

Improving Service Delivery in BC

This edition of Migration Matters provides an overview of IRCC's Service Delivery Improvement (SDI) funding stream and showcases projects in order to highlight current research, best practices and encourage further collaboration between programs, providers and regions. Please note that this is not an exhaustive list of all funded SDIs. The following SDI projects are those that are located in BC and have been confirmed at the time of publication. Entries may have been edited for purposes of space and clarity.

Introduction

Service Delivery Improvements (SDI) funding is a dedicated stream within the Settlement Program of almost \$150 million over 5 years. The funding was allocated to the department through the 2017 Immigration Levels Plan. Following the first expression of interest process for SDIs launched in fall 2017, IRCC is now funding more than 100 projects across the country. There are 17 projects in British Columbia.

To better support newcomers to Canada, these projects aim to increase the **efficiency** and **effectiveness** of the Settlement Program. They are informed by **user-centred design** principles and approaches and intend to improve our understanding of newcomer needs and our service delivery responses to them.

There are 7 funding streams under the SDI:

- Language acquisition
- Employment
- Youth supports
- Harnessing volunteers and supporting capacity-building in the settlement sector
- Pay-for-performance
- Newcomer well-being and programming to support vulnerable clients
- Research and analysis to drive innovation and understand the user experience.¹

The Burnaby Youth Wraparound Project Burnaby School District with MOSAIC & Douglas College

This project focuses on researching the evidence-based, flexible, effective responses to the existing service gaps for the older cohort of late arriving newcomer youth (18-24). Special emphasis is on vulnerable at-risk immigrant and refugee youth, who age out of the schools without graduating or are currently in grade 12 without prospect of graduation. Ongoing wraparound settlement support, post-secondary orientation, employment counselling, volunteering opportunities & psychological support are all offered.

LINC Engage

Reference

¹ [Service Delivery Improvements \(2017\) Funding Guidelines. IRCC](#)

Integrate Tri-Cities: Newcomer Youth Employment Program

Coquitlam Continuing Education (SD #43)

In partnership with Tri-Cities Chamber of Commerce, Coquitlam Open Learning, Express Employment Professionals, and Douglas College's Career Paths for Skilled Immigrants, *Integrate Tri-Cities* supports English language learners aged 17-29 with gaining sustainable employment. The program includes employment skills training, short-term occupational certificates and flexible part-time scheduling to help newcomers find work and build a career plan. Participants are connected to employers and workplaces that facilitate their smooth transition into the workforce.

Douglas College with research partner Blueprint-ADE

Immigrant and refugee youth (18-29) build and share a creative team project from start to finish, improving their English language and essential skills along the way. The objective is to complete LINC 4 while making friends and building skills for work and post-secondary education.



Youth attend 16 weeks of class from 9:00am - 3:00pm at Douglas College in Surrey and New Westminster.

Spark and Ignite - Entrepreneurial Programs ISSoBC

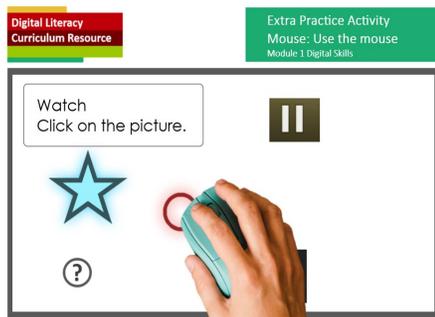


Spark is a business idea incubation program for refugees and immigrants who have a drive for self-employment but who need support in developing their ideas for a Canadian context. Ignite is an entrepreneurial program that

workshops participants' viable business ideas and supports them in launching their business in B.C. These entrepreneurial programs use a case management approach to offer customized assistance for entrepreneurs.

Digital Literacy Curriculum Resources for LINC Clients ISSofBC in partnership with Burnaby English Language Centre, VCC and UBC Learning Exchange

The goal of the project is to develop Digital Literacy curriculum modules and resources/tools for LINC Literacy to CLB 6 clients. The resources will allow clients to acquire core digital literacy skills, to participate more fully in LINC and gain skills to use technology in their daily lives. The modules can be delivered within existing LINC classes by LINC instructors or as stand-alone digital literacy classes. ISSofBC will share the resources within BC when complete (April 2020).



Applied Skills Curriculum to Empower Newcomer Development Immigrant Employment Council of BC

ASCEND is a blended online and face-to-face employment-readiness pilot program. It is designed to enhance the soft skills and intercultural competencies of skilled newcomers to improve labour market attachment. The project was shaped by feedback from employers and HR representatives that identified challenges hiring skilled newcomers and supporting their workplace integration and retention. The project is being delivered by S.U.C.C.E.S.S.; Douglas College's Training Group; YWCA Metro Vancouver; North Shore Multicultural Society; Back in Motion; DIVERSEcity Community Resources Society and ISSofBC. In March 2020, ASCEND will expand to additional service providers and communities across BC. Newcomers in remote communities will be able to access online modules.

New Directions in LINC: An Open Learning Centre for Language and the Workplace New Directions

Langley PRs, GARs and PSRs with skill areas that are 2 CLB levels below their other skills, can join user-centered work stations to target specified skills and tasks before re-entering the regular LINC class. The Open Learning Centre (OLC) is open 9:00am - 6:00pm Monday through Saturday and supports client-centered scheduling. Two instructors per each CLB stage assist learners by integrating actual workplace resources for skill building and Portfolio-based Language Assessment artefact collection. This model is an excellent best practice for smaller LINC centres with multi-level classes.

GAR Settlement, Social Integration and Employment Outcomes in BC: Reflecting on a Decade of Arrivals ISSofBC in partnership with Dan Hiebert UBC Geography

Currently there is no publicly available strategic tracking data of Government Assisted Refugee (GAR) outcomes over the long-term. The partners on this project are proposing a multi-lingual, multi-method research project to fill that gap and better understand the settlement, social integration & labour market outcomes of GARs up to 10 years after their arrival in B.C. The project will be guided by a multi-stakeholder Advisory Committee (including former GARs). Findings will be supplemented by key informant interviews and a working meeting of the National RAP (Resettlement Assistance Program) Working Group to explore how findings can inform future programming and explore potential (re)settlement program redesign.

Open Spaces Project

North Shore Multicultural Society in partnership with the North Shore Immigrant Inclusion Project

The Open Spaces Project finds innovative ways to address historical and systemic exclusions by centering the voices and wisdom of those who have lived experiences of oppression. The project brings together newcomers, long-term residents and Indigenous Peoples through a series of community engagement approaches such as experimental activities held in workplaces and public venues to discuss themes of immigration, integration, diversity and belonging.

Connecting Newcomer Seniors and Newcomers with Disabilities Project: Social Innovation Lab

Options Community Services in partnership with InWith-Forward

The purpose of the project is to use research and design thinking to co-design innovative solutions for newcomer seniors and newcomers with disabilities. The project's various phases include: ethnographic research, creative ideation, co-design sessions with newcomers, prototyping and re-iterating ideas multiple times. This project aims to develop supports for newcomer seniors and newcomers with disabilities in a different way, sourcing from newcomers themselves and designing with them.



Funded by:

Financé par :

MentorApp Project
PeaceGeeks

This project is intended to create a platform that connects skilled newcomers to local professional. The project has three goals. The first is to create stronger labour outcomes for newcomers through easier access to mentors with relevant background and experience. Second, to design and develop an online application to help newcomers better connect with mentors. The final goal is to build settlement sector knowledge, collaboration, and capacity around access to mentoring.



Settlement 2.0
PeaceGeeks

This research project will provide a vision and strategy for helping the Canadian settlement sector embrace a culture of technology, innovation, and collaborative practices that can lead to sustained improvements in outcomes for newcomers, settlement organizations, and the Canadian community as a whole. By March 2020, PeaceGeeks will deliver tangible recommendations to key funders, as well as a report to the community on the outcomes of the research and suggested next steps.

How do you solve a problem like Maria? Addressing Childcare, Access to Services, Living Wage and Women's Work in Settlement

Pacific Immigrant Resources Society

For immigrant women with young children, access to quality childcare is one of the barriers that impacts their settlement outcomes. PIRS aims to break down that barrier through a childminding "pop-up" social enterprise. The 8-month program trains newcomer women to work in the childminding social enterprise and also creates a pathway for other employment in childcare. Second, PIRS provides quality onsite programming and trauma-informed childminding to settlement services to allow immigrant women to attend training, which ultimately enhances settlement outcomes. The final goal is to provide newcomer women with a living wage. Partners on this project include: CMAS, ISSofBC, MOSAIC, Propellor Advisors, United Way of the Lower Mainland, Vancity Credit Union, Vancouver Community College and Westcoast Childcare Resources Centre.



