



**WINTER 2015**

**REGIONAL MEETINGS**

**(Interior/North and Vancouver Island)**

**SUMMARY REPORT**

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## BACKGROUND

AMSSA has been contracted by Citizenship and Immigration Canada (CIC) to organize regional meetings with all of the Settlement Program Service Provider Organizations (SPOs) in British Columbia who hold a Contribution Agreement with CIC to deliver settlement services.

Two regional meetings were added to AMSSA's 2014/2015 deliverables, as CIC recognized a need for SPOs in the North, Interior and Vancouver Island to meet once again prior to the end of the year.

The following meetings were held as part of the winter 2015 Regional Meetings:

1. North / Interior Regional Meeting – Friday, February 20, 2015
2. Vancouver Island Regional Meeting – Friday, February 27, 2015

Meeting objectives for the two meetings included:

1. Provide an opportunity for CIC funded SPOs within a designated geographic region to meet, network, share, and learn from each other.
2. Present CIC funded SPOs with recent research on their region and an opportunity to discuss the research findings.

Both Regional Meetings consisted of the following components:

### **1. Welcome & Introductions**

Welcome, introductions and overview of the agenda were presented by AMSSA's Program Director, who facilitated the meetings.

### **2. Updates from the Province of British Columbia**

Representatives from the Province of British Columbia presented on the provincially funded Skills Connect program, and provided updates on the top-up funding that a number of SPOs across British Columbia receive to deliver services to CIC ineligible clients. Following the provincial presentations, participants in both regions were given an opportunity to ask questions and engage in discussions with the representative from the Province.

### **3. Service Provider Presentations**

In each of the meetings, the morning presentations were made by representatives from SPO representatives on topics that were important for that region. The topics were selected through teleconference meetings with regional sector representatives in advance of the meetings.

The presentations included:

North / Interior:

- Opportunities and Innovative Practices, presented by Katelin Mitchell, *Immigrant Services Manager*, Kelowna Community Resources.
- Introducing Settlement Services in Smaller Communities, presented by Saša Loggin, *Executive Director*, Skeena Diversity Society.

Vancouver Island

- Isolation & Accessing Services in Remote & Smaller Communities, presented by Rachel Blaney, *Multicultural & Immigrant Services Association of North Vancouver Island*.
- Employment Support for Low-Level English Clients, presented by Charlee Touchette, *Central Vancouver Island Multicultural Society*.

#### **4. Research Updates**

North / Interior:

- Dr. Miu Chung Yan (University of British Columbia) presented his findings from the project entitled “Immigration Settlement Service Gaps in British Columbia’s Rural Regions”.

Vancouver Island

- AMSSA’s Research and Information Coordinator presented a sector research update, including findings from Dr. Miu Chung Yan’s research report, as well as the findings from Dr. Lori Wilkinson’s (University of Manitoba) research report entitled “Why Don’t Immigrants to BC Feel More “At Home”? Unpacking the Settlement Experiences of Newcomers”. Lastly, the presentation included recent updates from AMSSA’s Research Advisory Committee meetings.

All presentations were followed by roundtable discussions with guided questions. Notes on the roundtable discussions will be presented in the subsequent sections.

Please see *APPENDIX 1* for a copy of each agenda. Please see *APPENDIX 2* for a complete list of attendees by region.

*AMSSA gratefully acknowledges the financial support provided by the Government of Canada – Citizenship and Immigration Canada (CIC) for these meetings.*

## SECTORAL UPDATES

### REMARKS FROM PROVINCE OF BRITISH COLUMBIA - MINISTRY OF JOBS, TOURISM AND SKILLS TRAINING (JTST)

Representatives from the Province of BC presented on the Skills Connect program, and provided updates on service delivery funding for CIC ineligible clients. Presentations in both regions raised the following points:

- CIC ineligible clients:
  - Extended current contracts till June 30, 2015.
  - In the next few weeks there will be more information coming out; cannot give any more details at this time; there will be a long term approach.
  - Arrange interaction – advertise on BC Bid.
  - Minister has asked to have more consultations done.
  - Expect changes, emphasis on labour market.
- Skills Connect:
  - Co-funded by the Province of BC & CIC.
  - Will continue until March 2016; in discussion with CIC on long term plan post 2016.
  - Continue referring clients to this program.
- Provincial Nominee Program (PNP) Department:
  - Open to doing presentations on Express Entry.

### Q&A SESSION WITH THE PROVINCE OF BC

Participants in each region were given the opportunity for questions and discussion with representatives from the Province of BC and CIC. The questions and answers from both regions are listed below:

Q: Where does the Province fit into Express Entry?

A: Through the PNP program; connect with Joni Rose or Alison Dudley to get more information.

Q: Is client eligibility for provincial top-up funding expected to change, or is the program expected to change?

A: This is still under review and will depend on the feedback received during upcoming consultations with service providers. It is anticipated there may be changes in both client eligibility and programming, however the degree of change is not yet known.

Q: A client cannot access Skills Connect if the client has been on maternity leave (ie, collected Employment Insurance) in past 5 years. Is this anticipated to change?

A: Province representatives will take this feedback to the team.

## **NORTH / INTERIOR PRESENTATIONS AND ROUNDTABLE DISCUSSIONS**

### **PRESENTATION #1: OPPORTUNITIES AND INNOVATION PRACTICES**

**PRESENTER: KATELIN MITCHELL, KELOWNA COMMUNITY RESOURCES (KCR)**

- There are 5 different departments at KCR, one of which is Settlement.
- Transition to new funding model was challenging at times; trying to keep clients from seeing the changes and challenges and have continuity of services for clients.
- Opportunities of this funding model:
  - Able to secure funding for the Settlement Mentorship Program.
    - Networking is very important from a social and employment perspective.
    - Matched with professionals within their community and field or the field they want to get into eventually.
    - Able to gain knowledge on accreditation information, what is important locally, what upgrade courses the client can take, workplace culture in the industry and other on-the-ground knowledge.
  - Increased use of volunteers; recreated the volunteer management system.
  - Provincial top-up funding allowed KCR to provide services to TFW's
    - Many TFW clients need legal information and now KCR is able to assist them; hoping for continued funding to serve this client group.
- Challenges / Solutions that came out of this funding model:
  - Collecting data outside of iCARE - Connected with other organizations to see what others were using; created a new database for the Settlement department with the help of a volunteer that is a database administrator.
  - Transitioning Welcoming Communities program into a Local Immigration Partnership (LIP) council - resulted in stronger partnerships; created a strategy for first point of entry for newcomers to make sure all community stakeholders are involved in providing referrals.
  - Plan and coordinate an immigrant services fair - offer a one-stop shop, come and access a variety of stakeholders in one day, not during regular work hours to make sure those that work multiple jobs can come and get information and services.

## Q&A SESSION WITH KATELIN MITCHELL

Q: Are you willing to share the database that you created with other organizations?

A. Yes willing to share it; better version coming in April; Use it specifically to track settlement and employment connections.

Q: For the upcoming Immigrant Services Fair, can you please share examples of exhibitors

A. School Districts, Women's Shelter, UBC Okanagan, Canadian Mental Health Association (CMHA) for mental Health, Service Canada, info from ICBC; lawyers, family services, etc.

Q: How will you put the Immigrant Services Fair into iCARE?

A: It will only go into narrative report.

Q: Volunteers are great; how do you recognize your volunteers?

A. Community services department at KCR helps and a matching database on the KCR website

Q: Who is managing the volunteers?

A: KCR Settlement department manages their own group of volunteers; the database for volunteers funded in other areas of KCR; It would be better to have someone dedicated to this task in the settlement departments especially because employment mentorships are more time consuming and it's very important to make proper matches.

