

Manitoba Integration Summit *Report*



2018

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Contents

Acknowledgements	1
Contents	2
Background/Context	3
Executive Summary	4
Plenary Sessions	5
<i>DAY 1</i>	<i>5</i>
<i>DAY 2</i>	<i>6</i>
<i>DAY 3</i>	<i>11</i>
<i>DAY 4</i>	<i>16</i>
 Member-Led Break Out Sessions	 17
<i>Day 1</i>	<i>17</i>
<i>Day 4</i>	<i>19</i>
 IRCC-led Roundtable Sessions	 21
<i>Day 2</i>	<i>21</i>
<i>Day 3</i>	<i>23</i>
 Summit Evaluation	 27
 Appendices	 26
A) <i>Agenda</i>	<i>29</i>
B) <i>Final Participant Organization List</i>	<i>34</i>
C) <i>2017 Work Plan Summary</i>	<i>36</i>
D) <i>Questions from IRCC-led break out groups</i>	<i>39</i>
E) <i>Dinner and dialogue report</i>	<i>40</i>

Background

The Manitoba Association of Newcomer Serving Organizations (MANSO) is an umbrella organization representing more than 60 organizations across the Province of Manitoba that provide services to immigrants and refugees.

MANSO has hosted several summits that bring together settlement service providers (including those that receive funding from Immigration, Refugees and Citizenship Canada and those that are funded by other sources), federal, provincial and municipal government, community organizations, and other settlement stakeholders.

This year's event, "Manitoba Integration Summit 2018," took place September 12th - 15th, 2018 and was supported by Immigration, Refugees and Citizenship Canada (IRCC), with the goals of:

- Ensuring that the entire Manitoba settlement system is aware of current investments and pressures facing the settlement system;
- Engaging all stakeholders in the identification of key priorities during the remainder of the current fiscal cycle (Sept 2018-March 2020); and
- Providing strategic advice to IRCC on the design of Call for Proposals 2019 on both essential priorities and negotiating guidelines.

IRCC planned sessions on Thursday, September 13th and Friday, September 14th, which included information-sharing plenaries as well as break-out groups to solicit feedback for the upcoming call for proposals.

In addition, IRCC supported MANSO in hosting sessions on Wednesday, September 12th and Saturday, September 15th, which aimed to:

- Share information and good practice on key settlement topics
- Celebrate and strengthen partnerships for newcomer integration

MANSO collected feedback on priority topics for the summit in our Spring member survey and invited our members and partners to sit on an advisory committee, which assisted in planning the program on the sector-led days and in coordinating registration for and logistics at the event. *(Please see a list of advisory committee members on our acknowledgments page 1).*

In total, 275 individuals representing 112 different organizations and government departments participated in the event. A brief report on the issues and priorities identified at the event was submitted to IRCC on October 5th. This full report draws on several information sources, including notetaking at the event, records of questions asked by participants using the Sli.do app, flipcharts and notetaking templates from break-out sessions, and participant evaluations.

Presentations from the event are available on MANSO's website at: <https://mansomanitoba.ca/manso-integration-summit-2018-presentations/>

A list of frequently used acronyms can be found here: <https://mansomanitoba.ca/resources/manso-acronyms/>

MANSO welcomes questions and suggestions regarding follow-up from the event.



Executive Summary

The 2018 Manitoba Annual Integration Summit was planned in collaboration with and supported by IRCC. MANSO held learning sessions on the afternoon of Wednesday, September 12th and the morning of Saturday, September 15th, 2018, in addition to a dinner and dialogue session, in partnership with Immigration Partnership Winnipeg.

The overall objectives of the event were to:

- Ensure the entire Manitoba settlement system is aware of current investments and pressures facing the settlement system;
- Engage all stakeholders in the identification of key priorities during the remainder of the current fiscal cycle (September 2018 to March 2020); and
- Provide strategic advice to IRCC on the design of the Call for Proposals 2019 on both essential priorities and negotiating guidelines.

Specific objectives for the MANSO-led learning sessions were to:

- Share information and good practice on key settlement topics; and
- Celebrate and strengthen partnerships for newcomer integration.

The following general themes emerged from discussions during the Summit:

- Emphasize outcomes-based programming to respond to client needs.
- Specific considerations are required to meet the needs of vulnerable populations, such as the Yazidi community, and refugee claimants, especially around gaps in mental health and trauma supports.
- The sector requires both up-to-date research to improve newcomers' settlement experiences and the capacity to access, analyze, and present data. In addition, professional development supports around reporting, planning, and proposal writing are needed.
- It is important to couple a client-based approach with a wider societal approach to integration through collaborative partnerships and values-based discussions.
- There is a need to foster welcoming communities, especially in small centres and Francophone communities, through diverse partnerships. Ethnocultural groups and faith-based groups can play a significant role in this process. Similarly, private sponsorship is not only a way to support refugees, but also a way to build a strong sense of community and political awareness.
- Developing partnerships and communication to address discrimination in the Canadian labour market is necessary.
- There is a need to address issues around coordination, collaboration, and partnerships with the government and service providers.
- It is necessary to keep finding ways to avoid duplication of services and increase collaboration in service provision so as to meet clients' needs effectively.

Some specific themes regarding the upcoming 2019 Call for Proposals include:

- The need for prioritization of services.
- CORE program principles are identified as priorities and provide the basis for the CFP.
- There is a need for IRCC to develop and communicate a specific plan for setting priorities, incorporating recommendations from service providers, and approving funding requests based on consistent criteria.
- Priorities must have a focus on meeting the needs of and enhancing services for vulnerable populations of newcomers including youth, LGBTQ+, women, and refugee claimants.

Plenary Sessions

A summary of the plenary sessions is provided below. Select questions that were asked through the Sli.do app during the discussion portion of each plenary are highlighted, with their corresponding answer, so as to share participants’ concerns and inquiries as related to each plenary.

Day 1

Opening Presentations

The 2018 Manitoba Integration Summit opened with presentations that welcomed participants, reported on the past year’s work, and framed the event.

For the keynote presentation, Chris Friesen of CISSA-ACSEI provided an update on dialogue between the pan-Canadian umbrella organization and IRCC. He also shared new trends and initiatives on the national settlement scene, including the use of technologies (e.g. through smart phones) as a method to reach and serve clients. For a list of the technologies cited, please see: <https://mansomanitoba.ca/manso-integration-summit-2018-presentations/manitoba-integration-summit-2018-presentations-wednesday/>

Mr. Friesen also stressed the need to work collaboratively in the settlement sector as a way to positively contribute to welcoming and inclusive communities. He highlighted the need for collaborative relationships between IRCC and the settlement sector. In addition, the importance of improving financial continuity, notably by moving towards five-year contribution agreements, the carry-over of slippage between fiscal years, and the possibility of RAP providers not submitting funding proposals were underlined.

Dinner and Dialogue

The Dinner and Dialogue session provided Summit attendees with an opportunity to learn about the structure and goals of the recently established Ethnocultural Council of Manitoba. It also offered an opportunity for dialogue among service providers and ethnocultural community and organization representatives. Representatives from the Ethnocultural Council of Manitoba presented their experiences with forming the group and the objectives of the Council moving forward. A researcher presented on a legacy document, produced for Immigration Partnership Winnipeg, which informed the development of the Council and highlighted the important role served by ethnocultural communities in welcoming newcomers.

During the discussion portion of the event, participants were encouraged to focus on ways to enhance collaboration between service provider organizations (SPOs) and ethnocultural community groups while addressing the following three questions. A summary of the discussions is provide below each question:



Question:	Reflecting on the work you do, what are some examples of innovative or rewarding initiatives that you have tried to enhance partnerships and collaboration with Ethnocultural Community Groups?
Answer:	A diverse range of examples were provided, including the success of partnerships between Francophone SPOs and the local RIF, initiatives that build bridges between newcomers and Indigenous communities, and celebratory festivals or community events that focus on bringing together people from various backgrounds. The importance of encouraging communication and collaboration between SPOs and ethnocultural community groups was also highlighted.

Question:	In what ways can Ethnocultural Community Groups, service provider organizations, government, and other community organizations work together to achieve our shared goals of helping newcomers settle and integrate?
Answer:	Having regular opportunities to network and build relationships between ethnocultural community groups, SPOs, government, and other community organizations is important to more effectively working together. Clear communication that centres on sharing resources, information, and best practices among stakeholders can also help to achieve shared goals.

Question:	After this dialogue, what is something you will do to promote collaborative partnerships that will contribute to newcomer settlement and integration?
Answer:	Discussion focused on ways that organizations can better provide outreach, networking, and connections to enhance collaboration. More specific examples included hosting fundraising events, encouraging other ethnocultural community groups to be members of the Council, and providing professional development around proposal writing for grants.

**** A more complete report can be found in Appendix E.**

Day 2

Plenary 1: Service Mapping Presentations

Links to presentations: Immigration, Refugees and Citizenship Canada: *Pending submission from IRCC*

Manitoba Education and Training:

<https://mansomanitoba.ca/wp-content/uploads/2018/09/Plenary-1-Service-Mapping-Province-of-Manitoba.pdf>

The first plenary session of the Summit highlighted the importance of data collection and outcomes reporting in the settlement sector. It was divided into two parts, with the first presenting IRCC's perspective and the second presenting perspectives from Manitoba Education and Training (MET), MANSO, and the Sponsorship Agreement Holders Association. The federal and provincial governments also gave a broad overview of the interventions related to settlement and integration that they fund.



IRCC encouraged the settlement sector to consider and focus on the following:

- Principles of fairness and transparency, collaboration and information sharing, enhanced data collection and reporting at the local level, and respect for clients.
- Being proactive and ensuring that the right policies and practices are in place to be able to successfully address unpredictable events that may put vulnerable populations at risk.
- Demonstrate and deliver outcomes that have a significant impact on newcomers.
- Produce research that inquires into how better to serve newcomers. For example, research on the resettlement of the Yazidi population in Canada demonstrates how careful consideration is needed to ensure continued supports for this highly traumatized group.
- Provide direct and specific recommendations for priority setting with IRCC and other partner agencies.

MET discussed the following four main goals for their strategic planning:

- Ensure individuals have the skills, knowledge, and competencies required for active citizenship.
- Establish effective pathways through a comprehensive lifespan approach.
- Make certain that Manitoba's labour market needs are met through a skilled and adaptable workforce.
- Work toward ensuring that Manitoba's immigration, education, training, and employment systems are effective, equitable, efficient, and sustainable.

