

2024 Data Sharing & Community Consultation Events

Participant Workbook

Day 1: February 29, 9am – 1pm

Day 2: March 1, 9am – 2pm

Other Place Catering, 1395 Walker Road, Windsor

Agenda

DAY 1: February 29, 2024

- 8:45-9:00** Participant arrival, registration and continental breakfast
- 9:00- 9:15** Opening Remarks – Kelsey Santarossa and Matthew Dunlop
- 9:15-9:30** Introduction from IRCC – Jordan Thompson
- 9:30-11:15** WE Value Data Analysis, presented by Dr. Reza Nakhaie
- 11:15 -11:45** Break
- 11:45-12:45** Table Discussion Block A
- 12:45-1:00** Day 1 Wrap Up and Closing Remarks

DAY 2: March 1, 2024

- 8:45-9:00** Participant arrival, registration and continental breakfast
- 9:00- 9:30** Opening Remarks – Kelsey Santarossa and Matthew Dunlop
- 9:30-10:30** Table Discussion Block B
- 10:30-10:45** Break
- 10:45-12:00** Table Discussion Block C
- 12:00-12:15** Morning session wrap-up and next steps
- 12:15-1:15** Lunch & Networking
- 1:15-1:30** Participant survey
- 1:30-1:45** Closing Remarks
- 1:45-2:00** Distribution of WE Value promotional materials

Client Case Study 1- Rahman Family



Name: Layla (Age 35, female) and Ahmad (Age 37 male)

Children: Karim (Age 8, male) and Rana (Age 12, female), with a third child on the way

Country of Origin: Syria

Length of Residence in Canada: Under 2 months

Status: Privately Sponsored Refugees

Meet the Rahman family, privately sponsored refugees from Syria embarking on a new chapter in Canada. Ahmad (37), the husband, holds a university degree in engineering, while his wife, Layla (35), has 11 years of education but no formal degree or certificate in her possession. The Rahman family will welcome their third child in 3 months. Along with their two young children, Karim (8) and Rana (13), they face a myriad of challenges and opportunities as they settle into their new community.

Health & Socio-Cultural Integration:

Ahmad and Layla both struggle with the lingering effects of trauma from their experiences in Syria and would benefit from access to mental health support services to aid in their healing process. Additionally, Layla has not been connected to medical care in Canada and the Rahman family does not have a family doctor yet. The family seeks culturally sensitive healthcare providers and integration programs to help them adapt to Canadian social norms and customs.

Education and Employment:

While Ahmad hopes to find employment opportunities that utilize his engineering degree, he faces barriers in having his foreign credentials recognized in Canada. Ahmad hopes to find resources that guide him through the process of re-certification to re-enter his field. Layla, on the other hand, aspires to improve her language skills and gain access to adult education programs to enhance her employability.

Housing & Neighbourhood:

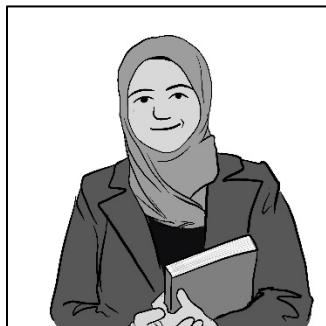
Securing stable housing in a safe and supportive neighborhood is a top priority for the growing Rahman family. Ahmad and Layla do not have driver's licenses or a vehicle, posing challenges in accessing housing options in family-friendly neighbourhoods with access to transportation services. A friend of the family is available to drive them on occasion, but their work schedule can often interfere. They require assistance in understanding rental agreements, tenant rights, and finding affordable housing options suitable for their family's needs as they look to move out from their Sponsor's home.

Recreation, Capacities, and Hobbies:

Despite facing numerous challenges, the Rahman family desires to rebuild their sense of community and belonging in Canada. They seek opportunities for their children to engage in recreational activities and educational programs that promote their social and emotional development. Karim, with a keen interest in sports (especially soccer), requires guidance on accessing sports clubs and teams in the community. Rana loves music and would like to learn more about options available to her. Ahmad and Layla also hope to explore hobbies and interests that foster connections within their new community. It is also important to both Layla and Ahmad that their children continue their Arabic language education in addition to their schooling.

