

WE Value Partnership

Settlement success. Together.

Partenariat WE Value

Succès en établissement. Ensemble.



**PROJECT UPDATE
JULY 2019**

**WE Value Partnership
Monthly Project Update
July 2019**

Steering & Evaluation Committee

Name:

Anneke Smit
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 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, September 18th, 2019

Time: 9:00AM - 12:00PM

Location: Hellenic Cultural Centre 3052 Walker Rd.

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.



People who know me, know well that I have a passion for my community and the people who live in it. As a resident of the County, I am always seeking out ways in which to work with others in order to strengthen the services that are available out in the County so that anyone who lives in Leamington has access to the same services as someone living in Windsor. When I first heard about the WE Value Project I thought it was an opportunity to create a truly client-centred approach to assessing the goals of newcomers as they settle into life in Canada.

It has always bothered me that a person often has to tell their story multiple times as they work their way through most systems of social and community services, often because of the internal processes we as service providers have in place. From a client's perspective, this repetitive story-telling is frustrating and discouraging.

I am excited to be a part of something that is potentially ground-breaking and certainly innovative. WE Value's strengths lie in its ability to generate valuable data and in its emphasis on the strengths of clients through the application of an asset-based assessment or ABCD (Asset Based Community Development). By placing the focus on what newcomers bring to our community, we can create more opportunities for them and foster more connections throughout the wider community. WE Value will maximize our collective impact as service providers, help us better serve clients and work together in a way that is truly collaborative and makes the most of our collective resources. Working together as a cohesive and viable network of service providers makes the system stronger and it makes each of us as individual service providers stronger. I believe WE Value will help us to strengthen our alliance as a service network, which can only serve to make Windsor-Essex more welcoming and one of the best Canadian communities in which to live.

