



# MANSO

MANITOBA ASSOCIATION  
OF NEWCOMER SERVING  
ORGANIZATIONS

## MANITOBA ANNUAL INTEGRATION SUMMIT

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## **MANSO Staff**

Vicki Sinclair, Bequie Lake, Teresa Burke, Seid Oumer Ahmed, Michelle Strain,  
Don Boddy, Immaculate Nabisere, Nicole Jowett

## **Note Takers**

Cynthia Dela Agotse, Ella Rockar, Pallabi Bhattacharyya, Kaitlyn Obedzinski, Abdul-Bari Abdul-Karim,  
Jenna Ferchoff, Worlanyo Dovoh, Annette Riziki, Alejandra Gonzalez, Emma Hamm

## **Advisory Committee**

Donna Wall, Anna Bird, Jorge Fernandez, Laurie Sawatzky, Marta Kalita, Monika Feist,  
Renée-Lynn Gendron, Traicy Robertson, Wendy Petersen, Aileen Clark, Roselyn Advincula,  
Dorin Adenekan, Katie Muirhead, Abdikheir Ahmed

## **Translation**

Marlene Chambers

## **Photographer**

Mesfin Semaw

## **Layout and Design**

Sangeetha Nair

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## BACKGROUND



The Manitoba Association of Newcomer Serving Organizations (MANSO) is a non-profit umbrella organization representing over 60 settlement service providers in Manitoba. MANSO acts as a voice for the Manitoba settlement and integration sector, as well as supporting its members through communication, networking and professional development activities.

With support from Immigration, Refugees and Citizenship Canada (IRCC), MANSO convened a three day event from October 25<sup>th</sup> – 27<sup>th</sup>, 2017 to open dialogue about current trends, successes, gaps and challenges within the sector and highlight good practice among service providers and community organizations.

In June 2017, MANSO sent a survey to our member organizations and other stakeholders requesting input on objectives for the summit, and created a summit advisory committee to guide planning for the event. This advisory committee included stakeholders from service providers, sector partnerships, and provincial and federal governments.

Over the three days almost 300 people attended the event, including representatives from settlement service providers, municipal, provincial and federal governments, ethno-cultural and community organizations, employers and other key settlement stakeholders.

Similar events were also held in fall 2017 in Saskatchewan, convened by the Saskatchewan Association of Immigrant Settlement and Integration Agencies (SAISIA) and in Alberta, convened by the Alberta Association of Immigrant Serving Agencies (AAISA).

The three days of the summit were focused on the following themes:

- Day 1 (October 25<sup>th</sup>, 2017) focused on **Resettlement** with an emphasis on collaboration within and beyond the sector for refugee related initiatives.
- Day 2 (October 26<sup>th</sup>, 2017) highlighted **Integration** and provided an opportunity for a range of stakeholders to envision and plan for inclusive and just communities.
- Day 3 (October 27<sup>th</sup>, 2017) examined how the **Settlement** system is functioning towards the goal of integration through government policies and sector services.

In addition, in collaboration with Immigration Partnership Winnipeg (IPW), MANSO hosted an evening session on Thursday, October 26<sup>th</sup>, 2017 focused on collaboration with ethno-cultural communities. The evening included a dinner as well as presentations and opportunities for discussion.

The Summit included a mix of plenary presentations, workshops on key settlement themes, and roundtable discussions on key gaps, challenges and priority actions. Note-takers coordinated by Immigration Research West assisted MANSO board and staff with documenting key discussion points. The report was written by MANSO staff and reviewed by selected presenters, the MANSO board and IRCC.

# EXECUTIVE SUMMARY



## Objectives

The overall objectives for each day were to:

- Review the current status of the settlement system and its implications for community integration
- Determine key gaps in the system and discuss priority actions
- Communicate about new information, best practices, and outcomes

Specific additional objectives for each day were as follows:

- Resettlement: Discuss collaboration within and beyond the sector on resettlement initiatives
- Integration: Explore directions for strengthening social, economic and civic integration of newcomers in Manitoba and examine key topics related to inclusion and integration of newcomers from multiple perspectives
- Settlement: Discuss government policy and address questions related to government partnerships with service providers and other stakeholders

## Key Recommendations for MANSO and the Sector

A number of key recommendations emerged for MANSO, with the support of its members and other stakeholders,

to address. MANSO's Prioritized Work Plan is at the end of the main report. Potential actions for other actors are also included.

### Coordination and Collaboration

- Increase role and promote awareness of MANSO as a community connector and central information source
- Continue to work through CISSA-ACSEI to address funding agreements, including advocating for change to policies that require separating program participants by funding category
- Continue and improve communication and collaboration between all settlement actors
- Work with IPW to coordinate communication between SPOs and ethno-cultural communities about available supports and potential partnerships/pathways involving ECCs
- Facilitate effective and efficient collection and sharing of data for collective analysis
- Discuss with IRCC to help support and coordinate webinars to answer iCARE and Open Data Portal FAQs from sector

### Private Sponsors, Small Centres, and Francophone Communities

- Improve collaboration and centralized processes between various actors in private sponsorship
  - Continue to facilitate collaboration between MANSO, RSTP, SAHs, private sponsors, and SPOs
- Support development and implementation of francophone strategy
- Support innovative initiatives and promote Manitoba as leader in small centre settlement
  - Support increased mental health services capacity of regional SPOs, small centre SWIS/ LIPS programming, and expansion of REDI project model into a rural context





### Service Accessibility, Housing, and Health

- Facilitate access to settlement services for all newcomers, regardless of eligibility
  - Advocate for all levels of government to fund ineligible clients
  - Continue work on providing information on accessible services for all ineligible clients
  - Engage membership in discussion of MANSO's role in advocating for cities and province to adopt and enact Access without Fear policies
  - Work with partners to convene major funder meeting on diversified funding for ineligible client services
  - Advocate for more resources to be allocated to the Immigration and Refugee Board to provide quicker hearings and determinations
- Increase role and awareness of MANSO as a central information source for housing resources and training
- Address gaps in mental health services, particularly for youth and in rural areas

### Social Connections

- Offer continued capacity building for sector on sexual orientation, gender identity, and sexuality
  - Explore a similar program to OCASI's positive spaces campaign
- Support development and diffusion of provincial newcomer education strategies e.g. Promising Pathways for Older Youth and Newcomer Education Consultations

- Continue ongoing discussions on youth mental health gaps and gang prevention strategy
- Offer continued capacity building for sector on supporting understanding and partnerships with Indigenous peoples
  - Conduct and share scan of member organizations' good practices and resources

### Language and Childcare

- Address gaps in client need-driven language training, particularly Stage 2 EAL and EAL for young adults
  - Convene discussion between language, employment and youth services providers on pathways for young adults
- Collaborate with CMAS and the sector to improve CNC logistics
  - Work with CMAS to change rules re: space requirements for babies and outdoor space

### Employment

- Continue and initiate collaboration on projects for language and employment (e.g. REDI) as well as qualification bridging
  - Continue to work with Office of Manitoba Fairness Commissioner on Qualifications Recognition
  - Discuss strategy to increase bridging and mentorship programs for internationally educated professionals.

## Key Recommendations for Other Stakeholders

These recommendations were proposed by presenters and participants at workshops and roundtables during the MANSO summit. They are presented here for consideration by other stakeholders.

### Other Networks and Service Providers

- IPW and MANSO to work with partners to convene major funder meeting on diversified funding for ineligible client services
- IPW and MANSO to jointly look at interim funding alternatives around employment and mental health
- IPW and MANSO to facilitate opportunities for youth programs to connect with one another and with ethno-cultural communities
- IPW and MANSO to support engagement of Indigenous communities as partners
- RIF to support development and implementation of francophone strategy
- RSTP to include clarified definitions of roles in RSTP training sessions for sponsorship groups and adjust Settlement Plan checklist of sponsor's responsibilities to include referrals to SPOs

### IRCC and Province

- Maximize communication and collaboration between IRCC and Province
- Invest in Stage 2 EAL so all immigrants can reach their full potential
- Expand funding options for joint connections between newcomer and Indigenous communities

## IRCC

- Follow up with iCARE on information not captured due to limited data fields
- Be proactive in addressing information gap that results in limited access to services for PSRs/BVORs and clarify definitions of roles and responsibilities for sponsorship groups and SPOs
- Fund youth employment pathways and young-adult EAL classes with relevant topics and links to employment, particularly CLB 5-7

## Province

- Evaluate accommodation options for predicted refugee claimant arrivals
- Expand REDI project model to youth and into a rural context
- Extend employment supports beyond initial employment acquisition to ease transition from financial supports
- Support programs for older newcomer youth with interrupted education