The department also currently focuses on engaging with provincial departments that provide and/or fund services, and pursue settlement co-planning as evidenced by initiatives such as language training and the Refugee Employment Development Initiative (REDI). The REDI program is designed to assist refugee clients who have low language or literacy and experience multiple barriers in obtaining employment or pursuing further training.

In all presentations, partnerships and cross-sectoral collaborations were highlighted as necessary in meeting the needs of newcomers as they improve and maximize the delivery of settlement resources and services. MANSO discussed the important contributions of non-government funders, volunteers, faith-based institutions, and ethnocultural community organizations in providing supports for newcomers. The Sponsorship Agreement Holders' Association demonstrated examples of positive collaborations among refugee sponsors where private sponsors have been coming together and, with a shared vision, work toward building cohesion and healthy communities as they support refugee resettlement.

Question:	Which level of government can be looked at to fund mental health and trauma supports?
Answer:	"MET and Manitoba Health are collaborating. Specifically 'clinical' supports fall under health care while more general mental health and well-being can be addressed by MET. A number of responses to MET's RFP related to these areas." - Amanda Kletke-Neufeld

Question:	Regarding the number of participants employed after participating in services at MB Start, how many are employed in their field of choice?
Answer:	"MET does not have this specific data available immediately, but can look at making that information accessible and working with Manitoba Start." - Amanda Kletke-Neufeld



Plenary 2: Call for Proposals 101

Link to presentation:

<https://mansomanitoba.ca/wp-content/uploads/2018/09/Plenary-2-D2W6-CFP-101-deck-Final-EN.pptx.pdf>

This plenary provided detail, guidelines, and criteria on three main funding opportunities through IRCC. These include: 1) Expression of Interest (EOI); 2) Request for Quotations; and 3) Call for Proposals (CFP).

Call for Proposals are typically used to procure core services in settlement/resettlement and direct/indirect services every three to five years and result in Contribution Agreements. Applicants submit a full application, IRCC reviews and assesses applications, and then the applicant and IRCC enter into negotiations for a Contribution Agreement. Upon a successful negotiation, organizations will receive a Contribution Agreement with IRCC.

IRCC provided advice on how to put together a successful proposal, which includes preparing documents as early as possible, staying informed, and applying early in the process to avoid last minute challenges.

Question:	Do we know for sure CFP 2019 will be for a 5 year cycle?
Answer:	"IRCC has the authority to enter into 5 year agreements; however, this arrangement is appropriate in some cases and less so in others. They can share more information on this as it becomes available." - Grace Van Fleet
Question:	Is there a specific training on how to fill out a successful proposal?
Answer:	"IRCC is looking to improve training for applicants to the 2019 CFP, and is considering offering webinars, small group sessions, and possibly one-on-one sessions. Organizations can let their officer know what format would be beneficial for them." - Grace Van Fleet
Question:	The CFP process time requires huge SPO resources, but rejections don't provide good feedback. Can we have better responses to rejections?
Answer:	"IRCC is also looking to improve feedback processes for the upcoming CFP." - Andre Joly



Plenary 3: National Settlement Council Update

Link to presentation:

<https://mansomanitoba.ca/wp-content/uploads/2018/09/Plenary-3-D2W8-What-we-heard-at-NSC-Plus-Presentation-EN.pdf>

This plenary provided a summary from the National Settlement Council meeting in June 2018. The purpose of this event was to collect insight and obtain input from participants on recommended priorities for the National Call for Proposals. It also created engagement and support for a shared vision for settlement and integration of newcomers. The event is important because results inform priority setting for the Call for Proposals, in addition to providing insights for policy development for the next several years.

IRCC highlighted priority setting details for the settlement program, which held discussions focused on the CORE principles (as outlined below). These principles are best achieved if there are contributions from and collaboration among all stakeholders.

1. **Client-centered:** Programming that is tailored to meet the specific profiles of clients (e.g., Francophone newcomers, women, youth, LGBTQ2+, refugees, and other clients who are vulnerable, marginalized, or face barriers).
2. **Outcomes-driven:** Programming that is driven by evidence to ensure the best outcomes for clients, both in the short and long term, moving from outputs to outcomes.
3. **Responsive to need:** Programming that meets the needs of both clients and society to best integrate newcomers and achieve a shared vision for settlement and integration while contributing to welcoming communities.
4. **Effective use of resources:** Programming that uses the most effective means to achieve outcomes, including the use of innovative approaches and pilot testing.

IRCC also highlighted next steps, which include the continuation of priority setting based on the needs of newcomers, consultation and collaboration with all stakeholders, and accumulation and analysis of data to better understand the diverse needs of newcomers.

Question:	Are the National Settlement Council themes presented today the basis for the CFP 2019 priorities?
Answer:	"The CORE principles will be the basis for the 2019 CFP. The National Settlement Council themes helped to facilitate discussions but are not set in stone, and may shift in response to stakeholder feedback." - Anne Couillard



Plenary 4: Community Typologies

Links to presentations:

<https://mansomanitoba.ca/wp-content/uploads/2018/09/Plenary-4-Community-Typology-MB-EN.pdf>

Through community consultations conducted prior to the 2015 Call for Proposals, IRCC found two important inconsistencies in settlement services offered: 1) Inconsistent services provided in communities with similar profiles; and 2) urban centres and small communities had inconsistent services available. They also found that services for vulnerable clients required attention. The consultations resulted in a four-tier community typology:

- **Tier 1:** Smaller Communities with populations up to 10,000 and/or 20 plus landings and/or unique clients in iCARE for 2016-2017.
- **Tier 2:** Small Cities with populations between 10,000 and 35,000 and/or 50+ landings and/or unique clients in iCARE for 2016-2017.
- **Tier 3:** Medium-sized cities with populations between 35,000 and 150,000 and/or 200+ landings and/or unique clients in iCARE for 2016-2017.
- **Tier 4:** Major Urban Centres with populations over 150,000 and/or 1000+ landings and/or unique clients in iCARE for 2016-2017.

The community typology system helps to categorize communities by variables such as population size, clients served, and the number of landings. It then informs a suite of settlement services that IRCC seeks to fund in each community, enhances consistency, and ensures comparable settlement services regardless of the community.

The next step is to identify a minimal basket of services to be available in each community tier. This identification can be done by considering the details of the community, focus on client-centred programming approach, find and build upon strengths within a community, and leverage existing partnerships.

MANSO's Regional Coordinator, Don Boddy, further discussed IRCC's 'minimal basket of services.' Indeed, there should be a standard of services for settlement and integration in every community, but there is concern over whether a community's population should be the primary determining factor for levels of service. Other variables, such as local economies, community services, and immigration drivers, should also be considered when determining an appropriate 'basket of services.' Rather than using the word 'minimal,' it may be better to use terms such as 'adequate' or 'maximum' to refer to the 'basket of services.'

As Salwa Meddri, the RIF Coordinator at Accueil francophone, noted, it is important to ensure that the needs of Francophone newcomers are being addressed in these typologies. It is not only important to have evaluation and services available in French, but also to develop an awareness of those services among services providers and newcomers.

The session encouraged collaboration and partnership building to ensure the needs of clients are met. In identifying the minimal basket of services and keeping with the community typology model, information sharing, communication, and collaboration are essential to reaching clients and building stronger welcoming communities.



Question:	There is so much unquantifiable work in settlement. Is iCARE the ultimate measure of the impact of settlement services and does it capture it all?
Answer:	"No. It is an important measure, but not the ultimate measure. There are other important measures." - John Biles.

Question:	What is MANSO doing to collaboratively work with other umbrellas, build data, professionalize the sector, and change public discourse?
Answer:	"MANSO has ongoing in-person and distance interactions with umbrellas across Canada, particularly SAISIA and AAISA. For example, in terms of professionalization, it is working with AAISA on an online settlement-training pilot. The associations also communicate about research, data, and shared core services." - Vicki Sinclair.

DAY 3

Plenary 5: Cluster Update

Links to presentation:

Immigration, Refugees and Citizenship Canada: [Pending submission from IRCC](#)

According to IRCC, clusters are groupings of service providers in the PNT region who deliver similar services or provide specialized services to potentially vulnerable clients. IRCC is supporting different methods of gathering these service providers, including teleconferences and learning events. To date, the cluster system has worked well in the areas of language assessment, employment, post-secondary institutions, and information and orientation. It has also accomplished useful results among service providers for refugees, Francophone newcomers, case management, youth, newcomer women, small centres, and LGBTQ+ newcomers. Some of the clusters have worked on implementing a joint evaluation of similar types of programming, which is an effective way to allocate resources. Some of the challenges faced by the system include allocating resources equitably, timing or planning, outcomes, and access to reports.

Professional development is an important part of IRCC's planning activities. IRCC has set norms for maximum financial support for professional development as part of contribution agreements, which include:

- Providers in large centres: \$2700 for conference participation plus \$150/staff member for staff of language programs and \$300/staff member for other settlement staff.
- Providers in small centres: \$3000 for conference participation plus \$150/staff member for staff of language programs and \$300/staff member for other settlement staff.

Question:	How can an agency or organization participate in a cluster group?
Answer:	"The fastest way is to let your officer know. Participation is based on who is currently providing a service relevant to the cluster rather than being aspirational." - John Biles.

Question:	How can we learn who is on these cluster advisories and who is the IRCC lead on it?
Answer:	"IRCC will share an electronic list of cluster participants, along with cluster reports, on the website of umbrella organizations." - John Biles.

Plenary 6: Overview Language, Youth, Community Connections, and Labour Market

Links to presentations:

IRCC:

https://mansomanitoba.ca/wp-content/uploads/2018/09/D3W4_Rhonda_Plenary6OverviewManitoba-September-2018-EN.pptx

Saskatchewan Intercultural Association:

https://mansomanitoba.ca/wp-content/uploads/2018/09/D3W4_Abdulrahman_YSP-Evaluation-Presentation.pdf

IRCC provided an overview of funded initiatives in Manitoba around areas of language, employment, youth, and community connections.



