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INNOVATIVE RESPONSES TO THE CHANGING NEEDS OF NEWCOMERS AND REFUGEES

Beth Clarke
World Education Services
Presenters

Beth Clarke
Director, Strategic Partnerships
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Darae Lee
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MOSAIC BC

Kelly Henderson
Executive Director
Trucking Human Resource Sector Council Atlantic

Paul O’Flaherty
Head Instructor
Immigrant Services Association of Nova Scotia (ISANS)

Beatrice Kohlenberg
Senior Manager, WES Gateway Program
World Education Services
Global Refugees by the Numbers

- **1.4 million** refugees were in need of resettlement
- Only about **6% (92,400)** were resettled
- Canada resettled the **most refugees worldwide** - over **28,000**
- Canada **had the second highest rate** of refugees who gained citizenship

Sources: the United Nations Refugee Agency’s Global Trends report 2018
Canada’s Immigration Levels Plan: 2019-2021

Source: Immigration, Refugees & Citizenship Canada; Supplementary Information 2019-2021 Immigration Levels Plan
What We Will Discuss

Approaches to support the integration of immigrant and refugee groups:

- **Holistic settlement services** for individuals with multiple challenges
- Industry- and employer-driven **training programs** that address labour force gaps
- Groundbreaking **credential evaluation practices** for displaced individuals
Presenter

Darae Lee
Senior Manager, Settlement and Integration Programs, MOSAIC BC
Empowering newcomers to fully participate in Canadian society
Since 1976, MOSAIC has worked to strengthen communities by supporting newcomers in building their new lives in Canada.

Today, our services are available throughout BC and overseas as well, thanks to programs which are delivered online.

In Metro Vancouver, settlement support, English language learning, employment assistance, family and youth programs, and our Seniors’ Club are all accessible at a variety of locations, as shown on the map. Sites are operated by MOSAIC, or partner organizations where MOSAIC delivers services for newcomers and immigrants.

**LEGEND**

- Multiple services
- Family and Children services
- Settlement services
- Youth services
- Language and Childminding Centres
- Employment services

**Partner-operated sites**

**MOSAIC-operated sites**

Empowering newcomers to fully participate in Canadian Society  
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Integrated Service Approach

Settlement
- Pre-Arrival
- Sponsorship Agreement Holder
- Community Building
- Civic Engagement
- Community Leadership
- Advocacy
- LINC
- MOSAIC Engagement
- Intercultural Competency Training
- IELTS Testing

Language

Employment
- Job readiness
- Essential Skills
- Soft Skills
- Training
- Placement/ Retention/ Advancement

Interpretation & Translation
- 300+ accredited/certified interpreters and translators
- Winner of the Canadian Lawyer Readers’ Choice Award in 2018
Continuum of Settlement Services

- Regular Settlement Services
  - High Capacity to address settlement needs/
  - Low Complexity of challenges

- Regular Settlement Services with Enhanced Guided Pathway Support
  - Low Capacity/Low Complexity
  - High Capacity/High Complexity

- Vulnerable Immigrant Population Program—Moving Ahead
  - Low Capacity
  - High Complexity
Stories of Multi-barrired Newcomers

From April 01, 2017 to September 30, 2019, 898 unique clients received a group or direct service in the Moving Ahead Program at MOSAIC BC.

Age Category
- 25-44 years: 544 (60.6%)
- 45-65 years: 179 (19.9%)
- 15-24 years: 138 (15.4%)
- 65+ years: 30 (3.3%)
- 0-14 years: 7 (.8%)

Immigration Class
- Government Assisted Refugee: 339 (37.8%)
- Privately Sponsored Refugee: 290 (32.3%)
- Family Sponsorship: 92 (10.2%)
- Other Refugee class: 88 (9.8%)
- Other Immigration class: 89 (9.9%)
MOSAIC MOVING AHEAD PROGRAM

