

WE Value Partnership

Settlement success. Together.

Partenariat WE Value

Succès en établissement. Ensemble.

PROJECT UPDATE
JUNE 2019

WE Value Steering and 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-Kovacs
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 Meetings:

Date: Wednesday, September 18th, 2019

Time: 9:00AM - 12:00PM

Location: Hellenic Cultural Centre 3052 Walker Rd. (at EC Row)

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.



I have had the great good fortune of living all over Canada. I was born in Calgary, studied in Edmonton and Montreal and worked in London, UK, Vancouver and, now, Windsor. I have recently started to describe myself as a settler Canadian in order to situate myself as neither a newcomer, nor an Indigenous person. My family immigrated to Canada sometime in the late 18th century and went forth to ‘discover’ and ‘create’ modern Canada. Some of my feelings about that are great pride and others are much darker.

My consulting practice emerged from a career that included working as a trial lawyer, a human rights activist and a government efficiency expert. My business ‘slogan’ is that “I believe what you believe, that our communities can be just, safe, open, accessible and effective.” That statement contains the core of my commitment – to government and community policy that is evidence-based, strategic, outcome oriented and committed to respect for human rights and openness.

I accepted the role on WE Value because it aligns with my beliefs. Welcoming newcomers is not only an exercise in being friendly, but in actively ensuring that people can become integrated into a community that values their skills and abilities, welcomes their cultures and beliefs and respects their right to autonomous self-determination. When I came to Windsor as a newcomer, only from British Columbia, I didn’t know anyone and I had to rebuild a career from scratch. People actually wanted me to prove that my law degree from McGill was the same as one from University of Windsor. So, I understand, to a limited degree, what being new is like. But as a settler Canadian, I also understand what being settled is like. I think I can bridge an important gap in the work of newcomer settlement.

The work of being new is difficult. The newcomer settlement system should make that easier, not harder. But government policy has placed barriers in the way of newcomers even as it has stretched out an open hand to welcome them. WE Value brings a much-needed newcomer strength focused lens on how to make the work of being new easier and welcoming. I look forward to the successes to come.

Melinda Munro

Owner



COMMUNITY ENGAGEMENT

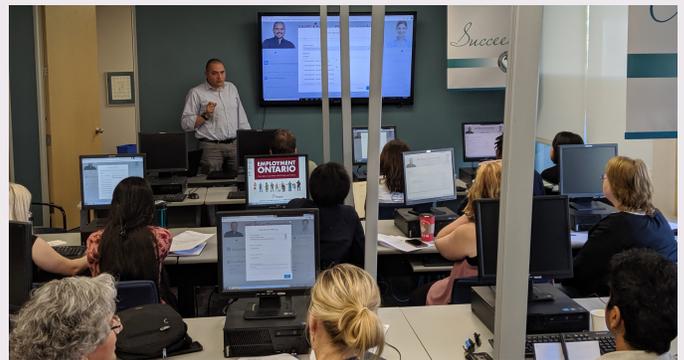
Mainstream Community Engagement

Over the last month, Workforce WindsorEssex, as the community engagement partner, has been scheduling meetings with mainstream organizations to introduce the WE Value Partnership. Meeting with organizations that offer programs and services that align with each of the social determinants of health, ensures that clients will be referred to appropriate programs and services wherever possible. WE Value is exploring referrals through partnership community portals in health care, education, employment and community organizations.

This work, along with the engagement of our Steering and Evaluation Committee will continue over the next months as internal assessments begin in July at the YMCA.



Steering & Evaluation Committee Meeting
Catholic Central High School
June 12th, 2019



SPO Partner Portal Training Session
Language Assessment & Resource Centre
June 21, 2019

TECHNOLOGY

SPO Program & Services Portal

TechShare completed the initial iteration of the SPO Program & Services Portal in mid-June. Feedback on the initial iteration was collected from SPOs during training that was delivered on June 21st. That feedback was considered and given to TechShare who is incorporating those changes towards a finalized SPO Program & Services Portal scheduled to be complete in early July. This will include a redesigned interface and enhanced logic for greater ease of use by SPO administrators and for greater efficiency to tailor referrals based in differing layers of eligibility criteria.

Assessment

The assessment has been added to the Client Management System utilizing a third-party application and some tailored coding for initial deployment in July. This will allow clients to use iPads to interact with the assessment themselves, if comfortable, to build agency in their settlement planning. The new community driven questions, conditions, and logic are being inputted for testing in early July by the team and staff. Along with this, the initial version of assessment evaluation has been complete for preview by the team and has shown to complement the goal of a capacity focused assessments.