Language: IRCC funded immigrant-serving agencies offer blended, informal, and formal language training to newcomers in both urban and small centres. Language training, which comprises over 40% of federal settlement funding allocations for fiscal year 2018-2019 in the province, is offered through a total of 19 contribution agreements with funding for Stage 1 (literacy to CLB 4) and Stage 2 (CLB 5 to CLB 8). In addition, Manitoba instituted a pilot program - Refugee Employment Development Initiative (REDI) - to assist refugees with lower levels of English as they learn occupation-specific language skills and then receive opportunities for on-the-job training.

Employment: IRCC funded immigrant-serving agencies provide employment-related services that offer employment preparation, employment counseling, and employer engagement in both urban and small centres. Employment-related services are funded through 14 contribution agreements in the province. IRCC is prioritizing proposals for pilot projects that focus on expanding blended language and employment services. The provincial government in Manitoba has been the central funder of employment-related services with IRCC providing modest investments in this area.

Youth: IRCC funded immigrant-serving agencies provide services for newcomer youth in both urban and small centres and are funded through 23 contribution agreements. For fiscal year 2018-2019, IRCC negotiated target numbers of 1,650 SWIS clients with \$562,700 in allocated funding for SWIS programming. For the same fiscal year, IRCC also negotiated target numbers of 6,371 critical-hour youth clients with \$1,149,293 in allocated funding for Critical-Hour Youth Programming. In addition, IRCC negotiated target numbers of 1,755 spring/summer youth clients with \$1,486,329 in allocated funding for spring/summer programming.

Community Connections: IRCC funded immigrant-serving agencies offer Community Connections programming to both small and urban centres in Manitoba through 37 contribution agreements with a focus on volunteer engagement, mainstream engagement, and connecting newcomers to Canadians. SPOs are engaging the broader community and working on targeted matching and volunteer coordination. In fiscal year 2018-2019, Community Connections comprises more than 10% of Manitoba's allocation of settlement funding.

Priority setting in the province is essential to ensuring continued delivery of essential services to newcomers. IRCC's investment is currently based on landing numbers and demonstrated need. Continued investments require that the following questions be asked during priority setting: a) Are the correct metrics being used?; b) What has been missed?; c) What is not working?; d) Do we have the right balance?

The plenary session also provided evaluation details on the Summer Youth Program (SYP), which was implemented in Manitoba, Saskatchewan, Alberta, and Nunavut across 23 partner agencies.

The ultimate outcome of the SYP is the integration and contribution of newcomer and refugee children to Canada's economic, social, political, and cultural development. During the evaluation of the program, it was confirmed that the SYP works toward addressing several settlement and integration needs of newcomer youth. In particular, it encourages youth to learn about the community, the local environment, and Canadian society. It also improves relationships and builds new ones as it develops connections and social engagement. The SYP enhances newcomer youth's ability to integrate into the school system.

The SYPs, which are offered for between seven and eight weeks in July and/or August, achieve their goals through activities centred on camps, sports, field trips, and language education with skill development integrated into programming activities.

Question:	What is being done to mediate the enormous service delivery gap we see for youth who are eighteen years and over?
Answer:	"Programming for critical after school hours and for at risk youth is a priority for IRCC. This is an important part of cluster work and can figure into the lists of priorities developed by breakout groups." - Rhonda McIntosh
Question:	There was significant duplication in summer programming this year. How can we ensure that summer programs fill gaps so that all newcomer youth can access?
Answer:	"The Youth Summer Program Evaluation revealed significant duplication of services. It is important to fill these gaps and cluster work can support this." - Rhonda McIntosh.

Plenary 7: Targeted Services: Results of Yazidi survey

Link to presentation:

<https://mansomanitoba.ca/wp-content/uploads/2018/09/MANSO-Yazidi-public.pdf>

With the purposes of helping to guide and inform coordination of services for a high-needs and vulnerable group of newcomers, Immigration Research West (IRW) presented preliminary results from the first of a study on Yazidi refugees' settlement experiences in Winnipeg, Calgary, Toronto, and London. Data is drawn from 35 in-person interviews conducted in Kurmanji.

The Yazidi refugee population in Canada is predominately female, with little knowledge of English and low levels of formal schooling. They have experienced profound trauma and exposure to violence, which negatively influences their ability to successfully settle once they arrive in Canada. For example, some struggle to attend language classes because of mental health issues linked to trauma.

When reflecting on pre-arrival information and services, many participants in the study expressed concern about their ability to reunify with family in Canada within the one-year window. They also struggled with obtaining accurate information since workshops were offered in Arabic rather than Kurmanji. The study found that participants had very low levels of Arabic fluency, which resulted in misinformation provided through information workshops. There is a need for more Kurmanji interpreters to help this population since many have low levels of educational attainment (less than grade 6) and are functionally illiterate in Arabic and Kurmanji, and they struggle to attend English classes because of familial responsibilities and issues with trauma.



Some initial recommendations derived from the study include the following:

- Considerations for housing the Yazidi population include the need to ensure proximity to grocery stores, schools, and language and settlement services.
- Because of the trauma that this population has experienced, there is also a need for more services provided by women to women.
- Revisit the one-year window for family reunification.
- Many Yazidi women were discouraged from being independent in Iraq, so targeted settlement services and supports are required to assist single-parent households.
- Given the levels of trauma that this population experiences, there is a need for specialized trauma-specific and mental health services.
- Teachers require special assistance to help Yazidi students and there is a need for more Kurmanji translators and interpreters.

IRCC and MET responded to the study's findings, highlighting the importance of the study for informing the development of targeted services for Yazidi refugees. IRCC encouraged a proactive approach to supporting Yazidi families while also stressing the need for schools to have supports to reach youth and supporting case management. MET encouraged collaborative partnerships to meet the needs of Yazidi families. Also, the Province is engaging in activities to improve supports for families by working with school divisions (e.g. convening a community hub) and partnering with IRCC.

Question:	Existing counseling supports are inadequate to meet the ongoing needs of this population. Are there plans to expand the capacity of Aurora and others?
Answer:	"With respect to individual counseling services, these are ineligible for IRCC funding. IRCC does provide a lot of support services for group counseling, well-being, and other areas. There is the need to work collaboratively in delivering appropriate services to clients." - Kelly Sims.

Question:	With respect to the increasing level of language barriers, what is IRCC providing to support the Yazidi population?
Answer:	"IRCC is trying to ensure that newcomers receive stage 1 language training within 60 days of arrival." - Kelly Sims.



Plenary 8: Vision for a Program Management Reset

Link to presentation:

https://mansomanitoba.ca/wp-content/uploads/2018/09/EN_Summits-Vision-for-Program-Management-Reset-Fall-2018.pptx

IRCC provided an overview of the work that has been done to streamline processes and highlight work that is being considered. Their vision is to encourage the evolution of their program by recalibrating their administrative processes, tools, and approach, based on a risk assessment that allows funding recipients to operate within a funding mechanism based on risk assessment results. The desired impact is to ensure that funding recipients are able to maximize time spent delivering services while also developing capacities and expertise. They also wish to create time and space for Officers to focus on pursuing value-added activities such as increased engagement with SPOs and gathering information on local needs as related to national priorities and trends.

IRCC has identified a need to re-think the nature of the Officer-SPO relationship since this is a central element of the integrated approach to the program management reset. A transformational change requires a culture change in the design, delivery, and management of how IRCC develops and implements contribution agreement management processes.

The program management reset significantly shifts relationships and roles in a number of ways:

- **For Officers and IRCC:**
 - There is a movement from reactive approaches with stakeholders to proactive engagement with partners.
 - A shift from enforcement-based oversight and information gathering to a collaborative approach to information gathering.
 - There will be a shift from a need-to-know basis type of approach to internal requests to developing expertise of newcomers' needs within the context of the community receiving services.
- **For SPOs and funding recipients:**
 - Movement from being apprehensive of inquiries made by Officers to developing an interest in sharing successes and challenges.
 - A shift from focusing on transactional elements to working in an environment based on mutual trust.
 - There will also be a shift from emphasizing 'reporting up' rather than achieving results to an increased attention on delivering outcomes and addressing client needs.

Critical success dependency, which includes a balanced approach to risk to allow reporting and budget flexibility, should be adopted. This is an approach that has a well-informed management of risk as it supports responsive, innovative, and outcomes-based programming. The new approach will result in more meaningful reporting and oversight requirements as well as more budget flexibility, when appropriate.

Vision implementation and the way forward include:

- Continuous exploration of how IRCC administers and manages the program based on a renewed assessment of risk.
- Support more time spent on value-added activities for both IRCC staff and funding recipients.
- Engagement of funding recipients throughout the process in order to assess the impact of IRCC's decisions and changes.
- The sector will be a partner in the implementation of the longer term vision.

IRCC recognizes the need to encourage a re-imagination of how they engage with their partners, work, and clients. They are engaging internally and externally and at various levels so as to develop a holistic understanding of why they do things the way they do with the intention of supporting change. In this process, IRCC is relying on traditional and new partnerships, as well as their own staff to define 'success.' They recognize that capacity and leaderships exists at all levels and seek opportunities to bring alternative perspectives to the surface. The settlement sector has a central role to play in the successful implementation of the vision for the program management reset. Ongoing engagement, a strong feedback loop, and openness to learn throughout the process will enable success.

Question:	There is a sense that our narrative reports are not read or are not the most effective way to share outcomes. Are they still the best way to report to IRCC?
Answer:	<p>"The narrative reports are definitely read and used by officers to understand and assess. In line with the proposed program reset, IRCC is open to hearing ideas for better ways to share outcomes. This would include alternatives to potential duplication between APPRs and narrative reports." - Nita Jolly</p> <p>"Similarly, APPRs are read, although this is time intensive and IRCC is open to ideas for improvement." - Anne Coulliard</p>
Question:	Could training and/or feedback be available for narrative reports to ensure they are as effective as they can be?
Answer:	"IRCC is interested in providing training and feedback and will look into this for narrative reports." - Nita Jolly

DAY 4

Opening Plenary: Celebrating Partnerships

This plenary session featured stories of promising partnerships from a cross-section of successful initiatives. Presenters highlighted how working together has led to better relationships and positive integration outcomes for newcomers to Manitoba.

Examples of promising partnerships:

- Youth Peace-building Project, which opened dialogue with youth on cultural diversity.
- IRCOM's Access to Benefit program, in partnerships with SEED Winnipeg, helps families save money, develop household budgets, and pay back loans.
- Ryerson School's partnership with eight community connectors in 15 schools.
- Summer Youth Engagement Program, which included partnerships with ethnocultural community groups and SPOs.
- The Bilingual Service Centre, Mountain Region in Notre Dame de Lourdes, which helps to deliver real value for the partners and newcomers in a small centre.



