



WORLD EDUCATION SERVICES

**Our Expertise. Your Success.**

**October 31, 2019**

# **INNOVATIVE RESPONSES TO THE CHANGING NEEDS OF NEWCOMERS AND REFUGEES**

**Beth Clarke**

World Education Services

# Presenters

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**Beth Clarke**

Director, Strategic Partnerships  
World Education Services



**Darae Lee**

Senior Manager, Settlement and Integration Programs  
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

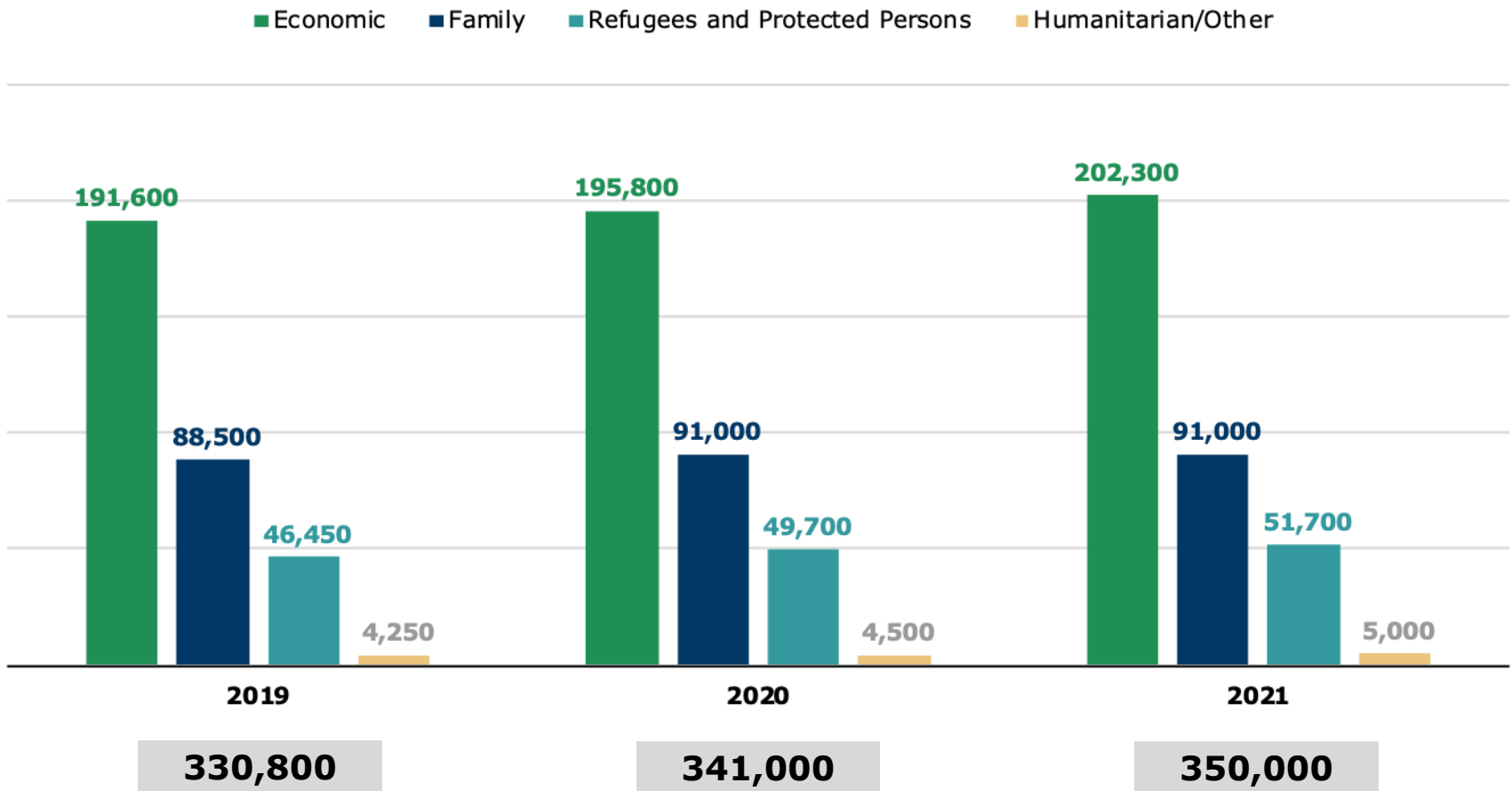
# Global Refugees by the Numbers

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- **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

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## 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

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**Darae Lee**

Senior Manager, Settlement and Integration  
Programs, MOSAIC BC



Empowering newcomers to fully participate in Canadian society



MOSAIC

# MOSAIC ON THE MAP WITH 50 CLIENT-ACCESSIBLE LOCATIONS



**MOSAIC**

Since 1976, MOSAIC has worked to strengthen communities by supporting newcomers in building their new lives in Canada.