Empowering newcomers to fully participate in Canadian Society

- Intake
- Waitlist
- Referrals

Eligibility Assessment

Adult and Family Services
- One-on-one Case Management / Group activities
- Practical and essential settlement assistance
- Holistic assessment, Systematic approach to remove clients' barriers

Free Running Youth and Young Adult Services
- One-on-one Case Management / Group activities
- Peer Support
- Youth Leadership
- Innovative and flexible

Life Skills
- Job readiness
  - one on one support
  - Goal setting, Orientation to job market, Canadian Work culture
  - Referral to job, training, volunteer opportunities
  - Resume/interview preparation

Case Management
- Needs Assessment
- Wraparound support plan
- Outreach
- Accompaniment-cultural and language support
- Ongoing monitoring and review
- Exit, evaluation and follow up

Group Activities
- Information and Orientation workshops
- Conversation Circle (language, women, senior, etc.)
- Computer Literacy
- Community Connections
- Field trips, community events

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Empowering newcomers to fully participate in Canadian society

- Holistic, wraparound service
- Dedicated, qualified staff members
- Culturally sensitive and safe service
- Recognize Strengths and Resiliency of Persons-served
- Staff Mobility
- Service Coordination and Partnership
- Trust based

SUCCESS of MAP

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Thank you!
Presenters

Kelly Henderson
Executive Director
Trucking Human Resource Sector Council Atlantic

Paul O’Flaherty
Head Instructor
Immigrant Services Association of Nova Scotia (ISANS)
Building Diverse Workplaces through Innovative Communication Training for the Trucking Industry

Paul O’Flaherty
Head Instructor
Immigrant Services Association of NS

Kelly Henderson
Executive Director
Trucking Human Resource Sector Council

isans
Immigrant Services Association of Nova Scotia

THRSC Atlantic
Trucking Human Resource Sector Council Atlantic
Building Diverse Workplaces through Innovative Communication Training for the Trucking Industry

Trucking Industry today ...

- Professional Driver Shortage
- Impact Trucking Industry has on the Economy
- Recruitment & Retention
Building Diverse Workplaces through Innovative Communication Training for the Trucking Industry

What did we do about it?

- Innovative partnership with ISANS / THRSC
- Recruited employers with employment opportunities
- Recruited participants seeking careers as professional drivers
- Two phase program
Building Diverse Workplaces through Innovative Communication Training for the Trucking Industry

Phase 1 - Communication Program

Curriculum Development
- Collaboration
- Essential Skills
- Canadian Language Benchmarks

Selection of Clients

Course Requirements
Building Diverse Workplaces through Innovative Communication Training for the Trucking Industry

Phase 1 - Communication program

Background of Clients

Progress of Clients
- Practice vs. Final TOWES
- Entry CLB vs Final CLB
- Follow Up Support
Building Diverse Workplaces through Innovative Communication Training for the Trucking Industry
Building Diverse Workplaces through Innovative Communication Training for the Trucking Industry

Phase 2

- Candidate / employer selection
- 16 completed communication; 13 moved onto Phase 2
- Phase 2 program
- 11 completed phase 2 of the program
Building Diverse Workplaces through Innovative Communication Training for the Trucking Industry

100% employment upon graduation
Presenter

Beatrice Kohlenberg
Senior Manager, WES Gateway Program
World Education Services
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FACILITATING THE INTEGRATION OF DISPLACED INDIVIDUALS THROUGH INNOVATIVE CREDENTIAL EVALUATION PRACTICES

Beatrice Kohlenberg
Senior Manager, WES Gateway Program
World Education Services
Founded in 1974, World Education Services Inc. is a non-profit organization dedicated to helping people with international education to achieve their higher education and professional goals.
The WES Gateway Program

Goal

To help refugees and others displaced individuals who lack verifiable academic credentials move forward with their lives.
Syrian Refugees by the Numbers

26,000 Syrians selected for resettlement in Canada between November 2015 and February 2016

47,000 By June 2017 – predominantly Syrians
Eliminating Barriers

Challenge
How can displaced individuals who only have partial or non-verifiable academic documents prove their qualifications?