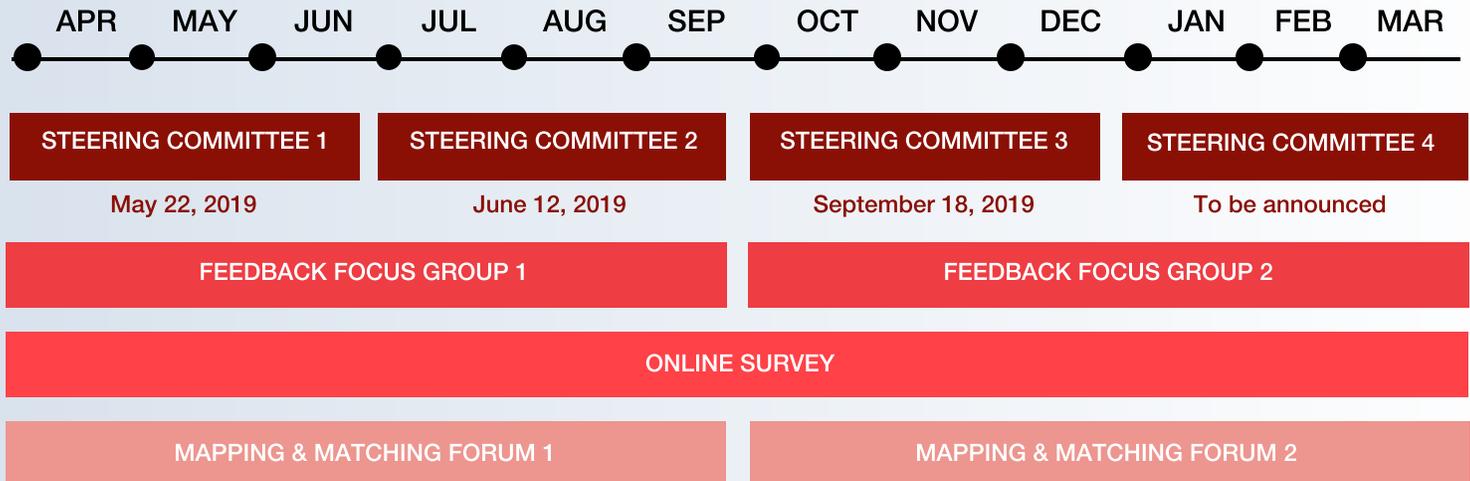
Carolyn Warkentin

Executive Director



Community Engagement

- AN OVERVIEW OF FY2 OBJECTIVES -



Throughout July, the community engagement team met with settlement and mainstream organizations for two reasons. The first was to introduce the WE Value Partnership and its components, partners and ongoing work. The second was to train management and administrative staff on the WE Value Partnership Community Partner Portal. These portals have been developed to streamline the collection of program and service information from organizations funded by and not funded by Immigration, Refugees, and Citizenship Canada (IRCC). This information will directly support the generation of client referrals through the Client Management System (CMS).

At this time in the Partnership, Community Engagement and Technology are well intertwined as we use the portal to gather information. Moreover, the feedback provided by organizations has informed portal updates so that information collected is as precise as possible and captures the individual nuances of our local organizations.

As we look forward to the development of our Community Partner Portals, we are also gathering feedback and practical information from the organizations and staff that we meet with to ensure that the upcoming iterations of our technology solution are well informed by those who will be using it.

The WE Value Team is also working on the next edition of our Frequently Asked Questions document. We understand that many of our partners are eager to take part in the Community Partner Portals but would like to understand how they may impact administrative positions and service delivery in their organizations. We are looking to have this document completed by mid-September at the latest.

As a final update, the Steering and Evaluation Committee will be meeting in September to discuss and develop an evaluation framework for the partnership. In this way, they will approach the next stages and activities (Feedback Focus Groups, Online Survey, and Mapping & Matching Forums) with clear expectations of generated outcomes.

Technology.

- AN OVERVIEW OF FY2 OBJECTIVES -



CREATION OF AN ASSET-FOCUSED CLIENT MANAGEMENT SYSTEM (CMS)

In July, the first fully functioning iteration of our client management system (CMS) was completed by TechShare. Initial testing is now being conducted by YMCA We Value staff to ensure proper implementation for our internal soft launch. The first iteration will allow for basic functionality of the following components: a full suite of administrative functions, an appointment booking system, individually tailored assessments with built-in question conditions, value coding of data to allow for evaluation of assessments, and a settlement plan builder module (including goal setting, referral generation and service eligibility matching that works in unison with our partner portal).

For our clients, this first iteration will mean the ability to self direct through the assessment. However, it should be noted that clients will be using a touch-screen monitor instead of iPads to support this function. This change was made due to some technical and practical challenges that highlighted the need to come up with a more user-friendly solution. The clients will still be able to use the client-specific interface and this will minimize issues associated with having two points of data entry (staff and client). Staff will still be able to assist clients should they need support with the system.

As the system continues to evolve, a tight feedback loop has been established between WE Value Staff and TechShare. Over the next three to four months, TechShare will be building in additional functionality and changes will be deployed periodically. This will also allow the system to be informed by our users as they gain greater experience and expertise in utilizing the system.

Specific to timelines, we did experience delays in getting the first iteration of the CMS which has forced us to push back the anticipated start of our internal soft launch - originally planned for mid-July. Reasons for the delays varied, but one of particular importance was the need to ensure that the system was hosted on Canadian servers to comply with government standards of confidentiality and security of information. Though an expressed requirement from the start, it had not been verified until Y staff raised the question in July. Effective August 12th, the system will be hosted on Canadian servers and will be ready to be utilized with client information. By shortening the time frame of our internal soft launch, we expect to keep our other timeline milestones the same. As such, we still plan to begin to accept referrals from IRCC funded partners in October and from all other sources in November.

Initial concepts of a final iteration of the Partner Portal have begun to be explored and developed and will continue through its expected completion date in late-September. Training for our partners will follow shortly after.

Service Delivery

- AN OVERVIEW OF FY2 OBJECTIVES -



ONE-ON-ONE SERVICE DELIVERY

ONE-ON-FAMILY SERVICE DELIVERY

As noted in our technology update, delays in the deployment of the first iteration of our Client Management System (CMS), originally scheduled for July, has pushed back the start of our internal soft launch wherein we would start to serve YMCA clients with the new system and process in mid to late July. We now expect to start seeing clients in late August. However, we note that the first iteration of the CMS is much more robust than we initially anticipated. We trust that this development will mean that the quality and functionality during our soft launch period will benefit clients, staff and partners.

