



MANSO
MANITOBA ASSOCIATION
OF NEWCOMER SERVING
ORGANIZATIONS

Annual Report

2020-2021



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REFUGEE RESPONSE COORDINATOR / DIRECTOR OF (RE)SETTLEMENT AND INTEGRATION SUPPORT

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REGIONAL COORDINATOR / SMALL CENTRE SUPPORT MANAGER

Don Boddy (since November 2020)

PROVINCIAL COORDINATOR

Nicole Jowett

PROGRAM ASSISTANT / COMMUNICATIONS AND PROGRAM COORDINATOR

Justine Trinh (since November 2020)

PROGRAM MANAGER

Valeria Castellanos (since January 2021)

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Margaret Aikenhead (until December 2020)
Donald Vanderhooft (since December 2020)

PHOTO CREDITS

We thank the following MANSO member organizations for submitting photos for our Annual Report:

A & O Support Services
for Older Adults

Accueil francophone

Eastman Immigrant Services

Immigrant Centre Inc.

Immigrant and Refugee
Community Organization of
Manitoba Inc. (IRCOM)

Mosaic Newcomer Family
Resource Network

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

Regional Connections
Immigrant Services

MANSO's mission, vision, strategic priorities and goals are a response to issues identified through the strategic planning process carried out from October 2016 to March 2017. Forty four representatives of MANSO member agencies, plus the MANSO Board and staff reflected on strategic issues, trends and challenges for the organization, and critical issues and sector gaps for MANSO to address. The highlighted areas of focus ranged from service availability, client eligibility and the need for expanded language services, to addressing discrimination and anti-immigration sentiments. An ongoing priority was striking a balance advocating on behalf of the sector and maintaining a positive, productive relationship with funders. Based on these discussions, the MANSO Board and staff identified its 5-year strategic priorities and goals. In 2022, the MANSO Board, members and staff will begin working towards developing a new five-year strategic plan, once again considering the gaps and critical issues affecting the settlement sector, as well as trends and challenges pertaining to the umbrella organization.

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.

STRATEGIC PRIORITIES:

- 1) Organizational Participation
- 2) Responsiveness and Accountability
- 3) Partnerships and Collaboration

GOALS:

- 1) Strengthened sector capacity to respond to settlement needs
- 2) Responses to emerging and critical issues are coordinated
- 3) MANSO is a respected and recognized voice

FUNDED BY:



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada





President's Report

COVID-19

Remote working, meetings, and client services. A year of constant adaptations to meet changing restrictions and help clients overcome barriers to accessing supports

Coordination

Settlement Workers in Schools (SWIS) program established in Winnipeg to join those already working across Canada in both urban and rural communities. ZONE model established for Winnipeg and all PNT Urban Centres, bringing in new ways of working together to provide relevant and seamless supports for newcomers and their families

Learning

First ever virtual PNT Small Centre Gathering and a full PNT Summit, funded by IRCC and hosted by MANSO, AAISA and SAISIA, the Prairie Settlement umbrellas. These virtual conferences allowed for cross-provincial partnerships and the ability for more and diverse staff to attend; participants represented frontline and leadership from SPOs and government.

I want to start with a thank you to the MANSO team. 2020-2021 saw MANSO staff respond in unprecedented ways to support its members, while adapting to working remotely themselves, mentoring new staff, and for some also balancing how to be stay at home parents/teachers. April 2020 seems like it is a lifetime ago when you look at what we all managed to accomplish, both professionally and personally.

Change is a constant. Thank you to MANSO members for participating and supporting all the virtual events offered this year, and the MANSO staff who seemed to pivot seamlessly to online events. I am curious to know what services/supports/activities we will keep virtually, which will return to in-person, and which will transition to a hybrid model. We look forward to the increase in collaboration between SPOs, stakeholders, and the welcoming community, as we know there is more work to do.

2020-2021 is a year most of us will not forget. The COVID-19 pandemic created a year of challenge, change, and presented opportunities as well, some of which we will not fully understand for a few years yet. With vaccines rolling out in our province, I am hopeful and optimistic, wish all our members and partners good health, and encourage everyone to get vaccinated!

Thank you,

Jana McKee

Board President

Executive Director's Report

"My cat stole my mouse"

- pet and toddler-free meetings are so 2019

Our colleagues working on the front lines have survived by courage, patience and kindness. Those of us able to work from home, lonely but safe, now know a lot more about our colleagues' housemates and taste in interior design. We are all a little closer for it.

Burnt out and bouncing back

The sector is tired and stressed and all "pivoted" out, but as vaccination rates rise there is hope and the virtual silver lining of new connections, advocacy, solidarity, and a focus on equity and justice in every aspect of our lives.

I ended my message in last year's report saying "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."

I did not get my wish. COVID-19 headlines get worse by the day and I'm still working alone in my living room. Like so many of us in the sector, I don't know when I will be back in the office everyday, let alone able to visit elderly parents living through lockdown in another continent.

I cannot think of a period when the thousands of individuals that make up MANSO have been pushed harder, or felt more isolated or unable to control their surroundings. I also can't think of a year when I've felt more inspired and grateful to be part of a collective putting social justice and the needs of their clients, and their communities front and centre, even if keeping them "a hockey stick's" length apart. I really hope this is all over when I write my next message, but I also hope I never forget how amazing you have all been in the year we've just survived and how excited and hopeful I feel about the year to come.

Vicki Sinclair

MANSO Executive Director



Sector Coordination & Engagement

- World Refugee Day, 'Keeping Hope Alive' (Jun 19)
- 2020 MANSO Information and Networking Fair (Aug 19)
- Lead Teacher Networking & Training Event (Nov 6)
- 2021 PNT Small Centre Conference (Feb 8-10) and 2021 PNT Summit (Feb 23-25)
- Metropolis 2020 (Nov 12-16) and Metropolis 2021 (Mar 22-26)
- Credential Recognition for IEPs (Nov-Apr)
- Faculty of Social Work Community Advisory Committee (Nov-Mar)
- Resettlement Assistance and PSR Program (Apr-Mar)

This year, MANSO's sector coordination and engagement events took place through online platforms, in compliance with public health orders and to ensure the safety of all participants. While we missed seeing members and partners in person, we valued the opportunity to remain in close communication with the sector and to take advantage of the opportunity to see more of our small centre members.

More than 15 organizations and partners collaborated to hold a joint virtual World Refugee Day (WRD) celebration in June 2020, with 117 participants. Former Minister of Foreign Affairs and current Chair of the World Refugee Council, Lloyd Axworthy, was the guest speaker along with Tareq Hadhad, a successful refugee and entrepreneur from Syria. The event raises awareness of the situations faced by refugees who have had to flee their homelands, as well as continuing to promote the acceptance and support of immigrants and refugees across Canada. The recorded event had 3,200 views and 40 shares.

MANSO held its 5th annual Networking Fair in August 2020 to offer front line staff, group sponsors, and other stakeholders the opportunity to meet one another. The virtual event drew more than 136 sector practitioners from 54 member agencies and stakeholders. 100% of the 2020 Networking Fair survey respondents said that the Networking Fair created a platform for connection, learning, and collaboration.

"It was an awesome event! Thank you for setting this up and making it fun and useful. It will be great to have this again, even twice a year."

