



MANSO
MANITOBA ASSOCIATION
OF NEWCOMER SERVING
ORGANIZATIONS

Annual Report

2021-2022



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Services

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PROGRAM MANAGER

Valeria Castellanos

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Nicole Jowett
(until July 2021)
Emily Halldorson
(August 2021 - March 2022)

UKRAINE RESPONSE COORDINATOR

Emily Halldorson
(Since April 2022)

BOOKKEEPER

Donald Vanderhooft



MANSO was established through the amalgamation of the previous Manitoba Settlement and Language umbrella agencies, MIRSSA and MEALO, in 2016. Our current mission, vision, priorities and goals were a response to issues identified through the strategic planning process carried out shortly after the amalgamation.

In 2021-2022, the MANSO Board and staff initiated a new five-year strategic plan, once again considering gaps and critical issues of the settlement sector and the trends and challenges that affect an established provincial umbrella organization with a strong voice at a local, regional and national level. We hope this process will allow us to connect with our members, funders, partners, and the broader newcomer community in 2022, to increase our impact from 2023-2028.

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

Anti-racism

MANSO has taken a role in building knowledge and resources that can be used by members and staff, and creating spaces and opportunities to have difficult, but necessary, conversations, as well as to learn about and to do the work of anti-racism. We all need to do the work, but more so in the case of those who are white and privileged, or do not identify as BIPOC. I will leave you a question to ponder; it was asked of us in a session at Metropolis 2022, "How do we as a sector decolonize settlement?"

Language

It has been a challenging past two years in being able to meet the needs of our language learners while trying to keep everyone safe and engaged. We look forward to learning and adapting best practices that have been experienced and evaluated, and sometimes experimented with, from on-boarding clients, to new platforms/technologies, to innovative ways of delivery. Many of us have seen newly landed immigrants join our classes or programs in recent months, and we continue to look forward to immigration "opening up" and being able to accommodate and welcome Afghan refugees and Ukraine nationals.

Partnerships, collaboration, and community voice are important cornerstones of our practice as a one size model doesn't fit all, all the time. The sharing of skills, knowledge and resources can only build a stronger settlement sector, one that puts the client at the centre! I look forward to the coming year to learn the many ways the sector continues to collaborate within Manitoba, between organizations, but also across the country.

I want to send a thank you to all MANSO staff and members for the resiliency you have demonstrated not only this year, but since the pandemic started. I had a hard time trying to figure out what to share as last year and this year seem to blend; in fact, my sense of time seems to have been altered altogether. We all try to do our best in a difficult situation, and we are optimistic moving forward and finding a new normal that includes decolonizing the settlement sector and working with technologies and community stakeholders to help us navigate a path forward.

Jana McKee

Board President

Executive Director's Report

COVID, you're on mute!

We may not be hearing the updates and seeing the data, but we are all living with positive tests in our families and teams and workplaces. To use a now clichéd term, we see you continue to pivot to safely and effectively support wave after wave of newcomers who need your help to settle, integrate, and thrive.

Cameras off and masks on

As the uncertainty of in-person events continues, there have been some real highlights in learning how tall new Zoom friends actually are when we finally stand face to face in our offices, our communities, or perhaps if you were able to attend the Metropolis Conference in Vancouver in March 2022.

This has been a long hard year in Manitoba with the pandemic continuing and the worst winter I have experienced since moving here back near the beginning of the century. It has also been a very tough year of conflict and suffering around the world.

It is a running joke in our sector, or any non-profit community, that next week or month should be a lot quieter and we will be able to catch up on our paperwork or vacation days or start being proactive instead of reactive. Somehow, it never happens. Challenges may come in threes, but the pandemic followed by Operation Aegis supporting Afghans, and Operation Safe Haven supporting Ukrainians, over this last year has been, to stretch another overused term, unprecedented.

I know that the emails, meetings, deadlines, and the desire to do just a little bit more to help those in need can seem as relentless as the snowfall was this winter. However, I also see how this constant and sometimes resented resilience is forcing us to stop planning (because what's the point?) and live in the moment. We are all learning to stop and enjoy those moments when we have a coffee with an old friend for the first time in a year, or hear a colleague or client laugh because they realize they are not alone, or maybe just taking a moment to raise our face to the first spring sunshine. This year will not be a quiet one, an easy one, or a COVID-free one, but it will be one we get through together – because if we've learned anything from self isolating it's that human connection is the key to all success. As the Welsh proverb says: "A fo ben, bid bont"/ "If you want to be a leader, be a bridge".

Vicki Sinclair

Executive Director





Sector Coordination & Engagement

WORLD REFUGEE DAY, "OPEN YOUR ARMS - OPEN YOUR HEARTS"

The Manitoba Association of Newcomer Serving Organizations (MANSO), together with 14 member agencies, plus partners and stakeholders, came together to mark World Refugee Day in Manitoba on June 18, 2021. To highlight the impact and benefits of private sponsorship, the event incorporated real life stories by refugees and their private sponsors, information for the public, and urged Canadians and permanent residents to get involved in private sponsorship programs. We also urged the Government of Canada to meet its 2021 refugee resettlement targets, as a response to the ever increasing number of refugees worldwide.

INFORMATION AND NETWORKING FAIR

MANSO hosted its 6th annual Information and Networking Fair in May 2021; its goals are:

- To create a platform for connection, learning, and collaboration for individuals working in the settlement sector, and other stakeholders
- To build relationships and collaboration among organizations
- To promote awareness of programs and services across the sector so agencies can better serve clients

109 sector practitioners from 41 agencies attended the fair. 83% of survey respondents said that the fair helped participants to have the most up-to-date and relevant information on settlement services, whereas 100% of survey respondents said the fair created a platform for connection, learning, and collaboration.

OPERATION AEGIS

"Operation Aegis" was launched in 2021 to support the resettlement of Afghan nationals, promote cross-sector initiatives and interagency partnerships, and strengthen service coordination. MANSO shared Afghan arrivals data with key stakeholders on a weekly basis to increase communication and connection on emerging settlement and integration issues.

SUPPORTING INTERNATIONALLY EDUCATED PROFESSIONALS (IEP)

In response to concerns by members related to Bill 41 and IEPs, MANSO continued to advocate and present evidence and recommendations to the Province. This year, these included expanding bridging programs, eliminating redundant documentation, reducing language assessment and application processing barriers, and more. MANSO provided background information to CBC and participated in a story regarding Internationally Educated Nurses in Manitoba.

UOFM FACULTY OF SOCIAL WORK CORE CURRICULUM CHANGES

The Faculty of Social Work (FSW) Community Advisory Committee, which includes MANSO staff, guides and supports a grassroots group that advocated for Anti-Racism and Immigrant and Refugee content to be meaningfully integrated into the FSW'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.

ONGOING REFUGEE RESETTLEMENT ASSISTANCE SUPPORT

In early 2022, Regional Connections became the host of Manitoba's third Resettlement Assistance Program (RAP). MANSO supported the development of the new RAP, provided them with resources and training, and established connections between Regional Connections and the existing RAP agencies, Accueil Francophone and Westman Immigrant Services. MANSO continues to support new and existing RAPs and Sponsorship Agreement Holders (SAHs) with regular meetings, resource development, and other work to build communication and partnerships.

