

WE Value Partnership

Settlement success. Together.

Quarterly Update

January - March 2020



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Settlement Assessment



Pathway to Settlement System

Overview

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.

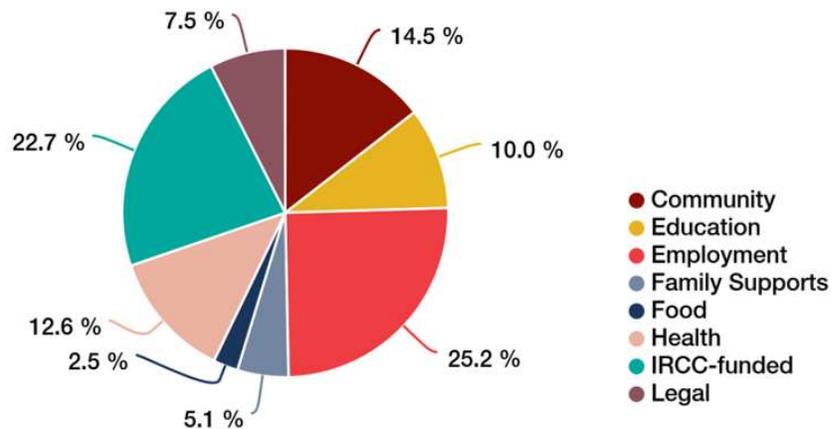
WE Value Community Engagement

Through its Community Engagement efforts, the WE Value Partnership has engaged 56 organizations, associations and institutions representing all Social Determinants of Health.

These organizations and their staff have:

- Validated WE Value Settlement Assessment questions
- Participated in training opportunities (e.g. Motivational Interviewing)
- Added their organization, program and activity information into the WE Value Partner Portal to support client referrals
- Attended the WE Value Partnership Community Data Forum to explore data possibilities and request custom WE Value Data Reports

Breakdown of 56 organizations engaged through the WE Value Partnership by sector



The Steering and Evaluation Committee met 4 times over the course of FY2. Most recently, the committee met on February 5th to explore the format and focus of the Community Data Forum that took place on March 6th. The committee was able to test an activity, that was then adapted based on their feedback, to allow participants at the forum to request tailored WE Value Data Reports.

The committee also worked to establish an evaluation framework and a series of questions for a survey and series of focus groups that will be conducted in FY3. In partnership with DARE Impact Consulting, these questions have been specifically tailored to 5 audiences, including clients and partners, to gauge the effectiveness of the WE Value Settlement Assessment, Visionary Settlement Plan, Partner Portal and K2 – Pathway to Settlement System.

Over 80 participants from 44 organizations attended the WE Value Partnership Community Data Forum on March 6, 2020. This event allowed the WE Value Partnership team to present a project overview and an update was shared by Dr. Reza Nakhaie on the initial academic analysis of the first 135 Settlement Assessments conducted at the Windsor Learning Centre.

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Partenariat WE Value

Succès en établissement. Ensemble.

Forum participants were asked to identify the Social Determinant of Health that best represents their sector, and sat at tables with their peers to discuss the possibilities of leveraging WE Value Settlement Assessment data to inform their practices and guide their service delivery to better support newcomers in Windsor-Essex. By identifying barriers to accessing support and by meeting partners working to address the same or similar needs in the community, we are providing stakeholders with collaborative opportunities to leverage data.

Moving forward, the WE Value Partnership team will be meeting with multi-sectoral working groups to share data and respond to the needs and gaps in local, longitudinal data that will support the unique mandates of various committees and organizations alike.



The WE Value Steering & Evaluation Committee gathered on February 5th to work through a proposed activity for the Community Data Forum that took place on March 6th.

This is just one example of how instrumental this committee has been in guiding our engagement strategies.

WE Value Settlement Assessment

As of March 31st, 2020, 185 clients have received a capacity focused WE Value Settlement Assessment. However, due to the COVID-19, in-person assessments have been suspended as we assess our options.

The team is exploring methods of online assessment with a priority to maintain the essence, values and objectives of WE Value if in-person service interruptions continue. WE Value is committed to finding ways to achieve the deliverable of 1,000 assessments by March 31st, 2021. Should we move to a new virtual service delivery model, we will work with our Steering and Evaluation Committee and with Immigration, Refugees and Citizenship Canada to ensure that the needs of clients, partners and stakeholders are met.

Follow-Ups will begin in mid-April through phone calls to all clients that have already received a WE Value Assessment. Follow-ups are conducted at the 3, 6, and 9 months post-assessment, in part to collect longitudinal data sets (for analysis and community dissemination), but also to inform mid-course adjustments.

Follow-up questionnaires differ slightly for each interval and will include 20-40 questions that explore the client's settlement journey success, with a strong focus on understanding their socio-cultural integration in the areas of: awareness, knowledge, and efficacy (as informed by, and to measure Immigration, Refugee and Citizenship Canada's immediate settlement outcomes). Question areas include, but are not limited to volunteering, employment, food security, community connections, language acquisition, health, housing, and education. As with our WE Value Settlement Assessment targets, we are assessing if and how attainment of our committed targets will be impacted by COVID-19, which has resulted in a suspension of new Settlement Assessments and referrals.

During the current pause of new Assessments, we have been prioritizing staff training and professional development to ensure excellence in service delivery, consistency and standardization. Moreover, a special focus has been on ensuring that the WE Value Settlement Assessors are comfortable with system features and available referral organizations and partners as they have continued to change with ongoing system development and with the change of provincial and federal fiscal years for many service providers.



Technology

K2 - Pathway to Settlement System

After 18 months of development we are slated to complete the K2 - Pathway to Settlement System Version 1.0 by the end of April 2020. Since its initial Go-Live launch in October, an additional 33 deployments have been implemented, each containing new and enhanced features and functionalities.

Most recently, this included major upgrades to the WE Value Partner Portal, including the ability for partners to receive and manage client referrals sent through the WE Value Assessment. With client consent, partners will have the ability to see basic, but important, client information and reasons for referral to specific programs or services. These referrals can then be sent directly to internal staff or case managers for further follow-up, registration and future service delivery.

Features of this major release include:

- Internal e-mail distribution to program leads
- Bulk internal referral distribution for ease of use within Partner Portal
- Refer to WE Value partner form

These features are a long-awaited next step that will allow for efficient, timely and detailed referrals to the services that will support clients locally. Training for these new features to partners is currently slated for the second quarter of the year. Overall, by the end of April the project deliverable of a “Creation of an Asset-Focused Client Management System” will be complete.



We would like to extend our sincerest gratitude to all partners and Steering & Evaluation Committee members for their feedback, ideas and participation in supporting the creation and pilot of this new system. We'd like to also take this opportunity to reiterate that most of the tools, processes and resources that the WE Value Partnership has generated will continue to exist after the end of the pilot, scheduled for March 31, 2021.

In order to honour the funding from Immigration, Refugees and Citizenship Canada, as well as the investment of our partners, our team consistently prioritizes the long-term sustainability and adaptation of all outcomes and deliverables of this pilot. This will ensure that the benefits to our common clients, resulting from this project, will be lasting.

Data Collection & Dissemination

On March 6th, the first WE Value Partnership Community Data Forum was held to allow partners and organizations to inform the data reports and information that would be generated using the data collected through the WE Value Settlement Assessment. It was also an opportunity for Dr. Reza Nakhaie to present his first academic analysis of the data gathered from the first 135 WE Value assessments.

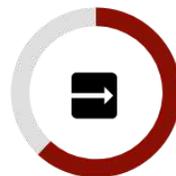
Dr. Nakhaie presented the information through various lenses and models to show the flexibility of the data being collected. Going far beyond demographic data, each assessment response can collect up to two indicators under varying social determinants of health and categories of settlement, we are able to break down the sources of client capacities and barriers to accessing services.

As one measure of success, the WE Value Partnership will be collecting and comparing the Socio-Cultural Integration Indices of clients. By asking specific questions during the assessment and follow-ups, we will be able to determine whether clients are increasing their awareness, knowledge and access to local programs, services, activities and opportunities.

Socio-Cultural Integration Indices

Efficacy

- Is able to access community facilities
- Is able to make informed life decisions
- Is able to meet needs using English



9.3
(3 - 15)

Efficacy
62 / 100



11.4
(4 - 22)

Awareness
51.8 / 100



15.1
(4 - 29)

Knowledge
52.1 / 100

Knowledge

- Knowledge of Education Access
- Knowledge of Healthcare
- Knowledge of Housing
- Knowledge of Law and Justice
- Knowledge of Money and Finance
- Knowledge of Transportation Modes

Awareness

- Is aware of job search services
- Is aware of professional networks
- Is aware of social networks
- Is aware of volunteer opportunities
- Is familiar with local customs



Presentation to Immigration, Refugees and Citizenship Canada

On March 12th, team members from the YMCA of Southwestern Ontario and Workforce WindsorEssex travelled to Ottawa to present the WE Value Partnership to over 25 policy makers and staff working for the Department of Immigration, Refugees and Citizenship Canada (IRCC). Over the course of 4 hours, the team provided an overview of the entire project, recapped work and deliverables accomplished to date, facilitated a live demo of the K2 - Pathway to Settlement System, and engaged in a lively Q&A / discussion period.

The WE Value Partnership generated incredible interest and excitement with attendees, who represented IRCC at different levels, areas of focus and national regions. The depth and quality of conversations with key individuals in the latter half of our presentation surpassed the team's expectations, and the feedback was overwhelmingly positive.

Interest ranged from wanting to understand nuanced details, to questions of methodology, to exploring policy level implications. On the whole, various aspects of our project seemed to strongly reinforce and align with the department's current goals and future vision for the settlement sector. The WE Value Team committed to keeping participants updated on ongoing progress and on pursuing opportunities for further engagement as they presented themselves.

It was an honour for our team to have represented Windsor-Essex through this presentation and to shine the light on the incredible collective efforts of our steering committee and all our active partners.



Project Partners :



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 Partner Portal that allows organizations and agencies to inform their programs and services to support, receive and manage client referrals

Finalized an assessment questionnaire that :

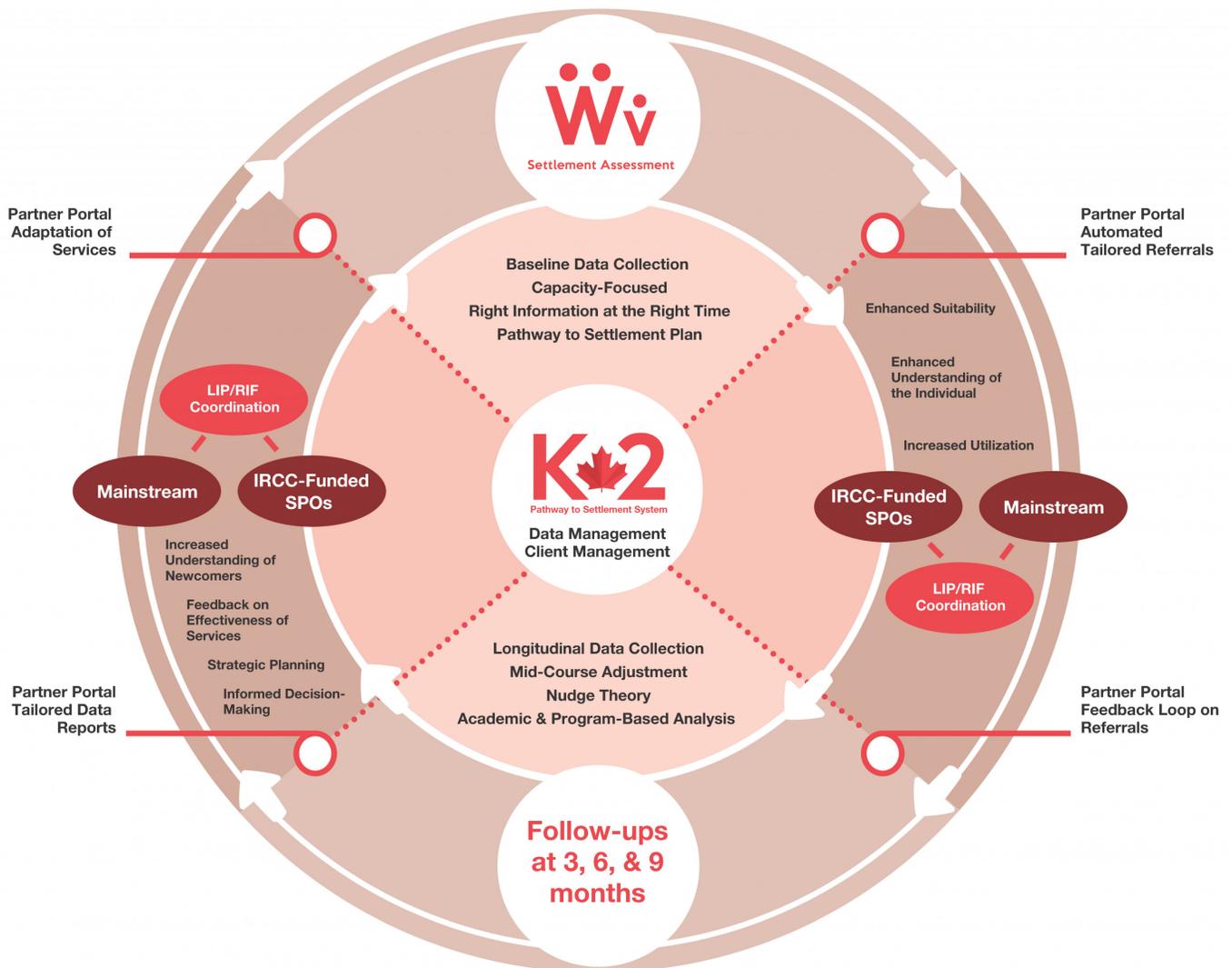
- Was informed by a literature review
- Validated by 7 Newcomer Service Provider Organizations and 16 mainstream agencies
- Is compatible with the Social Determinants of Health (SDH) and includes 14 categories and 75 indicators of settlement
- Allows for a personalized questionnaire with skip-logic and client data mapping
- Reflects a focus on client-centred design
- Supports individualized couple assessments, each with personalized settlement plans
- Generates a Pathway to Settlement Plan that captures 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 informed by our updates on project status in our four areas of innovation : technology, service delivery, community engagement and data collection and dissemination
- Includes our Steering & 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 first analysis, sharing and asset mapping event was held March 6, 2020 to better understand the aggregate data collected from the first 135 WE Value clients



This WE Value Partnership Logic Model was created to provide an overview of the interconnectedness of each of the project pillars, partners and deliverables.

This model shows the K2 - Pathway to Settlement System driving the project and collecting key client information through the WE Value Settlement Assessments and follow-ups. Alongside the system are the Local Immigration Partnership, Réseau en immigration francophone and mainstream partners who will receive and send client referrals through the WE Value Partner Portal. These partners will also receive key data and information that may inform their strategic planning and service delivery partner as they gain a deeper understanding of the newcomers in the region.

As we continue to receive client and partner feedback, the WE Value systems and practices may be updated, all while being led and informed by key strategies and theories such as Nudge Theory and Motivational Interviewing.

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