In November, MANSO hosted its annual Lead Teacher Networking & Training Event to provide a forum for these instructors who have a unique role in the language sector to gather, learn, and support one another.

From February 8 to 10, 2021, Prairies and Northern Territories umbrella associations and their members in small centres coordinated and hosted the 2021 online PNT Small Centre Conference. This virtual event brought together more than 250 participants, and had representation from every small centre SPO in Manitoba.

Just two weeks later, as a result of close collaboration within a tight timeframe, umbrella associations and their advisory groups hosted the 2021 PNT Summit from February 23 to 25, 2021. The virtual event had 573 participants, including 164 in Manitoba.

It received positive feedback about the collaborative learning, relevance of the information presented, and the province-specific programming. One of the Manitoba participants shared that their favourite part was the topic on innovation and racism: "The information was not only new but interesting, applies to what we do at work, and definitely gave me additional knowledge I can use at work."

This year, MANSO members attended and presented at the Pathways to Prosperity (P2P) Conference and two Metropolis conferences: November 2020, The Economic and Social Impact of COVID-19 on Immigration, Integration and Settlement in Canada, and March 2021, Migrants, Migration, and Mobility: COVID-19 Response and Recovery. The latter attracted more than 130 participants from Manitoba.

In response to proposed provincial Bill-41, the Fair Registration Practices in Regulated Professions Amendment Act, MANSO convened a special meeting of settlement sector stakeholders to bring forward ideas to strengthen the legislation. MANSO sent a letter to Minister Ralph Eichler, Economic Development and Training, and subsequently met with the Minister as well as the Acting Fairness Commissioner.

In collaboration with Immigration Partnership Winnipeg, MANSO also hosted a consultation with Internationally Educated Professionals (IEPs).

MANSO staff continue to sit on the Faculty of Social Work Community Advisory Committee. They provided guidance to support a grassroots group that pushed for Anti-Racism and Immigrant and Refugee content to be meaningfully integrated into the Faculty of Social Work's core curriculum. Thanks to the work of these service providers, FSW students will acquire the knowledge and skills needed to respond to the current realities of immigrant and refugee individuals, families, and communities in Manitoba.

Manitoba RAP providers and federal government representatives held four meetings this year. Needs assessment data was collected from the RAP providers and provided to IRCC to create the RAP dashboard. MANSO revamped the RAP-IRCC quarterly calls to ensure that all RAP and key SPOs come together to leverage each other's expertise to provide initial settlement service to newcomers.

Manitoba Sponsorship Agreement Holders (SAHs) and MANSO meet regularly to build communication and partnerships. They flagged concerns to IRCC such as the integration framework process, self-quarantine plan, mandatory flight requirements, and the quality assurance program. The PSR guidebook tailored to Manitoba sponsor groups was updated.



Our Networks

Sector Networks

CANADIAN IMMIGRANT SETTLEMENT SECTOR ALLIANCE (CISSA-ACSEI)

MANSO's Board President Jana McKee and Executive Director Vicki Sinclair sit 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. In 2020-2021 Vicki Sinclair was elected for a second 2-year term as the Vice President of CISSA-ACSEI and Nina Condo (Elmwood Community Resource Centre) continued to represent CISSA-ACSEI on the national gender-based violence project which brings together settlement service providers and domestic violence organizations to increase capacity to serve immigrant and refugee families.

CANADIAN COUNCIL FOR REFUGEES (CCR)

This year MANSO collaborated with CCR to address concerns about the interpretation of IRPA section 91 which may impact SPOs receiving funding to support newcomers navigating the immigration process. Other collaboration included participating in virtual member meetings and conferences, and supporting accountability mechanisms for immigration consultants and public education workshops.

LOCAL IMMIGRATION PARTNERSHIPS (LIPS)

This year MANSO continued to facilitate meetings for all Manitoba LIPs and the Manitoba RIF. Laurie Sawatzky consulted with the group to create a report on opportunities for collaboration to increase collective impact. MANSO's Executive Director sits on Immigration Partnership Winnipeg's Council and has been participating in their Strategic Planning process. Our Director of (Re)Settlement and Integration Support sits on their Employment Working Group, our Provincial Coordinator and Program Manager at the Civic Engagement and Integration table, and our Director of Language Support on the Indigenous Orientation Toolkit (IOTK) advisory group. Our Small Centre Support Manager 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)

As a member of the RIF, MANSO attended quarterly settlement working groups, the annual full-day RIF Planning Forum, and provincial, regional, and national Francophone virtual settlement conferences. MANSO also distributed resources to membership and supported connections between Francophone and Anglophone agencies.



NEWCOMER EDUCATION COALITION (NEC)

MANSO is a member of the Newcomer Education Coalition. In the initial stages of the pandemic, we worked with NEC members to highlight the needs of newcomer youth to be considered in divisional and school response planning. We also worked with the coalition on multilingual information materials for families to navigate school during COVID-19.

SETTLENET.ORG

MANSO continues to promote the SettleNet.org platform to members and networks. This bilingual community of practice provides opportunities to learn, share, connect, and collaborate between settlement sector staff, leaders, and those in related fields.

P2P STANDING COMMITTEE ON IMMIGRATION TO NORTHERN, RURAL AND REMOTE COMMUNITIES

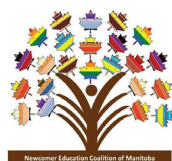
MANSO's Small Centre Support Manager continues to be an active member of the standing committee.

TESL MANITOBA

TESL Manitoba is the professional organization that supports EAL teachers and students in Manitoba by providing professional development opportunities and advocacy. TESL Manitoba's President, Irina Volchok, sits on the MANSO Professional Development Committee.

COMMITMENT, OPPORTUNITY, DIVERSITY AND EQUITY (CODE)

MANSO staff serve on the Commitment, Opportunity, Diversity and Equity (CODE) advisory body of the Winnipeg Chamber of Commerce in their effort to increase diversity and inclusion in employment and the community.



Sector and Government Collaboration

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 Executive Director and Jana McKee, MANSO President. The Council met virtually throughout the year with regular Zoom conferences discussing topics including COVID-19, anti-racism strategies, Francophone strategies, and technology and best practices for working remotely.

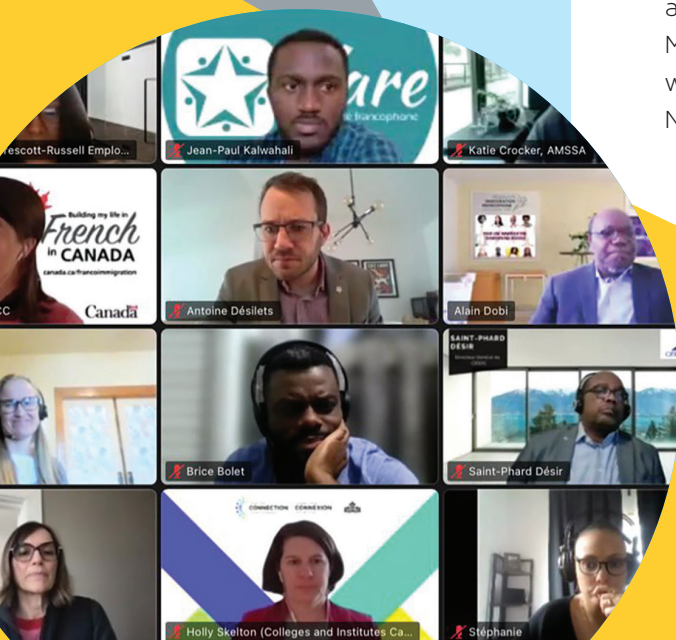
NEWCOMER LANGUAGE ADVISORY BODY (NLAB)

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 met with IRCC representatives several times online this year and contributed to the national conversation through participation at the National Settlement & Integration Council.