RESPONSE TO COVID-19 AND VACCINE ROLLOUT

During the 2021-2022 fiscal year, we supported our members through the COVID-19 pandemic. MANSO, IPW, Mosaic, IRCOM, and Manitoba Possible continued to co-organize the Newcomer Vaccine Awareness Working Group (NVAWG). See Impact of MANSO (page 26) to learn more about the work of the NVAWG, as well as other projects created by MANSO to support members during the pandemic, including becoming a Rapid Antigen Test (RAT) distribution hub, and developing a Vaccine Lesson Plan in English and French.



24TH METROPOLIS CANADA CONFERENCE 2022

2022 marked a cautious return to in person meetings and gatherings across the sector. After two years of going virtual, the 24th Metropolis Canada Conference was hosted in person on March 24-26, 2022. MANSO staff organized and/or delivered various workshops and presentations, including:

- The Profound Impact of Specialized Learning Needs in LINC Classrooms: Gaps & Recommendations
- Challenges Experienced by Language-Sector Workers: A Discussion of the 2021 Health of the Newcomer-Serving Sector in the PNT Region Report (HOTS Report)
- Working Collaboratively to Raise Awareness and Access to COVID-19 Vaccines for Newcomers: Challenges and Best Practices
- Housing Strategies in Secondary Centres Through an Immigrant Lens
- Hosting and Housing: Newcomer Options for and Obstacles to Accessing Appropriate Housing
- Rural Newcomer Settlement Work – Effects of COVID-19 on Rural Settlement Service Provider Organizations (SPOs) and Newcomers in Rural Areas

2021 PNT SUMMIT AND 2022 SMALL CENTRE PNT GATHERING

The 2021 Prairies and Northern Territories (PNT) Summit was hosted jointly by MANSO, SAISIA, and AAISA.

The virtual summit featured expanded programming and interprovincial sharing of best practices to provide professional development and networking and collaboration opportunities to members. MANSO hosted day 1, with sessions led by sector and government presenters, and regional roundtables and workshops. Participants provided overwhelmingly positive feedback on the summit. In March of 2022, MANSO hosted the Small Centre Prairies and Northern Territories Gathering, in partnership with SAISIA and AAISA (see Small Centre Report for more information).



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. Vicki Sinclair served her 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 Research and Settlement Sector Project, which developed courses and resources to increase capacity to serve immigrant and refugee families.

In March 2022, CISSA-ACSEI successfully advocated for federal funding for settlement services for Ukrainians arriving under the Canada-Ukraine Authorization for Emergency Travel Visa (CUAET).



CANADIAN COUNCIL FOR REFUGEES (CCR)

This year, MANSO collaborated with CCR through virtual member meetings and conferences, and continued supporting its work in addressing concerns about the interpretation of IRPA section 91 and its impact on SPOs funded to support newcomers navigating the immigration process.

LOCAL IMMIGRATION PARTNERSHIPS (LIPS)

MANSO's Executive Director sits on Immigration Partnership Winnipeg's Council, was on the hiring committee for IPW's new Executive Director, and participated in two half-day Strategic Planning meetings. Our Director of (Re)Settlement and Integration Support sits on their Employment Working Group, our Program Manager sits on the Civic Engagement and Integration table, and our Director of Language Support sits on the Indigenous Orientation Toolkit (IOTK) advisory group. Our Small Centre Support Manager is a member of the Portage la Prairie LIP (PLIP) Advisory Council, chaired their Housing Working Group, and sat on IPW's Anti-Racism in Sport Campaign. LIP staff also participate in various MANSO committees.



RÉSEAU EN IMMIGRATION FRANCOPHONE (RIF)

As a member of the RIF, MANSO attended quarterly RIF committee meetings, rural LIP/RIF meetings, the two-day International Francophone Metropolis Meeting, provincial and national virtual meetings, and individual meetings with the RIF coordinator. In partnership with the RIF, MANSO promoted Francophone Immigration Week and related infographics.





NEWCOMER EDUCATION COALITION

MANSO participates in regular meetings of the Newcomer Education Coalition (NEC), which brings together immigrant and refugee youth service providers, educators, and other education stakeholders. Relevant work by NEC during this fiscal year included discussions and advocacy related to the education reform in Manitoba, and the release of the 2nd Annual State of Equity in Education report.

SETTLENET.ORG

MANSO continues to promote the SettleNet.org platform to members and networks. The MANSO Executive Director sits on the National Advisory Committee for this bilingual community of practice provides opportunities to learn, share, connect, and collaborate between settlement sector staff, leaders, and those in related fields.

PATHWAYS TO PROSPERITY (P2P)

MANSO staff continue to sit on the Standing Committee on Northern, Rural and Remote Communities and the IOTK Project (see Impact of MANSO) was featured in the P2P Developing an Evidence Base and Sharing Settlement and Integration Practices that Work video project.

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)

The Director of (Re)Settlement and Integration Support sits on the CODE advisory body of the Winnipeg Chamber of Commerce, which strives to increase diversity and inclusion in employment and the community. CODE came together to achieve three critical workplace goals: Expand awareness of the opportunities for and benefits of greater diversity and inclusion, increase the number of organizations in Winnipeg making a commitment to enhance inclusion and equity, and increase the implementation of measurable actions that further these goals.

DISRUPT RACISM IN HEALTHCARE

The Director of (Re)Settlement and integration Support sits on *Disrupt Racism in Healthcare*, hosted by Shared Health, Province of Manitoba. This working group exists to support the development, implementation, and evaluation of policies and strategies that disrupt racism in Manitoba's health system.

HEALTHCARE FOR ALL

MANSO's Provincial Coordinator is an active member of Healthcare for All, a coalition of community organizations, non-profits, labour unions, and student associations calling on the Province to ensure public healthcare access without fear for all people living in Manitoba.



Sector and Government Collaboration

NATIONAL SETTLEMENT & INTEGRATION COUNCIL (NSIC)

MANSO's Executive Director and Board President represent MANSO at the NSIC, which is a group of IRCC, Provincial/Territorial Governments, service providers, and other stakeholders. This year's virtual conferences focused on COVID-19, francophone immigration, Afghan resettlement, Ukraine relief response, and anti-racism.

NEWCOMER LANGUAGE ADVISORY BODY (NLAB)

MANSO's Director of Language Support sits on NLAB. This IRCC initiative includes professionals from a range of language agencies across the country who provide input and insight on a variety of topics. The group met virtually with IRCC representatives several times this year for discussions that included COVID-19 and the Evaluation of IRCC Language Training Services. NLAB contributes to the national conversation through participation at NSIC.

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.

IRCC'S MUNICIPAL IMMIGRATION PILOT PROGRAM ADVISORY COMMITTEE

MANSO's Small Centre Support Manager sits on this advisory group, which is intended to provide input and guidance in preparation for the launch of the Municipal Immigration Pilot.

