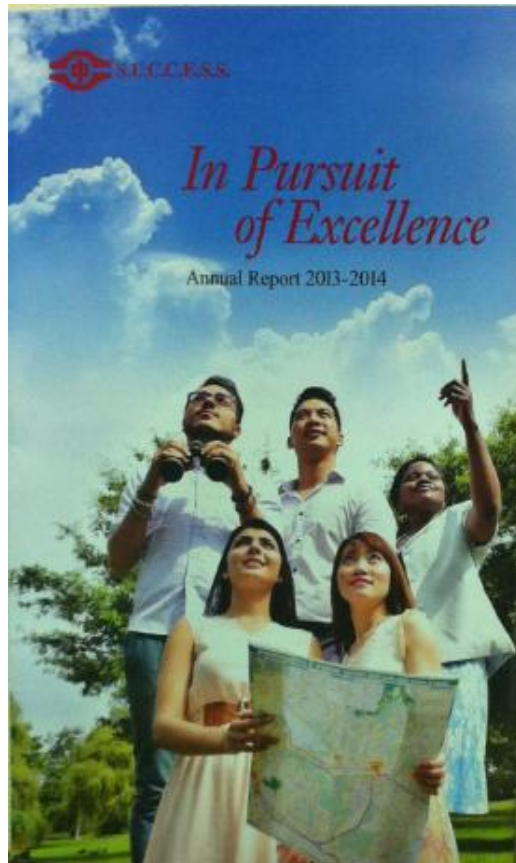




Pre-arrival Services and Information for Immigrants

Sandra Wilking, Director of Operations
S.U.C.C.E.S.S.
www.success.bc.ca

About S.U.C.C.E.S.S.



- Founded in 1973 and incorporated in 1974
- Accredited by Council on Accreditation since 2004
- 25 locations including Metro Vancouver, Fort St. John, Taipei and Seoul
- Over 400 Multilingual Staff
- Settlement, Employment, Family & Community services, Business Immigration Integration Services, Education & Training and Health Services & Senior Care Centres
- <http://www.successbc.ca/eng/company/annual-report>

About AEIP

- Active Engagement and Integration Project, established and operated since November 2008.
- Funded by Citizenship and Immigration Canada (CIC).
- Pre-Arrival program aims to assist new immigrants in settling in Canada.
- Service locations in Seoul, Korea and Taipei, Taiwan.

Active Engagement & Integration Project



Facilitates newcomers' integration and adaptation in Canada

AEIP



WHAT IS AEIP?

Funded by Citizenship & Immigration Canada (CIC), the project aims to provide FREE pre-departure orientation guidance for persons immigrating to Canada from South Korea and Taiwan. This will facilitate their adjustment, promote community and labour market engagement and enhance their adaptation process in Canada.



S.U.C.C.E.S.S.