Identified needs:

- Ongoing need for anti-racism engagement with newcomers and Indigenous youth.
- Effective ways to address the service needs of Francophone newcomers.
- Communities need to be better prepared to receive new families and establish healthy relationships and partnerships.

Member-Led Break Out Sessions

On days one and four of the Summit, a number of member-led workshops were held to provide relevant information to participants. What follows is a brief description of each session's content and discussion. Links to posted presentations are provided, when available.

Day 1

Settlement of Francophone Refugees in Manitoba

<https://mansomanitoba.ca/wp-content/uploads/2018/09/A1%C3%89tude-sur-les-r%C3%A9fugi%C3%A9s-d'expression-fran%C3%A7aise-de-Winnipeg.pptx>

<https://mansomanitoba.ca/wp-content/uploads/2018/09/A1-Settlement-of-francophone-asylum-seekers.pdf>

Session Description: The research team presented two aspects of their research program (Réseau interdisciplinaire de recherche sur l'immigration, RRI):

1. The integration outcomes of Francophone refugees
2. Refugee claimants that have crossed the border through Emerson and the dynamics and motivations of these border crossings.

Discussion Summary: The presentations focused on the need to provide services that meet Francophone immigrants' specific and differentiated language, education, employment and health needs, and opportunities provided for integration into the wider Franco-Manitoban society. The discussion highlighted that research carried out by and for the Francophone community is crucial and welcomed, but that selection of participants in studies must be inclusive and transparent.

Manitoba Provincial Nominee Program

<https://mansomanitoba.ca/wp-content/uploads/2018/09/A2-Manitoba-Provincial-Nominee-Program.pdf>

Session Description: This workshop offered an opportunity to give service providers, ethnocultural community representatives, and other sector stakeholders an update on recent changes to the Provincial Nominee Program for Skilled Workers and Business Entrepreneurs. Comparative program statistics on changing demographics, recruitment, and retention outcomes were shared. The following key points were highlighted: Since the first Business applicant landed in 2000, there has been steady growth in this stream. Provincial nominees have made up 96% of economic immigrants to Manitoba with more than half of Manitoba's immigrants since 2001 arriving through the PNP. These newcomers arrive with the skills and human capital needed to address immediate gaps in diverse sectors of the economy, including in rural communities.

Discussion Summary: The discussion focused on how program priorities may affect pathways to permanent residence for temporary residents, options for family reunification, and sector program planning.

Supporting Older Adults

<https://mansomanitoba.ca/wp-content/uploads/2018/09/A3-A-O-Supporting-Older-Adults.pdf>

<https://mansomanitoba.ca/wp-content/uploads/2018/09/A3-JCFS-SUPPORTING-OLDER-ADULTS-MANSO-SUMMIT-2018.pdf>

<https://mansomanitoba.ca/wp-content/uploads/2018/09/A3-Supporting-Older-Adults-Seven-Oaks.pdf>

Session Description: This workshop explored unique needs and challenges faced by older adult newcomers. It identified key barriers they may face and provided an overview of some of the programs and services available in Manitoba for this diverse demographic.

Discussion Summary: The discussion during this workshop highlighted that participants feel that older adult newcomers are an underserved population and in need of more focus and support.

Language Training and Employment Research: Panel

<https://mansomanitoba.ca/wp-content/uploads/2018/09/A4-Language-research-presentation-sept-2018-1.pptx>

<https://mansomanitoba.ca/wp-content/uploads/2018/09/A4-MANITOBA-LABOUR-MARKET-REPORT.pptx>

<https://mansomanitoba.ca/wp-content/uploads/2018/10/Using-research-to-better-serve-clients.pptx>

Session Description: This workshop included a research overview of the links between language training and employment success and how to access and use this research to guide a language program. It also provided a brief review of data available on the federal government's Open Data Portal, with a specific focus on Manitoba small centres. Finally, the session included an examination of a labour market research forecast in Manitoba and how it can support proposals and amendments.

Discussion Summary: Several challenges in using employment research emerged and were discussed in this session. First, service provider staff lack time and expertise in research. Second, yet related to the first, it is difficult to demonstrate qualitative outcomes in the existing reporting structure. Third, there is a lack of commonly shared databases to facilitate better data collection and sharing. Research-supported data strengthens and reinforces proposals and amendments, but service provider staff require support in order to use it most effectively.

Employment: Exploring the Trades

<https://mansomanitoba.ca/wp-content/uploads/2018/09/B1-Exploring-the-Trades.pptx>

Session Description: The workshop offered a brief overview of the apprenticeship programs in Manitoba, as well as offering information on licensure, pathways, and opportunities in the trades for newcomers. It also answered the following questions: "If I am an experienced/qualified tradesperson in my country, am I also an experienced/qualified tradesperson in Manitoba?" and "What can I do if I am not?" There was also an opportunity for questions on licensure, pathways, and opportunities in the trades.

Discussion Summary: The discussion focused on the belief that a higher level of English or French was needed to pass the licensing exams than to practice the trade. Concern and regret were expressed that much needed tradespeople were becoming deskilled and discouraged as they spent years improving their language levels to pass written credentialing exams.

Activating Empathy in Inclusive Learning Spaces

<https://mansomanitoba.ca/wp-content/uploads/2018/09/B2-Manso-Language-awareness-training-30mins.pptx>

Session Description: This workshop explored ways that administrators can support their instructors in incorporating LGBTQ+ and other diversity and inclusion themes in all areas of their teaching and practice.

Discussion Summary: There was a focus on making small but consistent changes in classrooms or other settlement environments (i.e. gender of language examples, intake forms, etc.) to introduce diversity, inclusion, and LGBTQ+ themes and language into everyday practice. Discussions highlighted the need for safer spaces and better understandings of terminology and processes that will support and protect LGBTQ+ newcomers.



Newcomer Youth and Education

<https://mansomanitoba.ca/wp-content/uploads/2018/09/B3-Newcomer-Education-Coalition.pptx>

Session Description: This workshop explored the intersections between the settlement system and the K-12 education system in Manitoba and shared effective strategies for partnerships. It also shared an update on the work of the Newcomer Education Coalition in addressing some systemic barriers for newcomer youth in schools.

Discussion Summary: Participants brainstormed barriers encountered by newcomer youth as they access schooling. All participants were invited to join the Newcomer Education Coalition in continuing to advocate for their priorities, which include increased diversity in teachers and administrators, establishing EAL as a teachable subject, and increased parent-community engagement.

Engaging Municipalities

Session Description: This workshop explored different strategies of engaging municipalities in conversations that matter and involve the entire community. Each of the presenters brought a different perspective to the presentation. Approaches such as personal involvement, organizational partnerships, and advocacy were presented.

Discussion Summary: The presenters in this session shared their perspectives on their role in advocating for community awareness and civil change. The focus was on contributing to a more welcoming community. Participants from throughout the province discussed promising practices, success stories, and strategies.

Day 4

Mental Health Promotion for Newcomer Children and Youth

<https://mansomanitoba.ca/wp-content/uploads/2018/09/Mental-Health-Promotion-for-Newcomer-Children-Youth-Summit-2018-2.pdf>

Session Description: This workshop was a mutual learning session that provided an opportunity for participants to learn strategies to promote the mental health of newcomer children and youth. Presentations focused on the work that is being done by youth and family serving organizations to promote mental health.

Discussion Summary: The presentation provided a combination of shared and organizational knowledge and expertise around supporting newcomer children and youth. Discussions focused on the best ways to support newcomer youth and children. Principles of respect, communication, relationship building, providing support, and empowerment were highlighted both in the presentation and in discussions.

Employment: Perspectives on Recruitment and Retention

<https://mansomanitoba.ca/wp-content/uploads/2018/09/RDI-Presentation.pdf>

Session Description: This workshop provided participants with an opportunity to hear from researchers and a service provider about the successes and challenges of hiring newcomers. It also explored how service providers and employers can collaborate to open doors. In addition, the workshop provided a brief update on a research project through the Rural Development Institute that investigates the motivations of employers in the Prairies to hire newcomers with the objective of informing policymaking and settlement accompaniment from the perspective of employers.

Discussion Summary: The discussion provided service providers and ethnocultural community representatives with a chance to learn about employment outcomes for newcomers across the Prairies and how to build relationships with employers and educate them as to the benefits of hiring of newcomers.

Indigenous-Newcomer Engagement

<https://mansomanitoba.ca/wp-content/uploads/2018/09/C3-Indigenous-Engagement-Sector-Scan.pdf>

Session Description: This workshop provided an opportunity for participants to engage in discussions with other service providers on opportunities and challenges regarding Indigenous and newcomer work that has goals of inspiring new or expanded initiatives. A brief overview of the Indigenous Engagement Scan undertaken by MANSO in their Annual Member Survey opened the session.

Discussion Summary: Participant discussions focused on the need to educate ourselves first about Indigenous topics so that we can better support our clients and build trust and strong relationships with Indigenous partners. Organizations were encouraged to focus on one concrete step they could commit to in the coming year to increase this work and to engage with Indigenous groups through the basic connecting points of food, water, and language.

Good Ways to Support Financial Literacy

<https://mansomanitoba.ca/wp-content/uploads/2018/09/Manso-Sep-2018.ppt>

Session Description: Many times clients and participants need some guidance around money management. Having the appropriate tools is key to helping them maintain a healthy financial state. This session explored different existing tools for financial literacy training and included an overview of SEED Winnipeg's 10 money management training sessions that looks at tools, templates, and guides.

Discussion Summary: Participants echoed concerns about clients who have been in Canada for a number of years, but lack some fundamental financial literacy awareness and sometimes end up in financial trouble. There was discussion about how we can better incorporate supports for financial literacy in a variety of training programs.

Effective Grant Writing

Session Description: This workshop provided beginner to intermediate level proposal writers with helpful ideas, tips, and resources on how to prepare and write a successful grant application using Winnipeg and rural Manitoba as examples.

Discussion Summary: The discussion focused on asking specific advice from the speakers, both in their roles as funding decision makers and funding recipients. There is a need for more in-depth professional development in this area, especially as both formal and informal service providers prepare for the 3-5 year IRCC 2019 Call for Proposals.

Supporting Migrant Workers

Session Description: This workshop provided information on the different streams for temporary foreign workers, their access to rights and services, and some of the key challenges they experience. Current initiatives and campaigns to support migrant workers, both locally and nationally, were highlighted.

Discussion Summary: Participants discussed the gaps and challenges for migrant workers in Winnipeg and communities across the province. A need was identified to provide more training and support for staff in immigrant serving organizations on this topic, especially when the Province of Manitoba rolls out support for IRCC-ineligible clients.



Good Practices in Engaging and Retaining Volunteers

Session Description: Engaging and retaining volunteers is a key component of many successful language and settlement programs. Through an examination of recruitment, communication, retention, and management strategies in four different agencies, participants were able to take away tips, advice, and concrete ideas for establishing or improving their own volunteer programs.

Discussion Summary: Strong and thriving volunteer programs have some consistent similarities across agencies: clear, documented procedures, one-on-one interviews with potential volunteers, diversity and cross-cultural training and awareness, flexible and varied options for volunteers, and retention strategies that are built into every phase of their volunteer programming.

Meeting the Needs of Refugee Claimants

Session Description: This workshop offered an update on trends and changes for refugee claimants in Manitoba. Participants learned about existing processes as well as gaps and challenges, and explored how they can play a role in addressing them.

Discussion Summary: The discussion was focused on recent trends and issues. Between January and August 2018, 522 refugee claimants arrived. The issues raised in discussions included: challenges around a lack of immigration and refugee lawyers willing to work on Appeal cases for rejected claimants on legal aid certificates; the fact that Manitoba Health stopped issuing Manitoba Health Cards to all claimants unless they have secure employment; IRCC-funded settlement services remain inaccessible to refugee claimants; there is a need for proactive engagement with media and raising public awareness to combat negative myths against refugee claimants; and tight timelines for submitting required forms and documentation to CBSA and IRB/RPD.



IRCC-led Roundtable Sessions

These sessions were designed and facilitated by IRCC staff with the purpose of developing priorities from thematic discussions for the 2019 Call for Proposals. Small discussion groups brainstormed priorities and then reported back to the larger group, after which noted priorities were ranked. The following is a summary of the top priorities discussed and ranked within each session, along with other noteworthy issues that were discussed.

Day 2

Needs Assessment and Referrals

Priorities:

- Create centralized and thorough needs assessments for all immigrants to identify needs and referrals.
- Provision of specialized wellness and health services that includes crisis counselling and implements a triage case management approach for refugees to avoid duplication.
- Specialized services and needs assessments for clients with multiple barriers, including youth, people with disabilities, seniors, women, refugees, LGBTQ+.

Emerging Issues:

- There were recommendations to develop a standardized form to align with iCARE reporting.
- The settlement sector would benefit from training on how to do needs assessments and a clearer definition of 'case management'.



Information and Orientation

Priorities:

- Investment in technologies to facilitate online access to services in small centres, but also ensure the continued investment in face-to-face supports through a common information and orientation platform.
- Refugee claimants require access to information and orientation services.

Emerging Issues:

- More attention is required to coordinate services and share information so as to avoid duplication and ensure accurate, up-to-date knowledge of available services.
- There was discussion that the priorities listed in the 2015 Call for Proposals remain relevant today.
- The sector would benefit from more funding for research so as to capture trends and issues that cannot be demonstrated by statistics and numbers. Such matters are particularly relevant to smaller centres who cannot always report large numbers yet service clients who are in need of supports.
- Professional development on reporting of statistics, especially through iCARE, would be valuable.

Indirect Services (Local Immigration Partnerships, RIFs and Umbrellas)

Priorities:

- Anti-racism or immigration initiatives, e.g. campaigns/programs, conducted jointly by all indirect services.
- Engagement of Indigenous communities to create welcome communities.
- Engagement of ethno-cultural communities to work with SPOs.
- Increase support for more locally specific initiatives, including research directed by LIPs, RIFs, and umbrella organizations, LIPs in new communities, and support for the RIF to do more outreach in small Francophone communities.

Support Services: Transportation, childminding, interpretation/translation, crisis counselling

Priorities:

- Improve access to mental health supports and ensure more robust crisis counseling.
- Childminding services need to be more flexible as current requirements create barriers (ECEs, space, etc.).
- Increased resources for training interpreters and increasing interpretation capacity.
- Provide better access to affordable transportation for newcomers, especially outside urban centres and for youth, women, and individuals with disabilities.
- More opportunities and funding for professional development and training.

Emerging Issues:

- The current IFH requirements for counseling and therapy are too restrictive and there is a need for more opportunities for longer term counseling and supports.
- Since social and emotional needs impact newcomers' ability to access settlement services and achieve IRCC outcomes, supports for mental health and crisis counseling need to be enhanced.

Day 3

Language: Language assessment, formal classroom language, blended language, informal language

Priorities:

- Support for stage 2 (CLB 5-8) programming that links to secondary and post-secondary pathways, as well as employment.
- Develop enhanced blended and online language training programs (including support for developing mobile/app-based tools) that build computer literacy and offer employment-specific content.
- Bridging programs to support newcomers during transitions from high school to post-secondary education, and for internationally educated professionals in regulated and/or highly technical fields.
- Expand language at work programs.
- Ensure comprehensive literacy programming in all jurisdictions, including significant teacher training.
- Coordinate and ensure newcomers are assessed in both languages and that they are aware of existing services.
- Coordinate the delivery of NARS and language assessment services.



Emerging Issues:

- Citizens, temporary foreign workers, and refugee claimants should be able to access language training.

Youth: SWIS, summer programming, critical hours/after school programming

Priorities:

- Strategic investment in core youth programs (such as SWIS, critical hours, summer programs) to ensure all youth have access to these programs, while reducing duplication.
- Expanded specialized programming, including family and mentorship based programs, for youth with multiple barriers.
- Comprehensive and accessible psychosocial supports.

Emerging Issues:

- Supports for newcomer youth must also recognize alternative pathways for youth with non-traditional education backgrounds that would like to pursue different training, trades, or employment.
- Psychosocial issues associated with trauma can be a profound barrier to a young newcomers' successful settlement and integration. Early intervention through psychosocial support has a profound impact on the effectiveness of other supports.

Community Connections: Engaging 'mainstream institutions', connecting newcomers to other Canadians/Canadian institutions, engaging volunteers

Priorities:

- Community connections funding to support the integration of young adults not served by existing settlement supports.
- Support for volunteer coordination to train and organize volunteers for programs that support integration, especially mentorship programs.
- Funding for bridge building activities between Indigenous people, newcomers, and settlers.

Labour Market: Labour market preparation, mentorships, on-the-job supports required

Priorities:

- Encourage collaboration among organizations to offer language and employment programming including language training in the workplace across diverse fields and levels of work.
- Support activities that raise awareness of opportunities to hire newcomers and connect employers with clients.
- Pre-arrival services that are available sooner and located in Francophone agencies for French-speaking immigrants.
- Develop more mentorships, internships, and bridging programs so that job placement operates on a continuum from entry-level to professional-level.
- Develop and implement entrepreneurial themed programming.
- Recognition and supports for employment opportunities for newcomers with disabilities.

Emerging Issues:

- Discussions highlighted the need to support lower skilled immigrants since they tend to face the highest risk of poverty.
- As employment outcomes are very important to both funders and newcomers themselves, programs that draw on the expertise of employment and language training specialists should be supported in developing appropriate program models for diverse client groups, including Francophone newcomers and those with CLB 5+.

LGBTQ+

Priorities:

- Training for all staff of settlement organizations to develop positive spaces and understanding of sexual orientation, identity and gender diversity.
- Increased specialized settlement supports based out of LGBTQ+ focused organizations.

Emerging Issues:

- LGBTQ+ clients need to know they can be open and safe in all aspects of their interactions with settlement organizations, not just in services that are linked to sexuality and gender identity.
- Investing in core specialized supports creates centres of expertise and community hubs for such vulnerable populations of newcomers.

Seniors

Priorities:

- Programs to reduce isolation, notably mentorship and matching programs for social and cultural integration of senior newcomers.
- Easily accessible programming with transportation options provided.
- Specialized services, such as physical activity, as outlined in the CFP 2015.

Emerging Issues:

- Given that many newcomer seniors experience isolation, there is a need for programs that facilitate connections across generations and cultures.



- The priorities of the 2019 CFP and specialized services from the 2015 CFP were highlighted as valuable points of reference.
- Outcomes measured in programs (for example, language programs) must reflect the specific needs of newcomer seniors and the different forms of progress that programs can support.

Women

Priorities:

- Projects focused on empowering women to know their rights, engage in their children's education and build self-sufficiency through education, mentorship, and skill building.
- Funded on-site childcare for women's programs and in-home respite for appointments.
- Coordinated service centres for women to access specialized services in one location, e.g. physical/mental/sexual health, trauma, domestic violence, parenting, family reunification.



Emerging Issues:

- Navigating between multiple service providers can be a barrier to service access for newcomer women with families. Therefore, concentrating specialized services is a way to address the needs of clients while making effective use of resources.
- Developing a sense of empowerment contributes to well-being for women, their families, and society.
- The measurement of outcomes for women's programs must be more flexible in recognizing the different circumstances that may lead to a longer time period in which women may reach outcomes.
- Women face unique challenges that cannot always be reduced to a few priorities. Some ideas include developing more resources for trauma informed care, low-income bus passes, and agency policies regarding sexual harassment and gender-specific services.

Newcomers with Disabilities

Priorities:

- Information and orientation initiative to improve the identification of disabilities and inform newcomers with disabilities how to disclose their disabilities to service providers.
- Specialized programming, including innovative experiential models, for clients with different kinds of disabilities to improve success in language and employment programs.
- Family matching programs between Canadian and newcomer families with children with disabilities.

Emerging Issues:

- Aside from initial information and orientation, ongoing improvement of processes of identification, coordination, and referrals between service providers that do not require disclosure of disabilities is necessary.
- Newcomer families of children with disabilities face challenges that can limit integration opportunities. Approaching this through family referrals and connecting newcomers with Canadian families can help to alleviate a sense of isolation and promote integration.

Francophone Communities

Priorities:

- Capacity for information and orientation of Francophone newcomers to be offered in French by Francophone staff who are well connected to the local francophone community.
- Language training opportunities for newcomers in French, particularly related to employment and specialized careers.
- Increased services such as settlement and employment supports available in French.

Emerging Issues:

- There is a need for recognition of Francophone literacy centres and programs in the settlement system.

Small Centres Communities

Priorities:

- Increased supports and administrative funding (e.g. support for additional coordination capacity on diverse topics including SWIS) for small centres to ensure availability of a range of services.
- Improved availability of online services, including orientation toolkits, language assessment and training, and French language resources.
- Funding and mandate for specialized services, which are usually Winnipeg-based, to operate province-wide, especially mental health and sexuality related services.

Emerging issues:

- There is a need for continued research on the unique logistical and demographic challenges facing small centres.
- Although it is important for small centres to build capacity for diverse supports, it is also necessary to connect newcomers (particularly marginalized groups) with province-wide specialized supports as a way to meet client needs and make effective use of available resources.
- Outreach for small centres that are Francophone communities is needed.

Summit Evaluation

The evaluation of the Manitoba Integration Summit 2018 was conducted through the online platform, SurveyMonkey, between September 14th, 2018 and September 28th, 2018. We received 107 responses in English and 7 responses in French for a total of 114 responses. Survey respondents represented: settlement agencies (71%), federal, provincial or municipal government (9%), public institutions (8%), other non-profit groups (8%), and ethnocultural groups (3%).

In general, participants rated their overall experience at the summit as very positive (53%) or positive (46%). Many explained that it was well organized, provided much useful information, and led to valuable networking opportunities.

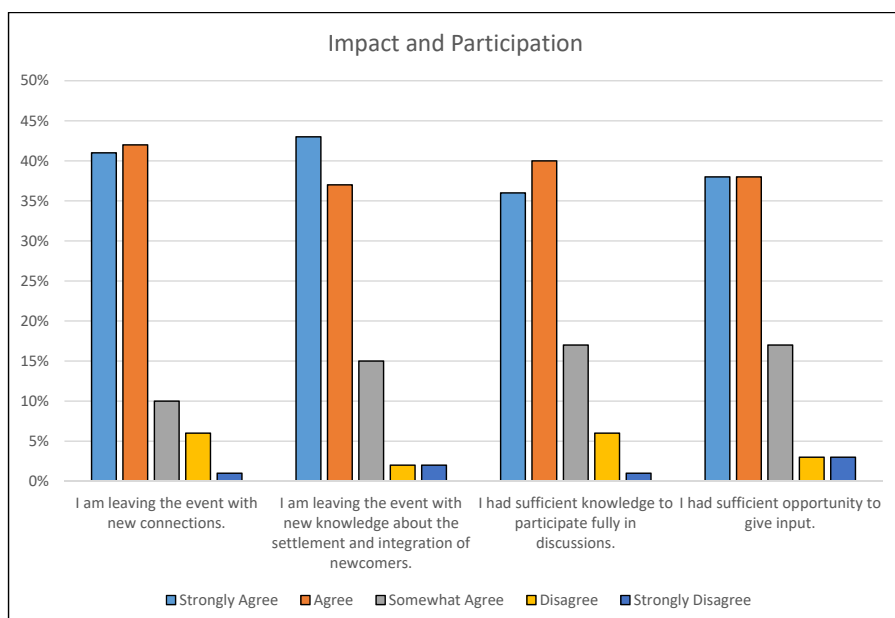
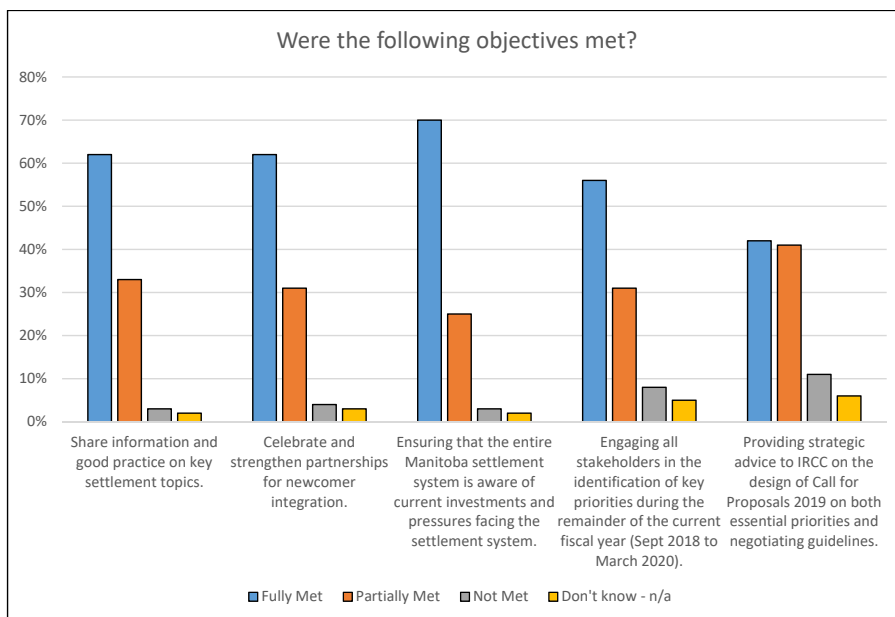
Of the plenary sessions, participants found the Call for Proposals 101 (52%), the Opening Plenary with Chris Friesen (45%), Service Mapping (34%), Overview Language, Youth, Community Connects, and Labour Market (34%), and Vision for a Program Management Reset (34%) to be the most valuable. The least valuable session for participants was Community Typologies. Although, many respondents noted that they found something of value in all plenaries, but made their choices based on relevance.

When asked how participants would like to see information generated at the summit used, respondents indicated that they would like to see information posted on the MANSO website, shared with members and the sector, and collected in a report. They would also like the government to use the information gathered in priority setting, to inform the 2019 CFP, and to ensure gaps in services are being addressed.

Many respondents will use the knowledge and information they gained at the summit in their upcoming submissions to the CFP. They felt that the information will help shape their planning and direction for CFP 2019 and will lead to better proposals. Also, many respondents noted the importance of making new connections in their work moving forward.

We have also identified some areas to improve for future years, as the following comments were mentioned frequently in feedback:

- The summit was too long and/or the schedule did not allow people to participate in all elements.
- There were concerns around the process for the break-out groups on Thursday and Friday, indicating that there was confusion and a lack of both consistency and focus.
- For stakeholders that are not IRCC-funded SPOs, more clarity on which portions of the agenda would be relevant and/or designating one-day for broader stakeholder engagement would be helpful.



- “I think it was very important to have sector-led breakout sessions because those were opportunities to learn from each other, make connections, and talk about some of the populations that may be ineligible, but still are in great need of support.”
- “Leaving the summit with inspiration to recognize employees better and encouraged by the possibility that funding for this could come to fruition as well as new ways to deal with slippage. We made connections that could lead to future partnerships for the next CFP.”
- “As I am fairly new to my role, the last year has been [about] following what was done before me and replicating it. This gave me information on what changes need to be done and why and that I need to pursue narrative reports, data collection, and all iCARE reporting in a more deliberate fashion. I feel confident I can start not just to mirror what was done before, but make meaningful changes because of the new information and overview I gained.”
- “I found the information about positive, safer spaces for LGBTQ folks and the information about fostering Indigenous and newcomer partnerships incredibly fascinating and helpful. I will definitely be pushing my organization to make some big changes as we move forward.”

Appendix A - Agenda





Annual Integration Summit 2018

September 12th - 15th

Canad Inns Destination Centre Polo Park

Wednesday, September 12th, 2018

Time	Activity	
12:30 - 1:00	Registration	
1:00 - 2:30	Ambassador 1 & 2	Welcome & Opening Plenary  <ul style="list-style-type: none"> Welcome - Jorge Fernandez Opening Invocation - Albert McLeod, <i>Two-Spirited People of Manitoba Inc.</i> Report Back from 2017 Summit – Vicki Sinclair, MANSO Keynote - Chris Friesen, <i>CISSA-ACSEI</i>
2:30 - 3:30	Break out sessions: descriptions and presenters listed on page 11.	
	Ambassador 1 & 2	A1: Settlement of Francophone Refugees in Manitoba 
	Meeting room K	A2: Manitoba Provincial Nominee Program
	Ambassador 3	A3: Supporting Older Adults
	Meeting room G	A4: Language Training & Employment Research: Panel
3:30 - 3:45	Health Break	
3:45 - 4:45	Meeting room E	B1: Employment: Exploring the Trades
	Meeting room K	B2: Activating Empathy In Inclusive Learning Spaces
	Ambassador 3	B3: Newcomer Youth & Education
	Meeting room G	B4: Engaging Municipalities
4:45 - 5:30	TYC Events Centre	Networking
5:30 - 8:00	Ambassador 1 & 2	Dinner & Dialogue

Thursday, September 13th, 2018


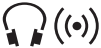

Time	Activity	
8:00 - 9:00	Ambassador 1 & 2	Breakfast and Registration
9:00 - 9:45	Ambassador 1 & 2	Welcome and Opening Remarks  ((•)) Speakers: <ul style="list-style-type: none"> Hon. Scott Fielding, <i>Minister of Finance, Province of Manitoba</i> Laura Di Paolo, <i>Director General, Settlement Network, IRCC</i> Vicki Sinclair, <i>MANSO</i>
9:45 - 10:20	Ambassador 1 & 2	Plenary 1: Service Mapping Presentation Part I  ((•)) Speakers: <ul style="list-style-type: none"> John Biles, <i>Acting Director, Settlement Network, IRCC</i>
10:20 - 10:40	Health Break	
10:40 - 11:45	Ambassador 1 & 2	Cont. Plenary 1: Service Mapping Presentation Part II  ((•)) <ul style="list-style-type: none"> Amanda Kletke-Neufeld, <i>Director, Integration Services for Immigrants, Immigration and Economic Opportunities, MET</i> Vicki Sinclair, <i>Executive Director, MANSO</i> Brian Dyck, <i>SAH Association</i> Followed by Q&A/ Discussion
11:45 - 12:15	Ambassador 1 & 2	Plenary 2: Call for Proposals (CFP) - 101  ((•)) Speakers: <ul style="list-style-type: none"> Grace Van Fleet - <i>Acting Assistant Director, Settlement Network, IRCC</i> Followed by Q&A/ Discussion
12:15 - 1:15	Lunch Break	
1:15 - 1:45	Ambassador 1 & 2	Plenary 3: National Settlement Council Update  ((•)) <i>Update from June meeting - National Priorities</i> Speakers: <ul style="list-style-type: none"> Nita Jolly, <i>Acting Deputy Director General, Settlement Network, IRCC</i> Anne Coulliard, <i>Deputy Director, Settlement and Integration Policy, IRCC</i> Vicki Sinclair, <i>Executive Director, MANSO</i> Followed by Q&A/ Discussion
1:45 - 2:30	Ambassador 1 & 2	Plenary 4: Community Typologies (Agreement on minimal basket of services to be available in each size community)  ((•)) Speakers: <ul style="list-style-type: none"> Abdi Aden, <i>Acting Manager, Settlement Network, IRCC</i> Don Boddy, <i>Regional Coordinator, MANSO</i> Salwa Meddri, <i>RIF Coordinator, Accueil francophone</i> Followed by Q&A/ Discussion
2:30 - 2:50	Health Break	