In addition, Bintou Sacko (Accueil francophone) is serving her second two-year term on the national Resettlement Assistance Program (RAP) working group. Don Walmsley (NAISS) continues to sit on the NSIC Health of the Sector working group. MANSO members including Accueil Francophone and MIIC-Welcome Place are actively involved with the Canadian Sponsorship Agreement Holders (SAH) Association, where Boris Ntambwe (Accueil Francophone) serves as PNT representative.



Research

MANSO regularly shares local and regional research and data needs as informed by the annual membership survey and Research Committee. MANSO connects Manitoba-based researchers with settlement agencies for data and research purposes, and distributes surveys and focus group recruitment with its members. Our team coordinates and supports sharing of knowledge and resources with our members, partners, funders, and newcomer and ethno-cultural communities through various channels including our e-newsletter. This year, these resources included a Researcher/SPO partnership agreement template.

Our staff is invited to join advisory groups for national, regional, and provincial research networks every year. This year we supported three rural focused research projects examining COVID-19 impacts on PNT small centres, interrupted learning in rural refugee youth, and refugee employment in the PNT. The Executive Director chaired the CYRRC Knowledge Mobilization Committee, supporting the development of infographic research summaries and podcasts, and MANSO staff also helped with knowledge dissemination for a 5-year community based study of refugee housing experiences in Winnipeg. Current networks we are working with include:

- Immigration Research West (IRW)
- Pathways 2 Prosperity (P2P)
- Child and Youth Refugee Research Coalition (CYRRC) - Social Integration Research Cluster and Knowledge Mobilization (Kmb) Committee
- Newcomer Education Coalition (NEC)
- 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)
- Manitoba Research Alliance - Housing and Justice Steering Committees
- Team Research at Universities in Manitoba (SPECTRUM)

The MANSO Research Committee consists of MANSO members and local researchers. It meets two to four times a year to guide MANSO's participation in these networks, to assess requests for sector partnerships in new research projects, and to engage universities in research focused on sector needs.

Committee Members: Dayna Hinkel (Manitoba Start), Kathleen Vyrauen (IPW/NEC), Kawser Ahmed (CRRIC), Lenya Wilks (BLIP), Mahmud Bhuiyan (NEEDS), Roselyn Advincula (Immigrant Centre), Sarah Zell (U. of Winnipeg), Shereen Denetto (IRCOM), Steve Reynolds (Regional Connections)



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

2019-2 Availability of Stage 2 (CLB 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

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

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

2021-1 MANSO Anti-Racism Policy for the Settlement Sector

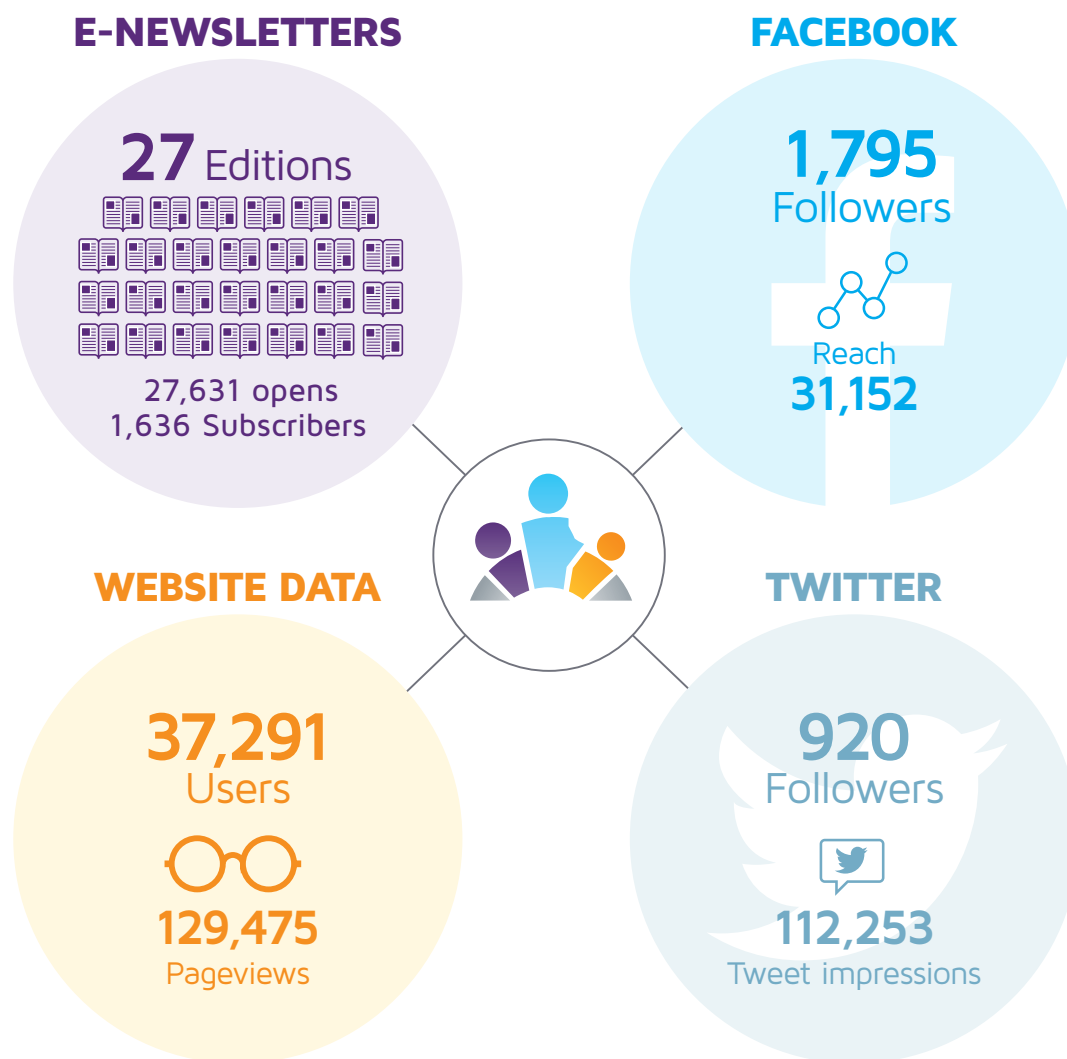
Work to implement the Anti-Racism Policy Resolution is documented in the Anti-Racism section of this report (see page 24).

In 2021, MANSO started working on two new policy resolutions which will be brought forward for consideration at the 2022 AGM. With support from MANSO staff, our members have developed the following draft policy resolutions: Affordable and Appropriate Housing and Affordable and Accessible Internet. Future projects in support of MANSO's policy resolution development include exploring ways to inform members and the public about policy background, processes, and relevant updates.



Communications

MANSO continues to produce a bi-weekly e-newsletter, received by 1,636 subscribers. In addition, we regularly share resources in French and English on our website, e-newsletter, and social media channels.



Highlights

- MANSO Sector Jobs continues to be the most visited page on our website, with a total of 24,491 pageviews during this reporting period.
- During Asian History Month (May 2021), MANSO featured the stories of eight Asian leaders from the sector and the community on our social media channels, reaching 8,739 people.

Professional Development & Resource Development



857
participants



26
professional
development
events



81%
of members
registered
(58/72 members)

During the second year of the pandemic, MANSO continued hosting its professional development events virtually. To support its members as vaccination and public health orders changed, MANSO hosted a Q&A session on vaccine uptake in the workplace, and a Back to Work panel discussion (see Impact of MANSO).

