



MANSO
MANITOBA ASSOCIATION
OF NEWCOMER SERVING
ORGANIZATIONS



Annual Report
2022-2023

BOARD

PRESIDENT

NINA CONDO

Elmwood Community
Resource Centre (ECRC)

VICE-PRESIDENT

CATHY DOWD

Portage Learning and Literacy
Centre (PLLC)

TREASURER

LUIGI TUMMILLO

Winnipeg English Language
Assessment and Referral Centre
(WELARC)

BOARD MEMBERS

ABDIKHEIR AHMED

Aurora Family
Therapy Centre

JENNIFER TOMSICH

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

STEVE REYNOLDS

Regional Connections

CODI GUENTHER

New Journey Housing

JOSE CHINCHILLA

Seven Oaks Immigrant Services

ROSELYN ADVINCULA

Immigrant Centre Manitoba Inc.

ANGELA CHOTKA

RRC Polytech
(until January 2023)

SUSAN EMERSON

YMCA of Winnipeg
(until September 2022)

MANSO STAFF

VICKI SINCLAIR

Executive Director

TERESA BURKE

Director of Language Support
(until July 2022)

SEID OUMER AHMED

Director of (Re)Settlement
and Integration Support (until July 2022)
Associate Executive Director,
(Re)Settlement (since July 2022)

DON BODDY

Small Centre Support Manager

VALERIA CASTELLANOS

Program Manager (until July 2022)
Language Support and Program Manager
(since July 2022)

JUSTINE TRINH

Communications and Program Coordinator
(until July 2022)
Communications and Project Coordinator
(since July 2022)

EMILY HALLDORSON

Ukraine Response Coordinator

YULY JOHNSON

Research and Data Coordinator

JUN ZOU

Office Manager/Bookkeeper
(since August 2022)

HAFIZ JATTO

Migrant Worker Project Coordinator
(April 2022 – January 2023)

JAZMIN ALFARO

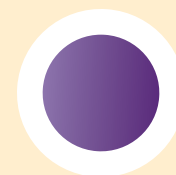
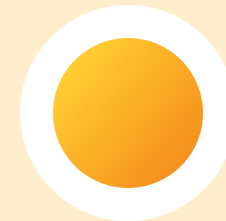
Migrant Worker Project Coordinator
[part-time contract] (since December 2022)

ADIA KOODOO

Project Assistant [practicum]
(May 2022 – Aug 2022)
Resource and Events Assistant
[part-time contract] (since September 2022)

DONALD VANDERHOOF

Accountant (contract)



LAND ACKNOWLEDGEMENT

MANSO and its members are located on Treaty 1, 2, 4 and 5 territories, which are the ancestral lands of the Anishinaabeg (Ojibway), the Ininiwak (Swampy Cree), the Anishinimowin, the Dene, the Dakota peoples, and the homeland of the Métis. The MANSO office is located on Treaty 1 territory.

As an agency that works to support staff and newcomers in the settlement sector, we recognize that all people in Canada – newcomers, Indigenous peoples and non-Indigenous Canadians, have a responsibility to work towards reconciliation. Following the lead of Indigenous communities, we commit to ongoing learning, truth-telling, and encouraging others to follow a path of reconciliation in their own lives and organizations.

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

ACKNOWLEDGMENTS

This report provides a brief summary of MANSO's work in support of its membership and the sector during the past year. We thank our staff for their dedication and commitment to MANSO's mission and vision, our Board of Directors for their incredible knowledge and passion as sector leaders, and our committee and working group members for their collaboration and partnership. We thank all our funders and especially IRCC for believing in our work and allowing MANSO to bring people together in person after a very isolated few years. Most of all, we thank our membership for their support and engagement, and their generosity in sharing their expertise and their time, enabling MANSO to be a trusted and informed voice for the Manitoba settlement and integration sector.

FUNDED BY:



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Employment and
Social Development Canada

Emploi et
Développement social Canada





President's Report

The end of a fiscal year is always a good moment to pause and reflect. As we reminisce about the key moments of the last twelve months, we can only be thankful for the opportunity of meeting again in person. As much as we are thankful for the technology which allowed us to do virtual meetings and activities during the worst of the pandemic, we can all agree that meeting in person with our partners, coworkers and friends is by far a better option.

Events such as the Metropolis Conference held in Winnipeg, the PNT Summit in Edmonton, and the Metropolis Conference in Ottawa were held in person after a long break due to the pandemic. We are grateful to have participated in each one of these gatherings and that some of our sector members were able to attend all of them. We would like to recognize the leadership of the organizers, staff and volunteers who worked hard to ensure the success and safety of the conferences. We owe them a debt of gratitude for the learning and networking opportunities these events afforded us.

As we rejoice in the slowing down of the pandemic and the resulting return to normalcy, we must recognize that others are suffering catastrophic events of an even higher proportion. Ukrainians, people of Ukrainian descent and indeed all individuals of goodwill are witnessing the horrors of the unjust war imposed on the Ukrainian people by the Russian Army. We are proud of how Manitobans and Canadians at large have quickly responded to ease the pain of the Ukrainian people. We are inviting the Canadian government and individuals to continue showing this generosity to those suffering the horrors of war from any part of the globe in a spirit of equitable access as, indeed, we are all one people.

Lastly, we would like to acknowledge the leadership shown by MANSO in bringing together the Manitoba settlement sector. This allows our work to be far more impactful and avoids duplication of services, which is inevitable when agencies work in silos. MANSO's board and its Executive Director work in unity to advance the strategic priorities of the organization. MANSO's growth and stability is a testament to the incredible, progressive leadership of our Executive Director, Vicki Sinclair. We also want to take a moment to acknowledge the vision and strategic process of the Associate Executive Director, Seid Oumer, in advancing the work of the Anti-Racism Framework in the settlement sector. Within the sector, Seid's approach is known to be quite unique and forward looking.

In the name of MANSO and on my own behalf, I would like to thank all our partners, staff and volunteers. Your hard work does not go unnoticed.

Nina Condo

Board President

Executive Director's Report

After two decades working in Settlement, I often think of the parenting advice I once received, "the days are long but the years are short, so don't forget to enjoy the ride". This time last year, we were seeing the first displaced Ukrainians arrive in our Province. As I write this report, we have welcomed almost 18,000 CUAET visa holders, with the Manitoba settlement sector and government leading the way in coordination and supports. This time next year, those of us funded by IRCC will hopefully have pressed 'submit' on our next multi-year funding proposal! As we have learned, predicting trends and needs for the next 5 weeks, let alone years, is a challenge, but as always we will work together to keep the needs and rights of every client at the centre of everything we do.

This year the MANSO team had the pleasure of meeting in person with staff from nearly every one of our 70+ member agencies, as well as with provincial, regional and national peers at conferences and summits. The challenges continue, but laughing over lunch about successes and missteps gives all of us the inspiration and energy to keep on moving forward.

In terms of MANSO impact this year, early successes from the recommendations report of the Provincial Immigration Advisory Council I sat on included a 100% increase in Settlement Funding, and a 50% increase in MPNP spots for 2023. Seid Oumer stepped up to his exciting and much needed new role as MANSO's Associate Executive Director, additional Communication capacity allowed us to increase our channels, including Instagram, and improve connectivity. A new Research and Data Coordination position allowed us to provide regular data infographics on our website along with many other member-requested resources.

MANSO will continue to fight for equity in opportunity and services for every newcomer who comes to our country and our province. We will continue our anti-racism work in partnership with our members, and advocate at every level for decent wages and working conditions for everyone working in our sector.

As I look backwards and forwards, I feel proud and hopeful because of the richness, diversity and generosity of our community and thank every one of the MANSO Staff, Board and membership for their incredible hard work and commitment to welcoming the world to where we live.

Vicki Sinclair

Executive Director





Sector Coordination & Engagement

2023 PNT SUMMIT

In partnership with IRCC, MANSO, SAISIA and AAISA hosted the first in person PNT Summit (February 27-28, 2023) in Edmonton, AB. The event brought together over 270 participants, including 84 representatives from 40 SPOs in Manitoba. Staff from the umbrellas moderated and hosted two days of plenaries and workshops on topics including anti-racism, housing, and the first IRCC CFP 2024 consultation with David Cashaback - DG, Settlement and Integration Policy, moderated by Yann Legrand and Marina Marchand. MANSO staff presented during the first day, including the plenary session and a session on the MANSO Anti-Racism Framework. After the Summit, on March 1, each umbrella held separate province-specific CFP 2024 consultations - see page 27 for more details. MANSO received very positive feedback from its members and from participants from Alberta and Saskatchewan.

