

# Capacity Building for Newcomer Service Providers



## Halton Newcomer Strategy Service Coordination Group Project



Halton  
**NEWCOMER**  
Strategy

Halton...  
a welcoming community

Funded by:

Financé par :



Citizenship and  
Immigration Canada

Citoyenneté et  
Immigration Canada

We would like to acknowledge the following members of Halton Newcomer Strategy for their contributions to the Capacity Building Project:

#### **Steering Committee**

(Chair) Barb Krukowski, The Centre for Skills Development & Training  
Bhavna Shah, Citizenship and Immigration Canada  
Carmen Condo, Halton Catholic District School Board  
Christine VandeGraaf, YMCA of Hamilton / Burlington / Brantford  
Doreen Tan, Halton Catholic District School Board  
Jack Nigro, Halton Catholic District School Board  
Jeff Ingram, Human Resources - Halton Region  
Karamjit Sangha-Bosland, Halton District School Board  
Kate Humby, Alzheimer Society of Hamilton and Halton  
Kay Ham, Halton Catholic District School Board  
Kim Jenkinson, Halton Multicultural Council  
Marie-Pierre Daoust, Le Conseil scolaire de district catholique Centre-Sud  
Mark Dienstmann, Halton Police  
Mary-Jane Farrish, Halton District School Board  
Melissa Pedersen, The Centre for Skills Development & Training  
Moya MacKinnon, Centre for Education & Training  
Suzanne Muir, Halton District School Board  
Tahira Qumar, Halton Small Business Owner  
Ted Hildebrant, Community Development Halton

#### **Service Coordination Group**

(Chair) Agnes Wilczak, Centre for Education & Training  
Barb Krukowski, The Centre for Skills Development & Training  
Carolyn Colwell, DeGroot School of Business, McMaster University  
Florence De Dominicis, Oakville Public Library  
Heather Wray, Burlington Public Library  
Janet Gaffney, Sheridan College  
Jayne Hartley, Halton Region  
Joanne Berrigan, Acclaim Health  
Joe Liu, Halton Newcomer  
Kate Humby, Alzheimer Society of Hamilton and Halton  
Linda Oliver, Halton Multicultural Council Member  
Margarita Cardona, Halton Multicultural Council  
Tina Bulicek, Milton Community Resource Centre  
Zerezghi Haile, Regional Municipality of Halton

#### **Employment Working Group**

(Chair) Melissa Pedersen, The Centre for Skills Development & Training  
Babur Mobarak, Halton Multicultural Council  
Sharon Munslow, YMCA Career Development and Learning Centre  
George Athan, Employment Halton  
Patrick Dwyer, CIBC  
Tahira Qamar, Small Business Owner  
Carolin Matteo, HR Consultant  
Dave Smith, (Retired Engineer)  
Mandi Buckner, Sheridan College

#### **Equity Working Group**

(Chair) Karamjit Sangha-Bosland, Halton District School Board  
Ancilla Ho-Young, Burlington Caribbean Connection  
Babur Mobarak, Halton Multicultural Council  
Carmen Condo, Halton Catholic District School Board  
Girish Parekh, Volunteer  
Jack Nigro, Halton Catholic District School Board  
Janice Cook, Centre for Education & Training  
Karla Corrigan, Halton Museum  
Martina Prpa, Subject Expert - Youth Worker HMC  
Paula Lam, Halton Equity and Diversity Roundtable  
Sita Jayaraman, Big Brothers Big Sisters of Halton  
Suzanne Muir, Halton District School Board  
Wanda Komorowski, Centre for Skills Development & Training

#### **Halton Newcomer Strategy Staff:**

Sabrina Essner, Program Lead, Halton Newcomer Strategy  
Darshak Vaishnav, Support Coordinator, Halton Newcomer Strategy

# Context/Overview

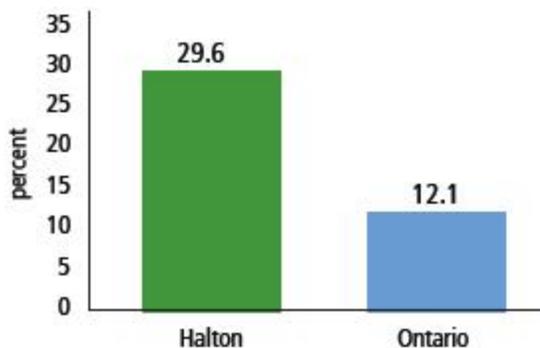
## 1. Growth of Immigrants in Halton Region

Canada is a country of immigrants. In 2006, one in five Canadians was born outside the country. Based on the latest projections<sup>1</sup> prepared by Statistics Canada, by 2017 immigrants will account for 22.2% of Canada's population.

Not unlike other major Canadian urban centres, Halton Region is also experiencing a significant increase in recent immigrants, many of whom are coming from non-European countries. Between 2001 and 2006, Halton's visible minority population increased by 70%, four and half times faster than the growth rate of the general population.