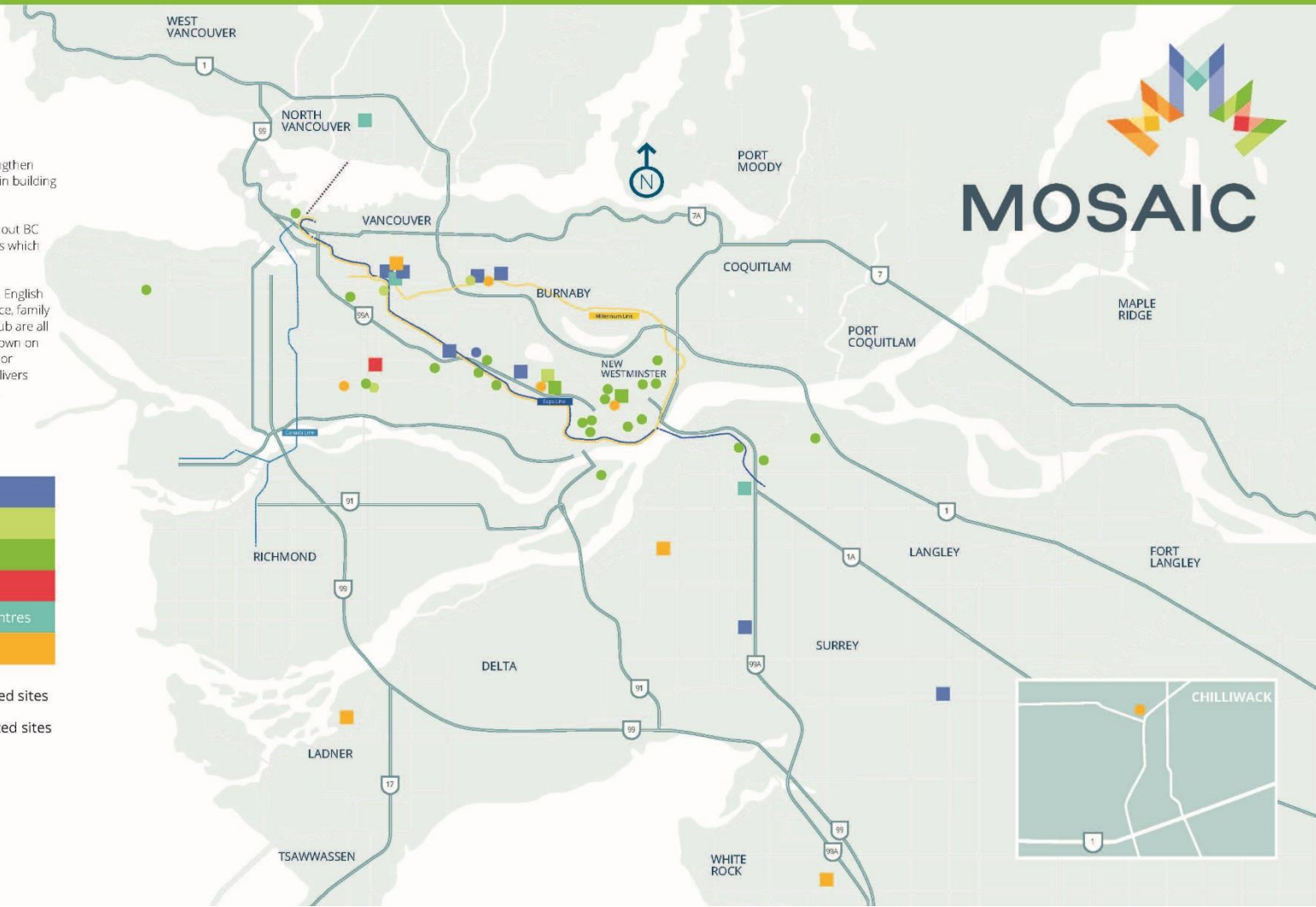
Today, our services are available throughout BC and overseas as well, thanks to programs which are delivered online.

