

Alberta



CATHOLIC
SOCIAL
SERVICES

Frank Bessai and Andrew Lam, 2019

Family Wellness and Community Enhancement Program (FWCEP)



STOLLERY
CHILDREN'S
HOSPITAL
FOUNDATION

What is the FWCEP?

An 18-month pilot program meeting the complex needs of Newcomer families.

- ▶ Newcomer families in crisis or pre-crisis.

Including:

- ▶ Government Assisted Refugees (GARs)
- ▶ Privately Sponsored Refugees (PSRs)
- ▶ Family Class (FC)
- ▶ Temporary Foreign Workers (TFWs)



A graphic illustration on the left side of the slide. It features a large, light blue silhouette of a globe in the background. In the foreground, there are black silhouettes of a family: a man, a woman, and a child, walking together. The man is on the left, the woman is on the right, and the child is in the middle, holding hands with both adults. The silhouettes are reflected on a light blue surface below them. The overall theme is migration and family.

Immigration, Resettlement and the Family

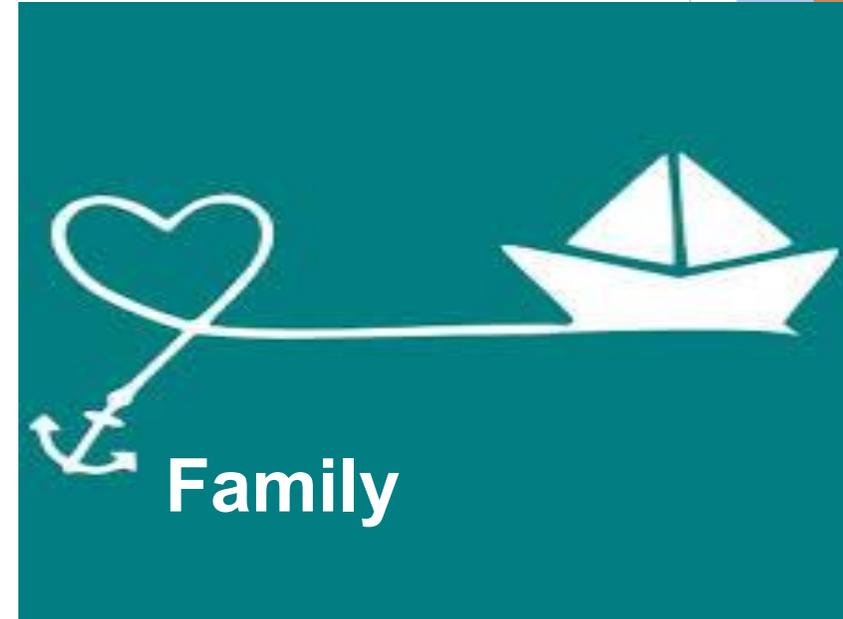
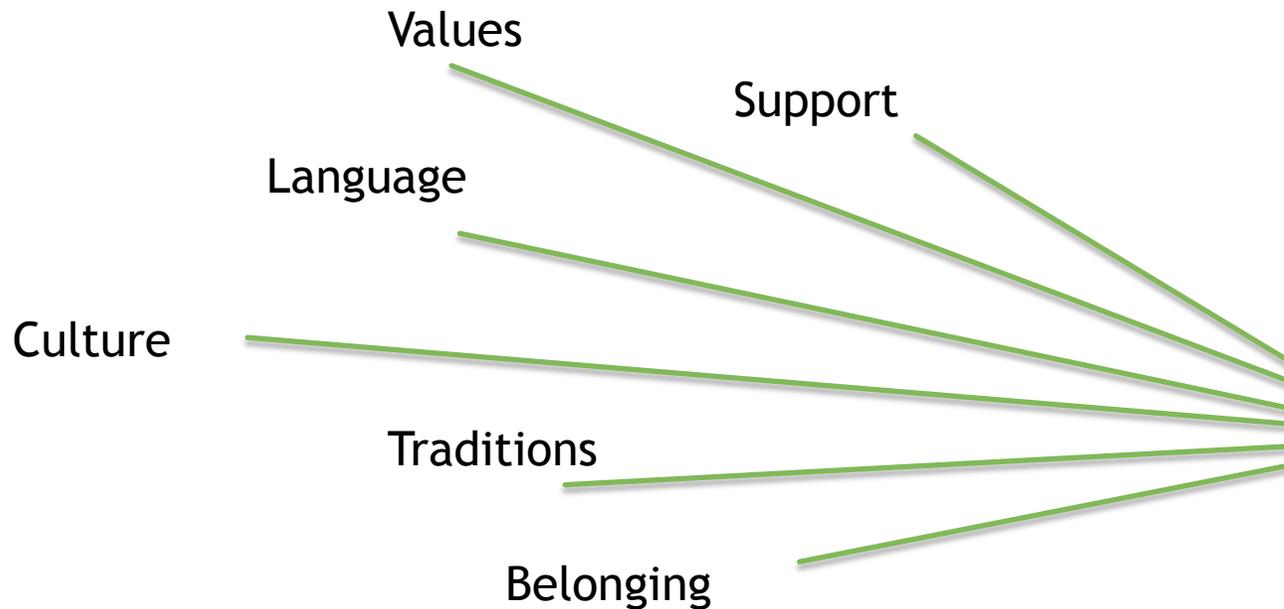
- ▶ “During the migration process, the family goes under changes as it seeks to meet individual and group needs within a dramatically changed context.” (Bernhard et al. 2008)
 - ▶ Individual vs. collectivist culture
 - ▶ Increased independence and freedom
 - ▶ Family roles
- ▶ Intersecting issues:
 - ▶ Lengthy time of separation
 - ▶ Barriers in credential recognition