Q: How do clients find you?

A: No longer have a CIC office; challenge we are all facing so the main referrals come from word-of-mouth; Service Canada is one of the biggest referrers because all clients need a Social Insurance Number; clients are always changing due to immigration policy changes; putting ads online and mainstream isn't always effective, better referrals come from word-of-mouth.

## ROUNDTABLE DISCUSSION

**Discussion Question #1: What challenges in common still exist and how can we work as a region to address them?**

Challenges:

1) Funding:

- a) Current funding model compels agencies to spend needlessly to avoid slippage and to maintain the necessary administration funding.
- b) Training is mandatory for staff, but not funded in terms of time and administration costs

- 2) Administration:
  - a) Administrative burdens, budgeting and cash flows are a significant challenge for smaller SPOs, as these obligations reduce the amount of time that can be spent on outreach activities.
  - b) Too much time is spent budgeting and working on cash flows.
  - c) Reporting referrals and other data into iCARE is not always recorded properly.
  - d) Smaller target numbers can mean not being able to enter client information in iCARE
  - e) Insurance for small communities can be a high cost because any service outside of the office needs to be insured.
  - f) Training for staff is mandatory but not funded in terms of time and admin fees.
- 3) Consistency of Information:
  - a) Does Service Canada refer / know to refer to Settlement Agencies?
  - b) Responses from Service BC and Service Canada can be vague or confusing at times.
  - c) All clients have unique challenges to their case, making it difficult to provide specific answers; the client may get passed around if the Settlement Worker can't get an answer for their case.
  - d) Lack of information for pre-arrival services in small regions.
- 4) Eligibility:
  - a) Clients are being divided into invisible categories and do not always understand why; determining service eligibility can be time consuming and stressful for clients.
  - b) Clients who arrived prior to 1973 do not have a PR number, and cannot accurately be reported.
  - c) Top-up funding has been critical in providing services to TFWs and Naturalized Citizens
  - d) Some clients are resistant to give their permanent resident number.
  - e) Visitor clients with domestic disputes are ineligible for services and cannot be reported.
  - f) Only report on clients that are PR (CIC eligible) - rural areas have a lot more temporary residents that need the services immediately.
- 5) Programming:
  - a) Hours of operation are limited.
  - b) Some programs, particularly language classes, do not have the necessary number of clients to fill a complete class; this results in the creation of multi-level language courses. How can organizations provide innovative, cost-effective services to all cultural groups when there are not enough clients to bring in professional speakers?
  - c) Job Fairs – how to reduce competition between newcomers,
  - d) Some SPOs work in two regions, but cannot offer the same program in two locations; Services must be reflective of client needs, and ensure that there is the same access to everything; client numbers cannot be guaranteed because different regions encounter different issues.
- 6) Marketing & Logistical Barriers:
  - a) Lack of awareness of services.
  - b) Multiple offices across vast geographic regions; some programs are only available in one community or the other.



- c) Educating community on newcomers who immigrants are – not always just a visible minority.
- 7) Citizenship:
- a) Lack of formalized language assessments prevents clients from completing the requirements to acquire Canadian citizenship.
  - b) Cost of transport to an area with formal testing is too expensive. As a result, fewer permanent residents are applying for citizenship.

Solutions:

1. Database sharing and networking among agencies.
2. Info hub to have all community partners come together.
3. Online locality of websites – having one main community website of all of the service.
4. Host semi-annual meetings with all CIC funded programs (including LIP, SWIS, LINC, Settlement, AMSSA), to discuss challenges and solutions (specifically for those that don't have a LIP).
5. Create a standard for evaluating volunteers with weekly and monthly reports.
6. Pre-arrival services – make sure they are recruiting for smaller communities and how to better coordinate that.

**Discussion Question #2: How could we as SPOs better work together and share best practices and resources?**

- 1) Resource Sharing:
  - a) Pool resources for travelling language assessors.
  - b) Share contact information of immigration lawyers and consultants.
  - c) Create shared list of contacts for all North/Interior SPOs.
  - d) Website for organizations to contribute relevant information and ideas.
- 2) Online Community of Practice:
  - a) Create a shared calendar.
  - b) Allow all SPOs to add events and information about their programs.
  - c) Facebook group.
- 3) Networking Opportunities:
  - a) Opportunities for “formal” networking.
  - b) Community roundtables.
  - c) Face-to-face opportunities to create connections and referrals.

## **PRESENTATION #2: INTRODUCING SETTLEMENT SERVICES IN SMALLER COMMUNITIES**

**PRESENTER: SASA LOGGIN, SKEENA DIVERSITY SOCIETY**

- Terrace has a population of approximately 18,000.
- 15% are immigrants; 35% are First Nations.
- In the last 3 years economy has picked up.
- Skeena Industrial Development Park, a series of manufacturing plants will be creating 3000 direct jobs, which is an approx. 30% increase in the size of the community.
- Main industries are: housing construction, LNG mines and others.
- Skeena came about to address racism in the community.
- Skeena had the contract for the Welcoming Communities initiative in 2013 and has had the CIC Settlement Services CA since 2014.
- Challenges:
  - No immigration lawyers in the region.
  - Language services, but not LINC.
  - Housing is a big issue – new subdivisions going up, but prices are very high
  - Domestic violence and legal matters.
  - Community engagement.
    - Programs created to engage clients – social connection for newcomers: International cooking, artist gatherings, community mediation.
- Getting the word out and creating awareness, especially for new services.
  - Open connection – local TV channel, invited clients on the TV show to tell their stories.
  - Using free community events sections to promote services.
  - Creating 30 minute show on CityWest community channel.
  - Using Social Media (fb and twitter) to promote events and services.
- Maintained the partnerships from the Welcoming Communities, so when Skeena wanted to apply for LIPs contract, the partnerships were already in place.
- In smaller communities there is usually just one organization that can help newcomer clients and because of this, they must know a little bit about many areas and provide referrals to other organizations (ie. Domestic disputes – other organizations handle the domestic violence issues, while the SPO handles how to work with an immigrant).
- Reliance on volunteers; great to have settlement services in the community; creating a “Terrace family”

### **Q&A SESSION WITH SASA LOGGIN**

Q: How many staff do you have?

A: Two part time staff that each work 3 days; Sasa is the only full time staff person.

Q: Please describe your weekly cooking / Tai Chi classes.

A: Cooking classes are held in the large room in the office. Tai Chi are offered by a client volunteer.

Q: How do you find volunteers?

A: When someone comes into the office they are invited to volunteer and join in the activities.

Q: Who did your branding?

A: Staff member is graphic designer.

## **ROUNDTABLE DISCUSSION**

### **Discussion Question #1: How are you developing relationships with employers and TFW clients to improve the client's settlement and integration?**

1. Employers:

- a. Employers are very hard to reach, and do not often respond to calls or invitations.
- b. Employment facilitators can act as important outreach staff.
- c. Family members of employee (TFW) often require services.
- d. Some employers do not want their employees to connect with services.
  - i. It is important to give employers and their workers up-to-date, practical information. By offering workshops for employers, they can then begin to refer their employees to settlement services.
- e. Establish credibility with employers.

2. Temporary Foreign Workers:

- a. TFWs require assistance with issues related to sponsorship, pathways to permanent residency, work permits and express entry inquiries.
- b. Agricultural Workers:
  - i. Advocacy group for migrant workers provides support.
  - ii. Farms are isolated- clients aren't learning English.
  - iii. Timing is an issue for this client group because they are strictly here to work during certain times and cannot take time off from work to come in for services.
- c. Having immigration consultants on site (fee for service) to provide advice and info mitigates the issue of liability; there is a fine line between giving advice and giving information.
- d. TFWs often wait until the last minute before filing the necessary paperwork, as they are unaware of the time constraints that exist.
- e. It is important for TFWs to know their workplace rights.
- f. Coordinate LIP and Employment WorkBC contracts.
  - i. Referrals for TFWs; use other contracts as a stepping stone.
- g. Find ways to overcome "silo" mentality.