SETTLEMENT PROGRAM MANAGEMENT WORKING GROUP

MANSO's Small Centre Support Manager sits on this national working group, which aims to develop and pilot an objective, evidence-based approach and tool for assessing SPO performance.

In addition, MANSO nominated Bintou Sacko (Accueil francophone) for a second two-year term on the national Resettlement Assistance Program (RAP) working group. Don Walmsley (Neepawa and Area Immigrant Settlement Services) continued to represent Manitoba and small centres on the NSIC Health of the Sector working group and a MANSO nominated youth sat on the IRCC National Youth Advisory Group.



Research

New national, regional and provincial research networks invite MANSO staff to be part of their advisory groups every year. MANSO shares Manitoba sector research and data needs as gathered through the annual membership survey and research committee. We connect community-based researchers with members for data collection, and distribute surveys and focus group recruitment through various channels. This year we supported two rural-focused research projects in collaboration with local partners, one on COVID impacts on small centre SPOs across the PNT, and another on interrupted schooling for refugee youth in rural areas. MANSO staff facilitate and moderate Professional Development workshops and webinars in partnership with researchers, and help write letters of support for research projects that will be useful to the sector. Our team also coordinates and supports knowledge sharing with our members, partners, funders, and newcomer and ethno-cultural communities. This year, that work has included supporting the development of infographics, media, podcasts, and other innovative outreach methods. Current networks we are working with include:

- Immigration Research West (IRW)
- Pathways 2 Prosperity (P2P)
- Child and Youth Refugee Research Coalition (CYRRC)
- Newcomer Education Coalition (NEC)
- Centre for Community Based Research (CCBR)
- Community Engaged Research on Immigration Network (CERI)
- Longitudinal Immigration Database (IMDB)
- Migration In Remote and Rural Areas (MIRRA)
- Manitoba Research Alliance (MRA)
- Social Policy Evaluation Collaborative Team Research at Universities in Manitoba (SPECTRUM)

The MANSO Research Committee consists of MANSO members and local researchers. It meets 2-4 times a year to guide MANSO's participation in these networks, and to assess requests for sector partnerships in new research projects.

This year, MANSO nominated Dr. Lori Wilkinson for the Metropolis Canada Researcher Award, for her many contributions to research in the newcomer sector in Manitoba. MANSO congratulates Dr. Wilkinson for winning this well-deserved award in March 2021.

Committee Members: Dayna Hinkel (Manitoba Start), Enver Naidoo (Brandon LIP), Hani Ataan Al-ubeady (IPW), Kathleen Vyrauen (IPW), Kawser Ahmed (CRRIC), Roselyn Advincula (Immigrant Centre), Sarah Zell (University of Winnipeg), Shereen Denetto (Mosaic Newcomer Family Resource Network), Thandiwe Ncube (NEEDS Inc)



Policy Resolutions

MANSO's policy resolutions are a tool to further MANSO's core strategic goals:

1) Strengthened sector capacity to respond to settlement needs

The development of policy resolutions promotes collaboration and partnerships among MANSO members to address key settlement needs.

2) Responses to emerging and critical issues are coordinated

MANSO's policy resolutions are rooted in sector experience, and inform sector policy. The policy resolution process strengthens sector communication.

3) MANSO is a respected and recognized voice

MANSO receives clear direction from its membership to coordinate advocacy on settlement needs, serving as a unified voice on policy and sector issues.

2019-1 Affordable and Appropriate Housing: MANSO and the Housing Committee initiated a national housing network at the Canadian Council for Refugees. See Housing Committee's section (page 18) for additional information on MANSO's work on housing issues affecting newcomers.

2019-2 Availability of Stage 2 (CLB 5-8) Language Classes:

The provincially funded MALTI (Manitoba Adult Language Training Initiative) program has created increased options for newcomers who want to study beyond CLB 4; however, gaps still remain for those who need childcare services in order to attend these classes, English for specific language skill areas, and Stage 2 classes in some Winnipeg neighbourhoods.

2019-3 Policy Changes to Transportation Loans for Refugees:

Unfortunately, there were no policy or procedural changes related to the Transportation Loan requirements for refugees during the year.

2019-4 Access Without Fear Policy: MANSO and partners urged Manitoba Health representatives to adopt an access without fear approach to COVID-19 testing, treatment, and vaccines for undocumented migrants. These efforts succeeded in having eligibility publicly communicated by the province, although clear confidentiality protocols are yet to be released.

2019-5 Changes to Personal Information Requirements for Sexual Orientation, Gender Identity and Expression (SOGIE) Newcomers:

MANSO and members raised concerns about personal information requirements at the PNT Summit IRCC-facilitated cluster session on LGBTQ+ newcomer supports. Notable changes have not been made to IRCC data collection requirements for SOGIE newcomers.

2019-6 Addressing Educational Barriers for Newcomer Youth Linked to the 'E' Credit System:

Following the release of the Newcomer Education Coalition's report "Supported Transitions: Educational Approaches for Older Refugee Youth with Interrupted Schooling," which drew attention to issues related to 'E' credits, MANSO collaborated on the research team for a continuation of the project focused on youth in rural areas.

2020-1 Availability of Settlement Language Classes for Stage 1 (Literacy-CLB 4) for Canadian Citizens and Temporary Residents:

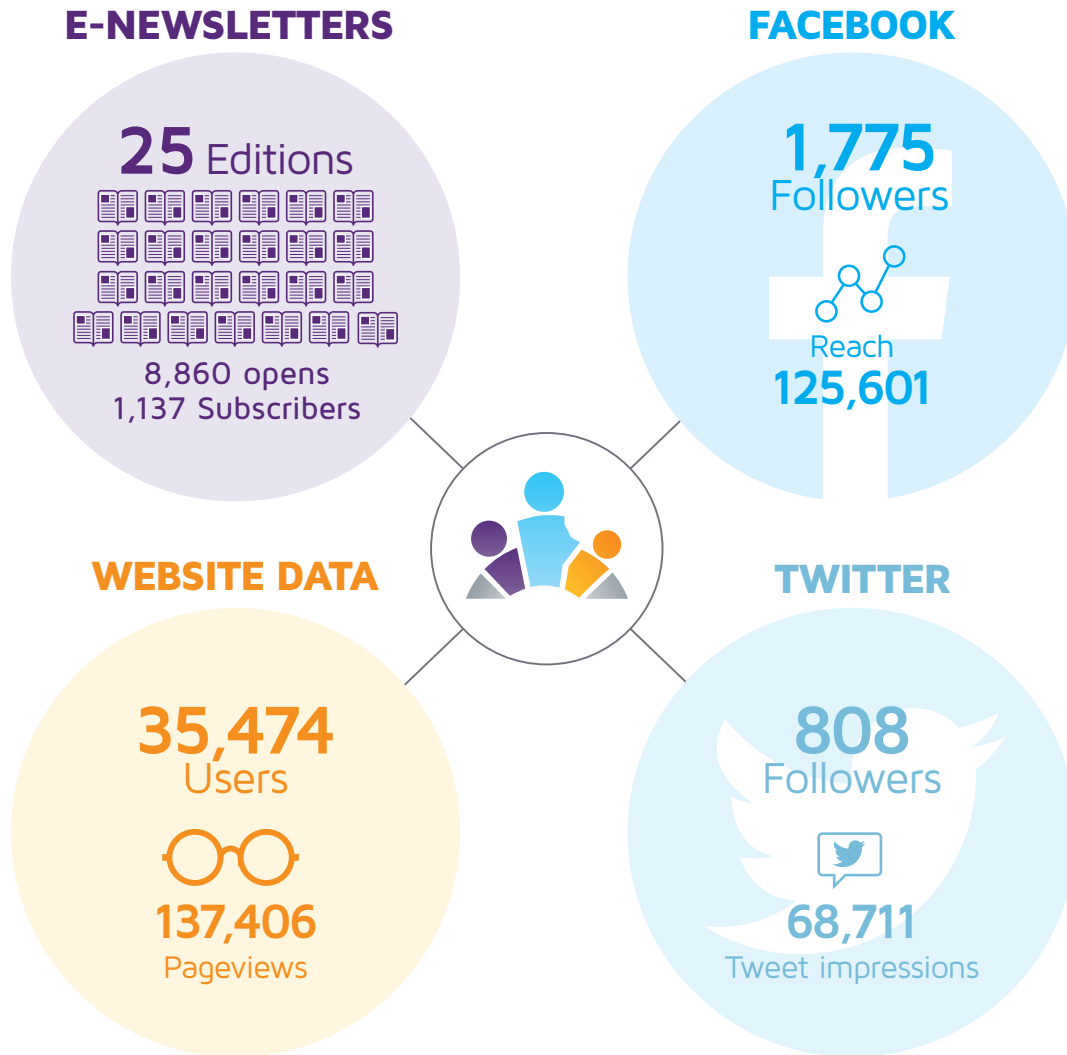
The province has provided some funding over the last year to support Stage 1 language training for newcomers who do not meet IRCC's eligibility criteria, but there are still large gaps in core funding for this need and many newcomers missing out on the opportunity for learning and integration.

2020-2 Enhanced Opportunities in Gap Training and Bridge Programming for Internationally Educated Professionals (IEPs):

In November 2020, the province introduced Bill 41. The advocacy of MANSO and the sector surrounding Bill 41 will support future work on developing bridge programs and support for IEPs. For more information on Bill 41, please see Sector Coordination and Engagement on page 6.

Communications

MANSO continues to produce a bi-weekly e-newsletter, received by 1,137 subscribers. In addition, we regularly share resources in French and English on our website, e-newsletter, and social media channels. Sector Jobs continues to be the most visited page on our website, with a total of 35,023 pageviews.



Highlights

In collaboration with 13 members and partner organizations, MANSO hosted the World Refugee Day live-streaming event on June 19, 2020 to more than 8,137 viewers across Manitoba, Canada, and many other regions. The video teaser alone had 1,600 views and 35 shares.

Black History Month in February 2021 featured the stories of six leaders from the sector on our social media channels, reaching 7,825 people.

We maintained the COVID-19 Response in Manitoba forum on our website, where relevant resources are posted and updated regularly to inform our members.

Professional Development & Resource Development



891
participants



23
professional
development
events



74%
of members
registered
(57/77 members)

MANSO's professional development offerings this year were significantly affected by COVID-19. Like our members, we needed to pivot to online delivery for all of our PD events and we were able to do so with some creative partners and facilitators. Five webinars provided support with the challenges of remote work, accessing federal and provincial COVID-19 supports, changes to employment law during the pandemic, and providing mental health supports for our members during this difficult year. Our members also attended and participated in two Metropolis conferences (November 2020 and March 2021), a Pathways to Prosperity conference (November 2020) and a CCR conference (November/December 2020). In addition, MANSO hosted 12 other online PD events, and supported the PNT Small Centre Conference and the Prairies and Northern Territories Summit. These activities were guided by our Professional Development Committee, which met four times during the year.

Committee Members: Albina Bushueva (Altered Minds Inc), Cathy Dowd (PLLC), Evi Uzuhai (WIS), Gwen Reimer (EIS), Irina Volchok (EO, TESL Manitoba), Jana McKee & Raghad Alsayd (7 Oaks), Jennifer Loewen (MITT), Jorge Fernandez, Sandra Albanez & Roselyn Advincula (Immigrant Centre), Leigh Anne Caron & Steve Hennessey (SERC), Lorena Martinez (A&O), Lorie English (WCWRC), Marta Kalita (MIIC), Monika Feist (Success Skills Centre), Stephanie Stetefeld (Mosaic Newcomer Family Resource Network), Tim Froese (IRCOM)

The Land & Treaties EAL Curriculum project, a joint undertaking with Immigration Partnership Winnipeg and the Treaty Relations Commission of Manitoba under the umbrella of The Indigenous Toolkit (IOTK), was completed and shared with teachers and volunteers during a training event on March 16, 2021. The curriculum is currently being piloted in classrooms, both formal and informal, and the resulting feedback will inform the final version of the materials. The completed module will be shared widely within Manitoba as well as nationally with other language partners in the fall of 2021.

Two new modules are in the early stages of development: Bimikawesiwan, 'no footprints' in Anishinaabe, reflects the government's attempt to eradicate Indigenous peoples' culture, traditions, languages, and way of life through their assimilative policies, and Wiinjiindaamin, 'to follow the way of life', seeks to provide an overview of Indigenous peoples' worldviews and spirituality.

The goal of the broader IOTK project is to facilitate opportunities for newcomers to understand Indigenous history, debunk stereotypes and negative perceptions, and build bridges between communities.

Provincial Coordination

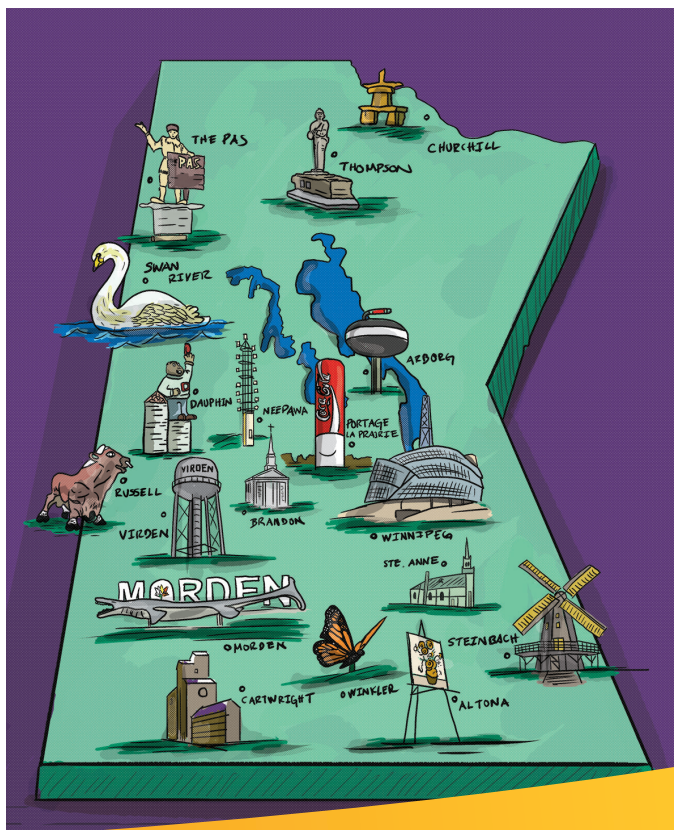
- Sector, community, and provincial health collaboration on Vaccine Awareness Working Group
- Youth sector calls in collaboration with Newcomer Education Coalition
- Sector and community input on credential recognition legislation
- Collaboration on “Supporting Temporary Foreign Workers Affected by COVID-19” PNT project
- First virtual Community Interpreter Training program

