

## ICP-AGIR Cooperation Action Plan for Toronto (Canada) – Frankfurt (Germany)

Cooperation Data		
	Toronto Canada	Frankfurt Germany
<b>Departments / Institutions involved</b>	<b>City of Toronto</b>	<b>City Department: Diversity, Antidiscrimination and Societal Cohesion (Dezernat II – Diversität, Antidiskriminierung und Gesellschaftlicher Zusammenhalt)</b>
<b>ICP AGIR City Coordinator</b>	<b>Vera Dodic Director Strategic Partnerships</b>	<b>Dr. Harpreet Cholia Head of the Antidiscrimination Department of Frankfurt</b>
<b>ICP AGIR Pairing Manager</b>	<b>Karun Gelibolyan</b>	
<b>Description of the partnership</b>	<p>The effects of forced migration and climate change displacement have made the questions arising around the inclusion of migrants and refugees a topic of global significant interest to the City of Toronto and the City of Frankfurt. Both cities are historically arrival cities and recognize the importance of municipal leadership on newcomer and migrant issues.</p> <p>The Toronto-Frankfurt partnership will facilitate knowledge transfer and sharing of successful approaches on the integration of migrants and refugees and will contribute to a learning exchange based on concrete examples and best practices.</p> <p>Cooperation between our cities will allow for first-hand information from senior leadership, staff, community partners, and residents to influence practical ways of implementing programs and policies. In addition, this collaborative opportunity will allow both cities to discuss strategies on current challenges, and lessons learned that can help increase newcomer and immigrant access to municipal services and programs, and ultimately bring light to the ethnic, cultural, linguistic, and other diversity of Toronto and Frankfurt.</p>	

Best practices or Challenges identified in the questionnaire		
Topic	Toronto	Frankfurt
<b>Integration and inclusion of migrants and refugees</b>	Refugee Resettlement Program	Arrival Strategy for Ukraine refugees
	Access to City Services for Undocumented Torontonians	Discrimination Free Frankfurt - Strategy Coordination Committee LGBTQ* (Koordinierungskreis LSBTIQ*) – An initiative from the Mayoress of Frankfurt, together with the Police Department and civil society actors in response to the rising hate crimes against LGBTQ* persons.

Confirmation of Priority Areas	
<b>Key focus of cooperation themes following the idea generation online workshop</b>	<ul style="list-style-type: none"> <li>• Migrant Story Telling</li> <li>• Joint Toronto-Frankfurt Newcomer (Virtual) Office</li> </ul> <p>Anti-racism will be used as the foundation of the projects to be implemented, and as an approach to strengthen our Cities' commitment to social justice, diversity, inclusion, and equity, whilst at the same time, owing to our commitment to recognizing the contribution of migrant people. Addressing racism and creating racial equity is ongoing work that will continue beyond the duration of the International Cities Partnership (ICP) program.</p>
<b>Short description of main actions</b>	<p>The Migrant Story Telling project is a multi-year joint program that allows to build an experience where migrant stories in Toronto and Frankfurt are shared, amplified and promoted (global and local lens, mirroring of stories). These are stories of people who were newcomers in our communities. The joint Toronto and Frankfurt team will provide guidance and support on the development and implementation of the Toronto-Frankfurt projects, the completion of planned activities and achievement of expected outcomes.</p>

Migrant Story Telling	
<b>Counterparts</b>	<p><b>Frankfurt:</b></p> <ul style="list-style-type: none"> <li>• The City Department: Diversity, Antidiscrimination and Societal Cohesion together with the Unit Antidiscrimination.</li> <li>• Migrant organisations and initiatives active in the city: Examples such as the ISD (Initiative for Black People in Germany), Mekri (Initiative for East African Refugees), The Refugee Council of Hesse (Hessischer Flüchtlingsrat).</li> <li>• Museums from cultural landscape in Frankfurt: Examples such as the History Museum and the Jewish Museum.</li> </ul> <p><b>Toronto:</b></p> <ul style="list-style-type: none"> <li>• Toronto Newcomer Office, City of Toronto</li> <li>• Museum and Heritage Services, City of Toronto</li> <li>• Other City of Toronto divisions as needed</li> <li>• Community agencies serving migrants</li> </ul>
<b>Objective</b>	<ul style="list-style-type: none"> <li>• Showcase diverse, multivocal and individual migrant experiences in Toronto and Frankfurt.</li> <li>• Leverage City of Toronto and City of Frankfurt assets (i.e., Museums, Long Term Care, Housing and Shelter, Multicultural centres and District Councils etc.) to hear and tell migrant stories.</li> <li>• Include stories that illustrate differing circumstances and lived experiences of migrants due to a newcomer's immigration status, official language ability, and intersecting identities related to race, gender, age, LSBTIQ* (German discourse)/ 2LGBTQ+ (Canadian discourse), disability, faith, and mental health.</li> </ul>