**Discussion Question #2: How are you raising awareness about your services? What are ways to reach new clients?**

1. Volunteer Recruitment:
  - a. Volunteer recruitment & retention is important for word-of-mouth recruitment of TFWs and newcomers.
2. Internet Accessibility:
  - a. Clients working on farms require in-person outreach strategies, as they often do not have internet access.
  - b. Internet outreach only appeals to some specific client groups.
3. Social Networking:
  - a. Facebook and Twitter.
4. Employer Outreach:
  - a. Employers often come to service providers, as they are the only place to go in smaller centres.
  - b. Build trust and relationships with employers, especially with direct visits.
  - c. Work with local Chamber of Commerce.
5. Leverage Existing Partnerships:
  - a. Use existing partnerships established under Welcoming Communities with a variety of stakeholders such as schools, post-secondary institutions, health care providers, legal services.
6. Advertising Platforms:
  - a. TV/Radio; sponsorship required
  - b. Print media: brochures, postcards, posters
7. Community Groups:
  - a. Specific cultural groups are great at mobilizing outreach to their group.
  - b. School district central admissions.
  - c. Different high traffic locations such as libraries, churches and the airport.
  - d. Municipal government – important to include in many activities.
  - e. Face-to-face interactions, morning & evening events.
  - f. Annual open houses, field trips & potlucks.
  - g. Rotary presentations

## PRESENTATION #3: IMMIGRATION SETTLEMENT SERVICE GAPS IN BRITISH COLUMBIA'S RURAL REGIONS

PRESENTER: DR. MIU CHUNG YAN, UNIVERSITY OF BRITISH COLUMBIA

- General information about the study:
  - Part of the study: Determining immigrant settlement services & gaps in CIC's western region.
  - Hosted by the Rural Development Institute (RDI), Brandon University.
  - 33 rural communities without LIP in 4 provinces and 3 territories.
  - 44 people surveyed.
  - Newcomers: Permanent Residents, Refugees, Refugee Claimants, Temporary Foreign Workers (TFW), Naturalized Citizens, and International Students that have been in Canada from 1 day to 5 years.
  - British Columbia:
    - Provincial Panel: CIC, BC Government and AMSSA.
    - 10 communities.
    - Survey: CIC funded and other SPOs.
    - Feedback meeting to verify data by a community focus group of 17 people.
- Immigration and BC: Some Facts
  - Majority PRs fall into Economic Immigrant Categories
  - Mainly from Asia and Pacific region
  - Temporary residents (TFW, Int Student, Refugee claimant and humanitarian) are *two times* more than PRs (e.g., 2012, Permanent Residents 36,241 vs. Temporary Residents 78,372).
  - Canada: increasing number of transition from TR to PR, from 69,274 (2008) to 79,154 (2012)
  - Decreasing number of immigrants to BC but increasing number not living in Census Metropolitan Area (CMA), 4.2% (2003) to close to 8% (2012)
  - Economic driven: jobs, housing, and study.
- Settlement and Integration:
  - 59.5% (very difficult or somewhat difficult) vs. 40.5% (somewhat easy)
  - 76.2% agreed >25% of newcomers find it difficult to access services in their community.
  - All respondents indicated that it is difficult for newcomers to obtain employment; lack of good job – high turnover and mobility
  - Environment factors - Spreading out in a vast area, weather in Winter, and lack of public transportation
  - Four most cited barriers:
    - Existing language training is only for CIC eligible clients; TFW cannot speak fluent English and employers not providing services; important to increase CIC eligibility to include TFW.
    - Finding affordable housing and/or a job.

- Confusion about where to get help.
  - Lack of local social connections.
- Settlement Services for CIC Eligible PR - main topics that came up under the headings of offered, to be expanded and needed were language training and information & orientation; help finding a job, services for seniors and social inclusion & integration support were all main topics that were highlighted for offered and need to be expanded.
- CIC ineligible client still need all settlement supports that CIC eligible clients need.
  - Need to upgrade language and create social connections.
- Organizational Capacity feedback:
  - There is a lack of core funding to support strategic and systematic planning.
  - Need financial support from non-government sources, but this requires time and staff
  - Organizations are doing their best to deal with all needs with what they already have but need more to deal with changes.
- Community Partnerships - Partnership with other SPOs are common particularly due to the previous Welcoming Community Initiative:
  - Strong desire:
    - To work with employers who are unwilling to take time to attend meetings.
    - Reactivate and expand previous WC initiative.
    - Organic partnership instead of formal and micromanaged process (or LIP).
- Rural Uniqueness:
  - Similar discriminatory conditions and practice: foreign credential, language and racial discrimination, lack of social connections, service and resources.
  - Unique to Rural communities:
    - *Geographic challenges*: newcomers widespread, lack of public transport, weather, concentration of services
    - *Unfamiliar encounter*: influx of ethno-racial newcomers to ethno-racial homogeneous community, intensifying discriminatory practice
    - *Small agencies*: multiple needs with limited programming and resource, blurred professional boundary
    - *Economic driven*: low skills jobs, economic cycle fluctuation, opposite trend of economy and housing cost, high turnover
    - *Rigid eligibility* for increasing number of temporary residents and secondary migrants (naturalized citizens)
- Suggestions:
  - Flexible and contextualized funding model and service eligibility
    - Creative and flexible service delivery model
    - Organic partnership model
    - Special services for non-eligible newcomers (international students to permanent residents)
  - Funding to support welcoming initiative that can bring people together - clients need relations and community building.

- Further study on the short- and long-term impacts of economic driven increase of newcomers in rural communities; at this point there is no study on this; how does that impact your town, local people and newcomers.

## Q&A SESSION WITH SPEAKER

Q: How did you pick the communities to research?

A: Communities were picked because they did not have a LIP; it was considered that LIP contract holders should be identifying the needs for their regions.

Q: When will this report be available publically?

A: Aiming for end of March – close to the Metropolis conference.

Q: Will there be suggestions for a better working model to include admin and service to client, changes to be made by the funder?

A: This is an issue that will be suggested in the final report.

## ROUNDTABLE DISCUSSION

### **Discussion Question #1: How does the research that has been presented reflect your agency / community?**

1. Rural Information:
  - a. Most of the information presented is reflective of rural communities.
  - b. Definition of “rural” may need refining.
2. Funding:
  - a. Limited for CIC eligible clients (PRs).
  - b. TFWs not funded by CIC yet they are a large client group in the region.
  - c. Not enough funding for support services (administration).
  - d. Issue of housing due to large number of transient workers and large companies renting out housing.

### **Discussion Question #2: What are the knowledge gaps?**

1. Knowledge Gaps in Research:
  - a. Keep current with changes in rural communities (actual circumstances on the ground).
  - b. Communities need to have reliable points of information between CIC & SPOs.

2. Research:

- a. Knowing about research done in local communities that can be used in proposals and reports.
- b. Stats and figures are often out-of-date, or are not at the regionally specific level they need to be (i.e. no community-specific information).

**Discussion Question #3: What are the best ways to disseminate information?**

1. Information Sharing:

- a. Local communities need to share their information with AMSSA.
- b. AMSSA & Metropolis are great resources to get information out quickly.
- c. AMSSA broadcast more about their weekly messages and their own capacity to help SPOs.
- d. SPOs are available to speak directly to those who call and request information.
- e. Important Challenge: does information get to other stakeholders, such as provincial ministries and municipal governments?