This year, MANSO enhanced provincial collaboration to impact issues faced by newcomers to access provincial services. This was especially critical as the pandemic created acute challenges for health, education, employment, and other provincial systems. MANSO, with IPW and members, facilitated a unique collaboration between multi-level health and communications representatives, sector representatives, and cultural community representatives with the Newcomer Vaccine Awareness Working Group. We also held youth calls, in collaboration with the Newcomer Education Coalition, to create province-wide connections, particularly to respond to the needs of newcomer youth during COVID-19. MANSO, with IPW and SEED Inc, also supported collaboration between the sector, newcomers, and the province to address newcomer needs in recent credential recognition legislation.

This year highlighted the barriers faced by migrants with temporary status to access basic rights and services. MANSO partnered with Migrant Manitoba and OHC on the Prairie-wide ESDC project “Supporting Temporary Foreign Workers Affected by COVID-19” for emergency support and sector capacity building. MANSO also endorsed the Migrant Rights Network’s call for immigration status for all, and Healthcare for All Manitoba’s work on comprehensive coverage for all Manitoba residents.

MANSO facilitated provincially-related research, professional development, and communications to support members. We held our first virtual Community Interpreter Training program, in collaboration with the province. In a year of constant change, we used our various platforms to keep the sector informed of provincial updates, especially regarding public health.

We will continue to work to ensure that access to settlement services, provincial services and systems, and fundamental rights to quality healthcare, education, and employment are available to all newcomers to Manitoba.



Small Centre Report

- Small centre response and resilience during COVID-19
- Virtual Beyond the Perimeter event in Steinbach
- PNT Small Centre Conference

The COVID-19 pandemic had major impacts on small centre service providers, staff, and newcomers this year resulting in significant sector fatigue and stress. At the same time, agencies found ways to innovate, serve clients in creative ways, and develop new partnerships.

Important opportunities for connection throughout the year included the monthly (and at times bi-weekly) Small Centre Zoom calls, as well as personal check ins. Assisting service providers in understanding what it meant to be 'COVID-19 compliant' with staff and client interactions at the beginning of the pandemic quickly changed to how to adapt programming, pivot to online delivery, and sustain connections with co-workers and newcomers.

Building on the success of last year's first ever Beyond the Perimeter event, 44 online participants explored the community of Steinbach in March through this year's Beyond the Perimeter. Newcomers learned about key employers in the community and explored housing and education opportunities.

Quarterly Small Centre ED meetings, initiated in February at the request of service providers, will provide an opportunity to collaborate better on serving clients, program development, and knowledge sharing across Manitoba.

From February 8-10 the 2021 PNT Small Centre Conference took place online. The three PNT Small Centre Coordinators, three representatives from each province, and an event planner strategized, planned, and coordinated a very successful event attended by more than 250 people. An opening session on settlement service

professionals in reconciliation with Indigenous peoples provided a meaningful launch to the three day event. Day two offered the opportunity to meet in various streams and content specific areas, and day three, hosted by Manitoba, opened with a session by Action Dignity entitled 'Leveraging Innovation to Combat Racism: Small Centre Perspectives'.



Committees

Care for Newcomer Children

- Developing remote childcare programming
- Adapting to multiple changes due to COVID-19
- Professional development opportunities

Ongoing changes to COVID-19 policies forced CNC programs to alternate between opening and closing, and created particular stressors for families, children, and staff this year. Agencies developed new screening, pick up and drop off policies, as well as increased cleaning and sanitizing of childcare spaces. Some programs remained open throughout the year due to their location in school divisions, whereas others focused on delivering remote programming for children and their families. Dropping off art projects and cooking supplies, and offering online YouTube and Facebook singing and story times with families helped programs stay connected with newcomers. The restrictions of COVID-19, however, also allowed CNC programs to participate in numerous and valuable professional development opportunities that are typically challenging for staff to access. In some cases they were also able to offer PD to outside organizations using their expertise in early childhood education. Finally, CNC programs are looking at ways of adapting some of the online innovation begun over the last year so that they can enhance their programming going forward.

Committee Members: Abimbola Wahab, Abir Chehlaoui, & Maria Rabadi (CMWI), Breanne Fryza & Kim Campbell (RETIS), Diane Toews (Regional Connections), Joy Escalera & Daniela Barz (WIS), Irene Sheldon & Gerri Gregory (IRCOM), Jana McKee (7 Oaks), Kym Bottomley (Mosaic Newcomer Family Resource Network), Lisa Carriere (NEWC), Naomi Frey & Nalini Bangalore Ranganath (RRC LTC, Rural Small Centres)



Employment Committee

- Qualifications Recognition Policy Resolution
- OHC presentation on employer suppression of claims reporting
- Bill 41 - Fair Registration Practices in Regulated Professions Amendment Act

The Employment Committee met three times this year and discussed a range of issues and concerns shared by members. These included the Qualifications Recognition Policy Resolution led by SEED Inc and supported by MANSO membership. In October, Occupational Health Centre presented to the committee on employer suppression of claims reporting and how service providers can advocate for their clients on this issue. When Bill 41, Fair Registration Practices in Regulated Professions Amendment Act was introduced in November 2020, members of the committee met to plan a strategy for response which included a letter to the Minister of Economic Development and Jobs, an SPO consultation, an Internationally Educated Professional consultation, and preparation to speak to the provincial Standing Committee.

Co-Chairs: Amie Membreño (Immigrant Centre), Paul MacLeod (ACC), & Don Walmsley (NAISS)

Committee Members: Anna Glibka (Barbara Mitchell FRC), Ben Polinquin (WIS), Carina Blumgrund (JCFS), Carlos Vialard, Nef Villagonzalo & Lizeth Ardila (SEED Inc), Dina Demburg & Louise Giesbrecht (EESE), Gwen Reimer & Viktoria Vladimirova (EIS), Jessica Praznik (IPW), Jose Chinchilla, Ernesto Ofiaza & George Guergues (7 Oaks), Lisandra Lopez & Maria Polivinka (OFE), Maria Rabadi & Michelle Strain (CMWI), Martin Blumrich (Altered Minds Inc), Monika Feist, Rany Jeyaratnam & Ha Nguyen (Success Skills Centre), Mostafa Skouta (PLLC), Samantha Lee (Manitoba Start), Salimata Soro (CDEM), Shade Gesinde (ACOMI), Thandiwe Ncube (NEEDS Inc)

Health Committee

- Advocacy for free COVID-19 testing, treatment, and vaccine access for uninsured newcomers
- WRHA service provider information sessions about COVID-19 and vaccinations
- Newcomer Vaccine Awareness Working Group
- Let's Lunch and In It Together service provider mental health and well-being sessions

The Health Committee provided vital input to address newcomer health and well-being needs during the pandemic. The group communicated with Manitoba Health to ensure timely access to health registration and to advocate for free COVID-19 testing, treatment, and vaccine access for newcomers without provincial coverage. MANSO hosted sessions with the WRHA about COVID-19 and vaccines. Members of the committee participated in the Newcomer Vaccine Awareness Working Group, a unique collaboration between health, sector, and community representatives to address issues with vaccine access and awareness. The Mental Health Working Group shared positive practices in promoting well-being for clients and for services providers.

