



WE Value Partnership

Settlement success. Together.

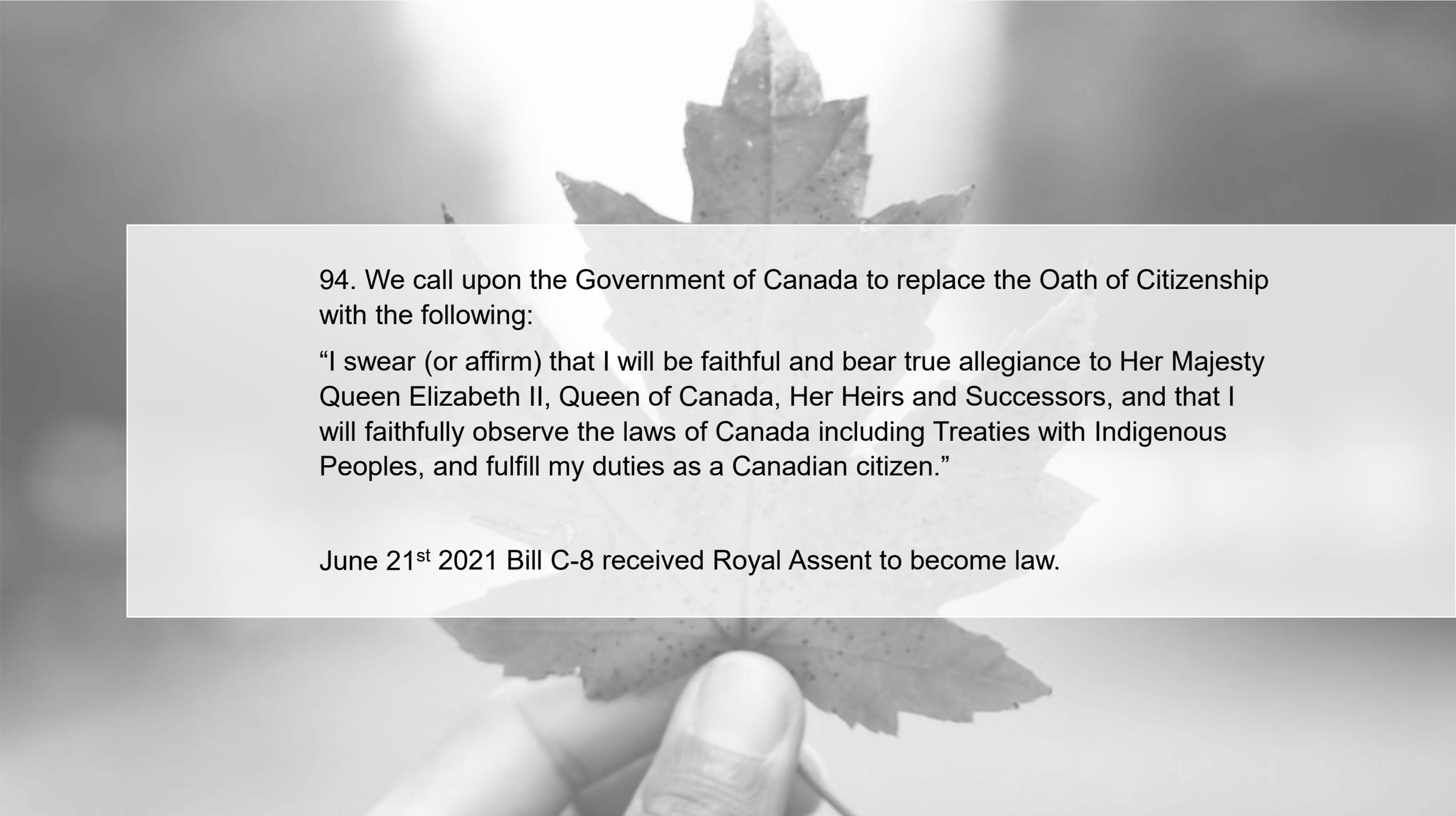
Partenariat WE Value

Succès en établissement. Ensemble.

A grayscale photograph of a hand holding a maple leaf. The hand is positioned at the bottom center, with the thumb and index finger visible, gripping the stem of the leaf. The leaf is held up, showing its characteristic five-pointed shape and detailed vein structure. The background is a soft, out-of-focus gradient of light and dark tones, suggesting an outdoor setting with natural light. The overall mood is calm and focused.

66. We call upon the federal government to establish multiyear funding for community-based youth organizations to deliver programs on reconciliation, and establish a national network to share information and best practices.

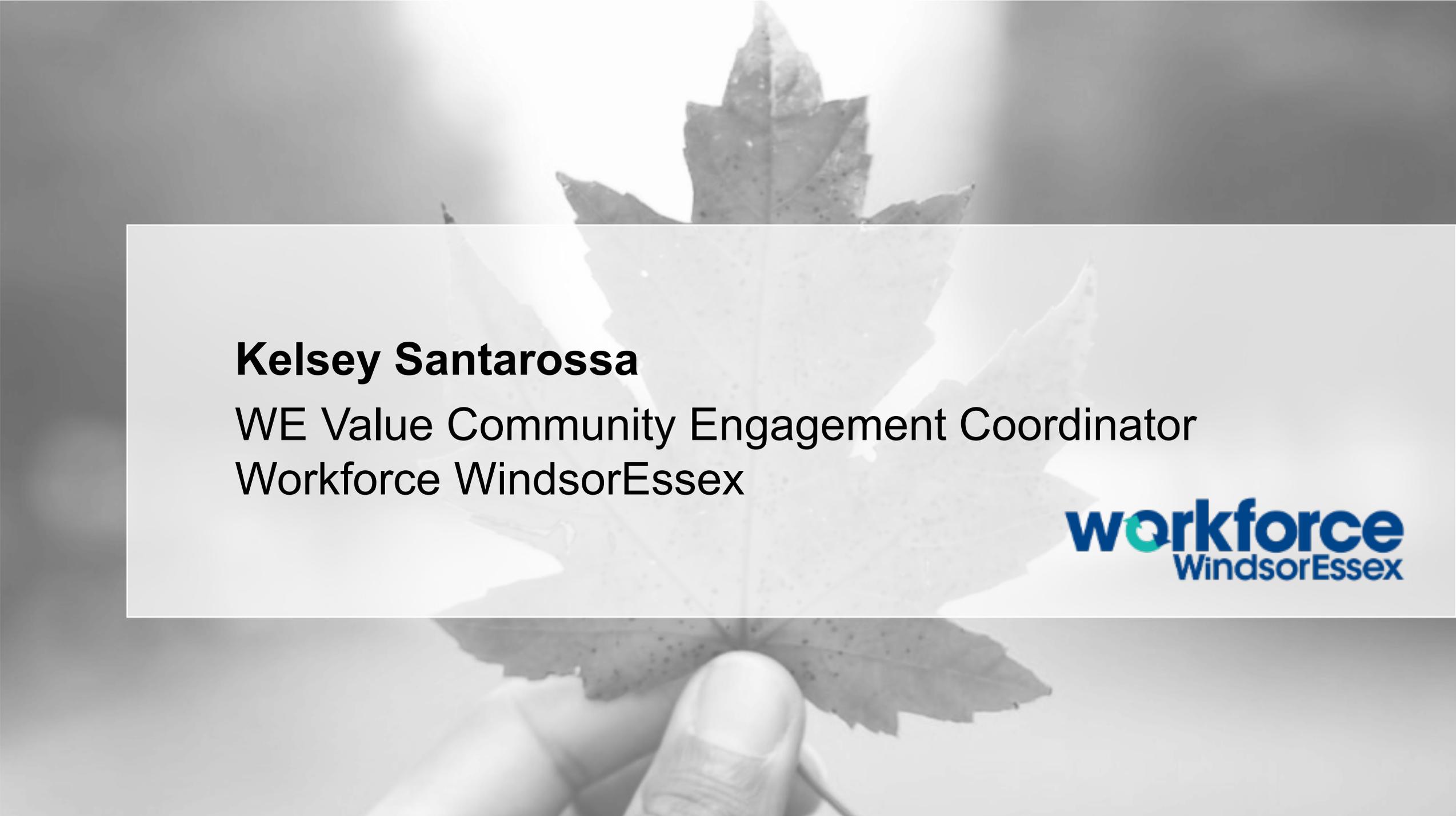
90. We call upon the federal government to ensure that national sports policies, programs, and initiatives are inclusive of Aboriginal peoples, including, but not limited to, establishing: i. In collaboration with provincial and territorial governments, stable funding for, and access to, community sports programs that reflect the diverse cultures and traditional sporting activities of Aboriginal peoples.

A grayscale photograph of a hand holding a maple leaf. The hand is positioned at the bottom center, with the thumb and index finger visible, gripping the stem of the leaf. The leaf is held up, showing its characteristic five-pointed shape and detailed vein structure. The background is a soft, out-of-focus gradient, likely representing a sky or a light source, which makes the leaf and hand stand out as the primary subject.

94. We call upon the Government of Canada to replace the Oath of Citizenship with the following:

“I swear (or affirm) that I will be faithful and bear true allegiance to Her Majesty Queen Elizabeth II, Queen of Canada, Her Heirs and Successors, and that I will faithfully observe the laws of Canada including Treaties with Indigenous Peoples, and fulfill my duties as a Canadian citizen.”

June 21st 2021 Bill C-8 received Royal Assent to become law.



Kelsey Santarossa

WE Value Community Engagement Coordinator
Workforce WindsorEssex

workforce
WindsorEssex

Three Years in Review



- **WE Value, an SDI Project**
- **Settlement Success. Together**
- **Standardizing Assessments**
- **WE Value Settlement Assessment**
- **Pathway to Settlement Plan**
- **Connecting to the Community**
- **Data Collection and Dissemination**
- **Thank you!**

Funded by:



Immigration, Refugees
and Citizenship Canada

Financé par :

Immigration, Réfugiés
et Citoyenneté Canada



Through the assessment we got to know better about the clients and their needs.

- Qi Li

WE Value, an SDI Project

A portion of Service Delivery Improvement funding were allocated towards activities that are experimental in nature and that test new approaches to delivering settlement services and/or measuring the impact of specific services/models on Settlement Program clients.

Innovation Imperative – Build organizational capacity in a way that has the potential to change the way settlement services are delivered

User Orientation – Respond to user perspectives and experiences (client and staff)

Results through Innovation – Iterate through trial and error

Sound Stewardship – Manage funds appropriately through adaptation

Outcomes Focus – Effectively assess unique outcomes

Collaboration & Relationship Building – A collaborative approach should be used to learn from the experience of new and existing partners

Adaptability – Make informed changes in project direction as needed

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In meeting/speaking with clients for the first time, I can share with them the optimism naturally felt by me, that the process will respect what they offer and present the best opportunity to successfully integrate in the community. -

Barbara DaCosta

Settlement Success. Together.

The WE Value ecosystem means:

- less confusion for newcomers and more confidence and increased self-worth through streamlined experiences and fruitful community connections
- more opportunities to use assets, skills, talents and gifts while adjusting to a happy, safe, confident life as community members
- understanding the value of welcoming immigrants and an abundance of opportunity for all by helping newcomers to realize their potential locally
- unlocking the assets, skills, talents and gifts of newcomers provide resources that will deepen evidence-based approaches to serving new immigrants resulting in positive community impact
- the coming together to streamline processes and enhance experiences, all toward greater integration, welcoming communities and the success of newcomers



Assets means empowering newcomers to be agents in their own settlement journey and which builds the overall capacities of the settlement sector to successfully resettle newcomers by embracing. - **Hibaq Dahir**

Standardizing Assessments

- Create a service model that identifies and leverages the assets of newcomers
- Develop a community-informed and holistic assessment inclusive of the Social Determinants of Health
- Ensure clients are appropriately referred to organizations based on eligibility and program and service availability
- Develop a client management system to support assessments, referrals, and data collection

Thank you to ...

The 16 mainstream and 7 settlement service provider organizations who came together to validate every question and response in December 2018

The Orientation Advisory Committee for your review and referral recommendations

The University of Windsor for your literature and ethics review, and analysis of community feedback



The system made it easier to open files, update the client and background information, in an easy, smooth and safe way. - *Nadira Hawil*

WE Value Settlement Assessment

Social Determinants of Health



14 Categories of Settlement



75 Indicators of Settlement

What we see:

Assessment question: Have you had your English language assessed? __ Yes__ X No
Driving Statement: I have not had my English language skills assessed.
Action: Have my English language skills assessed.
Referral: Language Assessment and Resource Centre

What we learn:

SDH: Education, Economic Stability
Categories of Settlement: Access to services, Education
Indicators of Settlement: Access to community and government programs; Language skills and literacy
Assets and Capacities: Knowledge, Access



The WE Value Settlement Assessment is a great foundation for the settlement journey, providing the correct information, and helping newcomers to cope with pre-migration stress, also connecting them with what they need is very important. - *Eden Alemseged*

Pathway to Settlement Plan

Comprehensive Client Profile / Story that includes:

- Detailed background information (Employment, Education, and Language)
- Assessment Summary (Capacities, Assets, and Needs)
- Detailed settlement plan with driving statements (rationale) and tailored referrals including to a primary settlement agency, and mainstream organizations

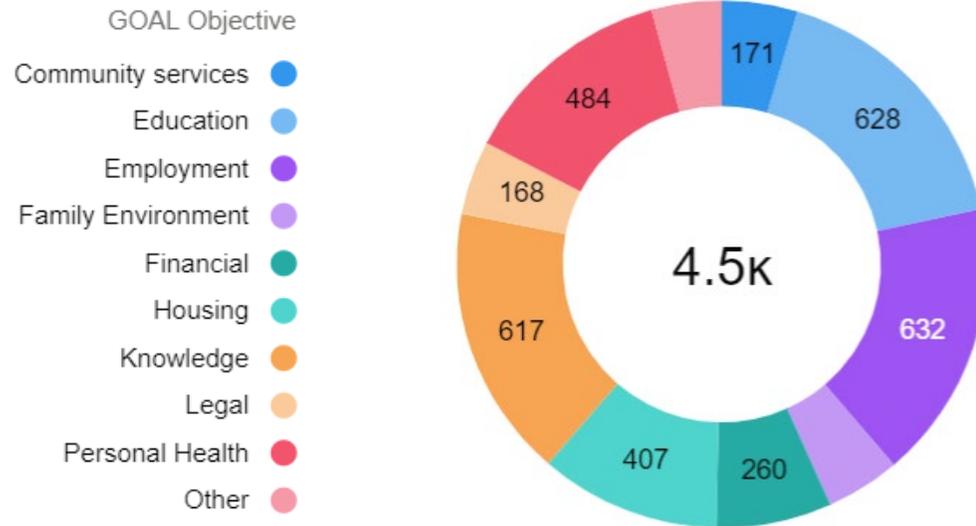
Together, this should drastically minimize the need for clients to retell their story each time they visit a new SPO or mainstream provider.



The Assessment is an opportunity for new arrivals and the assessor, a process that helps new arrivals to identify her/his goals, review his skills, interest , experience, knowledgeetc. and the assessor using the resources assist her/him to reach those short- and long-term goals successfully. - ***Zakieh Zarabi***

Connecting to the Community

To date, 341 clients have been assessed through WE Value, with 4,500+ actions and 1,182 referrals made to agencies based on goals, needs, and eligibility.



To satisfy these actions, referrals were made through the K2 System to affiliated partners in the Partner Portal and identified in Pathway to Settlement Plans for non-affiliated partners.

In total, across Windsor-Essex, Chatham-Kent, Sarnia and Owen Sound, there are:

47 Affiliated Partners

91 Non-Affiliated Partners



Instead of saying to the clients that you need this and this and this to succeed, we are saying now you have all of this to build on and succeed; this shift makes a huge impact on the newcomers in motivating them, building their confidence and paving the way for them to have a successful settlement journey in Canada. - *Roaa Moussa*

Connecting to the Community



What WE Value is doing is that all the front workers are in the same page and applying the same concept, in a systematic form and chronological order step by step without missing this and that from this worker and that one. - **Ziad Ramadan**

Data Collection & Dissemination



May 18 – Socio Cultural Integration and Health (**139 attendees**)

June 08 – Education and Employment (**104 attendees**)

June 24 – Housing & Community (**88 attendees**)

July 13 – Skills, Hobbies and Interests (**88 attendees**)

Thank you to ...

The Windsor Essex Local Immigration Partnership (WE LIP) team, executive committee, and council members for co-organizing and participating in these events

The University of Windsor for your crucial work in identifying trends and key data to share with local stakeholders



WE Value starts with a genuine interest to support, learn about their capacities and refer to community resources. It's a unique experience that that deepen our commitment to pay back to the community and to strengthen our client centered approach. - **Laure Khalil**

Thank you to ...

Windsor Leamington London Sarnia Owen Sound Grey Bruce Calgary

- Immigration, Refugees and Citizenship Canada
- Our Partners, Both Affiliated and Non-Affiliated
- Our Steering and Evaluation Committee
- Our WE Value Settlement Assessors
- Curious Community Members

Everyone working to create welcoming communities!



