

WE Value

PROJECT UPDATE

FEBRUARY 2019

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Did we miss something?

We are committed to communicating project information in a way that meets your needs. Should you have any suggestions related to our monthly updates, please e-mail Kelsey.

Our project team and their sites are on the traditional territory of the Three Fires Confederacy of First Nations, comprised of the Ojibway, the Odawa, and the Potawatomie. We give thanks to these peoples for allowing a space for us to come together in the spirit of collaboration and commitment to the betterment of a system that serves Canada's newcomers.

WE Value Steering and Evaluation Committee:

Name:

Anna Angelidis
Anneke Smit
Carolyn Warkentin
Charlotte LeFrank
Claire Roque
Debra DiDomenico
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-Kovacs
Sarah Cipkar
Sarah May Garcia

Organization:

Housing Information Services of Windsor and Essex County
University of Windsor - Faculty of Law
South Essex Community Council
Windsor-Essex Children's Aid Society
Refugee Ministries of the Diocese of London
Greater Essex County District School Board - LARC and EAC
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

STEERING COMMITTEE SPOTLIGHT



As this project 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 WE Value project is an exciting opportunity for Windsor-Essex to truly showcase how innovation and collaboration between partners can influence great change on our settlement sector.

This Service Delivery Improvement (SDI) project funded by Immigration, Refugees and Citizenship Canada (IRCC) is being co-delivered by the YMCA of Southwestern Ontario and Workforce Windsor-Essex in partnership with many of the regional service provider organizations and community stakeholders.

WE Value aims to turn the needs-based approach regularly used when assisting clients to one that reviews what assets they bring to their life and our community. It is through this reverse approach that we may fully realize the newcomers' full potential, look for new opportunities for them to interact, network and blossom into engaged and productive contributors to Canadian society, all while our Canadian society benefits greatly from their knowledge, experience, expertise, talent and other assets they may harbor and/or develop.

There are many opportunities that will arise from this project such as new collaborations and partnerships though none more certain than the centralized approach to client assessment through use of a standardized software database portal. This will allow for data collection for the region (and hopefully across the nation if successful) resulting in greater understanding and of course definitive measurable and statistics that can lead to greater funding and more specific programming and services.

Of course, as with all innovative ideas it will take good planning, hard work and a dash of being ready to fail in order to find a path to successful implementation. I was asked to participate in the WE Value steering committee and I happily accepted, knowing full well that this committee was created to encourage discussion and debate on what could go wrong so the project could be aware and ready to adapt as needed to find the path to success.

Nick Beluli

Manager of Language, Orientation and Welcoming Communities

Executive Member-at-Large



February 2019 - Key Updates

COMMUNITY ENGAGEMENT

On February 5th, the YMCA WE Value team presented to Marie Mota-Lee, Senior Policy Analyst, Settlement and Integration Policy (SIP), IRCC. Marie works specifically on IRCC's Needs Assessments and Referrals policy and was connected with us as she had heard of our project and was interested in learning more about our approach to a Capacity-Focused Assessment. We provided a high level presentation that highlighted bigger picture components of the project. We focused on the theory, step by step development, and planned next steps of our assessment questionnaire. Marie remained very enthusiastic, engaged, and had many great questions along the way. She was also able to share some great feedback and words of encouragement. Her support of our approach and the potential benefits that may come from our project was very much appreciated and we look forward to updating her with key milestones as she requested.

On February 7th, the team met with sagecomm, the company hired to develop our brand position, for an initial brainstorming session.

On February 25th, the WE Value team was interviewed by Marco Campana from Cities of Migration, an organization that showcases good ideas in immigrant integration and promotes innovative practices that create inclusion and urban prosperity

TECHNOLOGY

The YMCA team visited TechShare on January 28th to preview the first completed stage of the new Client Management System. The team was impressed with the functionality of the system and its ease of use. The system demonstrated the ability to be tailored to meet the needs of users (assessors) and organizations that may be reporting or managing data. Great discussion was also had on how the more complex functions to be added may work and look. The team also provided TechShare with detailed feedback to support the developers on the upcoming phases of construction.

SERVICE DELIVERY

Now that the compilation of assessment questions is complete and those questions have been vetted by our partners, the next phase of development involves conducting mock assessments. Mock assessments will be conducted with a sample group of existing clients by all YMCA project staff (including all WE Value assessors). Clients will be recruited to represent different immigration categories, countries of origin, first languages, levels of education, genders, and ages. We are looking to conduct between 30-40 mock assessments with follow up focus groups to get qualitative feedback from clients and staff alike. Needed adjustments will be made based on this collective feedback.