"I just wanted to express my thanks to everyone at MANSO for a really wonderful PNT Summit! The sessions were so pertinent for us, and the opportunities to exchange with other colleagues in the sector were invaluable. The conference was really well organized and I definitely appreciate and recognize all the behind-the-scenes work that goes into organizing something of this nature. Thank you too to IRCC for funding to hold this amazing event! I hope that we can continue to have events like this in the future for our sector!" - MANSO member

WORLD REFUGEE DAY 2022

Fifteen organizations and partners collaborated to virtually mark World Refugee Day (WRD) in June 2022, with more than 89 participants. Dr. Lori Wilkinson (Department of Sociology and Criminology, University of Manitoba) was the guest speaker. The event raised awareness of the situation faced by refugees who have had to flee their homelands. It also acknowledged Canada's response in 2022 to support displaced people from Ukraine, and encouraged the government to continue and extend its humanitarian commitment to both longstanding and emerging humanitarian crises caused by conflicts, and the climate crisis.

INFORMATION AND NETWORKING FAIR 2022

MANSO hosted its virtual Information and Networking Fair in May 2022 to offer settlement sector staff and partners an opportunity to meet each other and keep each other informed. Around 80 participants attended the event. 97% of survey respondents said the fair created a platform for connection, learning and collaboration in the sector.

"Super helpful, well organized-loved it"
- Information and Networking Fair participant

5TH METROPOLIS IDENTITIES SUMMIT (2022) AND 25TH METROPOLIS CONFERENCE (2023)

The 5th Metropolis Identities Summit (Winnipeg, October 17-19, 2022) presented a unique opportunity for the Manitoba settlement sector to lead and engage in discussions on diversity, equity, and inclusion. The Organizing Committee included three MANSO staff and two Board members. MANSO's Executive Director hosted the conference's third plenary session. Moreover, five MANSO staff presented on settlement service provision, rural refugee youth schooling, Ukraine response in rural communities, social determinants of health, and diversity, equity and inclusion in resettlement.

At the 25th Metropolis Conference (Ottawa, March 16-18, 2023), three MANSO staff presented sessions and panels on LINC and CLIC programming and common challenges, the lived experience of refugees in Canada, and collaboration between Small Centres across the PNT.



REFUGEE RESETTLEMENT

MANSO supported Regional Connections in the process of becoming a Resettlement Assistance Program (RAP) provider by offering training to their newly hired frontline staff, sharing resources and standardized RAP needs assessments, and connecting them to other RAP. Manitoba RAP and federal government representatives held four quarterly meetings this year, aimed to build relationships, increase collaboration, and gain further insights into the services and support for newcomer integration across Manitoba.

In support of the PSR program, Manitoba Sponsorship Agreement Holders (SAH) and MANSO meet regularly to build communications and partnership. MANSO updated the Settlement Guide Book, created to meet the needs of Manitoba SAH, their Constituent Groups, Groups of Five, and Community Groups who would like to engage in sponsoring refugees in Canada.

Other work in support of refugees included partnerships to distribute resources such as recreation passes, gift cards, and other resources. See Impact of MANSO on page 26.

RESPONSE TO THE UKRAINIAN CRISIS

In February 2022, the Government of Canada responded to the Ukrainian Crisis by implementing Operation Ukrainian Safe Haven, which allowed Ukrainian nationals to come to Canada as temporary residents, and access IRCC-funded settlement services. In Manitoba, MANSO played a key role in the coordination of the response by the settlement sector, including identifying potential gaps regarding school and health card registration, access to housing, and financial support. MANSO's response included proposing a triage approach to support government, SPOs and newcomers. See Ukraine Response Coordination on page 15 for more information.



Our Networks

Sector Networks



Canadian Council
for Refugees
Conseil canadien
pour les réfugiés



CANADIAN COUNCIL FOR REFUGEES (CCR)

This year, MANSO supported the development of CCR's "Quality of Services" support framework. The CCR Coordinator presented on a MANSO sector call that the purpose of the project is to identify and develop a set of sample policies and practices that support the provision of high-quality support in the immigration process by CCR members. The Associate Executive Director, (Re)Settlement co-facilitated the workshop "Delays, Discrepancies, and Differences in Family Reunification" during CCR's winter consultation. MANSO continued to support CCR in addressing concerns about the interpretation of IRPA section 91 and its impact on SPOs funded to support newcomers navigating the immigration process.

COLLABORATIVE ANTIRACISM AND EQUITY FOR RESETTLEMENT ORGANIZATIONS (CTAR)

MANSO staff sits on Collaborative Antiracism and Equity for Resettlement Organizations (CTAR), a joint venture between the (re)settlement sector, and IRCC's Settlement and Integration Sector (SIS). CTAR promotes a consistent understanding and application of key Anti-Racism concepts and other social equity areas related to (re)settlement and integration. This includes providing input to help define the expectations that IRCC should have for recipients of grants and contributions funding in terms of recipient organizations' leadership, policies, practices, and programming to support equity.

LOCAL IMMIGRATION PARTNERSHIPS (LIPS)

MANSO's Executive Director sits on Immigration Partnership Winnipeg (IPW)'s Council, partnered with IPW staff in meeting with 2022 Mayoral Candidates and Mayor Gillingham, and participated in the Mayoral Newcomer Forum and Newcomer Welcome Fair Planning Committees, alongside other MANSO staff who volunteered at these events. MANSO's Associate Executive Director, (Re)Settlement sits on their Employment Sector Table, and our Language Support and Program Manager sits on the Civic Engagement and Integration Table.

MANSO's 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 Sports Campaign. LIP staff also participate in various MANSO committees.

RÉSEAU EN IMMIGRATION FRANCOPHONE (RIF)

As a member of the RIF, MANSO bilingual staff attended quarterly RIF Settlement and Integration Working Group meetings and the PNT Two-Day Virtual Forum in February 2023. Through relationships built within the RIF, MANSO staff connected francophone and anglophone HIPPY programs and were invited to present to the Board of the Association of Manitoba Bilingual Municipalities.



NEWCOMER EDUCATION COALITION (NEC)

MANSO participates in regular meetings of the Newcomer Education Coalition (NEC), which brings together newcomer youth service providers and various education stakeholders. Relevant work by NEC during this fiscal year included involvement in the research on “Interrupted Learning in Rural Refugee Youth”. Also, the NEC continued their advocacy for more racialized representation on school boards during municipal trustee elections in October 2022.

SETTLENET.ORG

MANSO staff met with SettleNet staff to discuss effective promotion of the SettleNet.org platform to members and networks in both official languages. MANSO’s Executive Director meets biannually with the National Advisory Committee for this bilingual community of practice that provides opportunities to learn, share, connect, and collaborate within the settlement sector.

PATHWAYS TO PROSPERITY (P2P)

MANSO staff continue to sit on the Standing Committee on Northern, Rural and Remote Communities and the Selection Committee for the “Developing an Evidence Base and Sharing Settlement and Integration Practices that Work” video project.

TESL MANITOBA

TESL Manitoba is a non-profit professional organization that supports ESL/EAL teachers in Manitoba. MANSO’s Language Support and Program Manager is a member, and TESL Manitoba’s President Irina Volchok and Conference Chair Trevor Pfahl sit on MANSO’s PD Committee.

DISRUPT RACISM IN HEALTHCARE

The Associate Executive Director, (Re)Settlement continued to support Shared Health on Disrupt Racism in Healthcare, and sits on the Steering Committee and on the Engagement working group to support the development, implementation, and evaluation of policies and strategies that disrupt interpersonal, organizational and systematic racism in Manitoba’s health system.

HEALTHCARE FOR ALL

MANSO’s Ukraine Response Coordinator and Migrant Worker Project Coordinator are members of Healthcare for All, a coalition of community organizations, non-profits, labour unions, and student associations calling on the Province of Manitoba to extend public healthcare access to all people living in Manitoba, regardless of immigration status.

RIGHT TO HOUSING (R2H)

MANSO’s Ukraine Response Coordinator is an active member of Right to Housing. The Coalition advocates for quality, affordable housing for low-income people in Manitoba.

MAKE POVERTY HISTORY MANITOBA (MPHM)

MANSO’s Ukraine Response Coordinator and Research and Data Coordinator participated in the City Working Group, and supported the general work of MPHM, a multi-sector coalition committed to changing public policy to achieve a Manitoba without poverty.

IMMIGRATION MATTERS IN CANADA COALITION

During this fiscal year, MANSO staff supported the work of the coalition, including the development of the “Access to Justice for Refugee Claimants” project, led by Immigration Matters and a number of MANSO member agencies.



Sector and Government Collaboration



CANADIAN IMMIGRANT SETTLEMENT SECTOR ALLIANCE (CISSA-ACSEI)

Executive Director Vicki Sinclair and Board Member Abdikheir Ahmed represented MANSO on the CISSA-ACSEI Board of Directors. Vicki Sinclair is Chair of the Board as of April 1, 2022, as former Chair Chris Friesen took a leave from the board to be a Co-Director of the OUSH National Secretariat.