Between 2000 and 2009, the annual number of immigrants landing in Halton increased by over 140% from 1,200 to 3,000. Halton Region's share of Ontario's total landings has also increased. In 2000, Halton's share was less than 1% and rose to 2.8% in 2009. Halton is also attracting more immigrants. Based on the latest Ontario Population Projection Update,<sup>2</sup> Ontario's population is projected to experience healthy growth over the next 22 years, rising from 13.2 million in 2011 to about 17.7 million in 2036. The Greater Toronto Area (GTA), which includes Halton, is projected to be the fastest growing region in the province, with its population increasing by 3 million by 2036. The GTA's share of the provincial population is projected to rise from 47.1% in 2010 to 51.8% in 2036. In fact, Halton Region is projected to be the fastest-growing Census Division in Ontario over the projection period, with growth of 86.9% by 2036.

Growth in Foreign Born Population (2001 - 2006)<sup>3</sup>



<sup>1</sup> Statistics Canada, Population projections of visible minority groups, Canada, provinces and regions, 2001-2017, Catalogue No. 91-541-XIE, March 2005

<sup>2</sup> Ontario Ministry of Finance, Ontario Population Projections Update, 2010-2036, Ontario and its 49 Census Divisions, Spring, 2011

<sup>3</sup> [http://www.halton.ca/living\\_in\\_halton/diversity\\_in\\_halton\\_region/snapshot\\_of\\_halton\\_s\\_changing\\_population/](http://www.halton.ca/living_in_halton/diversity_in_halton_region/snapshot_of_halton_s_changing_population/)

## 2 New Immigration System

In early May 2013, the Federal Government made major regulatory changes to the Federal Skilled Worker Program (FSWP) selection grid.<sup>4</sup> The goal behind the changes was to ensure that immigrants were ready to "hit the ground running" upon arrival. The federal skilled worker point system was reformed to reflect the importance of *younger immigrants with Canadian work experience* and *better language skills*. The changes were also meant to ensure that the assessment of *educational credentials* is strengthened. The Government also increased focus on other immigration programs such as Canadian Experience Class and a new Federal Skilled Trades Program.

### Overview: Federal Skilled Worker Points Grid<sup>5</sup>

Selection based on objective factors:	Previous Points System	New Points System
Education	25	25
Language	24	28
Work Experience	21	15
Age	10	12
Arranged Employment	10	10
Adaptability	10	10
Total:	100	100

### KEY DIFFERENCES BETWEEN OLD AND NEW POINT SYSTEM:

Selection based on objective factors:	Previous Points/Selection System	New Points/Selection System
<b>Education</b>	Points were awarded based on total years of completed education	Points are awarded <u>only</u> after foreign education is assessed by CIC appointed accreditation authority or a regulatory body
<b>Language</b>	No minimum language requirements (One could immigrate as long as one reaches a total passing score of 67 points)	Minimum English language skills needed to be eligible to apply under a Skilled Worker class (Canadian Benchmark level 7 in all 4 proficiencies (Reading, Writing, Speaking, Listening))
<b>Work Experience</b>	Maximum 21 points awarded for 4 (or more) years of work experience	Maximum 15 points awarded for 8 years work experience
<b>Age</b>	10 points awarded for age 18-49; 2 points reduced from the age of 50. No points awarded to applicants 54 or older	12 points awarded for age 18-35; 1 point reduced every year after 35. No age points awarded to applicants 47 or older
<b>Adaptability</b>	Up to 5 points for spouse's education	Up to 5 points for spouse's language skills
<b>PASS MARKS</b>	67	67

Please see the link below for the detailed explanation about the point allocation in the new system.

<http://www.cic.gc.ca/english/immigrate/skilled/apply-factors.asp>

4 <http://actionplan.gc.ca/en/initiative/strengthening-canadas-immigration-system>

5 <http://www.cic.gc.ca/english/departement/consultations/fswp/adjustements.asp>

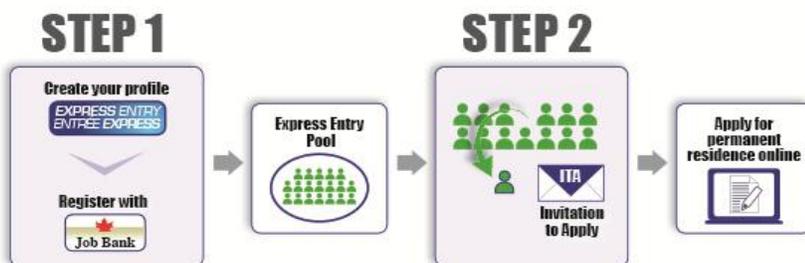
The selection grid and points system developed and implemented in May 2013, will form the basis for selection through the new Immigration System, titled 'Express Entry' to begin January 2015.

Express Entry is a new way for Citizenship and Immigration Canada (CIC) to manage economic immigration applications online, and will apply to Canada's key economic immigration programs, such as the Federal Skilled Worker program, the Federal Skilled Trades program, the Canadian Experience Class and portion of provincial nominee programs.

### **Main features of Express Entry:\***

- Candidates, who are most likely to succeed in Canada, rather than the first in line, will receive an Invitation to Apply (ITA) for permanent residence. (Candidates will be given a score to determine their place in the pool using a Comprehensive Ranking System, which will consider skills, work experience, language ability, education and other factors that we know contribute to economic success for immigrants once in Canada.)
- Candidates will benefit from processing times of six months or less.
- Candidates will find it easier to secure a job before they arrive, by facilitating matches with Canadian employers. (Candidates who have a Job Bank profile will be matched with employers that, in most cases, have made significant and unsuccessful efforts to find Canadian citizens or permanent residents to fill their vacancies.)
- Allows the Government of Canada to be more flexible and responsive to Canada's changing economic conditions and priorities.