## Migrant Story Telling

### Activities

- Create a platform for migrant stories to support migrants and refugees to shape the discourse on structural barriers and discrimination through the creation of digital stories: brief videos with images, text, and audio about a personal or family immigration experience i.e., what worked; what didn't work; mistakes; challenges; success stories. Amongst the many topics, there will be a strong focus on the topic of structural discrimination experienced in daily lives of migrants. Storytelling will enable a more qualitative view, rather than a quantitative one, on the structural issues faced by migrants and refugees.

Topics such as:

- Law and policy reforms
- Resident status & applying for German/ Canadian nationality
- Work permits / allowances & recognition of qualifications
- Experiences of everyday racism and daily discrimination with an intersectional perspective
- Success stories and contributions from migrants and their families

Participants write their own stories, which they feel comfortable sharing publicly and would like preserved in an exhibition of migrant stories.

Promote and launch an exhibition of migrant stories (virtual experience). The collected stories and experiences of people and (religious) communities, migrant organisations will be embedded in an interactive city map of the respective city, titled: "Interactive City Maps of Migration, Racist Experiences and Resistance – a Transnational Perspective".

- **Target Groups may include :**

- Unaccompanied Minors
- Refugees and Asylum seekers, including people from Syria, Afghanistan Ukraine
- Migrant women – settled longer in Germany and Canada
- LGBTIQ\* (German discourse)/ 2SLGBTQ+ (Canadian discourse) Refugees and Migrants

- Coordinate a museum exchange activity: conversation on how City museums engage their local communities, and how they can enhance the understanding of the city's diverse stories through engaging and exciting

<b>Migrant Story Telling</b>	
	<p>experiences that illustrate the continual creative transformation in both cities.</p> <ul style="list-style-type: none"> <li>• A possible outcome is the development of a methodological tool kit for museums and other cultural institutions. Develop a travelling exhibition of migrant stories that will be taken to various communities near Toronto and Frankfurt.</li> <li>• Work with educators in Frankfurt and Toronto and leverage relationships with school boards and universities to offer ongoing education sessions and workshops to work toward dismantling oppression and discrimination.</li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Participants have a sense of belonging, and connectedness. They feel safe, supported, welcome and engaged.</li> <li>• Migrant stories highlight newcomers, migrants and refugees' settlement and migration journeys.</li> <li>• Participants feel empowered to talk about and share the barriers and factors that affect their newcomer journey and moments of joy and belonging.</li> <li>• Migrant stories bring to light various social gaps that many newcomers, migrants and refugees experience as women, as racialized people, as people who identify as lesbian, gay, bisexual, transgender, queer, or two-spirited (LGBTQ2).</li> </ul>
<b>Indicators</b>	<ul style="list-style-type: none"> <li>• Participants feel empowered with their sense of belonging to their communities after participating in the Migrant Story Telling project.</li> <li>• Participants say they were able to use new and creative tools to communicate their stories.</li> <li>• Participants are able to say that have met new peers through the project who they can share their feelings, ideas, interests and opinions with, including those who may have different life experiences from their own.</li> <li>• The exhibition and formats surrounding the exhibition encourage participants and communities to develop further ideas to exercise their voice.</li> <li>• 10 (self-organised) migrant organisations/ Initiatives have taken part in the project.</li> </ul>
<b>Sustainability of the action</b>	<ul style="list-style-type: none"> <li>• This action plan is feasible, implementable and sustainable.</li> <li>• Has high impact, low cost and long-term benefits: Access to an online platform will enable a large audience to interact with the knowledge produced through the different stories. Furthermore, the continual interaction with different civil society actors and the pursuit to visibilise the different lived realities of migrants, will help empower and strengthen the general societal cohesion within the respective cities.</li> <li>• Will allow for the Toronto-Frankfurt partnership to continue beyond the duration of the ICP program and work on a multi-year project (3-5 years).</li> <li>• Will facilitate ongoing learning and inform city policies about the strategy to help counter structural discrimination for different groups of new arrivals and the migrant population.</li> </ul>