Innovatively Integrating new Canadians for 35 years

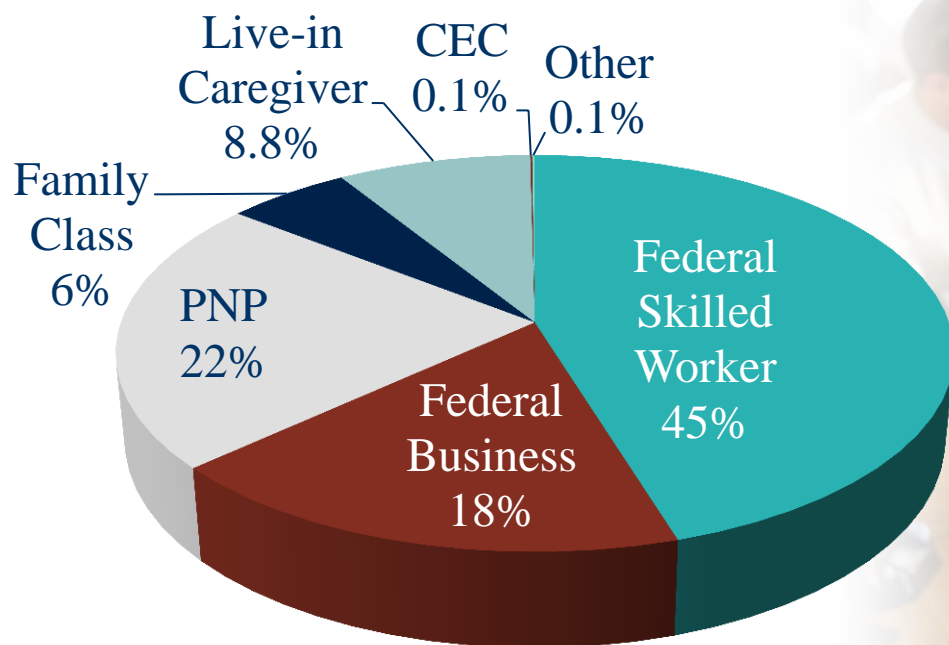
AEIP Objectives



- Support the settlement, adaptation and integration of newcomers into Canadian society by providing pre-departure guidance
- Facilitate the adjustment process in Canada, and promote community and labour market engagement



Target clients by Immigration Category (Nov 2008 – Sep 2014) – Total:5.803



Project Activities

- **Pre-departure group orientation**
 - A two-hour introduction about “life in Canada” including history and geography, government structure, education and medical system, employment and Canadian culture
- **Tailored Workshops**
 - In-depth workshops on education system, health, employment opportunities, Canadian culture, etc.
- **Active Engagement Case Management**
 - Help clients identify their settlement / employment needs and challenges
 - Assist clients in setting and developing realistic and individualized integration plans

Project Activities cont'd

- **Employment Connections in Korea (Seoul Office)**
 - Provide self-employment and job search support services including Business Workshop Series, Job Search Skills Workshop Series and Employment Webinars
- **Hong Kong Outreach (Taipei Office)**
 - Aim to deliver accurate and current information and orientation to Live-in Caregivers in Hong Kong. The orientation session will empower the target clients to better integrate socially and economically into the Canadian society.
- **Post-landing Connection in BC (Vancouver Office)**
 - Help AEIP clients transition successfully from pre-landing to post-landing; provide additional settlement and employment support activities.

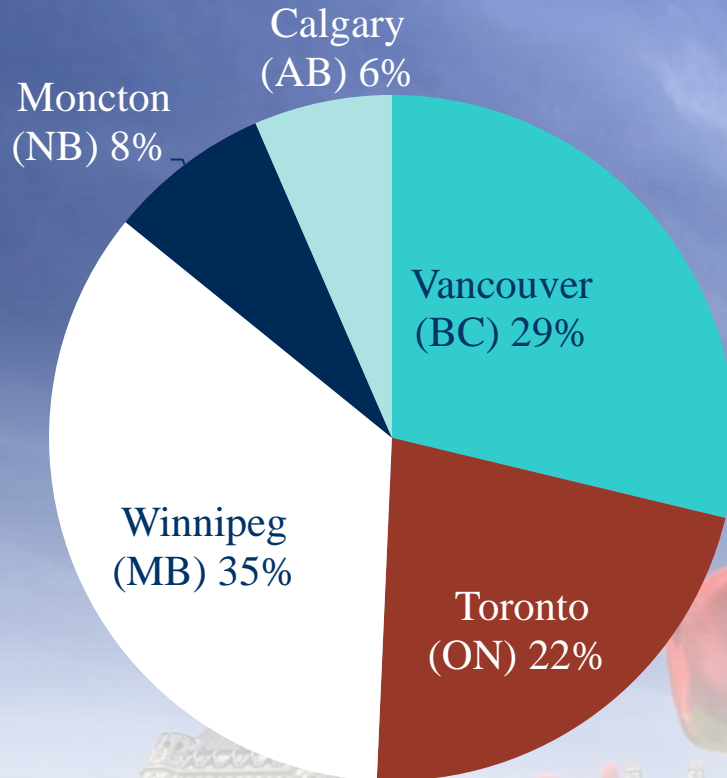
Project Activities cont'd

- Resource Centres
- Virtual Resource Centres
(<http://www.success.bc.ca/welcomecanada>)
- Information and Referrals