### **The New Two-Step Application Process**



\*As per presentation from the Ministry of Citizenship and Immigration Canada\*

### **Foreseeable impact of 'Express Entry' on Service Providers**

Newcomers coming to Canada under the Express Entry system will be younger, with better language skills and will have their education and regulatory assessment completed before landing. Hence, Newcomers will be better prepared to work post landing or are at least pre-qualified for the occupation. Moreover, CIC is likely to choose only those applicants, who are ready to respond to Canada's current economic conditions and priorities.

This change in selection criteria will have a significant impact on the integration needs of new immigrants. Individuals, approved through the new system, are less likely to require high levels of language and employment support. They are more likely to be well versed with social media tools wanting to access most settlement/employment information online. These changes will shift the nature of services offered through the existing Settlement sector.

### **3. Halton Newcomer Strategy Strategic Planning Session**

During February 2014, Halton Newcomer Strategy (HNS) Steering Committee and Working Group members met for a Strategic planning session, to finalize the Work Plan for 2014-16.

After the day long discussion, the members developed and agreed upon the key priorities that would measurably “move the agenda forward”. The priorities set for the Service Coordination Working Group were the following:

- ❖ Build capacity within sector – explore professional development for front line staff
- ❖ Look at activities / examples from other jurisdictions to support programs and share knowledge
- ❖ Engagement strategy to increase newcomer involvement in the political process, on boards and commissions
- ❖ Refine and advocate newcomer agenda with elected officials; Host a forum with elected officials for upcoming elections
- ❖ Engage stakeholders outside of “traditional” settlement sector in focused conversations
- ❖ Learn more about non-settlement services that support newcomers
- ❖ Exposure to the HNS by Halton residents through Community TV
- ❖ Look at current working groups – gap analysis
- ❖ Expand partnerships and memberships

### **4. Capacity Building Project**

After a detailed review of the above priorities, the Steering Committee and Service Coordination Working Group decided to focus on enhancing service delivery capacity of Halton newcomer service providers for 2014/15.

A total of 28 training areas which were identified and divided into four broad categories; Canadian Legal System, Employment, Health Care and Specialized Counseling. To better understand specific training needs within each category, a survey was developed and administered to Halton Service Providers.

Following Capacity Building options were given to the front line staff of various Newcomer service providers:

**1. Canadian Legal System**

Family Law Basics
Legal Aid System
Employee Rights and Obligations
Child Protection Law
Landlord Tenant Rights
Criminal Justice system
Elder Abuse
Consumer Protection

**3. Health Care**

Self-Care for Front Line Workers
Senior’s Health and Government Programs
Wellness/Keeping Fit
Prenatal/Postnatal Education and Support
Alzheimer’s and Dementia Awareness
Chronic Disease Self-Management
Vicarious Trauma

**2. Employment**

Training/Upgrading/Credential Assessment
Employment Counseling Basics
Social Media and Job Search
Halton Employment Services
Skilled Trades
Entrepreneurship/Small Business
Halton Region Labour Market Information
Health and Safety

**4. Specialized Counseling**

Social Assistance and Social Housing system in Halton Region
Culturally Responsive Practices
Assisting Clients dealing with domestic violence
Financial Literacy (Taxation, Retirement, CPP, GIS System)
Senior Services in Halton Region
Emergency Services in Halton Region
LGBTQ needs and support services

A total of 138 responses were received from the respondents representing 10 participating organizations. The following is a list of participating organizations and survey results.

