

# WE Value Partnership

Settlement success. Together.

# Partenariat WE Value

Succès en établissement. Ensemble.



**PROJECT UPDATE  
AUGUST 2019**



# Steering & Evaluation Committee

## **Name:**

Anneke Smit  
Carolyn Warkentin  
Charlotte LeFrank  
Claire Roque  
Didier Marotte  
Heather Mantle  
Jan Foy  
Justin Falconer  
Kristyn O'Gorman  
Lorraine Goddard  
Marion Fantetti  
Mary Ellen Bernard  
Melinda Munro  
Murray Nosanchuk  
Nick Beluli  
Nil Parent  
Rama Musharbash-Kovacsi  
Sarah Cipkar  
Sarah May Garcia

## **Organization:**

University of Windsor - Faculty of Law  
South Essex Community Council  
Windsor-Essex Children's Aid Society  
Refugee Ministries of the Diocese of London  
Le centre communautaire francophone de Windsor-Essex-Kent  
Community Member  
Greater Essex County District School Board  
Workforce WindsorEssex  
Immigration, Refugees and Citizenship Canada  
United Way Centraide Windsor-Essex County  
WindsorEssex Economic Development Corporation  
City of Windsor  
Munro Strategic Perspective  
Immigration, Refugees and Citizenship Canada  
Multicultural Council of Windsor  
Community Member  
Windsor Essex Catholic District School Board - Catholic Central  
Downtown Windsor Community Collaborative  
Erie St. Clair Local Health Integration Network

## **Upcoming Steering & Evaluation Committee Meeting:**



**Date:** Wednesday, November 13th, 2019

**Time:** 9:00AM - 12:00PM

**Location:** TBD

# Steering Committee Spotlight

As this partnership moves forward, we continue to seek out opportunities to engage the community. We are asking our Steering and Evaluation Committee members to provide us with a short article to include in our monthly updates.

These individuals have agreed to join the committee as champions of and advisers to the WE Value project. Not only is this an opportunity for our partners to explain why they believe in this project, but what they hope they and it will bring to the settlement sector in Windsor-Essex.

Together, we are champions of WE Value and we are very excited to share our inspiration and goals with you.



The Greater Essex County District School Board (GECDSB) values the assets and gifts of all students, and believes that every student is competent, capable and curious. Our newcomer students arrive with many assets and talents, and learn the English language at the same time as the Ontario curriculum. Their cultures and languages are welcomed and valued in classrooms while, at the same time, educators maintain high expectations for all students.

During my educational career as an English as a Second Language/English Literacy Development (ESL/ELD) Teacher Consultant, a grade 8 teacher, and Junior and Intermediate ESL/ELD teacher, I experienced that having an asset lens achieves equity in the classroom. An asset-based approach values the diverse thinking, culture and traits that every student brings into the classroom, rather than what they need help with or lack.

I am very excited to be a member on the WE VALUE Steering Committee, as its proposed asset based assessment process aligns with the GECDSB vision of our newcomer students. Another focus is to coordinate our intake assessment, and the best way to accomplish this would be to centralize this task, with input from and regular reporting to all community newcomer agencies. Having one location for intake assessments would ensure that all newcomer families that are welcomed in our schools are supported and aware of the programs and services available to them.

Academic success of newcomer students hinges on the success of their families' settlement into their new community. Having a centralized, asset- based assessment approach for our newcomers will not only better support our newcomers but also help all of us to build practices that are culturally responsive and respectful of everyone. This innovative committee is a venue to collaborate with all community agencies to adopt a uniform set of standards and values as we more effectively serve our newcomer families with our respective strengths.

**Jan Foy**

Teacher Consultant, Program Department



# Service Delivery

Our change management processes have been adapted to reflect the in-depth review of the client management system, as is noted in the "Technology" section. The team revised timelines for staff training to accommodate the delayed completion of the first iteration of the system which is anticipated in mid-September

Reasons for this change varied, but one in particular was the importance of recognizing the inevitable impact of needing to adapt to system updates or process changes once initial training had already been completed. Had staff started their training well before the first iteration of the system was delivered, they would likely have experienced confusion or trouble adapting to minor but specific changes within the system. Moreover, as this service is already introducing a new way of providing settlement services - including practical process and theory changes - it was important to mitigate a possible burden of staff developing understanding through dedicated hours of learning to have the system change within the month before the service opens to external referrals. We are confident this change will prove to lessen confusion and duplication of training while supporting the high quality that the WE Value service will provide.

