

Pathways to Prosperity 2025 National Conference

Panel Title:
Leveraging evaluation for
capacity building and service
delivery

November 24th 2025

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Workshop Agenda

1. Leveraging evaluation findings for national expansion and partnerships: Learnings from the Immigrant and Refugee Mental Health Project
 - Sayani Paul, Research Coordinator, CAMH
 2. Measuring What Matters: Using Evaluation to Drive Growth and Collaboration
 - Nadia Sokhan, Director of Programs Development and Strategic Partnerships, Polycultural Immigrant and Community Services
 3. From Surviving to Reconnecting: A three year of journey of Healing and Belonging
 - Elizabeth Gebremariam, Coordinator, Newcomer Community Wellness and Mia Mirosavljevic, Coordinator, Newcomer Wellness Program, Immigrant Services Association of Nova Scotia
 4. Discussion and Q&A
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Pathways to Prosperity 2025 National Conference

Leveraging evaluation findings for national expansion and partnerships: Learnings from the Immigrant and Refugee Mental Health project

Sayani Paul, Research Coordinator, Health Equity, CAMH

November 24, 2025

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CAMH

The Centre for Addiction and Mental Health (CAMH) is Canada's largest mental health teaching hospital and one of the world's leading mental health research centres.

CAMH is fully affiliated with the University of Toronto and is a Pan American Health Organization/World Health Organization Collaborating Centre.

The Office of Health Equity at CAMH makes a continuous effort to reduce disparities in mental health through community collaborations and internal initiatives, including the Immigrant and Refugee Mental Health project funded by Immigration, Refugees and Citizenship Canada (IRCC)

Health equity is the principle underlying a commitment to reduce and, ultimately, eliminate disparities in health and in its determinants.

Pursuing health equity means ensuring that all people “reach their full health potential and receive high-quality care that is fair and appropriate to them and their needs, no matter where they live, what they have or who they are.”



The Office of Health Equity

Leadership

- Dr Kwame McKenzie, Director Health Equity, CAMH
- Aamna Ashraf, Senior Manager Health Equity, CAMH

Established in March 2011, with a commitment to reduce disparities in health and in its determinants to ultimately improve clinical health outcomes for CAMH patients/clients

Our approach:

- Evidence Based
- Capacity Building
- Partnerships and Collaboration
- Evaluation
- Promising Practices

The Office of Health Equity – Our Work



Education &
training



Research &
evaluation



Strategic
initiatives



Interpretation
services

AGENDA

- 1 Background
- 2 Project Overview – About IRMHP
- 3 Evaluation Strategy
- 4 Leveraging Evaluation Findings

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BACKGROUND

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Importance of Program Evaluation

- Evaluation is key to any program initiatives.
 - Evaluation guides program planning, implementation and measures outcome
 - By analyzing program implementation and outcomes, evaluation informs evidence-based decision-making, demonstrates accountability, identifies strengths and weaknesses, and helps adapt programs to meet the intended needs of the clients.
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Purpose of this presentation

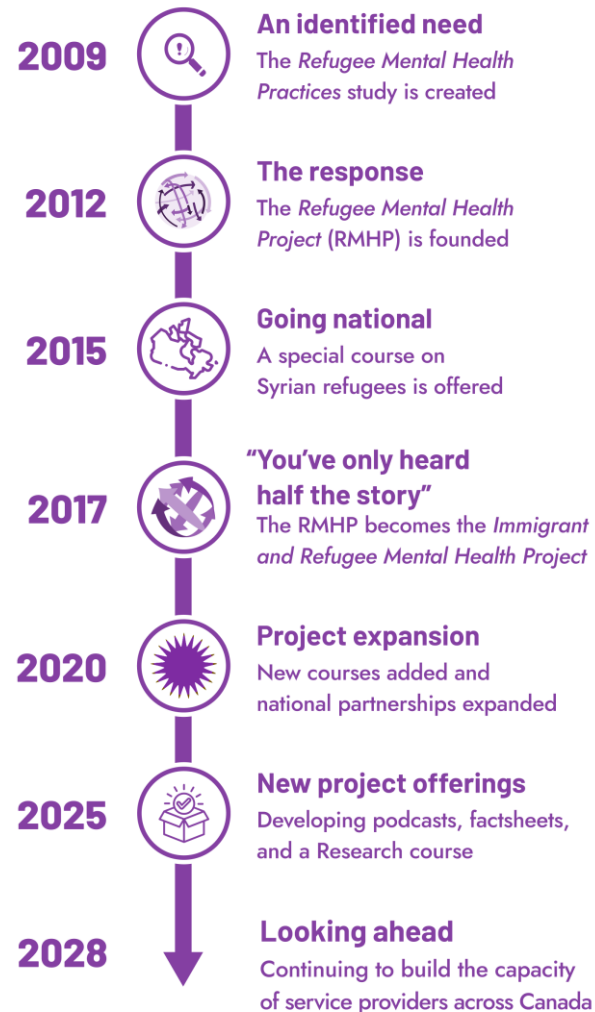
To demonstrate how evaluation findings from the 2018–2023 fiscal years led to improvements to the Immigrant & Refugee Mental Health Project (IRMHP) - an online capacity-building course, enhancing its content, delivery, and participant engagement.

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PROJECT OVERVIEW: ABOUT IRMHP

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Immigrant and Refugee Mental Health Project



The Immigrant and Refugee Mental Health Project (IRMHP) offers online training, tools and resources to settlement, social and health service professionals working with immigrants and refugees.

This project builds on the former Refugee Mental Health Project, expanding to cover mental health problems and disorders in different groups of immigrants and refugees as well as evidence-based services, treatments and supports that have the capacity to effectively address the unique needs of different groups.

Project Team

Project leads:

[Dr. Kwame McKenzie](#) – Director, Office of Health Equity, CAMH

[Aamna Ashraf](#) – Senior Manager, Office of Health Equity, CAMH

Project team:

[Edward Bacal](#) – Communications Associate/Digital Learning Designer

[Jewel Bailey](#) – Knowledge Broker

[Fatmata Kamara](#) – Bilingual Knowledge Broker

[Isabella Lam](#) – Community Health and Education Associate

Our Subject Matter Experts

[Dr. Clare Pain](#), Professor, Department of Psychiatry, University of Toronto, Director, Psychological Trauma Program, Mount Sinai Hospital

[Dr. Ghayda Hassan](#), Clinical Psychologist and Professor of Clinical Psychology at Université du Québec à Montréal (UQAM)

[Vanessa Wright](#), Nurse Practitioner, the Women's College Hospital's Crossroads Refugee Health Clinic

[Dr. Debra Stein](#), Staff Psychiatrist, SickKids Centre for Community Mental Health

[Dr. Lisa Andermann](#), Staff Psychiatrist, Mount Sinai Hospital; Assistant Professor of Psychiatry, University of Toronto

[Vince Pietropaolo](#), General Manager, Mental Health Services Program, COSTI Immigrant Services

[Axelle Janczur](#), Executive Director, Access Alliance Multicultural Health and Community Services

[Nadia Sokhan](#), Director of Program Development and Strategic Partnerships, Polycultural Immigrant and Community Services

[Belma Podrug](#), Executive Director, Global Gathering Place

Our National Advisory Committee

Mulugeta Abai: Executive Director, Canadian Centre for Victims of Torture (CCVT)

Teresa Dremetsikas: Programs Manager, CCVT

Don Boddy: Small Centre Support Manager, Manitoba Association of Newcomer Serving Organizations (MANSO)

Yasmine Dossal: Director, Social Services, COSTI Immigrant Services

Abi Maunder-Collier: Manager of Social Work and Health Services, Association for New Canadians

Elizabeth Gebremariam: Coordinator, Newcomer Community Wellness Program, Immigrant Services Association of Nova Scotia (ISANS)

Tecla Namusonge: Coordinator, Community Education - Accessibility Initiative, Ontario Council of Agencies Serving Immigrants (OCASI)

Mehreen Nayani: Program Manager, National Programs, YMCA of Greater Toronto

Mariana Martinez Vieyra: Coordinator, Provincial Refugee Mental Health, Vancouver Association for Survivors of Torture (VAST)

Hilary Thorne: Newcomer Support Social Worker, Annapolis Valley Regional Centre for Education

Serap Tezgel: Local Immigration Partnership Coordinator for Yellowknife, CDETNO NWT

Jacelyn Hanson: Physician Lead Refugee Engagement and Community Health (REACH)

Leah Stevenson: Project Lead, Settlement Workers in Schools (SWIS) initiative, New Brunswick Multicultural Council

Karim Mennas: Program Manager, Centre d'Accueil des Nouveaux Arrivants Francophones (CANAF)

Georgette Nadar: Program Coordinator, Global Gathering Place

Iraa Abdulerahem: Program Coordinator, RAP settlement services, Polycultural Immigrant and Community Services

Project Components



WEBINARS

Learn about relevant issues and practices in the field, featuring subject matter experts and established professionals.



NEWSLETTERS

Stay up to date on promising practices, new research and relevant resources and opportunities.



PODCASTS

Listen to discussions with subject matter experts on relevant topics.



TOOLKIT OF RESOURCES

An extensive handbook of useful resources for providers who work with immigrants and refugees.



COMMUNITY OF PRACTICE

Join our virtual community to establish connections, discuss service provision, exchange resources, and pose questions to experts.



FACTSHEETS

Short, informative reports that break down what you need to know about key topics.

Project Components - Courses



FREE ONLINE COURSES

We offer online courses tailored to service providers and leaders in the settlement, social service and health care sectors. These courses are free, self-directed, and accredited by the University of Toronto; they include:

- Immigrant and Refugee Mental Health Course
- Leadership Course
- Research course
- Special Populations: Yazidi Refugees

Immigrant and Refugee Mental Health course



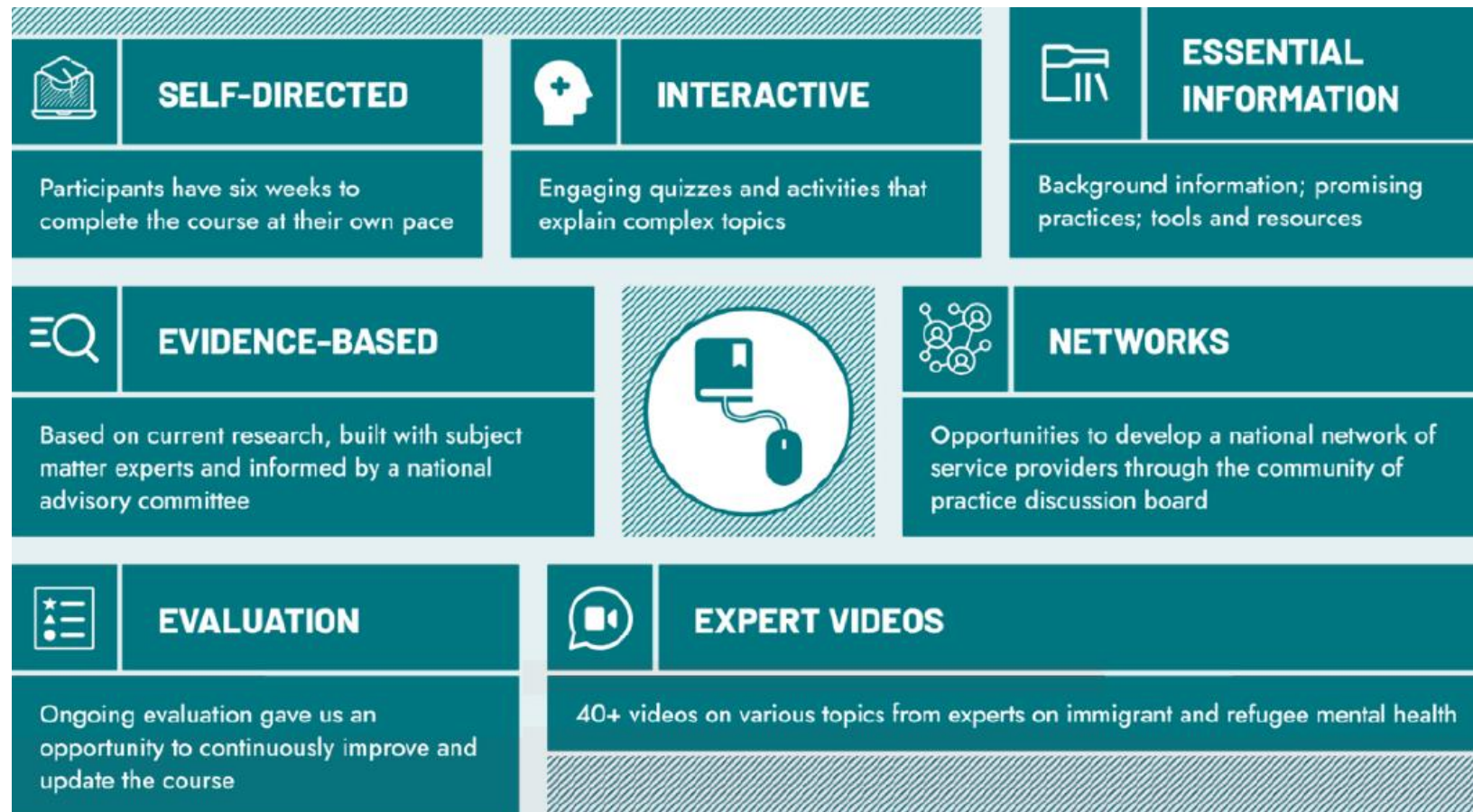
Settlement & Social Service Providers



Health service providers

For more information on the courses, visit **irmhp.ca**

Key Features



Main Course Outline

Ten Modules (~25-30 hours over 6 weeks)

- 1: Immigration and the social determinants of health
- 2: Introduction to mental health and disorders
- 3: Key populations: Women
- 4: Key populations: Children
- 5: Key populations: older adults, survivors of torture, 2SLGBTQIA+, persons living with disabilities
- 6: Treatment (HP); Case Management (SW)
- 7: Health equity, anti-racism and anti-oppression, intersectionality and allyship
- 8: Service delivery, pathways to care and interpretation services
- 9: Partnerships and mental health promotion
- 10: Self-care and self awareness