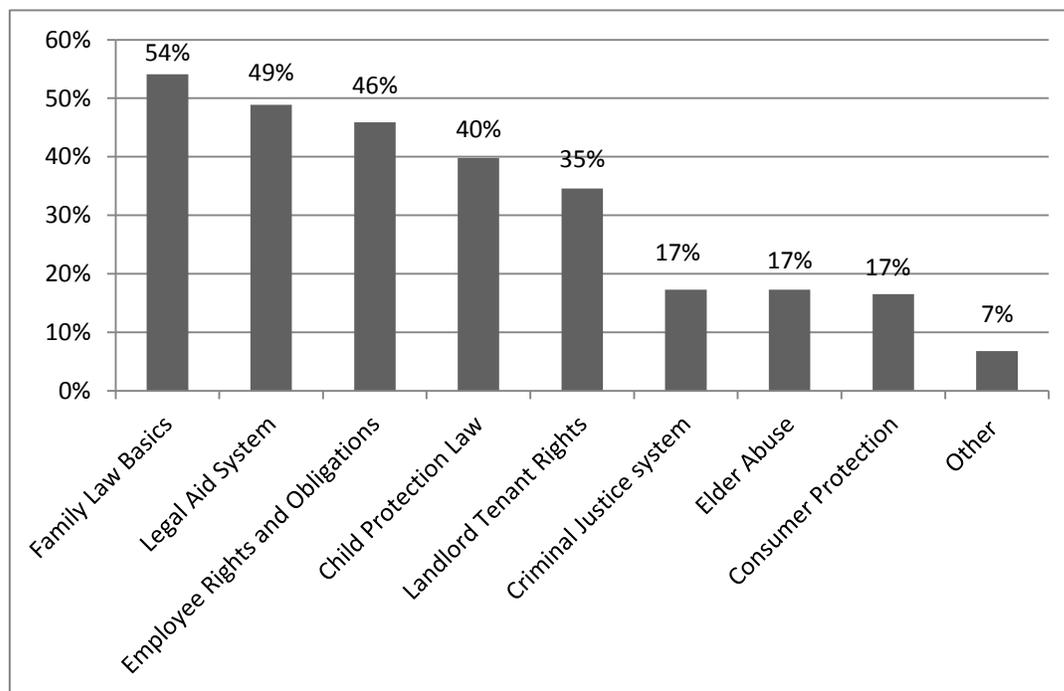
# Participating Organizations



## 5. Capacity Building Survey Results

**Q.1** If given the opportunity to receive further training in order to support your client's needs, please rank the following areas within CANADIAN LEGAL SYSTEM ("Check" THREE Top Choices)

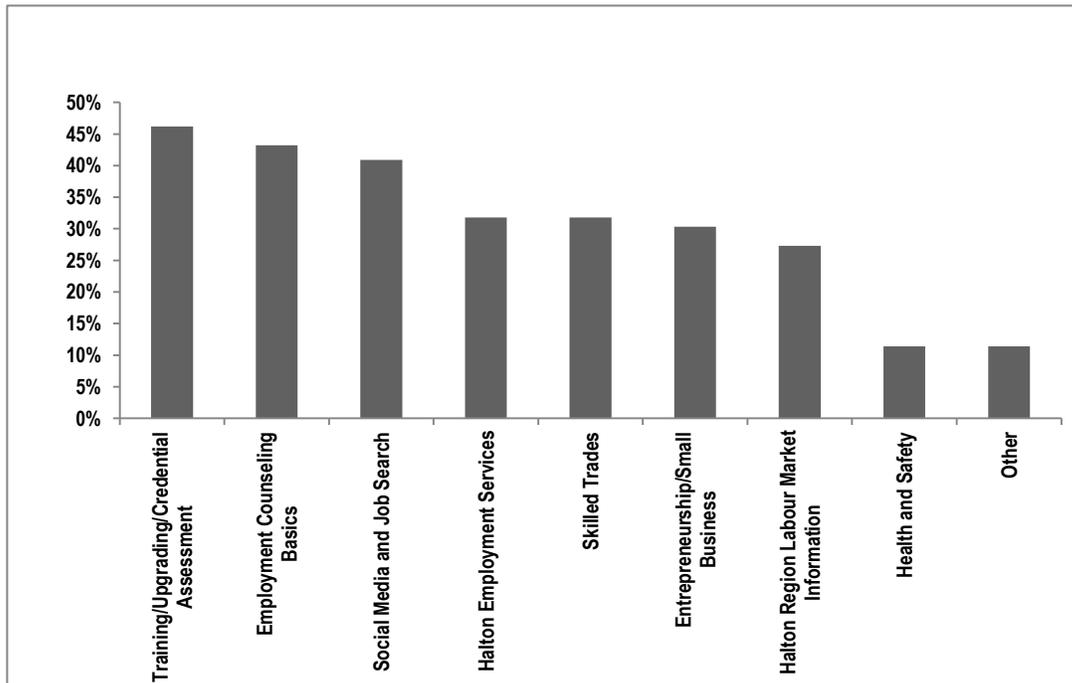
CANADIAN LEGAL SYSTEM		
	Answered: 137	Skipped: 5
Answer Options	Response (%)	Response (Nos.)
Family Law Basics	54%	72
Legal Aid System	49%	65
Employee Rights and Obligations	46%	61
Child Protection Law	40%	53
Landlord Tenant Rights	35%	46
Criminal Justice system	17%	23
Elder Abuse	17%	23
Consumer Protection	17%	22
Other	7%	9



\*\*Other: Immigration and Refugee Law, Pardon, Consent and Power of Attorney, Human Rights

**Q.2 If given the opportunity to receive further training in order to support your client's needs, please rank the following areas within EMPLOYMENT ("Check" THREE Top Choices)**