MANSO hosted 20 additional PD events, plus four Orientation to Community Interpreting workshops. These activities were guided by our Professional Development Committee, which met four times during the year.

Staff from MANSO and its member agencies participated in the 24th Annual Metropolis conference (March 2022) held in Vancouver, BC. Furthermore, MANSO staff participated in planning the Prairies and Northern Territories Summit (November and December 2021), the Pathways to Prosperity conference (December 2021), and the Small Centre Prairies and Northern Territories Gathering in March 2022.

Committee Members: Albina Bushueva (AMI), Cathy Dowd (PLLC), Daniela Barz (WIS), Gillian Roy (SERC), Gwen Reimer (EIS), Irina Volchok (English Online), Jana McKee (SOIS), Jennifer Loewen (MITT), Leigh Anne Caron (SERC), Lorena Martinez (A & O), Marta Kalita (MIIC), Monika Feist (Success Skills), Rowena Hernandez (SOIS), Roselyn Advincula (Immigrant Centre), Sherrie Winstanley (SHADE), Stephanie Stetefeld (Mosaic), Tim Froese (IRCOM), Zebiba Ibrahim (CMWI)





Provincial Coordination

Youth Sector Calls with support from NEC

This year, MANSO worked with members across the province to identify key gaps for newcomers in accessing government services, and in accessing supports within the settlement sector. We also continued to hold Youth Sector Calls, in partnership with the Newcomer Education Coalition (NEC), to further develop province-wide collaboration to support newcomer youth during COVID-19 and beyond.

'Supporting Temporary Foreign Workers Affected by COVID-19' PNT project

The ESDC-funded project 'Supporting Temporary Foreign Workers Affected by COVID-19' continued to provide emergency and ongoing support to migrant workers through a network of partner organizations, with MANSO playing a coordinating role in Manitoba. Continued phases of the project have shifted to deepening relationships between service providers and migrant workers, and developing relationships between service providers and key employers. Provincial funding helped MANSO translate key resources into Tagalog and Spanish, first languages of many temporary foreign workers in food processing, and seasonal agricultural workers.

High degree of engagement in Community Interpreter Training program

MANSO facilitated provincially related research, professional development, and communications to support members. We held a virtual Community Interpreter Training program, and four one-day Orientation to Community Interpreting workshops, serving a key need for interpreter professional development opportunities in our province. Our communication channels kept the sector informed and engaged with provincial updates.

Sector, community, and provincial health collaboration

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

Small Centre Report

Continuous adjustments to COVID-19 impacts on newcomers, staff and communities

Small Centre MANSO members continued to respond to the pandemic with demonstrated resilience and a variety of strategies to serve newcomers in rural communities. While personal and organizational hope and striving remain strong, there is a sense of fatigue felt by many in the settlement sector.

Virtual 'Beyond the Perimeter' event in Pembina Valley

MANSO and New Journey Housing hosted the second virtual 'Beyond the Perimeter' event, in partnership with Regional Connections and the Pembina Valley Local Immigration Partnership, showcasing the communities of Altona, Morden and Winkler. The event was hosted once in the afternoon and once in the evening, which allowed more people to access it.

Prairies and Northern Territories (PNT) Small Centre Virtual Gathering

The PNT Virtual Small Centre Gathering took place from March 1 to 3, 2022. The advisory committee had representation from across the PNT, including significant contributions from the Northern Territories. More than 250 people were registered, and participants provided positive feedback about the event. While virtual conferences are a promising practice learned in response to COVID-19, the small centre sector looks forward to being in the room together, as many networking opportunities have been missed with virtual gatherings.

Database/Client Management Investigation collaboratively completed

This year, small centre members conducted a joint search for a database/client management system (CMS) system for their agencies, with nine CMS providers invited to present. This process was facilitated by MANSO staff, with much engagement from small centre members. The approach and process of this collaborative search was a promising practice that will be used in the future for similar projects.



Committees

Anti-Racism

See page 24

Care for Newcomer Children

- Early Childhood Educator Program
- Wages and educational challenges create barriers to employment
- Challenges and surprising benefits of pandemic

The Care for Newcomer Children Committee welcomed a presentation by Jackie Cunningham of Robertson College on the new Early Childhood Educator Program. The 18-month program, which requires a CLB 7, offers an ECE II designation and allows students to do their practicums with CNC programs. As a virtual offering, the course permits registrations from anywhere in the province.

If the proposed \$10/day federal childcare subsidy is to prove truly successful, wages and education opportunities for childcare workers will need to be addressed. The childcare sector, which employs a high percentage of racialized, newcomer women, has been hard hit during COVID-19, adding to existing inequities and challenges in this sector.

Much of the uncertainty and ongoing challenges of the previous year remained for Care for Newcomer Children programs in 2021-2022, but programs continued to refine the innovations they developed at the start of the pandemic. Zoom parties, vaccine information clinics and vaccine ambassadors, revamping policies and processes, sanitizing and screening, dropping off home activities and materials, and combating the digital divide were just some of the ways CNC programs successfully adapted to pandemic related challenges. Finally, the opportunity to work from home during the pandemic provided unexpected benefits to childcare teams in terms of professional learning and skill development. Webinars and workshops offered by CMAS, including sessions for programs to meet and share across Canada, were a boon to CNC programs who are often unable to access these opportunities.

Committee Members: Bobbi Graham (WIS), Breanne Fryza (RETIS), Carly Cushing (HoodFams), Cynthia Melquist (YMCA-YWCA of Winnipeg), Daniela Barz (WIS), Eliane de Lima (YMCA-YWCA of Winnipeg), Gerri Gregory (IRCOM), Irene Sheldon (IRCOM), Jana McKee (SOIS), Joy Escalera (WIS), Kim Campbell (RETIS), Kym Bottomley (Mosaic), Maria Rabadi (CMWI), Nalini Bangalore Ranganath (RRC), Naomi Frey (RRC), Natalie MacFarlane (Regional Connections), Teresa Buenviaje (SOIS), Tina Gouzecky (CMWI), Yana Zheleva (LRSD)

Research Committee

See page 12

Professional Development Committee

See page 15



Employment Committee

- Bill 41 / Credential Recognition Standing Committee
- Employment Committee Networking Sessions
- Pandemic employment challenges

The MANSO Employment Committee has members who represent services for youth, refugees, entry-level employment, and Internationally Educated Professionals (IEPs), among other newcomer groups. This year the committee collaborated with other MANSO members to respond in a variety of ways to Bill 41, The Fair Registration Practices in Regulated Professions Amendment Act. This included supporting two IEP consultations in February and May, and presenting sector and IEP concerns and key suggestions about credential recognition to the provincial Standing Committee. MANSO launched Employment Committee Networking Sessions in the fall of 2021 in order to provide a space for greater connections between committee members. The Networking Sessions, generally offered quarterly, provide a more informal opportunity to learn about the services offered by members across the province, a chance to make stronger connections, and increased opportunities for referrals. Finally, pandemic challenges like social isolation, CERB, digital fatigue, and the need for remote delivery of training and workshops required continued innovation. Many lessons learned by employment service providers during this time of upheaval have been adapted and will continue to inform practices going forward.