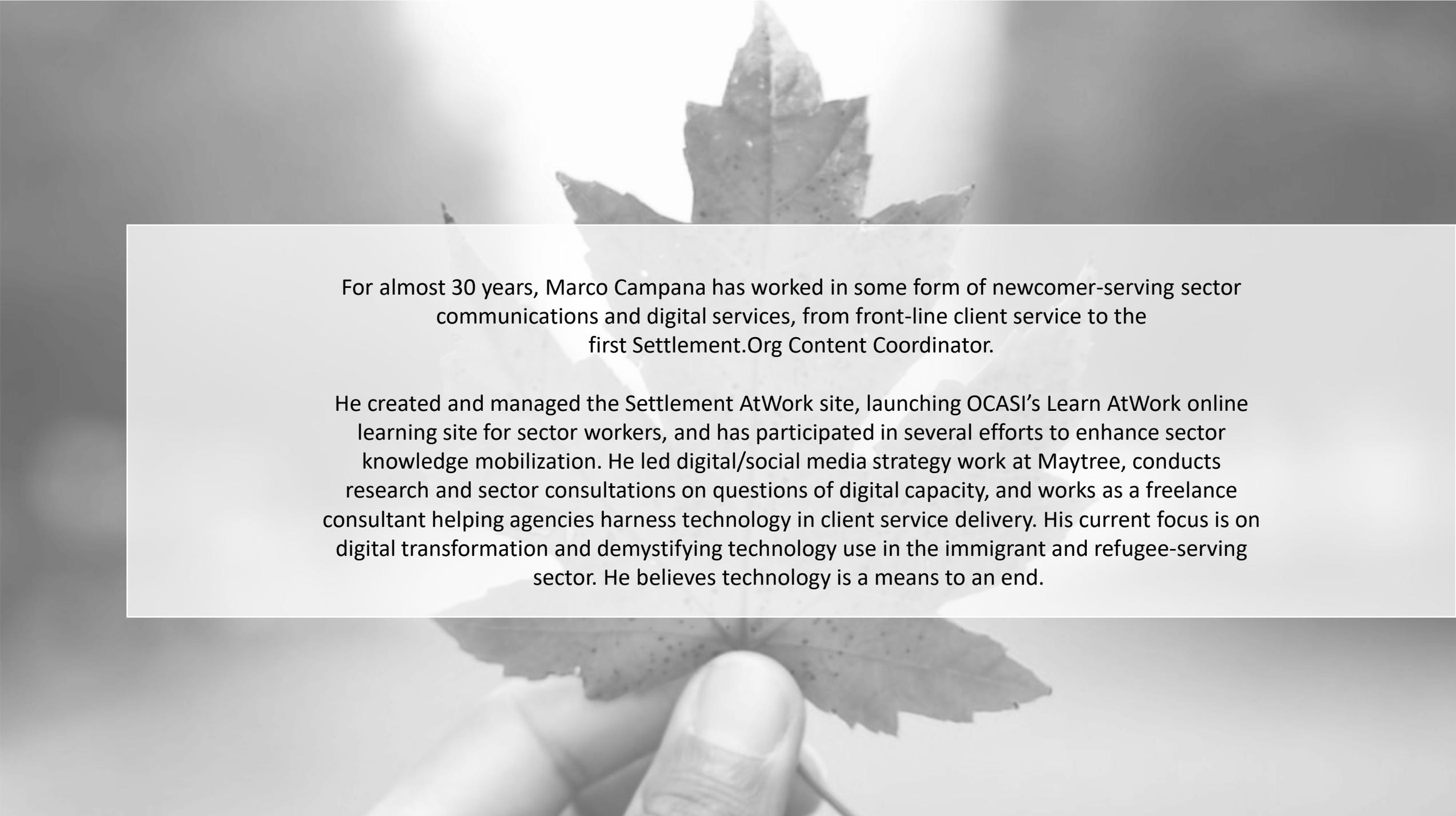
There are clients that are interested in the soft skills and gaining insight on what they have and what they can improve on. Having this conversation with those clients are positive, very impactful and inspiring. - ***Paulo Castro***



Marco Campana

Keynote Speaker

Freelance Consultant

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For almost 30 years, Marco Campana has worked in some form of newcomer-serving sector communications and digital services, from front-line client service to the first Settlement.Org Content Coordinator.

He created and managed the Settlement AtWork site, launching OCASI's Learn AtWork online learning site for sector workers, and has participated in several efforts to enhance sector knowledge mobilization. He led digital/social media strategy work at Maytree, conducts research and sector consultations on questions of digital capacity, and works as a freelance consultant helping agencies harness technology in client service delivery. His current focus is on digital transformation and demystifying technology use in the immigrant and refugee-serving sector. He believes technology is a means to an end.



Catherine Farah
WE Value Client



About Myself

Name: Catherine Farah

Education: Medicine/physician/ M.D

Origin: Syria

Languages: Arabic – English – French

Hobbies: Reading, Writing and Learning languages.

Dreams/goals: To be a cardiologist/pathologist

Reason to Leave the Country

- **Horrifying war that has affected our lives**
- **Searching for better life**
- **Seeking dreams and goals**



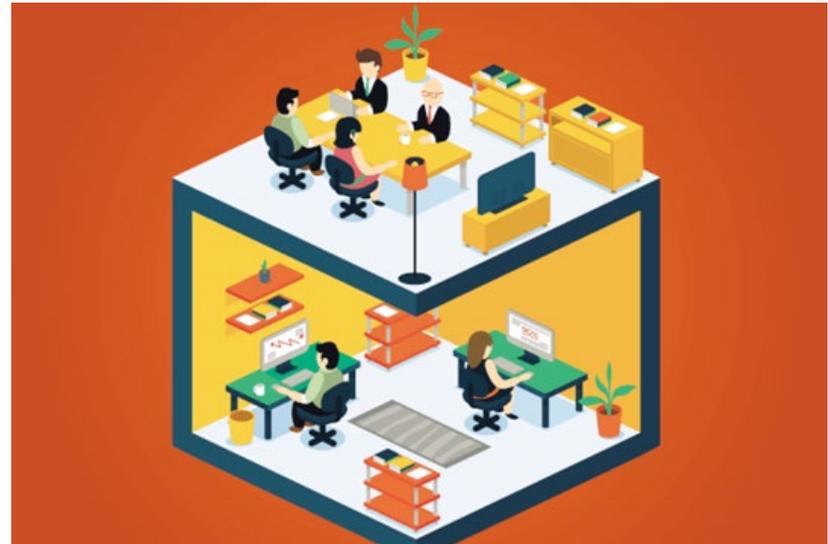
Moving to Canada

**The beginning is always hard!
But we have to keep going till we
reach the top!**



Newcomer Organizations

Thank you for making the beginning easier!



