Family Wellness and Community Enhancement Program (FWCEP)
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)
“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
Lack of Cross-Cultural Adaptation

Lack of cross-cultural adaptation can result in conflict within the family.

- Difficulty in learning cultural nuances during acculturation can result in separation (see Berry, 1997)
  - Inability to attain necessary social capital
- Youth adapt faster than parents
  - Often results in friction.
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 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 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

<table>
<thead>
<tr>
<th>Inputs</th>
<th>Activities</th>
<th>Outputs</th>
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</thead>
<tbody>
<tr>
<td><strong>Funding</strong></td>
<td><strong>Needs Assessment</strong></td>
<td><strong>Outcomes</strong></td>
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<tr>
<td>Stollery</td>
<td>Identify needs of the family</td>
<td><strong>Short Term Outcomes</strong></td>
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<tr>
<td>Alberta</td>
<td>Employ mediation to families experiencing conflict.</td>
<td>Families and family members are aware of available resources and programs</td>
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<tr>
<td></td>
<td>Mediation</td>
<td>Families and family members have the skills to access available resources and programs</td>
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<td></td>
<td><strong>Group Programming</strong></td>
<td>Families and family members feel supported in connecting to services</td>
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<td></td>
<td>Pre-arrival</td>
<td>Families and family members recognize family conflict</td>
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<td>Family Night</td>
<td>Families and family members have skills to mediate their conflicts</td>
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<td></td>
<td>Family Wellness-Modules</td>
<td><strong>Medium Term Outcomes</strong></td>
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<td></td>
<td>Individual Sessions</td>
<td>Families and family members are confident in their ability to integrate</td>
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<td></td>
<td>With family enhancement team</td>
<td>Family members implement conflict reduction practices</td>
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<td></td>
<td>Referrals</td>
<td>Family conflicts are reduced</td>
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<td></td>
<td>Refer clients to other community agencies and services</td>
<td>Families and family members are appropriately supported</td>
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<td></td>
<td><strong>Evaluation</strong></td>
<td><strong>Long Term Outcomes</strong></td>
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<tr>
<td></td>
<td>Conduct evaluations at Week 5</td>
<td>Families and family members are positively integrated into Canada</td>
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<td></td>
<td>Report on evaluation</td>
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<td>Share program results at conferences</td>
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<td></td>
<td><strong>Refine strategy</strong></td>
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<td></td>
<td>Adjust operations in response to emergent needs and information</td>
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<tr>
<td><strong>Infrastructure</strong></td>
<td><strong>Needs Assessment</strong></td>
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<tr>
<td></td>
<td># needs assessments conducted</td>
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<td># individuals identified as having each type of need</td>
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<td>Mediation</td>
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<td># families participating in mediation</td>
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<td></td>
<td># mediation sessions conducted</td>
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<tr>
<td><strong>Course content and materials</strong></td>
<td><strong>Mediation</strong></td>
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<td></td>
<td><strong>Group Programming</strong></td>
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<td># times modules offered</td>
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<td># individual sessions held</td>
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<td># families participating</td>
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<td><strong>Referrals</strong></td>
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<td># of agencies referred to</td>
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<td># referrals made</td>
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<td># families receiving referrals</td>
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<td><strong>Evaluation</strong></td>
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<td># conference presentations</td>
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<td># evaluation reports produced</td>
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<td></td>
<td><strong>Refine strategy</strong></td>
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<tr>
<td></td>
<td># changes made to program</td>
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</tbody>
</table>

**Funding**
- Stollery
- Frontline staff
- Leadership
- Skilled people
- Local schools
- Police services
- Private sponsor groups

**Partner organizations**
- 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**
- From internal and external sources

**Activities**
- Needs Assessment
- Mediation
- Group Programming
- Individual Sessions
- Referrals
- Evaluation
- Refine strategy

**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

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

Service delivery focuses on short-term outcomes.

- 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.

Two-month family follow-up.
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
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CATHOLIC SOCIAL SERVICES
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, 5:30 pm
Place: Catholic Social Services (823-118 Avenue)

CATHOLIC SOCIAL SERVICES
IMMIGRANT WOMEN’S GROUP
Second and fourth Wednesdays of the month
(Time dependent on activity, please call for details)
Mak new friends, learn new skills, share your experiences with other women.
For more info call: [Contact Information]
Cross-Cultural Counselling (CCC)

Many Newcomer families experience mental health issues either as trauma from home countries or in-transit, or as an outcome of integration.

CCC provides specialized inter-culturally sensitive mental health services.

- Strengthens the skills and abilities of family members to be better equipped when facing family conflict within a new cultural context.
- In coordination with the FWCEP, mental health needs are provided to clients that express the greatest needs.
- Minimizes gaps in resource distribution.
- An integrative approach to mental health provision.
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
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
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.
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

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