

WE Value Partnership

Settlement success. Together.

Partenariat WE Value

Succès en établissement. Ensemble.



**PROJECT UPDATE
DECEMBER 2019**

Steering & Evaluation Committee

Name:	Organization:
Amani Hassouna	Newcomer & WE Value Client
Anneke Smit	University of Windsor - Faculty of Law
Bahaa Lubbab	Newcomer & WE Value Client
Carolyn Warkentin	South Essex Community Council
Charlotte LeFrank	Windsor-Essex Children's Aid Society
Claire Roque	Refugee Ministries of the Diocese of London
Didier Marotte	Le centre communautaire francophone de Windsor-Essex-Kent
Heather Mantle	Community Member
Jan Foy	Greater Essex County District School Board
Justin Falconer	Workforce WindsorEssex
Kristyn O'Gorman	Immigration, Refugees and Citizenship Canada
Lorraine Goddard	United Way Centraide Windsor-Essex County
Marion Fantetti	WindsorEssex Economic Development Corporation
Mary Ellen Bernard	City of Windsor
Melinda Munro	Munro Strategic Perspective
Murray Nosanchuk	Immigration, Refugees and Citizenship Canada
Nick Beluli	Multicultural Council of Windsor
Nil Parent	Community Member
Rama Musharbash-Kovacsi	Windsor Essex Catholic District School Board - Catholic Central
Sarah Cipkar	Downtown Windsor Community Collaborative
Sarah May Garcia	Erie St. Clair Local Health Integration Network

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.



Sarah Cipkar

Community Development
Coordinator



At the Downtown Windsor Community Collaborative (DWCC), we fully embrace the Asset-Based Community Development (ABCD) approach to neighbourhood revitalization and community development in our work in downtown Windsor. In fact, it was from Hugo Vega's involvement and friendship that we developed successful partnerships with the YMCA, such as our community gardens, sports activities, and various civic engagement activities. Over the past 10 years, we've developed rich relationships with many newcomers and could not imagine our downtown schools, institutions, businesses, and everyday life without them!

My involvement with the WE Value Steering Committee stems from my experience in the community development field. I find this work to be incredibly rewarding as I get to know, learn and understand, not only the hardships of immigration, but also the beautiful stories of resilience and determination. I've developed many ongoing friendships – and it is through these relationships in the neighbourhood setting that I've come to understand the value that the steadfast presence of newcomers brings to our community.

This is what excites me most about the WE Value project: we get to uncover the talents and passions of newcomers right at the outset of their arrival. Not only does this new system simplify the process and make it easier on individuals and families, but it also brings out the best of these new community members, which adds to the robust tapestry of social capital that is already present in our city, but often times unknown and overlooked during the settlement process. This work reminds us to see ourselves as complex people with many gifts to offer the Windsor-Essex region and beyond. I look forward to seeing the multi-layered benefits of this newly created system and ultimately, manner of doing settlement in our community!

Community Engagement

Digital Love : WE Values



Cities of Migration

December 19, 2019

The following article was published to Cities of Migration's website. Cities of Migration seeks to improve local integration practices in major immigrant receiving cities worldwide through information sharing and learning exchange. Cities of Migration has developed a collection of "Good Ideas in Integration." These profiles showcase good city-level integration practices that provide innovative and practical solutions to common problems and challenges.

Immigrant and refugee-serving agencies provide important services, they also coordinate with and refer to other human service providers. Coordinating complex services can be challenging. In Windsor, Ontario, community agencies are tackling complex system navigation with the goal of creating more effective and client-centred services.

The WE Value Partnership appears to be a technology and data project. And it is. The YMCA of Southwestern Ontario, along with Workforce Windsor-Essex and its community partners, is creating a customized Client Management System that will allow settlement workers and, eventually, other service providers to streamline newcomer client intake, assessment and referral. WE Value wants more accurate, timely referrals for newcomer clients into the community, leading to better client outcomes.

Better systems can have an impact on a newcomer's integration. But the goal is broader, to have an impact on the entire community. As a digital transformation AND community engagement project WE Value is leading a community cultural shift in how the city looks at settlement of newcomers. By increasing service accessibility, they hope the entire community will be improved.

Clients are seen as asset-based, rather than needs-based. Project partners recognize the skills, experience and energy newcomers bring, and their potential to be long-term contributors to local community health, wealth and well-being. It's an important shift in how immigrants, whatever their initial status, are seen: as assets to and within the community rather than people with needs or vulnerabilities to be fixed.

Creating seamless community service access

WE Value seeks to break down service silos, coordinating service provision to help newcomers at the right time. The simple act of bringing community stakeholders together in the project's first year has already led to more responsive and effective service coordination.

They're bringing together organizations that act as key system navigators for other human services in the city and region. A newcomer-specific health clinic has connected more deeply with a mainstream health-care coordinating organization that maintains a database of doctors who only work with them to manage wait-lists and referrals. Moving from a gatekeeper to a system partner and navigator, newcomers can be referred to the mainstream health-care provider to better navigate the system and find a permanent doctor or family health team.

Relationship and trust building are key to creating these system navigators. Connecting the right people to each other in the community requires taking the time to build trust, collaboration and partnership. Partners want Windsor to move to a two-way approach to newcomer integration focused not only on newcomers adapting, but making sure that the community adapts and is welcoming as well. The goal is not only to better outcomes for newcomers, but for the community to fully understand that it's success and growth is tied to newcomers genuinely being able to meet their full potential.