Health Committee Chair: Traicy Robertson

Mental Health Working Group Chair/Co-Chairs: Michelle Strain (until October 2020); Subas Dahal (Family Dynamics), Kari McCluskey (Aurora FTC) (since January 2021)

Committee Members: Alison Everitt, Sonya Thompson, Michelle Dandenault & Gail Henderson Brown (Canadian Red Cross), Carol Reimer & Luladei Abdi Hassen (IRCOM), Cindy Hiebert (WIS), Paula Migliardi & Claire Meiklejohn (WRHA), Dariene Tougas (Centre Sante), Deborah Kasner (CMHA), Elizabeth Huynh (CancerCare), Erin Bockstael (Women's Health Clinic), Gwen Reimer & Erna Friesen (EIS), Felicien Rubayita (MIIC), Geetha Jayasinghe (MFL-OHC), Hani Ataan (IPW), John Smyth, Heather Robertson & Kari McCluskey (Aurora FTC), Iael Besendorf (JCFS), Leigh Anne Caron & Martha Chicas (SERC), Maureen Keelan (A&O), Michelle Strain (CMWI), Miriam Turyamwijuka (PLLC), Raghad Alsayd & Rowena Hernandez (7 Oaks), Roselyn Advincula (Immigrant Centre), Subas Dahal (Family Dynamics), Traicy Robertson (Manitoba Possible)

Housing Committee

- Meeting with the CEO of Manitoba Housing
- Removal of new account deposit requirement by Manitoba Hydro

This was an effective year for the MANSO Housing Committee. Members from across the province met four times this year. Some of the highlights of the committee work included meeting with the CEO of Manitoba Housing, working with Manitoba Hydro to find a way to remove new account deposits, and keeping informed about newcomer housing issues throughout the province. Of course, the pandemic had a profound impact on committee priorities, and members stayed updated on quarantine options and rental support programs, and advocated for supports for those who lost their employment due to COVID-19 restriction measures.

Chair: Codi Guenther (New Journey Housing)

Committee Members: Agnieszka Sheehan (IRCOM), Ameer Msir & Valentina Cerka (MIIC), Don Walmsley (NAISS), Ernesto Ofiaza & George Guergues (7 Oaks), Iftu Ibrahim (LRSD), Innocent Kwenda (Family Dynamics), Joy Escalera and Cindy Hiebert (WIS), Katia Kaci, Larbi Toumi & Issa Diallo (Accueil francophone), Sandra Hernandez (Immigrant Centre)



Language Advisory Group

- COVID-19 challenges and adaptations
- Presentation: eSkills Online Digital Literacy Training
- Anti-racism discussions in the language sector

Over the past year the Language Advisory Group focused primarily on discussions of challenges and solutions for students, teachers, and programs with respect to COVID-19. These have included learning new skills for remote delivery, supporting students in accessing technology and the internet, handling increased mental health challenges, adapting lessons and assessments to online delivery, and managing a constant level of change and adaptation. Red River College offered a timely presentation in November on their Service Delivery Improvement (SDI) project, eSkills Online Digital Literacy Training, which is designed to support self-paced training for communication and employment. Finally, in February, the Group began discussions about the language sector's role in implementing anti-racism work in the larger EAL community, in our own agencies, and in language classrooms.

Committee Members: Ben Starkey & Pauline Black (RRC LTC, Winnipeg), Carla Woods (WSD-Adult EAL Program), Corrina Loewen (Altered Minds Inc), Debbie Kroeker (PEG Canada), Patrick Jordan (IRCOM), Sara Warkentin & Elizabeth Diaz-Gallo (YMCA-YWCA of Winnipeg), Luigi Tummlillo (WELARC), Renee Lynn Dandeneau & Angela Neufeld (Université de Saint-Boniface), Slavo Federkevic (7 Oaks), Stephanie Stetefeld (Mosaic Newcomer Family Resource Network), Toulia Papagiannopoulos (EDGE Skills Centre - EAL), Paul MacLeod (ACC), Louise Giesbrecht (ESEE), Kim Campbell (RETIS), Rhoda Keck (Regional Connections), Naomi Frey (RRC LTC, Rural Small Centres)

Professional Development Committee

See page 14.

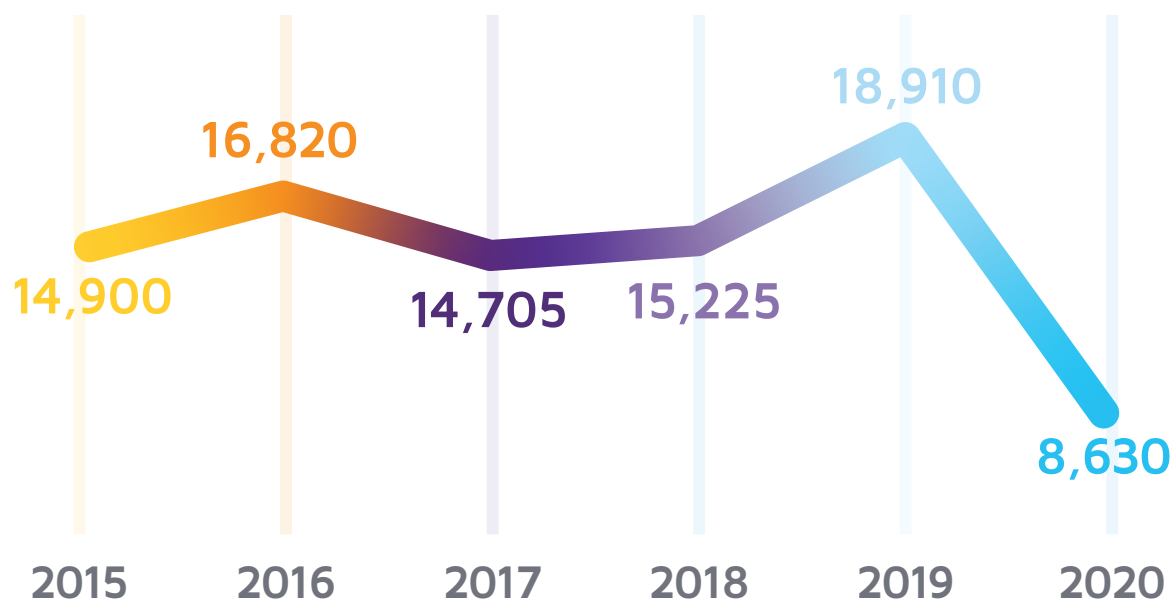
Research Committee

See page 11.