## Key Policy Recommendations

### IRCC

- Review regulations that require service providers to offer separate childcare provision for Canadian citizen and non-citizen children. Explore Federal inter-departmental coordination when community-based programming is offered under mixed federal funding to different categories of parents including newcomers and indigenous participants
- Regularly review RAP rates to ensure they are adapted to the reality of the cost of living
- Eliminate transportation loans
- Support streamlining of referral processes for PSRs/ BVORs
- Provide funding for ineligible clients
- Collaborate between government departments to provide needed funding
- Expand definition of immediate family members, allowing for more cultural nuances and flexibility for trauma-affected families

- Allow newcomers to add family members during One Year Window sponsorship application
- Work with provinces to support mental wellness of youth, including funding specialized services for immigrant / refugee youth where appropriate
- Maintain ongoing psychosocial needs assessment support for refugees
- Extend supports beyond initial employment acquisition to ease transition from financial supports
- Eliminate the 'excessive demand' policies for applicants for permanent residency who have a dependent with a disability or chronic health condition

### Province

- Change regulations that require SPOs to separate program participants by funding category, particularly for Indigenous peoples
- Collaborate between government departments and use new funding opportunities to provide funding for ineligible clients
- Adopt and implement Access without Fear policies for provincial services including education and health
- Alter immigrant selection criteria to focus on social/ education assets more than financial assets
- Evaluate pathways to permanent resident status for international students
- Extend employment supports beyond initial employment acquisition to ease transition from financial supports

### Other Government Policy Recommendations

- Federal government should allocate more resources to Immigration and Refugee Board to provide quicker hearings and determinations
- Municipal governments should adopt and implement Access without Fear policies for municipal services

## DAY 1: RESETTLEMENT



More detailed session summaries, including key discussion points and recommendations, and most session presentations are available in the version of the report posted on the [MANSO website](#).

### Plenary Presentations: Resettlement Update

In this session, an update on the Resettlement Assistance Program (RAP) was followed by brief presentations on highlights and challenges from key representatives in the resettlement process. The IRCC RAP update outlined recent changes to RAP rates and transportation loan repayment methods. The local Manitoba SAH representative and RAP providers welcomed these changes and reiterated that RAP rates must be regularly reviewed to adjust for cost of living. Immigration Partnership Winnipeg emphasized the importance of collaborating with ethno-cultural communities in the resettlement process. Winnipeg RAP providers, Manitoba Interfaith Immigration Council (MIIC) and Accueil Francophone, discussed the need to be proactive in informing PSRs of available services and of the importance of collaboration in addressing the complex needs of traumatized refugees. Finally, the Brandon RAP provider explained a unique initiative where sponsorship groups support GAR families while waiting for PSR arrivals.

#### Key Recommendations

- Regularly review RAP rates to ensure they are adapted to the reality of the cost of living
- Promote the role of ethno-cultural community groups (ECGs) in settlement and integration by

creating clear partnerships and pathways with ECGs

- Maintain and expand regular conference calls by MANSO and other key players, and generally improve collaboration, to overcome multifaceted issues through communication
- IRCC to continue to be proactive in addressing any information gaps that limit access to services for PSRs and BVORs

### Discussions

#### Collaboration on Standardized Needs Assessments

This discussion outlined the current processes of needs assessments for Government Assisted Refugees (GARs) in Manitoba, as well as preliminary results of these standardized, psycho-social, and well-being needs assessments. The collaborative process has been generally beneficial in addressing gaps and trends. Time, both in terms of assessments and data entry, as well as data management are ongoing challenges.

#### Key Recommendations

- Share RAP needs assessment tools with all Manitoba SPOs, and assess interest and willingness to collaborate on standardized needs assessments for all newcomers (non-GARs)
- Share collected data on RAP dashboard to offer opportunities for collective analysis of trends, gaps, and successes
- Sector to continue promising practice of conducting psycho-social needs assessments

## Collaboration between Private Sponsors and Service

### Providers

This discussion looked at current and potential collaboration between private sponsors and service providers. The need to clarify roles and streamline the referral process between sponsorship groups and SPOs was emphasized. The importance of collecting and sharing information on, accurate arrival times, and access to services was also highlighted.

### Key Recommendations

- Continue to improve collaboration between MANSO, Refugee Sponsorship Training Program (RSTP), and Sponsorship Agreement Holders (SAHs)
- Clarify IRCC definitions of roles and responsibilities for sponsorship groups and SPOs. Include this in RSTP training sessions for sponsorship groups
- Streamline referral processes for Privately Sponsored Refugees and Blended Visa Office Referred (PSRs/BVORs). Hold joint meeting between sponsorship groups and SPOs to discuss available settlement services and how both parties can partner to deliver services. Include referrals to SPOs on the Settlement Plan checklist of sponsor's responsibilities

### Refugee Claimant Eligibility and Supports

This session was an opportunity to discuss key challenges and supports for refugee claimants in Manitoba. Challenges included ineligibility for IRCC funding, delays in hearings and work permits, and need for vital paralegal and pre-hearing support. The role of government, services providers, ethno-cultural communities, and the broader community in addressing these issues was discussed.

### Key Recommendations

- Support organizations with diversified funding to provide services to refugee claimants
- Continue to advocate for more resources to be allocated to the Immigration and Refugee Board to provide quicker hearings and determinations
- Advocate for mothers who give birth to a child while waiting for a hearing in order to help them navigate systems where the child, born into citizenship, is eligible for services.

## Workshops

### Refugee Housing and Comprehensive Supports: Research

This workshop featured research on the need and potential for comprehensive supports linked to refugee housing. Subsequent discussion focused on the concept of housing stability and the need to consider factors beyond housing budgets.

### Key Recommendations

- Engage with the private market and develop partnerships with landlords to understand their priorities
- Develop pre-arrival information and communicate with ethno-cultural communities to attenuate newcomers' housing expectations
- Support and share results from study on the long term impacts of the Immigrant and Refugee Community Organization of Manitoba (IRCOM) model to support the development of similar initiatives

### Supporting Staff who are Exposed to Trauma

This session focused on what workplaces, including refugee-serving organizations where staff are frequently exposed to trauma, can do to support the mental health of their employees. The importance of organizational commitment to an ongoing preventive approach was emphasized. Developing a culture of reflective practice and ensuring manageable caseloads are key factors in this process.

### Key Recommendations

- MANSO to continue offering opportunities for dialogue and learning about vicarious trauma
- IRCC and Prairie and Northern Territories PNT umbrellas to potentially engage in dialogue on case load norms for workers
- MANSO to work with Occupational Health Centre or other partners in offering opportunity for organizations to explore and implement holistic approaches to psychological health and safety in the work place
- IRCC support vicarious trauma project developed by Aurora.



## The Refugee Employment Development Initiative (REDI) as Promising Practice

This workshop was an opportunity to reflect on promising practices from the REDI pilot as an innovative program to address meaningful employment for refugees with low CLB in English. Discussion focused on the value of collaboration among program stakeholders as well as between the federal and provincial governments as co-funders.

The importance of flexibility in adjusting to employer and client needs was also discussed.

### Key Recommendations

- Continue to invest in, develop and refine the REDI model through evaluation to meet the needs of this client group
  - Ensure comprehensive wrap-around supports for clients to increase the likelihood of success

- Develop a tool to measure client suitability, including factors such as existing technical or vocational skill-set, motivation levels, physical capability, and possession of a driver's licence

- Continue current efforts to expand the REDI project model into a rural context

## Resettlement Roundtables: Key Gaps and Recommendations

Participants chose a roundtable based on their interests and expertise. Mixed groups of Service Providers, Government staff and Ethno-cultural group representatives focused on key gaps and priority actions within a specific topic, all input was gathered but there was not consensus from the whole group on every recommendation. Gaps identified by participants are listed along with possible priority actions related to them.