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EVALUATION STRATEGY

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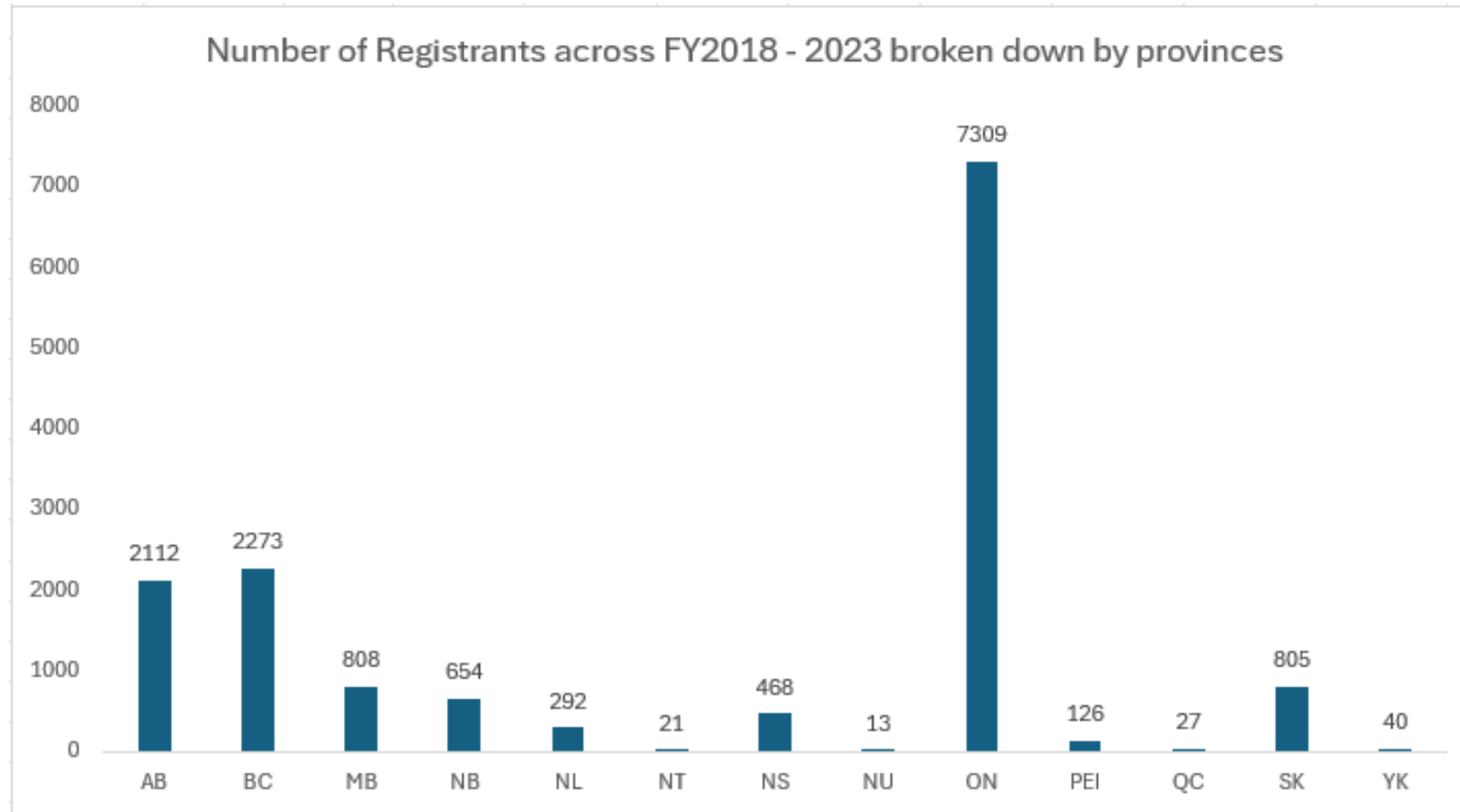
IRMHP Main Course Evaluation Strategy

- The IRMHP Main courses are evaluated to assess learner satisfaction, demographics and knowledge change using quantitative & qualitative data
 - **Demographic data**: collected during course registration
 - **Learner satisfaction**: assessed post-course after completing all pre and post (knowledge) questions. Satisfaction is assessed on – course quality, facilitator engagement, course content, opportunities for learner participation, system quality, relevance to practice.
 - **Knowledge Change**: assessed pre- and post each module that tests participants' knowledge around the course content and corresponding module's learning objectives.
 - Data analyzed using SPSS Statistics 27
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LEVERAGING EVALUATION FINDINGS

Geography – Provinces & Territories



Interventions Implemented: Territorial Outreach

- A promotional toolkit with messages for different media platforms was shared with advisory committee members to promote the course through their networks.
- Video testimonials and promotional images were created to support outreach.
- New partnerships were established, particularly with French settlement organizations in the territories, expanding the course's reach and visibility.
- Increasing visibility of the course through presentations to Federal, Provincial and Territorial stakeholders.
- Introduced registration caps for the provinces and territories to provide equitable opportunities for providers from across Canada to enroll in the course.

Impact of Territorial Outreach

Provinces and Territories	FY 2018		FY 2019	
Alberta	150	8.80%	445	16.40%
British Columbia	143	8.30%	337	12.40%
Manitoba	87	5.10%	170	6.30%
New Brunswick	62	3.60%	187	6.90%
Newfoundland & Labrador	15	0.90%	58	2.10%
Northwest Territories	1	0.10%	6	0.20%
Nova Scotia	70	4.10%	81	3.00%
Nunavut	2	0.10%	3	0.10%
Ontario	1073	62.60%	1151	42.40%
Prince Edward Island	6	0.40%	37	1.40%
Québec*	13	0.80%	8	0.30%
Saskatchewan	89	5.20%	224	8.30%
Yukon	3	0.20%	8	0.30%

**Although we have 13 past registrants from Quebec, we do not offer this course to service providers who reside in Quebec*

Impact of Territorial Outreach

Within territory,

- FY2019 had a 467% increase in registrants
- FY2020 had a 600% increase.
- Subsequent years continued to see higher registration numbers than the baseline FY2018
- Decline in numbers during pandemic

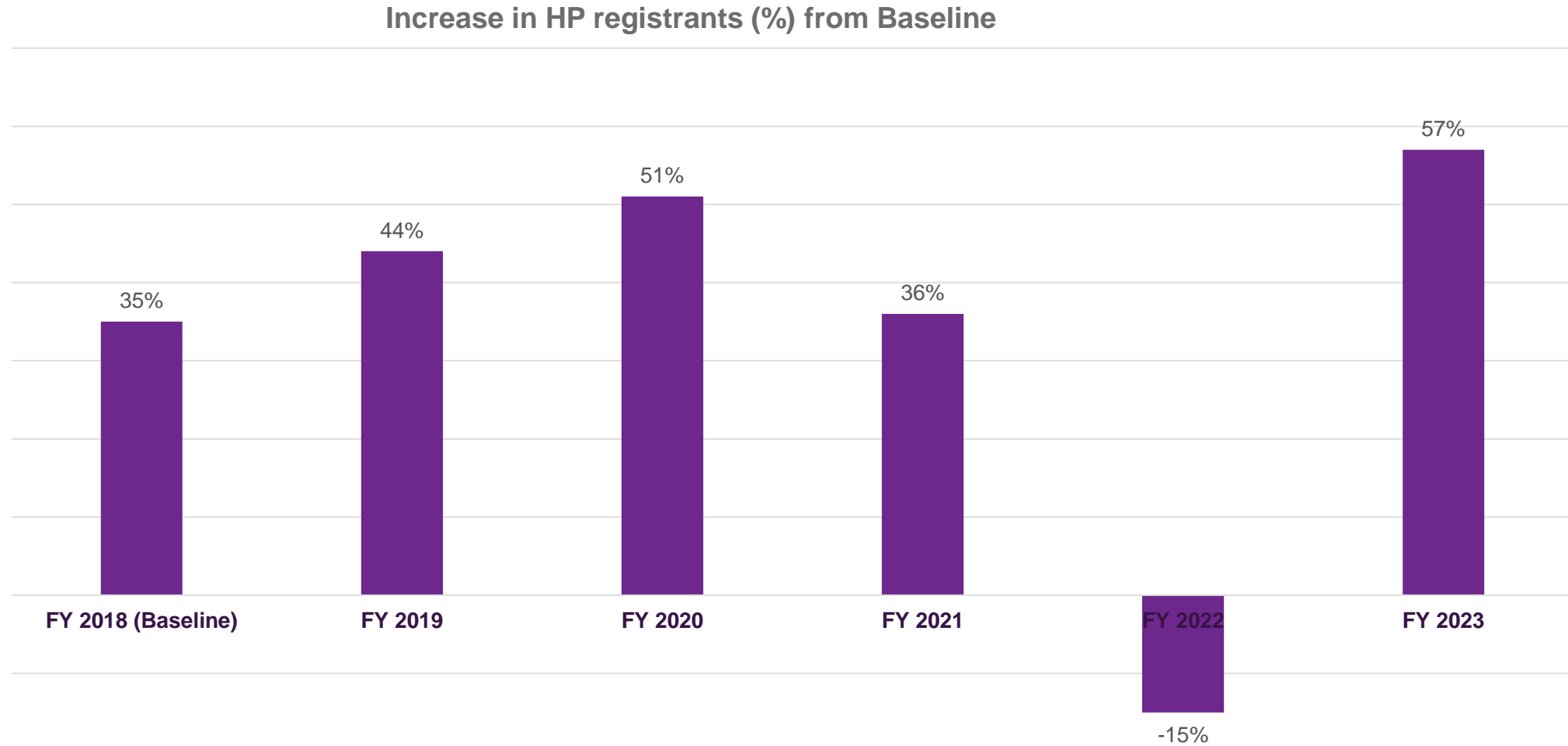
Stream– Health Service Providers (HP) and Settlement and Social Service Providers (SW)

- The course has two streams; and the uptake is higher among settlement and service workers.
- In FY2018, healthcare providers (HP) accounted for 38% of the registrants while settlement and social services providers represented 62% .
- Therefore, the team sought to implement interventions that would improve HP participation in the course.

Interventions Implemented: Outreach to Health Service Providers

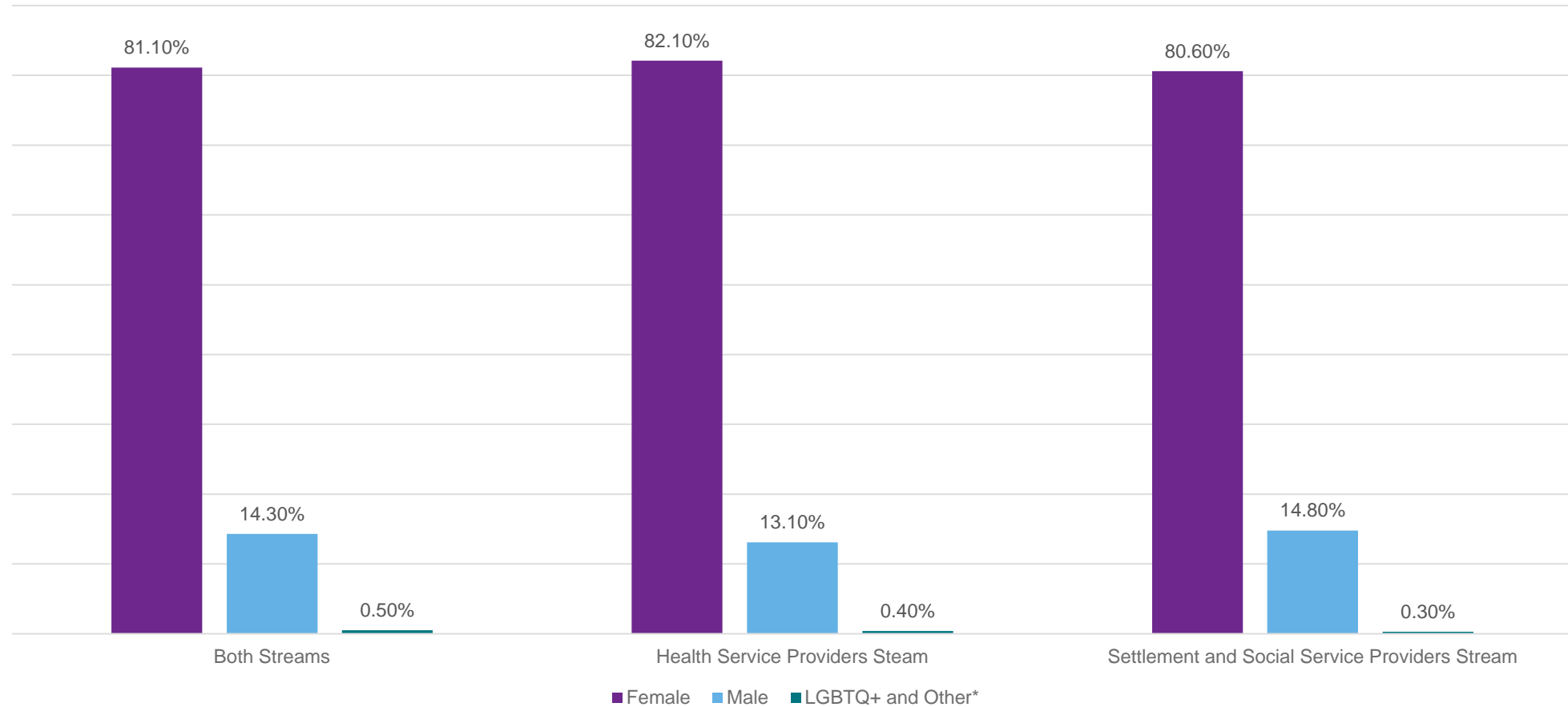
- Outreach activities to attract professionals in the health sector
- Testimonials and impact stories (quotes, photos) from healthcare providers who took the course were used to demonstrate the practical application of the training
- Collaboration with CAMH Public Affairs to leverage their social media platforms with tailored messages designed for this audience.
- Regular outreach communication posted through LinkedIn, Facebook and Twitter (now X).

Impact of Outreach to Health Service Providers



Gender– HP and SW

IRMHP Main Course Participants' gender across FY 2018-2023



Missing data or 'Preferred not to answer' accounted for 5%

Course Feedback – Qualitative data

During FY2019 and FY2020, 1,077 course participants provided open-ended feedback on how the course could be improved.

Requested enhancements were:

- Allowing more time to complete the course (116 mentions)
- Including more examples and case studies (64 mentions)
- Reducing the amount of information and statistics (54 mentions)
- Adding more audio and visual content (23 mentions)

Course Feedback – Qualitative data

“I found the course very statistic-heavy. I got lost early on trying to memorize stats that ultimately weren't the main point. As a result, I struggled to retain the more important information.” (APR20 SW)

“Less information and more interactive activities. The information was great but felt overwhelming at times.” (JUL20 SW)

“Expand on treatment options — provide case examples and opportunities for discussion.” (JUL20 HP)

Interventions Implemented: Content & Format adjustments

- Twelve English & two French language videos
- New graphics
- Case scenarios and interactive elements such as quizzes and clickable tabs
- Reduced statistics and data
- Redesigning of course's user interface
- Improving course's user experience

Impact of Content & Format adjustments

Changes to course content and layout led to a better streamlined user experience for participants.

Qualitative data also suggested similar trends:

“I enjoyed the mini quiz after every model and pre quiz” (JUL23 SW)

“The short videos were helpful to provide context” (MAY23HP)

“The layout of the course, informative and organized very well” (MAY 23HP)

Summary - Importance of Evaluation on IRMHP

By leveraging evaluation findings, IRMHP team ensures that the course is

- more inclusive, accessible and effective for building capacity of the settlement sector.
- reaching the right audience and also empowering them with the knowledge and skills needed to support the mental health and wellbeing of immigrant and refugee populations.

Partnership & ongoing collaboration with partners helps in effective implementation of the project.

Thank You

For more information, please contact:

IRMHProject@camh.ca

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