Committee Members: Adeleke Dada (Regional Connections), Amie Membreno (Immigrant Centre), Amna Iqbal (Healthy Muslim Families), Anais Ruel (CDEM), Afsheen Siddiqui (Healthy Muslim Families), Anna Glibka (Salvation Army), Ben Poliquin (WIS), Carina Blumgrund (JCFS), Debbie Kroeker (RRC), Don Walmsley (NAISS), Ernesto Ofiaza (SOIS), Gwen Reimer (EIS), Jessica Praznik (IPW), Jose Chinchilla (SOIS), Julie Lacroix (CDEM), Lisandra Lopez (OFE), Lizeth Ardila (SEED), Louise Giesbrecht (EESE), Maria Polovinka (OFE), Maria Rabadi (CMWI), Maricel Bucher (NEEDS), Martin Blumrich (AMI), Michelle Johnson (RRC), Monika Feist (Success Skills), Molly Dunbar (WCWRC), Mostafa Skouta (PLLC), Nubia Duran (Success Skills), Ricci Gementiza (MITT), Rushana Newman (WIS), Saima Arshad (Success Skills), Samantha Lee (Manitoba Start), Sherrie Winstanley (SHADE), Stevens Niamien (CDEM), Viktoria Vladimirova (EIS)

Health Committee

- Expanded proof of residence for Manitoba Health Card applications
- COVID-19 response and guidance
- New newcomer oriented mental health programs

After more than three years of advocacy led by the Director of (Re)Settlement and Integration Support, Insured Benefits began accepting letters from RAP providers and from SAH agencies as proof of residency (see Impact of MANSO section). The committee continued to provide invaluable guidance and flagged emerging barriers and concerns through the second year of the pandemic, as vaccination ramped up and public health requirements varied. The Mental Health Working Group welcomed new newcomer specific mental health programs by MANSO members, and continued tracking and addressing mental health challenges and concerns of newcomers during the pandemic.

Co-Chairs: Felicien Rubayita (MIIC), Maureen Keelan (A & O)

Mental Health Working Group Co-Chairs: Subas Dahal (Family Dynamics), Kari McCluskey (Aurora)

Committee Members: Adey Mohamed (Aurora), Aman Brar (SOIS), Anamika Anwasha (WCWRC), Anna Weier (CancerCare), Anne Pinnock (ECRC), Carol Reimer (IRCOM), Dariene Tougas (Centre Sante), Elizabeth Huynh (CancerCare), Emmy Bacani-Tipan (NorWest Co-op), Erin Bockstael (Women's Health Clinic), Erna Friesen (EIS), Geetha Jayasinghe (MFL-OHC), Gwen Reimer (EIS), Heather Robertson (Aurora), Iael Besendorf (JCFS), Jeaco Kasumba Wa-Mutombo (Centre Sante), Jennifer Tomsich (NEEDS), Kahleed Miller (WIS), Kari McCluskey (Aurora), Leigh Anne Caron (SERC), Lenore Kowalchuk (MB Vaccine Implementation Task Force), Malou Josue (WSD), Mandy Safronet (WRHA), Maria Rabadi (CMWI), Martha Chicas (SERC), Miriam Turyamwijuka (PLLC), Nina Condo (ECRC), Paula Migliardi (WRHA-Harm Reduction), Roselyn Advincula (Immigrant Centre), Rowena Hernandez (SOIS), Subas Dahal (Family Dynamics), Sue Hoang (WSD), Traicy Robertson (Manitoba Possible), Yana Zheleva (LRSD)



Language Advisory Group

- Evaluation of Language Training Services Report
- In-person, remote, blended, and hybrid
- Exploring supports for learners with specialized needs

IRCC's Evaluation of Language Training Services was released in June 2021 and covered the period from 2015–2018. The report confirmed what many language training organizations have identified as key challenges, including: identifying guidelines for employment-related language training and methods to monitor its uptake and outcomes, properly resourcing CLIC and LINC instructors, addressing challenges related to the use of PBLA with literacy clients, and developing a plan to meet the childcare needs of clients in order to facilitate access to language training. The LAG has expressed its interest in supporting the sector in any way possible in order to move these recommendations forward.

In-person, remote, blended, and hybrid: not a language training conversation has gone by without the use of one of these terms over the last two years. There is much to be celebrated in the innovation developed through new modes of delivery, but it has not been without its challenges in terms of digital divide, onboarding, and attendance issues. There is no one-size-fits-all approach when it comes to these new modalities, and the sector continues to grapple with changes both in and outside of the classroom.

Members of the Language Advisory Group have been working on a policy resolution to support learners with specialized needs. Barriered learners often struggle to progress in standard LINC and CLIC classes, lack access to recognized testing and diagnosis for disabilities or illnesses, and are

under-resourced in terms of the specialized supports and staff they may need. Adequate funding that provides a balance between both push-in and pull-out supports will be necessary to fully meet the needs of these learners.

Committee Members: Carla Woods (WSD), Eliane de Lima (YMCA-YWCA of Winnipeg), Ella Kroeker (MITT), Ginette Mulaire (USB), Irina Volchok (English Online), Jennalee Burch (Assiniboine Community College), Kim Campbell (RETIS), Louise Giesbrecht (EESE), Luigi Tumillo (WELARC), Meghan Miller (Assiniboine Community College), Monique Burke (YMCA-YWCA of Winnipeg), Naomi Frey (RRC), Rhoda Keck (Regional Connections), Sara Warkentin (YMCA-YWCA of Winnipeg), Scott Poole (RRC), Slavo Federkevic (SOIS), Stephanie Stetefeld (Mosaic), Toulia Papagiannopoulos (EDGE)

Housing Committee

- Publication of tenant insurance brochure
- Manitoba participation in housing sessions at Metropolis 2022
- Collaboration with Right to Housing

MANSO's Housing Committee was active throughout the year on a number of projects, and held five committee meetings. Some of the highlights of the committee work include the development of housing-related resources, including a brochure about tenants insurance, which is available in English, French and Arabic, and the strong participation from committee members and MANSO staff in housing-related workshops at Metropolis 2022 in Vancouver.

The Housing Committee chair and Provincial Coordinator are also members of the Right to Housing coalition, a group of people and organizations advocating for access to affordable housing for all.