Result in family breakdown

Immigration, Resettlement and the Family

Those families who are stable have higher chances of successful integration (see Rumbaut, 1997)

- ▶ Increased civic participation - community engagement (Wilkin & Sandra, 2009)
- ▶ Increased chance of attaining higher education (Hebert, Sun, & Kowch, 2004)



Topics to be Discussed

What are the issues facing Newcomer families.



Where are the existing gaps in services provided.



How do we address these gaps.

Our target population.

Our key measures.

Our service delivery model.

The Key Issues Facing Newcomer Families



Continued access to resources and community supports.



Trauma and mental health issues.

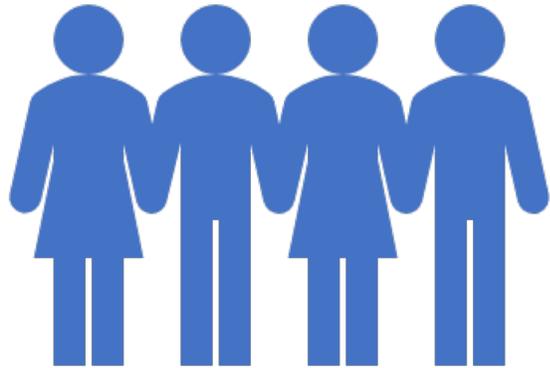


Social isolation.



Lack of cross-cultural adaptation.