### Migrant Story Telling

<p><b>Time and Resources</b></p>	<p>The Migrant Story Telling exhibit will start exhibiting online in May 2023, and will continue building the exhibition beyond the duration of the ICP program. The planned project will be multi-year (3-5 years).</p> <p><b>Resources</b></p> <p>City of Toronto (Economic Development and Culture Division) will assign a team of staff to coordinate with the City of Frankfurt.</p> <p>City of Frankfurt (Antidiscrimination Division) will assign a team of staff to coordinate with the City of Toronto.</p> <p>The award will contribute to each municipality's ability to cover costs as they relate to content development and creation, as well as outreach and communication. Each city will provide the required additional funding to help support the realisation of the project, with both cities matching at least the sum of the funding award.</p> <p>If this partnership is successful in winning the 5.000 Euro Award, it is planned to spend the money on communication (promotion materials, interpretation) and travel costs.</p> <p>The expected budget for the kick-off phase of this project (January 2023 to May 2023) is 20.000 Euros.</p> <p>Further grant applications and third party funding will be pursued from the project teams to help support additional costs of the project.</p>
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### Joint Toronto-Frankfurt Newcomer (Virtual) Office

<p><b>Counterparts</b></p>	<ul style="list-style-type: none"> <li>• Toronto Newcomer Office, City of Toronto</li> <li>• The Frankfurt City Department: Diversity, Antidiscrimination and Societal Cohesion, together with the Department Antidiscrimination</li> </ul>
<p><b>Objective</b></p>	<p>Establish a virtual, structured joint staff team (or joint office) to work on municipal migrant issues and on sustainable solutions.</p>
<p><b>Activities</b></p>	<ul style="list-style-type: none"> <li>• Coordinate ongoing communication between City of Toronto divisions and City of Frankfurt partners.</li> <li>• Monitor and share relevant information related to the integration of migrants and refugees.</li> <li>• Organize a regular learning exchange on the implementation of immigration-related strategies, programs and policies, including:             <ul style="list-style-type: none"> <li>○ The City of Toronto and The City of Frankfurt newcomer strategies.</li> <li>○ Toronto's Refugee Resettlement Program and the Refugee Capacity Plan to facilitate the seamless and</li> </ul> </li> </ul>

**Joint Toronto-Frankfurt Newcomer (Virtual) Office**

	<p>efficient mobilization of resources and supports during periods of significant and unforeseen increases in refugee population arrivals to Toronto and Frankfurt.</p> <ul style="list-style-type: none"> <li>○ Frankfurt’s Safe Haven Strategy for refugees.</li> <li>○ Approaches to service eligibility for undocumented, and temporary residents to ensure residents without status are able to access City services without fear.</li> <li>○ Management of challenges around shelter and housing.</li> <li>○ The role of the community and the non-profit sector.</li> </ul> <ul style="list-style-type: none"> <li>● Frameworks applied towards inclusive economic growth and development.</li> <li>● Strategies related to anti-racism and police reform           <ul style="list-style-type: none"> <li>○ How to work with data collection on violence and discrimination in the various affected groups, in order to create effective policies and programs</li> <li>○ Organize a learning exchange on the implementation and success of training programs and policies:</li> <li>○ Sharing of newly developed concepts for police trainings.</li> <li>○ Development of a myriad of approaches that work on the interface of community (interventions), policing and city administration.</li> <li>○ Work against the racist practice of ‘stop and search’</li> <li>○ Work on effective anti-bias programs.</li> <li>○ Encourage transnational exchange between civil society actors and city administration departments working on the issue of racial profiling.</li> <li>○ Work on how to relate intersectional struggles between various affected groups.</li> </ul> </li> <li>● Develop and organize transnational (online) workshops for the topics: critical security, visibility of community struggles and empowerment for affected communities</li> <li>● Exchange ideas on how to influence policies and funding from other orders of government (Federal/Provincial for Toronto and Republic/State for Frankfurt)</li> </ul>
<p><b>Outcomes</b></p>	<ul style="list-style-type: none"> <li>● Staff say they felt motivated to work on the joint learning and exchange platform.</li> <li>● Strategies and frameworks outlined in Key Focus of Cooperation are developed and implemented.</li> <li>● At least 75% of staff in both the structures say they have met at least one expert from the city administration and civil society (virtually) through the joint learning and exchange platform who they exchange information on strategies and policies on</li> </ul>

