Public Launch
The WE Value Partnership is a community driven initiative using innovation in service delivery and technology to enhance the outcomes of new immigrants and to generate resources that assist stakeholders to build a stronger Windsor-Essex.

It is founded on the principle that when we discover, leverage and coordinate the collective capacities of immigrants and local communities, we can pave the way for how communities meet the challenges of today, towards a more thriving community for all.

Through Immigration, Refugees and Citizenship Canada’s Service Delivery Improvement Fund, the WE Value Partnership has developed the WE Value Settlement Assessment, Pathway to Settlement Plan and K2 Pathway to Settlement System.

Using these tools and services, the WE Value Partnership seeks to leverage newcomer assets, skills and abilities while connecting them to appropriate settlement and mainstream programs and services in Windsor-Essex.
Capacity-Focused Settlement Assessment

The [WE Value Settlement Assessment](#) is a comprehensive capacity-focused settlement assessment that captures not only the needs of newly arrived newcomers, but also their capacities including their strengths, gifts, talents and assets.

The assessment was designed and validated in partnership with expert input from 23 community partners representing settlement, healthcare, education, employment, municipal service, and community agencies. Expertise and leadership in questionnaire development and methodology were provided by Dr. Reza Nakhaie, professor of Sociology, University of Windsor.

As part of their [WE Value Settlement Assessment](#), newcomer clients will receive a customized settlement plan that we are calling a [Pathway to Settlement Plan](#); to include a summary of their personal information, customized referrals to community supports, as well as short-term and long-term goals to give them the best possible start to their settlement in Windsor-Essex.

The [WE Value Settlement Assessment](#) utilizes technology through a newly developed client management system to standardize and facilitate the process of service delivery, and to act as a brokering system to ensure that newcomers are connected to the most suitable organizations, programs, services and activities per their unique needs and capacities. Customized referrals are generated based on detailed information inputted and managed by partner agencies through a partner portal that works in tandem with our client management system. Leadership in community engagement, including partner portal information, access and training is being provided by Workforce WindsorEssex.

The [WE Value Settlement Assessment](#) is a service of the YMCA of Southwestern Ontario’s Windsor Learning Centre as part of the [WE Value Partnership](#).
Accomplishments to Date

Developed an intuitive, cloud-based & extensible client management system with TechShare that:

- Aligns with the government and IT sector standards of privacy, security and confidentiality
- Is compatible with iCARE and allows for automated service recording generation upon completion of service
- Supports automated and customized referrals based on eligibility criteria
- Includes a program portal that allows partner organizations and agencies to inform their programs and services for client referral

Finalized an assessment questionnaire that:

- Was informed by a literature review
- Validated by 7 Newcomer Service Provider Organizations and 16 mainstream agencies
- Is compatible with the Social Determinants of Health (SDH) and includes 14 categories and 74 indicators of settlement
- Allows for a personalized questionnaire with skip-logic and client data mapping
- Reflects a focus on client-centred design
- Supports individualized couple assessments, each with personalized settlement plans
- Generates Pathway to Settlement Plans that capture capacities, needs and holistic client stories

Established and maintained partner relationships that:

- Are supported by an inclusive and bilingual brand - developed in consultation with partners
- Supported the validation of the assessment questionnaire
- Continues to encourage organizations and agencies to enter their information, programs and services into the program portal to support eligible client referrals
- Is supported by our monthly updates on project status in our four areas of innovation: technology, service delivery, community engagement and data collection and dissemination
- Includes our Steering and Evaluation Committee

Prepared for Appropriate and Timely Data Collection & Dissemination:

- Dr. Reza Nakhaie (University of Windsor) led the literature review and development of Assessment Questionnaire and methodology
- Dr. Nakhaie submitted an Ethics review which was successful
- A framework for aggregate data analysis, sharing and asset mapping has been developed for use starting in March 2020

Project Partners:
Next Steps

The assessment will be translated into French, Arabic and Chinese. Staff will continue to support assessment delivery in over 20 languages. Additional support will be provided to clients with literacy needs. However, these additional three languages have been chosen as they reflect the majority of newcomers to Windsor-Essex.

The assessment will also be extended to allow for family assessments, capturing individual capacities, assets and needs that will support individualized referrals and settlement pathways.

Clients will receive a 3, 6 and 9 month follow-up post-assessment via telephone. This will allow us to assess appropriateness of the service and referrals provided. We will capture client satisfaction and whether they have been following-up with the provided referrals.

Data Collection & Dissemination will allow for asset-mapping activities with partners to determine whether anecdotal and aggregate data are reflective of similar trends in the region. These discussions should provide insight into the local settlement system and allow organizations to support and develop strategic plans and programming tailored to the clients in the region.

As the assessment and technology solution continue to be deployed, partner feedback becomes even more critical. All feedback is captured, discussed and sent to the developer to ensure that the assessment tool, program portal and overall solutions are reflective of their users.

As the technology solutions are refined, there is a potential for expansion to Leamington and Chatham-Kent for client assessment. Required next steps for deployment will be discussed and considered for the third fiscal year.
Pathway to Settlement Plan

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). Clients must provide their consent to participate in the capacity-focused assessment and may be referred to or access the Settlement Assessment for a variety of reasons. All YMCA of Southwestern Ontario newcomer clients at their Windsor Learning Centre will be referred for the assessment. The WE Value Partnership has also requested that local settlement organizations refer 5% of their new clients to the assessment.

Each client will be referred to a primary settlement service provider as well as to programs, services and opportunities representing the 5 Social Determinants of Health. These referrals are tailored to each client and reflect their assets and capacities. Follow-ups will be conducted at 3, 6, and 9 months post-assessment to capture follow through and satisfaction with referrals provided through the WE Value Partnership.

Clients will be able to provide their printed Pathway to Settlement Plan to front-line staff at referral agencies to ensure a holistic understanding of the client.

To learn more about the K2 - Pathway to Settlement System, visit:
https://www.youtube.com/watch?v=x5ziu5LRQBo&feature=youtu.be