Continued Access to Resources and Community Supports



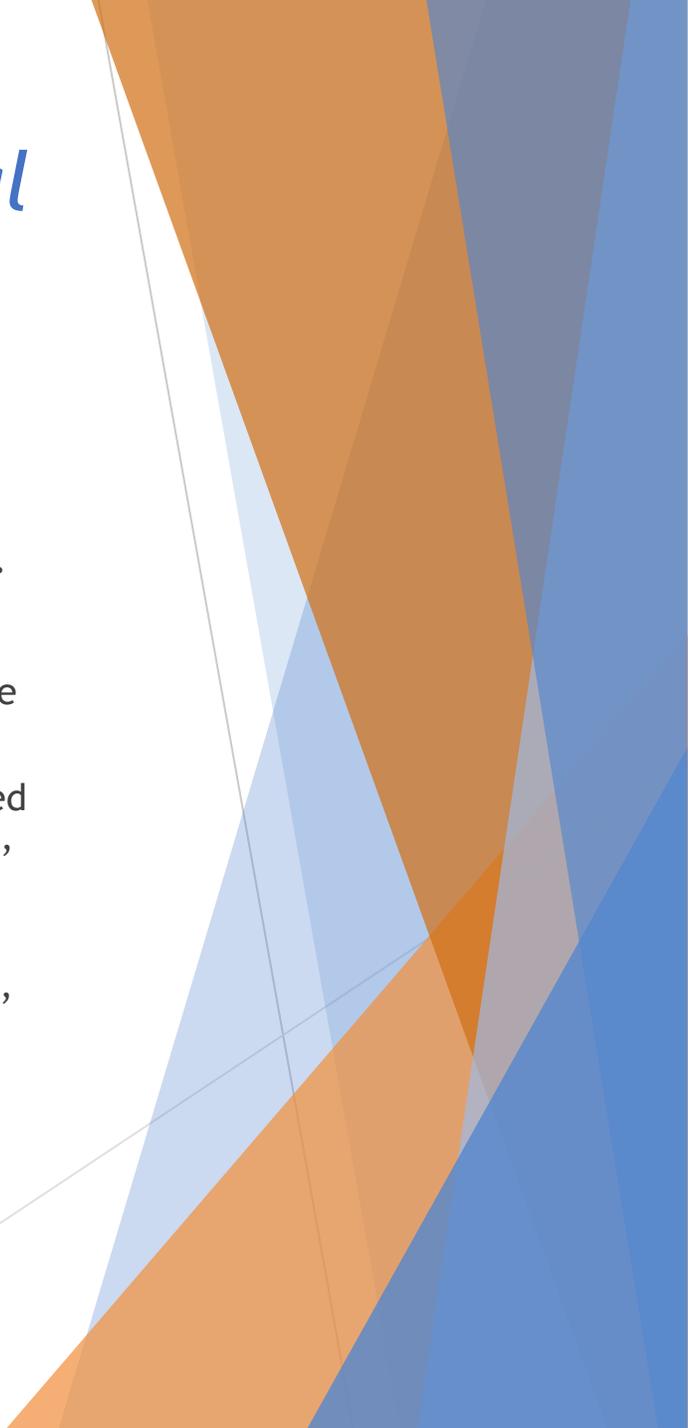
Inability to access resources efficiently and consistently can strain Newcomer families.

- ▶ Appropriate access of community resources
- ▶ Intercultural competency among mainstream community services
- ▶ Transportation



Trauma and Mental Health Issues

Trauma and mental health issues impacts proper family functioning and the psychological wellbeing of family members.

- ▶ Mental health issues experienced in home country or in-transit.
 - ▶ Longitudinal studies showing strained interpersonal relationships (Milliken, Auchterlonie, and Hoge, 2007)
 - ▶ PTSD and the parent/ child relationship - insecure attachment, disorganized attachment (Kleber, Jongmans, Mooren, and Out, 2016)
 - ▶ Mental health issues experienced during integration.
- 



Social Isolation

Isolation upon migration places strains familial relationships.

- ▶ Increases the density of familial relationships causing further anxiety potential conflict.
- ▶ Negative attitude towards integration process.
- ▶ Dependency on other forms of socialization
 - ▶ Online behaviour
 - ▶ Unhealthy peer relationships

The Gaps in Service

Strained traditional settlement service

Lack of intercultural awareness and understanding

(Over)emphasis on basic needs

Strained Traditional Settlement Service

Strained traditional settlement service delivery lacks the capacity to consistently serve vulnerable Newcomer families.