<b>Joint Toronto-Frankfurt Newcomer (Virtual) Office</b>	
	<p>the betterment of police reform and supporting community building.</p> <ul style="list-style-type: none"> <li>• At least 80% of staff who say that they have increased their knowledge related to new/ adaptable frameworks and tools for their work.</li> <li>• At least 80% of staff who say they learned about policies that can address racial disparities and social inequalities in both cities compared to when they first joined the learning and exchange platform.</li> <li>• At least 80% of staff who say that they are interested in getting involved in similar partnerships compared to when they first joined the learning and exchange platform.</li> </ul>
<b>Indicators</b>	<ul style="list-style-type: none"> <li>• Staff say they felt motivated to work on the joint learning and exchange platform.</li> <li>• At least 75% of staff in both the structures say they have met at least one expert from the city administration and civil society (virtually) through the joint learning and exchange platform who they exchange information on strategies and policies on the betterment of police reform and supporting community building.</li> <li>• At least 80% of staff who say that they have increased their knowledge related to new/adaptable frameworks and tools for their work.</li> <li>• At least 80% of staff who say they learned about policies that can address racial disparities and social inequalities in both cities compared to when they first joined the learning and exchange platform.</li> <li>• At least 80% of staff who say that they are interested in getting involved in similar partnerships compared to when they first joined the learning and exchange platform and the (virtual office).</li> </ul>
<b>Sustainability of the action</b>	<ul style="list-style-type: none"> <li>• This project is feasible, implementable and sustainable.</li> <li>• Has high impact, low cost and long-term benefits: Building a joint virtual office will enable both cities to continually share successful and innovative ideas to help improve the strategies in the areas of anti-racism, migration and social welfare, without high costs of travel.</li> <li>• Will allow for the Toronto-Frankfurt partnership to continue beyond the duration of the ICP program and work on a multi-year project (3-5 years).</li> <li>• Will facilitate ongoing learning and exchange.</li> </ul>
<b>Time and Resources</b>	<p>November 2022 – March 2023, with the intention to continue beyond the duration of the ICP program. The planned project will work on a multi-year project (3-5 years).</p>

### Joint Toronto-Frankfurt Newcomer (Virtual) Office

	<p><b>Resources</b></p> <p>City of Toronto will designate 3-5 staff to participate in joint meetings.</p> <p>City of Frankfurt will designate 3-5 staff to participate in joint meetings.</p>
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### City Partnership Monitoring and Evaluation

<b>Description</b>	<p>Performance measures (indicators) will track progress towards desired outcomes. This can help facilitate clear and consistent monitoring and reporting as well as establish baselines and targets for the projects' success.</p> <p>Activities:</p> <ul style="list-style-type: none"> <li>• Establish an evaluation and a project implementation advisory group with members from both cities (City staff and community partners) who can provide timely feedback on project activities.</li> <li>• Administer surveys to Migrant Story Telling project partners.</li> <li>• Administer surveys to staff of Joint Toronto-Frankfurt Newcomer (Virtual) Office.</li> <li>• Use data collected to review whether projects are achieving their intended outcomes.</li> <li>• Use survey results and focus groups' feedback to identify potential project modifications.</li> </ul> <p>Note: Each performance measure will answer at least one of the three questions deriving from the Results Based Accountability (RBA) approach, a performance measurement and accountability tool. RBA offers three questions to guide performance measurement:</p> <ul style="list-style-type: none"> <li>• <i>How much did we do?</i> (tangible, quantifiable outputs)</li> <li>• <i>How well did we do it?</i> (outputs that measure quality and satisfaction).</li> <li>• <i>Is anyone better off?</i> (the degree to which an outcome was achieved)</li> </ul> <p>These questions form a good starting point to developing an ongoing or periodic monitoring and evaluation plan for the selected Toronto-Frankfurt projects and their planned activities.</p>
<b>Mid-term evaluation</b>	TBD
<b>Final evaluation</b>	TBD