### Health, Mental Health, and Disability

1. Overall lack of accessible appropriate mental health services E.g. Lack of services for specific demographics, lack of culturally appropriate services, lack of long term trauma counselling
  - i) Funding
    - IRCC needs to look at (re)settlement as holistic, therefore offering support for mental health supports rather than current crisis counselling
    - MANSO and IPW to brainstorm funding alternatives
  - ii) Partners
    - Involve the private sector in dialogue around employment and mental health
  - iii) Collaboration
    - Develop a community of collaborative practice
    - MANSO and SPOs to provide support to increase capacity of regional SPOs
2. Newcomer children and youth under 21 with developmental disabilities face major barriers in accessing provincial services in the school system
3. Referral pathways for mental health services are cumbersome and circular

### Family Reunification

1. Limited routes to Family Sponsorship
  - Base immigrant selection on social/education assets more than financial assets or prearranged jobs
  - Increase investment in higher level EAL so not only wealthy migrants can reach full potential
  - Fund SPO staff to support PRs and new citizens with family reunification pathways and paperwork
2. No opportunity to bring in non-immediate family
  - Open up categories for family members to expand immediate family to include parent or child equivalent relationship with siblings, aunts, uncles, nieces, nephews and cousins in war-affected families.
3. No flexibility in One Year Window program
  - Improve pre-departure orientation and efforts to block misinformation
  - Allow people to add family members to initial application if they can prove the connection

## Housing Supports

1. Overall lack of adequate housing
  - Research influences on, and availability of, adequate low/middle income housing in private market
2. Challenge of navigating transition from supplemented/subsidized income and/or housing to non-supported income and/or housing
  - Expand training for all newcomers on how to navigate financial transition period
3. Lack of awareness/communication re: available supports and training to navigate this transition period
  - Increase role of MANSO as a community connector and information source

## PSRs and BVORs

1. Overall communication between federal and provincial governments, sponsor groups, and SPOs
  - Strengthen collaboration between RSTP, SAHs, SPOs, and MANSO
  - In RSTP checklist, include links to MANSO and SPOs and tailor list based on sponsor group location
  - Connect with newcomers immediately and follow-up in 30-60 days
2. Understanding privacy concerns related to information sharing between Sponsors and Service Provider Organizations.
3. Lack of central place to streamline PSR, BVOR, and Group of 5 arrivals
  - Convene further all-stakeholder conversation on centralized arrival process

## Employment

1. Overall issue of underemployment
  - Focus on developing good practice in client-driven career plans
2. Challenge of transition from GAR/PSR or EIA support to employment without supports
  - Lobby governments so supports like IFH and EIA Health Benefits can follow newcomers into the work place for a number of months until they are established
3. Challenges with language and understanding of Canadian workplace culture
  - Provide funding to develop workplace integration project model

## Youth

1. Overall challenge of coordination for youth supports
  - Develop tools for youth needs assessments and referral pathways
  - Improve understanding and collaboration between private sponsors and SPOs
    - i. Include youth on a checklist for private sponsors
    - ii. Facilitate mutual learning between sponsors and SPOs
2. Overall lack of services and programs for youth
  - Explore good practice in enriching after-school programming, particularly outside Winnipeg's core
  - Develop volunteer programs in collaboration with local businesses
3. Limited pathways for older youth
  - Encourage school divisions to implement division-wide strategies and programs for older youth with interrupted education
  - IRCC fund more CLB 5-7 classes for young adults
4. Related issues and challenges
  - Continue discussions on gang prevention strategy
  - Develop resource to educate parents on sexual health, potentially including a curriculum with specific lens for Muslim families, and develop parenting programs for young adults
  - Provide supports to encourage communication between youth, parents, and schools about challenges like bullying

## DAY 2: INTEGRATION



*Each group discussed innovative integration practices and areas for collaboration*

More detailed session summaries, including key discussion points and recommendations, and most session presentations are available in the version of the report posted on the [MANSO website](#).

### Plenary: Deepening Community Integration through Interconnections and Innovations

This plenary featured people involved in a diverse range of integration practices to consider how integration can be made more profound in our communities.

The session started from the direct experience of a young woman who told of her resettlement experience and emphasized that it takes a village for successful integration. The manager of a catering social enterprise discussed the need for flexibility, appropriate wages and benefits, and appropriate skill development to provide a successful entry into the Canadian workplace. A settlement services coordinator in a small centre described her own experience of making a home in Canada and the particular challenge of being an international student looking to become a permanent resident. An active member of the Kurdish community discussed the key role that ethno-cultural groups can play in helping newcomers to settle in Manitoba, and he suggested that these communities should be more formally involved in settlement and integration services. Finally, the director of a settlement agency emphasized the vital role of volunteers in settlement and integration initiatives.

The series of panelists highlighted the diversity of interconnections between many partners and innovative integration practices which are vital to successful integration.

### Table Discussions: Deepening Community Integration

Each group discussed innovative integration practices and areas for collaboration towards this goal.

#### Presentation: Francophone Immigration Week

Coinciding with the start of Francophone Immigration Week, this presentation provided an opportunity for the Réseau d'Immigration Francophone (RIF) to discuss the role of the network and unique aspects of francophone immigration to Manitoba. The Manitoba francophone community is diverse and faces different challenges. Francophone immigration can help address declining rates of French as a first language and plays an important role in the growth of Canadian society. The RIF facilitates collaboration and awareness through education, training, and events for the government, the settlement sector, and the public to better support newcomers.

#### Presentation: 211 Community Supports

Manitoba 211 presented its new website, [www.mb.211.ca](http://www.mb.211.ca), which allows community members to find the services closest to them using a geographic search tool, and encouraged service providers to use the tool.

## Workshops

### Facilitating Newcomer-Indigenous Relations through Education

This workshop focused on the theme of building Indigenous-newcomer relationships while allowing participants an opportunity to explore their own understanding of Indigenous peoples in Canada. Some service providers new-comer clients had limited or negative understandings of Indigenous peoples. The importance of reconstructing stories in order to change these narratives was emphasized.

#### Key Recommendations

- Share the stories of Indigenous peoples to reshape the narrative shared with newcomer clients and recognize similarities between experiences of Indigenous peoples and newcomers
- Encourage co-funding of both Indigenous and newcomer programs and supports in order to reduce the perception of inequity between the two groups
- Provide opportunities for relationship building towards lasting change

### Gender Equity and Cultural Safety

This workshop considered how community members and service providers can recognize multiple cultural perspectives while supporting a rights based approach to gender equity. Settlement service providers, as individuals and organizations, must mediate cultural safety and gender equity to facilitate access to resources in a client-centred way.

#### Key Recommendations

- Settlement workers need to foster a safe environment for their clients and respect the unique cultural identity of often marginalized people
- Settlement workers may need to differentiate between personal and professional approaches

### Alternative Business Models for Meaningful Employment

This workshop considered how alternative business models, such as co-ops and social enterprises, based on community economic development principles can facilitate meaningful employment for newcomers. Community Economic Development (CED) principles focus on the local, including employment of local residents and local re-investment of profit. Starting a new business in a new country can be part of a challenging process of integration, but can also bring economic stability and a sense of belonging.

#### Key Recommendations

- Approach social impact bonds with caution and do significant research since not all outcomes have been positive.

### Pathways for Older Youth

The settlement sector has long identified a persistent challenge for older youth in transitioning from K-12 to either post-secondary, employment, or other alternatives. This session outlined Manitoba Education & Training's approach to supporting older youth, including a resource currently in re-development called "Promising Pathways." As an example, N.E.E.D.S. Inc. has a multi-faceted approach to employment programming to respond to the needs of refugee youth with multiple barriers.

#### Key Recommendations

- MANSO to work with Manitoba Education and Training (MET) to convene further opportunities for organizations to discuss case studies from the Promising Pathways document and develop more concrete ideas for programming models
- MANSO to review report from Newcomer Education Consultations, when released by MET, and discuss findings with sector





### Good Practice in Supporting LGBTQ+ Newcomers

This workshop aimed to outline the intersecting challenges faced by LGBTQ+ newcomers and provide strategies for service providers, community members, and other stakeholders to facilitate safe supports, spaces, and programming. LGBTQ+ newcomers, including participants in Rainbow Resource Centre's New Pride group, experience unique settlement challenges, including discrimination both from their ethno-cultural community and within the LGBTQ+ community itself. LGBTQ+ refugee claimants often have challenges during Immigration Refugee Board (IRB) hearings because members see inconsistencies in their stories which can result from clients not being comfortable coming out to all service providers.

Mainstream settlement service providers can do more to connect clients to LGBTQ+ specific programming as well as ensure that their services are responsive to the needs of LGBTQ+ community members. They can also facilitate access to ethno-cultural groups that are safe and supportive. SERC Manitoba and the Rainbow Resource Centre support organizations in developing an organizational approach and training to facilitating safe spaces and services. These conversations implicate culture and values, so training takes time and is not a one day event.

### Key Recommendations

- MANSO to continue offering opportunities for dialogue and learning on the topic of supporting LGBTQ+ newcomers, including opportunities for front line staff
- MANSO to assist Rainbow Resource Centre in exploring opportunities for increasing safety of interpretation
- Participants in PNT cluster on LGBTQ+ to continue sharing information, resources, and good practice with Manitoba settlement community
- MANSO to explore a similar program to OCASI's positive spaces campaign

### Collaborating with Ethno-Cultural Communities: Summer Youth Programming as Promising Practice

This workshop highlighted recent IRCC funded Summer Youth Engagement Programs (SYEP) as a positive example of collaboration between ethno-cultural communities and service provider organizations. The delay in funding confirmation was a significant challenge for organizers; however, a number of ethno-cultural communities presented and participating youth were very positive about the experience.