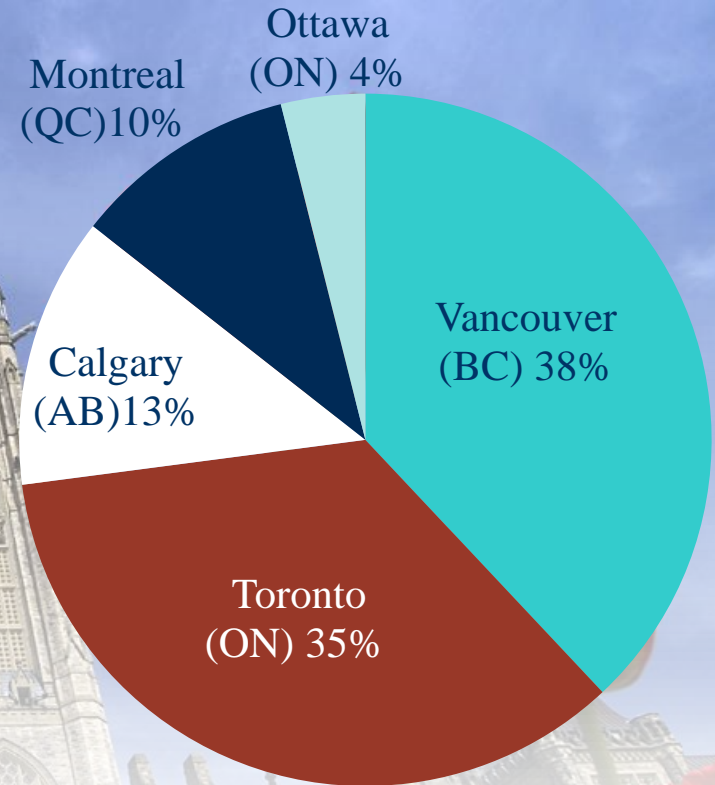


Top 5 Destination Cities (Apr 2013 – Sep 2014)

Seoul Office



Taipei Office



AEIP Immediate Outcomes (2013 – 2014)

- Clients have increased knowledge of Settlement and Employment Services

AEIP Orientation Workshop Survey	Seoul	Taipei
Satisfied with the content provided.	97%	100%
Orientation is helpful for preparing their settlement in Canada.	96%	100%
Obtained settlement and employment information, services and resources that were appropriate for them to deal with their immigration issues.	94%	100%



AEIP Client Post-landing Survey (Apr 2011 – Jun 2014)

Action Plan: Settlement (within 3 months)	AEIP Total Clients
Successfully Settled with housing	99%
Connect with Settlement Service Providers	97%
Community Participation / Volunteering	91%

Action Plan: Employment (within 3 months)	AEIP Total Clients
Full-Time Employment	80%
Part-Time Employment	54%
Self-employment	26%

Action Plan: Training / Education (within 3 months)	AEIP Total Clients
Language Training	87%
School Education	96%
Vocational Training	60%



Challenges for Newcomers and Solutions

- Language barrier
- On line Pre-Arrival language assessment
- On line Pre-Arrival language classes



Challenges for Newcomers and Solutions

- Difficulties in the settlement process
- Continuum of service from pre-arrival to post-arrival
- Use technology for direct communications among AEIP staff, settlement workers in Canada, and PRs overseas

Challenges for Newcomers and Solutions

- Lack of local labour market information, challenges of Foreign Credential Recognition, lack of Canadian experience or Canadian networks, local information on community resources and cultural awareness
- Virtual Service Centre:
 - Webinars from industry, government, specialized NGOs, settlement providers
 - Direct communication with Settlement Workers across Canada to address specific provincial /community information
- Case Management (1-on-1)
 - Overseas Settlement Practitioner can assist client to develop realistic settlement plan that is shared with Canadian partner

Questions and Answers





S.U.C.C.E.S.S

Thank You!