As the Rahman family navigates the complexities of resettlement, they aspire to overcome barriers in health, education, housing, and recreation to build a brighter future for themselves and their children in their new Canadian home.

Client Case Study 2– Aisha



Name: Aisha (Age 28, female)

Children: None

Country of Origin: Iraq

Length of Residence in Canada: 6 months

Status: Federal Skilled Worker (Express Entry)

Meet Aisha, a highly educated newcomer to Canada embarking on a journey of resettlement and integration. Originally from Iraq, Aisha holds a Master's Degree in Computer Science. She originally destined to settled in Sherbrooke but wanted to connect more with the community here in Windsor. She also stated that weather and cost of living were deciding factors in her move. Determined to build her career and establish herself in her new community, Aisha has set ambitious goals across various thematic areas:

Health & Social Cultural Integration:

Aisha recognizes the importance of maintaining her physical and mental well-being as she adjusts to life in Canada. She has not been connected to health care and would like to explore opportunities to stay active and live a healthy lifestyle in Canada. Additionally, Aisha is eager to connect with local community groups and cultural organizations to foster social connections and build a sense of belonging.

Education and Employment:

With a strong educational background, Aisha is determined to have her credentials recognized in Canada to pursue career opportunities in her field of expertise. While she completed a Master's Degree in Computer Science, and she worked for 2 years in her field as a computer network technician before arriving in Canada. She seeks guidance and support from employment services and credential evaluation agencies to navigate the process of accreditation and re-entering the job market. Aisha also aims to improve her English language proficiency through language classes to enhance her employability.

Housing & Neighbourhood:

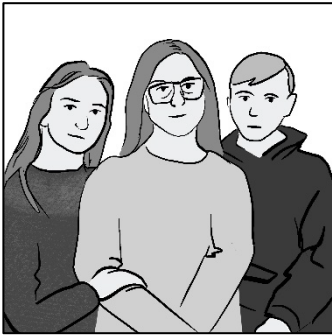
Finding stable and affordable housing is a priority for Aisha as she settles into her new community. She requires assistance in understanding rental agreements, tenant rights, and accessing housing support services. Aisha also seeks to reside in a safe and welcoming neighborhood with access to amenities and public transportation for convenience and accessibility.

Recreation, Capacities, and Hobbies:

In addition to her professional goals, Aisha recognizes the importance of maintaining a balanced lifestyle and pursuing her interests outside of work. She aims to explore recreational activities and hobbies that align with her passions, such as joining local clubs or groups related to technology, arts and graphic design, or cultural exchange. Aisha also seeks opportunities to volunteer within her community to give back and connect with others who share her interests.

As Aisha navigates the complexities of resettlement, she remains resilient and determined to achieve her goals across health, education, employment, housing, and recreation. With access to supportive services and resources, Aisha is poised to thrive and contribute positively to her new Canadian community.

Client Case Study – Elena



Name: Elena (Age 42, female)

Children: Boris (Age 14, male) and Oksana (Age 16, female)

Country of Origin: Ukraine

Length of Residence in Canada: 6 months

Status: Canada-Ukraine Authorization for Emergency Travel (CUAT)

Meet Elena, 42, a single mother of two teenage children from Ukraine embarking on a new chapter in Canada under the federal government Ukraine Authorization program. Despite being highly educated, Elena faces the challenge of limited English skills and the need to have her credentials recognized in her new country. Her children, Boris (14) and Oksana (16) who do not speak English, add an extra layer of complexity to their resettlement journey.

Health & Social Cultural Integration:

Elena recognizes the importance of accessing healthcare services for herself and her children, particularly considering their limited English proficiency. She seeks culturally sensitive healthcare providers who can effectively communicate and address their medical needs. Additionally, Elena is eager to connect with Ukrainian community groups and cultural organizations to preserve their heritage and foster social connections in their new environment.

Education and Employment:

In Ukraine, Elena worked as a nurse and has 15 years of experience. She is interested in working in the medical field in Canada and would consider careers outside of nursing if needed, especially in the short-term. She does require assistance in navigating the credential evaluation process and accessing language classes to improve her English proficiency. Elena also seeks support for her children's education, including English language classes and guidance on school enrollment.