## Key Recommendations

- Confirm funding earlier so staff can be hired and programs can be advertised/organized before the end of the school year.
- Engage wider range of funders and stakeholders in broadening service offerings.

## Cultural Competency for Culturally Diverse Organizations

This workshop highlighted best practices for a culturally competent workplace through the use of case studies and group discussions. Cultural competency is a reciprocal journey that includes both newcomers and other Canadians. This is particularly important in diverse workplaces, since immigrants continue to fare worse in labour market outcomes and earnings compared to their Canadian born counterparts.

## Key Recommendations

Cultural competency challenges need to be addressed from interpersonal, organizational, and newcomer perspectives. Training must be ongoing and in multiple formats to suit different community members and service providers

## Case Studies in Innovative Language Delivery

This workshop provided an opportunity for participants to explore six different innovative language initiatives from a range of language providers and individuals. Programs tended to be flexible according to client needs and often relied on volunteer support.

## Key Recommendations

- Engage community groups to take on the training and initiation of the activities where possible
- Continue to spread the word wherever possible to raise the profile of innovative projects
- Provide a framework/curriculum, inclusion training, literacy training, resources, and support to guide volunteers in assisting newcomers
- Evaluate outcomes of these initiatives

## Presentation: Newcomer-Indigenous Community Building

Supporting mutual learning between newcomer and Indigenous communities has been identified as a key area of growth by community members and service providers. This session looked at IRCOM's approach to nurturing Indigenous-newcomer relationships as an example for organizational development in this area. It was emphasized that service provider organizations need to commit to Reconciliation as a key part of their strategic model and relationship and resource building must be led by engagement with community, not colonial institutions.

## Key Recommendations

- MANSO to help newcomer serving organizations share good practices and resources by conducting a scan of our member organizations and offering further opportunities for discussion and learning
- MANSO to foster discussion with members and community organizations about how to support partnerships with Indigenous community organizations in a way that adds capacity



## Dinner and Dialogue

Co-hosted by MANSO and Immigration Partnership Winnipeg (IPW), this gathering was an opportunity to connect with ethno-cultural community (ECC) representatives and learn from their perspectives and priorities.

ECCs can play a major role in creating a sense of belonging and trust in new communities, particularly in the early stages of settlement. IPW recently convened an ECC engagement session to discuss the needs and roles required to support ECCs in the vital but informal settlement work that they do. Key needs include funding, centralized resources and information, access to settlement and city services, physical space and human capacity building, and opportunities to strengthen collaboration with other ECCs, SPOs, IPW, and MANSO. IPW can play a key role as a connector and capacity builder, while the City of Winnipeg has an important responsibility in terms of providing funding and resources.

Building community resilience is a vital part of this process. Storytelling, political involvement, and youth engagement are powerful means towards this end. Young newcomers face a particular set of challenges, particularly in terms of mental health, gender, education, sports, and housing. ECCs are in a unique position to work with the whole family and serve as a bridge to support parents and empower youth. Recent Summer Youth Engagement Programs (SYEP) are a strong example of collaboration between the IRCC, SPOs, and ECCs to support newcomer youth.

### Key Recommendations

#### Collaboration

- Enhance collaboration with other ECCs, SPOs, IPW, and MANSO, especially for youth
- Formalize work of ECCs in referral pathways and ensure consistent communication with SPOs
- IPW to serve as spokesperson for communication and collaboration among different actors

#### Access

- Facilitate ECC access to key settlement and city services e.g. language training, transportation
- IPW to act as centralized knowledge sharing resource and capacity building support, connecting to SPO and City of Winnipeg resources

#### Funding

- Support sustained and consistent funding for ECCs, particularly for newcomers without permanent residence, and include funding for physical space and volunteer/staff capacity building
- City of Winnipeg should appoint a contact person and play a key role in providing funding, resources, and services for ECCs

#### Community Resilience

- Address specific youth recommendations, including mental health curriculum and programs, communication training for parents, improved guidance counsellor ratios and teacher awareness of graduation pathways, affordable and culturally safe sports, and adequate newcomer housing strategy and units.





## DAY 3: SETTLEMENT



More detailed session summaries, including key discussion points and recommendations, and most session presentations are available in the version of the report posted on the [MANSO website](#).

### Dialogue with Government: Visions and Directions for Immigration and Settlement Programming

This session provided an opportunity to hear up-to-date Federal and Provincial statistics and policy information and for participants to pose questions to National and Regional representatives from IRCC and the Province.

An IRCC update on the State of Settlement in Manitoba confirmed that immigration levels and service delivery have grown in the province. The importance of evidence-based decision making with these increases was underlined. Sector coordination and collaboration was also encouraged for the upcoming CFP in 2019.

IRCC's preliminary findings from the recently completed national 2011-2016 Evaluation of the Settlement Program suggest that the program has generally been effective in achieving client outcomes and that the client survey method should be continued. The main focus of the

evaluation was on client outcomes, support services, LIPs, and settlement usages/profiles. Mental health was flagged as a key area for improvement.

In terms of its national direction, IRCC is particularly interested in the link between language and employment. Language at work is an area of focus for the upcoming CFP for Service Delivery Improvement pilots, along with vulnerable clients, youth, and entrepreneurship. IRCC is also aware of recurring issues including childcare, mental health, pathways to Permanent Residence for international students, and reporting burdens. It is looking into testing alternative funding models including Pay for Performance.

In the presentation from the Provincial Assistant Deputy Minister, the key message was the economic focus to its role in immigration. It envisions an iterative renewal of the Manitoba Provincial Nominee Program (MPNP), in which employers will play a key role as partners in implementing the changes and gauging the market for employment matching. Pathways to permanent resident status for international students and accommodation for refugee claimants are also on the Province's radar. The Province will soon announce the CFP for settlement projects funded by the new MPNP application fee.

## Performance Measurement and iCARE

This session was intended for IRCC to share information on the role of reporting, accountability, and ongoing evaluation in measuring the success of the sector. It was also a time for staff from iCARE and IRCC NHQ to address iCARE related questions from service providers. The presentation underlined the importance of a rigorous approach to data collection and program evaluation with a focus on outcomes. Annual Project Performance Report (APPR) findings regarding client needs and delivery challenges were discussed.

### Next Steps

- IRCC to follow up with iCARE on information lost due to limited data fields  
  
e.g. How to record students who leave programs that are no longer funded
- MANSO to discuss with IRCC to help support and coordinate webinars to answer iCARE and Open Data Portal FAQs from sector

## Discussions

### Cluster Strategy

The Cluster Strategy was initiated in late 2016. It involves the grouping of similar services, clientele, or institutions across the Prairie Northern Territories region who create communities of practice at learning events or via other strategies. IRCC provided an update on this approach to professional development. The importance of developing infrastructure which can allow for focused planning, guide measurement of combined settlement outcomes, and stimulate continuous improvement through evaluation and regional events was emphasized.

### Recommendations

- MANSO to conduct survey of member organizations on cluster participation

### New Narratives and Strategies for Attracting and Retaining Immigrants in Smaller Regions

In this workshop, researchers unpacked a series of problematic statements about newcomers in small centres, drawing from their research based in Nova Scotia. The potential for small centres to more effectively promote

integration due to their sense of community was emphasized. Discussion highlighted similarities to Manitoba and the leadership role it can take in small centre settlement.

### Recommendations

- Promote the reality that smaller regions want and need immigrants
- Promote the economic success of immigrants in smaller regions and tell the stories of newcomers and their wider economic impact on community
- Explore more opportunities for gender balance
- Explore the employment potential of spouses and partners who come with Principal Applicants
- Tap into international university graduates
- Continue to bust myths and challenge obstacles

## Settlement Roundtables: Key Gaps and Recommendations

Participants chose a roundtable based on their interests and expertise. Mixed groups of Service Providers, Government staff and Ethno-cultural group representatives focused on key gaps and priority actions within a specific topic, all input was gathered but there was not consensus from the whole group on every recommendation. Gaps identified by participants are listed along with possible priority actions related to them.