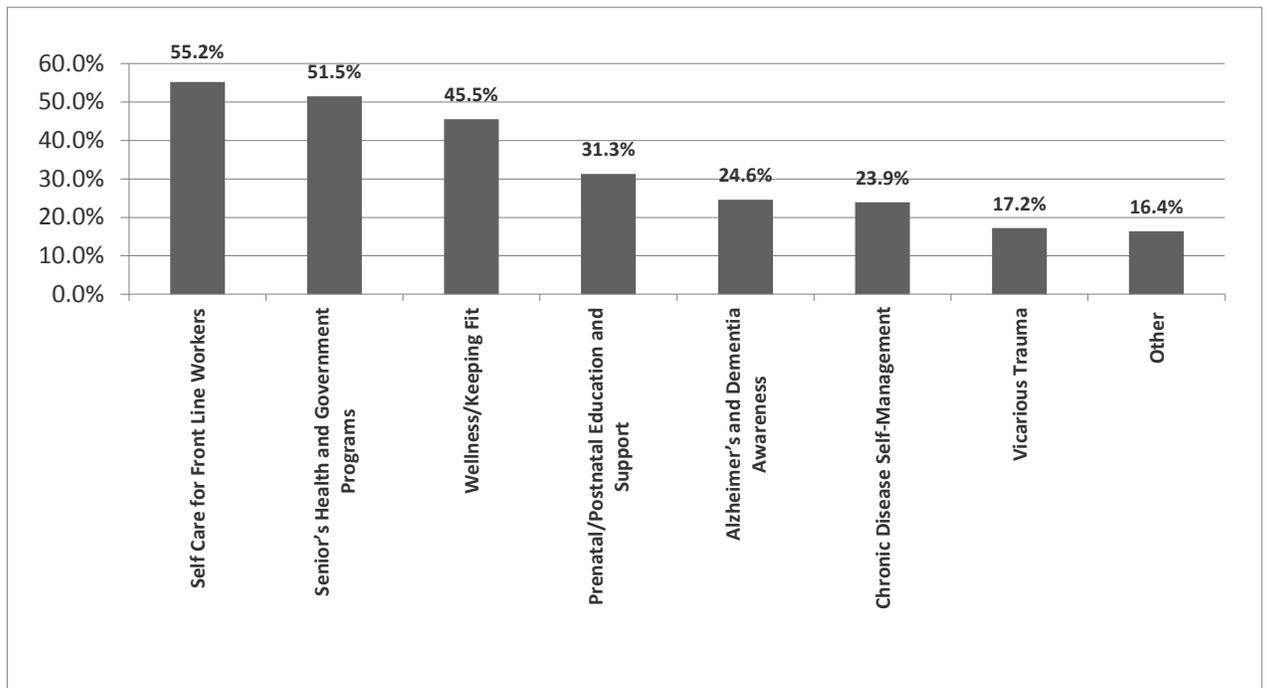
EMPLOYMENT	Answered 132	Skipped 6
Training Options	Response (%)	Response (Nos.)
Training/Upgrading/Credential Assessment	46%	61
Employment Counseling Basics	43%	57
Social Media and Job Search	41%	54
Halton Employment Services	32%	42
Skilled Trades	32%	42
Entrepreneurship/Small Business	30%	40
Halton Region Labour Market Information	27%	36
Health and Safety	11%	15
Other	11%	15**



\*\* Other: Employment Resources, Mental Health Support, where to get "what" employment support, Second Career, "Quickest start to earn" for newcomers, Advance language training

**Q.3 If given the opportunity to receive further training in order to support your client's needs, please rank the following areas within HEALTHCARE ("Check" THREE Top choices)**

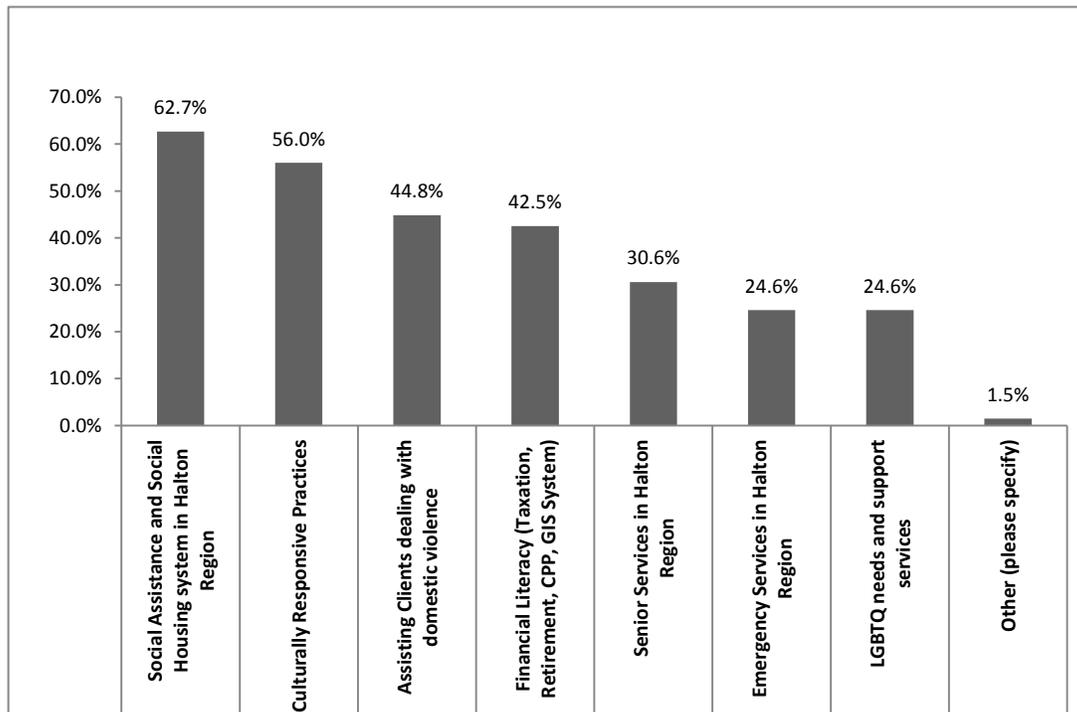
HEALTHCARE		Answered - 134	Skipped - 4
Training Options	Response (%)	Response (Nos.)	
Self-Care for Front Line Workers	55.2%	74	
Senior's Health and Government Programs	51.5%	69	
Wellness/Keeping Fit	45.5%	61	
Prenatal/Postnatal Education and Support	31.3%	42	
Alzheimer's and Dementia Awareness	24.6%	33	
Chronic Disease Self-Management	23.9%	32	
Vicarious Trauma	17.2%	23	
Other	16.4%	22**	