The Chair hosted seven Board Meetings and one AGM, wrote the Annual Report, met with key staff, assisted in putting out a call for proposals and hiring a consultant to conduct a Strategic Planning Process and sent updates to IRCC and MANSO members on sector engagement. After completing the strategic plan and conducting two in person meetings between CISSA-ACSEI Board Members and IRCC staff in Ottawa in April and October, the Board decided that AAISA would take over from AMSSA as host of the organization, which would go dormant until the AGM in Fall 2023 when more is known about National Sector Coordination.

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.

NATIONAL SETTLEMENT & INTEGRATION COUNCIL (NSIC)

MANSO's Executive Director and one elected Board Member (currently Abdikheir Ahmed) represent MANSO at the NSIC, which is a group of IRCC, Provincial/Territorial Governments, service providers, and other stakeholders. This year NSIC hosted several virtual meetings and an in person meeting in Ottawa to discuss the transition to, and Terms of Reference for, a new structure and number of sub committees to be established in 2023.

MANITOBA IMMIGRATION ADVISORY COUNCIL

MANSO's Executive Director served on the Manitoba Immigration Advisory Council, which was established by the Province in 2022, bringing together twenty leaders from public and private spheres to provide recommendations on current and future immigration policies and programs. See Impact of MANSO on page 26 for more information.



Research

In April 2022, MANSO hired a Research and Data Coordinator to support the Manitoba settlement sector by collecting and analyzing immigration data, and creating infographics and other data tools to monitor trends in federal, provincial, and municipal policies.

During 2022-2023, the Research and Data Coordinator supported the work of researchers, agencies and community organizations by disseminating documents and materials, research-related activities, and providing letters of support for research projects that will be useful to the sector. Furthermore, MANSO staff and member agencies participated in research projects including Mental Health in Newcomer Families (led by Dylan Davidson, University of Manitoba), Supports and Outcomes for Medically Uninsured Pregnant Migrants in Manitoba (led by Lindsay Larios, University of Manitoba), Comparing Supports and Community Response for Different Cohorts of Displaced Persons Arriving in Manitoba - Canada, and The Impact of Provincial Austerity Measures on the Settlement Sector in Manitoba. Furthermore, MANSO's Research and Data Coordinator and other MANSO staff sat on advisory committees for research projects and initiatives, including:

- Interrupted Learning of Rural Refugee Youth
- PNT COVID Impacts on Small Centre Settlement Sector
- PNT Research Project on Refugee Employment Outcomes
- Child and Youth Refugee Research Coalition (CYRRC) - Social Integration Research Cluster and Knowledge Mobilization (Kmb) Committee

MANSO's Research and Data Coordinator started a Quarterly National Umbrella Research Group bringing together staff from AMSSA, AAISA, SAISIA, MANSO, OCASI and ARAISA to discuss needs, best practices, relevant research and opportunities for national collaboration on different research projects. Other active research networks involving MANSO include Pathways to Prosperity (P2P), Child and Youth Refugee Research Coalition (CYRRC), Manitoba Research Alliance (MRA), and Social Policy Evaluation Collaborative Team Research at Universities in Manitoba (SPECTRUM).

The MANSO Research Committee consists of MANSO members and local researchers. The intention of this committee is to connect community-based researchers with MANSO members for consultation, data collection, distribution of surveys, and focus group recruitment through various channels. Though the committee meets twice a year, it actively guides MANSO's participation with our networks, assesses requests for sector partnerships in new research projects, and engages with universities in research focused on sector needs. In addition, MANSO continues to coordinate and support sharing of knowledge and resources with our members, partners, funders, and newcomer and ethno-cultural communities through various channels including our e-newsletter.

Committee Members: Kathleen Vyrauen (IPW), Kawser Ahmed (CRRIC), Mahmud Bhuiyan (NEEDS), Roselyn Advincula (IC), Sarah Zell (UofW), Shayna Plaut (UofM), Shereen Denetto (IRCOM), Steve Reynolds (RC)



Policy Resolutions

We are now in our fifth year of creating Policy Resolutions in partnership with our members. This exciting process continues to help us to not only identify issues that positively and negatively affect the integration of newcomers, but also allows us to inform and enrich many policy and media conversations. The growing list of unanimously approved resolutions has guided our member-led strategic planning, and strengthened our work with governments and the general public. By identifying areas of consensus or common ground on policy issues amongst our membership, we can amplify that voice at a local, provincial and national level.

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.

The following policies have been passed at previous MANSO AGMs and continue to guide our work:

2022-1 Affordable and Appropriate Housing

2022-2 Affordable and Accessible Internet

2021-1 Anti-Racism Policy Resolution (See Anti-Racism on page 24 for update on Anti-Racism Policy Framework and first cohort of Anti-Racism Champions and Co-Learners)

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

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

***2019-1** Affordable and Appropriate Housing (replaced by Policy Resolution 2022-1)

2019-2 Availability of Stage 2 (Canadian Language Benchmark 5-8) Language Classes

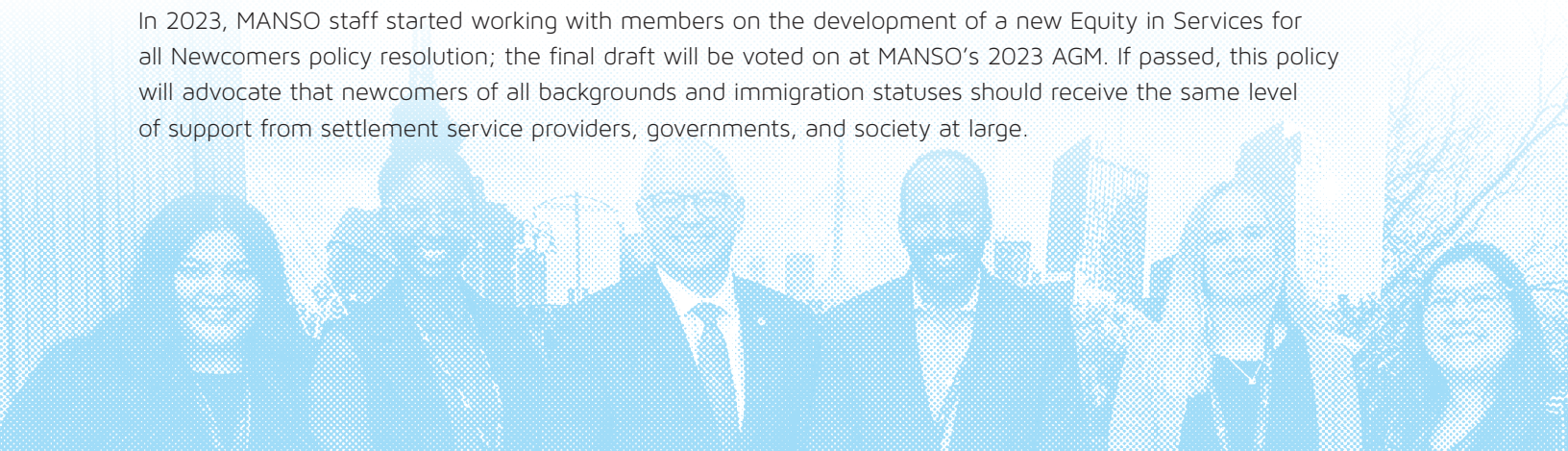
2019-3 Policy Changes to Transportation Loans for Refugees

2019-4 Access Without Fear Policy

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

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

In 2023, MANSO staff started working with members on the development of a new Equity in Services for all Newcomers policy resolution; the final draft will be voted on at MANSO's 2023 AGM. If passed, this policy will advocate that newcomers of all backgrounds and immigration statuses should receive the same level of support from settlement service providers, governments, and society at large.



Communications

MANSO's communication channels have played a pivotal role in enhancing our outreach efforts and increasing engagement with members and the public throughout this fiscal year.

Our website continues to serve as a central hub for information on our organization and the settlement sector in Manitoba. As an umbrella organization, MANSO is committed to showcasing its members' initiatives, projects, and community events to celebrate their work. To this end, in November 2022, MANSO launched a blog post called #MANSOMember Stories on its website to highlight its members' day-to-day work in assisting and empowering newcomers in Manitoba during their settlement and resettlement journey.

As one of the most visited webpages with 19,432 visits, our MANSO Sector Job Board plays a crucial role in connecting job seekers with opportunities in the settlement sector. By featuring job postings specific to the sector, this job board helps to streamline the job search process and increase the chances of finding a job that aligns with one's skills and interests. This is especially important in the settlement sector, where specialized skills and knowledge are often required. Additionally, it helps employers to reach a target

audience of job seekers who are specifically interested in the settlement sector, leading to more qualified and engaged candidates.

Our e-newsletter, which is distributed biweekly to 1,776 subscribers, has also been an effective tool for keeping our members and partners informed about MANSO and our members' activities and initiatives. By highlighting important developments in the settlement sector, sharing success stories from our members, and featuring upcoming events and training opportunities, our e-newsletter helps to build a sense of community and foster collaboration among stakeholders.

Social media has also been a crucial component of our communication strategy. We have continued to engage with our audience on Facebook and Twitter, where we share relevant news stories, sector tools and resources, and member and community events. In addition, we launched our Instagram account in September 2022, which has quickly gained traction and allowed us to showcase our work in a visually compelling way. By leveraging these platforms, we have been able to broaden our reach, connect with new audiences, and amplify our message.

WEBSITE DATA



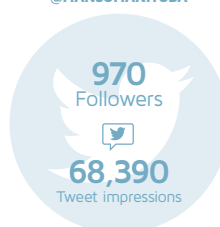
E-NEWSLETTERS



FACEBOOK @MANSOMANITOBA



TWITTER @MANSOMANITOBA



INSTAGRAM @MANSOMANITOBA



Apart from social media, MANSO also remains active on various media platforms such as radio, television, and digital print. In 2022-2023, MANSO contributed to and was featured in several stories that have helped to raise awareness and spur action on multiple issues in the settlement sector. By responding to requests for commentary from media outlets, MANSO has been able to have a voice in various media stories, such as:

- "MANSO supporting Interlake groups, individuals helping settle Ukrainians" - The Express Weekly News
- "Canada opened arms to record number of immigrants last year" - Winnipeg Free Press
- "Manitoba organization looking for apartments, houses for Ukrainian families" - GlobalNews Winnipeg



867
participants



31
professional
development
events



77%
of members
registered
(55/71 members)

Professional Development & Resource Development

In 2022-2023, MANSO offered 31 professional development opportunities to strengthen settlement service delivery and empower members' capacity to support clients and staff. These included anti-racism sessions for BIPOC individuals and for white leaders, a 2SLGBTQ+ awareness and inclusion workshop, and eight Lunch and Learn sessions. MANSO also offered four Orientation to Community Interpreting workshops this year. The PD committee met four times during this year and guided the selection of workshop topics based on emerging sector needs.

"I absolutely loved this short workshop and would be very keen to continue to engage in these conversations"

- Decoding Race for White Leaders participant

Committee Members: Cathy Dowd (PLLC), Daniela Barz (WIS), Erika Reis (SERC), Gillian Roy (SERC), Irina Volchok (EO), Jana McKee (SOIS), Jennifer Loewen (MITT), Lorena Martinez (A & O), Marta Kalita (MIIC), Monika Feist (SSC), Roselyn Advincula (IC), Rowena Hernandez (SOIS), Stephanie Stetefeld (Mosaic), Tim Froese (IRCOM), Trevor Pfahl (TESL MB), Xuyang Li (TESL MB), Yaryna Chepiha (SOIS), Zebiba Ibrahim (CMWI)

The new Resource and Events Assistant position allowed MANSO to develop resources addressing existing gaps – all available on MANSO's website –, including a Ukrainian summer programming guide, a resource directory for migrant workers (plus translations of key documents to Spanish and Tagalog), and a guide of recreational resources for newcomer children in Winnipeg. Updated resources include three plain language booklets (see Housing Committee section), the MANSO Member Services Guide for Temporary Residents, and the Settlement Guidebook for Private Sponsors.

"I hope it's offered more frequently!"

We have many people who would benefit from taking it."

- Orientation to Community Interpreting participant



Ukraine Response Coordination

Ukrainian Response Coordinator, and Manitoba Ukrainian Response Coordination Table

At the start of this fiscal year, MANSO was designated as the IRCC funded coordination hub for Manitoba, and the position of Ukraine Response Coordinator was created. We worked quickly to establish a Manitoba Ukraine Response Coordination Table, bringing together settlement service providers, ethnocultural organizations, and federal and provincial government departments, to facilitate a coordinated approach to the provision of initial settlement supports and referrals for Ukrainian arrivals. The Table met 26 times this fiscal year, responding on an ongoing basis to new trends, challenges and gaps, amid a rapidly unfolding and ever changing situation.

MANSO worked closely with the Province of Manitoba's Ukrainian Refugee Taskforce in coordinating initial settlement supports offered to Ukrainian newcomers through the Ukrainian Reception Centre and Settlement Services Hub in Winnipeg. MANSO's Ukraine Response Coordinator provided ongoing support and guidance to service providers with satellite offices and programs at these sites. Other key work included proposing a triage approach at the reception centre, and supporting SPOs, government and stakeholders in identifying and addressing gaps related to school registration, access to housing, or financial needs of newcomers.

Operation Ukrainian Safe Haven

MANSO has played an active role in the national Operation Ukrainian Safe Haven (OUSH), with both the Ukraine Response Coordinator and Executive Director attending Steering Committee meetings for the Operation. MANSO's Ukraine Response Coordinator also participated in the work of the OUSH P/T Coordination Table, coordinating the distribution of donations of domestic flights and retail gift cards to Ukrainians and other displaced persons in Manitoba, and supporting a number of national communication projects to showcase service providers who have made a significant impact in welcoming Ukrainian newcomers to Manitoba.

MANSO's response and support of the settlement sector

The arrival of more than 15,000 Ukrainian newcomers to our province this year has put significant pressure on the capacity of direct service providers across the province, while we are all still healing from three years of pandemic adaptation and isolation. In partnership with NEEDS, we established centralized volunteer recruitment and screening processes to support service providers while capitalizing on strong community interest. MANSO kept members informed of regular updates from all levels of government, and shared relevant community resources through a resource page on our website. This site has received over 12,000 views this fiscal year. MANSO's Ukraine Response Coordinator acted as a central hub through which member agencies can raise questions for government partners and each other, identify key gaps in funding and/or service delivery, and work to collaboratively address them.



Migrant Worker Project Report

Transition of the Migrant Worker Program project

In 2021, ESDC began funding a prairie-wide collaboration of service providers, led by Calgary Catholic Immigration Services (CCIS), to support temporary workers affected by COVID-19. MANSO and seven other organizations worked on increasing capacity among those who serve migrant workers in the agricultural sector and related industries.

In the fall of 2022, the pilot officially transitioned to a longer-term program, with renewed funding from October 1, 2022 to March 31, 2024. It now has a broader focus to collaboratively address the diverse needs of temporary workers holding work permits under the Temporary Foreign Workers Program, Seasonal Agricultural Workers Program, International Mobility Program, and Post-Graduate Work Permit Program. This longer-term program provided a significantly smaller funding pot for Manitoba than in the pilot. Many organizations witnessed changes in funding and staff, including a drop from a full-time coordinator to a part-time coordinator at MANSO, which impacted program capacity. Together, however, the Manitoba partners continued to maintain the positive legacy of the project in connecting and supporting temporary workers throughout their settlement and integration process in Canada.

Community building and resource development

With a full time Migrant Worker Program Coordinator for the first half of the year, progress included, most notably, re-introducing in person meetings as a promising approach towards community building facilitation. A sector wide gathering for service providers in Portage La Prairie in August 2022 allowed frontline staff and executive directors of service organizations, grassroots organizers, and advocates to set the groundwork for a collaborative co-creation of a strategic direction. Other work included translating relevant documents to Spanish and Tagalog, on topics including worker rights and agricultural labour standards.

Identifying priorities and opportunities for sectoral collaboration

With a new part-time coordinator from December 1, 2022, MANSO continued supporting priorities outlined by the sector. The coordinator traveled across the province to work with program stakeholders (funded and non-funded) to highlight barriers that temporary workers face in settlement and integration, and to develop a responsive needs assessment snapshot of the Manitoba Temporary Worker support sector, and a capacity assessment of existing supports that temporary workers may be eligible for.

Centered on the holistic wellness of temporary workers, and alongside a diverse community of allies, advocates, and agents of change in Manitoba, conversations have begun in identifying key interests in the formation of a Migrant Worker Policy stance from the sector as well as understanding how regional project evaluation measures could be enhanced to support service providers and the sector as a whole.



Small Centre Report

This year, there were moments that “were erratic, sometimes surreal, but sometimes transcendent.” (Bono, 2022). This quote perfectly describes this past year in Manitoba Small Centres.

Welcoming so many newcomers

This year saw the greatest movement of newcomers to rural communities in decades. While newcomers from Ukraine were a significant number, newcomers from all over the world settled in rural Manitoba. This movement meant increased workloads, stress, and clients. However, Manitoba Small Centre SPOs responded with nimble, respectful and welcoming attitudes and actions. For MANSO, this has meant significant coordination of the sector, attending community meetings, and connecting with those involved with settling newcomers.