## Supporting Ineligible Clients and their Families

1. Fundamental ineligibility and inaccessibility for necessary services
  - Both IRCC and Province should provide funding for ineligible clients and IRCC should not punish service providers for providing service
  - There should be more collaboration between government departments in order to provide needed funding
  - City of Winnipeg and Province of Manitoba should adopt Access without Fear policy
  - SPOs should look for diversified funding in order to serve everyone
2. Lack of clarity among service providers, government, and clients about what services are available to whom and how they are accessed
  - MANSO to continue work on providing information on accessible services for all ineligible clients
3. Parents applying for Permanent Residence are required to investigate cost of services for their disabled child as part of their application
4. CNC rules of not allowing children of different eligibilities to mix in the same childcare setting causes huge problems for service providers and creates major barriers to integration
  - SPOs need to better understand the relationship between CMAS and IRCC

## Childcare: Care for Newcomer Children (CNC) and Beyond

1. Children with special needs cannot access supports because Manitoba is not licensed
  - Develop joint proposal among CNC programs to hire full time consultant to assist with special needs issues and staff support
2. It is difficult to balance numbers to keep adult classes and CNC spaces filled
  - Continue discussion on improving logistics
3. Physical space requirements for babies further limit spots and delay parents' return to class
  - Consult with CMAS on possibilities for changing rules re: space requirements for babies and outdoor space

## Focus on Language

1. Youth Language Training and Literacy
  - i. Age Specific Programs and Content
    - Develop young-adult EAL classes with relevant topics e.g. dating, employment, computers
    - Partner with SERC and other Service Provider Organizations to provide information youth may not receive in countries of origin
  - ii. Link to Employment
    - Offer young-adult bridging programs to academic or employment pathways
    - Connect with 'in-demand' occupations, potentially through Apprenticeship Manitoba, and offer occupation-specific language training and task-based teaching e.g. Safe Work Manitoba
    - Pilot REDI For Youth- REDIFY
    - Involve employers to offer mentorship and potentially work placements
    - Partner with EIA to pay students while studying/working
  - iii. Blended/Online Learning
    - Offer distance/synchronous learning in 'virtual classrooms'
2. Stage 2 funding gaps
3. Multiple other issues

e.g. General literacy needs, ineligible clients, limited program options for parents, students facing multiple barriers to attendance, and staffing challenges

## Online/Blended Learning Programs

1. Lack of funding for development and delivery
  - Research funding used by other online service providers and develop unique contextual proposals
  - Use waitlists as data for people who could be served by online learning
  - Find alternate funders
  - Develop operational partnerships
2. Lack of buy-in and under-utilization of available resources by service providers
  - Actively support new initiatives for online learning
  - Demonstrate effectiveness through service provider example
  - Find and support student ambassadors
3. Lack of information sharing and professional collaboration
  - Develop centralized information platform and sharing forum for service providers, including an IT support department
  - Offer conferences and roundtables on specific topics

## Employment: Qualification Recognition

1. Lack of centralized navigator for Internationally Educated Professionals (IEP)
2. Limited bridging programs for IEPs
  - Develop strategy to increase bridging programs
  - Offer more mentorship programs
3. Lack of recognition and acceptance of international education and experience, even in non-regulated occupations.
  - Collaborate with agencies to share consistent messages and dispel myths
  - Advocate and educate employers about employment equity

## Small Centres Research Breakout Session

Presenters facilitated a discussion among small centre SPOs about their research needs and ideas within the context of international comparative policy research focused on migration in small centres.

- Continue discussion between researchers and settlement sector on small centre research options

## Focus on Youth

1. Overall challenge of collaboration for youth supports
  - Create opportunities for different youth programs to connect with one another and with ethno-cultural communities, potentially through collaboration on continued gang prevention work
2. Limited pathways for older youth
  - Advocate to school divisions to make sure everyone from teachers to admin are aware of policies on “Right to Attend”
  - Province to release newcomer education consultation results
3. Challenge of intergenerational connections
  - Share good practice in intergenerational programs, potentially including facilitating conversations about sexual health
4. Related issues and challenges
  - Continue conversation on youth mental health gaps
  - Look into potential for renewal or expansion of Umoja newcomer-police community connection program

## Effective Referral Pathways

1. Funder rules and restrictions are not necessarily in line with client needs and can result in clients pursuing alternative methods of sourcing supports, meeting their settlement needs
2. Lack of understanding within the sector, and within ethno-cultural communities, of what services are available from different funded/non-funded groups does not present comprehensive options
  - SPOs must work closely and share information with ethno-cultural communities and volunteers. Respect the trust given to informal settlement supports, but ensure the information is correct
  - Recognize and build capacity of ethno-cultural groups to continue to provide vital settlement supports. Still, recognize not all clients choose to connect with their ethno-cultural/country of origin groups and must have other options
  - Continue to share referral information for private sponsors on SAH website and in their orientation. Sector to update regularly
3. Competitive funding model detracts from collaboration
  - Support multifaceted case management for complex needs so clients do not fall through the gaps
  - Hold regular gathering of formal and informal settlement support givers to allow for networking, building of effective referral pathways, reduction of duplication of services, and improved client outcomes

## Pre and Post Arrival Information and Orientation

1. Newcomers receive outdated information from websites and wrong information from family/friends
  - Develop opportunities for pre-arrival interaction with experts and SPOs e.g. Skype
  - Destination Manitoba create videos of first hand experiences/stories
2. Website information is inaccessible
  - Improve usability of websites and translate sites into multiple languages
3. People with regulated occupations have limited ability to start qualification process pre-arrival
  - Develop occupation specific pre-arrival information packages per province

## Newcomer-Indigenous Relations

1. Lack of knowledge
  - Expand existing materials for newcomer language students and teachers
  - Emphasize community-led and experiential learning to connect with people and the land
  - MANSO develop comprehensive resource list with specific language training sources and additional sources, including French resources
2. Funding limitations
  - Expand government and non-government funding sources focused on connections
  - Emphasize Indigenous-Newcomer relations as part of “Community Connections” in future CFPs
  - Address regulations that separate program participants by funding category
3. Systematic community connections
  - Prioritize welcoming processes with First Nations taking the lead
  - Support engagement of Indigenous communities as partners with capacity building in both communities
  - Develop joint orientation/life skills programs for Indigenous and international newcomers to urban centres



## MANSO PRIORITIZED WORK PLAN

Topic	Short Term (Immediate-6 months)	Medium Term (6 months-1 year)	Long Term (1 year-3 years)	Ongoing
<b>Communication</b> Outcomes: Increased role and promoted awareness of MANSO as a community connector and central information source	Add to online resources based on summit recommendations  Develop infographic to explain range of services to non-sector partners.	Increase role of MANSO as a community connector and central information source through website and newsletter	Work with IRCC to develop general publicity strategy to improve community awareness of sector services via MANSO	Continue highlighting work of members and committees  Continue adding to online resources
<b>Capacity Building, Coordination and Referral Pathways</b> Outcomes: Ongoing and improved communication and collaboration between all settlement actors	Explore models of supporting volunteer coordination and training across the sector.  Work with IPW and other partners to offer SPOs PD and support on working with ethno-cultural groups  Discuss with IRCC to help support and coordinate webinars to answer iCARE and Open Data Portal FAQs from sector	Work with RSTP to offer SPOs PD on working with private sponsors  Convene sector to discuss CFP 2019 Priorities  Continue to work through CISSA-ACSEI to address funding agreements, including advocating for a review of regulations that require service providers to offer separate childcare provision for Canadian citizen and non citizen children whose parents are participating in the same program.	Offer PD on working with volunteers to smaller agencies with limited staff e.g. Train the Trainer options, curriculum and training for language volunteers (conversation circles, reading and writing circles)  Continue to work through CISSA-ACSEI to address funding agreements, including advocating for a review of regulations that require service providers to offer separate childcare provision for Canadian citizen and non citizen children whose parents are participating in the same program.	Plan for more opportunities for networking among formal and informal settlement support givers e.g. Newcomer Fair, Lunch and Learns  Work with IPW to coordinate communication between SPOs and ethno-cultural communities about available supports and potential partnerships/ pathways involving ECCs  Continue to convene key players to respond to emerging multifaceted issues
<b>Needs Assessments</b> Outcomes: Effective and efficient collection and sharing of data for collective analysis	Share collected data on RAP dashboard to offer opportunities for collective analysis of trends, gaps, and successes  Pilot settlement dashboard tool for sharing sector data at face to face and conference call meetings	Assess interest and willingness to collaborate on standardized needs assessments for all newcomers (non-GARs)	Develop draft template for standardized needs assessment.	Continue RAP dashboard development plus data collection and analysis