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

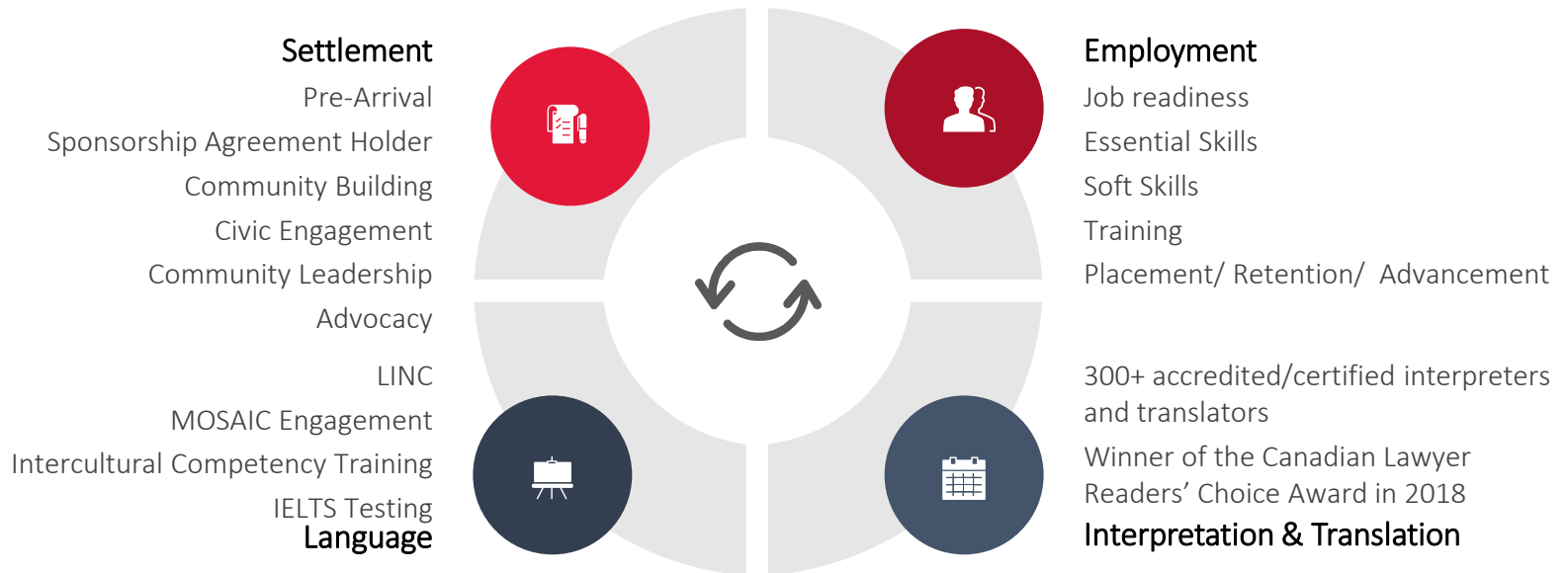
	Multiple services
	Family and Children services
	Settlement services
	Youth services
	Language and Childminding Centres
	Employment services

-  Partner-operated sites
-  MOSAIC-operated sites

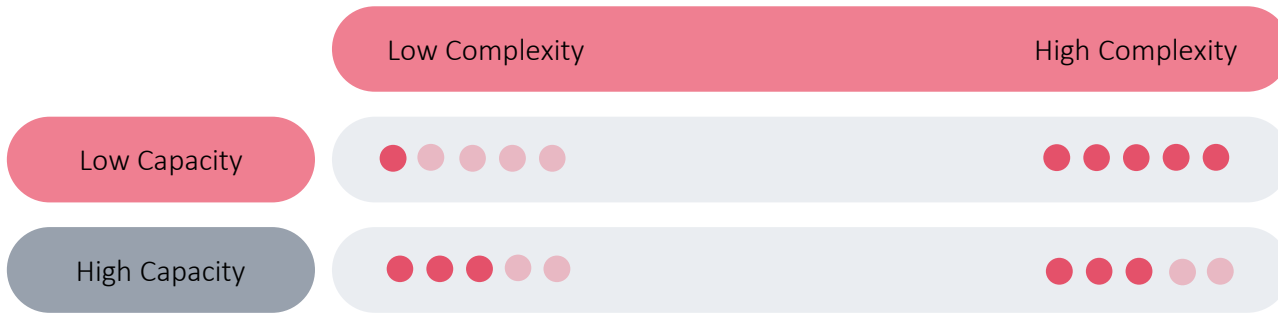




# Integrated Service Approach



# 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-barriered 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%)*

