



MANSO

MANITOBA ASSOCIATION
OF NEWCOMER SERVING
ORGANIZATIONS

2018-2019

ANNUAL REPORT

- **MISSION:**
To facilitate newcomer integration by providing leadership, support and a unified voice for settlement and integration organizations.
- **VISION:**
Manitoba welcomes, supports and engages newcomers.

MANSO BOARD OF DIRECTORS:

2018-2019 BOARD

President: Jorge Fernandez, Immigrant Centre

Vice-President: Susan Emerson, YMCA-YWCA of Winnipeg

Treasurer: Heather Robertson, Newcomer Employment and Education Development Services Inc.

Secretary: Jana McKee, Seven Oak Immigrant Services

Member #1: Dorota Blumczynska, Immigrant and Refugee Community Organization of Manitoba

Member #2: Grace Eidse, Altered Minds Inc.

Member #3: Nina Condo, Elmwood Community Resource Centre

Member #4: Salwa Meddri, Accueil francophone

Member #5: Steve Reynolds, Regional Connections

Member #6: Ben Starkey, Red River College

Member #7: Miriam Turyamwijuka, Portage Learning & Literacy Centre

FUNDED BY:



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



IN MEMORIAM:

In October 2018, Alfred Koineh, who was the co-chair of our Health Committee for many years passed away suddenly. His leadership as an extraordinary advocate for newcomers, and a key support for settlement staff on mental health, will not be forgotten. His presence is missed, and we endeavour to carry forward his legacy.



1

PRESIDENT'S REPORT

As the president of the Board for the last two years, I am proud of the leadership MANSO has displayed in the newcomer and settlement sector. This year MANSO continued growing as a strong umbrella organization, providing support to all our members and, in addition, being the voice of our Manitoba sector, locally, regionally and nationally.

On behalf of the Board of Directors, I would like to thank the staff of MANSO for their professionalism and dedication. All of you are doing an outstanding job. I would like to recognize my fellow Board members and the members of the committees for the work you all do to support MANSO. I would also like to thank our funders, donors and community partners for your continued support.

Over the last year, I was encouraged and happy to see the Manitoba sector working together in multiple consultations, including the MANSO Integration Summit in September 2018, and in new collaborations and partnerships. Many of us completed a Provincial RFP and the IRCC 2020-2025 Call for Proposals, and look forward to the enhanced supports these opportunities may bring. We are all looking forward to seeing Federal and Provincial governments working together to provide coordinated funding to our sector.

We welcomed several new members in the full and friends categories this year, including Local Immigration Partnerships (LIPs) from across the

Province, bringing our total number of members to 69. Many of these organizations presented and participated at Metropolis 2019 in Halifax. Manitobans shared their learnings and expertise on the settlement experience of refugees, the experience of newcomer children in the Canadian education system, the Settlement Workers in Schools program, the integration of newcomers through civic and political engagement, and building relationships between newcomers and Indigenous peoples.

In March 2020, Winnipeg is hosting the Metropolis Conference with MANSO friend and partner, Dr. Lori Wilkinson of Immigration Research West, as co-chair. The MANSO Board, staff, partners and many member agencies are already part of the planning committee and will be taking part in plenaries, panels, workshops and poster presentations. I encourage all of you to get involved and showcase to a national audience the amazing work you do, day in and day out, to help Manitoba's newcomers reach their full potential.

Jorge Fernandez

Board President



2

EXECUTIVE DIRECTOR'S REPORT

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The last year has been one of consultation and collaboration. We all gathered in Winnipeg for the Integration Summit in September, the Small Centre settlement agencies met in Brandon in October, and the LINC, CLIC and Informal Language providers got together in May and November as well! We filled your inboxes with requests for input, including on initiatives led by CISSA-ACSEI, NSC, NLAB, CCR and the newly launched national settlement Community of Practice, SettleNet.org. Thank you for still opening our emails, completing our surveys and sharing your time and expertise by participating in MANSO Committees and networking and PD events. This year has been busy, sometimes complicated, and not without stress (rhymes with GCS...), but the collective impact of your services and your willingness to partner and adapt, to best serve Manitoba's newcomers, is constantly inspirational.

At the Integration Summits held across Canada in 2018, settlement folks were asked to name the emerging themes for our sector, and the feedback was remarkably consistent. Collectively we said that successful settlement and integration requires engagement with and collaboration among all levels of government, the public and the private sector, communities and individuals. Our service models need to have the client at the centre of their own journey and seen as an asset to

their community. Clients should directly influence the design and evaluation of settlement programming, especially those clients who face multiple barriers and require recognition of their unique circumstances, such as refugees, visible minorities, women, youth, and LGBTQ2+. Greater emphasis should be put on support services, such as translation and transportation, building in greater flexibility around service delivery, and using technology more effectively. This will increase accessibility to services especially for those who are vulnerable, for instance refugee women, and those living in smaller centres or remote areas. Access must also be improved to mental health supports, including culturally appropriate supports and services that are offered throughout a person's settlement journey.

Our peers across the country also agreed that dialogue and engagement between Indigenous peoples and newcomers will help increase recognition of possible common barriers and experiences of exclusion, and could help foster relationships of support amongst each other. MANSO, through its strategic plan and annually shared and updated work plan, is involved in all these priority areas. We are committed to supporting our members and the newcomers they serve by breaking down silos, promoting partnerships and collaboration amongst settlement service providers, as well as between

settlement service providers and others key stakeholders. We are honoured to have the opportunity to carry out this work on Treaty 1 territory, the traditional territory of Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene Peoples, and on the homeland of the Métis Nation. We also acknowledge the MANSO members whose organizations are located on other Treaty Territories including Treaty Number 2, Number 4 and Number 5.

Over the next year, the MANSO team will continue to be led by you through our Board, committees, surveys and gatherings. We will continue to learn from our members, build their capacity to succeed and speak up for service providers and the newcomers they serve whenever needed. We will also be very proud to prove that our Manitoba sector, urban and rural, Francophone and Anglophone, funded and volunteer-led, is the heart and centre of the Canadian Settlement Community when Metropolis 2020 comes to town!

Vicki Sinclair

MANSO Executive Director



3

PROGRAM REPORT

SECTOR COORDINATION, ENGAGEMENT & NETWORKING

MANSO held its third annual general meeting on June 6th, 2018 where we began the process of developing and identifying Policy Resolutions which will help inform and enrich policy debates. Our goal is to strengthen MANSO's and our member's engagement with government and the general public on areas of consensus or common ground regarding key policy issues. We also see the benefit of being able to "speak with one voice" on these areas of priority concern for immigrants and refugees.

In September 2018, MANSO hosted the Annual Integration Summit at Canad Inns Polo Park.

The event ran for 4 days from the afternoon of Wednesday, September 12th to the morning of Saturday, September 15th. The Summit included MANSO learning sessions guided by feedback collected in our Spring member survey, as well as IRCC planned sessions focused on information-sharing plenaries as well as break-out groups to solicit feedback for the 2019 call for proposals. An evening dinner and dialogue to engage ethnocultural community organizations also took place in partnership with Immigration Partnership Winnipeg. A total of 275 individuals representing 112 different organizations and government departments participated in the

event. A report and executive summary were published in English and French and are available on the MANSO website.

A Manitoba Rural Face-to-Face Gathering was held in October in Brandon, including planning, SPO visits and professional development. The gathering was attended by almost 70 people, representing 29 organizations including SPOs, funders, community agencies, and government. (See the Small Centre report for more detail).

In January 2019, we hosted a meeting of Winnipeg SPO Leaders to get input on collaboration and partnership opportunities. MANSO has also convened quarterly settlement calls with our full membership and funders, as well as regular teleconferences related to specific themes, including refugee response, small centre calls, and Survivors of Daesh initiative.



RESEARCH

MANSO hired a Research Coordinator this fall, Jill Bucklaschuk, who provided input on all research-related activities and proposals. Jill was also extremely helpful in supporting the sector by preparing additional data tools, monitoring trends in federal, provincial, and municipal policies, and developing and disseminating research-related activities and materials on an ongoing basis. Jill was part of the Refugee Evaluation Capacity-Building Project Advisory Committee attending an in-person meeting in Ottawa and multiple virtual meetings. She also represented MANSO nationally by participating in the CYRRC Knowledge Mobilization Committee and publishing an article on her research in Canadian Diversity magazine. In April we said farewell to Jill but have plans to continue her work through the ongoing support of the Research Committee (see report in Section 6).

GOVERNMENT RELATIONS

Federal

MANSO's Executive Director gathered input from the Board and membership to share with IRCC and colleagues from across the country at National Settlement Council (NSC) meetings in June 2018 (NSC+) and January 2019. Resources and feedback were shared with the membership after each meeting. She also participated in multiple NSC teleconferences and consultations throughout the year, including a Minister's roundtable on the Citizenship Guide, an in-person roundtable with Minister Hussen, and a meeting with the Deputy Assistant Minister David Manicom to discuss the Manitoba Settlement Sector. The Executive Director and MANSO Board

hosted a roundtable discussion with IRCC NHQ director Wally Boxhill, as part of his national Legacy Project – Relationships Between IRCC And IRCC-Funded Recipients.

MANSO staff participated in national CISSA-ACSEI data gathering and advocacy with IRCC on the CFP, Program Reset, and in creating Sector Compensation Guidelines.

The Regional Coordinator was selected to represent small centre settlement agencies on IRCC's Settlement Program Management Working Group (SPMWG).

MANSO nominated one Board Member to represent Manitoba in a National Gender Based Violence initiative. The Executive Director connected two other Board members with the nomination process for the IRCC national Youth Advisory Group. A N.E.E.D.S. youth participant was selected to travel to Ottawa to represent Manitoba at the national meetings.

MANSO staff and Board members met with multiple IRCC regional and national staff at events such as the Integration Summit, Metropolis, and Newcomer Language Advisory Body (NLAB) meetings.

Provincial

After consultation with its Board and members, MANSO prepared a written budget submission and presented it to the Finance Minister in October 2018. MANSO's ED and Board President met with Education & Training Minister Kelvin Goertzen in January 2019.

MANSO continued ongoing communication with Manitoba Education and Training relating to the provincial Call for Proposals released in Spring of 2018, the results of which were announced on April 12th, 2019.

MANSO's Director of Language Support worked with Manitoba Education and Training, Skills and Employment Partnerships to coordinate and convene two events for language service providers, the Manitoba Adult Language Training for Immigrants Dialogue Cafe in May and the Manitoba Language Sector Gathering in November.

COMMUNICATION

MANSO sent a total of 22 e-newsletters, sharing information, relevant resources and opportunities in the settlement and integration sector. The e-newsletter has 745 subscribers and recipients clicked on a link to access further information a total of 5,961 times.

PROFESSIONAL DEVELOPMENT

In addition to the sector events mentioned above, MANSO hosted 22 professional development events in the 2018-19 year. The workshops engaged 414 participants from MANSO member organizations plus another 25 participants from other settlement stakeholders for a total of just under 3,000 hours of participation. 51 of 66 member organizations participated in at least one of these events.

Accessible Customer Service Standards Online Course

In partnership with English Online and the Society for Manitobans with Disabilities, MANSO launched this online course for staff and volunteers of our member organizations to learn



about the Accessible Customer Service Standards that are part of the Accessibility for Manitobans Act. To date, 29 staff of member agencies have completed the course.

In our 2018 member survey, 100% (55/55) of responding organizations agreed (15) or strongly agreed (40) that "I see value in MANSO offering professional development opportunities for staff of the sector."

- **Psychological Health & Safety (OHC)**, May 3, 2018

- **Supporting Ourselves & Other with the Stories we Hear (Aurora)**, May 28, 2018

- **Orientation to Interpreting** (in collaboration with the Province of Manitoba), 3 sessions in Winnipeg (June 2018, November 2018, February 2019)

- **SWIS Training**, August 2018 & March 2019

- **Supporting Staff Who Work with Children Affected by Trauma**, October 5th, 2018

- **November Language Gathering**, November 16, 2018

"I really enjoyed the informational meeting on Friday. I was able to make contact with people who may be able to help us and also fund a program or two. So, I just wanted to say thank you."

- **LGBT2SQ+ Newcomer Awareness Workshop (Rainbow Resource Centre)**, November 9, 2018 & March 15, 2019

- **Conflict Resolution (FR)**, November 29, 2018

At the request of members of the Réseau en

immigration francophone, MANSO organized its first workshop presented entirely in French. The workshop on Conflict Resolution in partnership with Mediation Services was the first francophone version of this training to be offered anywhere in Manitoba.

- **Lead Teacher Networking & Training Day**, November 5, 2018

"It was the best workshop that I've attended in quite some time. As a brand new lead teacher, it was super helpful for me to network with other lead teachers and to gain some valuable insights and resources that will help me in my new role. The workshop was incredibly well organized and welcoming!"

- **Conflict Resolution (EN)**, November 6, 2018

"I really appreciated that we got materials to take home with us; I have already looked through it a few times in resolving a conflict at work!"

- **Facilitation Workshop**, December 14, 2018

"I have a strat planning session coming up next month, I will be using many skills from today at that!"



• **Using Plain Language Workshop & Presentation Skills Workshop**, January 25, 2019

• **Demystifying Evaluation**, January 29, 2019

"One of the most useful, helpful workshops I have been to in recent years! Excellent presenter and information."

• **8-day Community Interpreter Training program**
January 8 - 31, 2019 (offered in partnership with the Province of Manitoba)

• **Treaty Relations Commission of Manitoba Workshop**, February 11, 2019

• **Collaborating with Private Sponsors**, March 1, 2019

In addition, IRCC supported MANSO to coordinate the participation of nine learners in

AASIA's 'Settlement and Integration Processes' course in June 2018.

Webinars:

Open Data Portal workshop, April 18, 2018

"Great to have this available for us in a digestible form, thanks!"

Family Violence in Immigrant Families, November 26, 2018, in partnership with NorWest Coop Immigrant Women's Counselling

Hosted IRCC webinars on the upcoming Call for Proposals, January 23 and 24, 2019.



4

REFUGEE RESPONSE COORDINATION

Our Refugee Response Coordinator focuses on partnerships to support newcomers in their integration, including working together with government, the private sponsorship community, Manitoba's resettlement assistance providers and other stakeholders. This includes coordinating regular RAP (Resettlement Assistance Program) and Survivors of Daesh calls.

- Completed and published the development of Manitoba Privately Sponsored Refugee Guidebook. The guidebook and checklist has been integrated into the Sponsorship Agreement Holder (SAH) Council's website and published on MANSO's website.
- Jointly developed and finalized Manitoba SAH committee's terms of reference document to guide their work together, and participated in quarterly meetings.
- Initiated and supported partnership initiative between RSTP and Sponsorship Support Program (SSP) to respond to the current need which exists in the community for legal support in private refugee sponsorship applications. As a result, SSP opened a chapter in Winnipeg to provide support to Canadians in their refugee sponsorship applications.

- Hosted Settlement Information and Networking Fair in May 2018 to offer SPOs front line staff, sponsor groups and agencies an opportunity to meet each other. 38 service providers participated and more than 125 people visited the Fair.

- Continue to support a referral process for privately sponsored refugees between RAP providers and BridgeCare Clinic. Privately sponsored refugee clients with high priority health needs continue to be referred through RAP agencies to BridgeCare.

- Conducted and completed an environmental scan of what services are available to respond to the needs of the Yazidi population around the Pembina Trails School division and shared it on our website.



- Our Refugee Response Coordinator led collaboration toward the development of a Newcomer Hub at Ryerson School in Pembina Trails School Division that aims to provide parents of young and school aged children a direct connection to immigrant resources, as well as emotional support. Activities involved project design, partnership development, and developing a hub schedule and ground rules for core and secondary partners. He also provided hands-on support, communication, and strategic direction until the implementation phase. The Hub was launched on January 26th, 2019, and brought together approximately 100-150 Yazidi community members, 25 volunteers as well as many settlement stakeholders.

- Supported research projects by Immigration Research West on the Survivors of Daesh initiative and private sponsorship.

- Proactively participated and supported planning for “Summer Youth Engagement” programs, which increase linkages between ethno-cultural community groups and settlement service providers.



5

SMALL CENTRE REPORT

Manitoba Small Centres continued to increase their capacity and deliver new programs this year always trying to 'keep the main thing the main thing.' And the 'main thing' for Manitoba small centres is serving newcomers as they settle in rural Manitoba, helping create welcoming communities, and growing their agencies.

One of the key demonstrations of this focus is the rollout of SWIS (Settlement Workers in Schools) by five (5) Manitoba Small Centre SPOs. They truly collaborated and leveraged resources as they wrote their own proposals, connecting with resources in Winnipeg and throughout the prairies. They continued their collaboration by ongoing communication and shared professional development. Along with their increased numbers in clients served, some of the impacts of this new programming include newcomer students staying in school, newcomer parents engaging in their local schools, and bus routes changed to accommodate newcomer learners.

Another highlight for MB small centres was the MANSO Rural Face to Face Gathering that took place in Brandon, Manitoba on October 16-17, 2018. Neepawa and Area Immigrant Settlement Services, Assiniboine Community College International Programs, and MANSO hosted the event. The two-day conference included an

afternoon of strategic planning, a tour of Westman Immigrant Services, and a social evening that included a karaoke show! On the second day, Cate Friesen (Storysource.ca) and Margerit Roger (Eupraxia Training) led professional development on the topic of: 'Beyond Outputs: Telling Your Impact Story'. A powerful addition to this gathering was inviting many of the SPOs that are located in Winnipeg and have a provincial mandate. Almost every small centre SPO participated at the Gathering and the evaluation of the Gathering clearly shows that the overwhelming majority of participants found it helpful and were glad that they had attended.

Another focus of this year was to attempt to strategize about new partnerships and models for delivering settlement, language, and refugee support in rural Manitoba as the CFP 2019 was anticipated and written. This included new partnerships initiated and outreach to the new communities that have newcomers but no formal settlement or language programs. We look forward to the decisions on the submitted proposals and hope to remain nimble and intentional as newcomers settle in rural Manitoba.

In addition; there were the following four highlights:



1) Significant small centre SPO participation in the MANSO Summit in September 2018.

2) Reaching out to communities and refugee coalitions to assist in supporting (PSR/BVOR) refugee families who are settling in rural Manitoba.

3) The ongoing development of a Manitoba map that will include many important factors in small centre settlement and programs.

4) Small centre SPOs participated in many professional development opportunities in Manitoba and nationally.

In conclusion, it is anticipated that many newcomers will continue to settle in Manitoba small centres. There have been several economic decisions that are going to be significant drivers of newcomer settlement in specific regions of the province. Rural Manitoba is changing for the better due to immigration and we continue to reap the rewards of population growth, investment, diversity, and new neighbours.



6

COMMITTEE REPORTS

CARE FOR NEWCOMER CHILDREN COMMITTEE

MANSO's Care for Newcomer Children (CNC) committee was created to provide support for agencies who offer IRCC-funded childcare. The committee met to discuss a variety of issues and topics this year including exploring options for partnerships with Red River College's ECE Program, opportunities for support through the Manitoba Adolescent Treatment Centre, and the possibility of training childcare workers on NVCI Non-Violent Crisis Intervention (NVCI). Childminding Monitoring, Advisory and Support (CMAS) provides support to the CNC programs and we continue to reach out to the CMAS Regional Consultant to answer questions and provide feedback when needed. Ongoing CNC issues of concern include pathways to ECE training for newcomer women, space requirements for infants in CNC programs, and waitlists for newcomer parents that are highly impacted by available childcare spaces.

Members: Irene Sheldon, IRCOM; Val Cavers, Mosaic Newcomer Family Resource Network; Naomi Frey, Red River College (Steinbach Campus); Diane Toews, Regional Connections; Jana McKee, Seven Oaks Immigrant Services; Melissa McGregor, West Central Women's Resource Centre; Joy Escalera, Westman Immigrant Services

EMPLOYMENT COMMITTEE

MANSO's Employment Committee met four times this year to strategize on employment-related issues as they affect the newcomer community. With support from the committee, MANSO partnered with the Office of the Manitoba Fairness Commissioner on a "Report to the Community" event on May 18th, 2018, which involved presentations from the Fairness Commissioner, as well as four Manitoba regulators. We also hosted a presentation from the City of Winnipeg Human Resources team and discussed various employment partnerships, including new Refugee Employment Development Initiative (REDI) projects and partnerships between local and regional service providers. Other areas of focus include a scan of bridging programs in Manitoba and dialogue with Provincial Employment & Income Assistance. The committee assisted in identifying priority themes for employment-focused sessions at the Integration Summit.

Members: Amie Membreño, Immigrant Centre*; Paul MacLeod, Assiniboine Community College*; Martin Blumrich, Altered Minds Inc.; Anne-Lydie Bolay, CMWI/Sew Fair; Louise Giesbrecht and Dina Demburg, EESE; Josie Fast, Eastman Immigrant Services; Kayla Haas and Mark Stine, Elmwood Community Resource Centre; Sebastian Migwi, Immigrant Centre; Abdikheir Ahmed, Immigration Partnership Winnipeg; Stacey Singbeil, Manitoba Start; Manola Barlow, Manitoba Nurses Union; Thandiwe Ncube, N.E.E.D.S. Inc.; Don Walmsley, Neepawa and Area Immigrant Settlement Services; Bijaya Pokharel, NEARC; Maria Polovinka, OFE; Sandra Leone, SEED Winnipeg; Erna Anderson and Jose Chinchilla, Seven Oaks Immigrant Services; Ha Nguyen and Monika Feist, Success Skills Centre; Ben Poliquin, Westman Immigrant Services; Scot Taylor, Winnipeg Industrial Skills Training Centre



HEALTH COMMITTEE

Our Health Committee continues to focus their efforts on two major themes: mental health and disability. Our Disability Working Group guided a partnership with SMD and English Online to create an e-learning module that will help to train MANSO members and volunteers on the Accessible Customer Service Standard (see Program Report).

We also hosted a presentation from the Manitoba Tobacco Reduction Alliance (MANTRA) on partnership opportunities for newcomer serving organizations in tobacco reduction.

Our Mental Health Working Group wrote to the Health Minister in November 2018 to encourage Manitoba Health, Seniors and Active Living to implement some of the key recommendations of

the Virgo report relating to mental health and addictions supports for newcomers. The group began planning for a 'Community Conversation on Mental Health' in partnership with Immigration Partnership Winnipeg, which took place in May 2019.

Members: Maureen Keelan, A & O Senior Immigrant Settlement Services; John Smyth and Kari McCluskey, Aurora Family Therapy Centre; Elizabeth Huynh CancerCare MB; Tracy Choptain, Centre de Santé Saint-Boniface; Subas Dahal, Family Dynamics; Steven Feldgaier, Healthy Child Manitoba; Roselyn Advincula, Immigrant Centre; Hani Ataan, Immigration Partnership Winnipeg; Carol Reimer and Luladei Abdi Hassen, IRCOM; Iael Besendorf, JCFS; Geetha Jayasinghe, MFLOHC; Felicien Rubayita, MIIC; Alfred Koineh and Fadi Ennab, Mount Carmel Clinic; Sara Warkentin, N.E.E.D.S. Inc.; Susan Lidell-Delorme, NorWest Community Health; Miriam Turyamwijuka, Portage Learning and Literacy Centre; Blandine Ngo Tona and Bre Woligroski, SERC; Traicy Robertson* (SMD); Raghad Alsayd and Rowena Hernandez, Seven Oaks Immigrant Services; Mihret Zewude, WCWRC; Debra Schwyer, WELARC, Sue Hoang, WSD1; Claire Meiklejohn and Paula Migliardi, WRHA

HOUSING COMMITTEE

Our Housing Committee works to advocate for access to affordable housing for newcomer families, as well as share up-to-date and accessible information on housing with the settlement sector.

We hosted our July meeting in Portage la Prairie and learned about local economic development in the community. The committee has also benefited from the release of several recent research reports on housing through the Canadian Centre for Policy Alternatives, and will be partnering on a

new project on the impact of Rent Assist.

With support from New Journey Housing, the committee has updated the 'Renting a Home in Manitoba' guide. The booklets on 'Buying a Home in Manitoba', 'Louer au Manitoba' (French) and a new 'Talking About Money' booklet continue to be available online and in hard copy from the MANSO office.

Members: Codi Guenther and Sally Nelson, New Journey Housing*; Eric Bollou, Accueil francophone; Dorin Adenekan and Sandra Albanez, Immigrant Centre; Agnieszka Sheehan, IRCOM; Valentina Cerka, MIIC; Don Walmsley, Neepawa and Area Immigrant Settlement Services; Iftu Ibrahim, St. Vital Settlement Services

PROFESSIONAL DEVELOPMENT COMMITTEE

MANSO's Professional Development committee helped to review input from MANSO's member organizations on their PD priorities and identify high priority themes for our PD workshops (see complete list in Section 3). A small sub-committee met once to review MANSO's participation in the Community Interpreter Training program and look at ways to improve access to interpretation.

MANSO also participates in a joint committee on Professional Development in the Prairies and Northern Territories Region. We hosted the group in Winnipeg in November 2018, and look forward to continued collaboration. Marta Kalita, Manitoba Interfaith Immigration Council (MIIC), and Bequie Lake, MANSO, are our representatives.

Members: Albina Bushueva and Corrina Loewen, Altered Minds Inc.; Roselyn Advincula and Sandra Albanez, Immigrant Centre; Tim Froese, IRCOM; Marta Kalita, MIIC; Jennifer Loewen, Manitoba Institute of Trades and Technology; Stephanie Stetefeld, Mosaic Newcomer Family Resource Network; Cathy Dowd, Portage Learning & Literacy Centre; J Fiedler, SERC; Jana McKee, Seven Oaks Immigrant Services; Monika Feist, Success Skills Centre; Irina Volchok, TEAM; Lorie English, WCWRC; Joy Escalera, Westman Immigrant Services

RESEARCH COMMITTEE

The Research committee continued to give input on sector research priorities that can be shared with researchers, to guide MANSO's collaboration on research projects, and to assist with research dissemination activities to the sector. Committee members participated actively in the development of MANSO's first Policy Resolutions, shared Community based research updates and SPO data projects, and heard updates from the MANSO Research Coordinator, the Executive Director and the Refugee Coordinator on MANSO's role on multiple research projects, including the IRW-led Yazidi and PSR studies. They also supported MANSO staff in their participation in multiple regional and national research networks, including IRW, RDI, CYRRC, P2P and the Refugee Evaluation Capacity-Building Project and in panel presentations at Metropolis Halifax.

The committee is involved in providing input to the research conversations and resources on the MANSO member portal and the national settlement Community of Practice SettleNet.Org. The Committee will be supporting the sector to participate actively in Metropolis Winnipeg in March 2020.

Members: Paul MacLeod, Assiniboine Community College; Hani Ataan Al-ubeady, IPW; Dorin Adenekan, Immigrant Centre; Roselyn Advincula, Immigrant Centre NISW Program; Dayna Hinkel, Manitoba Start; Val Cavers, Mosaic Newcomer Family Resource Network; Sarah Zell, University of Winnipeg; Marko Gjuric, YMCA-YWCA of Winnipeg

LANGUAGE ADVISORY GROUP

The Language Advisory Group (LAG) continues to meet to strategize and share information on a wide-range of emerging language issues and challenges. It is also our aim to collaborate on responses to provincial and national language policy and find ways to address issues that affect the sector as a whole. The LAG met four times this year and discussed a range of issues and concerns including PBLA training for new grads as well as ongoing PBLA support for Lead and Classroom teachers; priorities and support for the Francophone CLIC program; pathways for CLB 4/5 students; newcomers with disabilities and learning challenges in LINC classrooms; occupancy and enrolment; literacy training; and how to incorporate LGBTQ+ themes in language classrooms. We also spent some time developing the Stage 2 Language Policy Resolution.

Members: Corrina Loewen, Altered Minds Inc.; Paul MacLeod, Assiniboine Community College; Louise Giesbrecht, EESE; Jen Glenwright, IRCOM; Stephanie Stetefeld, Mosaic Newcomer Family Resource Network; Ben Starkey, Red River College; Rhoda Keck, Regional Connections; Kim Campbell, River East Transcona Immigrant Services; Slavo Federkevic, Seven Oaks Immigrant Services; Renee Lynn Dandeneau, Université de St. Boniface; Luigi Tummillio, WELARC; Carla Woods, WSD Adult EAL; Marko Gjuric, YMCA-YWCA of Winnipeg

For information on how to become involved with any of MANSO's committees or advisory groups, please contact our office.

*Indicates committee co-chairs



OUR NETWORKS



The Canadian Immigrant Settlement Sector Alliance- Alliance canadienne du secteur de l'établissement des immigrants (CISSA-ACSEI) was formed in March 2005 to represent the immigrant settlement sector in Canada and to bring the sector's expertise to bear on public policies and programs for enhancing the settlement and integration of immigrants and refugees.



Conseil canadien pour les réfugiés
Canadian Council for Refugees

MANSO is a member of the Canadian Council for Refugees, a national non-profit umbrella organization committed to the rights and protection of refugees and other vulnerable migrants in Canada and around the world and to the settlement of refugees and immigrants in Canada.



MANSO has a seat on the Immigration Research West Board of Governors. The purpose of IRW is to enhance research capacity of faculty and students and to work with service providers and government offices to enhance our knowledge of the settlement experiences and outcomes of newcomers to British Columbia, Alberta, Saskatchewan, Manitoba, Yukon, Nunavut and Northwest Territories. Research activities undertaken by IRW focus on citizenship, immigration, settlement and cohesion between immigrants and Canadians who have settled in the west and north of Canada.

LOCAL IMMIGRATION PARTNERSHIPS

MANSO works closely with Manitoba's three Local Immigration Partnerships (LIPs) whose aim is to improve the economic and social integration of newcomers to Manitoba; Immigration Partnership Winnipeg (IPW), Portage la Prairie Local Immigration Partnership (PLIP), and Pembina Valley Local Immigration Partnership (PVLIP). MANSO has a seat on the Immigration Partnership Winnipeg council, and collaborates frequently with their team on projects.

NEWCOMER LANGUAGE ADVISORY BODY (NLAB)

MANSO represents the Manitoba language sector at the Newcomer Language Advisory Body. NLAB is an IRCC initiative consisting of representatives from a variety of language programming providers across Canada. This forum provides an opportunity for the language sector to have a national voice and to collaborate with their colleagues from the wider settlement sector. NLAB meets with IRCC representatives at face to face meetings and through conference calls and has the opportunity to contribute to the national conversation through participation at the National Settlement Council.

NATIONAL SETTLEMENT COUNCIL (NSC)

MANSO represents the Manitoba settlement sector at the National Settlement Council, which is a joint policy and program table of Immigration, Refugees and Citizenship Canada, as well as provincial government and sector representatives from across Canada.



MANSO attends meetings of the RIF, which is a group of Francophone organizations that jointly develop appropriate strategies to promote Francophone immigration.



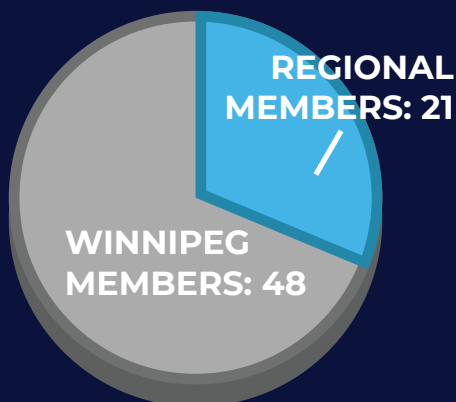
MANSO supports the work of TEAM. TEAM is the professional organization that supports EAL teachers and students in Manitoba by providing professional development opportunities and advocacy.

8

MANSO BY THE NUMBERS



FRIENDS: 5



MANSO COMMUNICATIONS

25,885  → 5912 clicks for more information
E-newsletter opens

83,047  Facebook reach

69,829  Twitter views

113,212  Website pageviews
+42% from last year

PROFESSIONAL DEVELOPMENT

344  Summit & regional gathering

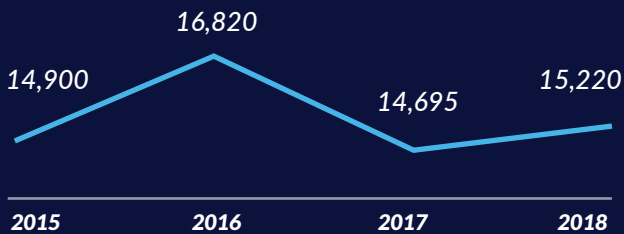
414  Workshop participants

131  Webinar participants

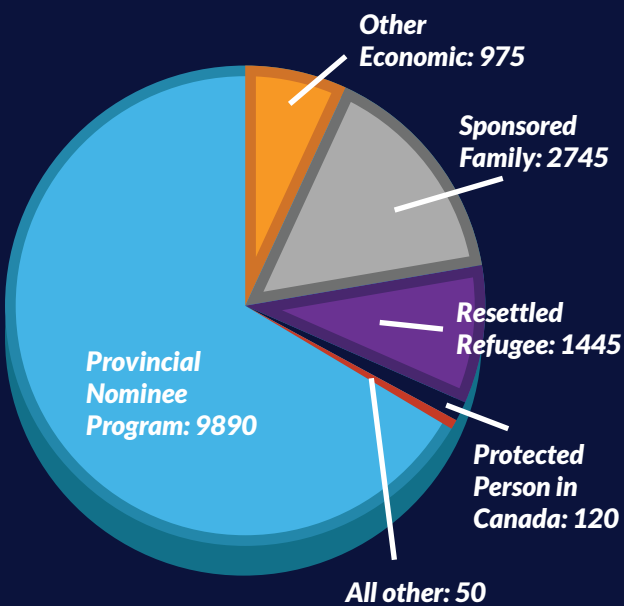
9

IMMIGRATION TO MANITOBA

MANITOBA - NEW PERMANENT RESIDENTS, 2015=2018

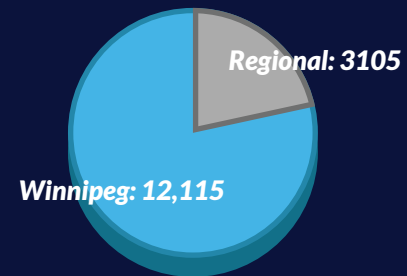


ADMISSIONS OF PERMANENT RESIDENTS IN MANITOBA BY IMMIGRATION CATEGORY, 2018

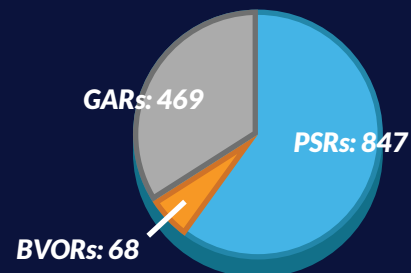


Manitoba issued **5,207 nominations** for Canadian permanent residence in 2018. The approval rate for the MPNP overall was 93.8%.

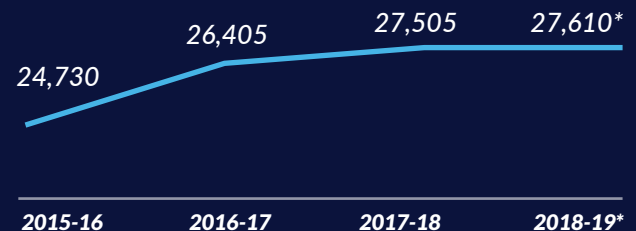
NEW PERMANENT RESIDENTS, INTENDED DESTINATION, 2018



REFUGEE ARRIVAL JANUARY TO DECEMBER 2018

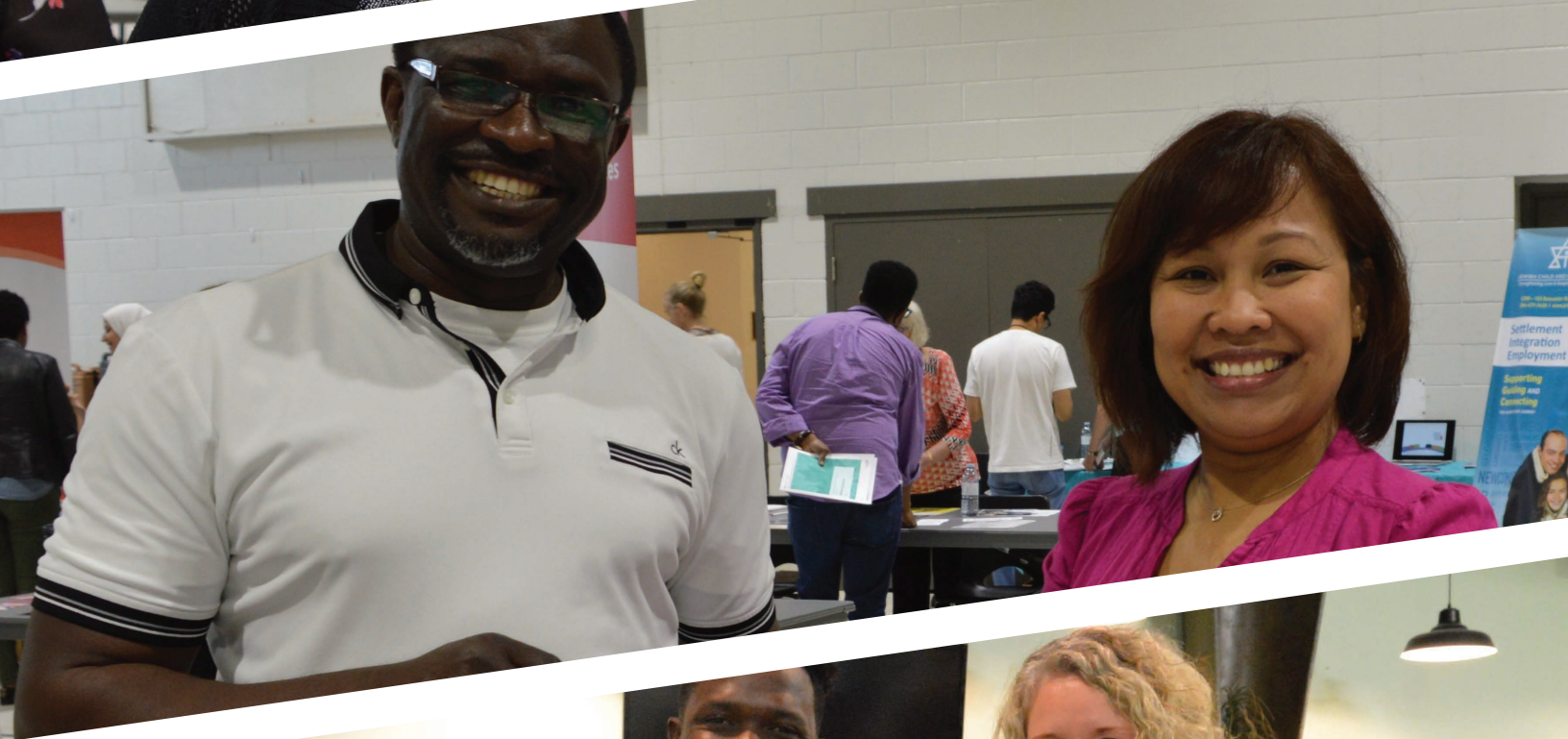


TOTAL SETTLEMENT SERVICE CLIENTS IN MANITOBA (IIRC FUNDED SERVICES)



* 2018-19 data only until Feb. 2019

Source: IRCC, December 31, 2018 (accessed on open government portal & RAP dashboard) and Province of Manitoba via ImmigrateManitoba.com



MANSO STAFF

Executive Director: Vicki Sinclair

Director of Language Support: Teresa Burke

Director of Settlement Support: Bequie Lake

Refugee Response Coordinators : Seid Oumer Ahmed and Michelle Strain (Until July 2018)

Regional Coordinator: Don Boddy

Regional Coordinator (PNT Region): Fadi Ennab (Until June 2018), Jill Bucklaschuk (August 2018 - March 2019)

Research and Evaluation Specialist: Nicole Jowett

Program Assistant: Immaculate Nabisere

Bookkeeper: Ali Jalili

ACKNOWLEDGEMENTS:

MANSO would like to thank our excellent Board of Directors, all of our committee members and delegates at our member organizations for engaging actively and strengthening the work of our association and our sector.

2018-19 MEMBER ORGANIZATIONS:

A & O Support Services for Older Adults
Accueil francophone
African Communities of Manitoba, Inc. (ACOMI)
Altered Minds Inc. (Entry Program)
Asessippi Parkland Settlement Services Inc.
Assiniboine Community College
Aurora Family Therapy Centre
BoLu Intermediary Services (The Aurora Project)
Canadian Muslim Women's Institute (CMWI)
CHAI Immigrant Centre Inc. (CHAI)
Community Futures North Central Development: Thompson Settlement Services
Dauphin and Region Immigrant Services
Eastman Immigrant Services
Economic Development Council for Manitoba Bilingual Municipalities (CDEM)
EDGE Skills Centre
Elmwood Community Resource Centre
English Online Inc.
Enhanced English Skills for Employment (EESE)
Family Dynamics
Holy Names House of Peace
Hospitality House Refugee Ministry
Immigrant and Refugee Community Organization of Manitoba (IRCOCM)
Immigrant Centre
Interlake Immigrant Settlement Services & Community Futures East Interlake
Jewish Child and Family Service
Louis Riel School Division - Neighbourhood Immigrant Settlement Program
Manitoba Institute of Trades & Technology
Manitoba Interfaith Immigrant Council Inc. (Welcome Place)
Manitoba Nurses Union
Manitoba School Improvement Program: The Peaceful Village Program
Manitoba Start
MFL Occupational Health Centre Inc.
Mosaic Newcomer Family Resource Network
Mount Carmel Clinic
Neepawa and Area Immigrant Settlement Services
Neighbourhood Empowerment & Resource Centre (NEARC)
New Journey Housing
Newcomers Employment & Education Development Services (N.E.E.D.S.) Inc.
Nor'west Co-op – Neighbourhood Immigrant Settlement Program
Opportunities for Employment

Pluri-Elles (Manitoba) Inc.
Portage Learning and Literacy Centre
Rainbow Resource Centre
Red River College (Language Training Centre & Diversity and Intercultural Services)
Regional Connections
River East Transcona Immigrant Services (RETIS)
Roblin-Cartwright Community Development Corporation: Cartwright Killarney Boissevain Settlement Services
SEED Winnipeg Inc.
Seven Oaks Immigrant Services
Sexuality Education Resource Centre Manitoba (SERC)
Society for Manitobans with Disabilities (SMD)
Success Skills Centre
Swan Valley Settlement and Immigrant Services Inc.
Turtle Mountain EAL Services
UFCW Training Centre
The Salvation Army Barbara Mitchell Family Resource Centre
Université de Saint-Boniface
University of Winnipeg: English Language Program
Virden and District Settlement Services
Winnipeg English Language Assessment & Referral Centre (WELARC)
West Central Women's Resource Centre - Neighbourhood Immigrant Settlement Services
Westman Immigrant Services
Winnipeg School Division Adult EAL Program & Intercultural Support
YMCA-YWCA of Winnipeg

FRIENDS OF MANSO

Food Matters Manitoba
Portage la Prairie Local Immigration Partnership
Professional English Group (PEG) Canada
Pembina Valley Local Immigration Partnership*
Immigration Partnership Winnipeg*

**Members as of April 2019*