<b>Private Sponsorship</b> Outcomes: Improved collaboration and centralized processes between various actors in private sponsorship	Hold joint meeting between sponsorship groups and SPOs to discuss available settlement services and how both parties can partner to deliver services	Convene all stakeholder conversation on best methods to centralize non-GAR arrivals, communicate among actors, and connect with newly arrived PSRs (Include MANSO, RSTP, SAHs and their CGs, SPOs, ECGs, and other community groups)		Continue to facilitate collaboration between MANSO, RSTP, SAHs, and SPOs  Continue to facilitate collaboration between private sponsors and SPOs  Continue to work with SAHs to provide "Month 13" training
<b>Francophone Communities</b> Outcomes: Support implementation of francophone strategy	Develop MANSO francophone strategy in partnership with francophone members  Summarize and share outcomes of francophone strategy with funders and full membership	Support implementation of francophone strategy	Increase collaboration between francophone and Anglophone SPOs	Continue to participate in Le Réseau en Immigration Francophone du Manitoba (RIF) and RIF Welcome, Settlement, and Integration Committee
<b>Small Centres</b> Outcomes: Promote and support Manitoba as leader in small centre settlement	Start small centre SWIS/LIPS initiative  Support expansion of REDI project model into a rural context  Provide support to increase mental health services capacity of regional SPOs	Provide support to increase mental health services capacity of regional SPOs  Support small centre SWIS/LIPS programming  Support expansion of REDI project model into a rural context	Develop strategy to promote Manitoba as leader in small centre settlement e.g. Promoting small centres as both welcoming and seeking immigrants for economic and social growth	Continue discussion between researchers and settlement sector on small centre research options



<b>Service Accessibility and Ineligible Clients</b> e.g. Refugee claimants Outcomes: Facilitated access to settlement services for all newcomers, regardless of eligibility	<p>Work with Manitoba Education and Training to inform EOI process with goal of responding to gaps for ineligible clients</p> <p>Advocate for more resources to be allocated to the Immigration and Refugee Board to provide quicker hearings and determinations</p>	<p>Engage membership in discussion of MANSO's role in advocating for cities and province to adopt and enact Access without Fear policies</p> <p>Continue to advocate for changes to "Excessive Demand" policies</p> <p>Initiate research on real costs of ineligibility vs. open eligibility, including tracking ineligible clients in APPR format</p> <p>Work with partners to convene major funder meeting on diversified funding for ineligible client services</p>	<p>Support implementation of open eligibility pilot project in Manitoba, potentially in smaller centre e.g. Brandon</p>	<p>Advocate for all levels of government to fund ineligible clients (including children of eligible parents)</p> <p>Continue work on providing information on accessible services for all ineligible clients</p>
<b>Housing</b> Outcomes: Increased role and awareness of MANSO as a central information source for housing resources and training	<p>Update housing resources on MANSO website</p> <p>MANSO to convene sector to share good practice in financial literacy and budgeting</p>	<p>MANSO housing committee to engage with researchers on availability of adequate low/middle income housing in private market and potential for partnerships with landlords</p>	<p>Share results of study on the long term impacts of the Immigrant and Refugee Community Organization of Manitoba (IRCOM) model to support the development of similar initiatives</p>	
<b>Health, Mental Health, and Disability</b> Outcomes: Addressed gaps in mental health services, particularly for youth and in rural areas	<p>Continue conversation on gaps in mental health services, particularly for youth and in rural areas</p> <p>Convene conversation with PNT umbrellas and IRCC on case load norms for workers</p> <p>Work with Occupational Health Centre to offer organizational development on workplace psychological health and safety</p>	<p>Explore best practice tracking and communicating changes in mental health outcomes</p> <p>Explore development of community of practice for clinicians working with immigrants and refugees</p> <p>Collaborate with SPOs to provide support to increase mental health services capacity of regional SPOs</p>		<p>Continue offering opportunities for dialogue and learning about vicarious trauma</p>

<b>Gender and Sexuality</b> Outcomes: Offered continued capacity building for sector on sexual orientation, gender identity, and sexuality	Explore opportunities for increasing safety of interpretation	Explore a similar program to OCASI's positive spaces campaign  Look into offering further PD on mediating cultural safety and gender equity		Continue offering opportunities for capacity building, dialogue, and learning on the topic of supporting LGBTQ+ newcomers, including opportunities for front line staff
<b>Youth</b> Outcomes: Supported development and diffusion of provincial newcomer education strategies	Work with Manitoba Education and Training to convene opportunities for organizations to discuss case studies from Promising Pathways document and develop more concrete ideas for programming models  Review report from Newcomer Education Consultations, when released by MET, and discuss findings with sector	Connect with Newcomer Education Coalition to promote consistency and awareness of school division policy on pathways for older newcomer youth e.g. E-credit options		Continue conversation on youth mental health gaps  Participate in ongoing gang prevention strategy discussions
<b>Newcomer-Indigenous Relations</b> Outcomes: Offered continued capacity building for sector on supporting understanding and partnerships with Indigenous peoples	Conduct and share scan of member organizations' good practices and resources  Develop comprehensive resource list with specific language training sources and additional sources, including French resources  Outline potential funding for community connections in MANSO Grant Guide	Foster discussion with members and community organizations about how to support partnerships with Indigenous community organizations in a way that adds capacity		Work with IPW and other partners to support engagement of Indigenous communities as partners  Continue to facilitate opportunities for discussion and learning e.g. PD opportunities for EAL teachers to incorporate Indigenous insights
<b>Language</b> Outcomes: Addressed gaps in client need-driven language training, particularly Stage 2 EAL and EAL for young adults	Work with Manitoba Education and Training to inform EOI process with goal of responding to Stage 2 EAL gaps	Convene discussion between language, employment and youth services providers on pathways for young-adults including EAL classes (CLB5-7) with relevant topics, links to employment, and/or online components		Continue to advocate for Manitoba client need-driven language programming



<p><b>Childcare</b> Outcomes: Collaborated with CMAS and the sector to improve CNC logistics</p>	<p>MANSO CNC Committee to plan information session to help SPOs better understand the relationship between CMAS and IRCC</p>	<p>Work with CMAS to change rules re: space requirements for babies and outdoor space</p> <p>MANSO CNC Committee to support development of joint proposal among CNCs to hire full time consultant, potentially based out of Family Dynamics, to assist with issues and staff support</p>		<p>MANSO CNC Committee to continue discussions on improving class vs. childcare numbers/space logistics</p>
<p><b>Employment</b> Outcomes: Continued and initiated collaboration on projects for language and employment as well as qualification bridging</p>	<p>Support expansion of REDI project model into a rural context</p> <p>Continue to offer opportunities for sharing of good practice among employment service providers, including REDI project providers</p>	<p>MANSO Employment Committee to discuss strategy to increase bridging and mentorship programs for internationally educated professionals</p> <p>MANSO Employment Committee to engage with employers about employment equity</p> <p>MANSO Employment Committee to share good practice in client-centred career planning</p>		<p>Continue to work with Office of Manitoba Fairness Commissioner on Qualifications Recognition</p>

## SUMMIT EVALUATION



An evaluation was sent by SurveyMonkey following the event. The full summit evaluation can be found in Appendix 5. The survey emphasized how the summit will shape the future work of participants, as well as input for future events.

Q20. How will the information you were provided at the summit help you moving forward with the work that you do?

47 people responded. Common themes included:

- Increased collaboration through networking, maintaining and building connections (x17)
  - I will invite a specific organization to present to my staff (x2)
  - I will make specific referrals for clients (x2)
- Helped with strategic program delivery and new program ideas (x9)
- Focused us on priorities and gaps (x7)
  - Will participate in ongoing conversation on youth
- Gave clarity on the new directions that the IRCC & Province of Manitoba are pursuing (x5)
- Improved our engagement towards our community
  - Will collaborate more with SAHs and ethno-cultural community organizations (x3)
- Deepened knowledge (x3)

- Updated with the trends in the sector (x2)
- Gained information on private sponsorship (x2), LGBTQ newcomers experiences, new community resources (x2)
- Increased understanding (x2)
- Helped evaluate current programming (x2) and better demonstrate impact
- Reinforced the need to integrate settlement with indigenous reconciliation (x2)
- Guided funder priorities
- Increased confidence
- Explored alternate perspectives
- Better understand role of MANSO
- Gave motivation by hearing positive stories

*“Our integration summits are invaluable and can't be taken for granted. Information-sharing between IRCC, the province, sector organizations and partners is crucial to our continued success. I made numerous new connections during the summit ranging from immigrant seniors' services, immigration partnership representatives, ethno-cultural groups (e.g. Eritrean Community in Winnipeg,) Francophone organizations, IRCC representatives and other settlement providers. My discussions and the summit presentations provided ideas for expanding our services, reaching new clients, integrating indigenous history education into our programming and leveraging volunteer capacity.”*



# MANSO 2017 ANNUAL INTEGRATION SUMMIT

## PARTICIPATING ORGANIZATIONS



A & O Support Services for Older Adults: Senior Immigrant Settlement Services

AAISA

Accueil francophone

Altered Minds Inc.

Arabesque

Archdiocese of Rupertsland

Assissippi Parkland Settlement Services Inc.