Thursday, September 13th, 2018

2:50 - 4:00	Breakouts/Round Table Discussions 1: IRCC lead Whisper interpretation available on request (through conference registration) <i>(Hour for table discussion and 10 mins for room summary)</i>	
	Meeting Room K	Needs Assessment and Referral
	Ambassador 1 & 2	Information and Orientation
	Meeting Room J	Local Immigration Partnerships (LIPs), Réseaux en immigration francophone (RIFs), Umbrellas and other indirect services
	Meeting Room L	Support Services: Groups i) Transportation ii) Childminding iii) Interpretation/translation iv) Crisis counselling
4:05 - 4:30	Ambassador 1 & 2	Wrap Up of the Day Speakers: <ul style="list-style-type: none"> • Heather Robertson, <i>MANSO Board</i> • Jana McKee, <i>MANSO Board</i> • John Biles, <i>Acting Director, Settlement Network, IRCC</i>


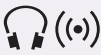
Friday, September 14th, 2018

Time	Activity	
8:00 - 9:00	Ambassador 1 & 2	Breakfast and Networking
9:00 - 9:15	Ambassador 1 & 2	Welcome and Opening Remarks  Speakers: <ul style="list-style-type: none"> • Welcome & Brief Canadian Council for Refugee Update - Dorota Blumczynska, <i>MANSO Board and CCR Vice President</i>
9:15 - 9:45	Ambassador 1 & 2	Plenary 5: Cluster Update  Speakers: <ul style="list-style-type: none"> • John Biles, <i>Acting Director, Settlement Network, IRCC</i> • Followed by Q&A/ Discussion
9:45 - 10:15	Ambassador 1 & 2	Plenary 6: Overview Language, Youth, Community Connections, and Labour Market  Speakers: <ul style="list-style-type: none"> • Rhonda McIntosh, <i>Acting Manager, Settlement Network, IRCC</i> • "Results of summer program evaluation", Abdur Rehman Ahmad, <i>Saskatchewan Intercultural Association (SIA)</i> • Followed by Q&A/ Discussion
10:15 - 10:35	Health Break	

Friday, September 14th, 2018

Time	Activity	
10:35 - 12:00	Breakouts/Round Table Discussions 2: IRCC lead Whisper interpretation available on request (through conference registration) <i>(Hour for table discussion and 20 mins for room summary)</i>	
	Ambassador 1 & 2	Language: Groups <ul style="list-style-type: none"> i) Language assessment ii) Formal classroom language iii) Blended language iv) Informal language
	Meeting Room L	Youth: Groups <ul style="list-style-type: none"> i) SWIS (including enhanced SWIS) ii) Summer programming iii) Critical hours/after school programming
	Meeting Room K	Community Connections: Groups <ul style="list-style-type: none"> i) Engaging “mainstream institutions” ii) Connecting newcomers to other Canadians/Canadian institutions iii) Engaging volunteers
	Meeting Room M	Labour Market: Groups <ul style="list-style-type: none"> i) Labour market preparation ii) Mentorships iii) On-the-job supports required
12:00 - 1:00	Lunch Break	
1:00 - 1:40	Ambassador 1 & 2	Plenary 7: Targeted Services  Speaker: <ul style="list-style-type: none"> • “Results of the Yazidi survey (IRW)”, Lori Wilkinson, <i>Immigration Research West</i> Respondents: <ul style="list-style-type: none"> • Kelly Sims, <i>Manager, Settlement Network, IRCC</i> • Amanda Kletke-Neufeld, <i>Director, Integration Services for Immigrants, Immigration and Economic Opportunities, MET</i> • Followed by Q&A/ Discussion
1:40 - 2:40	Breakouts/Round Table Discussions 3: IRCC lead Whisper interpretation available on request (through conference registration) <i>(45 minutes for table discussion and 15 mins for room summary)</i>	
	Meeting Room G	LGBTQ+
	TYC Events	Seniors
	Meeting Room M	Women
	Meeting Room L	Newcomers with Disabilities
	Ambassador 1 & 2	Francophone Communities
	Meeting Room K	Small Centres Communities
2:40 - 3:00	Health Break	

Friday, September 14th, 2018

3:00 - 4:00	Ambassador 1 & 2	Plenary 8: Vision for a Program Management Reset Speakers: <ul style="list-style-type: none"> Nita Jolly, <i>Acting Deputy Director General, Settlement Network, IRCC</i> Followed by Q&A/ Discussion 	
4:00 - 4:30	Ambassador 1 & 2	Wrap Up of the Day Speakers: <ul style="list-style-type: none"> Salwa Meddri, <i>MANSO Board</i> Steve Reynolds, <i>MANSO Board</i> John Biles, <i>Acting Director, Settlement Network, IRCC</i> 	

Saturday, September 15th, 2018

Time	Activity		
8:00 - 9:00	Ambassador 1 & 2	Welcome & Breakfast	
9:00 - 10:00	Ambassador 1 & 2	Opening Plenary: Celebrating Partnerships Speakers: <ul style="list-style-type: none"> Albert McLeod, <i>Two-Spirited People of Manitoba Inc.</i> Joanne Riel, <i>Bilingual Services, Government of Manitoba</i> Mohamed Bangura, <i>Participant, Access to Benefits Program</i> Sheena Braun, <i>Ryerson School</i> Laila Khoudeda, <i>Summer Youth Engagement Program</i> 	
10:00 - 11:00	Break out sessions: descriptions and presenters listed on page 14.		
	Ambassador 1 & 2	C1: Mental Health Promotion for Newcomer Children & Youth	
	Ambassador 3	C2: Employment: Perspectives on Recruitment & Retention	
	Meeting Room L	C3: Indigenous - Newcomer Engagement	
	Meeting Room M	C4: Good Ways to Support Financial Literacy	
11:00 - 11:15	Health Break		
11:15 - 12:15	Ambassador 1 & 2	D1: Effective Grant Writing	
	Ambassador 3	D2: Supporting Migrant Workers	
	Meeting Room L	D3: Good Practice in Engaging and Retaining Volunteers	
	Meeting Room M	D4: Meeting the Needs of Refugee Claimants	

List of participating organizations

- A&O: Senior Immigrant Settlement Services
- Accueil Francophone
- African Communities of Manitoba Inc. (ACOMI)
- Altered Minds Inc.
- Apprenticeship Manitoba
- Asessippi Parkland Settlement Services
- Assiniboine Community College
- Aurora Family Therapy Centre
- AYO!
- Bilingual Services, Government of Manitoba
- Canadian Multicultural Disability Centre Inc.
- Canadian Muslim Women's Institute
- Cartwright Killarney Boissevain Settlement Services
- CDEM
- CHAI Immigrant Centre
- Chinese Community
- CISSA-ACSEI
- City of Winnipeg
- Community Futures North Central Development
- Council of South Sudanese Community of Manitoba Inc. (COSSCOM)
- Dauphin and Region Immigrant Services
- Division Scolaire Franco-Manitobaine
- Eastman Immigrant Services
- EDGE Career Program
- Elmwood Community Resource Centre
- Employment and Income Assistance (EIA), Province of Manitoba
- English Online
- Enhanced English Skills for Employment
- Eritrean Community in Winnipeg
- Family Dynamics
- Food Matters Manitoba
- Healthy Child Manitoba
- Holy Names House of Peace
- Immigrant Centre
- Immigration and Economic Opportunities, Manitoba Education and Training
- Immigration Partnership Winnipeg
- Immigration, Refugees and Citizenship Canada
- Interlake Immigrant Settlement Services
- Immigrant and Refugee Community Organization of Manitoba (IRCOM)
- Jewish Child and Family Service
- Louis Riel School Division (LRSD)
- Manitoba Chinese Women's Association
- Manitoba Education and Training
- Manitoba Interfaith Immigration Council
- Manitoba Nurses Union
- Manitoba Start
- Manitoba Women for Women of South Sudan (W4W)
- MANSO
- Marlene Chambers Translation Services
- Mennonite Central Committee Canada
- Mental Health and Addictions Branch, MB Health, Seniors and Active Living
- Migrante Manitoba
- Manitoba Institute of Trades and Technology (MITT)
- Monjang Society of Manitoba
- Mosaic Newcomer Family Resource Network
- Mount Carmel Clinic
- N.E.E.D.S. Inc.
- Neepawa and Area Immigrant Settlement Services, Inc

- Neighborhood Empowerment and Resource Centre (NEARC Inc)
- Nepali Cultural Society of Manitoba
- New Journey Housing
- Newcomer Education Coalition / Grant Park High School
- NorWest Co-op Community Health
- Occupational Health Centre
- Office of the Manitoba Fairness Commissioner
- Operation Ezra
- Opportunities for Employment (OFE)
- Pembina Valley Local Immigration Partnership, Immigrant Advisory Table
- Philippine Heritage Council of MB
- Pluri-elles (Manitoba) inc.
- Portage Community Renewal Corporation
- City of Portage la Prairie
- Portage Learning and Literacy Centre
- Professional English Group (PEG) Canada
- Province of MB, Department of Education and Training, Skills and Employment Partnerships
- Rainbow Resource Centre
- RCCG Solution Sanctuary
- Red River College Language Training Centre
- Refugee Sponsorship Training Program
- Regional Connections
- River East Transcona Immigrant Services
- Rural Development Institute - Brandon University
- Ryerson School
- Saskatchewan Intercultural Association
- SEED Winnipeg Inc
- SERC MB
- Seven Oaks School Division Immigrant Services
- Sierra Leone Refugee Resettlement, Inc.
- Society for Manitobans with Disabilities
- Somali Helpage Association Inc.
- Spence Neighbourhood Association
- Success Skills Centre
- Swan Valley Settlement and Immigrant Services
- Teachers of EAL to Adults in Manitoba (TEAM)
- The Peaceful Village Program
- The Salvation Army Barbara Mitchell Family Resource Center
- Turtle Mountain School Division
- Two Spirited People of Manitoba
- UFCW Training Centre
- United Church of Canada
- United Way Winnipeg
- Universite de Saint-Boniface
- University of Manitoba, Immigration Research West
- University of Winnipeg
- WELARC
- West Cental Women's Resource Centre
- Westman Immigrant Services
- Winnipeg Foundation
- Winnipeg School Division
- Winnipeg School Division Adult EAL Program
- Yazidi Association of Manitoba
- YMCA-YWCA Winnipeg





MANSO: Update on 2017 Summit Work Plan

In October 2017, MANSO hosted the 2017 Manitoba Integration Summit. This event included various sessions on topics identified by our advisory committee, as well as roundtable discussions on key settlement themes. The full report from this event can be found on our website.