Language Barrier

Housing

Cultural Barrier / Discrimination

Lack of / or Interrupted Education

Isolation

Lack of Information

Experience of Violence and Trauma

Trust/ Accessibility



# MOSAIC MOVING AHEAD PROGRAM

## Eligibility Assessment

- Intake
- Waitlist
- Referrals

### 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



• Trust based

• Recognize Strengths and Resiliency of Persons-served

• Staff Mobility

• Service Coordination and Partnership

• Holistic, wraparound service

• Dedicated, qualified staff members

• Culturally sensitive and safe service

## SUCCESS of MAP



**Thank  
you!**



# Presenters

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**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

**isans** | Immigrant Services  
Association of Nova Scotia

Kelly Henderson  
Executive Director  
Trucking Human Resource Sector Council

**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

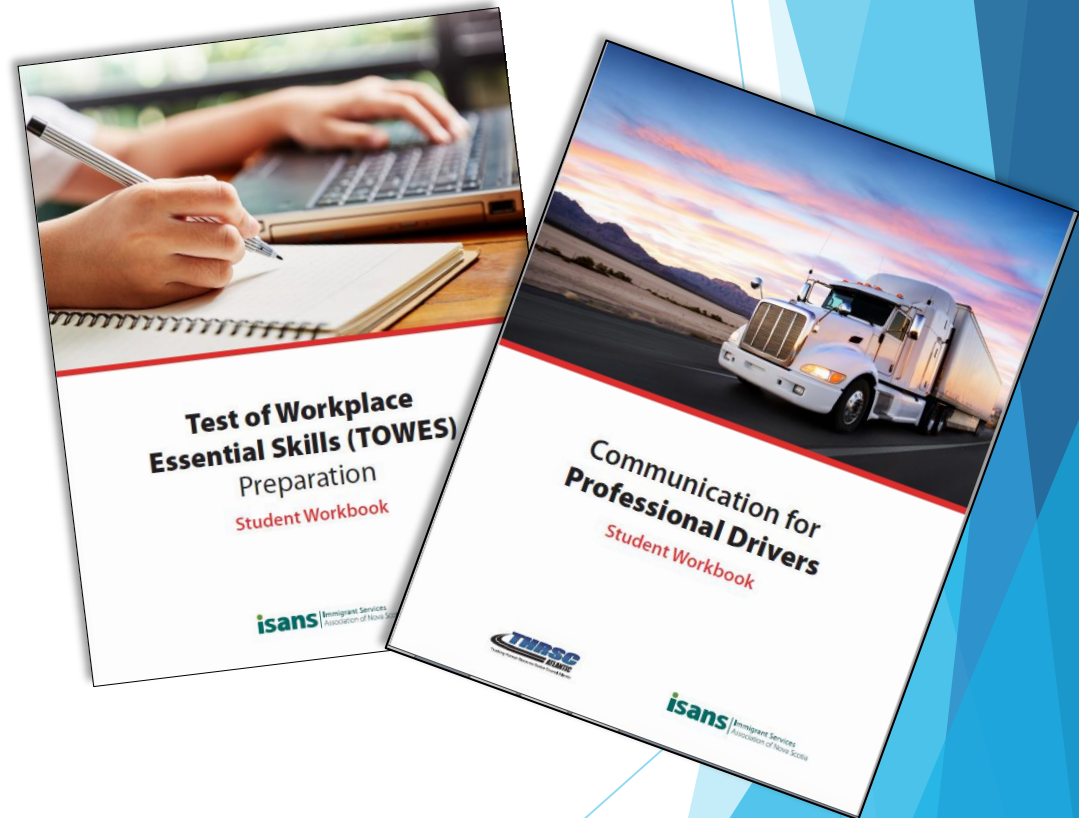
## Phase 1 - Communication Program

### 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

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## 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



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

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## Goal

To help refugees and others displaced individuals who lack verifiable academic credentials **move forward** with their lives.

