

Service Mapping: Immigrant Integration Supports in Manitoba

Manitoba Education and Training
Immigration and Economic Opportunities

Manitoba



MET's Strategic Plan

Four main goals:

- 1) Individuals have the skills, knowledge and competencies required for active citizenship
- 2) Effective pathways through a comprehensive lifespan approach
- 3) Manitoba's labour market needs are met, through a skilled and adaptable workforce
- 4) Manitoba's immigration, education, training and employment systems are effective, equitable, efficient and sustainable

Divisions of MET

- Immigration and Economic Opportunities (IEO)
- Post-secondary Education and Workforce Development (PSEWD), Includes:
 - Skills and Employment Partnerships (SEP)
 - Post-secondary Education and Labour Market Outcomes (PSELMO)
 - Apprenticeship Manitoba (AM)
 - Registration, Accountability and Student Financial Supports (RASFS)
- Health Child Manitoba Office (HCMO)
- K-12 Education (K-12)

Specific Settlement and Immigration Related Objectives:

- Establish and improve policies and programs that support successful transitions for all individuals among the education, training, employment and immigration systems
- Assess and coordinate existing policies and programs to ensure alignment
- Formalize a labour market strategy for Manitoba which is aligned with international education and immigration strategies to meet Manitoba labour market demand
- Streamline processes and improve service delivery for clients and stakeholders

Immigration and Economic Opportunities Division

Immigration Programs

Integration Services for
Immigrants

Strategic Planning and Program
Innovation

Federal/Provincial/Territorial
Secretariat (until March 2019)

Background:

Fall 2017, MET departmental working group formed in preparation for Request for Proposals (RFP). Divisions/branches were asked to do complete scans of:

- Currently funded immigrant/refugee specific initiatives or programs;
- Funded programs/services not exclusive to immigrant clients but are impacted significantly by immigrant needs or trends;
- Needs and gaps

The information gathered:

- Is considered a first step to a more detailed service mapping process which will encompass more departments
- **includes** services administered by: IEO, Post-Secondary Education and Workforce Development (Strategic Employment Programs and Post Secondary Education and Labour Market Opportunities), Healthy Child Manitoba Office and K-12

Scope of Services Reflected in MET Departmental Scans

Type of Service	Primary Divisions Involved	Currently Active Regions	Approx. # Newcomer focused agreements	Comments
“On Ramp” to Settlement	IEO	Wpg	1	Using the terminology from the IRCC “MB Plan”
Refugee Claimant Supports	IEO	Wpg	1	Involves significant engagement between IEO, Families/Housing, Health, K-12, and Justice
Labour Market Integration	IEO, PSEWD	MB (Winnipeg, Brandon, Winkler, Morden, Steinbach, other)	15+	Majority of agreements through PSEWD
Child, Youth and Family Supports	Healthy Child, K-12	MB	15+	Also involves engagement with HSAL
Coordination, Support to Settlement Sector	IEO	n/a	1	Some in-kind contribution by

Manitoba Start (Over 5000 clients/year)

- Centralized intake, assessment and referral (“on ramp”) – provides information on key settlement agencies, Neighbourhood Immigrant Settlement Workers, WELARC and registration for ENTRY
- Career development services: employment preparation, immigrant-specific career coaching, outreach, qualification recognition info and support
- Job Matching and Employer Engagement: job matching unit, diversity training and supports
- Uses IRAES database (combines PN data and service environment data)

Refugee Claimant Response Supports

- Temporary shelter, income assistance (EIA), settlement supports, legal and guidance support for the refugee claims process

Coordination/Support to Settlement Sector

- Currently fund one position at MANSO
- Some in-kind coordination and settlement sector support provided by IEO

Newcomer Specific Labour Market Supports

Type of Service - Service Provider	Description	Div/ Branch of MET	Region
Manitoba Start – Employment Solutions for Immigrants	Career Development, Qualification Recognition information, Job search and self-marketing, Job Matching, Employer Engagement	IEO	Wpg
Employment Assistance Services – Immigrant Centre	Employment assistance services	SEP	Wpg
Youth Employment for Newcomers - Newcomer Employment and Education Development Services (NEEDS)	Employment assistance services for youth	SEP	Wpg
Work Start – Employment Solutions for Immigrants	Employment assistance services and work experiences for youth	SEP	Wpg
Life Employment Enhancement Program (LEEP) – Salvation Army Barbara Mitchell Family Resource Centre	Employment assistance services for war effected youth	SEP	Wpg

Newcomer Specific Labour Market Supports

Type of Service - Service Provider	Description	Div/Branch of MET	Region
Refugee Employment Development Initiative (REDI) – MITT, RRC, MB Start, OFE	Employment services, language training and work-experience opportunities for refugees receiving or at risk of EIA *Partnership between SEP and Department of Families (EIA)*	SEP	Wpg
SewFair – Canadian Muslim Women’s Institute (CMWI)	Training and work-experience opportunities in garment industry for women	SEP	Wpg
Workplace Safety and Health – Safe Workers of Tomorrow	Safety and health workshops	SEP	MB