Newcomer Organizations

- **Contacting**
- **Services and programs**
- **Follow-up**
- **Referrals**



Newcomer Organizations

**Thank you for helping me
find a job as fast as
possible!**



**Women's Enterprise
Skills Training**
of Windsor Inc.

Newcomer Organizations

**Thank you for helping me
with evaluation and
lightening the road to
continue my dream!**



Issues

Home country skills but not possible to find a job unless having Canadian skills.



Issues

**Need to volunteer to get
Canadian skills and get to
know the community!**

**Hard time to do due
COVID.**



Thank you!

- All newcomer organizations
- YMCA and their staff,
especially Roaa Moussa
- WEST
- MCC



Thank you!



Dr. Reza Nakhaie
Professor of Sociology
University of Windsor



University
of Windsor

A grayscale photograph of a hand holding a maple leaf. The leaf is the central focus, with its veins clearly visible. The background is a bright, out-of-focus light source, creating a soft glow around the leaf. The hand is positioned at the bottom, with the thumb and index finger visible, holding the stem of the leaf.

A Message from Dr. Nakhaie

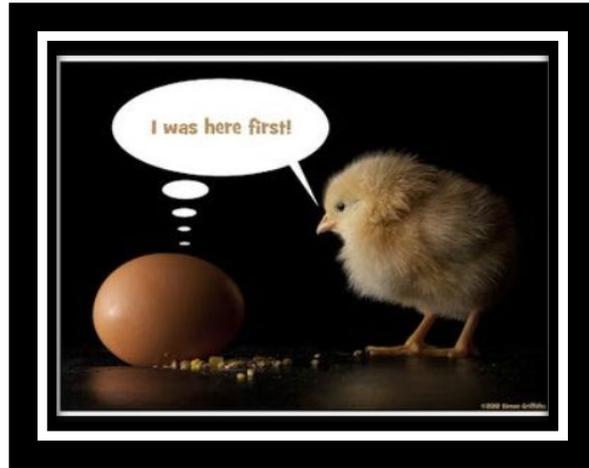
Kamal Khaj

Coordinator, Quality Assurance
and Analysis

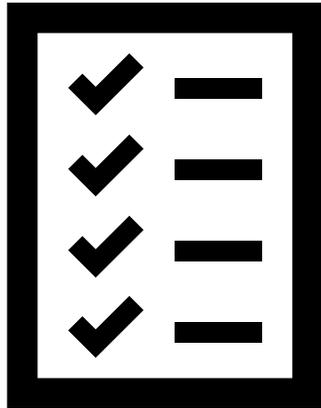
YMCA of Southwestern Ontario



Metaphoric situation



"If you please – draw me a plan!"



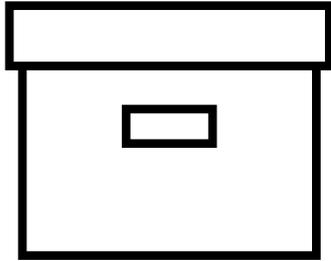
"If you please-- draw me a plan!" "What!" "Draw me a plan!"

And I was astounded to hear the little fellow greet it with, "No, no, no! I do not want a case management, and a list of orders. A case management is a very dangerous approach, and an order is very cumbersome.

Where I live, everything is very small. What I need is a plan. Draw me a plan."

My friend smiled gently and indulgently. "You see yourself," he said, "that this is not a plan. This is an order list. "So, then I did my drawing over once more.

"This is the only box."



But it was rejected too, just like the others.

And I threw out an explanation with it. "This is only his box. The plan you asked for is inside."

I was very surprised to see a light break over the face of my young judge: "That is exactly the way I wanted it!"



WE Value makes it easy to connect the dots and requirements in one place and makes it easier to explain the settlement plan with necessary support areas and follow up. - *Frida Thein*

Data Utilization, Focused on the Big Picture

- We don't want to know just about the problem, rather the "personal situation" in the context of life
- We want to see the big picture



Important to understand the situation in a client's life ALONG with their environment.