Policies and processes have been developed for the new WE Value assessment which are likely to evolve when they are put into practice through our soft launch. Once assessments begin with clients, we will conduct focus groups with staff and clients to gain qualitative feedback on how to better all aspects of the process. Clients who choose to participate will be compensated with a groceries gift card as a token of appreciation for their time and contributions.

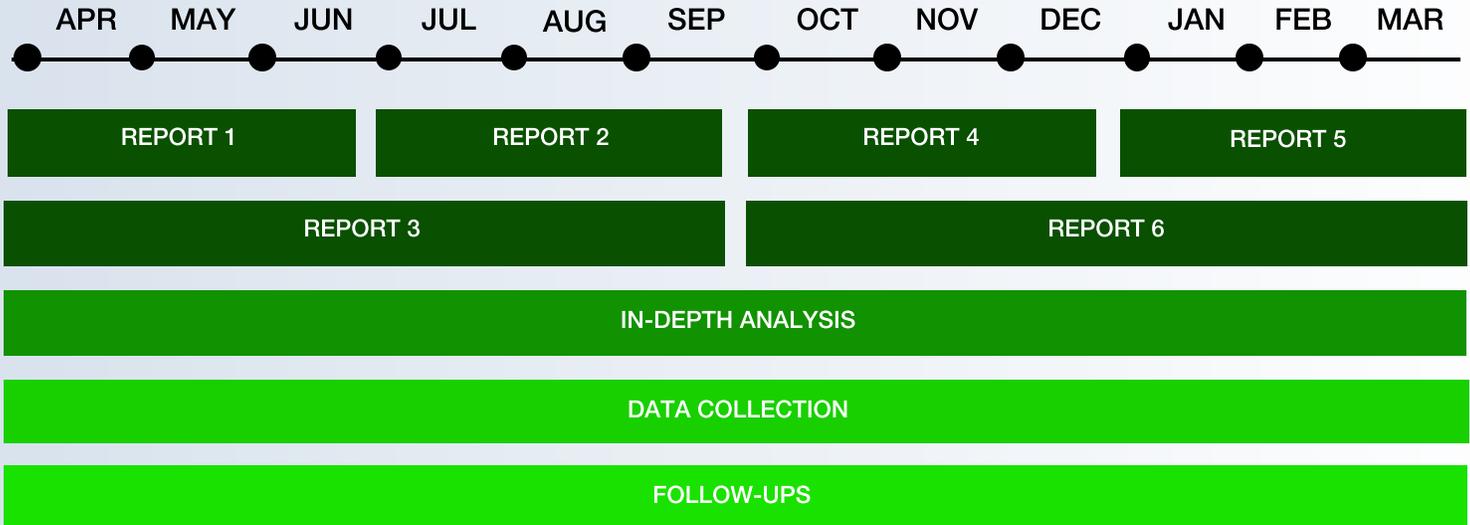
As we move forward with staff training on the CMS, we are also committed to ensuring that the client has a comfortable and positive experience throughout the process. Therefore, assessors will be taking part in the second section of their Motivational Interviewing in September. This will be a continuation of the initial training provided in March and will build tailored to the participants and their current and intended application of Motivational Interviewing practices.

IRCC Update

The WE Value Team has been in communication with Marie Mota-Lee, IRCC Senior Policy Analyst, Settlement and Integration Policy (SIP) since the earlier stages of the project. In July, the Team was able to provide an update focused on further exploring the technology component as well as how questions will be building into the Social Determinants of Health (SDH) model.

Data Collection & Dissemination

- AN OVERVIEW OF FY2 OBJECTIVES -



In July, Dr. Nakahie met with the team to review and finalize the assessment methodology. This included the final steps of value coding and connecting of data sets (Settlement Domains, Social Determinants of Health, Indicators, and Capacities & Assets); all of which will be utilized during the evaluation phase of the WE Value assessment where client and assessor, will together review the findings of the assessment to then build a settlement plan tailored to the individual based in their unique capacities, strengths and needs. The coding system will also allow for a robust data set of information to assess, analyze and disseminate once enough assessments are completed.