Service delivery is slated to begin October 1st and the WE Value service will accept external referrals from service providers. Staff training is slated to take place the second half of September and will include aspects such as in-depth training on the system by TechShare, mock sessions between staff, and a continuation of Motivational Interviewing. These training sessions will ensure a high quality of system and service literacy that will support clients having a comfortable and positive experience throughout the whole process.

# Community Engagement

Throughout this past month, the community engagement team has continued to meet with new community partners and organizations to introduce the WE Value Partnership. All meetings have been successful, organizations have also been booking training sessions to learn how to input their program and service information into the community partner portals.

Overall, it has become quite clear that organizations, in and outside of the settlement sector, are looking for opportunities to gain more valuable and real-time data related to the clients that they serve. The increased coordination of client referral to their services and ensuring that these referrals are tailored to client and organization capacity, have also been a point of discussion and appreciation among management teams and front-line staff.

As we near the launch of the first iteration, we are also preparing for ways to communicate this project to other members of staff in organizations and their clients, as we will not be able to meet with them all face-to-face. We understand the importance of providing our partners with print and digital media that allows them to explain the referral process to the WE Value Assessment, so that their clients gain a full understanding of the value behind gathering their capacities and providing a settlement plan. So, to support us in this, we will be developing videos to share with partners and their clients. This is in addition to the print materials that are also being approved by Immigration, Refugees and Citizenship Canada.

Lastly, as we have met with partners, we have been collecting feedback from organizations on how the referral process will best suit their organizations, and how we can best communicate generated referrals and client information to their referrals while being sensitive of client information. These are the pieces that will feed the further development of our community partner portals.

# Data Collection & Dissemination

In August the visibility conditions were applied to the assessment questionnaire for each question and response. This will allow the assessment to expand to more questions as needed based on the clients unique and personal situation. As the client, when appropriate, will be using a 24In touchscreen monitor this will further the control and ownership of them telling their settlement story. Having a baseline of questions that expand as needed will allow for a robust assessment that overviews the social determinates of health while narrowing onto needs and capacities of the client.

The assessment questionnaire was also reviewed by the team to explore batching of questions to develop a smoother assessment. We are looking forward to collecting further feedback from partners and staff to best apply the theories of motivational interviewing, social determinates of health, nudge theory, and general IRCC logic with the system now developed in its first iteration.

An extension of the “right services at the right time” concept has been added to the WE Value service. “Important Settlement Needs” were identified from the assessment questionnaire responses that will be flagged for Assessors review of possible action and referral. By combining the systems learning capabilities and expertise of staff we believe this will allow clients to address core needs to their initial settlement success. This is a testing concept that may shift or become more focused as it is put into practice. We are excited to explore this concept and its uses in the settlement sector.

Examples of Important Settlement Needs. If the client’s responses indicates the following they are flagged for first round review by assessors for possible actions and referrals:

- I am not aware of my rights and benefits as the sponsored person
- My home does not have all the modifications that my family and I ne
- When I have a health problem I don't know where to go yet
- I would like to learn more about raising a family in Canada

## Technology.

The WE Value team completed an in-depth review of the Client Management System (CMS) toward finalizing the initial iteration to ensure each component functioned with a lens of efficiency, process ease, and positive client interactions. TechShare was provided direction to extend functionality with an expected completion date of mid-September. This last phase of development includes changes to the automation of system components, booking tool, referral tool, and general clean-up of the system. With these updates, an already smooth intuitive system will become cleaner and encompass an even higher level of process ease for staff and clients. This will support the vision for a system that become a settlement support with the flexibility and extensibility needed for staff and not a burden on their work.

As part of our dedication to data governance as noted in the July update the system’s hosting country was moved to Canada to comply with the government standards of confidentiality and security of information. We are continuously exploring ways to protect client data while ensuring that service delivery, partner relationships, and referrals meet the need of a high caliber service.

# Project Partners



TECHSHARE



University  
of Windsor



Settlement Assessment



Évaluation des services d'établissement

Funded by:

Financé par :



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada