



**MANSO**

MANITOBA ASSOCIATION  
OF NEWCOMER SERVING  
ORGANIZATIONS



# Annual Report

## 2019-2020

## BOARD

### **PRESIDENT**

Jorge Fernandez, Immigrant Centre

### **VICE-PRESIDENT**

Jana McKee, Seven Oaks Immigrant Services

### **TREASURER**

Susan Emerson, YMCA-YWCA of Winnipeg

### **SECRETARY**

Steve Reynolds, Regional Connections

### **MEMBER #1**

Nina Condo, Elmwood Community Resource Centre

### **MEMBER #2**

Grace Eidse, Altered Minds Inc.

### **MEMBER #3**

Fitsum Getahun, Immigrant and Refugee Community Organization of Manitoba (Resigned February 2020)

### **MEMBER #4**

Codi Guenther, New Journey Housing

### **MEMBER #5**

Salwa Meddri, Réseau en Immigration Francophone (Accueil francophone)

### **MEMBER #6**

Traicy Robertson, Society for Manitobans with Disabilities (now Manitoba Possible)

### **MEMBER #7**

Miriam Turyamwijuka, Portage Learning & Literacy Centre

## MANSO STAFF

### **EXECUTIVE DIRECTOR**

Vicki Sinclair

### **DIRECTOR OF LANGUAGE SUPPORT**

Teresa Burke

### **DIRECTOR OF SETTLEMENT SUPPORT**

Bequie Lake (on leave September 2019 – March 2020)  
Michelle Strain (September – December 2019)

### **REFUGEE RESPONSE COORDINATOR**

Seid Oumer Ahmed

### **REGIONAL COORDINATOR**

Don Boddy

### **PROVINCIAL COORDINATOR**

Nicole Jowett (beginning August 2019)

### **PROGRAM ASSISTANT**

Immaculate Nabisere (until July 2019)  
Justine Trinh (beginning August 2019)

### **BOOKKEEPER**

Ali Jalili (until March 2020)  
Margaret Aikenhead (beginning March 2020)

## 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.

## FUNDED BY:



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada





# President's Report

## **IRCC 2020-2025 CONTRIBUTION AGREEMENT NEGOTIATIONS:**

- MANSO members participated in regular sector calls and attended in-person planning and coordination meetings

## **PROVINCIAL FUNDING:**

- Member agencies coordinated and planned complementary client-led programming and supported each other during the negotiation and implementation of expanded direct funding of employment related programming and settlement services for "Manitoba Clients".

## **COVID-19 COORDINATION AND SUPPORT:**

- MANSO members shared challenges and solutions to newcomer barriers on sector calls, in working groups, and on the Member Portal.

Between Federal and Provincial funding negotiations, major upcoming changes to sector organization, and then the rapid response to COVID, this was a busy and challenging year for our sector. Once again, I was proud to see that member agencies collaborated both intentionally and effectively. As Board President, I want to thank the MANSO board and committee members, and MANSO members in general for all your support. Thank you also to the MANSO staff for their coordination and leadership during this difficult time.

Combining our expertise has direct benefits for the clients we serve. A clear example is that Immigrant Centre's clients have had success overcoming barriers to applying for the Manitoba Health Card due to long-term coordination and support from the MANSO staff and Health Committee. This has been especially important during the COVID-19 crisis. MANSO's advocacy is a partnership of its members on behalf of newcomers. It is often invisible to the public and media, it can be a slow and diplomatic process to share the information with the right people at the right time, but it is consistently effective and results in stronger outcomes for all Manitobans. Thank you to all for working and speaking up together on the issues that really matter.

**Jorge Fernandez**

*Board President*





# Executive Director's Report

## **MOVING FORWARD TOGETHER:**

- Impressive member collaboration during the IRCC 2020-2025 negotiations and the implementation of new provincially funded services to ensure clients remain at the centre of every decision.

## **METROPOLIS 2020:**

- MANSO members, board and staff participated in planning committees and prepared to present alongside colleagues from across the country in plenaries, workshops, and the francophone and small-centre pre-conference events.

## **COVID-19 RESPONSE:**

- The sector's resilience, innovation, and empathy in continuing to meet the needs of Manitoba newcomers in the face of the pandemic have been inspiring

As I write this from my "office" in the corner of my living room, I am thinking of all my MANSO friends and colleagues who are also adapting the way they work to the current COVID-19 conditions. There have been so many changes for our sector over the last year. We have welcomed new Full and Friends members and have also sadly said goodbye, or offered support, to amazing agencies, leaders, and frontline staff as the funding and settlement landscape continues to change. You will be missed.

Member and civic events, networking, sharing and planning at conferences, professional development, and gatherings all provided key opportunities for our members to connect and share over the past year. It is my sincere hope that by the time I write the next Executive Director's message we will be safely gathering again to look back on and learn from the incredible challenges and successes we are experiencing in 2020.

**Vicki Sinclair**

*MANSO Executive Director*

# Sector Coordination & Engagement

- 4th Networking Fair held in May 2019
- Rural Face-to-Face Gathering in Steinbach, Manitoba
- Front-line PD Day on Client Centred Care
- Planning toward Metropolis 2020

MANSO held our 4th Networking Fair on May 8th, 2019 to offer front line staff, private sponsors, and other stakeholders an opportunity to meet each other. Around 40 service providers participated, and more than 150 people visited the fair including a delegate group from Argentina, working with the Canadian government to learn about Canada's private sponsorship programs.

This year, the MANSO Rural Face-to-Face Gathering was held in Steinbach, Manitoba and was planned and hosted by Red River College Rural Language Training Centres, Eastman Immigrant Services, and MANSO. All regional service providers participated in this year's gathering which included visiting service providers, an evening of connecting and a full day around the theme of 'Rising to Our Reality.' Many of our friends from Winnipeg who provide services in rural Manitoba, funders, and all of the MANSO staff also participated. This event continues to be at the very heart of the collaboration and relationships of MB small centres.

On October 4th, 2019, MANSO hosted a frontline staff PD day, Client Centred Care, with 95 attendees joining us for a day of learning and networking. Sessions included: supporting migrant workers, supporting clients

with trauma, supporting refugee claimants, advocating for racialized newcomers, and navigating healthy relationships with youth.

The MANSO team was very engaged in planning toward Metropolis 2020, in collaborating with co-presenters from across the country, hosting meetings of planning committees, and planning for specific sessions and pre-conference events. Although the conference had to be postponed due to COVID-19, we are hopeful that some of the knowledge sharing that would have happened there will happen in other ways in the months to come.

MANSO also proudly supported joint participation of our members at some key community events, including Manitoba's 32nd Pride Parade & Rally in June 2019 and the Climate Change Rally in September 2019.





# Our Networks



## Sector Networks

### CANADIAN IMMIGRANT SETTLEMENT SECTOR ALLIANCE (CISSA-ACSEI)

MANSO's Executive Director sits on the Board of Directors of CISSA-ACSEI (the umbrella of the umbrellas), which continues to be a key partner in dialogue with IRCC about issues affecting service providers and newcomers. Nina Condo (Elmwood Community Resource Centre) also represented CISSA-ACSEI on a national project on gender-based violence which brings together settlement service providers and domestic violence organizations to increase capacity to serve immigrant and refugee families.

### CANADIAN COUNCIL FOR REFUGEES (CCR)

We are a member of the Canadian Council for Refugees, and have been fortunate to have the CCR President, Dorota Blumczynska (IRCOM), offer updates to Manitoba service providers during calls and events.

### LOCAL IMMIGRATION PARTNERSHIPS (LIPS)

This year MANSO helped to convene a group of the four existing LIPs and the Réseau en immigration francophone (RIF). In addition, MANSO's ED sits on Immigration Partnership Winnipeg's Council, our Refugee Response Coordinator on their Employment Working Group, our Provincial Coordinator at the Integration and Civic Engagement table, and our Director of Language Support on the Indigenous Orientation Toolkit (IOTK) Advisory Group. Our Regional Coordinator is a member of the Portage la Prairie LIP Advisory Council and chaired the PLIP Housing Working Group. LIP staff also participate in various MANSO committees.

### RÉSEAU EN IMMIGRATION FRANCOPHONE (RIF)

MANSO distributed resources to RIF membership and attended quarterly settlement working groups and the annual full-day RIF Planning Forum. MANSO also met with leadership of the Federation des communautés francophones et acadienne.

### NETWORK OF ORGANIZATIONS FOR WAR-AFFECTED NEWCOMERS OF MANITOBA (NOWAN)

We continue to participate at NOWAN networking meetings and value the opportunity to connect with service providers.

### NEWCOMER EDUCATION COALITION (NEC)

MANSO is a member of the Newcomer Education Coalition. This year, we worked with NEC members on contributing to the provincial Education Review to share input on newcomer students' strengths and needs for consideration by the review panel. We also supported planning of NEC initiated research on effective educational approaches for older refugee youth with interrupted schooling, conducted with MIRRA.

### SETTLENET.ORG

MANSO is a member of the National Advisory Committee and promoted the launch of the national community of practice to MANSO members.

### TESL MANITOBA

Formerly TEAM (Teaching English as an Additional Language to Adults in Manitoba), TESL Manitoba is the professional organization that supports EAL teachers and students in Manitoba by providing professional development opportunities and advocacy. MANSO participated on the planning committee for the 2019 TEAM/TEAL Conference.

# Sector and Government Collaboration

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## **NATIONAL SETTLEMENT & INTEGRATION COUNCIL (NSIC)**

The National Settlement & Integration Council is a group of IRCC, Provincial/Territorial Governments, service providers and other stakeholders. MANSO is represented by our ED and Jana McKee (Seven Oaks Immigrant Services), MANSO Vice-President. The council met in-person in December in Saskatoon, as well as through numerous teleconference calls on the Call for Proposals process, negotiations, and the COVID-19 response.

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## **NEWCOMER LANGUAGE ADVISORY BODY (NLAB)**

MANSO's Director of Language Support sits on the Newcomer Language Advisory Body. This IRCC initiative 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 regularly with IRCC representatives and has the opportunity to contribute to the national conversation through participation at the National Settlement & Integration Council.

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## **SETTLEMENT PROGRAM MANAGEMENT WORKING GROUP**

MANSO's Regional Coordinator sits on this national working group, which aims to develop and pilot an objective, evidence-based approach and tool for assessing service provider performance. This year, the tool was developed and a few organizations tested the tool. It will soon be tested with Manitoba Small Centres.

In addition, MANSO nominated Bintou Sacko (Accueil francophone) to sit on the national Resettlement Assistance Program (RAP) working group and Don Walmsley (Neepawa and Area Immigrant Settlement Services) to the NSIC Health of the Sector Working Group. This group is tasked by IRCC to explore/identify the factors that need to be considered when looking at the health of the settlement sector and to provide recommendations to IRCC for future planning.



# Research

The MANSO Research Committee consists of MANSO members and local researchers. It meets 2-4 times a year to support the MANSO staff in their participation in the following networks and to assess requests for sector partnerships in new research projects.

**Committee Members:** Paul McLeod (Assiniboine Community College), Roselyn Advincula (Immigrant Centre), Hani Ataan Al-ubeady (IPW), Dayna Hinkel (Manitoba Start), Val Cavers (Mosaic Newcomer Family Resource Network), Sarah Zell (University of Winnipeg), Marko Gjurić (YMCA-YWCA of Manitoba)

## CYRIRC



### IMMIGRATION RESEARCH WEST (IRW)

MANSO staff sits on Board of Directors and connected researchers with member agencies to conduct interviews for longitudinal Syrian response evaluation.

### PATHWAYS TO PROSPERITY (P2P)

Our Executive Director participates as a bilingual member of Best Practice Videos Selection Committee. IRCOM and Altered Minds were both featured in 2019.



### CHILD AND YOUTH REFUGEE RESEARCH COALITION (CYRRC)

MANSO sits on the Social Integration Research Cluster and Knowledge Mobilization Working Group.



### CENTRE FOR COMMUNITY BASED RESEARCH (CCBR)

MANSO is a member of the Advisory Committee of Refugee Evaluation Capacity Building national project and we co-hosted an Evaluation Workshop in Winnipeg in October 2019.

### IMDB SETTLEMENT PILOT PROJECT

MANSO partnered with the Institute of Urban Studies at the University of Winnipeg in a successful application for access to the IMDB database for future settlement related, sector led research projects.

### MIGRATION IN RURAL AND REMOTE AREAS NETWORK (MIRRA)

MIRRA and MANSO partnered to develop the Metropolis pre-conference workshop on Canadian small centres and immigration, which was to have preceded the March 2020 Metropolis national conference in Winnipeg. They are also collaborating to investigate the state of rural newcomer settlement service delivery during the COVID-19 pandemic.

### MANITOBA RESEARCH ALLIANCE (MRA)

MANSO is a community partner in the Manitoba Research Alliance SSHRC grant to deliver authentic community-based participatory research and make academic research accessible and relevant to community organizations.

### SOCIAL POLICY EVALUATION COLLABORATIVE TEAM RESEARCH (SPECTRUM) AT UNIVERSITIES IN MANITOBA

MANSO staff were involved with the SPECTRUM research initiative which brings together actors across Manitoba for collaborative research.





# Policy Resolutions

In partnership with all our members, MANSO can play an important role in identifying issues that positively and negatively affect the integration of newcomers, which means that we can inform and enrich many policy conversations. We believe it will strengthen our work with the government and the general public to identify areas of consensus or common ground on policy issues among our membership, and to be able to “speak with one voice” on issues of key concern. The following resolutions were developed by our members and adopted during MANSO’s AGM on June 12th, 2019:

- **2019-1** Affordable and Appropriate Housing
- **2019-2** Availability of Stage 2 (Canadian Language Benchmark 5-8) Language Classes
- **2019-3** Policy Changes to Transportation Loans for Refugees
- **2019-4** Access Without Fear Policy
- **2019-5** Changes to Personal Information Requirements for Sexual Orientation, Gender Identity and Expression (SOGIE) Newcomers
- **2019-6** Addressing Educational Barriers for Newcomer Youth Linked to the ‘E’ Credit System

These Policy Resolutions have directed MANSO’s government relations work-plan throughout the year. Action has included multiple letters to and ongoing dialogue with the Provincial Government Ministers of Housing, Health, Education, and the Minister responsible for Immigration. Communication has increased in frequency during the COVID-19 crisis. MANSO staff also presented to the City of Winnipeg Human Rights committee, City Council and Executive Policy Committee to advocate for an Access Without Fear policy to be included as part of the Newcomer Welcome Strategy.

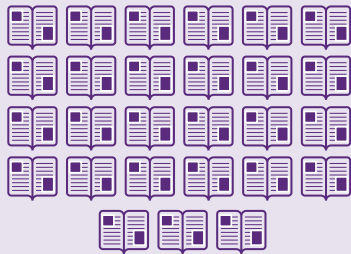


# Communications

MANSO continues to produce a bi-weekly e-newsletter, which is received by over 800 subscribers. In addition, we continue to share resources in French and English on our website, e-newsletter, and social media. Our settlement jobs board continues to be the most visited page with 36,969-page views. This year, we have worked on using our Member Portal as a tool for sharing resources, connecting service providers, and increasing member engagement. We have launched 2 new forums amid COVID-19, along with 11 other forums that are ongoing.

## E-NEWSLETTERS

**27** Editions  
Unique clicks: 4,346



## FACEBOOK

**1,720**  
Followers



**175,000**  
Reactions, Comments,  
and shares

## WEBSITE DATA

**30,212**  
Users



**135,373**  
Pageviews

## TWITTER

**666**  
Followers



**51,294**  
Tweet impressions



# Professional Development & Resource Development



**658**  
participants



**24**  
professional  
development  
events



**86%**  
of members  
participating  
(63/73 members)

## Professional Development Committee

This year, MANSO hosted two major professional development events: the Regional Gathering and the frontline PD day on Client-Centred Care (see Sector Engagement section). In addition, we hosted 22 other PD events, which included 16 in-person workshops, 4 webinars, the online Accessible Customer Service Standards course, as well as hosting and coordinating an 8-day Community Interpreter Training. These activities were guided by our Professional Development Committee, which met 3 times during the year.

**Committee Members:** Albina Bushueva (Altered Minds Inc.), Erna Friesen & Gwen Reimer (Eastman Immigrant Services), Jorge Fernandez, Sandra Albanez & Roselyn Advincula (Immigrant Centre), Tim Froese (IRCOM), Marta Kalita (MIIC), Jennifer Loewen (MITT), Stephanie Stetefeld (Mosaic Newcomer Family Resource Network), Cathy Dowd (Portage Learning & Literacy Centre), J Fiedler & Steve Hennessey (SERC MB), Jana McKee & Raghad Alsayd (Seven Oaks Immigrant Services), Monika Feist (Success Skills Centre), Irina Volchok (English Online, TESL Manitoba), Lois MacDonald, Joy Escalera & Angela Mowbray (Westman Immigrant Services)

## Indigenous Orientation Toolkit Project (IOTK)

The Indigenous Orientation Toolkit project (IOTK) is a joint initiative of Immigration Partnership Winnipeg, the Treaty Relations Commission of Manitoba (TRCM), KAIROS Canada, the University of Manitoba, and MANSO. The goal of the IOTK is to facilitate opportunities for newcomers to understand indigenous history, debunk stereotypes and negative perceptions, and build bridges between communities. One component of the Toolkit is the Land and Treaty EAL unit with 10 future themes in the planning stages. All 5 components of the Land & Treaty EAL unit have been completed (Literacy, CLB 1-4, CLB 5-6, CLB 7-8, Informal) and have been reviewed by the Indigenous Engagement Coordinator (IPW) and flagged for some revision. The next step is a half day training for pilot teachers tentatively planned for Fall 2020.



# Provincial Coordination

- Preparation of joint brief for the Provincial Education Review
- Supported communication with members and Manitoba Health, Seniors and Active Living to facilitate health registration access
- Facilitated communication and coordination among members providing new settlement services for Non-Permanent Residents

The Provincial Coordinator worked with the MANSO team and members to address a range of provincially related issues, particularly health and education. In partnership with the Newcomer Education Coalition, MANSO jointly developed a brief and consulted with the Education Review Commission to emphasize the specific needs of newcomer youth. The MANSO team also consulted with members about issues with timely client access to health cards. New proof of residency requirements in the health registration process resulted in significant barriers and delays in access to health coverage for some newcomers. The team facilitated communication with representatives of Manitoba Health to develop alternative documentation options. With the significant changes brought about by COVID-19, the Provincial Coordinator and the MANSO team continued this provincially focused work, for example by supporting communication between youth service providers, educators, and Manitoba Education and also between service providers, community leaders, and Manitoba Health about expanded health coverage options for newcomers.

This year, we've also seen growth in services available to non-permanent residents, including those funded by the Province of Manitoba. The Provincial Coordinator and the MANSO team collaborated with members to develop an understanding of these new services and communicate their availability across the sector. For example, in partnership with members, MANSO facilitated sessions on supporting migrant workers and refugee claimants at the Client Centred Care event and convened initial service pathway coordination meetings. The MANSO team looks forward to supporting continued communication and coordination about these new and vital services.





# Refugee Response Coordination

- Joint World Refugee Day Celebrations held in June 2019
- Ongoing collaboration with Sponsorship Agreement Holders & Private Sponsors
- Resettlement Assistance Program & Survivors of Daesh calls
- Support to Newcomer Hub at Ryerson School



MANSO worked on several joint initiatives with our members for World Refugee Day to bring public awareness of global responsibilities and a call to action to better support refugees. Events took place across Winnipeg, as well as in Brandon. All three resettlement assistance providers hosted events. At Central Park, 14 organizations collaborated to celebrate both the experience of refugees, as well as private sponsors and organizations who play a positive role in refugee experiences.

The Refugee Response Coordinator provides ongoing supports to sponsorship groups and continues to respond to requests from private sponsor groups for information to help them settle their sponsored refugees, including navigating health registration. Activities involved supporting four meetings of the Sponsorship Agreement Holder working group and liaising between sponsors and service providers. We held a workshop on "Collaborating with Private Sponsors" to help frontline settlement staff better understand how to collaborate with private sponsors, including roles and responsibilities of sponsors and service providers and how to respond to common challenges.

Four Resettlement Assistance Program calls were held with Manitoba RAP providers and government, as well as three calls focused on the Survivors of Daesh project. Needs assessment data was collected from the RAP providers and provided to IRCC to create the RAP dashboard.

Finally, thanks to close partnerships with MANSO members, Immigration Partnership Winnipeg, and Pembina Trails School Division, MANSO helped support the implementation phase of the Newcomer Hub at Pembina Trails School Division. The Hub is a unique support centre located inside the heart of Ryerson School that aims to provide parents of young and school aged children with a direct connection to immigrant resources, as well as emotional support.



# Small Centre Report

- Small centre calls & visits
- Small centre toolkit
- Supporting organizations through Call-for-Proposals and negotiations
- Past the perimeter event

This past year has come with much turbulence to Manitoba small centres, however rural service providers brought fresh new ideas and demonstrated organizational nimbleness in responding.

New provincial funding allowed service providers in six rural communities to serve 'Manitoba clients'. This year also saw the expansion of services to The Pas, which has been a top ten landing destination in Manitoba for permanent residents for several years. North West Regional Immigrant Services Inc will provide settlement services in Swan Valley and The Pas, an expansion which has been welcomed by newcomers and the entire community.

Manitoba small center members worked very hard this year in forming new partnerships as they prepared applications for the 2019 IRCC Call for Proposals. This work resulted in Westman Immigrant Services, Eastman Immigrant Services, and Regional Connections creating formal partnerships with other rural service providers to provide leadership, administration, resources, and enhanced services. This also led to the expansion of Settlement Workers in Schools (SWIS) in three communities and a new Local Immigration Partnership in Brandon beginning in April 2020. We must also acknowledge that two organizations will no longer provide settlement services. We thank both these organizations and staff for their dedication to their work and their community.

We continue to support communication among small centre service providers, including nine MANSO Small Centre Collaboration Calls and visits to all communities with settlement programs. We also supported the Rural Face-to-Face Gathering (see 'Sector Engagement' for more).

For this year's Metropolis Conference, MANSO was involved in planning the first ever national Metropolis Small Centre Pre-Conference Day which had presenters from around the world and participants from coast to coast in Canada. It is hoped that the legacy of this planning will be seen in future Metropolis conferences.

In partnership with New Journey Housing, Portage Local Immigration Partnership, and Portage Learning and Literacy Centre, we held our first Past the Perimeter event. More than twenty Winnipeg-based newcomers spent the day in Portage la Prairie learning about employment opportunities, housing options and community life. More of these events will be planned to help newcomers learn about life in cities and towns across Manitoba.

# Committees

## Care for Newcomer Children

- Visit by Red River College, Early Years Workplace program
- Growing programs, ongoing issues with space and waitlists

This year the CNC Committee invited a representative of the Early Years Workplace program at RRC to meet with the committee. We discussed how to support newcomer staff in obtaining ECE training given the need for a CLB level 8, the requirement for a licensed facility, and the lack of a replacement grant for staff of CNC programs. These challenges point to a strong need for a bridging program for newcomer ECEs and ongoing communication with training programs.

Finally, growing programs continue to grapple with waitlists and CMAS requirements for infant space as well as challenges in negotiating outdoor space for children.

**Committee Members:** Irene Sheldon & Gerri Gregory (IRCOM), Jana McKee (7 Oaks), Joy Escalera (WIS), Kym Bottomley (Mosaic Newcomer Family Resource Network), Diane Toews (Regional Connections), Rubina Atif, Abimbola Wahab, & Abir Chehlaoui (CMWI), Mona Audet (Pluri-elles), Naomi Frey (RRC, Rural Small Centres)

## Employment Committee

- Presentation from Employment & Income Assistance
- Planning for Office of the Manitoba Fairness Commissioner (OMFC) webinar
- Speed Networking with committee members

The Employment Committee met three times this past year and discussed a range of issues and concerns shared by members. A visit from Employment & Income Assistance in July provided an opportunity for firsthand Q & A with provincial staff; planning began on a series of OMFC webinars; and a speed networking format at our end of year meeting allowed for significant sharing and information-exchange among members. Concerns around funding, the shifting sector landscape, and ongoing work with clients were also topics of key focus.

**Co-Chairs:** Amie Membreño (Immigrant Centre), Paul MacLeod (Assiniboine Community College)

**Committee Members:** Paul MacLeod (ACC), Shade Gesinde (ACOMI), Martin Blumrich (Altered Minds), Anna Glibka (Barbara Mitchell Family Resource Centre), Michelle Strain & Prerna Dharni (CMWI), Viktoria Vladimirova (Eastman Immigrant Services), Mark Stine & Kayla Haas (ECRC), Louise Giesbrecht & Dina Demburg (EESE), Amie Membreño (Immigrant Centre), Jessica Praznik (Immigration Partnership Winnipeg), Carina Blumgrund (JCFS), Samantha Lee (Manitoba Start), Manola Barlow (MNU), Don Walmsley (NAISS), Bijaya Pokharel (NEARC), Thandiwe Ncube (NEEDS Inc.), Maria Polovinka (OFE), Mostafa Skouta (PLLC), Sandra Leone & Adeleke Dada (SEED Winnipeg), Jana McKee, Jose Chinchilla & George Guerques (Seven Oaks Immigrant Services), Monika Feist, Rany Jeyaratnam & Ha Nguyen (Success Skills Centre), Ben Poliquin (Westman Immigrant Services), Scot Taylor (Winnipeg Industrial Skills Training Centre)



# Health Committee

- Communication with Manitoba Health, Seniors and Active Living
- National Newcomer Navigator Network Collaboration
- Community Conversation on Mental Health

The MANSO Health Committee shared experiences and ideas to address the health needs of clients. The group gave input on communication with Manitoba Health about access to health cards, as well as on the National Newcomer Navigator Network project to support settlement and health sector workers in navigating the healthcare system. The Mental Health Working Group collaborated with partners on the May 2019 Community Conversation on Mental Health event to discuss different cultural community understandings and stigmas around mental health. The working group brought forward the need for culturally appropriate mental health supports to Manitoba Health. In response to COVID-19, the Health Committee looked at ways to collaboratively address the physical and mental health needs of vulnerable families.

**Chairs:** Health – Traicy Robertson (Manitoba Possible), Mental Health Working Group – Michelle Strain (CMWI)

**Committee and Working Group Members:** Maureen Keelan & Laurena Martinez (A&O), John Smyth, Kari McCluskey & Heather Robertson (Aurora Family Therapy Centre), Gail Henderson Brown (Canadian Red Cross), Elizabeth Huynh (CancerCare), Deborah Kasner (CMHA), Humaira Jaleel (CMWI), Gwen Reimer & Erna Friesen (Eastman Immigrant Services), Nina Condo & Anne Pinnock (ECRC), Subas Dahal (Family Dynamics), Roselyn Advincula (Immigrant Centre), Hani Ataan Al-ubeady (IPW), Carol Reimer & Luladei Abdi Hassen (IRCOM), Iael Besendorf (JCFS), Felicien Rubayita (MIIC), Rebecca Blaikie (Mount Carmel), Jennifer Tomsich (NEEDS), Susan Liddell-Delorme (Norwest), Geetha Jayasinghe (OHC), Miriam Turyamwijuka (PLLC), Steve Reynolds, Elaine Saindon & Diana Suderman (Regional Connections), Leigh Anne Caron (SERC MB), Rowena Hernandez & Raghad Alsayd (Seven Oaks Immigrant Services), Jennifer Heinrichs (UW), Mihret Zewude (WCWRC), Erin Bockstael (Women's Health Clinic), Claire Meiklejohn (WRHA/NOWAN), Paula Migliardi (WRHA), Malou Josue & Sue Hoang (WSD), Sara Warkentin (YMCA-YWCA of Manitoba)





## Housing Committee

- Updates to 'Renting a Home in Manitoba' booklet
- Meeting with Department of Families to discuss Rent Assist
- Rent Assist & First Time Home Buyers Incentive Webinars

MANSO's Housing Committee continued to look at ways to support newcomers with affordable and appropriate housing access. Committee members met with Department of Families staff to discuss some challenges in the Rent Assist application process for newcomers. Committee chair Codi Guenther (New Journey Housing) represented the sector on a research project looking at the impact of Rent Assist, which showed that while awareness of the Rent Assist program is low, it is high among newcomers and newcomer service providers.