Learning Journeys: Pathways for and with Immigrant Women

Pacific Immigrant Resources Society

This participatory research project aims to better understand key challenges faced by immigrant women in their settlement journeys. They face multiple barriers such as language and childcare issues, uncertain employment pathways and trauma. Ethnographic research, Learning Labs and a pilot project are used to address immigrant women's needs, strengths, challenges and goals. Emphasis is placed on holistic approaches that consider elements such as family context, well-being, and sense of identity, as well as the importance of social and community connections for immigrant women.



Make It! - Social Entrepreneurship for Immigrant and Refugee Women

Vancouver Community College

The project supports immigrant and refugee women in using maker skills to pursue entrepreneurial activities and improve their settlement process. Participating women access a 10-week training program and then receive 6-9 months of guidance in developing a collective business and seeking relevant market opportunities. VCC is working in partnership with DIVERSEcity Community Resources Society, Pacific Immigrant Resources Society; Okanagan partners: Okanagan College, South Okanagan Immigrant & Community Services and Community Futures Okanagan-Similkameen on this project.

Funded by:

Financé par :



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

See all issues of AMSSA's Migration Matters: www.amssa.org/resources/Infosheet.

Self Employment for Newcomers

YMCA of Greater Vancouver in partnership with the North Shore Multicultural Society



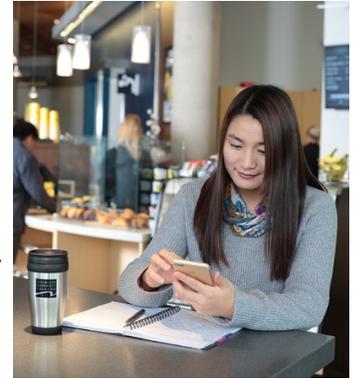
This 8-week program helps new immigrants and eligible refugees launch a business in Canada. Participants attend group workshops and access business plan development and private business

advising. The program is designed for newcomers who are not eligible for other government funded self-employment programs. Self Employment for Newcomers (SEN) also connects participants to vital community services, supports with English language skills and helps newcomers to build their professional networks. The program empowers immigrants & refugees with:

- The Steps to Start a Small Business,
- Instruction on Developing a Business Plan
- Confidence and Advising to Launch a Business
- Knowledge about Business Practices in Canada.

mLearning—Mobile learning to support LINC students
Vancouver Community College with Cell-Ed

Open to newcomers on a LINC waitlist or in a part-time class, this project tests Cell-Ed’s mobile English learning platform and English-on-the-Go curriculum while providing flexibility for those who want to improve their English skills, but are unable to access LINC classes due to waitlists or complex life, work or family schedules. The app differs from other language-learning apps because it includes integration with real-life, VCC-trained coaches who answer learner’s questions by text message or phone call.



Continued Service Delivery Innovation

All first round SDI projects are to end no later than March 31, 2021. Moving forward, IRCC intends to undertake two (2) EOI processes each Fiscal Year (FY). For any clarification or questions concerning the EOI process, please contact IRCC at CFP@cic.gc.ca.¹

Populations Served by Direct Service Delivery Projects (Research Projects Excluded)

Project Titles	Permanent Residents	Refugees (PSRs, GARs)	Refugee claimants	Canadian citizens	Other
Burnaby Youth Wraparound Project					Newcomer youth (18-24)
Integrate Tri-Cities	X	X			Newcomer youth 17-29
LINC Engage	X				
Applied Skills Curriculum to Empower Newcomer Development	X				
Spark and Ignite	X	X	X		
Digital Literacy Curriculum Resources for LINC Clients					Literacy - CLB 6 LINC clients
New Directions in LINC	X	X			LINC clients with spiky CLBs
Open Spaces Project	X	X	X	X	Indigenous Communities, Temporary Residents
Connecting Newcomer Seniors and Newcomers with Disabilities Project	X	X			
PeaceGeeks projects	X	X	X		
How do you solve a problem like Maria?	X	X	X	X	
Make It!	X	X			
mLearning					Part time/waitlisted LINC clients
Self-Employment for Newcomers (SEN)	X	X	X		

Reference

¹ [Service Delivery Improvements \(2017\) Funding Guidelines. IRCC](#)

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