Labour Market Supports within Newcomer Organizations

Type of Service - Service Provider	Description	Div/ Branch of MET	Region
Labour Market Supports located in immigrant-serving organization – Westman Immigrant Services (Brandon)	Employment assistance services and referral to language assessment/training	SEP	Brandon
Labour Market Supports located in immigrant-serving organization – Steinbach Chamber of Commerce	Employment assistance services and referral to language assessment/training	SEP	Steinbach
Labour Market Supports located in immigrant-serving organizations – Regional Connections (Winkler/Morden)	Employment assistance services and referral to language assessment/training	SEP	Winkler/ Morden

Type of Service - Service Provider	Description	Div./Branch of MET	Region
Bridging for Internationally Educated Nurses – Red River College	Run in conjunction with the College of RNs of MB. Trains internationally educated nurses to re-enter the occupational field. One year program. Three components: language proficiency, assessment, educational courses.	PSELMO	Wpg
Internationally Educated Engineers Qualification (IEEQ) Program – University of MB	Supports internationally educated engineers to re-enter the profession, by gaining entrance to the field as an Engineer in Training. Typically completed in 12 months, but participants have up to 24 months. Includes: language training, cultural training, engineering business practices engineering ethics, networking	PSELMO	Wpg
Recognition Counts - SEED	Financial counselling and support to skilled immigrants seeking to work in their fields of expertise in Manitoba. Character-based loans offered to max. of \$10,000 towards costs associated with qualification recognition and/or training in Canada. Partners: GOM, SEED, Assiniboine Credit Union	IEO	MB

Additional Labour Market Services:

MET (mainly through PSEWD) provides a wide range of labour market services that are open to all Manitobans, some of which are heavily impacted by the significant participation of newcomers. These include:

- 13 Manitoba Jobs and Skills Development Centres across the province
- Industry training and employment services delivered through third party providers (approximately 30 service providers)
- Financial assistance to attend skills training activities leading to employment through the Skills Development Program
- Workplace Education Manitoba providing workplace essential skills support through assessment and training

Newcomer Specific Supports for Children, Youth and Family

Type of Service - Service Provider	Description	Div./ Branch of MET	Region
Early Childhood Development Hub – Immigrant and Refugee Community Organization of Manitoba (IRCOM)	Focuses on fostering healthy families and positive early childhood development, with an emphasis on the early years (0-6). The hub offers family resource programming (parenting, child development education, advocacy and outreach) and an enhanced child care program.	HCMO	Wpg
Healthy Baby Program – Healthy Start Mom and Me	Healthy baby programming at eight sites in Winnipeg; there is programming delivered specifically for newcomers/immigrants and interpreters provided on site.	HCMO	Wpg
Family Resource Centres, Newcomer Specific Programming	Family Resource Centres offer a wide range of programs and services for families, including Early Childhood Development, parenting support and education, health education and care, programs for children and youth. There are eight centres throughout Manitoba and some have programs exclusive to newcomer clients.	HCMO	MB

Newcomer Specific Supports for Children, Youth and Family

Type of Service - Service Provider	Description	Div./ Branch of MET	Region
Activities supported by the Intensive Newcomer Support Grants – School Divisions	Majority of funds cover instructional support (literacy, language, PD, etc.) and school community liaison/outreach. Occasionally funds cover: After School Programs & Homework Clubs	K-12	MB
Summer Learning Programs – Newcomer Youth Educational Support Services (NYESS)	Full-day, 7 week programs that served 450 students from age 4-18. The post-18 “graduates” often come back as volunteers or, on occasion, become staff.	K-12	Wpg

Additionally, HCMO and K-12 fund a wide range of additional programs and services for children, youth and families, that are open to all Manitobans, some of which are heavily impacted by significant participation of newcomers. These are not reflected in the above summary.

Next Steps:

- Engage with more departments who provide services directly and/or fund services, including:
- Families
- Municipal Relations
- Health, Seniors and Active Living

This mapping will become an evergreen document to inform future planning – departmentally, interdepartmentally, and with other levels of government.

Settlement Co-planning

Immigration and
Economic
Opportunities

Healthy Child
Manitoba

Post-Secondary
Education and Workforce
Development

K-12 Education



Departmental Co-Planning

Recent Successes:

- Newcomer Roundtables
- Rural REDI consultations
- Manitoba Adult Language Training Initiative Dialogue Café
- By using a two-phase process, MET is able fund a range of services, using resources from across the department instead of in isolation, directing funds towards identified service gaps.