Staying connected is the key

A highlight for the MANSO Small Centre Support Manager was staying in contact with key staff of Manitoba Small Centres. Almost all Small Centres were visited in 2022-2023; a highlight of this year was a trip with three MANSO staff to visit various sites on the northwest side of the province. The trip culminated in attending the celebration of 25 years of settlement services in Swan River. After the pandemic, we have cherished the opportunity to meet key Small Centre staff in their communities once again, and this year more MANSO staff went on the road than in any previous year. We learn so much from being in community as members share their stories. Being the collector of their stories is one of the roles that MANSO cherishes the most.

And we Gathered...

One of the highlights of the year was the MANSO Small Centre Gathering held in Brandon, MB on November 1 and 2, 2022. MANSO co-hosted the Gathering with Assiniboine Community College, the Brandon Local Immigration Partnership, and Westman Immigrant Services, which, along with a strong and active Advisory Committee, planned a full day of PD, networking, and connecting. Every Small Centre SPO was represented at this event, in addition to Winnipeg-based friends, and strong representation from IRCC. One of the highlights of this event was an Indigenous Elder, Susie McPherson Derendy, who was with us for the day and then shared her reflections on our day together. This was a valuable learning experience for all present, and hopefully it will become a promising practice moving forward.

This year, maybe more than any other year, the strength and capacity of the Manitoba Small Centre SPOs – settlement, language and LIPs – was leveraged in transcendental ways to provide excellent settlement and integration work, and build more welcoming communities throughout rural Manitoba.



Committees

Anti-Racism Committee

See page 24

Care for Newcomer Children Committee

- High client turnovers
- Staff hiring and retention challenges
- Presentations: My Baby Project, CMAS Consultant

The CNC committee met quarterly to discuss emerging or ongoing issues affecting Care for Newcomer Children programs. These included high client turnovers due to sickness, long waitlists, hiring and retention challenges due to provincial wage increases, space required for infants, and restrictions on outdoor play.

In September 2022, Melanie Souza (RRC Polytech) presented to the committee about the “My Baby” Project, a free online tool for parents and SPOs to support healthy child development. In December 2022, Jackie Cunningham (CMAS Consultant for MB and SK) attended a meeting to answer questions and address a wide range of concerns raised by the CNC community. Jackie also invited CNC staff to attend the national CNC Virtual Conference in March 2023.

Committee Members: Bobbi Graham (WIS), Breanne Fryza (RETIS), Eliane de Lima (YMCA Wpg), Gerri Gregory (IRCOM), Irene Sheldon (IRCOM), Jhocelin Gilbert (CMWI), Kim Campbell (RETIS), Kym Bottomley (Mosaic), Linda Theodore-Maraj (EDGE), Natalie MacFarlane (RC), Teresa Buenviaje (SOIS), Toulia Papagiannopoulos (EDGE), Yana Zheleva (LRSD)

Employment Committee

- Networking and new partnerships to strengthen sector referrals
- Stretched capacity and program pivoting
- Internationally Educated Professionals (IEPs)

The MANSO Employment Committee is composed of members representing a range of services for newcomer groups, including youth, refugees, entry-level employees, and Internationally Educated Professionals (IEPs). The committee holds informal networking sessions four times a year, where members can connect, share experiences, and explore ways to enhance the referral process. However, with the increasing number of Ukrainian and Afghan arrivals, employment programs are stretched beyond capacity due to the need for more culturally appropriate support. This has highlighted the need for more programming funding, increased collaboration and networking to provide much-needed support to newcomers in a flexible way.

The growing waitlists to access language training have had a significant impact on employment training and programs for newcomers. As more language support is needed in terms of interpretation and translation, committee members have shared their concerns and have pivoted their programs to ensure that newcomer needs are met. The MANSO Employment Committee continues to work collaboratively to provide support and services that are culturally appropriate and tailored to the needs of newcomers in Manitoba.

During this fiscal year, the MANSO Employment Committee continued to work on forging new partnerships. The Winnipeg Chamber of Commerce presented to the committee on its newly launched Newcomer Employment Hub, an online portal that provides employment-related opportunities, events, and resources for newcomers. Additionally, committee members heard from Supply Chain Manitoba about their support for newcomers and their intention to collaborate further with the settlement sector. Many committee members also attended an in person networking event hosted by the Access Hub at the University of Manitoba, which connected newcomers with each other and with representatives from various SPOs and professional regulatory bodies.

Co-Chairs: Martin Blumrich (AMI), Jose Chinchilla (SOIS)

Committee Members: Afsheen Siddiqui (HMF), Amie Membreno (IC), Amna Iqbal (HMF), Anna Glibka (BMFRC), Barb Plett (EIS), Carina Blumgrund (JCFS), Daniel A. Gravel (ECRC), Debbie Kroeker (RRC), Don Walmsley (NAISS), Elbetel Gebremeskel (WCWRC), Erika Frey (IPW), Farahnaz Afaq (SEED Wpg), Jeff Patterson (SEED Wpg), Jessica Lopez (WIS), Jose Chinchilla (SOIS), Julie Lacroix (CDEM), Katrina Casulla (WIS), Laura-Lynne Hidlebrand (MITT), Lizeth Ardila (SEED Wpg), Louise Giesbrecht (EESE), Maria Polovinka (OFE), Maria Rabadi (CMWI), Maricel Bucher (NEEDS), Martin Blumrich (AMI), Michelle Johnson (RRC), Nubia Duran (SSC), Odunayo Balogun (WIS), Ricci Gementiza (MITT), Rochelle Lagman (WIS), Rushana Newman (YMCA Wpg), Saima Arshad (SSC), Samantha Lee (MB Start), Sarah Schwendemann (F&B Manitoba), Sherrie Winstanley (SHADE), Stevens Niamien (CDEM), Viktoria Vladimirova (EIS)

Health Committee

- Barriers to accessing health services
- Advocacy regarding health card registration
- Responding to health and mental health needs of Ukrainian arrivals

With the urgency of the pandemic behind us, the Health Committee turned to emerging and ongoing challenges including needs of Ukrainians with disabilities, and challenges in accessing health services faced by both permanent residents and temporary residents. The Committee also informed MANSO's advocacy work with Insured Benefits (see Impact of MANSO). The Mental Health Working Group participated in the introduction of a CBT-M program by Aurora FTC and the WRHA, and took an active role in guiding and supporting the provision of mental health supports to Ukrainian newcomers.

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

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

Committee Members: Abebayoh Kena (WIS), Adey Mohamed (Aurora FTC), Anna Weier (CancerCare MB), Anne Pinnock (ECRC), Carol Reimer (IRCOM), Cayly Askin* (Klinic), Collette Wilson (RCC), Elizabeth Huynh (CancerCare MB), Emmy Bacani-Tipan (NorWest-IWCS), Erin Bockstael (WHC), Erna Friesen (EIS), Felicien Rubayita (MIIC), Geetha Jayasinghe (OHC), Guyaatu Boru (ECRC), Hani Ataan Al-ubeady* (WRHA), Heather Robertson (Aurora FTC), Iael Besendorf (JCFS), Jeaco Kasumba Wa-Mutombo (Centre Santé), Jennifer Tomsich (NEEDS), Jillian Fehr* (SOIS), Kari McCluskey (Aurora FTC), Luladei Abdi Hassen (IRCOM), Mandy Safronetz (WRHA), Maria Rabadi (CMWI), Martha Chicas (SERC), Maureen Keelan (A & O), Meenu Kapoor* (A & O), Melissa William (CancerCare MB), Mohamed Alhaj* (ECRC), Monique Burke (YMCA Wpg), Nina Condo (ECRC), Paula Migliardi (WRHA), Reem Younes (Family Dynamics), Roselyn Advincula (IC), Rowena Hernandez (SOIS), Sedat Cavdar (YMCA Wpg), Subas Dahal (Family Dynamics), Sue Hoang (WSD), Traicy Robertson (Manitoba Possible), Yafet Ghebrensaie* (IRCOM), Yana Zheleva* (LRSD), Zebiba Ibrahim (CMWI)

* indicates members of the Mental Health working group only

Housing Committee

- Shared advocacy
- New and updated sector resources
- MANSO Lunch & Learn sessions

MANSO's Housing Committee brings together urban and rural service providers with shared concerns around newcomer housing. This year, the committee developed a revised Affordable and Appropriate Housing Policy to replace the outdated policy passed in 2019, and to continue to guide MANSO's advocacy on housing. The policy resolution was passed by the membership at our AGM held in June 2022. Among other items, the Housing Policy directs MANSO to advocate for the extension of the Canada Manitoba Housing Benefit to communities across Manitoba. We are happy to see that this is taking place over the coming months.

The Housing Committee also worked on updating older plain language resources like "Buying a Home" and "Renting a Home", and creating new ones like a brochure on tenant insurance for newcomers. In an ongoing effort to increase sector awareness around housing subsidies and resources, the Committee Chair, with the support of MANSO staff, held a Lunch & Learn on Rent Assist and the Canada Manitoba Housing Benefit open to all service providers to attend.

Chair: Codi Guenther (NJH)

Committee Members: Adjété Yacinthus (Accueil Francophone), Adrienne Schellenberg (Family Dynamics), Analyn Lotivio (NWRIS), Don Walmsley (NAISS), Ellen Gahigi (NEWC), Ernesto Ofiaza (SOIS), Iftu Ibrahim (LRSD), Jose Chinchilla (SOIS), Karen Clamor (Vanguard Real Estate), Katherine Turner (Family Dynamics), Katia Kaci (Accueil Francophone), Lily Mariz (IRCOM), Russelle Collantes (RC), Sarah Shack (Family Dynamics), Shivani Kashyap (SOIS), Sue Hoang (WSD), Tanya Zueva (Vanguard Real Estate), Valentina Cerka (MIIC)

Professional Development Committee

See page 14

Language Advisory Group

- Supporting CUAET clients in LINC and CLIC programs
- Learning sessions for Language instructors
- Language sector meeting with EIA

Once again, this has been a year of adaptation and responsiveness for Language programs. As the sector settled into a new normal of in person, virtual and hybrid learning, LINC and CLIC programs found themselves "pivoting" again - this time, to welcome Ukrainian clients to their classrooms in addition to permanent residents. New situations arose, including questions on MPNP applications, and existing challenges brought on by the pandemic increased, like class or assessment waitlists. To respond to new and ongoing challenges, the Language Advisory Group (LAG) gathered periodically to discuss concerns, flag gaps, and share advice and strategies. The LAG also provided valuable feedback to plan MANSO's annual Lead Teacher Networking and Training event, which was held in November 2023.

"I always look forward to the Lead Teacher PD sessions. Connecting with other Lead Teachers is valuable and always informative." - Lead Teacher Networking and Training participant

The LAG also addressed other issues, including some LINC clients facing obstacles to receiving EIA funds. MANSO hosted a meeting where LAG members and EIA staff shared information with each other, to better understand LINC programs and how LINC certificates are used in the context of EIA.

Committee Members: Angela Neufeld (USB), Carla Woods (WSD), Eliane de Lima (YMCA Wpg), Ella Kroeker (MITT), Irina Volchok (EO), Jennalee Burch (ACC), Jennifer Harris (RETIS), Kim Campbell (RETIS), Louise Giesbrecht (EESE), Luigi Tummiello (WELARC), Meghan Hack (ACC), Naomi Frey (RRC), Rhoda Keck (RC), Scott Poole (RRC), Slavo Federkevic (SOIS), Stephanie Stetefeld (Mosaic), Tarek Aziz (ECRC), Toulia Papagiannopoulos (EDGE)

Research Committee

See page 11

Immigration Statistics

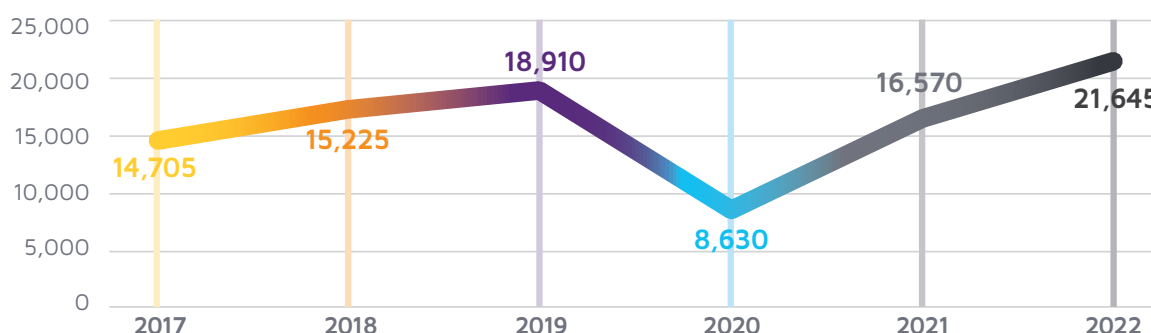
During this fiscal year, MANSO collected data from the IRCC Open Government Portal on the following categories: Admissions of Permanent Residents, Resettled Refugees, Temporary Residents, Express Entry Candidates, Resettled Refugees, Afghan Refugees, Ukrainian arrivals under Canada's Operation Ukrainian Safe Haven, and Asylum Claimants. MANSO also sourced data from Statistics Canada's 2021 Census of Population on Immigration to Canada, Refugees Admitted to Canada from 1980 – 2021, and other series. These data have been disaggregated, analyzed, and shared on the MANSO website, through infographics and companion summary documents, in order to support our members with reporting, planning of programming and client engagement, and preparing for Provincial and Federal Calls for Proposals. NOTE: The data collected and presented here is preliminary and is subject to change.

The number of admissions of permanent residents in Manitoba has fluctuated over the years, along with the distribution of arrivals by region, which 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.

In 2022, Manitoba admitted 21,645 permanent residents. These numbers played a key role for agencies in the settlement sector to gain more insight into the gaps and the specific types of services and supports required as newcomers integrate into their new communities.

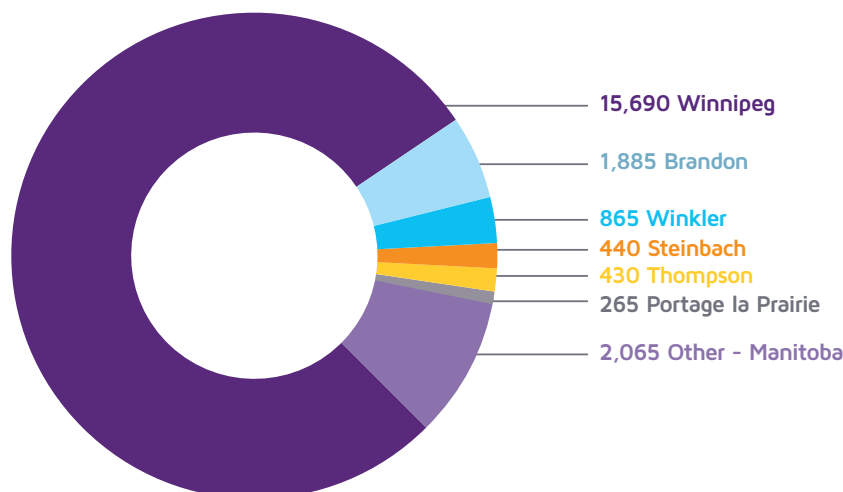


MANITOBA - ADMISSIONS OF NEW PERMANENT RESIDENTS



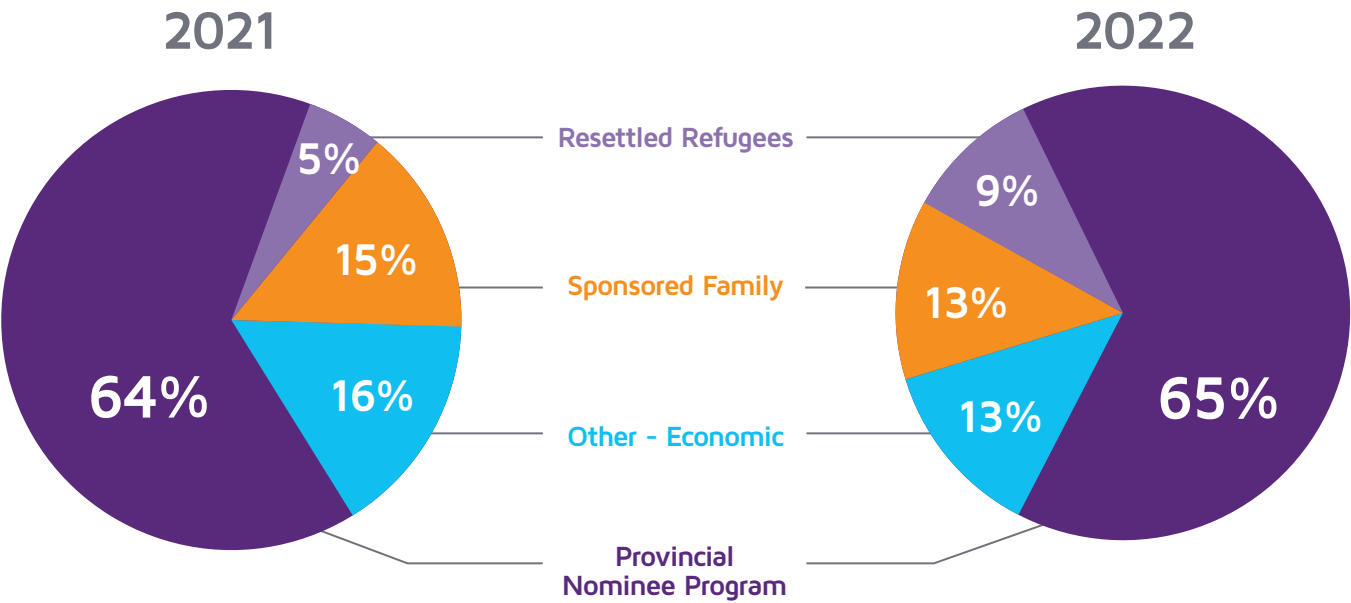
Admissions of Permanent Residents by year from January 2017 to December 2022. Source: IRCC, December 31, 2022