SERVICE DELIVERY

In June, we completed staff-on-staff mock assessments with feedback collected and reviewed by the team. Many staff commented positively on the holistic value of the questions to support the concept of a one-time initial assessment. The creation of the introduction to the assessment and process has been completed and work on the settlement plan using essences of Motivational Interviewing are underway with training and testing to take place mid-July with assessment staff.

Nearing the end of July initial assessments with current YMCA clients are set to take place to gather feedback directly from service users as part of the commitment to Human Centered Design principles. This feedback will be reviewed and further updates to the technology solution will take place as needed before partners begin referrals to the partnership.

DATA COLLECTION & DISSEMINATION

Follow up Questionnaire

In June, the follow-up questionnaire began to be developed. Questions to be included are predominantly drawn from the questions in the initial assessment with some differences. This is important to ensure longitudinal data. Follow-up questionnaires will be conducted by phone and will take place at 1, 3, 6 and possible 12-month intervals.

Capacities

Work has begun on being able to quantify the Capacities that are being assessed for in the assessment. This requires some [value] coding which is work being done by Dr. Nakhaie. Once completed, that will be inputted into the Client Management System in mid-July. Dr. Nakhaie has been updating our index for the Social Determinations of Health (SDH's) as well as indicators for settlement outcomes. This will continue for the month of July with the addition of finalizing the index for answers and capacities as part of testing the theory of human capital's interaction with assets-based community development (ABCD).

Members from the team attended the P2P Pre-Conference themed "How Do We Know What's Working? Measuring Settlement Outcomes for Individuals and Communities" which explored new strategies for measuring immigrants' economic, social and civic-cultural outcomes at both the service delivery and community levels. The team took away learnings on strategies for determining what works and what doesn't, as well as new ways of measuring processes and change, attributing outcomes, and assessing community impact. However, our greatest takeaway was feeling a sense of validation that we are very much on track, if not ahead of the curve with what the sector, the department and academia is pointing to as needed, best and emerging practices.

PARTNER PROFILE

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Throughout the WE Value Partnership, Workforce WindsorEssex will tap into their networks and existing stakeholders, as well as develop new partnerships while working with the YMCA, the Steering & Evaluation Committee and community stakeholders to bring greater coordination to our region's service delivery model and enhance the knowledge of the user experience.

To ensure that best practices are available to share with other communities, Workforce WindsorEssex will work with the YMCA to document the steps of the project, challenges and successes to produce a road map.

WHO WE ARE

Workforce WindsorEssex is a workforce and community development board whose mandate is to plan, facilitate and advocate for regional workforce and community development.

"As a partner, Workforce WindsorEssex gains a deeper understanding of the value that newcomers contribute to the workforce through their skillsets, educations, and interests."

- Julian Villafuerte, Project Coordinator & Researcher

"Workforce WindsorEssex does not have clients so in turn we are a great resource of fairness and distribution of information or guiding those to the correct resources. Being a one stop shop of resources would provide clarity and ease for individuals."

- Darlene Malcolm, Project Coordinator

WHAT WE DO

- Develop regional labour market tools, research and guides
- Coordinate with a variety of partners including employment, education, industry and settlement
- Share best practices and welcoming initiatives with members of the community

OUR PROJECT WORK

Project	Description	Key Statistics
LEPC	Creates Labour Market tools, research, guides and events to positively influence the labour market	• 58 orgs advising
WEskills	Resume Database & Job Postings for OW, ODSP & EO clients	• 5k+ resumes • 2k+ subscribers
WE LIP	Making the region a more welcoming & inclusive community	• 80+ orgs
WE Value	Better outcomes for newcomers and better resources for service providers	• 1st pilot in Canada

REVENUE SHARE BY PROJECT

Project	Revenue Share
WE Value	61%
WE LIP	14%
WEskills	13%
LEPC	2%

Project Partners



**YMCA of
Southwestern Ontario**



TECHSHARE



**University
of Windsor**

Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

The image features an abstract geometric composition. A large, dark red triangle occupies the bottom right corner, pointing towards the top right. A white diagonal band cuts across the image from the bottom left towards the top right. A smaller, bright red triangle is positioned on the left side, overlapping the white band. A grey triangular shape is situated between the bright red triangle and the top right corner, also pointing towards the top right. The overall design is minimalist and modern.

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