Chair: Codi Guenther (New Journey Housing)

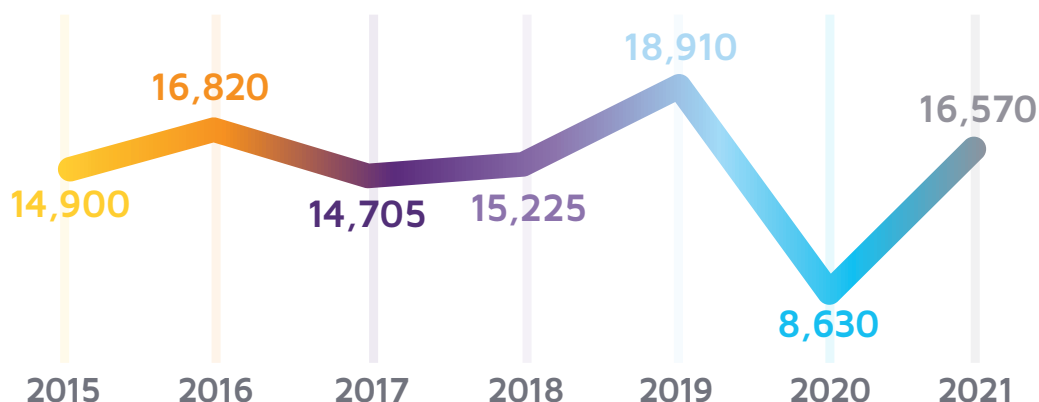
Committee Members: Adrienne Schellenberg (Family Dynamics), Agnieszka Valencia (IRCOM), Analyn Lotivio (NWRIS), Don Walmsley (NAISS), Ernesto Ofiaza (SOIS), Felicien Rubayita (MIIC), Hellen Dawidi (WIS), Iftu Ibrahim (LRSD), Innocent Kwenda (Family Dynamics), Jose Chinchilla (SOIS), Joy Escalera (WIS), Katia Kaci (Accueil Francophone), Shewit Equbazgi (WIS), Tanya Zueva (Vanguard Real Estate), Valentina Cerka (MIIC)

Immigration Stats

MANITOBA - NEW PERMANENT RESIDENTS 2015-2021

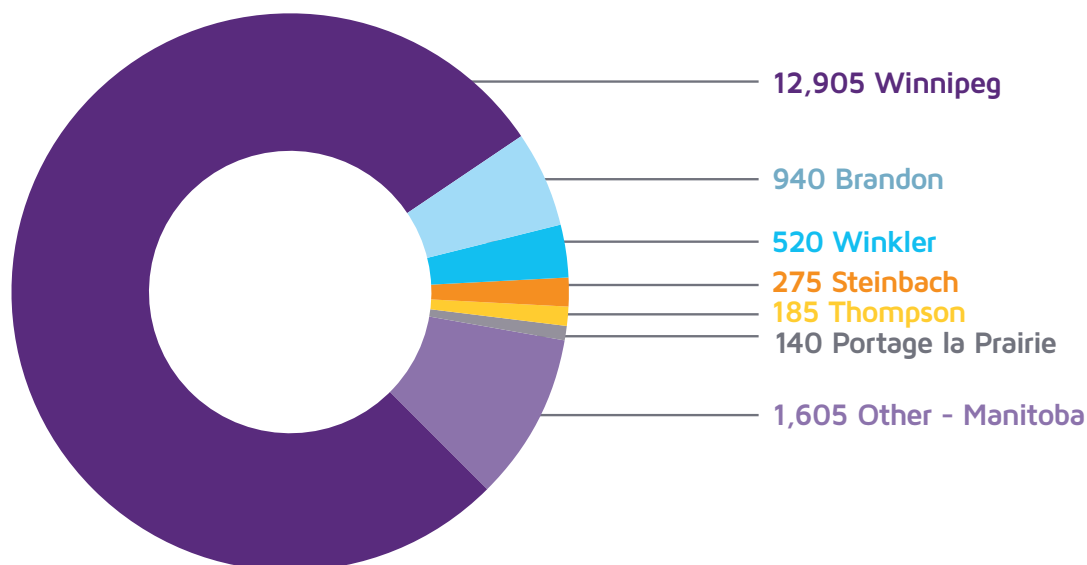
The number and growth of permanent resident arrivals in Manitoba, combined with the distribution of arrivals by region, can provide newcomer serving agencies with a glimpse of current and future trends in demand for settlement services by region. Programs tailored to specific immigration groups also benefit from learning

the distribution of arrivals by immigration category, including the various refugee resettlement streams. These numbers offer the settlement sector some insight into the specific types of services and supports required as newcomers integrate into their new communities.



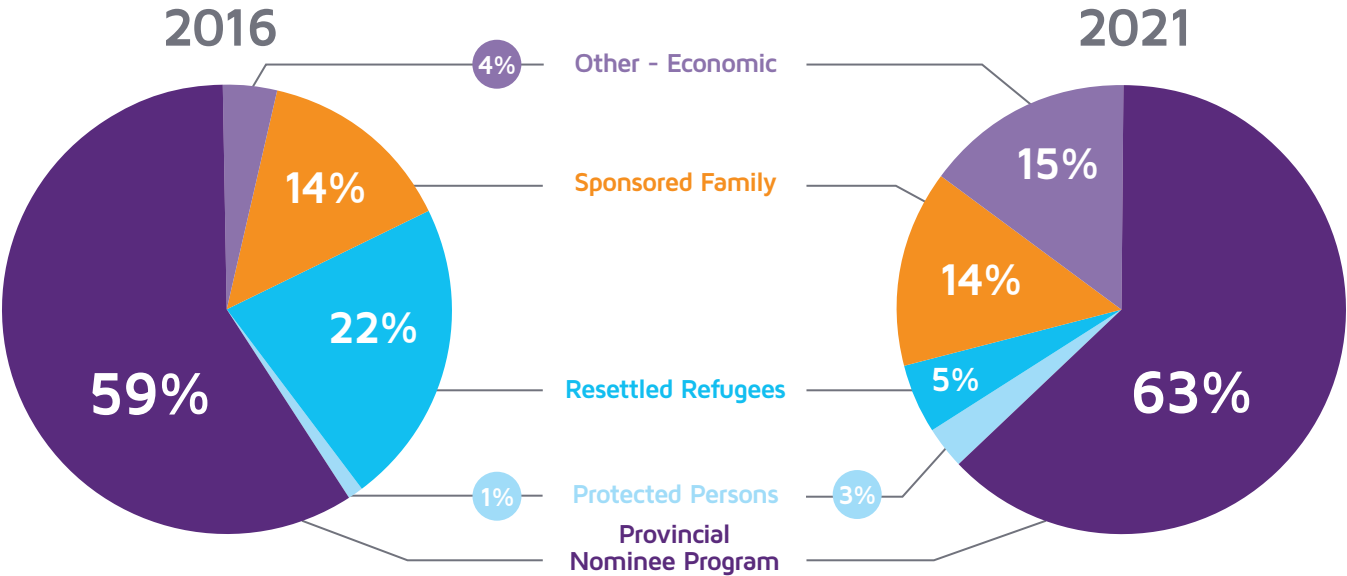
Canada - Admissions of Permanent Residents by Province/Territory of Intended Destination and Immigration Category, January 2015 - January 2022. Source: IRCC, January 31, 2022

ADMISSIONS OF NEW PERMANENT RESIDENTS BY INTENDED DESTINATION, 2021



Canada - Admissions of Permanent Residents by Province/Territory of Intended Destination and Immigration Category, January 2015 - January 2022. Source: IRCC, January 31, 2022

ADMISSIONS OF NEW PERMANENT RESIDENTS BY IMMIGRATION CATEGORY, 2016 VS. 2021



Canada - Admissions of Permanent Residents by Province/Territory of Intended Destination and Immigration Category, January 2015 - January 2022. Source: IRCC, January 31, 2022

