care, using our collective voice towards a common goal.
- **Inclusive** - MAP believes that all refugee claimants have a right to participate and lead the dialogue about their lives and opportunities.
- **Safe** - MAP commits to providing an environment for discussion and activities free of judgement where refugee claimants and member agencies can feel confident and empowered to express their opinions and ideas
- **Championing** - As a unique network MAP will always speak up for the rights and wellbeing of refugee claimants and look for opportunities to influence change positively.

Thanh spoke to the concept of advocacy (here we use the word 'Championing') as it was brought up in the Survey many times and might also be best placed as an element in the Mission.

The Values section allows us to be broader in our self-description and our guiding principles whereas the Mission needs to focus on what we are doing.

Comments and Suggestions on Vision, Mission and Values:

- Add '**lived experience**' into the Values.
- Need to see the efficacy of **collaboration** – getting together and seeing gaps and work together.
- Need to see providing a place for the **voices of refugee claimants**.
- Add some of the **values words into the Mission Statement**

Others were fully in support of the Mission and Values.

Comment: concerning including more of the voice of lived experience: MAP has folks at working groups and in the programs – we just need to reflect this in the Values.

Members offered to email in some suggestions for consideration.

ACTION: We will take a look at the Mission and Vision and then vote on them with the Values at next meeting

BREAK: Members enjoyed the networking opportunity!

• MAP Strategic Planning Outcomes Part 2

Thanh reviewed the discussion at the Strategic Planning Day and focused on the RESULTS:

Membership, Partners, Government, Advisory Council & Executive		Advisory Council & Executive only	
Strengths	Opportunities	Aspirations	Results
• Networking • Collaboration • Focus on Refugee Claimants • Information Sharing • Advocacy • Engagement • Values • Love for Jenny	• ONE Voice • Advocacy • Structure • Community Building • Trends • Healthcare • Service • Research / Data Analysis	• Umbrella Organization • Sustainable Structure • Refugee Claimant Hub • Housing • Resources • Cultural • Health • Equity	• Convening Role (bringing groups together) • Information Sharing and Partnerships • Unified Sector Voice • Community Engagement and Community Development

EXPLANATORY NOTES:

- Focus on 'Unified Voice' – leave your agency hat at the door – MAP in its championing will speak together as one voice for all at the table and the work achieved there.
- Community Engagement – for example the public education piece that is a result of World Refugee Day and In Focus – the stories.
- Community Development – can build capacity and share resources because we are working together to respond to RC needs.
This is where the projects take place: BC CHARMS, MAP BCIHC Support Program, Emergency Planning.

Question: (Kinbrace) why is MAP engaging in these projects and 'competing' with agencies?

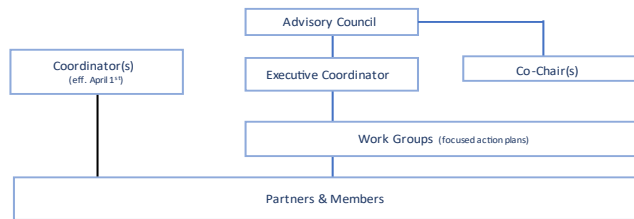
Response (AC) Look at it as the agencies are convened by MAP and the agencies do the work – deliberately why we did not want to incorporate because that would put MAP into competition.

Chair– and remember MAP has committed to not taking on any new projects – but the transition process to let agencies take the lead needs more figuring out.

ORGANIZATION OF MAP

(see proposed organizational chart below)

Proposed new Organizational Chart



How do you envision your role and participation as a partner agency moving forward?



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Advisory Council has been very helpful and is very much needed – it had been adopted as a temporary structure as we entered Strategic Planning.

- Emerged that it is still needed to guide the Exec Coordinator based on MAP's Mission and Mandate.
- AC members agreed to continue in their roles at the January 25 meeting, with membership approval.
- It was suggested: the **AC needs members with lived experience** –

AC Response: Definitely agree - we need to develop a structure that can pay in order to have RC's involved.

Assistant to the Coordinator – much needed help but the position requires funds to be viable.

Co-chair role – As recently outlined in the new job description the role is to run meetings. Decision-making and accountability sits with the Advisory Council

Working Groups will be strengthened

Membership – the MAP structure will always be accountable to its membership.

Final comments about possible participation to support MAP:

- MAP needs to have more participation by partner agencies – this is the 'price to pay' for choosing not to incorporate.
- Might consider a stipend to the co-chair (or their agency rather)
- Partner agencies might all consider hosting a meeting.
- There could be a membership fee.
- Or more Partner Agencies could get involved in working groups e.g., Information Working Group needs MAP members currently.