The committee also hosted two webinars, one on Rent Assist for Non-EIA Clients and one with the Canadian Mortgage and Housing Corporation on the First Time Home Buyers Incentive. Committee members continue to participate in joint advocacy efforts on access to affordable and appropriate housing, including with the Right to Housing Coalition.

**Chair:** Codi Guenther (New Journey Housing)

**Committee Members:** Katia Kaci, Larbi Toumi & Issa Diallo (Accueil francophone), Adrienne Shellenberg (Family Dynamics), Sandra Hernandez (Immigrant Centre), Agnieszka Sheehan (IRCOM), Iftu Ibrahim (LRSD), Ameer Msir (MIIC), Don Walmsley (NAISS), Ernesto Ofiaza & George Guergues (Seven Oaks Immigrant Services), Joy Escalera (Westman Immigrant Services)

## Language Advisory Group

- Call-for-Proposals 2020 and reductions in funding envelope
- Strategizing on managing waitlists, occupancy and enrollment
- Online delivery challenges - COVID 19

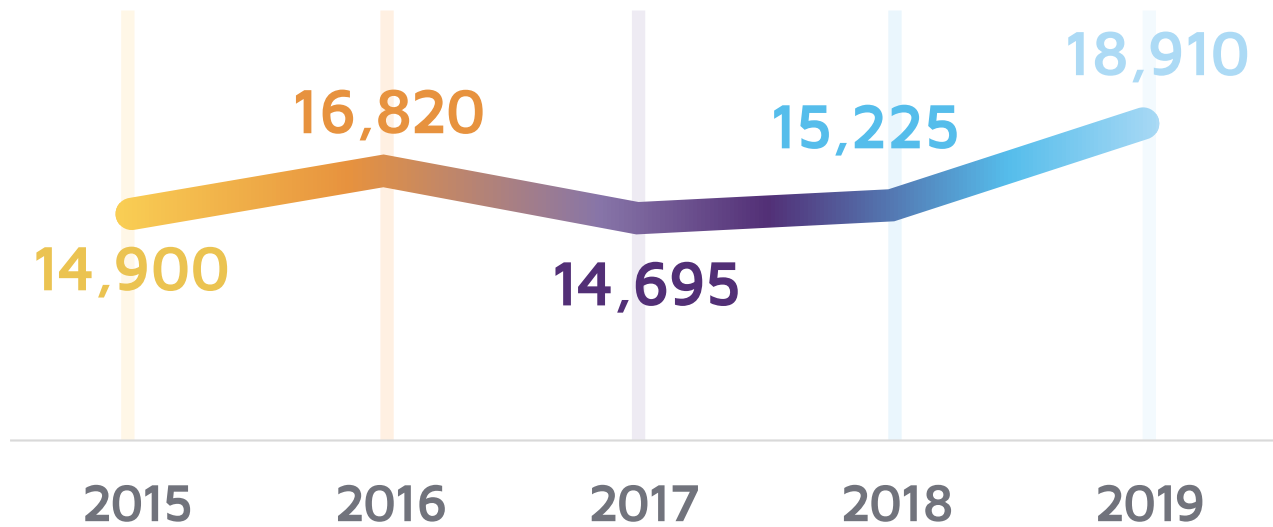
The Language Advisory Group is made up of 14 language members representing both LINC and non-LINC programs in Manitoba. The group acts as a venue to strategize on a wide range of emerging language issues and challenges from across the sector and to collaborate on responses to provincial and national language policy. This year much of the focus was on the 2020 CFP, changes to the landscape of language services due to funding reductions and re-structuring, and beginning in March, the myriad challenges posed by delivering online services in response to COVID 19.

**Committee Members:** Ben Starkey (Red River College Language Training Centre), Carla Woods (Winnipeg School Division-Adult EAL Program), Kim Campbell (River East Transcona Immigrant Services), Louise Giesbrecht (Enhanced English Skills for Employment), Luigi Tumillo (WELARC), Naomi Frey (Red River College Language Training Centre, Rural Small Centres), Patrick Jordan (IRCOM), Paul MacLeod (Assiniboine Community College), Renee Lynn Dandeneau (Université de Saint-Boniface), Rhoda Keck (Regional Connections), Sara Warkentin (YMCA-YWCA of Manitoba), Slavo Federkevic (Seven Oaks Immigrant Services), Stephanie Stetefeld (Mosaic Newcomer Family Resource Network), Toula Papagiannopoulos (EDGE Skills Centre - EAL)