2. AMSSA Resources:

- a. Pre-recorded seminars (webcasts).
- b. Regional face-to-face meetings are successful.
- c. Eliminate passwords & profile for AMSSA resources so they are accessible to all.
- d. Publish Working Papers on new research, similar to the work provided by Metropolis.
- e. SPOS need access / connection with researchers.

3. CIC Resources:

- a. CIC officers keeping SPOs up-to-date with new information or changes that affect SPOs
- b. Strengthened relationships with CIC officers.



## VANCOUVER ISLAND PRESENTATIONS AND ROUNDTABLE DISCUSSIONS

### PRESENTATION #1: ISOLATION AND ACCESSING SERVICES IN REMOTE AND SMALLER COMMUNITIES

PRESENTER: RACHEL BLANEY, MULTICULTURAL AND IMMIGRANT SERVICES ASSOCIATION OF NORTH VANCOUVER ISLAND

- Building capacity – a lot of discrimination so had to build capacity in this area.
- Major success factor has been people and staff in the area, especially in smaller communities.
- Taking a client focused approach:
  - Needs: Identify and clarify
  - Solutions: Identify potential solutions
  - Implement: Identify steps towards solutions
  - Evaluation/ Support: How do we know it is working?
  - Review: What worked? Improvements
- Access to services identified by community members, clients in the Campbell River office, school district and North Island Employment.
- Examples of a solution in practice
  - There is a Settlement Worker that travels to North Vancouver Island region once a month for 2 days to provide services to clients; North Island Employment paying for Settlement Worker to provide settlement services and then refer to them for employment services.
  - Volunteers meeting clients on Skype.
  - Recruiting volunteers in each of the North Island regions.
  - Volunteers also providing English tutoring for children with low English levels; there are a lot of people in community want to volunteer.
  - Organization has a 1-800 number used to book appointments with clients.
- Conducting ongoing regional assessment to see who is coming to the region and why.
- Evaluation of progress:
  - Increase in clients and services.
  - Increase in partnerships.
  - Increased volunteer support – both locally and through technology
  - Feedback and client satisfaction surveys
  - Retention already identified
- Review the of outcomes in May.
- Key factors:
  - Identifying the immigrant/ refugee population in the areas.
  - Identifying key partners in the region and creating stronger relationships.
  - Volunteer activities.

## Q&A SESSION WITH RACHEL BLANEY

Q: Were you able to get computers for those that didn't have any?

A: Partnering with School Districts and North Island Employment to access computers; a lot work to set up, just having access to computers isn't enough. Internet connectivity is also a significant barrier.

*Comment from participant:* Social Enterprise – computer refurbishing program sells the computers for \$75 for the whole package (monitor, keyboard, PC, etc).

Q: Are there LINC assessors in your region?

A: Done through the college; trying to figure out what they need first before creating tools and resources for clients

Q: Is there a LIP contract in the North Island region?

A: No, the only LIP contract holder is in Comox Valley.

Q: What is the composition of the ethnic group?

A: There are many newcomers of Chinese and Vietnamese descent. There are many South African clients that are in the Skilled Worker category.

## ROUNDTABLE DISCUSSION

**Discussion Question #1: How has your organization dealt with the issue of isolation and clients accessing services? Have you had any innovative/unique programming to address this?**

1. "Greyzone" of Isolation:
  - a. Large distances are significant challenges, but clients may not be far enough away to have additional resources provided.
2. Partnerships:
  - a. Shared offices in urban centres.
  - b. Also safety for workers – isolation can lead to issues.
  - c. Who the partners are is important – vested interest, connection to the community.
  - d. Partner with library and neighbourhood houses, schools, churches, day-care.
    - i. Target parents with low literacy; 3-5 hours reinforcing parenting on strength based gentle approach – showing them how they are literate.
    - ii. Language acquisition is in everyday tasks (e.g. looking at home).

3. In-person Services:

- a. In-person services are still the most actively used services.
- b. Offer bus tickets for some clients.
- c. Libraries as a social hub.
- d. Engage in community events.
- e. Advertisements (on buses).
- f. Offering settlement based services in other locations (ex. Tim Hortons, hotel).
- g. Satellite offices.
- h. SWIS mobile workers.
- i. ESLSAP
  - i. Tutoring trying to keep without the funding – mentoring if possible or other areas of support.
  - ii. Found a space that is normally used on the weekend – childcare needed.
  - iii. Space examples: church, schools, community hall.

**Discussion Question #2: Has your organization been using distance education to provide language training or other types of training? What are the pros and cons of using this method? Does your organization currently have the capacity for distance education? If not, what are the gaps for your organization?**

1. Commonly Used Technologies:

- a. Skype
- b. LINC Home study
- c. Facebook & Social Media.
- d. Volunteers in isolated communities.
  - i. Difficult recruiting in some communities.
  - ii. Language supports in partnership with the library.
  - iii. Conversation circles supported by some churches.
- e. Rosetta Stone language acquisition online course.
  - i. Working with former teachers on this.
  - ii. Partnering with school district (#70) to provide clients access to computers.
- f. Libraries use “MANGO” website (<http://virl.bc.ca/elibrary/resource/mango-languages>).
  - i. Unlimited use, access from home, but limited number of languages supported.

2. PROs and CONs of Online Technology:

- a. Difficult with low language.
- b. Technology access is limited for some client groups.
- c. Intermittent internet access.

3. Engaging content:

- a. Create more engaging training.
- b. Distance learning – easy to become disengaged.
- c. Hosting space for distance education learners to learn together.

## **PRESENTATION #2: EMPLOYMENT SUPPORT FOR LOW-LEVEL ENGLISH CLIENTS**

**PRESENTER: CHARLEE TOUCHETTE, CENTRAL VANCOUVER ISLAND MULTICULTURAL SOCIETY**

- Client repercussions:
  - Unable to leave low paying jobs
  - Feelings of isolation, marginalization, frustration
  - Employer abuse or discrimination
  - Limited job opportunities
  - Skills stagnate
- Categories with lower/no English requirements:
  - Family Sponsorship (spouse, children, grandparents, parents, siblings, nieces)
  - Refugees
  - BC Business Immigration Class (Entrepreneur, Regional Entrepreneur, Strategic Projects)
  - CIC live in Caregiver (Functional Eng/French – no CLB level)
- Many work in same ethnic community – can create competitiveness (many lower English speakers vying for same positions).
- Exploitative – some employers used lack of English to justify working long hours and failure to pay overtime
  - Some employers using “probation” as a way to extract free labour
  - fear of losing jobs – client less willing to complain (may be less aware of legal rights)
- BC Economy Repercussions:
  - 40 % low English Skills are immigrants.
  - 60% of immigrants with a first language other than English have literacy levels below a high-school graduate.
  - 1% rise in literacy scores is associated with an eventual 2.5 % relative raise in labour productivity and a 1.5% rise in GDP per head.
- Low Level English Support:
  - Short-term training (FoodSafe, first aid) in the local community and also in other close by communities that may offer a longer course with modified language to support ESL learners.
  - Develop relationships with other service providers and stakeholders to orient them on speaking with or serving low level English clients.
  - May allow for an interpreter to be present
  - English Conversation Group
  - LINC classes
  - Trade Talks
    - Employers come to the centre to discuss what positions are available in their companies, discuss how to apply, what they want to see in a resume,

- application process, benefits, etc; gives clients an opportunity to meet employers face-to-face.
- Remain involved in the business community by attending business networking events at the Chamber of commerce and other associations to create connections for clients.
- Innovative ways to meet employers and other community stakeholders such as hosting a Tweet-up networking event.
- Clients volunteering to gain Canadian experience and learn about Canadian business culture.
  - Employers more willing to work around schedules.
  - Able to practice English skills and gain references.
- Encourage all settlement workers and career facilitators to utilize English with clients as much as possible
- Separate appointments for family members (i.e. husband and wife).
- CLBSO (Online, free CLB tests) - reading and listening exam online that provides an approximate score.
- Action Planning with the Client:
  - Looking at the client's career goals and breaking it down into smaller steps to obtain those goals (for example if a client would like to become a registered nurse, the small step would be to become a Health Care Assistant – Identify what is needed for HCA).
- Allow client to come to conclusions; client has answers; it can be empowering to find own answers as opposed to being told what to do.
- Positions may increase language attainment and further English confidence
- If the client is working, what supports are available? Is on the job training an option – online LINC classes or modified schedule?