Assiniboine Park Conservancy

Aurora Family Therapy Centre Inc.

Bilal Community and Family Centre

Brandon RDI - Ryerson Univ.

Canadian Arab Association of MB (CAAM)

Canadian Heritage – Multiculturalism Program

Canadian Multicultural Disability Centre Inc.

Canadian Muslim Women's Institute

City of Winnipeg

Colombian Association of Manitoba

Congo-Canada Charity Foundation Inc.

Congolese Community

Council of the South Sudanese community of Manitoba Inc.

Dalhousie University

Deaf & Hard of Hearing Services, Society for Manitobans with Disabilities

Diversity Foods

Eastman Immigrant Services

EDGE Career

EESE

Elmwood Community Resource Centre

English Online

Eritrean Community in Winnipeg Inc

Ethio-Canadian Cultural Academy Inc.

EthnoCultural Program, Society for Manitobans with Disabilities

Family Dynamics

Friendly Chinese Dance Association

Friesen's Publishing

Government of Manitoba

Government of Manitoba, Workforce Development

Healthy Child Manitoba Office: Government of Manitoba

Immigrant Centre

Immigration Partnership Winnipeg

Immigration, Refugees and Citizenship Canada

Interlake Immigrant Settlement Services



IRCOM Inc.  
 IRCOM Youth  
 Jewish Child and Family Service  
 Korean Society of Manitoba  
 Kurdish Initiative for Refugees Inc.  
 Liberian Community in Manitoba  
 Living Gospel Ministry  
 Manitoba Association of Filipino Teachers Inc.  
 Manitoba Chinese Women's Association/Manitoba Chinese Tribune  
 Manitoba Education and Training  
 Manitoba Health, Services & Active Living  
 Manitoba Institute of Trades and Technology  
 Manitoba Interfaith Immigration Council Inc.  
 Manitoba Nurses' Union, Canadian Culture and Communication for Nurses (CCCN) Program  
 Manitoba Women for Women of South Sudan  
 MANSO  
 MAWA  
 MB Education and Training  
 Mennonite Central Committee (MCC) Manitoba  
 Meridian Manufacturing Inc.  
 MNU (Canadian Culture & Communication for Nurses)  
 Monyang Society of Manitoba  
 Mosaic  
 Mount Carmel Clinic  
 Multiculturalism Secretariat  
 N.E.E.D.S.Inc  
 Neepawa and Area Immigrant Settlement Services, Inc  
 Neighborhood Empowerment and Resource Centre  
 Nepali Cultural Society of Manitoba  
 New Journey Housing  
 Nigeria Association of Manitoba Inc.  
 Norquest College  
 North Central Development  
 Occupational Health Centre  
 Office of the Manitoba Fairness Commissioner  
 Opportunities for Employment  
 Pakistan Canada Business's Association of Man Inc  
 Parkland Regional Immigrant Services (Dauphin)  
 Philadelphia Eritrean Church  
 Philippine Heritage Council of MB Inc.  
 Pinays Mb. Inc.  
 Plug In Institute of Contemporary Art  
 Pluri-elles (Manitoba) inc  
 Portage Community Revitalization Corp  
 Premier Choix / CDEM  
 Province of Manitoba





Public Safety Canada  
 Rainbow Resource Centre  
 Red River College, Diversity and Intercultural Services  
 Regional Connections Inc.  
 RETIS  
 Rohingya community  
 Royal Bank of Canada  
 RRC LTC Steinbach  
 SAISIA  
 SEED Winnipeg Inc  
 SERC MB  
 Seven Oaks School Division  
 Sierra Leone Refugee Resettlement, Inc.  
 South Sudanese families learning together  
 Spanish Club of Winnipeg  
 Spence Neighbourhood Association  
 Success Skills Centre  
 Swan Valley Settlement and Immigrant Services  
 The Peaceful Village/MSIP  
 The Salvation Army Barbara Mitchell Family Resource Centre  
 TM EAL Services  
 UMUCYO Association  
 Umunna (Igbo) Cultural Association of Manitoba Inc.  
 United Way Winnipeg  
 Université de Saint-Boniface  
 University of Guelph  
 University of Manitoba  
 University of Winnipeg  
 Virden & District Settlement services  
 Volunteer conversation group facilitator  
 WELARC  
 West Central Women's Resource Centre  
 Westfield Industries  
 Westman Immigrant Services  
 WSD Adult EAL Program  
 Yazidi Association of Manitoba  
 YMCA-YWCA Winnipeg





**Manitoba Annual Integration Summit: Resettlement Day**  
**Wednesday, October 25th, 2017**  
**Holiday Inn Airport West, 2520 Portage Avenue, Winnipeg, MB**

OBJECTIVES			Prayer / quiet space is available on the 3rd floor, Salon Room.
◇	Review the current status of the resettlement system and its implications for community integration		
◇	Determine key gaps in the system and discuss priority actions		
◇	Communicate about new information, best practices, and outcomes		
◇	Discuss collaboration within and beyond the sector on resettlement initiatives		
8:00 a.m.—9:00 a.m. Registration & Coffee Foyer			
9:00 a.m. - 9:15 a.m.	Welcome, Land Acknowledgement, and Opening Remarks * ** Vicki Sinclair (MANSO) Nita Jolly, Director of Prairies and Northern Territories Region (Immigration Refugees and Citizenship Canada)		Birchwood Ballroom
9:15 a.m.- 10: 45 a.m.	Plenary Presentations: Resettlement Update Facilitator: Seid Oumer Ahmed (MANSO) Presenters: ◇ Elizabeth Orton, Assistant Director of Refugee Affairs via distance (IRCC) ◇ Arisnel Mesidor (SAH Association)  Followed by Q & A *French simultaneous interpretation available ** Webcast session		Birchwood Ballroom
10: 45 a.m.-11: 10 a.m. BREAK			
11:10 a.m.- 12:15 p.m.	Discussions	Collaboration on Standardized Needs Assessments ** Representative of Resettlement Assistance Programs Mary Basta (Aurora Family Therapy Centre) Heather Rochon (Family Dynamics) John Biles (IRCC)	Birchwood Ballroom
		Collaboration Between Private Sponsors and Service Providers Wendy Petersen (Westman Immigrant Services) Ermias Yoseph (Manitoba Interfaith Immigration Council) Gelila Hailu (Refugee Sponsorship Training Program) Daniel Awshek (Philadelphia Eritrean Church)	Riel Room
		Refugee Claimant Eligibility and Supports Samir Sarem (Community Supporter) Ghezae Hagos (Manitoba Interfaith Immigration Council) Sarah Paquin (Rainbow Resource Centre) Louise Simbandumwe (Refugee Public Awareness Coalition)	Kelsey Room
12: 15 p.m.-1: 00 p.m. LUNCH			
1:00 p.m.- 2:00 p.m.	Workshops	Refugee Housing and Comprehensive Supports: Research Ray Silvius (University of Winnipeg) Jill Bucklaschuk (University of Guelph)	Kelsey Room
		Supporting Staff who are Exposed to Trauma ** Carl Heaman-Warne (Aurora Family Therapy Centre) Alfred Koineh (Mt. Carmel Clinic) Geoffrey Thompson (Occupational Health Centre)	Birchwood Ballroom
		The Refugee Employment Development Initiative (REDI) as Promising Practice Stuart Schwartz (Red River College) Marvin Marcial (Manitoba Institute of Trades and Technology) Tina Barkman (Friesen’s Publishing) REDI Participant (Manitoba Start) Johsa Manzanilla (Skills and Employment Partnerships, Province of Manitoba)	Riel Room
2: 00 p.m.-2:25 p.m. BREAK			
2:25 pm- 3:40 pm	Roundtables : Gaps and Next Steps  Discussion topics may vary depending on group interest and size	◇ Health, Mental Health, and Disability ◇ Housing Supports ◇ Family Reunification ◇ PSRs and BVORs ◇ Employment ◇ Youth Key Questions: I. What are three key gaps that we would like to collectively address? II. What are priority actions to address each gap? III. Who should be part of the process? What are next steps?	Birchwood Ballroom
3:40pm- 4:30pm	Debrief Roundtables: Gaps and Next Steps	MANSO	Birchwood Ballroom
	Wrap Up and Adjournment	Vicki Sinclair (MANSO) John Biles, Acting Assistant Director of PNT Region (IRCC)	

**Manitoba Annual Integration Summit: Integration Day**  
**Thursday, October 26th, 2017**  
**Holiday Inn Airport West, 2520 Portage Avenue, Winnipeg, MB**

