

# **WE Value**

**PROJECT UPDATE**

**JANUARY 2019**

# The Steering and Evaluation Committee

## **Name:**

---

## **Organization:**

---

Anna Angelidis	Housing Information Services of Windsor and Essex County
Anneke Smit	University of Windsor - Faculty of Law
Carolyn Warkentin	South Essex Community Council
Charlotte LeFrank	Windsor-Essex Children's Aid Society
Claire Roque	Refugee Ministries of the Diocese of London
Debra DiDomenico	Greater Essex County District School Board - LARC and EAC
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

# From the Team

To our Steering Committee,

Change. This is our shared aspiration. To bring about meaningful change in the lives of people, in the culture of organizations or in the betterment of a system. Our contexts and motives may be different. Our journeys unique. But this alone should be a unifying factor.

Further unifying us, is the realization that most of us know that the challenges to meaningful change are not due to a lack of talent, people, resources, creativity or feasible solutions to complicated issues. The real challenges are much more nuanced. Yes, there are external factors that works against us. From opposing philosophies and movement, to the historical narratives that have created the problems we face, to the political forces that hinder so many of our efforts. Even then, I still believe that deep down we know that everything could and does change when enough people come together to work in unison. Not necessarily for the same issue, nor in the same space, or in the same way, but simply by reaching across our proverbial aisles to figure out how our unique and individual efforts can meaningfully compliment the work of others with similar values. I genuinely believe this to be possible, and I think many of you do too.

Yet, even among people headed in the same direction it is almost inevitable for conflict, tensions, and seemingly irreconcilable differences to emerge. Navigating these realities in a way that upholds respect and builds trust with everyone involved, while keeping things moving forward, is what becomes the real work behind the work. I for one have realized how hard it is to hold to even my own standards, integrity and best intentions when tested under the intense pressures of all those factors. So how much harder is it to work together with so many others in finding a common path, a shared approach, a functioning unison?

As such, my personal message to you as our steering committee, is this: more than just the pragmatic and measurable outcomes and deliverables, more than timelines and indicators, it will be the work of deepening a raw and honest sense of accountability, compromise, humility, collaboration, and diplomacy that I hope will mark the collective success of the WE Value Project. Our team has the opportunity to give even greater momentum to the shifting culture that many of you have helped bring about in our community. That is what I hope you can help us achieve above all else: the "WE" in our name. You each bring your own unique talents, gifts, passions, and skills. As equal partners in this journey, we know our steering committee can round off the practical and strategic guidance, as well as the value-driven leadership needed to be successful. With that, I trust that our team will be able to play its part in bringing about meaningful change in our sector and in Windsor-Essex.

For being willing to be part of this exciting endeavor, the WE Value Team sincerely thanks you. It is a real privilege to work alongside such deeply-committed talent in such a wonderfully unique community.

With gratitude,

Hugo Vega

# Fiscal Year 1 (FY1) Initial Objectives



## COMMUNITY ENGAGEMENT

**STEERING COMMITTEE 1**      **STEERING COMMITTEE 2**      **STEERING COMMITTEE 3**

**COMMUNITY FORUM (1)**

The Steering and Evaluation Committee will be formed in the first 2 months of the project through an application process. The committee will be a hybrid model between an Evaluation Management Team (EMT) and an Evaluation Reference Group (ERG). The committee will be comprised of newcomers, partner SPOs and multi-sector planning bodies (that represent employers, healthcare, education etc) to ensure that they influence and own all aspects of the project.

## TECHNOLOGY

**MASTER SETTLEMENT PLAN (1)**

**STANDARDIZED FOLLOW-UP QUESTIONNAIRE (1)**

A Master Settlement Plan will be an exhaustive list of IRCC and non-IRCC funded agencies and their services, programs and opportunities. We will place significant emphasis on becoming the 'brokers' for these services and programs in Windsor-Essex so that we can empower clients to define, design and pursue their own pathway to citizenship. The Standardized Follow-Up Questionnaire will be developed within the first 5 months of the project in partnership with Dr. Nakhaie and the OAC. The purpose will be to collect longitudinal data, track the progress in relation to Master Settlement Plans, assess the quality of referrals and assess the change in indicators of integration - among others.