Source of Data and Formats

Canada - Admissions of Permanent Residents by Country of Citizenship (Q1-Q2 2016 ranking), 1980 - Q2 2016*

Country of Citizenship	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989
Philippines	6,051	5,921	5,249	4,562	3,801	3,150	4,166	7,360	8,639	11,865
India	8,880	8,670	8,148	7,338	5,704	4,211	7,151	10,189	11,522	10,343
Syria	315	419	409	269	264	385	493	927	864	1,454
Iraq	262	245	260	380	428	231	265	384	619	911
Afghanistan	16	39	39	47	71	340	496	741	828	1,076
Total	143,138	128,641	121,178	89,185	88,272	84,347	99,352	152,077	161,585	191,550



Data Cleaning



Data Transformation



Data Modeling

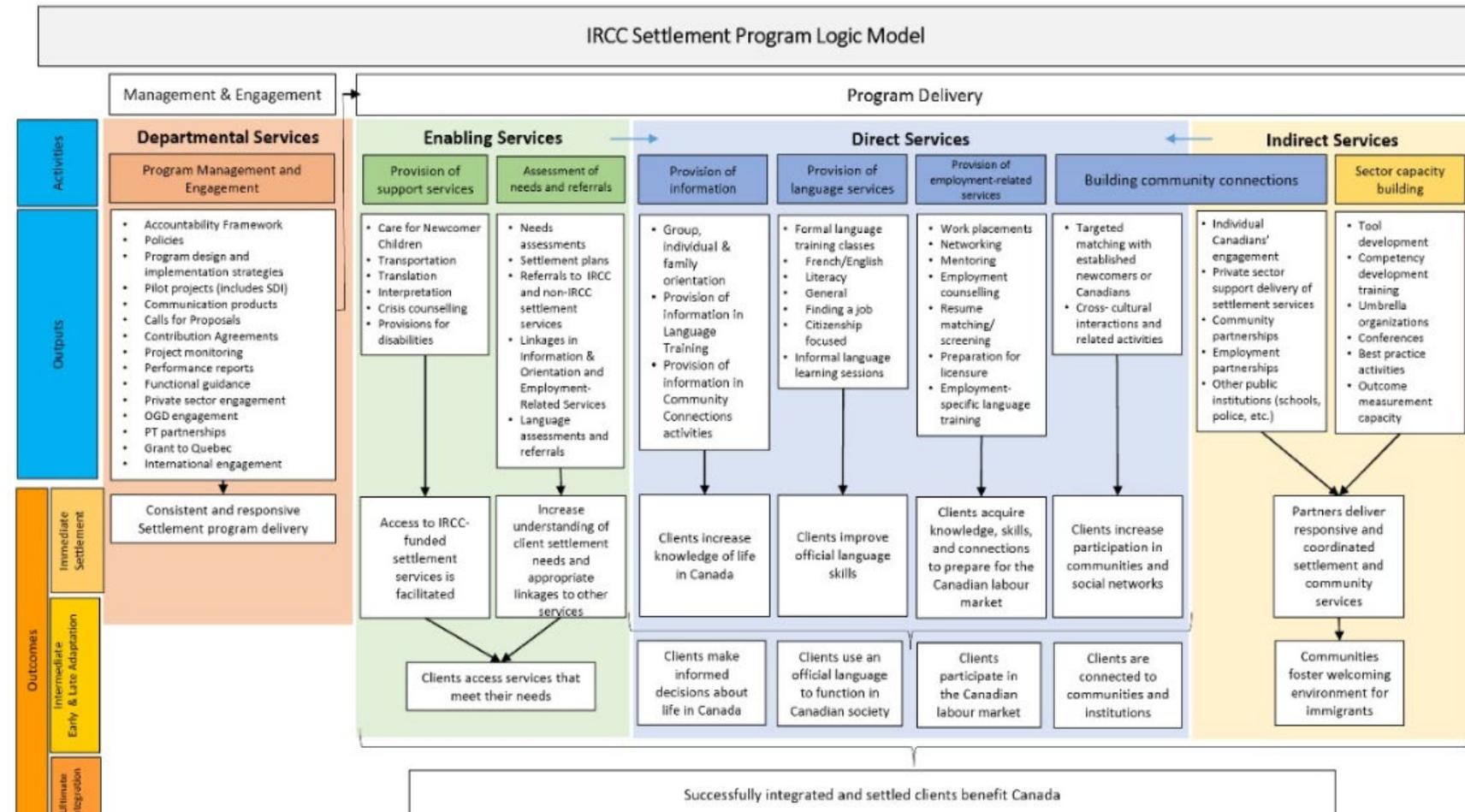
Data Acquisition



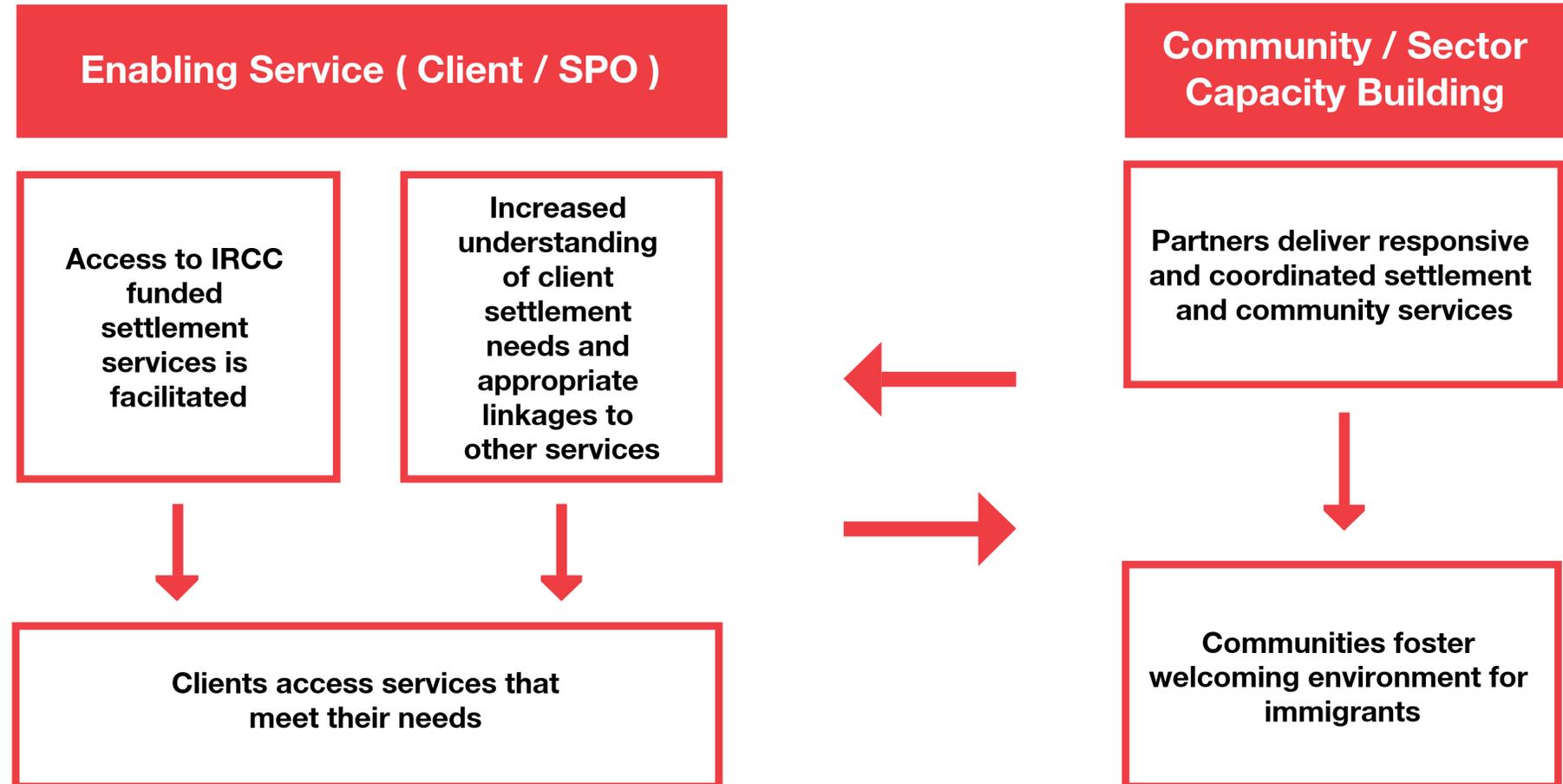
Obtaining data and making it useful is the key.

It's not about the technical, but rather the creative aspect.

IRCC Logic Model



Strengthening aspects of the IRCC logic model



Data Science

Data science has many different tools, and multiple methods that can be applied or involved.

With multiple people and organizations, it becomes a far richer field.

We reference:

- Coding
- Statistics
- Design
- Professional, business
- Community Engagement

And who can do it all? ... **WE Value**



A Message from Immigrant Services Calgary



Matthew Dunlop

WE Value Project Manager

YMCA of Southwestern Ontario



The K2 Pathway to Settlement System

- Compliant with iCARE centred design (definitions, objectives and outcomes)
- Multi-funder and multi-contribution agreement system with specific and secure access management at the user level
- An extensible, scalable, and secure settlement-tailored system
- Streamlined digital user interface
- Integrated partner-maintained portal with referral management tools



The interactive nature of the project will attract more clients, and service providers and I will be more than satisfied working in a professional working environment. - *Alex Amireskandari*

A Technology Road Map



The good part of the WE Value Settlement Assessment is that we are constantly sending and reinforcing the message that they are making a good settlement-oriented decision that is truth-worthy to clients we serve. - *Ruot Biel*



Hugo Vega

Regional Manager of Settlement
& Integration Services
YMCA of Southwestern Ontario



A hand is shown holding a single, vibrant red maple leaf. The leaf is the central focus, with its characteristic five-pointed shape and serrated edges clearly visible. The background is a soft, out-of-focus mix of warm colors, including shades of orange, red, and brown, suggesting an autumn setting. The entire image is framed by a dark red border.

Thank You
Merci