## **Q&A SESSION WITH CHARLEE TOUCHETTE**

Q: What LINC levels are considered “low”?

A: Level 1-4 are considered low-level English skills.

Q: How long does it take to have clients move faster in gaining English skills and finding employment? Is there a more intensive intervention that would be appropriate?

A: There is an example of an Alberta program that has more targeted employment programs and services depending on the client's occupation, helping the client get a job quicker.

## ROUNDTABLE DISCUSSION

### **Discussion Question #1: Are there resources for low-level English immigrants related to employment? Are there specific resources for Vancouver Island?**

1. Service Providers:
  - a. SPOs have a wealth of information.
  - b. Translation services into simplified language.
  - c. Emotional support.
  - d. Conversation circles.
  - e. Skills Connect.
2. Colleges:
  - a. Vancouver Island University allows “sit ins” with low level English speakers.
3. Employers:
  - a. Immigrant employers as advocates – provide job training and English language skills
  - b. Employers stepping up and establishing connections.
    - i. Immigrant employers.
    - ii. Connections with past clients.
    - iii. Mentorship.
  - c. Encouraging employers to use Canada Job Grant.
  - d. Job Coaching and Job development.
    - i. Soft skills.
    - ii. Working with employers.
    - iii. Transfer of skills to other occupations.
    - iv. Want to become self-employed.
4. Other:
  - a. Identify hidden disabilities.
  - b. Targeted learning styled based on capacity and learning style.
  - c. Needs assessment.
  - d. Have trades company be responsible for resources.
  - e. Fast track for some people; create specific learning plans for specific clients.
  - f. Interpretation support (WHMIS, First Aid, Food Safe) – and adaptation of the curriculum.
  - g. Tours on site of local employment support offices that have been modified.
  - h. Community futures.
  - i. Volunteers tutors: resume, cover letter, interviewing
  - j. Community referrals for a bridging approach (partnering short term with businesses – job shadowing).

**Discussion Question #2: What are other employment resources and programs related to all clients (specific to Vancouver Island?)**

1. Get Youth Working (job subsidy program)
2. Immigrants in trades
3. Health match
4. ICES (at BCIT)
5. Free employment readiness courses offered at colleges and universities
6. Skills Connect
7. S.U.C.C.E.S.S. – foreign credential recognition program

**PRESENTATION #3: SECTOR RESEARCH UPDATE**

PRESENTER: ALEX KANG, AMSSA

**1: Why Don't Immigrants to BC Feel More "At Home"? Unpacking the Settlement Experiences of Newcomers**

- Originally presented by Dr. Lori Wilkinson, *University of Manitoba*, at the February 17, 2015 AMSSA E-Symposium.
- Objective of the study is to better understand the settlement experiences of immigrants in western Canada and how they may compare to immigrants in other provinces by examining:
  - Labour market
  - Service use
  - Social integration and cohesion
  - Language acquisition

**Basic Statistics:**

- Western Region Immigrant Arrivals 2003-2012 - Declining number of immigrants arriving to BC. Most arrivals to BC are family class. Immigrants in the Prairies and BC account for over half of employment growth in the entire country.
- 40% of population of Vancouver is immigrants.
- Economic migrants in BC make up 55% of population; in sample, only account for 40%. The data was weighted statistically to account for an over/under-representation; 40.5% family class in BC.

**Settlement Service Use:**

- A series of questions were asked about service use: Did you access services? How did you access service? Where did you get services?
- Cross referenced with age, immigration class and where the respondent lived.
- Nearly 1 in 3 immigrants in BC needed settlement services but did not access them. Alberta is the worst, at nearly 40%.

- Access to services is easier in big cities; urban defined as cities with over 10,000 people; In Manitoba 43% of residents in urban areas access services; Only 12% of rural immigrants in BC access services.
- Of those who accessed services, how satisfied were immigrants with the services they received?
  - Highest satisfaction with services was in Saskatchewan, Manitoba and Quebec. Some of the lowest satisfaction was for services in BC. Unsure of why this is; possible research question for the future.
- How might language be a barrier? Warning: any measure of language ability in a survey is very flawed. People tend to overestimate or under estimate. Very imprecise measurement of language fluency.
  - Those with poor language ability – almost half do not access services. Language can be a significant barrier to accessing services. This is a finding that does not deserve too much weight, as the language metric is not that strong.
- Those who didn't access services; why didn't they access?
  - Roughly 50% said they didn't need help.
  - Some researchers think immigrants are helpless; this is certainly not true – it takes a lot of determination to get out of country of origin..
  - Of the remaining individuals who didn't access services, many said it was because they weren't aware of them. This accounts for 18% in BC.
  - 7.6% said they lacked services in their communities. Some of these individuals probably didn't realize that services actually exist.
- What kinds of services do you most need? If you could only have one service, what would it be?
  - Employment services dominate for BC.
  - Supportive Counselling was second more important for BC.
- Summary of Access to Services - of BC respondents:
  - Nearly 1 in 3 needed settlement services but did not access them.
  - 55% were highly satisfied with the services they received.
  - 48% of those with no English ability did not access settlement services.
  - 18% indicate that their reason for not accessing services is because they did not know about them.

#### Sense of Belonging:

- Series of questions related to belonging in community, province, country. Do you fit in with people around you, at school and at work? Combined all measurements into one metric called "Sense of Belonging".
- 2 out of 3 still feel like they don't have a strong sense of belonging. Why?
- Females in BC have the weakest sense of belonging.
- Urban dwellers in BC have weakest sense of belonging.
- Refugees have the strongest sense of belonging.
- Experiences of Discrimination:



- Other set of questions – Have you been discriminated against and how were you discriminated against?
- Those with a strong sense of being discriminated against might have a lower sense of belonging. The data on this is odd – BC has the best discrimination scores. The rates of discrimination in BC are lower than all other provinces.
- 80% of males in BC said they'd never experienced discrimination. Significant difference to other prairie provinces.
- Difficult to reconcile these two findings; they are not being discriminated against, but they do not have a strong sense of belonging. How does this work together?
- Rural or Urban Experiences of Discrimination - 78% of those in BC who came as economic immigrants have never experienced discrimination.
  - 79% of Canadians said they would be comfortable both employing and working for someone of a different ethnic background.
  - 30% of Canadians agree that “immigrants take jobs from Canadians.”
  - 55% agree that immigrants are “very important to building a stable Canadian economic future.”
  - 81% of British Columbians of Chinese and South Asian descent report they've experienced some type of discrimination as a result of their ethnicity.

