

Sponsorship-Settlement Partnership

Improving the settlement of
privately sponsored refugees

Pathways to Prosperity
February 18, 2021



OCASI
Ottawa Council of Agencies Serving Immigrants

{ REFUGEE } 613 

Funded by:

Immigration, Refugees
and Citizenship Canada

Financé par :

Immigration, Réfugiés
et Citoyenneté Canada

Today's presenters

From the YMCA of Three Rivers

Anna Schwarz
Andrea Geisel

From Mennonite Central Committee Ontario

Stephanie Schreuders

From Allies for Refugee Integration

Lorene Moran-Valenzuela (Refugee 613)
Michelle Ball (OCASI)

Agenda

- Welcome, Goals & Agenda for today
- About Allies for Refugee Integration
- Pilot with YMCA of Three Rivers and MCCO
- What does this mean for you?
- Q & A



Poll

Tell us about yourself, are you representing:

- Settlement Sector
- Academics
- Government
- Sponsorship Organization (eg. SAHs)
- Other

Goals of today

- Learn about the successes, challenges, and takeaways from partners piloting an innovative three way case management model
- Learn what you can do to improve settlement and sponsorship teamwork and improve service delivery for sponsored newcomers

What is Allies for Refugee Integration?



First phase: Research and co-design with stakeholders



Pilot testing in Ontario with our partners:

Case Management Pilots:



**Mennonite
Central
Committee**



CCS
Catholic Crosscultural Services



**DIOCESE OF
LONDON**

*Building healthy communities
Plein de vies*

Knowledge Exchange Pilot:

Immigrant Services Kingston and Area (ISKA)



ARI Case Management Pilot



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**Mennonite
Central
Committee**



ARI Case Management Steps

Pre-Arrival

Initial meeting with sponsors, settlement worker and SAH

Review roles and responsibilities, using CAP form

Post-Arrival

Orientation meeting with newcomer, sponsors and settlement worker

YMCA Intake

One on one with the newcomer client

Needs assessment and goal setting

Ongoing Services

Check-ins between settlement worker and newcomer as needed

Evaluation

Survey or interview sponsor and newcomer participants



“This intentional connection to a settlement worker provides a linkage to help on that journey for the newcomer toward independence”

- Sponsor

Collaborative Action Plan (CAP)

B.) Settlement Needs Checklist

This plan cannot cover all possible settlement activities, but is a living plan for ongoing collaboration that may change over time and in consultation with the newcomer once they have arrived. Please identify who will be providing for the settlement needs by checking the relevant box. For each settlement need, there should ideally be one lead and also a support – provide details about how you will divide the responsibility as needed.

Pre-arrival		
Housing <u>Sponsors:</u> Sponsors are ultimately responsible for finding and securing housing for the newcomers. Given the short notice of arrival timelines, many sponsors initially secure temporary accommodation until permanent accommodation <u>can be secured</u> . <u>Settlement Worker (SW):</u> Can support by providing a list of available affordable housing units in the area and/or refer you to agencies who specialize in supporting the search for affordable housing. SW can also help complete the application for affordable housing and help put the newcomer on a waitlist to receive social housing in the future.	Lead Sponsor <input type="checkbox"/> SW <input type="checkbox"/> SAH <input type="checkbox"/> Co-Sponsor <input type="checkbox"/> Details:	Support Sponsor <input type="checkbox"/> SW <input type="checkbox"/> SAH <input type="checkbox"/> Co-Sponsor <input type="checkbox"/> Details:
Furniture & Household items <u>Sponsors:</u> Reach out to your networks in the community to gather all of the necessary household items. Research community services where good quality used items <u>can be found</u> . <u>Settlement Worker</u>	Lead Sponsor <input type="checkbox"/> SW <input type="checkbox"/> SAH <input type="checkbox"/> Co-Sponsor <input type="checkbox"/>	Support Sponsor <input type="checkbox"/> SW <input type="checkbox"/> SAH <input type="checkbox"/> Co-Sponsor <input type="checkbox"/>

Successes

- 14 newcomers and 8 sponsorship groups participated in the pilot project
- Better coordination and cooperative work between SAH and SPO
- Overall, sponsors reflected on their connection to Andrea as being extremely helpful and informative
- Held joint trainings for sponsors and newcomers on transition to Month 13 and financial literacy

Strategies

- One point of contact within each organization
- Consistent communication between all parties
- SAH and SPO relationship allowed for flexibility to support high needs cases
- Organizational Check-Ins (SAH +SPO) to reflect on lessons learned and plan

Covid Challenges and Pivots

Challenges

- Transitioning to virtual support
- New arrivals slowed due to border closure
- Heightened anxiety from clients-sponsors and newcomers concerned about transition off of sponsorship and access to support/employment

Pivots

- Flexible communication
- SAH identified support needs for transition into Month 13
- Virtual support only - In-person appointments no longer possible



Lessons Learned

“These interactions with the settlement worker are wonderful. We don't know anyone here, and only met our sponsors a few times because of COVID-19. It is helpful to ask questions, how to get different documents and more”

- privately sponsored refugee

“We need a central place to turn. Enthusiasm in the group dissipates a lot by just trying to understand who is out there doing what. What we are missing is the process, we do a lot of unnecessary research when the pros already know.”

- Sponsor

Lessons Learned: Settlement Worker

- Pre-arrival connection with sponsors was key
- Post-arrival meeting with sponsors and client showed high importance to establish a relationship
- Sponsorship groups vary in size, capacity and engagement
- Virtual Support varies based on client abilities and access

Lessons Learned: SAH

- Increased our capacity to serve newcomers and sponsors better
- Deepened our understanding of settlement workers and SPOs
- Strengthened our collaboration with SPOs now and moving forward
- Mutual learning and training between SAH and SPO



Moving Forward

- Continued partnership between MCCO and YMCA
- Improved knowledge and information sharing
- Collaborate on wrap-around support

Across all pilots: Participant feedback on the model

- High satisfaction among sponsors (4.6 out of 5) for this model
- 11/12 participants (settlement, sponsors, and newcomers) support adoption as regular settlement programming

“When you move to a new country, you don’t know where to go, it is difficult to get information. This program is very helpful, gives you a direction, where to start and where to go.” - newcomer

Initial findings from all the ARI pilots

1. Start early; timing matters
2. Clarify roles in advance
3. Offer one person to approach for sponsors & newcomers to ask questions
4. Formalize SAH-SPO partnership
5. There is not a one-size-fits-all model

What does this mean for... Settlement Agencies?

- Consider a pre-arrival connection with sponsors
- Benefits of a navigator role or go-to PSR expert
- Train settlement workers to understand the PSR program and how to work with sponsors



What does this mean for... Sponsors and SAHs?

- Take the time to connect to settlement to discuss roles pre arrival
- If a SAH, consider formalizing your partnership with a local settlement agency
- Connect newcomer to settlement as soon as possible



What does this mean for... Policy Makers?

- Fund and encourage SPOs to work with sponsors
- Assist with connection of PSRs to services
- Reduce silos & allow flexibility for sponsors and settlement to collaborate





Q & A

Thank you!

To learn more about ARI

Visit our website

[Allies in Refugee Integration | OCASI](#)

Sign up to our newsletter

<https://mailchi.mp/ocasi.org/ari2019>