\*\* Other: **Mental Health**, Preventing self-harm, Mood and personality disorders, UMAB training, Youth and Family settlement in our schools and community, Addictions in seniors, Free health care for non-OHIP clients, basic first aid, stress management

**Q.4 If given the opportunity to receive further training in order to support your client's needs, please rank the following areas within SPECIALIZED COUNSELING AREAS ("Check" THREE Top choices)**

SPECIALIZED COUNSELING AREAS Answered: 134 Skipped: 4		
Training Options	Response (%)	Response (Nos.)
Social Assistance and Social Housing system in Halton Region	62.7%	84
Culturally Responsive Practices	56.0%	75
Assisting Clients dealing with domestic violence	44.8%	60
Financial Literacy (Taxation, Retirement, CPP, GIS System)	42.5%	57
Senior Services in Halton Region	30.6%	41
Emergency Services in Halton Region	24.6%	33
LGBTQ needs and support services	24.6%	33
Other	1.5%	2



Other: Wellness, Income Support, Employment Counseling

## **6. FINDINGS and RECOMMENDATIONS**

Based on the survey responses, the following top three training areas have been identified as priorities for 2014/15:

### **Canadian Legal System**

1. Family Law Basics
2. Legal Aid System
3. Employee rights and obligations

### **Employment**

1. Training/Upgrading/Credential assessment
2. Employment Counseling Basics
3. Social Media and Job Search

### **Health Care**

1. Self-Care for Front Line Workers
2. Senior's Health and Government Programs
3. Wellness/Keeping Fit

### **Specialized Counseling**

1. Social Assistance and Social Housing system
2. Culturally Responsive Practices
3. Assisting Clients Dealing with Domestic Violence

Based on the survey responses, the Service Coordination Group recommends a plan of facilitated training sessions, for front line staff and management, every two months, starting in September 2014.

The Service Coordination Group will identify high quality trainers that would be available to facilitate sessions in the above areas. The staff of Halton Newcomer Strategy will assist in coordinating the logistical aspects of the training.

Outside of the scope of the survey findings, the Service Provider Organizations indicated that their staff would benefit from training/support on Mental Health Awareness and Education – especially as it relates to Newcomers.

Hence, a training session, to be conducted by the Canadian Mental Health Association through their Opening Doors Project, related to Mental Health and Newcomers will be provided to staff/management in September 2014.

## **CONCLUSION**

It is projected that these Capacity Building workshops/trainings will result in an increased knowledge base amongst the service providers and will improve delivery of services to newcomers to Halton Region. Moreover, CIC's new "Express Entry" system (starting January 2015) will bring immigrants with a different profile and most likely, with different settlement needs. The training will better prepare service providers to meet the needs of those immigrants who according to CIC, "Are among the top ranked in the Express Entry pool based on their skills, education and experience".

The Capacity Building project is also designed to build and sustain community networks. The project will provide an excellent opportunity for Halton service providers to enhance working relationships amongst each other and to create new partnerships. The participants will also learn from each other and have the opportunity to share knowledge and best practices with other regional community partners. It is expected that this will result in better service coordination amongst service providers as well as timely and more effective quality of services to new immigrants.

Each Capacity Building training/workshop will have a post training evaluation/feedback component. The evaluation will provide us valuable input about the level of professional development achieved by the participants as well as improvement in their service delivery capacity as a direct result of the training.

Building Capacity of service providers is an ongoing effort. The Halton Newcomer Strategy, in collaboration with community stakeholders, will continue to lead and look for ways to sustain this initiative. Through Building Capacity the Halton Newcomer Strategy works toward building a stronger community and improving the opportunities for greater collective impact.

---

# **CAPACITY BUILDING WORKSHOP 1**

**September 25<sup>th</sup>, 2014**

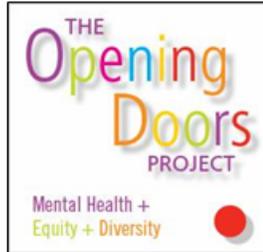
The Service Coordination Group of Halton Newcomer Strategy invites you to attend a

# MIGRATION & MENTAL HEALTH WORKSHOP

(Facilitated by the Canadian Mental Health Association's Opening Doors Project)

- Promotes a broad understanding of mental health issues focusing on social factors that influence mental health of newcomers. (Language, community, income, access to medical care, employment stability, etc.)