- ▶ Heavy case loads due to insufficient funding.
- ▶ Lack of access to overtime hours.
- ▶ Insufficient resources
 - ▶ Interpretation
 - ▶ Single-parent families (e.g. childcare)

Lack of Intercultural Awareness and Understanding

Mainstream community resources lack intercultural awareness and understanding negatively impacting care to newcomers.

- ▶ Essential services:
 - ▶ Emergency care
 - ▶ Mental health
- ▶ Essential specialized services:
 - ▶ Interpretation
 - ▶ Disability

(Over)emphasis on basic needs

Traditional service delivery is funded to emphasize employability.

- ▶ Emphasis and barriers to credential recognition can increase strains within the family.
- ▶ Pre-departure misinformation with respect to career options.
- ▶ Lack of resources meeting medium to long-term settlement needs.
- ▶ Inappropriate funding for affordable housing.

Our Target Populations

Open to all immigrant categories

Targeted recruitment:

Families experienced trauma

Reuniting families

Families Experiencing Trauma

Families who have experienced trauma have increased potential of family conflict.

- ▶ Trauma experienced home country, in-transit and in host country.

Categories Include:

- ▶ Government Assisted Refugees (GARs)
- ▶ Privately Sponsored Refugees (PSRs)
- ▶ Others experiencing trauma.

Reunifying Families

Reunifying families often leads to family conflict.

- ▶ Lengthy time apart
 - ▶ Cultural adaptation
- ▶ Misconception of economic stability

Categories include:

- ▶ Temporary Foreign Workers (TFWs)
- ▶ Privately Sponsored Refugees (PSRs)
- ▶ One-Year Window sponsorships (1YW)
- ▶ Family Class Sponsorships (FCS)

Our Key Measures



Access to Resources and Continued Community supports



Mental Health



Interpersonal Relationships and Shared Identity



Cultural Literacy

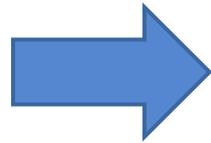
FWCEP Logic Model

Inputs	Funding Stollery Alberta	Skilled people Frontline staff Leadership	Partner organizations Local schools Police services Private sponsor groups	Infrastructure Computers, desks, etc. Space Software	Course content and materials Intercultural education Family conflict Interpersonal conflict	Policies and procedures	Demand From internal and external sources
Activities	Needs Assessment Identify needs of the family	Mediation Employ mediation to families experiencing conflict.	Group Programming Pre-arrival Family Night Family Wellness-Modules	Individual Sessions With family enhancement team	Referrals Refer clients to other community agencies and services	Evaluation Conduct evaluations at Week 5 Report on evaluation Share program results at conferences	Refine strategy Adjust operations in response to emergent needs and information
Outputs	Needs Assessment # needs assessments conducted # individuals identified as having each type of need	Mediation # families participating in mediation # mediation sessions conducted	Group Programming # times modules offered # attendees	Individual Sessions # families participating # individual sessions held	Referrals # of agencies referred to # referrals made # families receiving referrals	Evaluation # conference presentations # evaluation reports produced	Refine strategy # changes made to program
Outcomes	Short Term Outcomes Families and family members are aware of available resources and programs Families and family members have the skills to access available resources and programs Families and family members feel supported in connecting to services Families and family members recognize family conflict Families and family members have skills to mediate their conflicts			Medium Term Outcomes Families and family members are confident in their ability to integrate Family members implement conflict reduction practices Family conflicts are reduced Families and family members are appropriately supported		Long Term Outcomes Families and family members are positively integrated into Canada	

Evaluative Outcomes

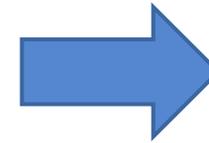
Short-term

- ▶ Families are aware of available programs and resources in the community and have the skills to access them.
- ▶ Families feel supported in connecting to services.
- ▶ Families can identify conflict and have the skills to mediate their conflicts.



Medium-term

- ▶ Families and family members are confident in their ability to integrate into Canadian life.
- ▶ Family members implement conflict resolution practices.
- ▶ Family conflicts are resolved.
- ▶ Families feel appropriately supported.