Response: Members need more information on the role of the Working Group co-chairs and members.

ACTION: the Advisory Council will look at this.

Housing Working Group Report

The working group did not meet recently so the report this month is from BC CHARMS.

- **BC CHARMS report** (as passed to MAP)

Aggregate Report:

- Individuals searching - 226
- Families searching - 86
- Individuals placed - 82
- Families placed - 28

Observations

- **Waiting room**
 - Workflow to waiting room has been updated and improved.
 - Mandatory training session in December was completed. Most people attended however there was still a large number who were unable to. A recording of the session and a cheat sheet was provided to everyone to review.
- We are aware it has become a bit challenging because of the lack of housing availability as a whole but specifically in BC CHARMS
 - But we don't want this to discourage you from inputting clients into the database because we need to continue to enrich our data to understand the full scope of some of the housing issues across the province.
 - We are, and have been, reaching out to a number of other transitional homes and subsidized housing to expand the housing stock available in CHARMS.
 - BC CHARMS is engaged constantly with HWG members.

Successes

- Team recently met with the City of Vancouver's Housing and Homelessness Services Division to discuss ways the city can get involved and support the database.
 - Invited to present at a Renter Sector Meeting at the beginning of February, which is comprised of City of Vancouver and other members in the housing sector.
- Want to distinguish between temporary and more permanent placements.
 - we will be updating the client's placement status to reflect multiple types of placements. This will allow us to track the lifecycle of clients on the housing spectrum and ensure they are not falling off that spectrum.

Questions: are there statistics on where the housing is? Are these numbers purely our transitional housing or does it include other types?

Response: Marzieh (MOSAIC) – we want to provide a report on the state of BC CHARMS now:

We have developed a centralized platform to provide a fair opportunity to refer/house RC's so they don't fall through the cracks.

We have onboarded the main settlement agencies and transition houses – but we are still at a beginning stage so there have been ups and downs of course.

Also, we have done a lot of awareness raising – who is a refugee claimant / other refugees.

Also, projects like JHC's *Meanwhile Spaces* have created more options coming online.

Now the contract with MUNI ends March 31/23 – and the sustainability plan needs to be completed. Marzieh defined how much funding is needed to continue the project (contract and human resources):

- MOSAIC discussed the need with Vancity – received 38,000 for a full time Project assistant and half time manager.

- But they also received rejections from Reaching Home Fund.

MOSAIC wishes to ask MAP membership for support in identifying funds.

Recently MAP Executive and Housing WG Co-chairs met with MOSAIC and agreed to request member agencies to work on achieving funding.

Thanh: remarked on the successful collaborative work MOSAIC has done with JHC and others – MOSAIC has agreed to run BC CHARMS for another year. MAP will develop a letter asking for funding help and your support.

QUESTIONS:

When does subscription end?

Response: Apricot subscription closes at end of June, but funding from the Province (paying for human resources) ends March 31 and only the new Vancity money will be available.

Marzieh explained the 5-year contract with Apricot at a set price (to avoid annual increases)

But we need to let them know our decision 3 months in advance of the end of their contract.

Joni (MUNI) - The CHARMS project was taken on with one-time funding and so to commit the 1.2M to the project, we needed to be assured by MOSAIC that it could be sustained post March 31, 2023. Therefore, there were discussions at the beginning of this contract, and it was a contract obligation that a sustainability plan be created and actioned to ensure that the system could be maintained after this start-up injection of funding. We continue to encourage MOSAIC and MAP to look to other sources of funding including MAP member contributions should MAP want to support the project going forward. This decision was direction from branch management.

Thanh – MAP will write a letter of support to attest the good work of BC CHARMS

Question: will MAP share who it is asking funds from?

Response: Yes, but please realize that BC CHARMS is considered a province wide project for the benefit of all MAP member agencies, so we are not in competition.

- **ANNOUNCEMENT FROM THE EXECUTIVE COORDINATOR**

Jenny announced her proposed retirement as of March 31, 2023. Notice has been given to the Advisory Council and MAP Executive.

Jenny has thoroughly enjoyed her time working for MAP and the friendships made. She will miss everyone and everything very much but it's time to look to other life goals.

Hiring will take place as soon as possible for a full-time position with a much-improved pay. There is also a plan to hire a part time assistant to assist. It is hoped that with more time the position could focus more on stakeholder engagement.

Members voiced appreciation for Jenny's contributions.

AGENCY UPDATE:

Vancity – NEW! Copies of Refugee Claimant ID can now be used for banking services. Diana will send more details soon.

Members completed the Feedback forms and the meeting adjourned at 12:00PM

Next meeting Thursday February 23 at MOSAIC