- Establishes connections between individual understandings and experiences of mental health common in our communities, including the effects of migration and the stigmas attached to mental health



## WHERE

- Employment Halton, 2441 Lakeshore Rd W, Unit 16, Oakville, ON, L6L 5V5

## WHEN

- Thursday, September 25th, 2014

## EITHER

- Morning Session: 9 am to 12:30 pm
- Afternoon Session: 1 pm to 4:30 pm

To register, email [darshak.vaishnav@halton.ca](mailto:darshak.vaishnav@halton.ca)

Subject line: **MORNING WORKSHOP** (25 seats) or **AFTERNOON WORKSHOP** (25 seats)

Please register by September 1, 2014



Funded by:

Financé par :

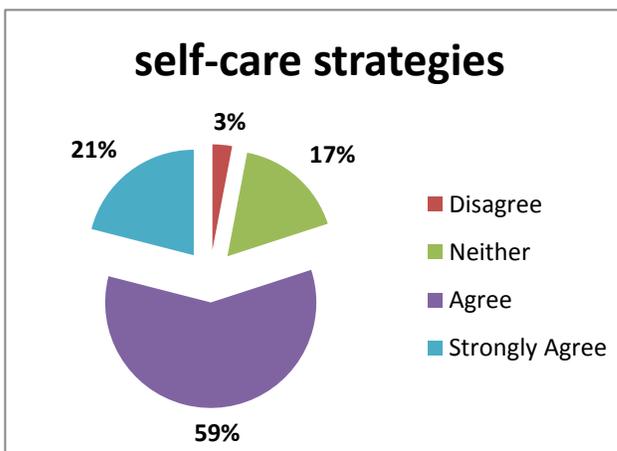
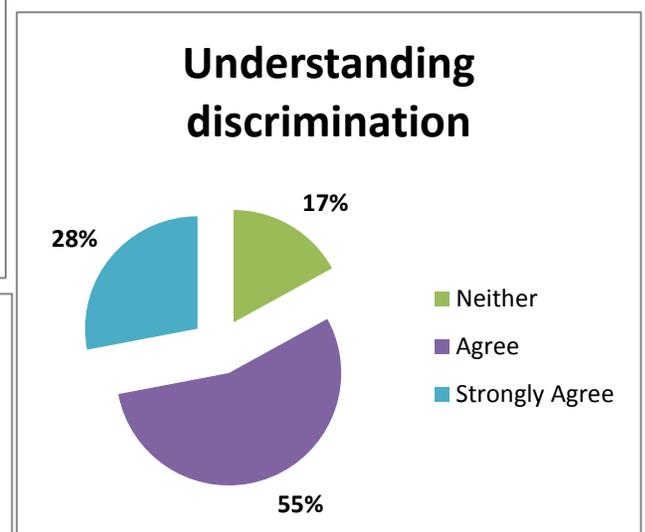
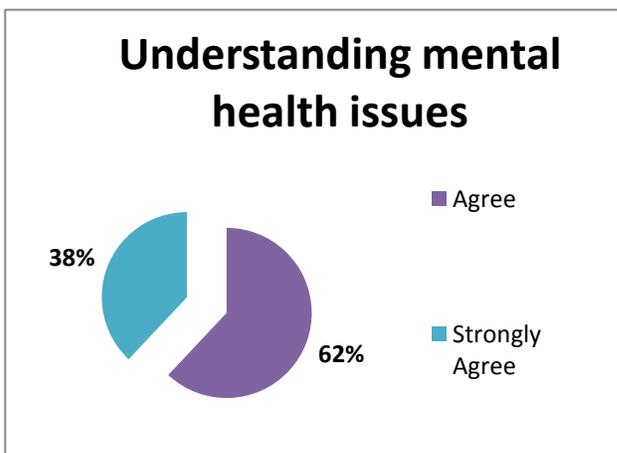
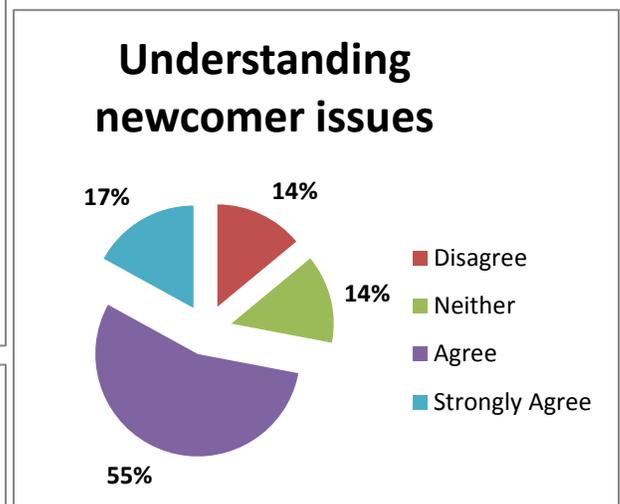
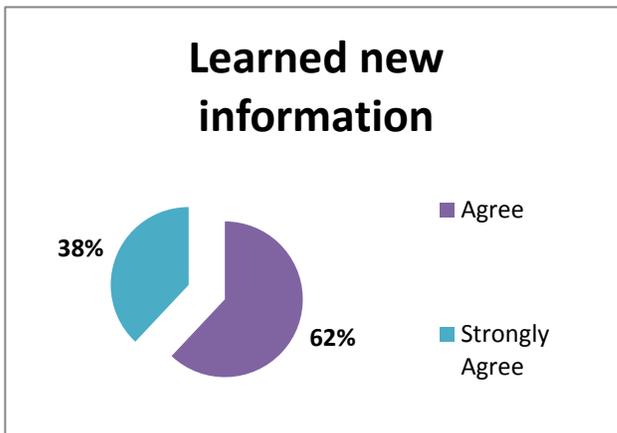