## DATA COLLECTION & DISSEMINATION

**BASELINE DATA COLLECTION (100)**

**DATA DISSEMINATION (1)**

Data will be collected through capacity-focused assessments. This data is required for FY2 and FY3 research. This data, once analysed, will be used to provide quarterly reports on real-time needs and gaps of recently arrived newcomers, tailored datasets that can be shared for specific purposes (i.e. local labour market research) and it will allow us to host two community seminars (one in FY2 and one in FY3) to share research findings.

## SERVICE DELIVERY

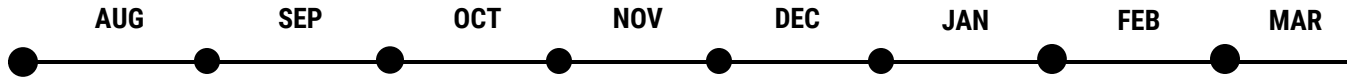
**ONE-ON-ONE CAPACITY FOCUSED ASSESSMENTS (70)**

**FAMILY CAPACITY FOCUSED ASSESSMENTS (30)**

Seventy one-on-one capacity focused assessments will be conducted in FY1 through which 70 individual Master Settlement Plans will be provided.

Thirty family capacity-focused assessments will be conducted in FY1 through which every family member will receive a Master Settlement Plan.

# Fiscal Year 1 (FY1) Updated



\*\*\* This timeline has been modified to reflect the August 1st start date through the Service Delivery Improvement Fund

## COMMUNITY ENGAGEMENT

**STEERING COMMITTEE 1**  
COMPLETED DEC 10, 2018

**STEERING COMMITTEE 2**  
COMPLETED JAN 23, 2019

**STEERING COMMITTEE 3**  
NOT SCHEDULED

**COMMUNITY FORUM (1) - COMPLETED SEP 27, 2018**

The Steering and Evaluation Committee was established in November and is comprised of invited Windsor-Essex leaders and visionaries with expertise, passion and demonstrated contributions to the community. They met on December 10th for an orientation and Asset-Based Community Development Training facilitated by The Tamarak Institute.

The WE Value Team hosted a community forum for settlement organizations from across Windsor-Essex to present the project and confirm partnerships.

## TECHNOLOGY

**VISIONARY SETTLEMENT PLAN (1) - IN PROGRESS**

**STANDARDIZED FOLLOW-UP QUESTIONNAIRE (1) - IN PROGRESS**

We have met with a team (Jan 22, 2019) to outline the actions that will allow a focused list of IRCC and non-IRCC funded agencies, programs and corresponding eligibility criteria to be developed for the Visionary Settlement Plan.

**CLIENT MANAGEMENT SYSTEM\* - IN PROGRESS**

Ongoing validation activities have taken place over the course of December and January to engage settlement and sector professionals. This includes two sessions on December 14th, internal discussions at the YMCA and an OAC table.

\* FY2 OBJECTIVE

## DATA COLLECTION & DISSEMINATION

**BASELINE DATA COLLECTION (100) - PENDING**

**DATA DISSEMINATION (1) - PENDING**

At the outset, SDI funding was delayed, and so the baseline data projected for FY1 will be affected. We are currently exploring timelines and alternate means of accommodating these realities to ensure timely delivery of these outcomes.

## SERVICE DELIVERY

**ONE-ON-ONE CAPACITY FOCUSED ASSESSMENTS (70) - PENDING**

**FAMILY CAPACITY FOCUSED ASSESSMENTS (30) - PENDING**

At the outset, SDI funding was delayed, and though we are hopeful that assessments will begin in FY1, we are still exploring timelines and alternate means of accommodating these realities to ensure appropriate and timely delivery of these outcomes.