#### Labour Force & Foreign Credential Recognition

- Unemployment rate by immigration class. Only unemployment rate by immigration class that is available. For BC, unemployment rates are a little bit higher.
- Higher rates, and approximately 1 in 5 refugees are unemployed.
- What are the factors that influence an immigrant having a job?
  - Men in BC are 3 times more likely to be working than women.
  - Those with an education in Canada are 1.5 times more likely to be working. In Manitoba, Saskatchewan and Alberta, those with a Canadian education are actually less likely to be employed than those with a foreign education.
  - English language is a factor but not critical. If you can speak English you are 1.75 times more likely to be employed.
  - Length of time in Canada has very little effect.
  - Economic class immigrants are 3.5 times more likely to be employed.

#### **#2: Immigration Settlement Service Gaps in British Columbia's Rural Regions:**

Originally presented by Dr. Miu Chung Yan, *University of British Columbia*, at the AMSSA E-Symposium held on February 17, 2015.

*See presentation from Dr. Yan on Page 13 of this report.*

#### **#3: Sector Research Update**

- Current AMSSA Research Initiatives:
  - Temporary Foreign Worker Task Group.

- Vancouver City Local Immigration Partnership (VCLIP) Immigrant Survey.
- AMSSA 'Migration Matters' Info Sheet series.
- Immigration Research West (IRW).
- Pathways to Prosperity (P2P).
- Future Research and AMSSAs Research Advisory Committee:
  - Creation of Memorandum of Understanding.
    - Community University Research Principles (CURPS).
      - Allow settlement providers to have access to the data they help researchers collect.
    - "Inverted" research cycle.
    - Need for timely, relevant, digestible information.
  - Metropolis 2015 Conference (Vancouver).
    - Settlement Sector Plenary Session, scheduled March 26, 2015 at 11:30am.

## Q&A SESSION WITH ALEX KANG

Q: Why are more immigrants in Manitoba accessing services, compared to BC, Alberta and Saskatchewan?

A: Manitoba has a specific model that encourages all immigrants to pass through the doors of settlement agencies and their systems.

Q: What was the timeline involved on the slide regarding the job-skill match of immigrants who moved up or down following their move to Canada?

A: This data comes from the Western Canadian Settlement Survey (N=3,006), conducted via telephone survey in late 2012-early 2013. The data includes all immigrants, including those who have been settled in Canada for many years. Although speculative, it is likely that the 23% of immigrants in BC who indicated they moved up in job status may have been settled in Canada for a longer period of time.

Q: How did the researcher come up with stats on the satisfaction with services?

A: This data came from the Pan Canadian Settlement Survey (N=20,818), with random sampling conducted via telephone survey. The survey question asked, for those immigrants who had accessed services, how satisfied were they with the services they received? There were three responses available: low, medium and high satisfaction.

Q: What is the timelines for launching CURPS across British Columbia?

A: AMSSA's Research Advisory Committee proposed the idea to launch CURPS simultaneously around the province in the February 4, 2015 meeting. Although further input from the RAC is still

required, AMSSA anticipates releasing the CURPS to settlement providers at the next set of Regional meeting, currently scheduled for October 2015.

CURPS is not meant to be a required document for settlement providers to use when working with researchers / universities. Instead, CURPS are intended to be an optional tool for community organizations and researchers to draw open to ensure the data that is collected can be made accessible to service provider organizations.

## **ROUNDTABLE DISCUSSION**

### **Discussion Question #1: How does the research that has been presented reflect your agency / community?**

*Due to time constraints, participants were asked to skip this question in favour of completing questions 2 and 3.*

### **Discussion Question #2: What are the knowledge gaps?**

1. Evaluation frameworks – promising practices within organizations and within the sector.
2. Need local data and statistics, especially for rural, immigrant focused info.

### **Discussion Question #3: What are the best ways to disseminate information (knowledge transfer)?**

1. AMSSA Resources:
  - a. Emails – don't have time to check updates on websites and to search through details.
  - b. Settlement Net
    - i. Useful for Weekly Updates to have more info in text; easier to print.
    - ii. Encourage management to register staff.
    - iii. Create segments.
    - iv. Remove password protection.
  - c. Newsletter – highlight important topics.
  - d. E-symposia – able to set aside a period of time to watch the e-symposia online; different interesting speakers; important and helpful to hear others' questions and answers.
  - e. In-Person meetings – retain information; allows for points to be clarified.
2. Other Tools to Disseminate Information:
  - a. Social Media – able to "retweet" (RT) and forward links / information.
  - b. "Did you know" statistics that are presented graphically (for example using Infographics, not graphs – more visual).

## EVALUATION

All meeting attendees were given an evaluation form to complete. Please see *APPENDIX 3* for a summary of the results.

## APPENDIX 1 - AGENDAS

### NORTH / INTERIOR - WINTER 2015 REGIONAL MEETING

**Date & Time:**

February 20, 2015 | 9:00 a.m. – 2:30 p.m.

**Location & Address:**

Sheraton Vancouver Airport Hotel | 7551 Westminster Highway, Richmond, BC V6X 1A3

### MORNING AGENDA

- |                            |   |
|----------------------------|---|
| <b>8:30 am – 9:00 am</b>   | <b>Breakfast &amp; Informal Networking</b>  |
| <b>9:00 am – 9:15 am</b>   | <b>Welcome / Introductions / Overview of Agenda</b><br>Katie Rosenberger, <i>Program Director, AMSSA</i>  |
| <b>9:15 am – 9:30 am</b>   | <b>Province of BC Remarks</b><br>Vicki Chiu, <i>Ministry of Jobs, Tourism and Skills Training, Province of British Columbia</i>   |
| <b>9:30 am – 10:30 am</b>  | <b>Opportunities and Innovative Practices</b><br>Katelin Mitchell, <i>Immigrant Services Manager, Kelowna Community Resources</i> <ul style="list-style-type: none"><li>• Q&amp;A Session with Speaker</li><li>• Roundtable Discussions</li><li>• Questions for Discussion<ol style="list-style-type: none"><li>1. What challenges in common still exist and how can we work as a region to address them?</li><li>2. How could we as SPOs better work together and share best practices and resources?</li></ol></li></ul>  |
| <b>10:30 am – 11:00 am</b> | <b>Networking &amp; Coffee Break</b>  |
| <b>11:00 am – 12:00 pm</b> | <b>Introducing Settlement Services in Smaller Communities</b><br>Saša Loggin, <i>Executive Director, Skeena Diversity Society</i> <ul style="list-style-type: none"><li>• Q&amp;A Session with Speaker</li><li>• Roundtable Discussions</li><li>• Questions for Discussion:<ol style="list-style-type: none"><li>1. How are you developing relationships with employers and TFW clients to improve the clients' settlement and integration?</li><li>2. How are you raising awareness about your services? What are ways to reach new clients?</li></ol></li></ul> |



12:00 pm – 1:00 pm

Lunch

## **AFTERNOON AGENDA**

**1:00 pm – 2:20 pm**

### **Presentation: Immigration Settlement Service Gaps in British Columbia's Rural Regions**

Dr. Miu Chung Yan, *University of British Columbia*

Q&A Session with Dr. Yan

Roundtable Discussion

1. How does the research that has been presented reflect your agency/community?
2. What are the knowledge gaps?
3. What are the best ways to disseminate information (knowledge transfer)?

**2:20 pm – 2:30 pm**

### **Wrap Up / Evaluation**

Katie Rosenberger, *AMSSA*

## VANCOUVER ISLAND - WINTER 2015 REGIONAL MEETING

### Date & Time:

February 27, 2015 | 9:00 a.m. – 2:30 p.m.