Citizenship and  
Immigration Canada

Citoyenneté et  
Immigration Canada

## Participant's Feedback\* - The Opening Doors Workshop

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
Learned new information				62%	38%
Understanding newcomer issues		14%	14%	55%	17%
Understanding mental health issues				62%	38%
Understanding discrimination			17%	55%	28%
self-care strategies		3%	17%	59%	21%



\*Total Participants - 40

# **CAPACITY BUILDING WORKSHOP 2**

**November 27<sup>th</sup>, 2014**



## GLOBAL EXPERIENCE ONTARIO

### LICENSING IN ONTARIO'S REGULATED PROFESSIONS

#### Introductory Workshop for Employment and Settlement Service Providers

This workshop provides an introduction to the licensing process in Ontario's regulated non-health professions for internationally educated individuals. It is ideally suited for employment and settlement service providers with limited experience working with clients in the regulated professions.

Professions covered include engineering, engineering technology, accounting, teaching, social work and early childhood education.

This workshop helps participants:

- Understand the system of regulated professions in Ontario
- Guide clients through the licensing process for their profession
- Advise clients on related occupations and alternative career pathways
- Refer clients to appropriate support programs and resources

#### Upcoming Workshops:

- Thursday November 27<sup>th</sup>, 9:30am – 12:30pm

#### Location:

- 2441 Lakeshore Road West, Unit 16, Ontario L6L 5V5

To Register: Please email [mathura.karunanithy@ontario.ca](mailto:mathura.karunanithy@ontario.ca)  
Please register early as space is limited.

*Global Experience Ontario (GEO) is an information centre that guides internationally trained individuals and newcomers through the process of becoming certified or licensed to work in one of Ontario's non-health regulated professions or skilled trades.*

[Ontario.ca/geo](http://Ontario.ca/geo)



## GLOBAL EXPERIENCE ONTARIO

### REGISTRATION FORM

**LICENSING IN ONTARIO'S REGULATED PROFESSIONS**  
**Introductory Workshop for Employment and Settlement Service Providers**  
Session hosted by Halton Newcomer Strategy  
Thursday November 27, 2014, 9:30am-12:30pm  
Employment Halton, 2441 Lakeshore Road West, Unit 16, Ontario L6L 5V5

#### PARTICIPANT INFORMATION

<b>First Name:</b>	<a href="#">Click here to enter text.</a>		
<b>Last Name:</b>	<a href="#">Click here to enter text.</a>		
<b>Organization:</b>	<a href="#">Click here to enter text.</a>		
<b>Job Title:</b>	<a href="#">Click here to enter text.</a>		
<b>Mailing Address:</b>	<a href="#">Click here to enter text.</a>		
<b>City:</b>	<a href="#">Click here to enter text.</a>	<b>Postal Code:</b>	<a href="#">Click here to enter text.</a>
<b>Phone:</b>	<a href="#">Click here to enter text.</a>	<b>E-mail:</b>	<a href="#">Click here to enter text.</a>

**Please indicate if you require any accessibility accommodations:**  
[Click here to enter text.](#)

**What programs for internationally trained clients does your organization currently offer?**  
[Click here to enter text.](#)

**What issues or questions would you like to see addressed in the training workshop?**  
[Click here to enter text.](#)

#### SIGN-UP FOR GEO'S MAILING LIST

Please check if you would like to be on GEO's mailing list to hear about upcoming events and activities.

#### NOTICE OF COLLECTION

The Ontario Ministry of Citizenship, Immigration and International Trade's (MCIIT's) *Access Centre for Internationally Trained Individuals* ("Global Experience Ontario" or "GEO") was established by the *Fair Access to Regulated Professions and Compulsory Trades Act, 2006, S.O. 2006, c. 31, section 17(1)* ("FARPACTA"). MCIIT is subject to the *Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F. 31* ("FIPPA"). Any personal information on this form is collected in accordance with section 38(2) of FIPPA and to assist GEO in carrying out its functions under FARPACTA section 17(2). MCIIT will use the information collected in this form only for the purposes of:

- (i) Allowing GEO to provide information and assistance to you, and
- (ii) Conducting research, analysing trends and identifying issues related to the purposes of FARPACTA and the registration of internationally trained individuals and others by regulated professions

If you have any questions regarding the collection of your personal information on this form please contact [geo@ontario.ca](mailto:geo@ontario.ca), 416-327-9694 or 1-866-670-4094.

I authorize MCIIT, or its authorized representative, to contact me for the purposes identified above. I understand that I may revoke my consent at any time by contacting MCIIT using the contact information above. Unless I revoke my consent, this notice applies to all subsequent communications with MCIIT (e.g. phone, fax, email, mail) for the purposes outlined above.

PLEASE EMAIL COMPLETED REGISTRATION FORM TO:  
**[mathura.karunanithy@ontario.ca](mailto:mathura.karunanithy@ontario.ca)**  
IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT 416-327-9703.  
[Ontario.ca/geo](http://Ontario.ca/geo)