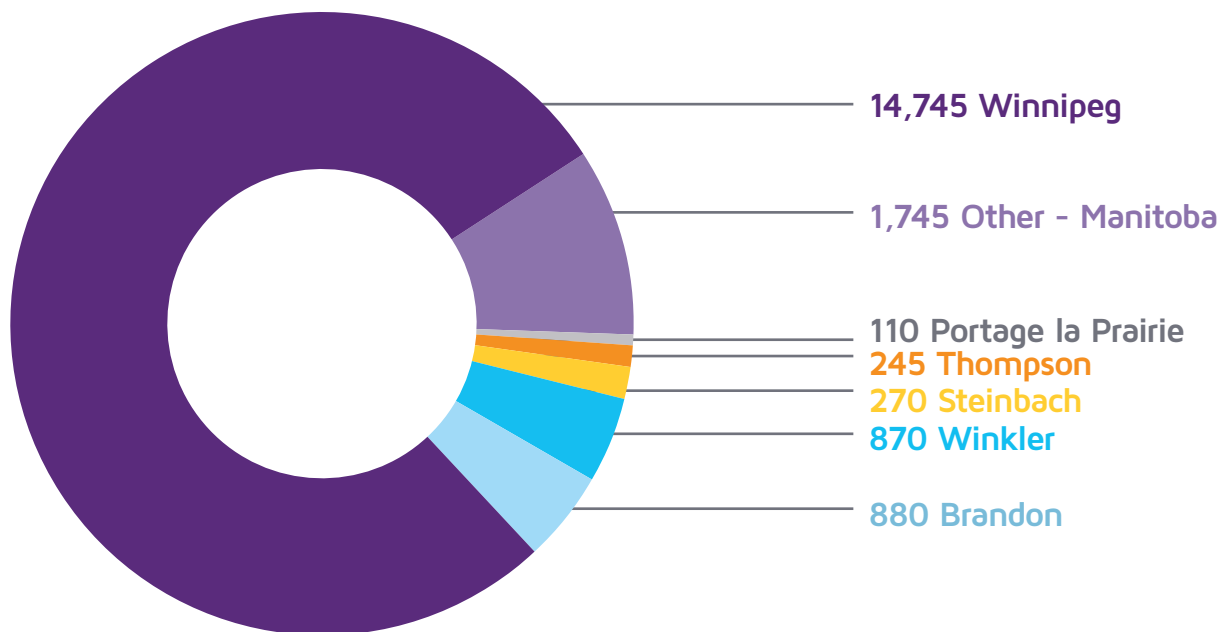
# Immigration Stats

## MANITOBA - NEW PERMANENT RESIDENTS 2015-2019



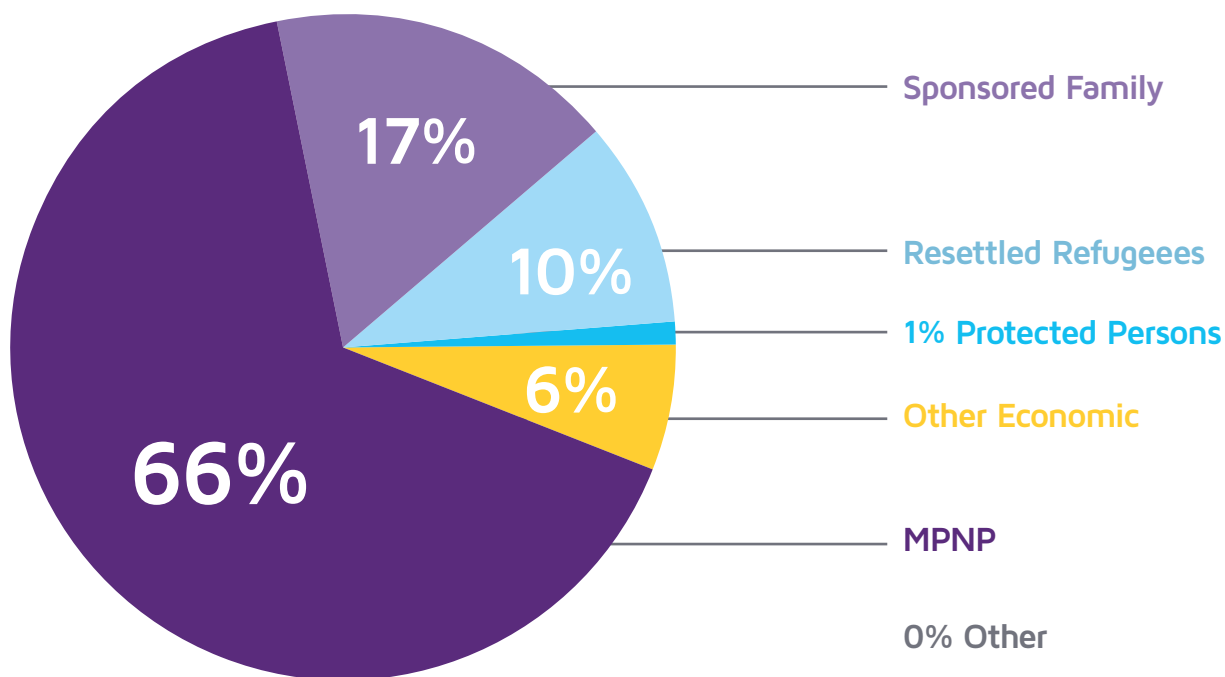
Canada - Admissions of Permanent Residents by Province/Territory and Census Metropolitan Area of Intended Destination (2019 ranking), January 2015 - February 2020 **Source:** IRCC, February 29, 2020