ADMISSIONS OF NEW PERMANENT RESIDENTS BY INTENDED DESTINATIONS, 2022



Admissions of Permanent Residents (in Manitoba) by Intended Destination. Source: IRCC, December 31, 2022

ADMISSIONS OF NEW PERMANENT RESIDENTS BY IMMIGRATION CATEGORY, 2021 VS. 2022



RESETTLED REFUGEES IN MANITOBA, 2021 VS. 2022

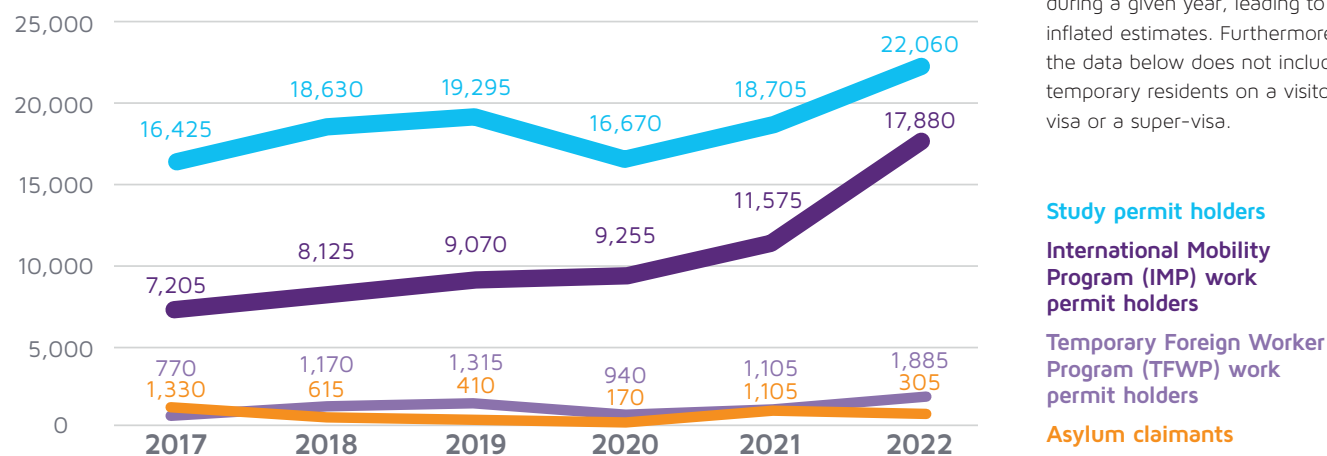


Admissions of Permanent Residents by Immigration Category. Source: IRCC, December 31, 2022

TEMPORARY RESIDENTS IN MANITOBA, BY IMMIGRATION STATUS

Many MANSO member agencies continue to serve temporary residents in Manitoba, in addition to permanent residents. Below we present the number of temporary residents by year (excluding visitors) by type of permit.

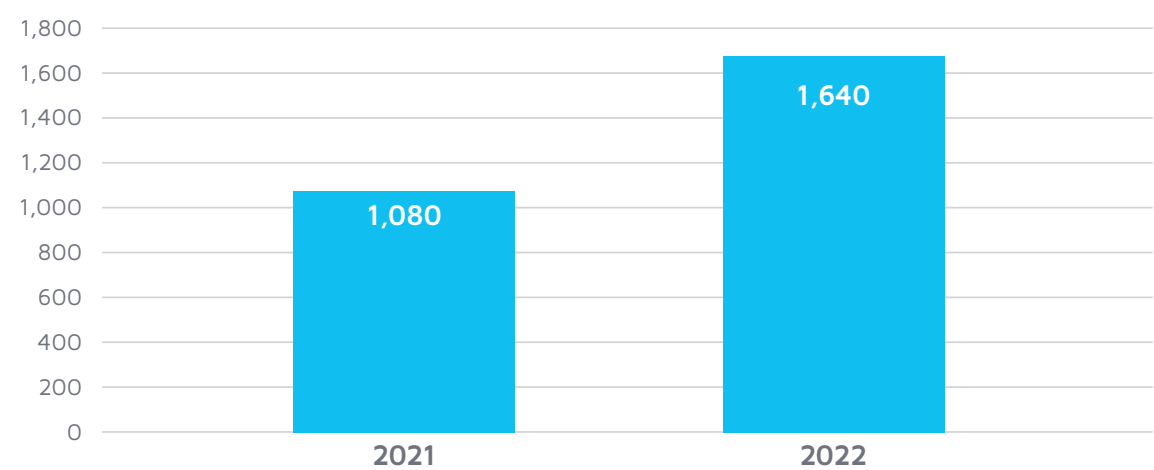
NOTE: These data should not be added up to estimate the total number of temporary residents. Individuals can hold two or more different permits during a given year, leading to inflated estimates. Furthermore, the data below does not include temporary residents on a visitor visa or a super-visa.



Temporary Residents Data extracted from International Mobility Program Work Permit Holder Status, Temporary Foreign Worker Program Work Permit Holder Status, Prior Study Permit Holder Status, and Asylum Claimant Databases on the Open Data Portal. Source: IRCC, Open Data Portal, December 31, 2022

TEMPORARY RESIDENT TO PERMANENT RESIDENT PATHWAY

The temporary resident to permanent resident pathway is a limited-time pathway to permanent residence. In 2021 and 2022, thousands of temporary residents in Manitoba transitioned to permanent residence; for these immigrants, the settlement journey begins well before they become permanent residents.



Admissions of Permanent Residents by Immigration Category: Temporary Resident to Permanent Resident Pathway. Source: IRCC, Open Data Portal, December 31, 2022



Anti-Racism

In 2022-2023, in response to the Policy Resolution passed unanimously at the 2022 MANSO AGM, the Anti-Racism Committee developed the MANSO Anti-Racism Framework. The Framework has nine Calls to Action, split into two streams which encourage meaningful, authentic, and honest engagement: Core Commitments and Supporting Change.

Community members consulted during the Framework's development highlighted the importance of grounding anti-racism work in authenticity and meaningful engagement that actively creates change. When authenticity and meaningful engagement are not present, attempts to address racism can be performative and tokenizing, and can continue to support racial inequality.

A second critical element identified by the community was the capacity to see and name when our actions, policies, or practices (unintentionally) support racism. Given the way in which systemic racism has normalized racial inequality, there is an ongoing need to build understanding and awareness around what systemic racism is and how it operates within member organizations, the sector, and larger society. The two streams within the Calls to action are a response to these insights.

a) Core Commitments

These Calls to Action prioritize ongoing learning, reflection, and cultural shifts that help support meaningful engagement and authenticity in all our efforts.

- **Call to Action 1:** Commit to transforming workplace culture to one that actively supports and upholds anti-racism
- **Call to Action 2:** Commit to ongoing learning about systemic racism and colonialism

b) Supporting Change

These Calls to Action, when done authentically, facilitate change by reducing barriers, building meaningful relationships, and addressing racial inequality.

- **Call to Action 3:** Actively seek out, listen to, and act upon racialized staff and racialized communities' input
- **Call to Action 4:** Build strong and respectful relationships with ethnocultural communities
- **Call to Action 5:** Decolonize settlement work through collective, organizational, and individual means
- **Call to Action 6:** Create an environment where racialized staff and volunteers are welcomed and thriving
- **Call to Action 7:** Shift policy and practice to support anti-racism
- **Call to Action 8:** Develop diverse boards and governance practices that support anti-racism
- **Call to Action 9:** Advocate for system changes to dismantle racism and support anti-racism within the sector

MANSO's Anti-Racism Committee invited MANSO members to volunteer as Champions or as Active Co-Learners to respond to the Framework's Calls to Action. In 2022, three SPOs volunteered as Champions: SEED Winnipeg, Aurora FTC and ECRC, and two as Active Co-Learners: IRCOM and OHC. Supported by the Framework's Collective Implementation Strategy, Champions and Active Co-learners built relationships with communities, funders and policy makers in an effort to shift policy and practice, to support anti-racism. They met periodically in 2022-2023 to respond to the Calls to Action and commit to transforming their workplace culture to one that actively supports and upholds anti-racism.