# Progress to Date

- AUG**
-  1 WE Value's first day as a funded Service Delivery Improvement Initiative
  -  13 Matthew Dunlop started his role as WE Value Project Manager at YMCA of Southwestern Ontario
- 
- SEP**
-  27 The Team and IRCC met with Service Provider Organization Executive Directors to request their support for the duration of the project
- 
- OCT**
-  5 The WE Value / TechShare Project Charter was signed
  -  10 TechShare received user stories from WE Value staff to outline expected functionality of the Client Management System
  -  17 WE Value was briefly introduced to the Orientation and Advisory Committee (OAC)
  -  29 TechShare provided a Project Status Update
- 
- NOV**
-  5 WE Value was presented to the Orientation and Advisory Committee (OAC)  
Kelsey Santarossa started her role as WE Value Community Engagement Coordinator at Workforce WindsorEssex
  -  7 Contract between WE Value and The University of Windsor (Dr. Reza Nakhaie) was signed  
WE Value was presented to the WindsorEssex Local Immigration Partnership (WELIP)
  -  8 The Team presented to the City of Windsor Leadership Table
  -  13 The Team updated Immigration, Refugees and Citizenship Canada on the status of the project
  -  21 22 23 The Team traveled to Montreal for the Pathways2Prosperity conference, gaining insight on best practices and common experiences in settlement and immigration from across Canada
- 
- DEC**
-  10 Steering and Evaluation Committee - Meeting 1  
Tamarak Institute provided an Asset-Based Community Development seminar to the WE Value Team, YMCA project staff and the Steering and Evaluation Committee
  -  14 Sector and settlement professionals were engaged through two assessment question validation sessions facilitated by the WE Value Team
- 
- JAN**
-  3 TechShare provided a Project Status Update
  -  9 14 Validation sessions were held with YMCA staff and OAC members to confirm a "flow," and highlight any unaddressed concerns related to the assessment questions
  -  10 Consultation with the Multicultural Council of Windsor and Essex County's Resettlement Assistance Program (RAP) & Client Management System (CSS) program staff
  -  14 Initial package of assessment questions was sent to TechShare
  -  22 The first meeting for the development of a Visionary Settlement Plan was held
  -  23 Steering and Evaluation Committee - Meeting 2

WE Value Project Staff from the YMCA of Southwestern Ontario and Workforce Windsor Essex have held meetings on: August 30th, September 19th, October 11th, October 30th, November 20th, December 18th, January 8th and January 16

# CAPTURED - Community Engagement



WE Value Orientation and Asset-Based  
Community Development Training  
@ University of Windsor School of Social Work  
December 10, 2018



Asset-Based Community Development Training  
Breakout Session  
@ University of Windsor School of Social Work  
December 10, 2018

When participants were asked what they liked about this event, this is what they had to say:

"Excellent presentation and overview by Hugo Vega. Nice to have direct-service staff participating in event. Simple but effective activities."

"[...] breakout sessions and familiarity with community partners, connecting with networks



WE Value Assessment Question Validation  
Sector Specific Session  
@ Heritage Park Alliance Church  
December 14, 2018 AM



WE Value Assessment Question Validation  
Settlement Session  
@ Heritage Park Alliance Church  
December 14, 2018 PM



When participants were asked what they liked about this event, this is what they had to say:

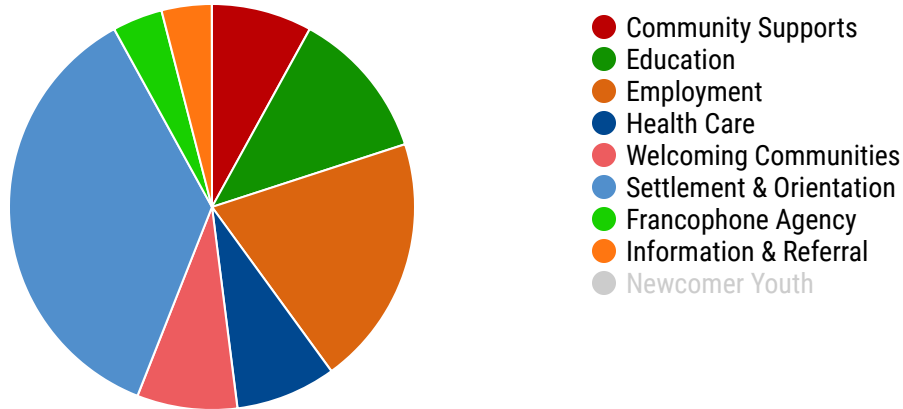
"There was no fear or doubt in expressing honest opinions about questions or scenarios."

"I liked the idea of sitting with other members from other organizations and even other fields of experience which enriched the discussion with a variety of opinions and different perspectives."