RESETTLED REFUGEES IN MANITOBA, 2016 VS. 2021

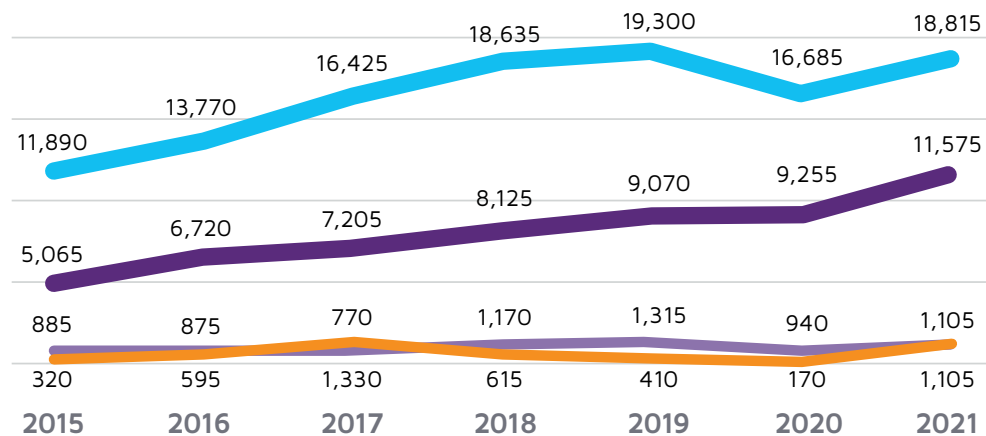


Canada - Admissions of Permanent Residents by Province/Territory of Intended Destination and Immigration Category, January 2015 - January 2022. Source: IRCC, January 31, 2022

TEMPORARY RESIDENTS IN MANITOBA, BY IMMIGRATION STATUS

Many MANSO member agencies serve temporary residents in Manitoba, in addition to permanent residents. The number of temporary residents is considerably larger than the number of newly-arrived permanent residents in any given year.

NOTE: These categories can't be added up to estimate total temporary residents, as they do not include visitor visa or super-visa holders, and include individuals who held two or more different permits during a given year.



Study permit holders

International Mobility Program (IMP) work permit holders

Temporary Foreign Worker Program (TFWP) work permit holders

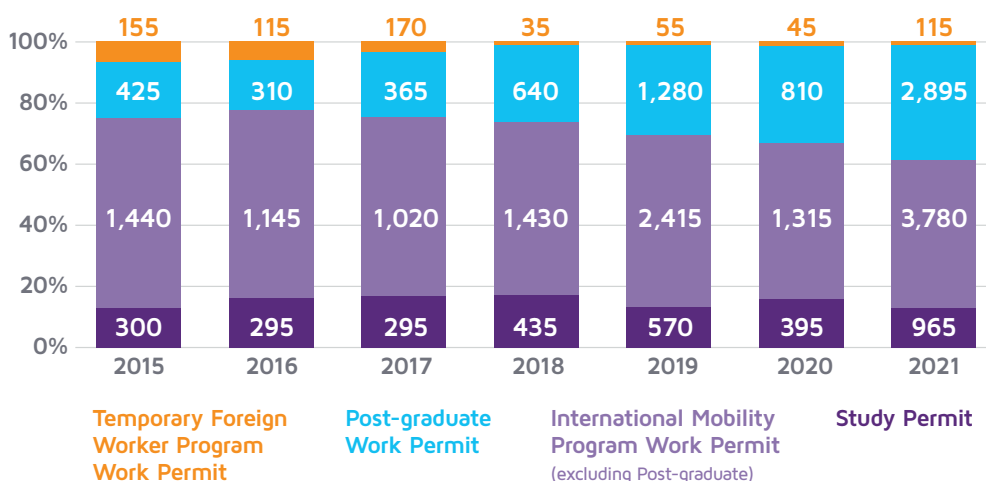
Asylum claimants

Canada - Study permit holders by study level; Asylum Claimants by Claim Office Type; International Mobility Program (IMP) work permit holders by program; Temporary Foreign Worker Program (TFWP) work permit holders by program. All data by province/territory of intended destination, and year in which permit(s) became effective, January 2015 - February 2022. Source: IRCC, February 28, 2022

ADMISSIONS OF PERMANENT RESIDENTS WITH PRIOR TEMPORARY RESIDENT STATUS, BY TYPE OF PERMIT

Thousands of temporary residents in Manitoba transition to permanent residence every year; for these immigrants, the settlement journey begins well before they become permanent residents.

NOTE: These numbers only include new permanent residents who previously held a work permit or study permit, and does not include those previously in Manitoba under visitor status. They reflect the last type of permit held, and not their immigration stream, such as refugee claimants, family sponsorship, or Provincial Nominee Program, to name a few.



Canada - Admissions of Permanent Residents with Prior Work Permit Holder Status (IMP; TFWP; Post-graduate) and with Prior Study Permit Holder Status, by Province/Territory of Intended Destination and Immigration Category, January 2015 - January 2022. Source: IRCC, January 31, 2022

Anti-Racism

Throughout the year, MANSO looked at how our own structures and practices as an umbrella can be improved to ensure an anti-oppressive approach, and how we can support members in their work towards this goal. MANSO recognizes 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. For systematic and meaningful change to occur both within MANSO and across the settlement sector, MANSO has instituted the following best practices:

- MANSO board members must participate in regular anti-racism training
- MANSO staff collaborate with our member agencies to support anti-racism campaigns, trainings, and meetings coordinated by organizations led by Indigenous and Racialized persons, ethnocultural and community groups, LIPs, and umbrellas across Canada
- MANSO's PD Calendar offers regular anti-racism training and capacity-building
- MANSO amended its bylaws in May 2021, now requiring a minimum of three board members who have lived experience as immigrants or refugees, with a racialized background, and who have faced systemic barriers, including those related to disability, sexual orientation, gender identity and expression. If MANSO is unable to fill these positions at the annual general meeting, the Board positions will remain vacant until they can be filled according to these requirements.



- New members must demonstrate that they have at least two racialized individuals on their board with lived experience to be considered for MANSO membership. If organizations do not meet this requirement, they will be considered for a one-year conditional membership. If the requirement is not met within that time and/or if the organization needs support in order to do so, the Board will continue to work with the organization to support them in increasing the diversity and equity of their Board.
- Existing MANSO members will be encouraged to adopt this standard as well, and MANSO will support its members in meeting this standard.

The membership passed the Anti-Racism policy resolution in June 2021, and MANSO established its Anti-Racism Committee, composed of immigrants and refugees from ethnic or racial groups who have experienced racism, within three months of the passing of the policy resolution. During this reporting period, MANSO developed and produced a sector-wide anti-racism project which included three live training sessions for different groups of participants, three workbooks to accompany each training, and three videos: Transformative Anti-Racism Leadership, Lean into Discomfort, and Surviving Racism and Thriving. Finally, and under the guidance of the Anti-Racism Committee, a multi-year anti-racism framework was developed for the settlement sector in March 2022.