It is important to emphasize that we are not creating a grading or scoring system for individuals in building-in and utilizing value codes for the data. Our goal is instead to give point values to data that allows us to capture and understand and individual’s Capacities and Assets only in comparison to the maximum number of points one can receive in their assessment as per the questions they answered. These values are not meant to and cannot be compared to that of other clients. This will be explained and reinforced with clients during the assessment.

Example: We may have 5 questions that directly or indirectly may attribute points to an individual in relation to volunteering as an Asset. If they are only asked 3 of those question, and of those 3, they only get points for 2 of those questions. Their assessment will reflect 2 positive points out of a possible 3 for volunteering.

In deciding on a value coding system, Dr. Nakhaie prioritized the concept of consistency of judgement while avoiding flaws such as double scoring and unequal weighted responses

Double Scoring is a response evaluation flaw where for example if a client responds to the question: "Are you volunteering?" with a response of "yes", the client receives a point (aka as an indicator mark for volunteering. Because the client answered yes to the first question, a follow up question would then show asking "For how long you have been volunteering?". If the client receives another point / indicator then the client would get two points for volunteering, but that would misrepresent their capacity as it relates to the same data point. Ensuring the most fair evaluation flow was a point of great discussion and work in building the assessment.

Events and Milestones

May



1

Project Status Team Meeting



6

TechShare provided a Macro Status Update on the CMS



8

Project Status Team Meeting ; OAC Meeting; Discussion of key settlement referrals with Jen DeMaeyer



9

WE Value Presentation to LARC & EAC



10

Update Presentation to Executive Directors of Settlement Agencies



15

Project Status Team Meeting



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22

Staff-Staff Mock Assessments at the YMCA



22

Refugee Sponsorship Information Session



29

Project Status Team Meeting

June



5

Project Status Team Meeting



12

Steering & Evaluation Committee Meeting



14

WE Value Presentation to The Unemployed Help Centre



19

Project Status Team Meeting ; WE Value Team Training on Partner Portals



21

Settlement Service Provider Training on Partner Portals



24

P2P PreConference "How Do We Know What's Working? Measuring Settlement Outcomes for Individuals and Communities"; WE Value Presentation to St. Clair College Employment Center



25

Exploratory conversation with VON and Health Care Connect to discuss newcomer referrals to their services in Health Care



28

WE Value Presentation to City of Windsor Employment and Training Services

Events and Milestones

July



Meeting with YMCA SWO to discuss Partnership branding and communications



Project Status Team Meeting; Development of Settlement Plan Statements; Development of Project Learning Level Report for IRCC



WE Value Presentation to New Beginnings and Downtown Windsor Community Collaborative (DWCC)



Review of TechShare Program Platform



Project Status Update from TechShare



Project Status Team Meeting; WE Value Presentation to VON and Health Care Connect; Review of Assessment tool with Dr. Reza Nakhaie



Portal Training at Collège Boréal; WE Value Presentation to Community Legal Aid and Legal Assistance of Windsor; Discussion with Marie Mota-Lee of IRCC



Discussion with Marco Campana of Cities of Migration to present WE Value Updates



Portal Training at VON



Portal Training at Health Care Connect; Overall CMS Training at the YMCA



Project Status Team Meeting



Portal Training at Downtown Windsor Community Collaborative (DWCC)



WE Value Presentation and Portal Training for Life After Fifty



Portal Training for Community Legal Aid and Legal Assistance of Windsor



Portal Training for New Beginnings



Project Status Team Meeting



WE Value Presentation to City of Windsor Employment and Training Services (ETS) Staff



WE Value Presentation to City of Windsor ETS and Housing and Information Services Staff

Project Partners



TECHSHARE



University
of Windsor



Settlement Assessment



Évaluation des services d'établissement

Funded by:

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Immigration, Refugees
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Immigration, Réfugiés
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