Local organizations understand the benefits of streamlining services and the two-way approach, but there are concerns. There are real fears about how policy or regime change might affect their services, programming, organizations and funding. Acknowledging these concerns has sparked conversations that are building trust and new relationships that are moving the community to a truly reciprocal relationship with newcomers -and will serve them well in the future.

Using data to drive innovation and relationships

As the digital transformation in case management moves forward more reliable local data based on the actual information and needs of newcomers entering the region will emerge: "The only thing more exciting than all the data and the research that could be created from this project, is the creation of personalized, community-wide, referral plans for newcomers so that they can be referred to the right service, at the right time and at the right location. This silo-busting approach to service will best serve newcomers and their families, leaving these new Canadians in the strongest position to contribute to their country and community. With better service referrals and better outcomes, I think our newcomer-serving organizations will not only experience increased service volume, but also stronger community recognition of their work."

The new case management system will give WE Value partners the data they need to measure service impacts and outcomes with newcomers. This will allow them to pivot where needed, change, modify or create needed services, as well as help community partners know the impact of their system navigation.

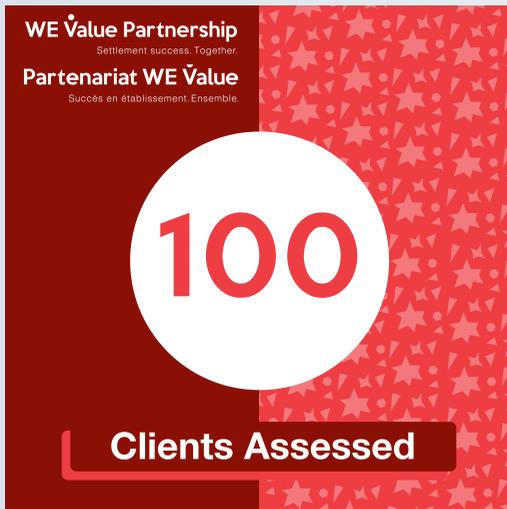
By creating more robust intake and assessment processes with newcomers, they can be more accurately referred to the systems and services needed to speed up their integration process. Settlement professionals can also focus on the work they do best and trust that their community partners are meeting other newcomer needs.

Success

In building a better and more client-centred system, WE Value partners have already started to build a more connected community. For immigrant and refugee-serving organizations, referring clients into the community is an essential part of how they help. As WE Value brings organizations that provide important services to the table, the community is already seeing more streamlined referral processes and more awareness of each other.

Valuing newcomers in the community means being open to system change. WE Value is building on the premise that newcomers are valuable for the community. Investing in a better welcoming and settlement experience will ensure that their value is felt across the city. To do that, all city actors need to work together to remove complex barriers, work better together and seek to make what is complex simple for all newcomers and, inevitably, for employers and more.

Service Delivery.



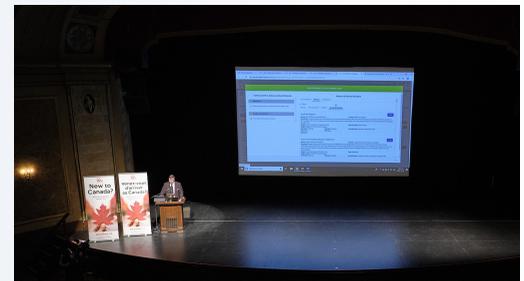
Since having assessed the first client in October, over 100 clients have received a WE Value Settlement Assessment and custom Settlement Plan.

With December having been a shorter working month with the holidays, this number could have been higher. Nevertheless, it is an indication that the goal of serving 1,000 clients by March of 2021 is certainly attainable.

Technology.

The WE Value Team continues to work with TechShare to enhance K2 - Pathway to Settlement System and the Community Partner Portals.

This will allow for greater data collection and generation, ease of use, and scalability as we move into future months of service delivery.



Data Collection & Dissemination



Dr. Reza Nakhaie from the University of Windsor has been working diligently over the last several months to develop the follow-up survey that will be conducted with previous WE Value Clients at 3, 6 and 9 months post-assessment.

These follow-up questions will allow the team to gather additional information and data around timeliness, appropriateness and success of referrals.

Events and Milestones

NOV



The Team was at the Pathway to Prosperity conference in Toronto on October 31st and November 1st



Project Update Meeting with TechShare



Meeting with Dr. Nakhaie to review follow-up questions and procedure



The Team attended a the InVorg Settlement Webinar



Executive Directors of local settlement service providers and IRCC-funded agencies are updated on project progress and referral protocol



Steering and Evaluation Committee meeting ; Official Naming of K2 - Pathway to Settlement System



WE Value and YMCA SWO Team participate in SPICE Professional Learning Circle



YMCA SWO staff are trained on the partner portal



Project Update Meeting with Windsor Women Working with Immigrant Women



WE Value Public Launch

DEC



The Team attended the WE LIP Winter Council Meeting



Meeting with Multicultural Council to discuss referrals and itinerant services ; Project Status Meeting



Project Status Meeting ; WE Value Team Training on Partner Portals



Project Status Meeting; Presence at Workforce WindsorEssex Winter Board Meeting



Meeting with Hotel Dieu Grace Hospital to introduce WE Value



YMCA SWO Team Meeting and Debrief with WE Value Team



Settlement Assessment



Évaluation des services d'établissement



University
of Windsor

workforce
WindsorEssex

TECHSHARE

Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada