

WE Value

FREQUENTLY ASKED QUESTIONS



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Frequently Asked Questions

CLIENTS

Who is eligible for the WE Value assessment and visionary settlement plan?

As a project funded by Immigration, Refugees and Citizenship Canada, WE Value will serve Permanent Residents and Convention Refugees.

Refugee Claimants are not eligible at this time.

Are there any previously-accessed services that would make a client ineligible for the WE Value assessment?

At this time, no. We do believe that 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). However, WE Value is a pilot of a new type of service, methodology, and community approach to newcomer supports. Therefore, we will not deem clients ineligible if they have accessed any type of settlement services prior to considering a referral to WE Value.

How will clients be referred to WE Value?

1) Mainstream stakeholders - Through a strategic communication and engagement campaign to be led by Workforce WindsorEssex, we will promote WE Value to employers, healthcare providers, educational institutions, community organizations, municipal services, etc. We will seek out stakeholders that see newcomers in their day-to-day work, but who don't always know where to refer clients that have not yet accessed settlement services, but are, or would be, interested in a referral for formal supports. We will go well beyond promotion to traditional partners and will focus heavily on new partnerships and non-traditional referral points.

2) IRCC funded agencies - As a collaborative initiative, we are working with IRCC funded agencies on all aspects of the project including referral. We have asked each agency to consider referring a small portion of their clients (5% for fiscal years 2 and 3 of the WE Value project). This request has been supported and endorsed by the local IRCC office, with a commitment to work with individual agencies to help mitigate any concerns of negative impact to targets per their unique contribution agreements.

3) Existing YMCA newcomer services - As an existing newcomer settlement agency serving over 1,000 new clients each year, suitable clients that would benefit from a WE Value assessment would be referred directly by the YMCA of Southwestern Ontario.

Frequently Asked Questions

ASSESSMENT & REFERRAL

What is the length of the assessment?

The WE Value assessment has a pool of 120 questions, as has been determined through literature review, question compilation, and community validation phases. However, we anticipate that the average client will be asked between 50-70 intuitive questions with many of them being conversational, visionary goal setting, and filter questions to provide the most suitable referral. As an example, if a client indicates that they are not experiencing homelessness, they will not be asked the 5-7 questions around homelessness.

We will know the average length of time an assessment will take once we conduct mock assessments with follow-up focus groups. Approximately 30-40 mock assessments will be conducted to gain qualitative feedback from clients and staff alike. These will begin in April and will be conducted by all YMCA project staff (including assessors) with a sample group of existing clients. Clients will be recruited to represent different immigration categories, countries of origin, first languages, educational backgrounds, genders and, ages. This process will provide us with a 'real-world' range of assessment times. Needed adjustments will also be made based on collective feedback following this process.

How will referral points be determined? Which parts of the referral will be automated by the client management system, decided upon by the assessor, and/or chosen by the client?

Suggested referrals will be generated by the Client Management System post-assessment through a series of algorithms that will consider: a client's demographics, expressed needs for specific services and supports, needs and opportunities identified by the assessor and by the system, and detailed eligibility criteria and program/service descriptions as provided by partner agencies. Using this information, the system will generate the best possible matches for that individual client while giving them options to choose from. This means that where there may be multiple referral options of equal suitability and priority, the client will be given 2-3 options to consider and the assessor will provide further information and/or clarification where necessary.

As an example, a client with Nepali as a specific language of service request will be referred first to the organization with that offering, should all other criteria be equal.

What happens if 40 possible referrals are generated by the client management system?

It is important to note that assessors are required to discuss referrals with clients, so they understand the reasons they are being suggested, the value to their settlement process, and to provide greater context and direction on how to access those referrals.

As has been described, the nature of the algorithms considers several factors what will generate the best possible referrals for a client in each area of settlement (ie. Employment, education, language, community connections, health).

Frequently Asked Questions

ASSESSMENT & REFERRAL CONTINUED...

How will the YMCA-SWO ensure that they do not keep the bulk of clients referred from outside service provider organizations?

We are working closely with our partner organizations in the development of each area of the WE Value project, including the referral and settlement plan components of our client management system. We are ensuring that the methods and processes that generate referrals are client-centered, fair, objective, and meet sector standards. Through the creation of partner portals, we will ensure that partners have access and ownership of their own eligibility, program/service criteria and information that will generate matches based on assessment responses. Further, we remain committed to being transparent as the project progresses to share information about the number of referrals to partner organizations.

One of WE Value's expressed goals is to test the theory that greater uptake all settlement service options for a client will result in greater and accelerated settlement outcomes, especially as they are tailored to the client's unique strengths and opportunities. As such, it is in our best interest to ensure that clients receive well-rounded and holistic referral options. We believe that this approach is best for the client and helps reinforce IRCC's logic model. It also reinforces the YMCA's expressed commitment and approach to its work over the years where there was always an active promotion of IRCC partners and services.

How long will clients be kept on file?

IRCC sets the minimum requirement for how long a client file must be kept by a service provider. Currently, that minimum is seven years. As an existing service provider, the YMCA-SWO adheres to all privacy, confidentiality, and security standards set out by IRCC. With the implementation of the WE Value project, we are deepening those commitments by adding new measures in each of those areas.

Do you anticipate a 5-year follow-up?

A 5-year follow-up would be out of the 3-year scope of this project, so we will be unable to commit to the resources to do this. However, should IRCC fund WE Value beyond the current 3-year agreement, we will certainly explore a longer-term follow-up.

What will the client walk away with at the end of the assessment?

Clients served will have a physical document with system and client driven referrals. They will also walk away with a visionary settlement plan that will outline key points of action related to their settlement goals over a 2-5 year time frame.

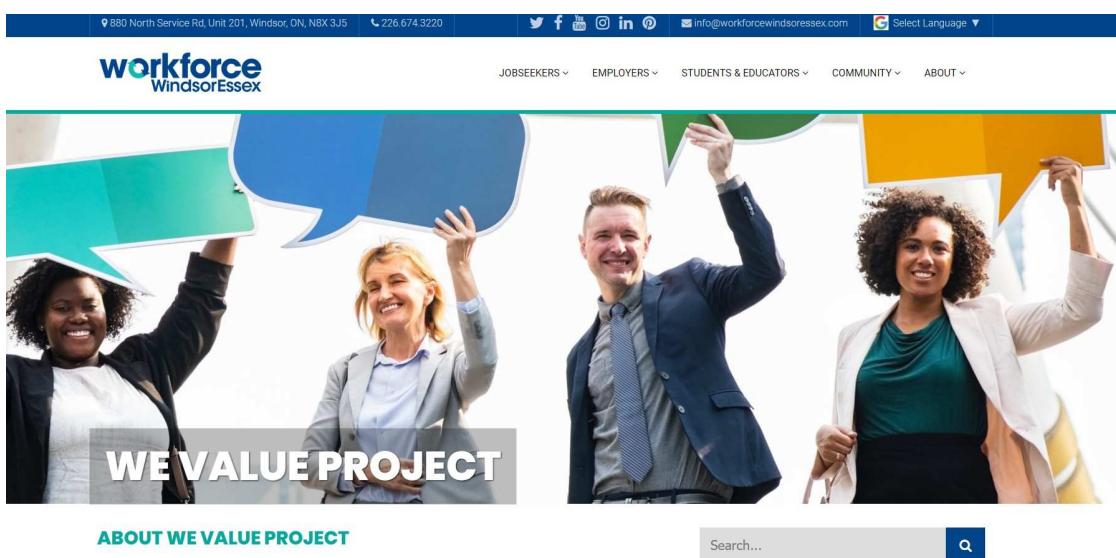
Frequently Asked Questions

GENERAL

Where can I find more information related to the WE Value project?

Workforce WindsorEssex is hosting information related to this project and it can be found at:
<https://www.workforcewindsoressex.com/we-value-project/>

We will be providing monthly updates to highlight project progress and activity with in-depth comparisons of project commitments and current outcomes provided on a quarterly basis.



I have a question related to the WE Value project.

We are always happy to answer your questions. Please consult our directory on page 2 and refer any questions to the WE Value team.

Did you know?

35%

"More than 35% of immigrants who landed in the last three years have accessed at least 1 IRCC funded settlement services within 365 days after landing.

The services of need assessment and referral (NARS), information and orientation (IO), and language assessment and training are the three most popular settlement services."

WE Value's commitment to collaboration with IRCC funded and mainstream organizations hopes to see this number increase from 35% which would result in an increase in clients and services delivered locally.

(2017). *Research Insights in Settlement Services: Uptake, Mobility of Clients, and Service Outcomes*, 4. Retrieved February 26, 2019.

Project Partners



**YMCA of
Southwestern Ontario**

**workforce
WindsorEssex**

TECHSHARE



**University
of Windsor**

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The background features a dynamic, abstract design composed of several overlapping diagonal bands. The bands are primarily in shades of blue, ranging from a light, almost white, shade to a deep navy blue. They intersect at various angles, creating a sense of depth and movement across the page.

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