Housing & Neighbourhood:

Securing stable and affordable housing is a priority for Elena as she settles into her new community. She seeks assistance in understanding rental agreements, tenant rights, and accessing housing support services. Elena also prioritizes finding a safe and welcoming neighborhood with access to schools and amenities suitable for her family's needs.

Recreation, Capacities, and Hobbies:

In addition to their practical goals, Elena wants to ensure her family has opportunities for recreation and social engagement. She seeks information on local recreational activities and hobby groups that cater to their interests and cultural background. Elena also hopes to enroll

her children in extracurricular activities to help them adjust to their new surroundings and make friends.

As Elena navigates the challenges of resettlement, she remains determined to achieve her goals across health, education, employment, housing, and recreation for herself and her children. With access to supportive services and resources, Elena is optimistic about building a bright future for her family in their new Canadian community.

Discussion Questions

Day 1 - Discussion Block A (Sector-Specific)

Read the provided Case Study 1 about the Rahman family with your table. First, introduce yourselves and your organizations. Then, as a group, discuss the following questions, keeping in mind what you have learned in Dr. Nakhaie's presentation.

- 1. How can your organization/sector support this family? What services do you offer? How can you refer to other community partners?**

- 2. If the Rahman family wasn't meeting the goals that your organization helped them with, what would you prioritize based on what you've learned today?**

3. Is there anything that you have changed or would change about your service delivery approach with the Rahman family based on what you learned today?

4. What additional data would you need or want that would help inform your decision-making? What information is missing from the client profile shared with you?

Day 2 – Discussion Block B (Cross-Sectoral)

After introducing yourselves and your organizations, first share a high-level overview of what you discussed yesterday at your sector-specific table. Explain how your organizations proposed to support clients. Use the following questions to guide your discussion about how your work intersects.

- 1. Across the sectors at this table, what does the network of support look like for the Rahman family in this region? How can you come together to support your mutual clients? Is this done formally and in partnership, or informally?**

2. What partnership opportunities can you identify to create a support system for these clients? Are there opportunities to explore deeper partnerships or funding opportunities to improve the way we can work together? How do we ensure that these referral and collaboration pathways are visible, clear, and understood by our sector now and as new hires come in?

3. Based on the information provided during this event, what additional support/resources are needed in the community?

Day 2 – Discussion Block C (Sector-Specific)

Now that you have reconvened at your sector-specific tables, this is the time to share with your colleagues about what you've learned from your cross-sector discussions. Together, you will prepare talking points to discuss your interactions with newcomers, key issues you are seeing and facing, and how you can address these issues through community collaboration. Choose someone from your table to present to the whole room.

Glossary

Term	Definition
Asset Score / Value	Includes clients' assets (strength) related to adjustment, support, health, motivation, skill, resilience, achievement, access, coping, knowledge, ability, awareness, housing, transportation
CLB	Canadian Language Benchmark (Levels 1-12)
Client (Internal) Asset	Assets internal to clients, such as knowledge, health, skills, etc. E.g. "I am self-employed", "I am able to care for myself independently".
CUAET	Canada-Ukraine Authorization for Emergency Travel
Environmental Asset	Assets external to clients. E.g. " I moved here for a better education for my children", "My neighbourhood is safe"
IRB	Immigration and Refugee Board
K2 Pathway to Settlement System	The client management technology built on Salesforce built by the WE Value Partnership to support our ecosystem and services. Includes an assessment questionnaire, referral builder, Partner Portal, and Client Portal.
Longitudinal Data	Data that is collected through a series of repeated observations of the same subjects over some extended time frame
NAARS	Needs and Assets Assessment and Referral Service
SDH	Social Determinants of Health
Standardized Data	Standardized data refers to information formatted uniformly, making it easier to understand, analyze, and draw accurate conclusions from the whole, regardless of individual data points.
WE Value Partner Portal	A component of the K2 system that allows partner organizations to contribute their organization, program, and service information to be made available for referral, as well as view and manage incoming referrals.
WE Value Settlement Assessment	Our standardized, holistic, and capacity-focused assessment, a direct service provided to newcomers through our three host organizations.