### Location and Address:

Coast Bastion Hotel | 11 Bastion Street, Nanaimo, BC V9R 6E4

### MORNING AGENDA

<b>8:30 am – 9:00 am</b>	<b>Breakfast &amp; Informal Networking</b>
<b>9:00 am – 9:15 am</b>	<b>Welcome / Introductions / Overview of Agenda</b> Katie Rosenberger, <i>AMSSA</i>
<b>9:15 am – 9:30 am</b>	<b>Province Remarks</b> Joni Rose, <i>Ministry of Jobs, Tourism and Skills Training, Province of BC</i>
<b>9:30 am – 10:30 am</b>	<b>Isolation &amp; Accessing Services in Remote &amp; Smaller Communities</b> Rachel Blaney, <i>Multicultural &amp; Immigrant Services Association of North Vancouver Island (MISA)</i>
	Q&A Session with Panellist
	Roundtable Discussion
	Guided Questions: <ol style="list-style-type: none"> <li>1. How has your organization dealt with the issue of isolation and clients accessing services? Have you had any innovative/unique programming to address this?</li> <li>2. Has your organization been using distance education to provide language training or other types of training? What are the pros and cons of using this method? Does your organization currently have the capacity for distance education? If not what are the gaps for your organization?</li> </ol>
<b>10:30 am – 11:00 am</b>	<b>Networking &amp; Coffee Break</b>
<b>11:00 am – 12:00 pm</b>	<b>Employment Support for Low-Level English Clients</b> Charlee Touchette, <i>Central Vancouver Island Multicultural Society (CVIMS)</i>
	Q&A Session with Panellist
	Roundtable Discussion

Guided Questions

1. Are there resources for low-level English Immigrants related to employment? Are there specific ones for Vancouver Island?
2. What are other employment resources and programs related to all clients (specific to Vancouver Island)?

(For both questions, please provide names, organizations, contacts where possible).

12:00 pm – 1:00 pm

Lunch

**AFTERNOON AGENDA**

**1:00 pm – 2:20 pm**

**Sector Research Update**

Alex Kang, AMSSA

Summary of Research Reports:

1. *Immigration Settlement Service Gaps in British Columbia's Rural Regions* by Dr. Miu Chung Yan from University of British Columbia
2. *Why don't immigrants in British Columbia feel more 'at home'? Unpacking the settlement experiences of newcomers* by Dr. Lori Wilkinson from the University of Manitoba and the Director of Immigration Research West
3. Research Topics for the sector
4. Metropolis Conference

Roundtable Discussion

4. How does the research that has been presented reflect your agency/community?
5. What are the knowledge gaps?
6. What are the best ways to disseminate information (knowledge transfer)?

2:20 pm – 2:30 pm

Wrap Up / Evaluation

Katie Rosenberger, AMSSA



## APPENDIX 2 – ATTENDEE LIST

### NORTH / INTERIOR

#	Name	Title	Organization	Attended
1	Ali Wassing	Executive Director	Columbia Basin Alliance for Literacy	Yes
2	Andrea Massing	ESL Co-ordinator	Lower Similkameen Community Services Society	Yes
3	Arvinder Billing	Coordinator - SWIS	School District No. 57 – Prince George	Yes
4	Baljit Sethi	Executive Director	Immigrant and Multicultural Services Society	Yes
5	Carol Wutzke	Executive Director	Vernon & District Immigrant Services Society	Yes
6	Cathryn Olmstead	Executive Director	Smithers Community Services Association	Yes
7	Cindy Wong	Manager	Integration BC-Yukon, Citizenship & Immigration Canada (CIC)	Yes
8	Dawn Blake	Settlement Services Coordinator	Hecate Strait Employment Development Society	Yes
9	Debbie K Mah	Director of Learning Services	School District No. 60 - Peace River North	Yes
10	Elizabeth Hoffman	Special Projects Manager	Kitimat Immigration Resource Centre/CDC	Yes
11	Gudrun Malmqvist	Executive Director	Shuswap Settlement Services Society	Yes
12	Jennifer Neis	Executive Director	Dawson Creek Literacy Society	Yes
13	Karen Sansom	Associate Dean, Arts & Foundational Programs	Okanagan College	Yes
14	Katelin Mitchell	Immigrant Services Manager	Kelowna Community Resources	Yes
15	Kim McPhedran	Regional Manager	S.U.C.C.E.S.S.	Yes
16	Lorena Lopez Caracheo	ESL Program Coordinator	Fort Nelson Community Literacy Society	Yes
17	Lucy Redfearn	ESLSAP coordinator	Chetwynd Public Library	Yes
18	Dr. Miu Chung Yan	Professor	University of British Columbia	Yes
19	Murray George	Executive Director	Literacy Terrace	Yes
20	Pat Colbourne	Executive Director	New Focus Society	Yes
21	Paul Lagace	Executive Director	Kamloops Immigrant Services	Yes
22	Rick Oliver	Director of Instruction	Central Okanagan School District	Yes
23	Robin Howell-Jones	Supervisor	Integration BC-Yukon, Citizenship & Immigration Canada (CIC)	Yes
24	Saša Loggin	Executive Director	Skeena Diversity Society	Yes
25	Tahira Saeed	Program Manager	SOICS	Yes
26	Vicki Chiu	Program Manager	Ministry of Jobs, Tourism and Skills Training, Province of BC	Yes

**TOTAL ATTENDEES: 30**

INCLUDING 4 AMSSA STAFF: Bahar Taheri, Katie Rosenberger, Lynn Moran, Marion Kao

**REGRETS:**

*Cariboo-Chicoutin Partners for Literacy Society*  
*College of New Caledonia*  
*Kitimat Community Services Society*  
*Ki-Low-Na Friendship Society*  
*North Okanagan Social Planning Council*  
*Valemount Learning Centre*

**VANCOUVER ISLAND**

#	Name	Title	Organization	Attended
1	Anne Matheson	Settlement Services Assistant	Cowichan Intercultural Society	Yes
2	Charlee Touchette	Employment Consultant	Central Vancouver Island Multicultural Society	Yes
3	Charmead Schella	Executive Director	Literacy Alberni Society	Yes
4	David Lau	Exec Dir	VIRCS	Yes
5	Dominic Fung	Program Advisor	Immigrant Integration Unit, LMID, JTST	Yes
6	Grace Van Fleet	Acting Manager	Integration BC-Yukon, CIC	Yes
7	Jody Schneider	Program Assistant, representing Executive Director	The Career Centre (The Tutor Program)	Yes
8	Joni Rose	Program Advisor	Immigrant Integration Unit, LMID, JTST	Yes
9	Kelli Henderson	Manager - PR Immigrant Services	Powell River Employment Program (PREP) Society	Yes
10	Leanne Gislason	Settlement Dir	VIRCS	Yes
11	Meghan Mergaert	Development Manager	Inter-Cultural Association of Greater Victoria	Yes
12	Michelle Redfern	Settlement Services Coordinator	Cowichan Intercultural Society	Yes
13	Rachel Blaney	Executive Director	Multicultural and Immigrant Services Association of North Vancouver Island	Yes
14	Robert Dawkes	Program Director	Central Vancouver Island Multicultural Society	Yes
15	Tasha Page	Settlement Coordinator	Multicultural and Immigrant Services Association of North Vancouver Island	Yes
16	Winnie Lee	Director of Operations	Inter-Cultural Association of Greater Victoria	Yes