Long-Term

- ▶ Families and family members are positively integrated into Canadian life.



Scope of Program

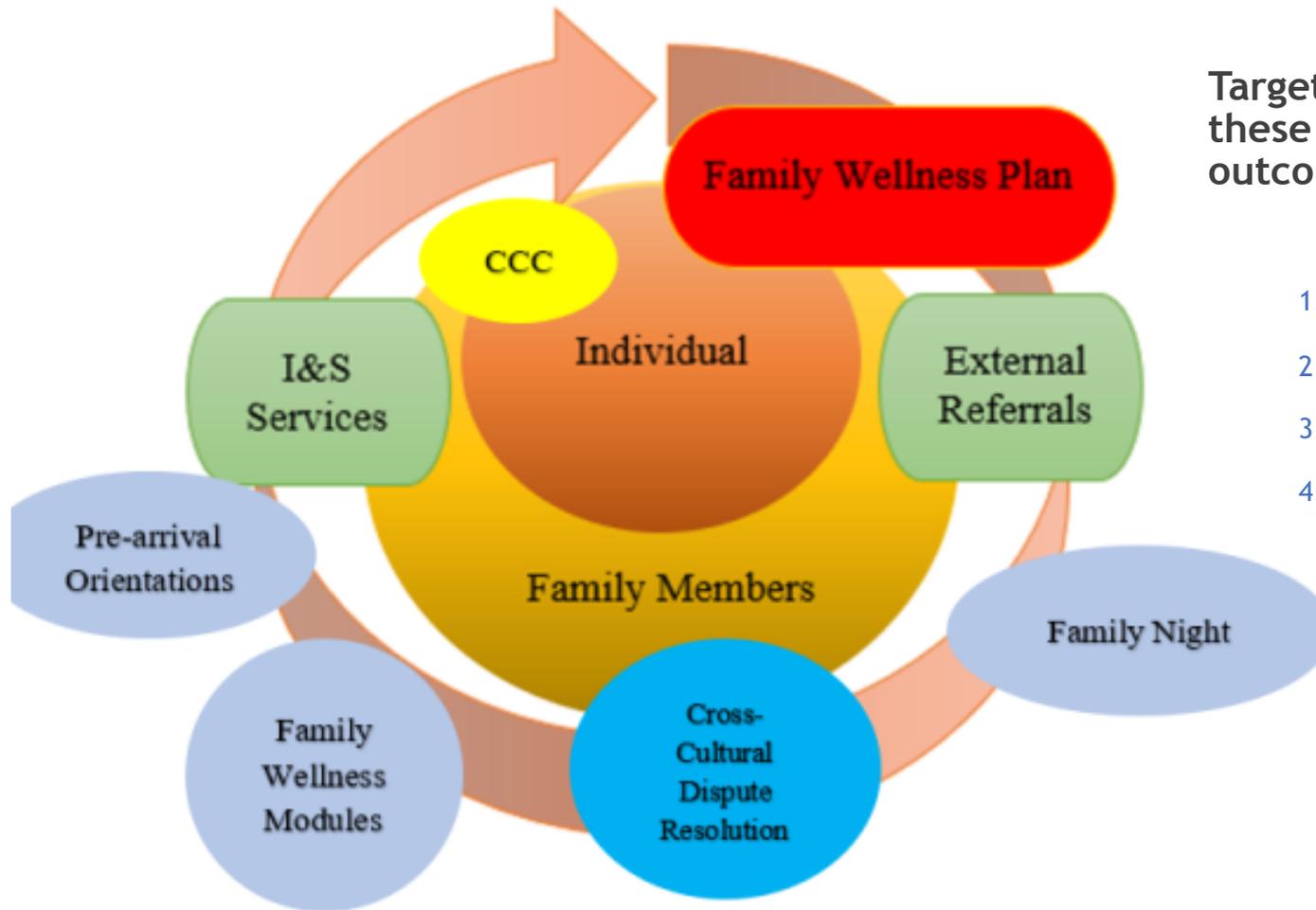
Service delivery focuses on short-term outcomes.

- Families receive services from FWCEP for a maximum of 6-months.
- Too short to evaluate medium-term and long-term outcomes.

Two-month family follow-up.

- Follow-up is designed to evaluate the potential of clients to achieve medium-term outcomes.
- Those who express struggles are invited to re-participate in the program.

Our Service Delivery



Targeted services which address these measures and achieve outcomes.

1. Targeted Case-Management
2. Cross-Cultural Counselling (CCC)
3. Cross-Cultural Dispute Resolution
4. Group Programming
 - ▶ Pre-Arrival Orientations
 - ▶ Family Night
 - ▶ Family Wellness Modules

Targeted Case Management

Universal settlement services do not adequately meet unique needs resulting in service gaps.

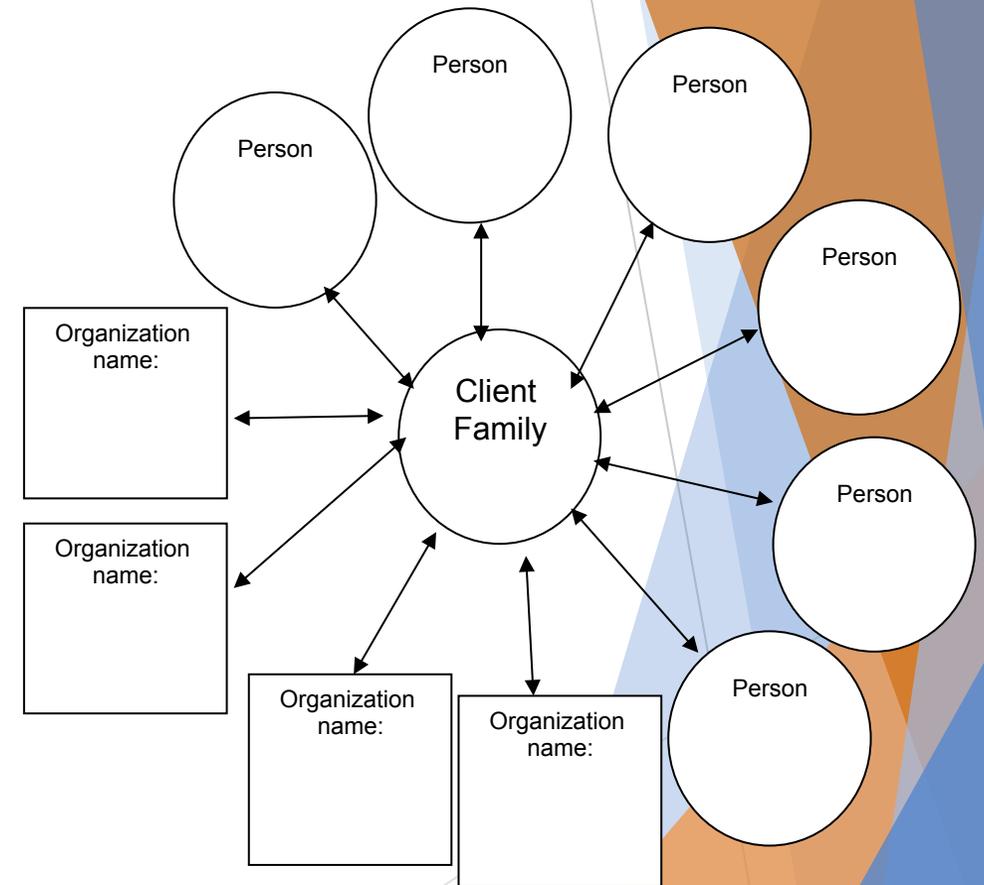
- ▶ Targeted case management identifies and provides specialized services to clients.
- ▶ Key components:
 - ▶ *Needs Assessment*
 - ▶ *Case consultations*
 - ▶ *Family wellness plans*
 - ▶ *Supportive referral & enhanced follow up*



Needs Assessment

A systematic process that determines and addresses the needs and wants of newcomer families.

- ▶ Stresses relational and environmental factors which contribute to family health.
- ▶ Genogram and Eco-map
- ▶ Include necessary stakeholders to provide an complete map of needs



Case Consultations

Key personnel and services are consulted throughout to provide holistic care and avoid duplication.

- ▶ Frequency of consultations depend on severity of service and needs of the client.
- ▶ Coordination between services is a challenge; the FWCEP serves as a hub for various services to meet.

Family Wellness Plans

An agreement between clients and the FWCEP ensures maximal outcomes.

- ▶ A strength-based approach that emphasizes the clients' agency and resiliency.
- ▶ All relevant service providers are included.
- ▶ Referred families are included and must agree.

Supportive Referral and Enhanced Follow up

The FWCEP team ensures successful referral to appropriate resources and services.

- ▶ To ensure provision of services.
 - ▶ Internal and external referral.
- ▶ The frequency of client follow up matches the severity of issues.
- ▶ Cultural links matching program
 - ▶ Consistency is ensured through volunteer matches.



Catholic Social Services - Group Programming



**CATHOLIC
SOCIAL
SERVICES**



PARENTING IN CULTURES



Welcomes all parents from all cultures



NEW SESSION
2018
6 TUESDAYS
January 23
to February 27

Come and join the conversation about being a parent in Canada.

Meet other parents and find different ways to support your kids!

FREE PROGRAM

Light Snacks Provided

For further information or to register please contact:

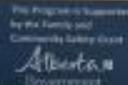
CSS MEN'S GROUP

A place for men to:

- Speak their minds
- Share their experiences
- Gain valuable knowledge about Canadian life
- Meet others

Time: 3rd Wednesday of every month, 5-5pm
Next Sessions: 2018-08-15, 2018-09-19, 2018-10-17
Place: Catholic Social Services (8212-118 Avenue)

To register or for more information, please contact:
John Landreth from Intercultural Initiatives | Tom Rapacki from Cross Cultural Family Counselling
780-391-3245 / john_landreth@cssalberta.ca | 780-391-3112 / tomrapacki@cssalberta.ca



<p>CSS Men's Group John Landreth 780-391-3245 Tom Rapacki 780-391-3112 2018-08-15, 3-5pm at 8212-118 Ave</p>	<p>CSS Men's Group John Landreth 780-391-3245 Tom Rapacki 780-391-3112 2018-09-19, 3-5pm at 8212-118 Ave</p>	<p>CSS Men's Group John Landreth 780-391-3245 Tom Rapacki 780-391-3112 2018-10-17, 3-5pm at 8212-118 Ave</p>	<p>CSS Men's Group John Landreth 780-391-3245 Tom Rapacki 780-391-3112 2018-11-14, 3-5pm at 8212-118 Ave</p>	<p>CSS Men's Group John Landreth 780-391-3245 Tom Rapacki 780-391-3112 2018-12-12, 3-5pm at 8212-118 Ave</p>	<p>CSS Men's Group John Landreth 780-391-3245 Tom Rapacki 780-391-3112 2019-01-09, 3-5pm at 8212-118 Ave</p>	<p>CSS Men's Group John Landreth 780-391-3245 Tom Rapacki 780-391-3112 2019-02-06, 3-5pm at 8212-118 Ave</p>
---	---	---	---	---	---	---



IMMIGRANT WOMEN'S GROUP

Make new friends,
learn new skills,
share your experiences
with other women.