## ADMISSIONS OF NEW PERMANENT RESIDENTS BY CMA (INTENDED DESTINATION), 2019



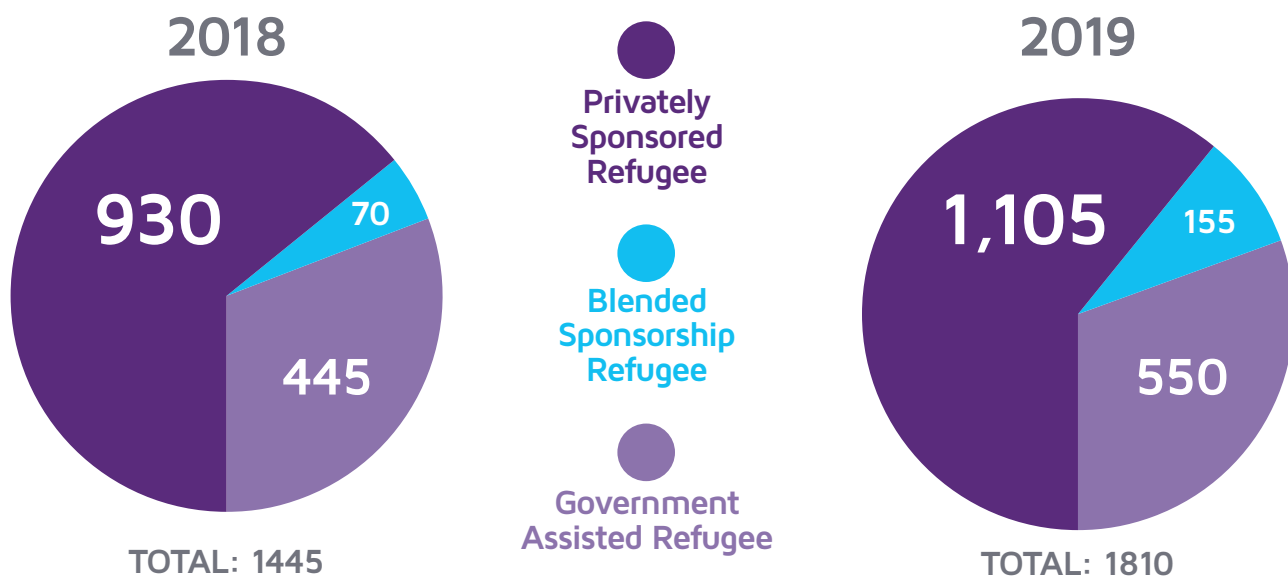
Canada - Admissions of Permanent Residents by Province/Territory and Census Metropolitan Area of Intended Destination (2019 ranking), January 2015 - February 2020 **Source:** IRCC, February 29, 2020

## ADMISSIONS OF PERMANENT RESIDENTS IN MANITOBA BY IMMIGRATION CATEGORY, 2019



Canada - Admissions of Permanent Residents by Province/Territory of Intended Destination and Immigration Category, January 2015 - February 2020

## RESETTLED REFUGEES MANITOBA, 2018-2019



Canada - Admissions of Permanent Residents by Province/Territory of Intended Destination and Immigration Category, January 2015 - February 2020

## 2019-20 MEMBER ORGANIZATIONS

A & O Support Services for  
Older Adults

Accueil Francophone

African Communities of Manitoba Inc.  
(ACOMI)

Altered Minds Inc.

Asessippi Parkland Settlement  
Services Inc

Assiniboine Community College

Aurora Family Therapy Centre

Canadian Muslim Women's Institute

CHAI Immigrant Centre Inc.

Community Futures North Central  
Development (Thompson)

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)  
and English at Work

Family Dynamics

Holy Names House of Peace

Hospitality House Refugee  
Ministry (HHRM)

Immigrant and Refugee Community  
Organization of Manitoba (IRCOM)

Immigrant Centre

Interlake Immigrant Settlement  
Services & Community Futures  
East Interlake

Jewish Child and Family Service

Louis Riel School Division

Manitoba Institute of  
Trades & Technology

Manitoba Interfaith  
Immigration Council Inc.

Manitoba Nurses Union (Canadian  
Culture & Communication for Nurses)

Manitoba Possible (formerly Society  
for Manitobans with Disabilities)

Manitoba School Improvement  
Program - The Peaceful Village  
Program Inc.

Manitoba Start

Mosaic Newcomer Family  
Resource Network

Mount Carmel Clinic

Neepawa and Area Immigrant  
Settlement Services

Neighbourhood Empowerment  
& Resource Centre

New Journey Housing

Newcomers Employment and  
Education Development Services  
(N.E.E.D.S.)

Norwest Co-op Community  
Health - NISP

Occupational Health Centre (MFL-OHC)

Opportunities for Employment Inc.

Pluri-Elles (Manitoba) Inc.

Portage Learning and Literacy Centre

Rainbow Resource Centre

Red River College Language  
Training Centre

Regional Connections  
Immigrant Services

River East Transcona  
Immigrant Services

Roblin-Cartwright Community  
Development Corporation:  
Cartwright Killarney Boissevain  
Settlement Services

SEED Winnipeg Inc.

Seven Oaks Immigrant Services

Sexuality Education Resource  
Centre Manitoba

Success Skills Centre

Swan Valley Settlement and  
Immigrant Services Inc.

The Salvation Army Barbara  
Mitchell Family Resource Centre

Turtle Mountain EAL Services

UFCW Training Centre

Université de Saint-Boniface

Virden and Area Settlement Services

West Central Women's Resource  
Centre - Neighbourhood Immigrant  
Settlement Services (NISW)

Westman Immigrant Services

Winnipeg School Division -  
Adult EAL & Intercultural Support

Winnipeg English Language  
Assessment & Referral Centre

YMCA-YWCA of Winnipeg

## FRIENDS OF MANSO

Alicia Rae Career Centre Inc.

BoLu Intermediary Services  
(The Aurora Project)

Food Matters Manitoba

Immigration Partnership Winnipeg

Pembina Valley Local

Immigration Partnership

Professional English Group (PEG)  
Canada

Sscope Inc.

TESL Manitoba

University of Winnipeg -  
English Language Program

The Portage la Prairie Local  
Immigration Partnership (PLIP)

## 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.