Simultaneously, the WE Value team is hosting internal meetings and has met with members of the Orientation Advisory Committee to develop the Visionary Settlement Plan. As a result, organizations will begin providing up-to-date program and service information as well as specific criteria that will all be inputted into the Client Management System for referrals.

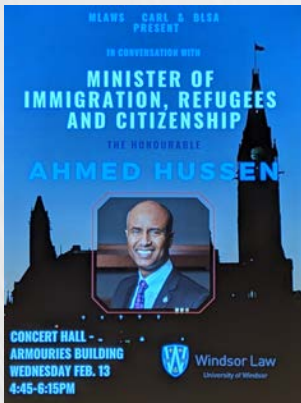
DATA COLLECTION & DISSEMINATION

The week of February 4th, Dr. Reza Nakhaie submitted an ethics review for approval to the University of Windsor. The ethics board will review our assessment questions, methodology, and intended outcomes. We are confident that this review will validate the work that has been undertaken by the WE Value team to ensure that our assessment aligns with academic standards and is relevant and appropriate to meaningfully serve newcomers. Beyond the great work done by Dr. Nakhaie and Kamal Khaj, we'd also like to extend a note of gratitude to the numerous partners from both IRCC funded and non-IRCC funded agencies that helped inform, refine, and validate the assessment questions over the last few months. With the input of over 20 agencies, this new assessment marks one of our first significant achievements in producing a truly community driven deliverable.

Captured - Community Engagement



WE Value Steering and Evaluation Committee Meeting #2
@ City Hall Square on January 23, 2019



The Hon. Minister of Immigration, Refugees and Citizenship Ahmed Hussein w/ Steering Committee Member Anneke Smit
@ University of Windsor on February 13, 2019

This was one of three opportunities taken to engage with Minister Hussein. Members of the team were also present at the Windsor-Essex Regional Chamber of Commerce and The Multicultural Council of Windsor round tables.



Windsor-Essex Local Immigration Partnership (WE LIP) Annual Forum & 10 Year Anniversary
@ University of Windsor on February 19, 2019

Frequently Asked Questions

WE Value

FREQUENTLY ASKED QUESTIONS

FEBRUARY



Frequently Asked Questions

CLIENTS

Who is eligible for the WE Value assessment and visionary settlement plan?

As a project funded by Immigration, Refugees and Citizenship Canada, WE Value will serve Permanent Residents and Convention Refugees. Refugee Claimants are not eligible at this time.

Are there any previously-accessed services that would make a client ineligible for the WE Value assessment?

At this time, no. We do believe that the most suitable clients for the WE Value assessment are newcomers that have little to no previous access to settlement services and who are brand new to the community (3-5 months). However, WE Value is a pilot of a new type of service, methodology, and community approach to newcomer supports. Therefore, we will not deem clients ineligible if they have accessed any type of settlement services prior to considering a referral to WE Value.

How will clients be referred to WE Value?

1) Mainstream stakeholders - Through a strategic communication and engagement campaign to be led by Workforce WindsorEssex, we will promote WE Value to employers, healthcare providers, educational institutions, community organizations, municipal services, etc. We will seek out stakeholders that see newcomers in their day-to-day work, but who don't always know where to refer clients that have not yet accessed settlement services, but are, or would be, interested in a referral for formal supports. We will go well beyond promotion to traditional partners and will focus heavily on new partnerships and non-traditional referral points.

2) IRCC funded agencies - As a collaborative initiative, we are working with IRCC funded agencies on all aspects of the project including referral. We have asked each agency to consider referring a small portion of their clients (5% for fiscal years 2 and 3 of the WE Value project). This request has been supported and endorsed by the local IRCC office, with a commitment to work with individual agencies to help mitigate any concerns of negative impact to targets per their unique contribution agreements.

3) Existing YMCA newcomer services - As an existing newcomer settlement agency serving over 1,000 new clients each year, suitable clients that would benefit from a WE Value assessment would be referred directly by the YMCA of Southwestern Ontario.

We have compiled a list of key questions related to WE Value for your convenience.

You can access a digital copy of the document on Workforce's website through the WE Value page.

To request a printed copy, please contact Kelsey Santarossa, Community Engagement Coordinator

Project Partners



**YMCA of
Southwestern Ontario**



TECHSHARE



**University
of Windsor**

Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



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