Chair: Shereen Denetto (IRCOM)

Committee Members: Abdikheir Ahmed (Aurora), Don Boddy (MANSO), Gololcha Boru (City of Winnipeg), Justin Woodcock (ECRC), Karen Hamilton (OHC), Lenya Wilks (BLIP), Louise Simbandumwe (SEED), Mohamed Ali (WIS), Nastashya Wall (English Online), Nina Condo (ECRC), Ricci Gementiza (MITT), Shirley Gwendo (Family Dynamics), Sophia Ali (Aulneau Renewal Centre), Subas Dahal (Family Dynamics), Talatu Shokpeka (IRCOM), Zebiba Ibrahim (CMWI)



Impact of MANSO

- Indigenous Orientation Toolkit (IOTK) curriculum
- Health Services
- COVID-19 response

MANSO and Immigration Partnership Winnipeg (IPW) finalized the first EAL curriculum of the IOTK project, *Kichi-Asotamatowin: Land & Treaties*, offered training to teachers, and shared the materials regionally and nationally. The second module, *Bimikawesiwan: Assimilative Policies* was also launched this spring and shared with the sector on MANSO's website and on SettleNet, NLAB, Tutela, and other umbrella organizations across the country. On the MANSO website alone, the IOTK received 867 pageviews during this reporting period.

In partnership with IPW's IOTK Project Coordinator, the development, writing, and review of *Iyowadwakiya: Worldview & Spirituality* has been completed, and work on *Gonezq Agót é Gogha: Resilience & Resurgence* has begun as well. The project and materials will be shared with LINC and informal language programs across Manitoba and on the MANSO website once completed. Key members of the project and development team were interviewed as part of the *Pathways to Prosperity: Developing an Evidence Base and Sharing Settlement and Integration Practices that Work* video project. MANSO and IPW shared the history, goals, and future directions of the project, and the writer and teacher explained how the project is working at a practical level to increase newcomers' knowledge of, and empathy for, the First Peoples of Turtle Island. The video is available on MANSO's website.



"I think that this information very important to all of us, specially for newcomers because it is our new country, and we have to know about this history and be aware about past injuries and their effects on Indigenous people. We want better future for all of us, therefore knowing history, we can avoid these mistakes in the future."

– IOTK Curriculum Student

Thanks to the advocacy of MANSO's Director of (Re)Settlement and Integration Support, and with the support of several members, Insured Benefits has now expanded the list of acceptable documentation for newcomers to demonstrate proof of residency in order to obtain a Manitoba health card. The list now includes: (1) *Letter from Resettlement Assistance Program* (RAP), to offer a feasible option to government assisted refugees; (2) *Letter of Sponsorship Agreement Holders* (SAH), as an option for privately sponsored refugees, and (3) a *lease agreement*, as an alternative for all other new permanent residents.

To respond to the COVID-19 vaccine rollout, MANSO and IPW co-organized the Newcomer Vaccine Awareness Working Group (NVAWG), a space that brought together public health officers, settlement agencies, and ethnocultural groups to identify COVID-19 vaccine concerns and questions among newcomers, and barriers to vaccine access. NVAWG initiatives included information sessions for international students and for newcomer children and families, and a repository of multilingual COVID-19 vaccine information and videos. The NVAWG informed and supported government interventions such as multilingual services for vaccine appointments, and access to immunization cards by uninsured newcomers. Some of these interventions helped increase vaccination rates among BIPOC communities and newcomers.

In addition to its work with the NVAWG, MANSO became a Rapid Antigen Test (RAT) distribution hub, providing 2,092 RAT kits to members by March 31, 2022. We hosted sessions for the settlement sector including a town hall by public health doctors, and a Back to Work session covering human rights, public health, and labour law. Finally, MANSO commissioned and supervised a Vaccine Lesson Plan, in English and French, for LINC and informal language programs. The lesson plan, which shared vaccine information and resources and addressed myths, received overwhelmingly positive feedback from programs in Manitoba and elsewhere in Canada.



2021-22 MEMBER ORGANIZATIONS

A & O Support Services for Older Adults
Accueil Francophone
African Communities of Manitoba Inc.
(ACOMI)
Altered Minds Inc. (AMI)
Assiniboine Community College (ACC)
Aurora Family Therapy Centre
Bilal Community and Family Centre
Canadian Muslim Women's Institute
(CMWI)
CHAI Immigrant Centre Inc.
Community Futures North Central
Development (CFNCD)
Eastman Immigrant Services (EIS)
Economic Development Council for
Manitoba Bilingual Municipalities
(CDEM)
EDGE Skills Centre
Elmwood Community Resource
Centre (ECRC)
English Online Inc.
Enhanced English Skills for
Employment (EESE)
Family Dynamics
Healthy Muslim Families (HMF)
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 (LRSD)
Manitoba Institute of Trades
& Technology (MITT)
Manitoba Interfaith Immigration
Council - Welcome Place (MIIC)
Manitoba Possible
Manitoba School Improvement Program
- The Peaceful Village Program Inc
(MSIP)
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 Inc. (N.E.E.D.S.)
North End Women's Centre (NEWC)
North West Regional Immigrant
Services Inc. (NWRIS)
Norwest Co-op Community Health -
IWCS
Occupational Health Centre (MFL OHC)
Opportunities for Employment Inc.
(OFE)

Pluri-Elles (Manitoba) Inc.
Portage Learning and Literacy
Centre (PLLC)
Professional English Group (PEG)
Canada
Rainbow Resource Centre
Red River College Polytechnic Language
Training Centre (RRC-LTC)
Regional Connections Immigrant
Services
River East Transcona Immigrant
Services (RETIS)
Safe Housing And Directed
Empowerment Inc. (S.H.A.D.E.)
SEED Winnipeg Inc.
Seven Oaks Immigrant Services (SOIS)
Success Skills Centre (SSC)
The Salvation Army Barbara Mitchell
Family Resource Centre (BMFRC)
Université de Saint-Boniface (USB)
West Central Women's Resource Centre
(WCWRC) - Settlement Services
Westman Immigrant Services (WIS)
Winnipeg English Language Assessment
& Referral Centre (WELARC)
Winnipeg School Division: Adult EAL
Program & Newcomer Services (WSD)
YMCA-YWCA of Winnipeg

FRIENDS OF MANSO

Bioscience Association Manitoba (BAM)
Brandon Local Immigration Partnership (BLIP)
Career Pathfinders
Churchill Community Immigration Initiative
Conflict and Resilience Research Institute, Canada (CRRIC)
Food & Beverage Manitoba
Food Matters Manitoba

Immigration Partnership Winnipeg (IPW)
Pembina Valley Local Immigration Partnership (PVLIP)
Portage la Prairie Local Immigration Partnership (PLIP)
Sexuality Education Resource Centre Manitoba (SERC)
TESL Manitoba

Acknowledgements

MANSO would like to thank our excellent Board of Directors, all of our committee and working group members, and collaborators at our member and partner organizations for engaging actively and strengthening the work of MANSO and the settlement sector.



MANSO
MANITOBA ASSOCIATION
OF NEWCOMER SERVING
ORGANIZATIONS

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