Chair: Shereen Denetto (IRCOM)

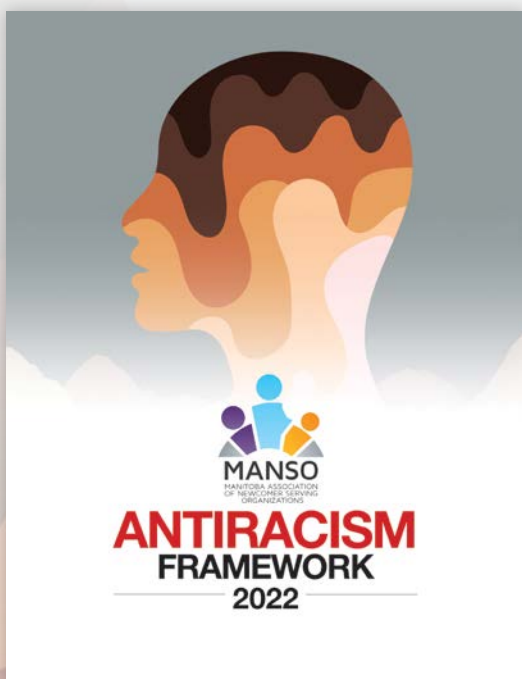
Committee Members: Abdikheir Ahmed (Aurora FTC), Don Boddy (MANSO), Gololcha Boru (City of Winnipeg), Hafiz Jatto (City of Winnipeg), Justin Woodcock (ECRC), Karen Hamilton (OHC), Louise Simbandumwe (SEED Wpg), Mohamed Ali (WIS), Nastashya Wall (EO), Nina Condo (ECRC), Ricci Gementiza (MITT), Sophia Ali (Aulneau), Subas Dahal (Family Dynamics), Sumera Aurangzeb (HMF), Zebiba Ibrahim (CMWI)

Champions:

*SEED Winnipeg, Aurora Family Therapy Centre,
Elmwood Community Resource Centre*

Active Co-learners:

*Immigrant & Refugee Community Organization
of Manitoba, MFL Occupational Health Centre*





Impact of MANSO

Mobilizing resources to support members and newcomers

To support members' capacity to respond to identified settlement and integration issues, MANSO creates and maintains partnerships focused on helping newcomers meet their needs or integrate into their communities. Examples of initiatives carried out during 2022-2023 include:

- Distributing 4,500 free Zoo tickets, worth \$90,000, to member agencies through a partnership with Assiniboine Park Conservancy. Other members were connected with the Conservancy to apply directly for tickets for their clients.
- Coordinating a donation drive in support of refugees and other newcomers, in partnership with Gordon Bell High School. CMWI served as a hub for the sector, distributing more than \$50,000 in brand new clothing and items for all age groups.
- Coordinating the distribution of free recreation passes to recently-arrived refugees and Ukrainian CUAET visa holders, in partnership with the City of Winnipeg. Immigrant Centre, Aurora and Family Dynamics served as distribution points for more than 2,400 passes, worth more than \$785,000.
- Distributing \$28,250 in gift cards to Ukrainians and other displaced persons throughout Manitoba, as part of OUSH and in partnership with corporate donors and MANSO member agencies.

Collaboration with Insured Benefits to address barriers to health card access

Since 2019, MANSO has been communicating with Manitoba Health to address concerns regarding delays and barriers faced by permanent residents when registering for Manitoba health cards. In 2022-2023, MANSO started meeting with Insured Benefits (IB) on a quarterly basis; at these meetings, IB agreed to:

1. Adding letters from Newcomer Service Providers co-signed by a Notary or Commissioner of Oaths regarding the applicant's residence in Manitoba to the list of accepted proof of residency documents on their website.
2. Adding information specific to Seasonal Agricultural Workers about the process of applying for a health card to their website.
3. Cutting down health card waiting periods to 30 days.

First CFP 2024 discussion at 2023 PNT Summit - Day 3

On the third day of the 2023 PNT Summit, MANSO hosted a Manitoba Sector Breakfast to discuss sector-wide approaches to the upcoming IRCC Call for Proposals (CFP), and to identify sector gaps. More than 75 people from MANSO member agencies attended the discussion. Some of these approaches included reducing service duplication (for instance, through shared projects) and identifying organizations who have similar deliverables. Other priorities discussed include moving away from competition, aligning strengths among service providers, and ensuring that client needs are covered by the collective of services provided by all Manitoba SPOs.

Immigration Advisory Council

As an elected member of the Manitoba Immigration Advisory Council, MANSO's Executive Director advocated at the bi-weekly in person meetings with the AESI Minister, Deputy Minister and Assistant Deputy Minister for an increase in Provincial Settlement funding and a more respectful funding timeline. In February 2023 it was announced that the CFP would be released one month earlier than in previous years, and that the funding available to SPOs had been doubled from two million to four million dollars. Other recommendations made in partnership with MANSO members in a Council working group were highlighted in the Final Report and some have also been completed already, including increasing the PNP spaces by 50%. Minister Reyes stated he is keen to continue the close relationship with MANSO and its members, and will be attending a Board and Staff meet and greet at the MANSO office in May 2023.



2022-23 MEMBER ORGANIZATIONS

A & O Support Services for Older Adults	Hospitality House Refugee Ministry (HHRM)	Opportunities for Employment Inc. (OFE)
Accueil francophone	Immigrant and Refugee Community Organization of Manitoba Inc. (IRCOM)	Pluri-Elles (Manitoba) Inc.
African Communities of Manitoba Inc. (ACOMI)	Immigrant Centre	Portage Learning and Literacy Centre (PLLC)
Altered Minds Inc. (AMI)	Jewish Child and Family Service (JCFS)	Rainbow Resource Centre
Assiniboine Community College (ACC)	Louis Riel School Division (LRSC)	Red River College Polytechnic - Language Training Centre
Aurora Family Therapy Centre	Manitoba Institute of Trades & Technology (MITT)	Regional Connections Immigrant Services
Bilal Community and Family Centre	Manitoba Interfaith Immigration Council Inc. (MIIC)	River East Transcona Immigrant Services (RETIS)
Canadian Muslim Women's Institute (CMWI)	Manitoba Possible	S.H.A.D.E. (Safe Housing And Directed Empowerment) Inc.
Community Futures North Central Development (Thompson)	Manitoba School Improvement Program (MSIP) - The Peaceful Village Program Inc.	SEED Winnipeg Inc.
Eastman Immigrant Services (EIS)	Manitoba Start	Seven Oaks Immigrant Services
Economic Development Council for Manitoba Bilingual Municipalities (CDEM)	Mosaic Newcomer Family Resource Network	Sexuality Education Resource Centre Manitoba (SERC)
EDGE Skills Centre	Mount Carmel Clinic	Success Skills Centre
Elmwood Community Resource Centre (ECRC)	Neepawa and Area Immigrant Settlement Services (NAISS)	The Salvation Army Barbara Mitchell Family Resource Centre (BMFRC)
English Online Inc.	New Journey Housing(NJH)	Université de Saint-Boniface
Enhanced English Skills for Employment (EESE)	Newcomers Employment and Education Development Services (N.E.E.D.S.) Inc.	West Central Women's Resource Centre (WCWRC) - Settlement Services
Family Dynamics	North End Women's Centre (NEWC)	Westman Immigrant Services
Healthy Muslim Families (HMF)	North West Regional Immigrant Services Inc. (NWRIS)	Winnipeg English Language Assessment & Referral Centre (WELARC)
Holistic Ongoing Opportunities Development - Facilitation and Management Service Inc. (HoodFams Inc)	Norwest Co-op Community Health - IWCS	Winnipeg School Division (WSD): Adult EAL Program & Newcomer Services
Holy Names House of Peace	Occupational Health Centre (OHC)	YMCA-YWCA of Winnipeg

FRIENDS OF MANSO

Bioscience Association Manitoba (BAM)	Marie Rose Place
Brandon Local Immigration Partnership (BLIP)	Mood Disorders Association of Manitoba (MDAM)
Churchill Community Immigration Initiative (CCII)	Pembina Valley Local Immigration Partnership (PVLIP)
Conflict and Resilience Research Institute, Canada (CRRIC)	Portage la Prairie Local Immigration Partnership (PLIP)
Food & Beverage Manitoba	Rehabilitation Centre for Children
Food Matters Manitoba	TESL Manitoba
Immigration Partnership Winnipeg (IPW)	Youth Employment Services (YES Manitoba)