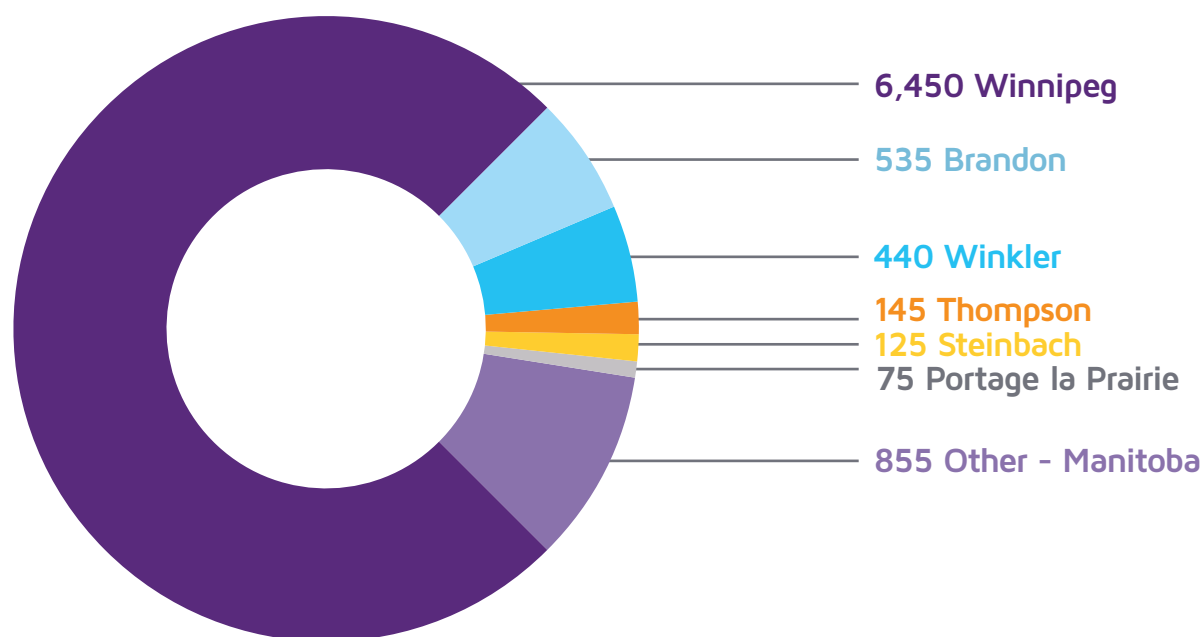
Immigration Stats

MANITOBA - NEW PERMANENT RESIDENTS 2015-2020



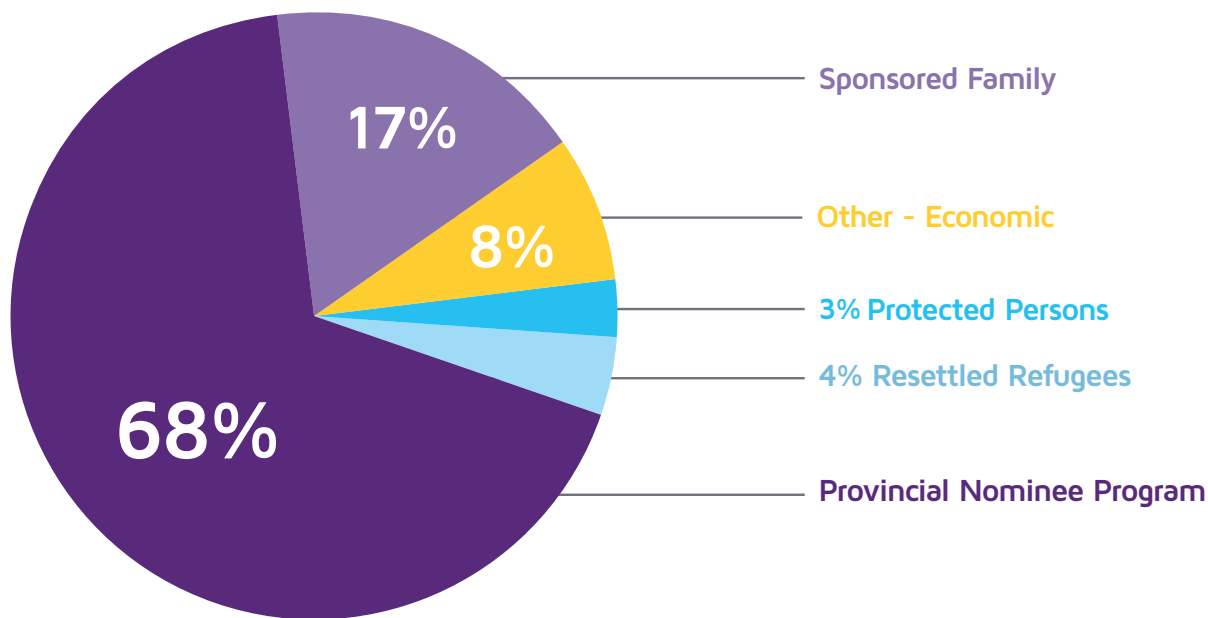
Canada - Admissions of Permanent Residents by Province/Territory and Census Metropolitan Area of Intended Destination, January 2015 - February 2021. Source: IRCC, February 28, 2021

ADMISSIONS OF NEW PERMANENT RESIDENTS BY INTENDED DESTINATION, 2020



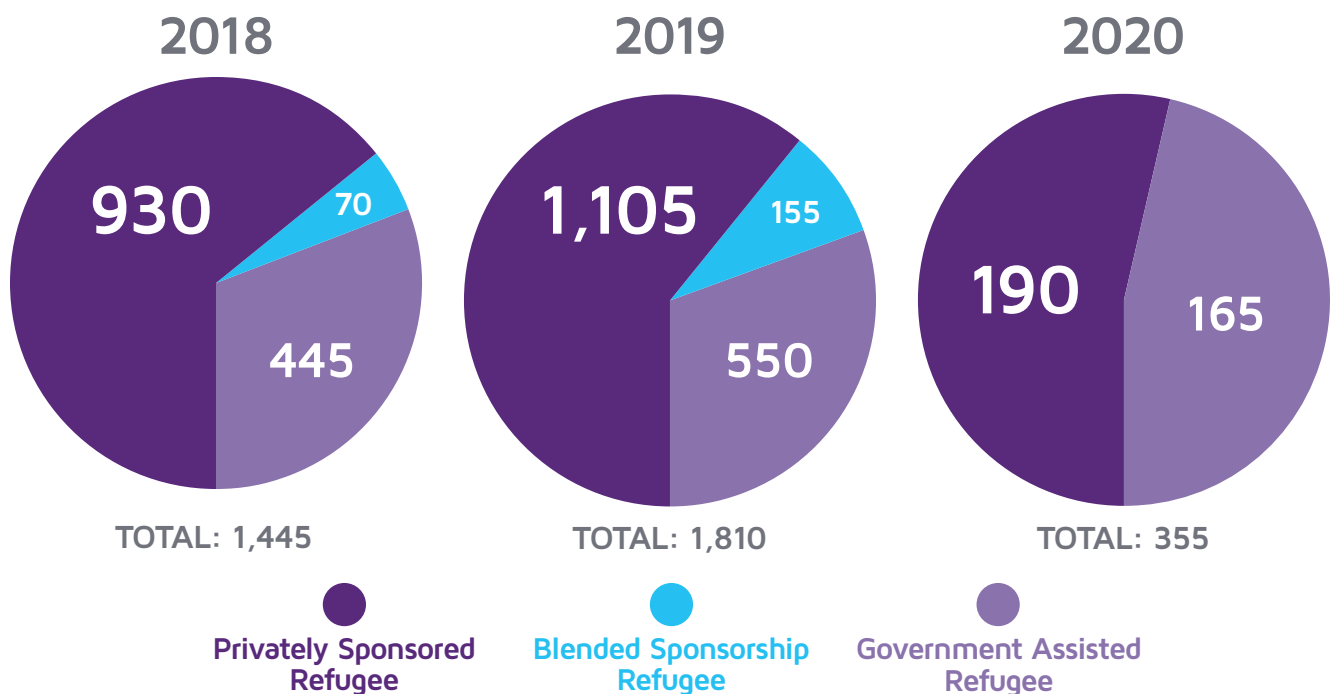
Canada - Admissions of Permanent Residents by Province/Territory and Census Metropolitan Area of Intended Destination, January 2015 - February 2021. Source: IRCC, February 28, 2021

