

WE Value Partnership

Settlement success. Together.

Year in Review



March 31, 2022 - As one fiscal year comes to a close and we prepare to enter a new one, we wanted to take the opportunity to thank our community for being a part of the WE Value Partnership since it began in 2018. Our team and the work that we have completed to date is an ongoing reflection of an changing sector driven by professionals and clients creating connections and working together.

Over the past year, our initial Service Delivery Improvement Fund grant from IRCC came to a close, but that project was only the beginning. Together, we succeeded in creating a coordinated capacity-focused settlement assessment system for the Windsor-Essex area, but we recognized that there was still more that could be done with this remarkable system to help newcomer clients, service providers, and the community.

In December of 2021, we launched two exciting new projects to build on the work that came before and explore innovative new ways to support the settlement sector. We have also been expanding our reach to several other communities around Canada, helping them introduce WE Value and the K2 Pathway to Settlement System to their local settlement ecosystems.



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What's going on?



Long-Awaited Updates to K2 deployed!

These much-needed updates are the direct results of partner feedback and include multiple changes that will improve both client and front-line staff experience and ultimately help clients get connected with the most appropriate services.

K2... en français!

Through collaboration with our local francophone partners and with the support of Cité des Rocheuses in Calgary, a french translation of the K2 Pathway to Settlement System is expected soon. Once it is completed, francophone newcomer clients will be able to receive an assessment and settlement plan in french, supporting the IRCC's Francophone Integration Pathway.

Elevated Access

Together with our tech developer, we are close to finalizing and deploying "elevated access" to the K2 Pathway to Settlement system. This will allow other communities to use the tools we have developed to create their own community-driven capacity focused standardized assessments following the WE Value model.

407

Initial Assessments completed to date.

144

Referrals made to WE Value Partnership

1397

Referrals to organizations outside of YSWO

"It's wonderful to see the positive impact the WE Value Partnership has had on newcomers and their settlement experience. We are looking forward to expanding on this work to better serve newcomers across several communities, while building on the community's excitement and desire for local data and coordination.."

--Kelsey Santarossa,
Community Engagement Coordinator



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The K2 Client Portal Initiative

Newcomer-Centered Digital Transformation

The Mission: The YMCA of Southwestern Ontario, with funding from IRCC, will pilot a cloud-based client portal at 3 Ontario sites (Windsor, Leamington, and Ottawa) to provide clients with self-directed access to their information, referrals, and on-going service opportunities after the creation of settlement plans through NAARs.



The work so far...

We have engaged a technology company, Devlift, to design the User Interface and User Experience (UI/UX) for the app. With Devlift's support, we have worked with our Steering & Evaluation Committee, front-line settlement staff, and newcomer clients to determine their needs and wants for the app.

Things to come...

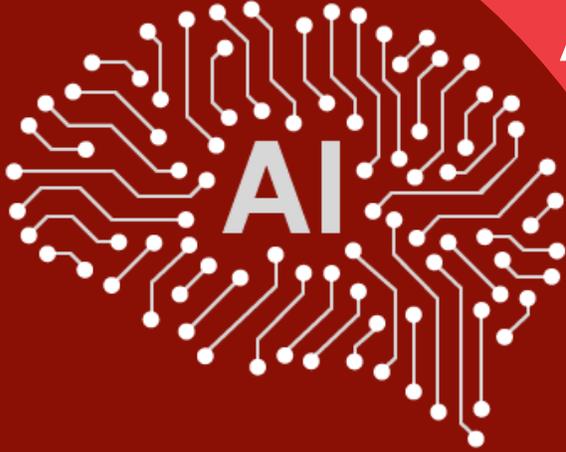
By summer 2022, we expect to have a Minimum Viable Product (MVP) of the Client Portal app to test in the chosen communities and compare the client experience to a control group without access to the client portal app. Using their feedback, we will customize and tweak the app to improve functionality. Starting fall 2022 and continuing into the new year, 3, 6, and 9 month follow ups will help us determine the impact of the Client Portal app.

"The K2 Client Portal engages newcomers to have greater stewardship of their information, settlement plan, and opportunities towards a focus on local community building. With a vision for settlement success together, the tool envisions to include direct messaging, job tools, and resources to support them on their journey. A common saying is "There is an app for that!", when looking for a whole of community focused pathway to settlement – there will be an app for that – the K2 Client Portal. "

-- Matthew Dunlop, *Program Manager*



Artificial Intelligence



A Rapid Response Leveraging Newcomers' Pathway to Settlement

The Mission: The University of Windsor, with funding from IRCC, will appraise the effectiveness of using Artificial Intelligence (AI) versus traditional methods in the settlement process for IRCC eligible clients by comparing the differences in integration level indicators between two groups of 200 newcomers. Testing will be administered through the K2 Pathway to Settlement System.

The work so far...

A research team of 12 computer science students have begun exploring possible approaches to integrating AI-enhanced functionalities into the K2 Pathway to Settlement system. Front-line staff and newcomer clients have identified their priorities by providing "user stories" outlining their current pain points and their proposed solutions.

Things to come...

The research team will work closely with a third party evaluation consultant (KPMG) to identify outcomes and indicators of project success, as well as undergo an ethics review. Development and customization of the AI will be ongoing for the next year, with testing starting in summer 2022, in which an experimental group's results will be compared to a control group without AI-enhanced features.

"We are examining if artificial intelligence can be used to build optimal settlement plans for newcomers and improve the efficiency of settlement caseworkers. One of the goals is to raise local awareness of the benefits of AI against traditional methodologies, which will be supported by an experimental study that will benefit newcomers, community stakeholders, and Canada as a whole."

-- Lama Khalil
AI Project Coordinator



Core Co- Innovators



Regional Co-Innovators



Implementation Partners



Evaluation Consultant



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