Second and fourth Wednesdays
of the month
(Time dependent on activity,
please call for details)
Catholic Social Services
Immigration & Settlement
8212-118 Avenue

For more info call:
Isolde Schmid 780-391-3267
isolde.schmid@cssalberta.ca
Isdhar Galb: 780-391-3245
isdhar.galb@cssalberta.ca



Cross-Cultural Dispute Resolution and Conflict Mediation

Newcomer families in conflict and isolation can lead to breakdown.

- ▶ Professionally trained staff act as neutral mediators to assist parties maintain constructive communication to achieve mutually acceptable resolutions.
 - ▶ Clients are introduced to new approaches of conflict mediation and practices.
 - ▶ Alternative Dispute Resolution Institute of Alberta (ADRIA).
 - ▶ Cross-cultural nuances.
 - ▶ A novel approach to Newcomer service provision



FWCEP Group Programming

Newcomers can experience isolation causing stress and exacerbating issues within a family.

Group Programming:

- ▶ Primary level of prevention. (see Barrow & Moore, 1983)
- ▶ Skills and behaviours promoting healthy families and address conflict.
- ▶ Increase social capital and soft skills in Canada. (Kilpatrick, Bell & Falk, 1999)

FWCEP group programming:

1. Pre-Arrival Orientations
2. Family Night
3. Family Wellness Orientations



Group Programming: *Pre-arrival orientations*

- ▶ Three 3-hr orientations preparing Newcomers considering sponsorship
- ▶ Clients learn:
 - ▶ Potential issues experienced Newcomer families.
 - ▶ Skills to avoid issues.
 - ▶ Resources if issues occur.
- ▶ Provided to targeted Newcomer communities.
 - ▶ Filipino (TFW) and Eritrean (PSR) communities
 - ▶ Experience high levels of family issues due to reunification
 - ▶ A preventative approach



FAMILY NIGHT

4-8 PM AT B212-118 AVE

Group Programming: *Family night*

- ▶ Five 4-hr sessions over dinner designed to foster connection and sociality.
- ▶ Newcomers can:
 - ▶ Increase connection between other Newcomer families
 - ▶ Freely discuss common issues.
 - ▶ Access other necessary resources.



CATHOLIC
SOCIAL
SERVICES

Alberta

For registration and info contact
andrew.lam@cssalberta.ca



Group Programming: *Family Wellness Modules*

- ▶ Three 3-hr sessions provided to clients experiencing family conflict.
- ▶ In-depth orientations where family members learn coping strategies and skills to promote healthy families and mitigate conflict.
- ▶ Presented to adults and youth (18-21 years of age) in isolation.
 - ▶ Meet the unique needs of age demographics.
- ▶ Modules are provided in sequence:
 - ▶ 1) “Communication, Healthy Relationships and Long Term Goals”
 - ▶ 2) “Culture, Identity, Family Culture, and Boundaries”
 - ▶ 3) “Conflict Resolution in the Family”
- ▶ Targeted distribution (e.g. schools, community events, etc.)

A Snapshot So Far

- ▶ 7-families, total of 52 unique individuals.
- ▶ Newcomer country of origin:
 - ▶ Somalia - 2; Congo - 2; Eritrea - 1; Philippines - 1; Syria - 1

The Challenges

1. High number of client families with disability
2. Newcomer families struggle to buy-in into services
3. Providing and coordinating resources to large newcomer families
4. Acute trauma among families

The Successes

1. Enhanced social interaction
2. Successful referral to community resources and mental health services
3. Clients have taken steps to understanding conflict
4. Clients are hopeful about future



Successful integration into Canada is dependent on the stability of Newcomers and their families. Gainful employment, higher education and community participation are all more likely to occur with a strong family.

The Family Wellness and Community Enhancement Program (FWCEP) seeks to ensure that stability is achieved through enhanced services which consider the complexity and severity of needs in a culturally competent manner. It is the first of its kind in Canada.

Thank You

For more information, please contact:

Frank Bessai

Team Lead

780.391.3298

frank.bessai@cssalberta.ca

Andrew Lam

Program Coordinator

780.391.3226

andrew.lam@cssalberta.ca