Solution
Validate and assess the education of individuals displaced by political unrest, conflict, and natural disasters—even when verifiable documents are not available.
The Pilot by the Numbers

337
Number of WES evaluation reports provided to Syrian refugees in Canada through the Refugee Pilot Project

100%
Participants who submitted documents and received credential evaluation reports
WES’ assessment was really beneficial to me. It provided me with the validation of my documents which was required by the Osgoode Hall Law School admission team for my unique situation.

Eventually, I will become a licensed lawyer in Ontario.”

Talar Chitjian, Law Student

🏠 Home country: Syria
🏫 Country of education: Syria
📍 Now studying in: Toronto
Global Mobility by the Numbers

70.8M

Individuals displaced by violence, conflict, and persecution, as estimated by UNHCR
Determining Need to Enhance Accessibility

- **Conducted research** to “examine a group of countries experiencing turmoil and producing large numbers of refugees and asylum seekers”

- **Countries in Crisis** provides evidence and rationale for seven countries

- **Goal: Scale pilot** to help more individuals facing barriers as result of displacement
WES Gateway Program: Eligible Countries of Education

- Ukraine
- Turkey
- Syria
- Afghanistan
- Iraq
- Venezuela
- Eritrea
Referral Partners

**Ontario:**
- ACCES Employment
- Access Centre for Regulated Employment
- Arab Community Centre
- Centre for Education & Training
- Centre for Immigrant and Community Services
- COSTI
- Halton Multicultural Council
- Jane Alliance Neighbourhood Services
- Polycultural Immigration & Community Services
- Skills for Change
- YMCA of Niagara
- Ottawa Community and Immigrant Services Organization
- Goodwill, The Amity Group

**Alberta:**
- APEGA
- CCIS

**BC:**
- MOSAIC BC

**Quebec:**
- Ordre des ingénieurs du Québec

**Nova Scotia:**
- Immigrant Services of Nova Scotia (ISANS)

**National/International:**
- Jumpstart Refugee Talent
- Talent Beyond Boundaries
- WES

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Eligibility

Education
- Educated in one of the seven eligible countries
- Obtained at least a secondary school diploma

Documents
- Can produce at least one academic document
- Cannot meet WES document requirements

WES Capacity
- Sufficient information for WES to assess the qualifications
WES Gateway Program by the Numbers

- Referrals received: 472
- Reports issued: 346

Main countries of education
- Syria
- Iraq
- Venezuela
- Turkey
Institutional Users

Regulators:

- APEGA
- Quebec Engineers
- Association of Professional Geoscientists of Ontario
- CPA Ontario
- Canadian Society for Medical Laboratory Science
- Manitoba Education and Training
- BC Association of Clinical Counsellors

Employer:

- TTC

Post-secondary:

- University of Toronto
- Ontario Medical School Application Services
- Ontario Colleges
- Centennial College
- Conestoga College
- George Brown College
- Humber College
- Mohawk College
- Niagara College
- Seneca College
- Sheridan College
- Westervelt College
Impact:
College Admission

Without the WES Gateway Program I would not have been accepted to Humber College. I feel more confident since I can now focus on my career and apply for new jobs. I am so thankful to WES. It gave me hope and a big push for achieving my dreams.”

Majd Sekkar, Music Student

🏡 Home country: Syria
🏫 Country of education: Syria
📍 Now studying in: Toronto
Impact:
Employment

“I was offered a position with the TTC, but they wanted my high school diploma. WES was able to provide an evaluation [...] I immediately sent a copy directly to the recruiter at TTC.”

Wid Sabir, TTC Employee

- Home country: Iraq
- Country of education: Iraq
- Now working in: Toronto
QUESTIONS AND COMMENTS
THANK YOU