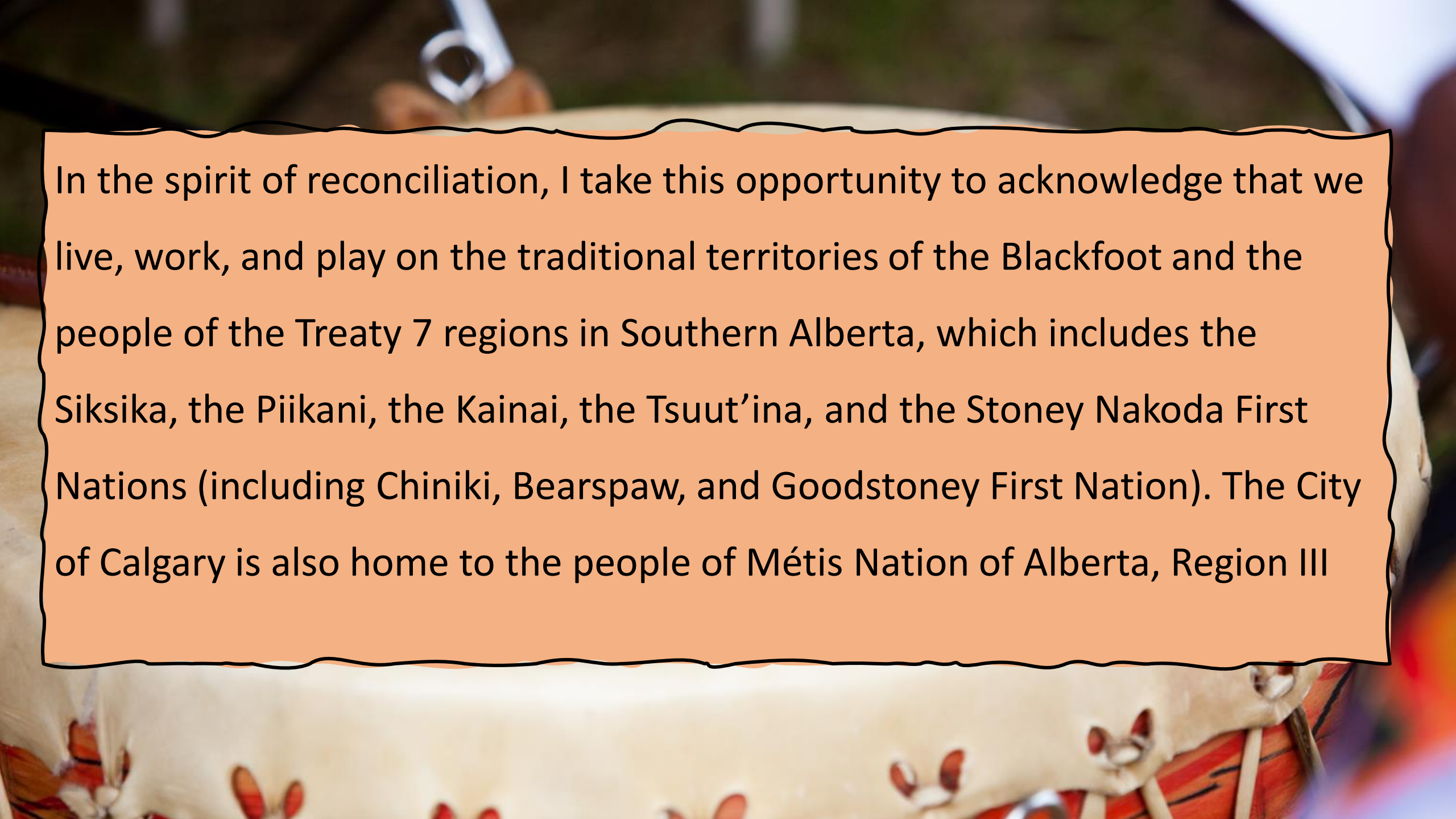




# The Newcomer Knowledge Hub: A Community of Practitioners and Academics to Facilitate Research-based Settlement Service Solutions

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In the spirit of reconciliation, I take this opportunity to acknowledge that we live, work, and play on the traditional territories of the Blackfoot and the people of the Treaty 7 regions in Southern Alberta, which includes the Siksika, the Piikani, the Kainai, the Tsuut'ina, and the Stoney Nakoda First Nations (including Chiniki, Bearspaw, and Goodstoney First Nation). The City of Calgary is also home to the people of Métis Nation of Alberta, Region III

# Immigrant Services Calgary and Gateway Overview



# About Immigrant Services Calgary

Established in 1977 as Calgary's first newcomer-serving agency.

In 2020, Immigrant Services Calgary launched **Gateway**, a one-of-a-kind transformational initiative.

**Our Vision:** Unleashing the economic, social, and civic potential of clients.

**Our Mission:** Connecting newcomers to the right service at the right agency every time.

Since 2012, ISC has supported more than:

**250,000**  
**newcomers**

to build better lives



A portrait of Hyder Hassan, a man with dark hair and glasses, wearing a light-colored blazer over a light blue shirt. He is smiling slightly and looking towards the camera. The background is a blurred indoor setting with warm lighting and architectural details.

Hyder Hassan

Chief Executive Officer

Hyderabad Chapter, All India Council for Technical Education

# What is Gateway?

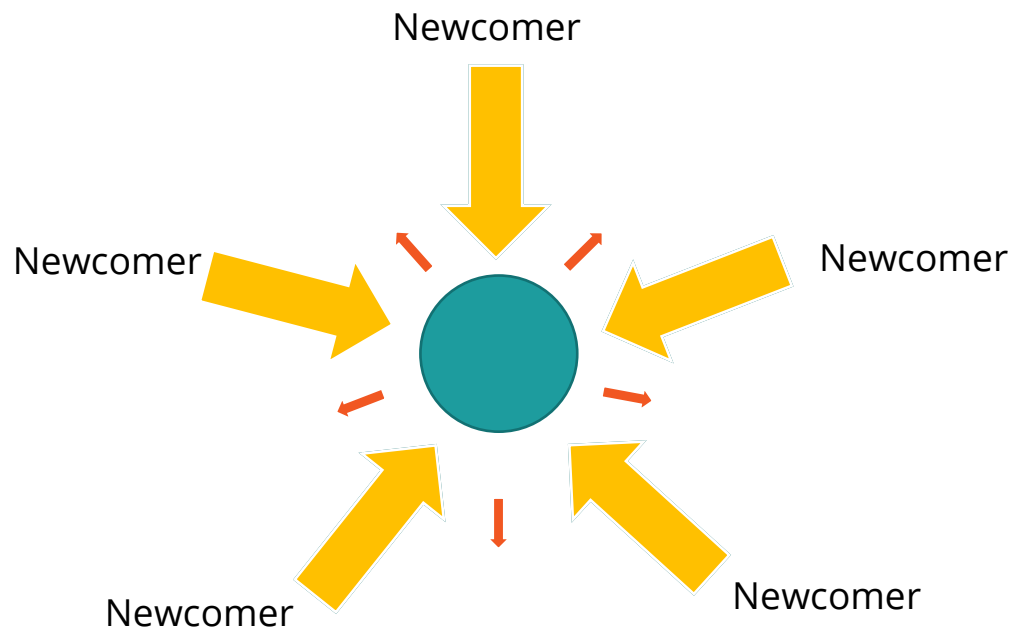
- **A standardized system** for intake, skip-logic based assessment, ongoing settlement planning and referrals for all newcomers to Alberta.
- **A client-centric model**, a single point of entry, guided by a Gateway Personalized Plan, newcomers are directly connected to the right agency, the right service, every time... *and they don't need to repeat their story over and over.*
- **A harnessing of sector strengths**, driven by a Newcomer Knowledge Hub that continually improves services for, and experiences of, newcomers through sharing data and information, solving problems and informing policy, ultimately delivering better outcomes.

## The Benefits of Gateway for Newcomers

- ✓ Makes it easier for newcomers to reach their goals.
- ✓ Focuses on individual journeys, rather than a one-size-fits-all model.
- ✓ Reduces the need for clients to navigate confusing amounts of services, attend unnecessary appointments, or endure the frustration of repeating their story.

Gateway transforms the newcomer experience into a client-centric, coordinated system.

## Traditional Approach



"Agency/ Funder Centric"

## Gateway Strategy



*The Gateway model enables more sector resources to be directed to positively impact newcomers.*





# Gateway's focus is to unleash the potential that newcomers bring with them.

## THE ISSUE

- Calgary NPOs lack coordination between agencies during client intake, assessments, and referrals.
- Data-driven tracking, gaps in information sharing, and a lack of visibility for newcomer-focused services means many professionals and families are having their integration delayed.

## THE SOLUTION

ISC / Gateway moves away from traditional settlement “counselling” and “assessing” to...

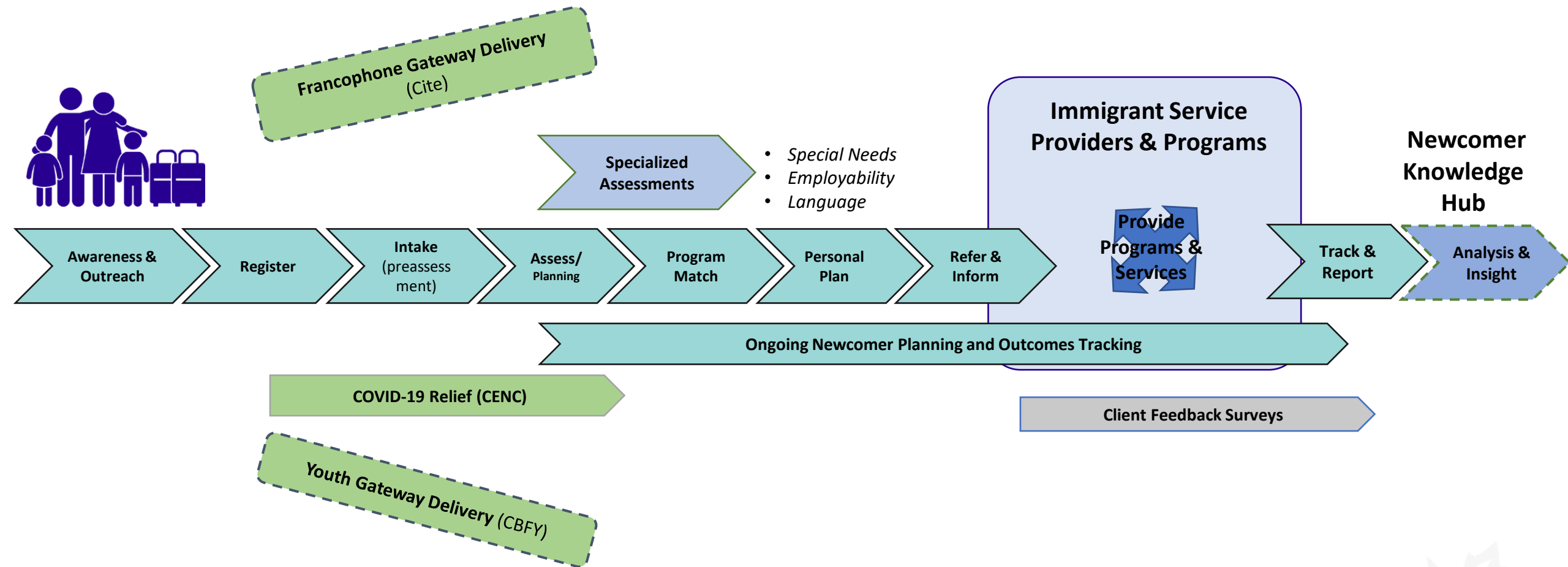


... focus on developing a referral plan tailored to each client.

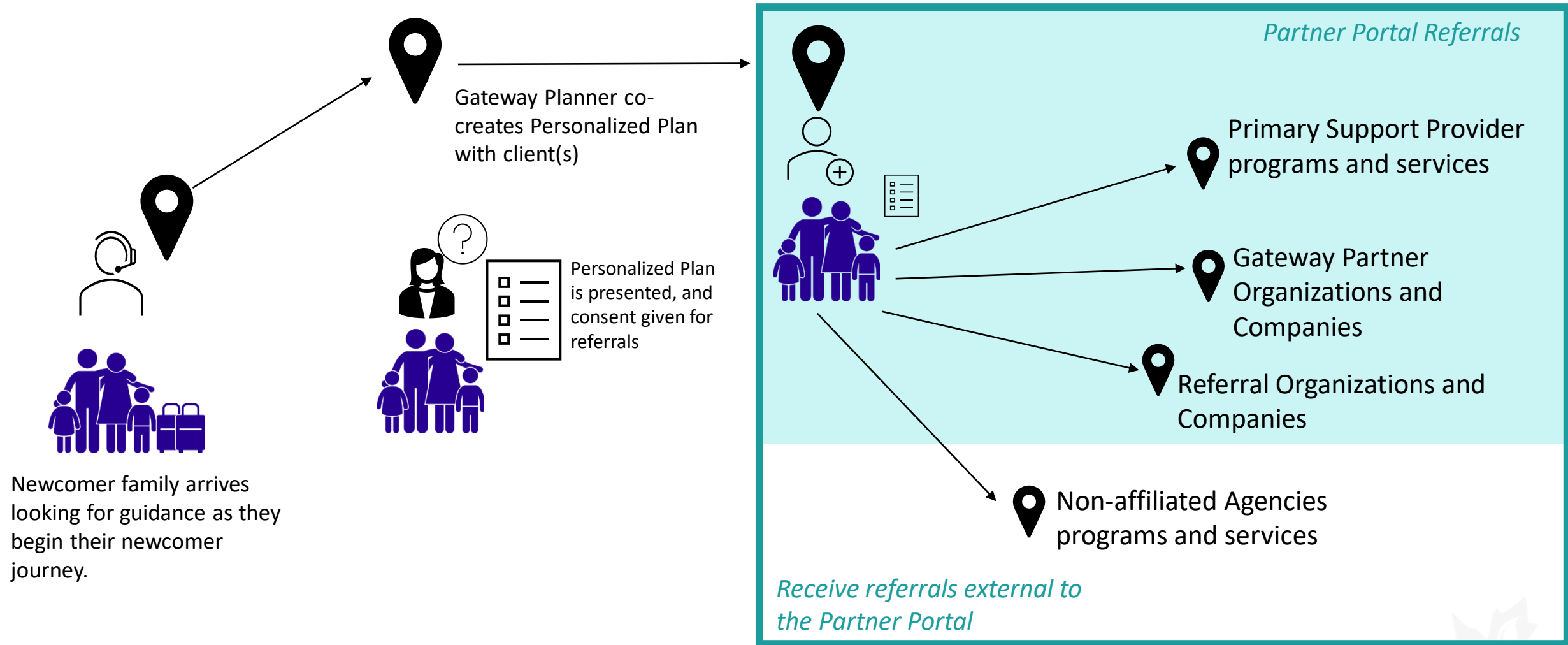




# Gateway is a system that seamlessly connects clients to the best-fit service provider.



# The Gateway platform was conceived to emulate the client-centric approach to supporting newcomers' goals.



# Newcomer Knowledge Hub Overview



# Newcomer Knowledge Hub

**The Newcomer Knowledge Hub** is a repository for aggregated and de-identified newcomer data and is the mechanism that allows for learning and sharing amongst researchers, educators and policymakers, funders/donors/investors, and practitioners to improve the Gateway system to better serve newcomers.

The Gateway System and the Newcomer Knowledge Hub are separate but work in tandem.

# The Knowledge Hub creates new knowledge and uses it to improve client service, practice and societal systems:

## Knowledge Hub Definition

The Knowledge Hub is a virtual community of practitioners and academics designed to ultimately improve the services for, and experience of, newcomers through:

- Sharing anonymized immigrant, refugee, and settlement-related data and information
- Solving problems through networking
- Co-creating solutions, knowledge, and practice research
- Supporting the development of sector capacity

Valuable not only to settlement agencies but also to broader community-serving agencies, researchers, educators and policy makers, funders/donors/investors, and practitioners for improving client service, practice and societal systems.

## Gokulsing's (2014) definition of a Knowledge Hub:

"A platform to share knowledge capabilities and data, solve problems through networking, generate new ideas, improve services and advance technological innovation."

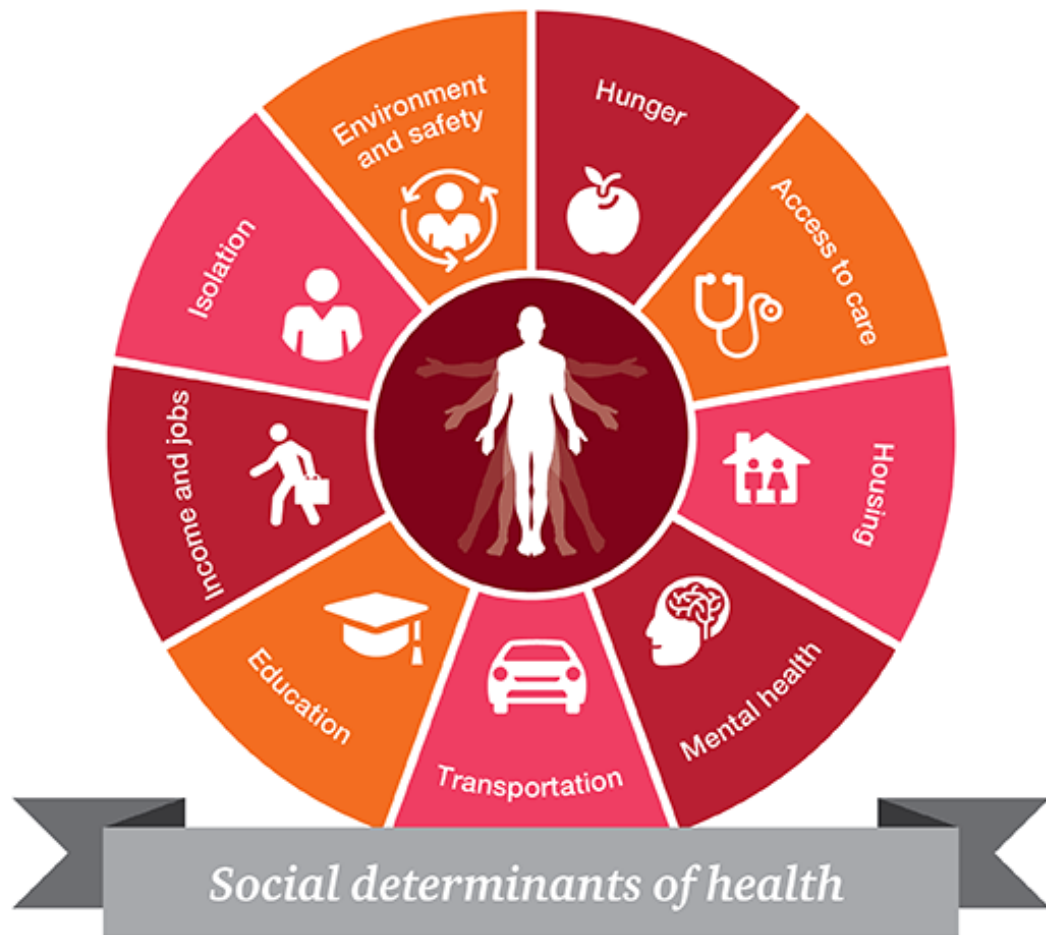
From "Positioning Mauritius as a knowledge hub in the context of globalisation."  
*International Journal of Education and Practice*. 2014. Vol. 2, No. 7, pp. 159-173.



## Newcomer Knowledge Hub Vision

Create new knowledge and use it to improve client service, practice, and societal systems.





Newcomer  
assessment and  
outcomes data  
are aligned with the  
Social Determinants  
of Health.

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# The Newcomer Knowledge Hub

The Newcomer Knowledge Hub (K-Hub) is a virtual community of practitioners and academics designed to improve the services for, and experience of, newcomers.

## Data Aggregator

Maintains and accesses database(s) of statistics linked to the **Social Determinants of Health**, defined by breadth of data, depth of access, update frequency, and ease of use/understanding.

### Potential Data Sources

Salesforce, Statistics Canada, Partner Agencies, Environics, Faculty of Social Work (UofC), Funders (e.g., IRCC, SSHRC, NSERC, United Way, Calgary Foundation)



## Thought Leader

Generates new knowledge and wisdom to elevate best practices within the sector, mobilize knowledge for targeted action and advocacy by sector leaders.

### Derived through:

- Publishing, policy roundtables, conference presentations & agenda setting (e.g., Metropolis) and demonstration classrooms.
- Benchmarking and comparative research to identify leading practices of other settlement agencies.



## Professional/ Sector Development

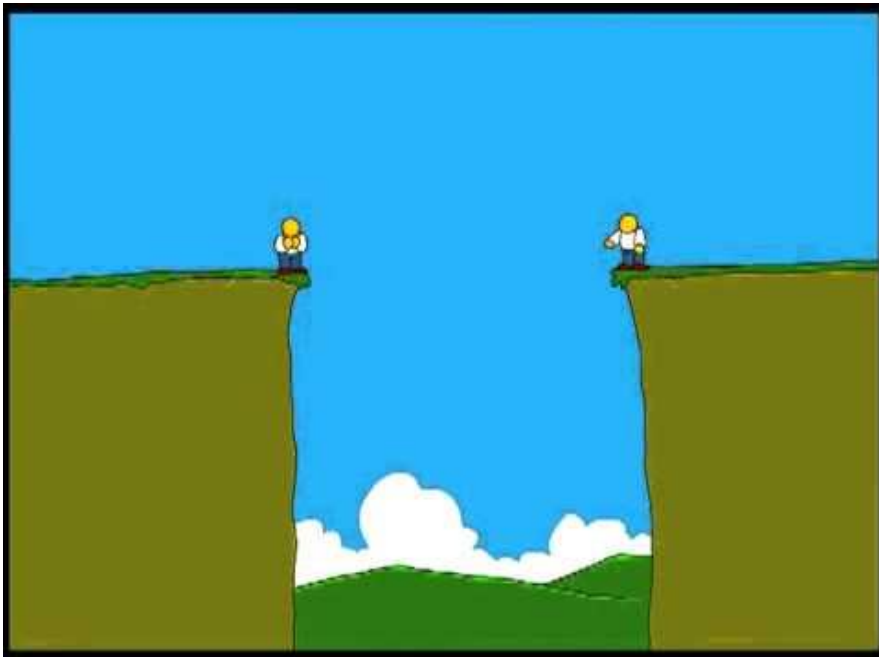
Engages sector leaders in co-creating solutions, building sector knowledge and networks, and socializing proven practices/data and leadership development (e.g., secondments, academic laddering).





A significant knowledge gap exists between practitioners, policy makers, and researchers.