<div>Objectives:</div> <ul style="list-style-type: none"><li>Review the current status of the settlement system and its implications for community integration</li><li>Determine key gaps in the system and discuss priority actions</li><li>Communicate about new information, best practices, and outcomes</li><li>Explore directions for strengthening social, economic and civic integration of newcomers in Manitoba by connecting with others within and beyond the sector</li><li>Examine key topics related to inclusion and integration of newcomers from multiple perspectives</li></ul>			Prayer / quiet space is available on the 3rd floor, Salon Room.
8:00 a.m.—9:00 a.m. Registration & Coffee			Foyer
9:00 a.m. - 9:15 a.m.	<b>Welcome, Land Acknowledgement, and Opening Remarks* **</b> Vicki Sinclair (MANSO) Nita Jolly, Director of Prairies and Northern Territories Region (Immigration Refugees and Citizenship Canada) Heather Robertson, Treasurer (MANSO Board)		Birchwood Ballroom
9:15 a.m.- 10: 40 a.m.	<b>Plenary: Deepening Community Integration through Interconnections and Innovations</b> <b>Facilitators:</b> Abdikheir Ahmed (Immigration Partnership Winnipeg) and Don Boddy (MANSO) Nejma Abdulrashid (Community Member) Ian Vickers (Diversity Foods) Yuliia Haletska (Swan Valley Settlement Services) Nour Ali (Kurdish Initiative for Refugees) Val Cavers (Mosaic Newcomer Family Resource Network) *English and French simultaneous interpretation available ** Webcast session		Birchwood Ballroom
10: 40 a.m.—11: 10 a.m. BREAK			
11:00 a.m. – 11:45 a.m.	<b>Table Discussions: Deepening Community Integration</b> <b>Key Questions:</b> - What would you highlight as an innovative integration practice from your work or experience? - How do you think we can improve collaboration towards integration? - What are three key integration practices your group would like to highlight?		Birchwood Ballroom
11:45 a.m.- 12: 00 p.m.	<b>Francophone Immigration Week - Salwa Meddri- Réseau en Immigration Francophone du Manitoba</b> <b>211 Community Supports</b> *English and French simultaneous interpretation available		Birchwood Ballroom
12: 00 p.m.—1: 10 p.m. LUNCH			
1:10 p.m.- 2:15 p.m.	Workshops	<b>Facilitating Newcomer-Indigenous Relations through Education</b> Marc Kuly (University of Winnipeg)  <b>Gender Equity and Cultural Safety</b> Nina Condo (Elmwood Community Resource Centre) Paula Migliardi (Sexuality Education Resource Centre Manitoba)  <b>Alternative Business Models for Meaningful Employment</b> Corinna Rosales (SEED Winnipeg)  <b>Pathways for Older Youth</b> Diana Turner, Manitoba Education and Training, Newcomer Youth Service Providers	Chateau Room         Kelsey Room         Riel Room         Birchwood Ballroom
2:15 p.m.—2:35 p.m. BREAK			
2:35 p.m. - 3:40 p.m.	Workshops	<b>Good Practice in Supporting LGBTQ+ Newcomers</b> Jared Star (Sexuality Education Resource Centre Manitoba) Mike Tutthill, Jennifer Stadtmiller and Mary Basta (Rainbow Resource Centre)  <b>Collaborating with Ethno-Cultural Communities: Summer Youth Programming as Promising Practice</b> Ethno-Cultural Community Representatives Don Walmsley (Neepawa and Area Immigrant Settlement Services) John Smyth (Aurora Family Therapy Centre) Reuben Garang (Immigration Partnership Winnipeg)  <b>Cultural Competency for Culturally Diverse Organizations</b> Steve Reynolds (Regional Connections)  <b>Case Studies in Innovative Language Delivery</b> Presenters will include a range of individuals and organizations involved in language training	Riel Room         Chateau Room         Kelsey Room         Birchwood Ballroom
3:50 p.m.- 4:20 p.m.	<b>Presentation: Newcomer-Indigenous Community Building</b> Jenna Wirch and Shereen Denetto (Immigrant and Refugee Community Organization of Manitoba)		Birchwood Ballroom
4:20 p.m.— 4:30 p.m.	<b>Wrap Up and Adjournment</b> Vicki Sinclair (MANSO) John Biles, Acting Assistant Director of PNT Region (IRCC)		Birchwood Ballroom
EVENING EVENT			
4:30p.m. - 6:00 p.m.	<b>Networking Session</b> Participants are invited to connect with people and organizations from across the province. Light refreshments will be served.		Thompson Room
6:00 p.m. – 8:30 p.m.	<b>Dinner &amp; Dialogue, Co-hosted by MANSO and Immigration Partnership Winnipeg</b> This gathering is an opportunity to foster dialogue among ethno-cultural community organizations, federal and provincial government and newcomer serving organizations. Dinner will be served at 6:00pm. This will be followed by presentations and roundtable discussions.  <b>Facilitator:</b> Reuben Garang (Immigration Partnership Winnipeg) Nita Jolly (IRCC), Yolima Carvajal, President (Colombian Association of Manitoba), Manika Pradhan, President (Nepali Cultural Association), Dr. Zephania Matanga, (Canadian Multicultural Disability Center Inc.), Jennifer Chen (Manitoba Chinese Tribune/ Manitoba Chinese Women’s Association), Matthew Joseph (IRCOM Youth), Paul Kambaja (Congolese Community)		Chateau Ballroom

**Objectives:**

- ◇ Review the current status of the settlement system and its implications for community integration
- ◇ Determine key gaps in the system and discuss priority actions
- ◇ Communicate about new information, best practices, and outcomes
- ◇ Discuss government policy and address questions related to government partnerships with service providers and other stakeholders

8:00 a.m.—9:00 a.m.		Registration & Coffee		Foyer
9:00 a.m. - 9:15 a.m.		<b>Welcome, Land Acknowledgement, and Opening Remarks* **</b> Vicki Sinclair (MANSO) Nita Jolly, Director of Prairies and Northern Territories Region (Immigration Refugees and Citizenship Canada)		Birchwood Ballroom
9:15 a.m.- 11: 15 a.m.		<b>Dialogue with Government: Visions and Directions for Immigration &amp; Settlement Programming **</b> <b>Speakers:</b> Corinne Prince – St. Amand, Director General of Settlement and Integration Policy (IRCC) Nita Jolly, Director of Prairies and Northern Territories Region (IRCC) David Kurfurst, Director of Evaluation via distance (IRCC) John Biles, Acting Assistant Director Prairies and Northern Territories (IRCC) Ben Rempel, Assistant Deputy Minister, Manitoba Education & Training (Province of Manitoba) <b>Followed by Q &amp; A</b> *French & English simultaneous interpretation available ** Webcast session		Birchwood Ballroom
11: 15 a.m.—11: 30 a.m. BREAK				
11:30 a.m. – 12:30 p.m.		<b>Performance Measurement</b> <b>Speakers:</b> John Biles, Acting Assistant Director of PNT Region (IRCC) Cluster Representatives Check-In *French & English simultaneous interpretation available ** Webcast session		Birchwood Ballroom
12: 30 p.m.—1: 15 p.m. LUNCH				
1:15 p.m.- 2:25 p.m.		<b>Discussions</b>	<b>Dialogue with iCARE</b> IRCC  <b>New Narratives and Strategies for Attracting and Retaining Immigrants in Smaller Regions</b> Yoko Yoshida and Howard Ramos (Dalhousie University)	Birchwood Ballroom  Chateau Room
2:25 p.m.—2:45 p.m. BREAK				
2:45 p.m. - 3:45 p.m.		<b>Roundtables: Gaps and Next Steps</b>  <i>Discussion topics may vary depending on group interest and size</i>	<ul style="list-style-type: none"><li>◇ Supporting Ineligible Clients and their Families</li><li>◇ Childcare: CNC and Beyond</li><li>◇ Small Centres Research Breakout Session</li><li>◇ Focus on Language</li><li>◇ Online/Blended Learning Programs</li><li>◇ Employment: Qualification Recognition</li><li>◇ Focus on Youth</li><li>◇ Effective Referral Pathways</li><li>◇ Pre and Post Arrival Information and Orientation</li><li>◇ Newcomer-Indigenous Relations</li></ul> <b>Key Questions:</b> I. What are three key gaps that we would like to collectively address? II. What are priority actions to address each gap? III. Who should be part of the process? What are next steps?	Beginning in Birchwood Ballroom
3:45 p.m. - 4:30 p.m.		<b>Debrief Roundtables: Gaps and Next Steps</b>  <b>Wrap Up and Adjournment</b>	MANSO  Vicki Sinclair (MANSO) John Biles, Acting Assistant Director of PNT Region (IRCC)	Birchwood Ballroom

Prayer / quiet space is available in the Kelsey Room.



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