# WE Value Community

Sectors Present - December 14 - Assessment Question Validation  
Sessions 1 and 2



## Organizations Present Dec 10, 2018:

---

Le centre communautaire francophone de Windsor-Essex-Kent Inc.  
 City of Windsor  
 Community Members  
 Diocese of London - Inland Protection of Refugees  
 Downtown Windsor Community Collaborative  
 Erie St.Clair Local Health Integration Network  
 Greater Essex County District School Board LARC & EAC  
 Immigration, Refugees and Citizenship Canada  
 Labour Sponsored Community Development Group  
 Multicultural Council of Windsor and Essex County  
 Munro Strategic Perspective  
 South Essex Community Council  
 Tamarak Institute  
 TechShare  
 United Way Centraide Windsor-Essex County  
 University of Windsor  
 Windsor Essex Catholic District School Board - Catholic Central  
 Windsor-Essex Children's Aid Society  
 WindsorEssex Economic Development Corporation  
 Windsor Essex Local Immigration Partnership  
 Workforce WindsorEssex  
 YMCA of Southwestern Ontario  
 YMCA of Southwestern Ontario - Newcomer Services

## Organizations Present Dec 14, 2018:

---

Adult Language and Learning  
 Assisted Living Southwestern Ontario  
 Le centre communautaire francophone Windsor-Essex-Kent Inc.  
 City of Windsor  
 Collège Boréal  
 Community Living Essex County  
 Conseil scolaire Viamonde  
 Downtown Windsor Community Collaborative  
 Erie St.Clair Local Health Integration Network  
 Greater Essex County District School Board  
 Hotel-Dieu Grace Healthcare  
 Multicultural Council of Windsor and Essex County  
 South Essex Community Council  
 The Windsor Women Working With Immigrant Women  
 Unemployed Help Centre of Windsor Inc.  
 University of Windsor  
 VON Immigrant Health Clinic  
 Women's Enterprise Skills Training of Windsor Inc.  
 Windsor Essex Catholic District School Board  
 Windsor Essex Local Immigration Partnership  
 Windsor-Essex County Health Unit  
 Workforce WindsorEssex  
 YMCA of Southwestern Ontario



# Looking Ahead

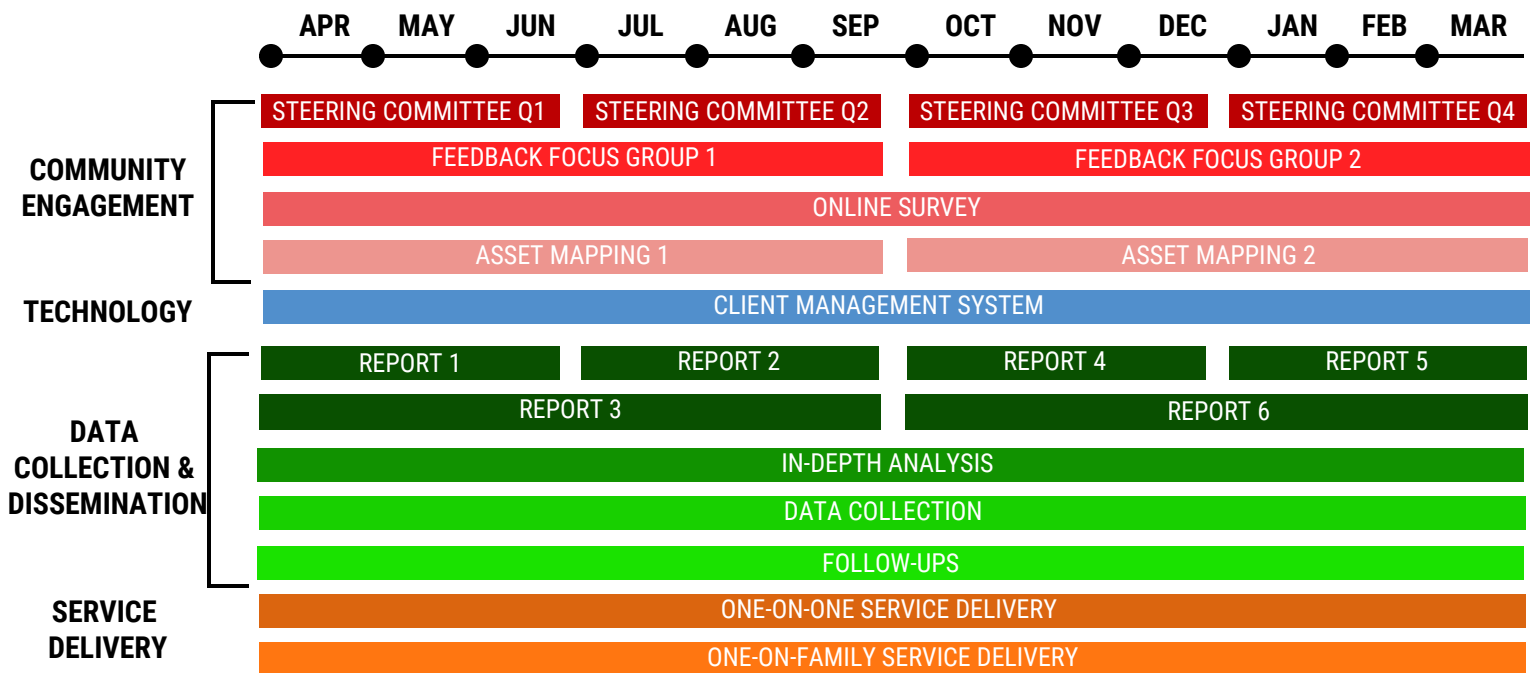
## Upcoming Steering & Evaluation Committee Meetings