ADMISSIONS OF PERMANENT RESIDENTS IN MANITOBA BY IMMIGRATION CATEGORY, 2020



Canada - Admissions of Permanent Residents by Province/Territory of Intended Destination and Immigration Category, January 2015 - February 2021. Source: IRCC, February 28, 2021

RESETTLED REFUGEES IN MANITOBA, 2018-2020



Canada - Admissions of Permanent Residents by Province/Territory of Intended Destination and Immigration Category, January 2015 - February 2021. Source: IRCC, February 28, 2021

Anti-Racism

This year, MANSO released a statement on anti-Black racism acknowledging the role of racism in our society, our communities, and our sector. Throughout the year, MANSO looked at how our own structures and practices as an umbrella can be improved to ensure an anti-oppression approach and how we can support members in their work towards this goal.

MANSO recognizes the existence of individual, institutional and systemic barriers, racism, and interlocking systems of social oppression, and we are committed to being a leader in supporting and valuing the diversity of the people, organizations, and communities we serve.

Actions taken

- MANSO bylaws now state that our Board must have representation from at least three racialized newcomer members with lived experience of systemic barriers
- MANSO policies require that new MANSO member organizations work towards having two board members with newcomer lived experience
- MANSO board members must participate in regular anti-racism training
- MANSO staff take virtual trainings and regularly meet to discuss anti-racism and de-colonization initiatives
- MANSO staff collaborate with our member agencies to support anti-racism campaigns, trainings, and meetings coordinated by Black-led organizations, ethnocultural and community groups, LIPs, and umbrellas across Canada

Currently, the sector is working on anti-racism initiatives, but there is a gap between principle and practice, rhetoric and action. Settlement organizations need to exemplify anti-racism because our existence as a sector is based on supporting and improving successful settlement and integration outcomes for newcomers. There is a lot we need to learn and many people we need to listen to; fighting racism and discrimination is a critical step in ensuring newcomers are welcomed and supported.



Ongoing work and initiatives

- Continue the development of the Anti-Racism Policy Resolution and take action on its recommendations. This Resolution will be presented for acceptance by MANSO members at the 2021 AGM.
- Take steps to facilitate and increase the representation of newcomers and racialized persons on MANSO members' boards.
- Partner actively with LIPs and service providers across the province in their anti-racism work.
- Organize 2+ anti-racism community forums or PD events per year, in collaboration with members and stakeholders, to offer racialized community groups an opportunity to discuss and be heard on issues of racism and discrimination in the sector.
- These events will also provide opportunities for MANSO members to increase their learning and bring about anti-racism changes in their organizations.

COVID-19

- March 2020 COVID-19 sector scan
- Forums on MANSO member portal for interagency communication
- Public and Member Portal resources to support COVID-19 sector response

For virtually every organization in the sector, the COVID-19 pandemic brought the unique challenge of keeping staff and clients safe while continuing service provision whenever possible. In alignment with MANSO's Strategic Plan, we sought to help members respond to emerging and critical issues in a coordinated way, and to ensure there was open communication in the sector. In March, MANSO conducted a sector program scan, collecting information on office closures, status, and contact details, which was publicly available on our website. We also created Forums in our Member Portal to provide members with an avenue to discuss challenges and share best practices, resources, and program updates.

The Manitoba settlement sector responded with extraordinary creativity and resourcefulness to the challenges imposed by the pandemic. To help members leverage ideas, resources and information, MANSO created and maintained a directory with official information about COVID-19, supports available to newcomers, and information related to specific needs, like housing and parenting, or specific groups, such as older adults and migrant workers.



2020-21 MEMBER ORGANIZATIONS

A & O Support Services for
Older Adults

Accueil Francophone

African Communities of Manitoba Inc.
(ACOMI)

Altered Minds Inc.

Assiniboine Community College

Aurora Family Therapy Centre

Bilal Community and Family Centre

Canadian Muslim Women's Institute

CHAI Immigrant Centre Inc.

Community Futures North Central
Development

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

Holistic Ongoing Opportunities
Development - Facilitation
and Management Service Inc.
(HoodFams Inc)

Holy Names House of Peace

Hospitality House Refugee Ministry
(HHRM)

Immigrant and Refugee Community
Organization of Manitoba Inc. (IRCOM)

Immigrant Centre

Jewish Child and Family Service
(JCFS)

Louis Riel School Division

Manitoba Institute of Trades &
Technology

Manitoba Interfaith Immigration
Council Inc. (Welcome Place)

Manitoba Possible

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 (NAISS)

Neighbourhood Empowerment
& Resource Centre (NEARC)

New Journey Housing

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

North End Women's Centre

North West Regional Immigrant
Services Inc. (NWRIS)

Norwest Co-op Community Health
- NISP

Occupational Health Centre

Opportunities for Employment Inc.
Pluri-Elles (Manitoba) Inc.

Portage Learning and Literacy Centre

Professional English Group (PEG)
Canada

Rainbow Resource Centre

Red River College Language Training
Centre

Regional Connections Immigrant
Services

River East Transcona Immigrant
Services

S.H.A.D.E. (Safe Housing And
Directed Empowerment) Inc.

SEED Winnipeg Inc.

Seven Oaks Immigrant Services

Sexuality Education Resource Centre
Manitoba (SERC)

Success Skills Centre

The Salvation Army Barbara Mitchell
Family Resource Centre

Université de Saint-Boniface

West Central Women's Resource
Centre - Settlement Services

Westman Immigrant Services

Winnipeg English Language
Assessment & Referral Centre
(WELARC)

Winnipeg School Division: Adult EAL
Program & Newcomer Services

YMCA-YWCA of Winnipeg

FRIENDS OF MANSO

Bioscience Association Manitoba
(BAM)

BoLu Intermediary Services
(The Aurora Project)

Brandon Local Immigration
Partnership (BLIP)

Career Pathfinders

Churchill Community
Immigration Initiative

Conflict and Resilience Research
Institute, Canada (CRRIC)

Food Matters Manitoba

Immigration Partnership
Winnipeg (IPW)

Pembina Valley Local
Immigration Partnership

Sscope Inc.

TESL Manitoba

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.