Refugee Employment Development Initiative

Objectives

- Assist refugee clients with low language/literacy and multiple barriers in securing in-demand employment and/or pursuing further training
- Divert individuals from EIA and transition those on EIA to full-time or part-time employment
- Provide retention and advancement supports
- Target industries with high demand (35 employers in Year 1)

REDI Stats – Year 1

Y1 Partners:

- Manitoba Education and Training
- Immigration, Refugees and Citizenship Canada
- Red River College
- Manitoba Institute of Trades and Technology
- Opportunities for Employment
- Manitoba Start

Year 1 Outcomes:

- Served 193 clients
 - 31% female
 - 69% male
- 75% are employed
- 12% in further training

REDI: Year 2

Adaptations made to Year 2 Model:

- Maintain pathway options but make programs consistent
- Ensure refugees with the lower language benchmarks receive sufficient foundational language support
- Centralized Intake (addition of Immigrant Centre)
- French-speaking cohorts (addition of Pluri-elles)
- Introduce other sectors to increase likelihood of year-round employment

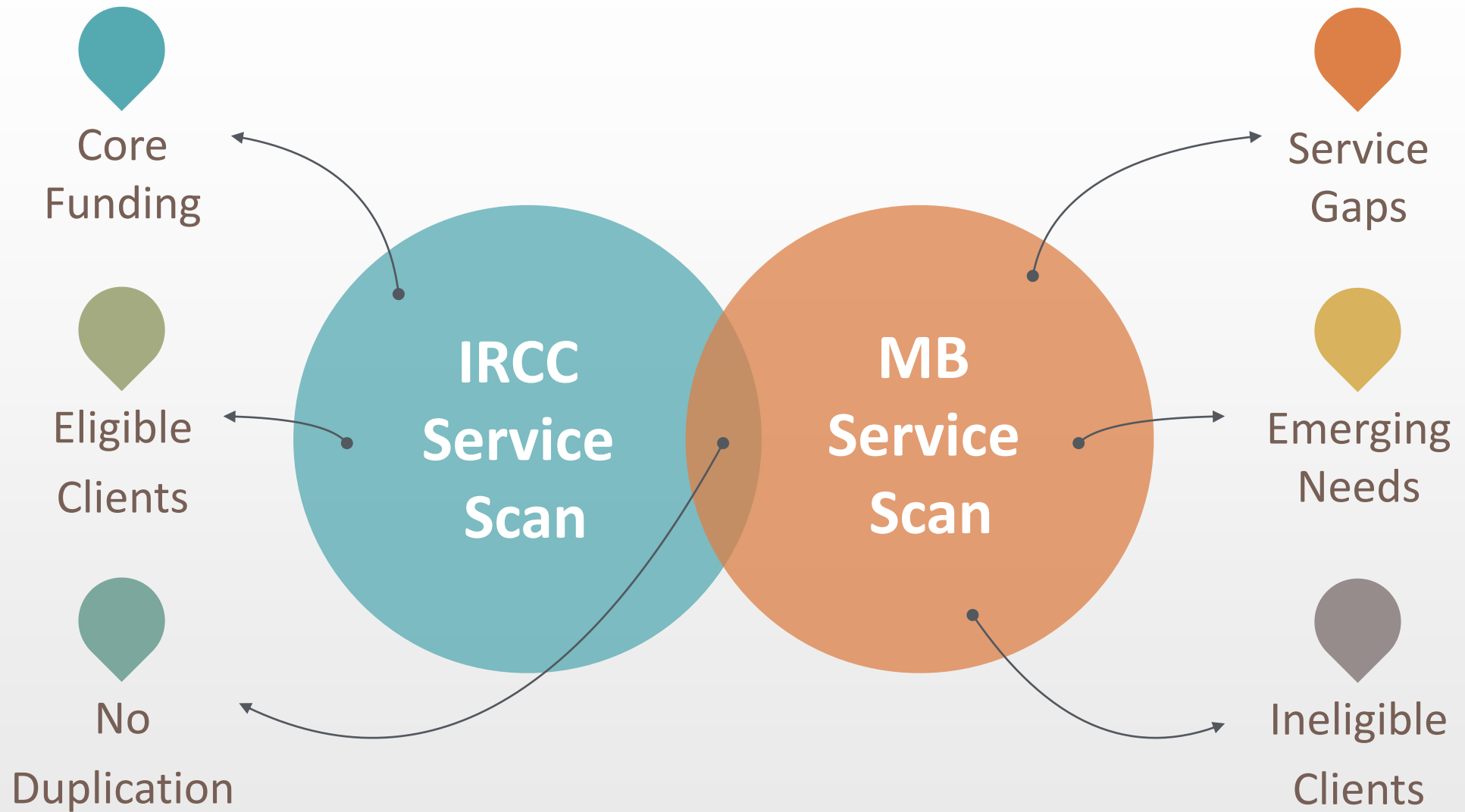
Year 2 Outputs – as of July 31, 2018

- 85 in training*
- 29 in work placement*

**after first cohort only – there will be up to 4 cohorts in Year 2*

REDI Video

Settlement Co-planning ...2



MET Request for Proposals



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