Part of the report was an action plan, which proposed key follow-up actions in response to issues raised at the 2017 Summit. The document below highlights key achievements and ongoing activities in these areas, and flags areas which need further follow up. Many of the completed actions reflect the combined effort of our members, committees, partner organizations, and funders in addition to efforts by our staff team.

Further information about MANSO's other ongoing activities can be found in our Annual Report.

Topic	Completed	Ongoing	Still to Come
Communication <i>Outcomes: Increased role and promoted awareness of MANSO as a community connector and central information source</i>	Created Resource section of website Key pages and resources now in both official languages.	Ongoing work to highlight the work of individual member organizations in e-newsletter & promote awareness of available programs / services	Work with members on tools and strategy for engaging with media Development of tools to inform stakeholders on work of settlement sector
Capacity Building, Coordination and Referral Pathways <i>Outcomes: Ongoing and improved communication and collaboration between all settlement actors</i>	Open Data Portal Webinar in March 2018 Session on Good Practice in Volunteer Management at 2018 Summit Networking Fair 2018 Newcomer Fair (Winnipeg) 2018	Working with CISSA-ACSEI on advocating for sector capacity building and consultation on program policy, including giving input on "Charting a New Direction" paper. Many recommendations being implemented in 2019 IRCC CFP, including 5 year CAs for "low risk" SPOs, flexibility on higher admin percentages for small agencies and fewer budget lines in schedule 2 Piloting professional development courses offered by AAISA and working on regional PD strategy Survivors of Daesh calls and Refugee Claimant working group	Further work with IPW and other partners to facilitate communication between SPOs and ethno-cultural communities about available supports and potential partnerships Develop professional development models to respond to needs of various sizes of organizations
Needs Assessments Outcomes: Effective and efficient collection and sharing of data for collective analysis	Piloted settlement dashboard tool and shared with sector on last quarterly call	Data for RAP dashboard being collected and compiled for quarterly calls	Continue RAP dashboard development plus data collection and analysis

Topic	Completed	Ongoing	Still to Come
Private Sponsorship Outcomes: Improved collaboration and centralized processes between various actors in private sponsorship	Sponsorship Guide Book completed. Will be hosted on MANSO website under "Resources"	Quarterly meetings between MANSO and SAHs. Working closely with IRCC to share PSR resources	Collaborate with Refugee Sponsorship Training Program (RSTP) and SAHs to maximize referral process for PSRs
Francophone Communities Outcomes: Support implementation of francophone strategy	Consultation with Réseau en Immigration Francophone (RIF) Supporting 'par et pour' strategy	Include more French sessions at 2018 Integration Summit French language information, job postings and links to resources shared on website and social media	Identify opportunities to increase collaboration between francophone & Anglophone organisations
Small Centres Outcomes: Promote and support Manitoba as leader in small centre settlement	SWIS (Settlement Workers in Schools) programming started in 5 small centre communities MANSO staff participated in Rural Employment Development Initiative consultations	Providing support to increase mental health service capacity of regional SPOs	Training Manual for Small Centres
Housing	Good Practice in Financial Literacy session at MANSO Summit	Updating Housing Guides	Collaboration and knowledge dissemination on housing research
Health, Mental Health, and Disability	Hosted session on Psychological Health & Safety with OHC Children, Youth, & Family Mental Health session at Summit Contributed to development of Mental Health & Addictions Strategy report	Ongoing professional development related to mental health / vicarious trauma, including collaborating with Aurora Family Therapy on vicarious trauma workshop Ongoing Community of Practice hosted by MATC and SPOs	Explore newcomer family education workshops with CMHA
Gender and Sexuality	Incorporating section on gender identity and sexual expression into the Community Interpreter Training	Exploring a positive spaces campaign in collaboration with Rainbow Resource Centre	PD on mediating cultural safety and gender equity

Topic	Completed	Ongoing	Still to Come
Youth	Hosted forum on Older Youth with Interrupted Schooling in partnership with Newcomer Education Coalition; session at Summit	Follow-up from forum, ongoing collaboration with NEC	
Newcomer-Indigenous Relations	Newcomer-Indigenous engagement scan completed and will be shared at Summit	Hosted one workshop with Treaty Relations Commission of Manitoba; one more to come in 2019 Partnership with IPW and other stakeholders on Indigenous Toolkit	Initial conversations with TRCM about creating an indigenous module for EAL classrooms
Language	Hosted May 24th provincial language consultation to respond to stage 2 language and ineligible client needs	Continue to advocate for stage 2 language at NLAB and NSC	One-year check-in of provincial/federal partnership in language classrooms
Childcare	Consultant from Family Dynamics available to assist with issues and staff support	MANSO CNC Committee to continue discussions on improving class vs. childcare numbers/space logistics	
Employment	Supported implementation of second year of REDI projects Partnered with Office of the Manitoba Fairness Commissioner on report to community	Employment committee sharing good practice in client-centred career planning	MANSO Employment Committee to work with researchers to initiate scan of bridging programs

Priorities CFP 2019 - Questions for all Breakout Sessions

**NOTE - Discussion should be centered on establishing the new priorities for Call for Proposals (CFP) 2019 and focused on the particular topic for this breakout session.*

Please nominate one person to take notes at your table. Please ensure to use the template provided. Please have the note taker provide the used template to the IRCC lead in the room at the end of each breakout session.

Please review the cluster (one page) update provided on the table.

1. Please discuss the top three items identified on the page. Do these items align with your own priorities? If not, why not?

Looking at the priorities on the table from Call for Proposals (CFP) 2015 and in thinking of your community:

1. Are there extraneous items that can be removed (no longer valid or a priority)?
2. For the items remaining are they specific enough at the provincial level or should they be regional? If not, please revise them to ensure they include the level of detail needed.
3. Do the remaining priorities accurately reflect the need in your community (the various newcomer profiles, including refugees)? If not, what other priorities should be added. Please be specific and provide concrete examples.
4. Of the top items on the cluster work plan do any of these need to be added to the priorities?
5. Please list all of the priorities, your table has identified, (remaining from CFP 2015, cluster work plan, and new ones added in this session) in order of importance.
6. Of the IRCC-funded activities that you currently offer and report on, please identify the top 3 activities that are the most difficult to quantitatively and qualitatively demonstrate client impact and outcomes.

Manitoba Integration Summit 2018: Dinner and Dialogue

At the 2018 Manitoba Integration Summit, we hosted a Dinner and Dialogue with the goal of bringing together service providers and ethnocultural community groups to discuss how we can better collaborate. About 100 people participated in the event. Following presentations by the Ethno-cultural Council of Manitoba as well as a member of Pembina Valley Local Immigration Partnerships Immigrant Advisory Table, participants discussed three questions related to recognizing and increasing partnership between ethnocultural community groups (ECGs) and service provider organizations (SPOs) at their tables.

1. What are some examples of innovative or rewarding initiatives?

Participants acknowledged many ways that partnerships happen including:

- *Diverse staff at SPOs help build connections to ECGs*
- *Connections between SPOs and ECGs through sponsorship of refugees*
- *Work between networks, including Local Immigration Partnerships (LIPs) and the Francophone Immigration Network (RIF)*
- *Programs at SPOs that bring ethnocultural leaders in (eg: as guest speakers, as resources in ethnic cooking programs)*
- *Partnership programs between SPOs and ECCs, like summer youth programs which use the strengths of all partners*
- *Collaboration on community events / festivals / responses to crises (eg: Ebola fundraising efforts)*
- *Initiatives by ECCs that connect them to other ECCs (like visits by Nepali Society to Hindu Society)*

2. How can ECGs, SPOs, government, and other community organizations work together to achieve our shared goals of helping newcomers settle and integrate?

Participants highlighted some areas of improvement including:

- *Clear communication channel with all groups*
- *More opportunities for networking and ongoing dialogue*
- *Continued effort to share knowledge, best practices and resources*
- *Better collaboration between levels of government, more involvement of government in supporting ECGs*
- *Encouraging SPOs to do more informal networking*
- *SPOs seek representation on their boards from ECGs*
- *They also proposed specific activities including:*
 - * *Working together to create a better map of services including SPOs & ECGs, possibly using an app*
 - * *Asking Ethnocultural Council of Manitoba to help SPOs refer interested clients to community groups*
 - * *Host a funder forum for SPOs and ECGs*
 - * *Meeting between MANSO's Board and the Ethnocultural Council*
 - * *Work together on joint advocacy efforts (eg: for refugee claimants)*

3. What is something you will do to promote collaborative partnerships that will contribute to newcomer settlement and integration?

Participants identified actions they would take. Many of them were related to the above activities.

- *Increase outreach efforts*
- *Open doors for more conversations around needs and challenges*
- *Reach out to youth through ECCs, not just through school divisions*
- *Count on and tap group's expertise more*

4. In the responses to the above questions, some comments about principles of working together also emerged.

- *There is no one approach to collaboration - we can take different approaches depending on needs of communities. (Collaboration in larger urban centres may also look different than in smaller communities)*
- *"Champions" of community engagement in SPOs can help to move the conversation forward*
- *The Ethno-cultural Council should be inclusive - some groups are not yet engaged or invited*
- *"Nothing about us, without us" - SPOs should recognize that the voices of immigrants and refugees (and their community organizations) should be part of all conversations*