- Thursday, April 25, 2019 - 9:00AM - 11:00AM
- Wednesday, June 12, 2019 - 9:00AM - 11:00AM
- Wednesday, September 25, 2019 - 9:00AM - 11:00AM

Development of a Settlement Master Plan

Construction of an assessment room at the YMCA of Southwestern Ontario

## Fiscal Year 2 (FY2)



Fiscal Year 2 (FY2) will allow for the WE Value Team and its partners to delve into direct service delivery. We look forward to being able to collect data, follow-up with clients, and report on initial findings throughout the year (April 2019-March 2020) .

Throughout FY2, we will be monitoring the application of the Asset-Based Community Development and Collective Impact principles and the contributions they make to this initiative.

We will also benefit from opportunities to monitor, evaluate and review the Client Management System and the appropriateness of its referrals through our Visionary Settlement Plan and the Standardized Follow-Up Questionnaire.

# References

## Acronyms and Definitions:

---

EAC	Employment Assessment Centre (GECDSB)
Fiscal Year	April 1 to March 31
FY1	Fiscal Year 1
FY2	Fiscal Year 2
GECDSB	Greater Essex County District School Board
IRCC	Immigration, Refugees and Citizenship Canada
LARC	Language Assessment and Resource Centre (GECDSB)
LHIN	Local Health Integration Network
OAC	Orientation Advisory Committee
WECAS	Windsor Essex Children's Aid Society
WECDSB	Windsor Essex Catholic District School Board
WELIP	Windsor Essex Local Immigration Partnership

## WE Value Team:

---

Hugo Vega  
Regional Manager of Settlement & Integration Services  
YMCA of Southwestern Ontario  
hugo.vega@swo.ymca.ca  
519.256.7330 ext 252

Kamal Khaj  
Coordinator, Quality Assurance & Analysis | Newcomer Services  
YMCA of Southwestern Ontario  
kamal.khaj@swo.ymca.ca  
519.258.5857

Matthew Dunlop  
Project Manager  
YMCA of Southwestern Ontario  
matthew.dunlop@swo.ymca.ca  
519.982.5625

Michelle Suchiu  
Executive Director  
Workforce WindsorEssex  
msuchiu@workforcewindsor.essex.com  
226.674.3220 ext 851

Kelsey Santarossa  
Community Engagement Coordinator  
Workforce WindsorEssex  
ksantarossa@workforcewindsor.essex.com  
226.674.3220 ext 853

# Project Partners



**YMCA of  
Southwestern Ontario**



**TECHSHARE**



**University  
of Windsor**

Funded by:

Financé par :



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



**JANUARY 2019**