**TOTAL ATTENDEES: 20**

INCLUDING 4 AMSSA STAFF: Alex Kang, Bahar Taheri, Katie Rosenberger, Lynn Moran

## APPENDIX 3 – SUMMARY OF EVALUATION RESULTS

### NORTH / INTERIOR EVALUATION RESULTS

Total respondents: 19

#### A. Please indicate your level of satisfaction in achieving the following outcomes in today's event:

Learning Outcome	Strongly Disagree	Disagree	Agree	Strongly Agree
I found value in the discussions of opportunities and innovative practices within my region.	0 (0%)	0 (0%)	6 (32%)	13 (68%)
I found value in the recent research presented on my region and the opportunity to discuss the findings with my colleagues.	1 (5%)	0 (0%)	10 (53%)	8 (42%)
I had the opportunity for consultation with CIC and the Province of BC.	0 (0%)	3 (16%)	10 (52%)	6 (32%)
I was able to have collaborative and meaningful discussions on the topics presented.	0 (0%)	0 (0%)	6 (32%)	13 (68%)
I feel more engaged with other regional service providers attending the event.	0 (0%)	0 (0%)	4 (21%)	15 (79%)

#### B. Please rate the following:

Meeting Components	Poor	Fair	Good	Excellent
Presentation: Opportunities & Innovative Practices	0 (0%)	1 (5%)	7 (37%)	11 (58%)
Presentation: Introducing Settlement Services in Smaller Communities	0 (0%)	1 (5%)	8 (42%)	10 (53%)
Presentation: Immigration Settlement Service Gaps in British Columbia's Rural Regions	0 (0%)	0 (0%)	5 (26%)	14 (74%)

#### C. Please rate the following:

Other	Poor	Fair	Good	Excellent
Pre-Event Communications and Organization	0 (0%)	0 (0%)	4 (22%)	14 (78%)
Organization of the Day	0 (0%)	1 (6%)	2 (11%)	15 (83%)
Venue and Facilities	0 (0%)	0 (0%)	8 (44%)	10 (56%)
Event Topics	0 (0%)	2 (11%)	5 (28%)	11 (61%)

**D. What topics would you recommend for future AMSSA training opportunities (i.e. e-symposium, webcast, and webinar)?**

- Future of settlement services – what challenges are and how to cope with these challenges
- The next call for proposal
- Current & new CIC changes & programs
- Best practices/more research
- Mental health/employment tools
- More skill building activities as opposed to round table discussions
- Dr. Miu’s presentation was excellent and more of this kind of activity would be great!
- Continued opportunities to brainstorm solutions within our region
- Rights for TFW
- Some ways to have a certification or authority to talk with employers and other services that our clients need
- TFW training
- Smaller centre vs larger centre
- Face to face allows more collaborative sharing. Too many webinars to keep up with right now. Balance is needed.

**E. What suggestions do you have for improvement?**

- Ask the service providers what their needs and concerns are
- Continue with these in person meetings because it helps us all exchange ideas & share info
- Everything was great
- Facilitation roundup/conclusion/summary after each group discussion
- The focus is on settlement issues solely - language delivery receives little or no attention. I hope future events will address this.
- Leave mushrooms off the menu!
- N/A
- Loved hearing from other SPU’s + discussion
- To change tables more often/or more than once
- More regional specific issues or ideas shared
- This was really good and having funders in sessions is an excellent idea as it provides us + them with information

**F. Additional Comments:**

- The settlement service provider just mention what she is doing nothing new. It was not proper use of the time we all spent
- AMSSA is the best!! Kelowna or Vancouver is fine. (SOICS – Penticton)
- Conferences – ok Vancouver/Mid-week for easy flight schedules
- Vancouver seems to be a fair location for meeting
- Please continue with the Vancouver venue for the meeting.
- Great facilitation/Very engaging discussions taking place/Great job/Love Vancouver location!
- Vancouver meetings fine since we can all get here easily.
- Thank you!
- Meeting in Vancouver was great – much easier/time. It was great to be here.

- Thank you! This was the best meeting, great energy, very informative – YES for Vancouver
- Like it in Kelowna, but the direct flights are nice. My parents + in-laws live in Kelowna + Summerland, so makes it easy to bring my daughter. But either work fine. Great to have it on Fridays.
- Having the meetings in Vancouver works good for me, thank you!
- Thank you. Vancouver on Friday is perfect.
- Vancouver + Friday is perfect for the AMSSA meetings!
- Vancouver is fine as a venue!
- I love having it in Vancouver or Kelowna!
- Kelowna was a more preferable location for me but Richmond is certainly easy as well.
- Thank you! Really enjoyed the convenience of Vancouver as a destination for this meeting.

## VANCOUVER ISLAND EVALUATION RESULTS

Total respondents: 15

### A. Please indicate your level of satisfaction in achieving the following outcomes in today's event:

Learning Outcome	Strongly Disagree	Disagree	Agree	Strongly Agree
I found value in the discussions of isolated and remote communities and access services, and the employment support for clients in Vancouver Island.	0 (0%)	1 (7%)	5 (33%)	9 (60%)
I found value in the recent research presented on my region and the opportunity to discuss the findings with my colleagues.	0 (0%)	1 (7%)	5 (36%)	8 (57%)
I had the opportunity for consultation with CIC and the Province of BC.	0 (0%)	1 (8%)	8 (62%)	4 (31%)
I was able to have collaborative and meaningful discussions on the topics presented.	0 (0%)	0 (0%)	6 (40%)	9 (60%)
I feel more engaged with other regional service providers attending the event.	0 (0%)	0 (0%)	6 (40%)	9 (60%)

### B. Please rate the following:

Meeting Components	Poor	Fair	Good	Excellent
Presentation: Isolation & Accessing Services in Remote & Smaller Communities	0 (0%)	0 (0%)	3 (21%)	11 (79%)
Presentation: Employment Support for Low-Level English Clients	0 (0%)	1 (7%)	8 (53%)	6 (40%)
Presentation: Sector Research Overview	0 (0%)	1 (6%)	7 (47%)	7 (47%)

### C. Please rate the following:

Other	Poor	Fair	Good	Excellent
Pre-Event Communications and Organization	0 (0%)	0 (0%)	6 (40%)	9 (60%)
Organization of the Day	0 (0%)	0 (0%)	2 (13%)	13 (87%)
Venue and Facilities	0 (0%)	0 (0%)	3 (20%)	12 (80%)
Event Topics	0 (0%)	0 (0%)	3 (20%)	12 (80%)

**D. What topics would you recommend for future AMSSA training opportunities (i.e. e-symposium, webcast, and webinar)?**

- What are the available settlement services available in BC? They seem to change all the time!
- Express entry.
- Overseas services.
- Express entry? Impact on settlement?
- Crisis support / assisted access for low level English speakers.
- How CIC is evaluating the online LINC program.
- Best practices around Canada – what is new and innovative.
- Services need for employers to understand how to connect to immigrant employees.
- How are smaller businesses:
  - Using Express Entry.
  - Understanding international skills (net credentials).
- More employment information:
  - Foreign credential recognition processes – licensing in certain professions, work government is doing with professional associations, different co-op/intern opportunities (federal government, provincial government, banking, etc.). I think David from VIRCS knows a lot.
- How to support Muslim families who are coming from more conservative societies and settling in rural areas where they aren't finding likeminded community – especially difficult for adolescent children.
- Best practices in Advertising services + programs – advertising takes a ton of time and strategies used are not effective (email saturation) curious as to what other orgs are doing + finding productive.
- Needs assessment + settlement plans best practices.
- Monitoring + evaluation best practices + examples.
- What do formalized employment mentoring programs look like.

**E. What suggestions do you have for improvement?**

- None – fab-u-lous!
- Great job – thank you!
- Come visit us in June - beautiful time.

**F. Additional Comments:**

- Thanks!
- I thought this was a fabulous regional meeting! You are doing really great work!
- Thanks 😊.
- First one I have attended + found it to be very useful / engaging. Great to meet others in the field.
- As always – very well done and in a very short timeframe.
- The region is Vancouver Island and Powell River. Please make sure they have earl grey tea!
- Thank you – I find these gatherings very informative + useful, it is nice that you feed us 😊.