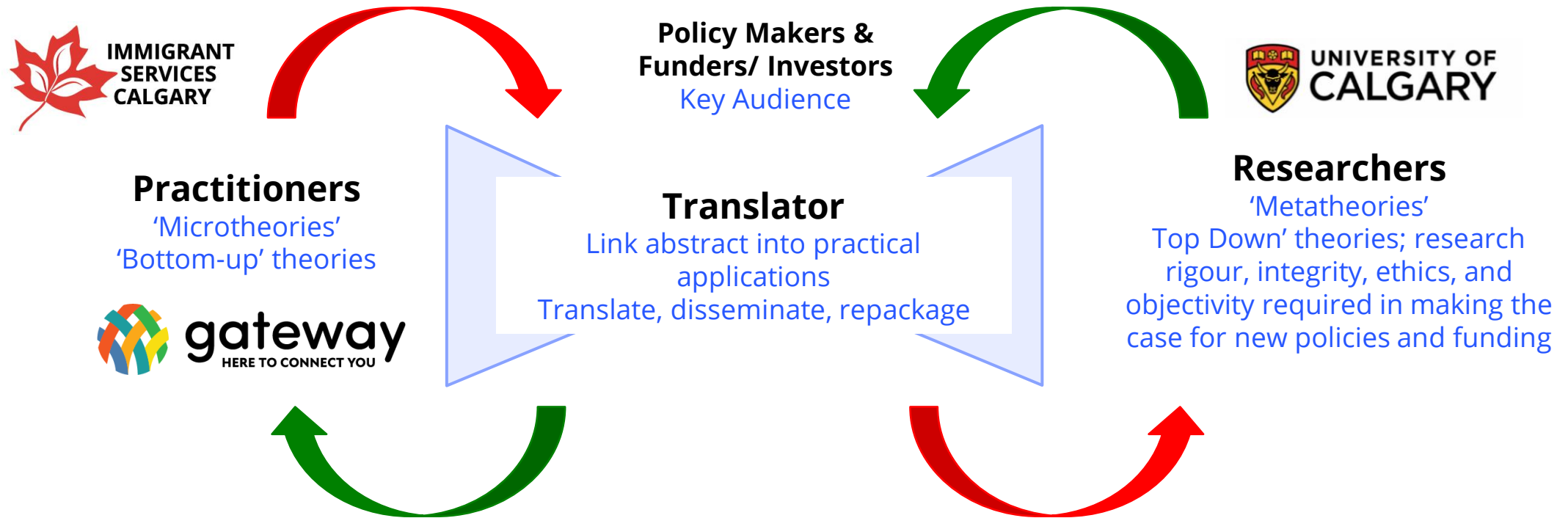
## Knowledge Gap



*"... much is known about the knowledge gap between practice and theory development. The gap is attributable to the existence of various languages and styles used in the scientific and practice communities, as well as to differing logics that prevail in each of these communities. A scan of the research literature indicates that **little attention has been given to a Practitioner's view of knowledge creation and transfer from practice to theory development.**"*



The K-Hub is a partnership between ISC and the Faculty of Social Work that closes the knowledge gap.



## What makes the K-Hub distinct:

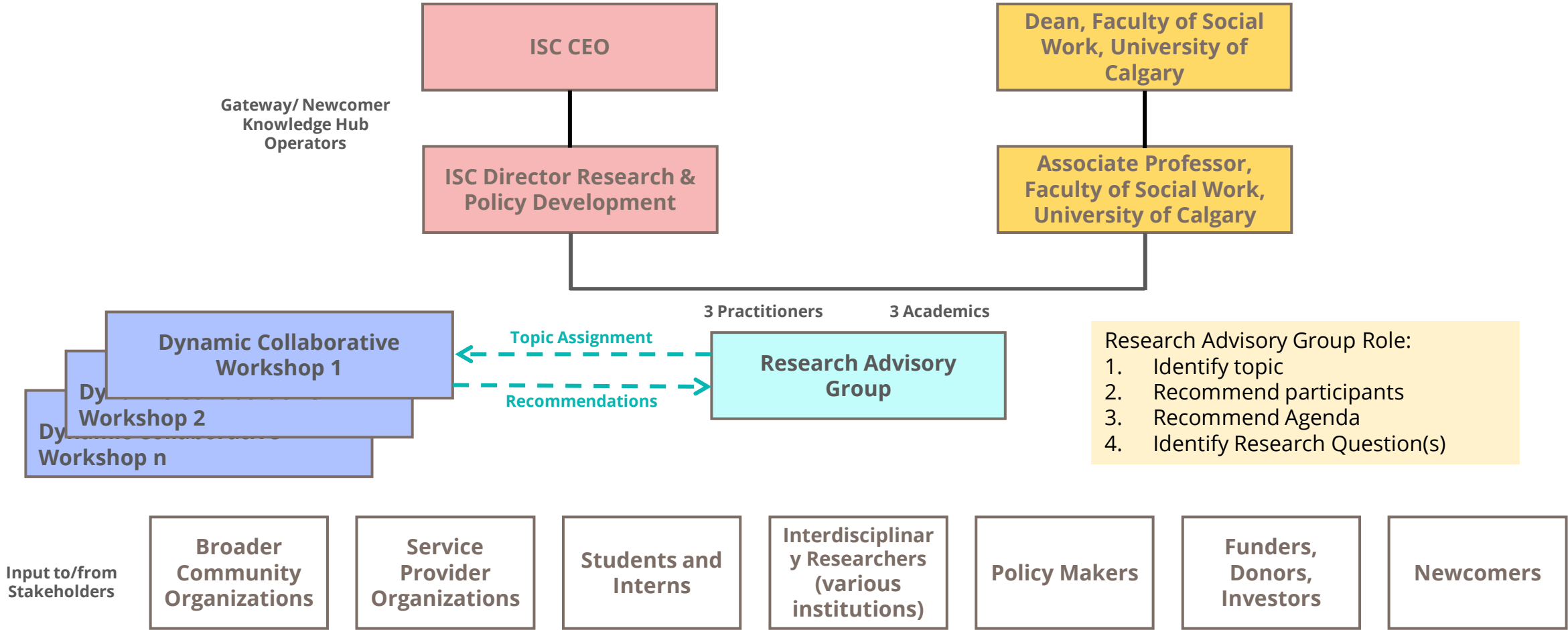
- **Established partnership with the Faculty of Social Work, University of Calgary**
- **First-in-market concept (opportunity to lead in immigration/settlement sector):**
  - University professor/researcher works onsite with ISC/Gateway
  - Research teams composed of academics and practitioners
  - Link from non-credit professional development laddering (AAISA) to for-credit credential (UofC)
- **Comprehensive data set that has the potential to change the sector:**
  - Data used for feedback loops (not just stagnant/static funder reports)
  - Data integrated from various sources within the sector and beyond
  - Dynamic Collaboratives (Policy Roundtables)
- **Infrastructure in place**
- **Opportunity to generate revenue:**
  - Datasets, Dynamic Dashboards (Power BI)
  - Customized research reports
  - Podcasts, webinars etc. (advertising)
  - Memberships to access various levels and frequency of data



**UNIVERSITY OF CALGARY**  
FACULTY OF SOCIAL WORK



# Collaborative Action Framework



# Five Streams of Work

## Dynamic Collaborative

- Group of research & policy stakeholders to inform future policy and research related to Newcomers

## Longitudinal Tracking of Sector Data

- Produce a yearly community research report
- Present findings at national conferences
- Produce customized data sets and research reports

## Dynamic Dashboards

- Monthly, quarterly, and annual reporting

## Process Improvement and Best Practices

- Identify and apply best practices for newcomer planning.

## Optimal Service Delivery

- Design and implement optimal service delivery workflows



# Wrap-Up

- ISC's Gateway transformation improves service provider coordination and newcomer referral practices through personalized plans. At the same time, Gateway generates valuable information and is one of various Knowledge Hub data sources.
- Harnessing the potential and usefulness of settlement data improves newcomer service programs and outcomes, while informing researchers on sector requirements and priorities.
- Dynamic Dashboards and knowledge products generated by Knowledge Hub are centralized, accessible, and serve to keep all stakeholders updated on relevant metrics and KPIs.
- ISC is proud to provide a link between academia and settlement sector practitioners as well as leadership in lean sector adaptability and iterative process improvements.



# Question & Answer





# Contact us for more information:

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