# Syrian Refugees by the Numbers

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**26,000**

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

**47,000**

By June 2017 – predominantly Syrians

# Eliminating Barriers

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## 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

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**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

# Impact

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**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

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**70.8M**

Individuals displaced by violence, conflict,  
and persecution, as estimated by UNHCR





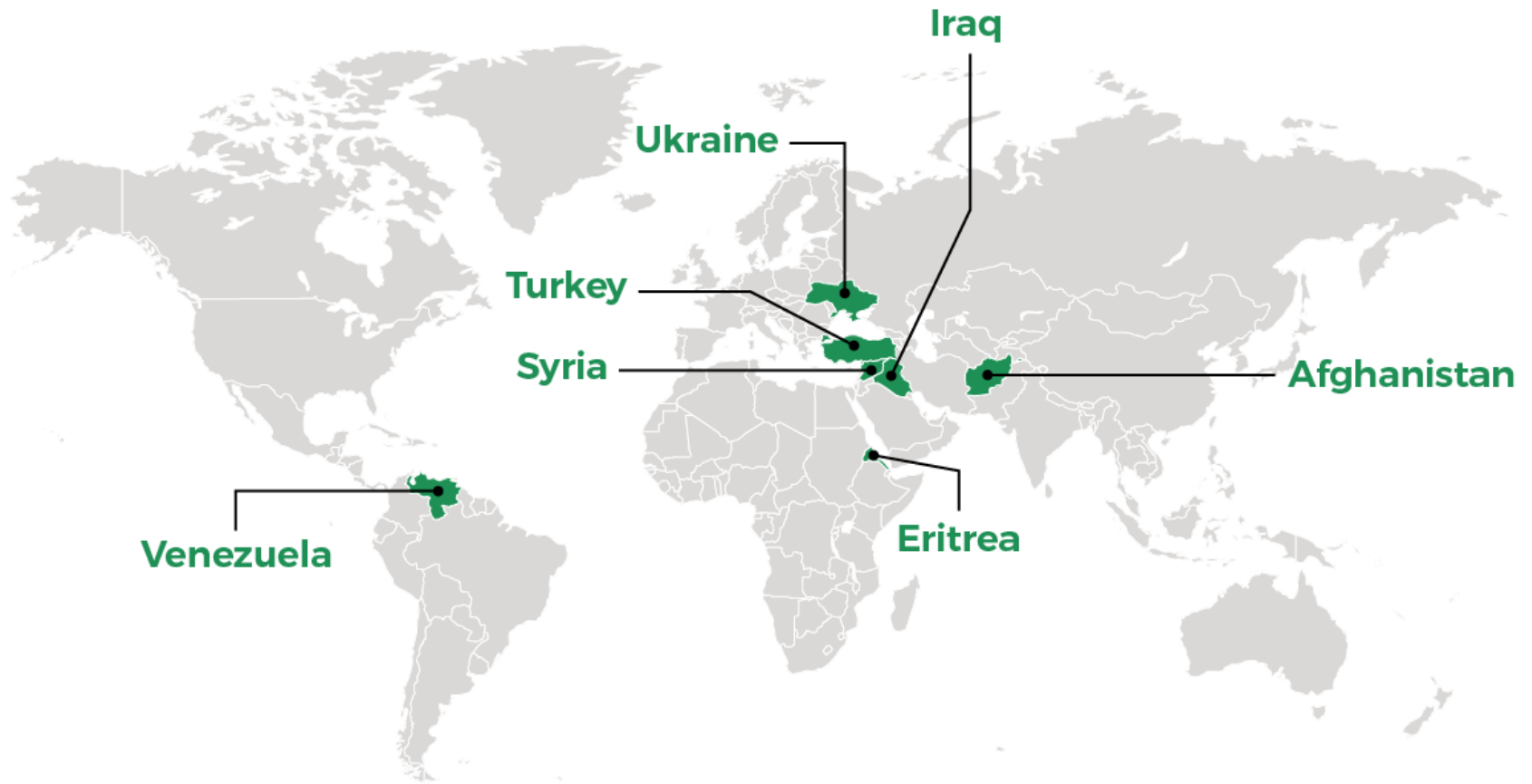
# Determining Need to Enhance Accessibility

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- **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

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# 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:

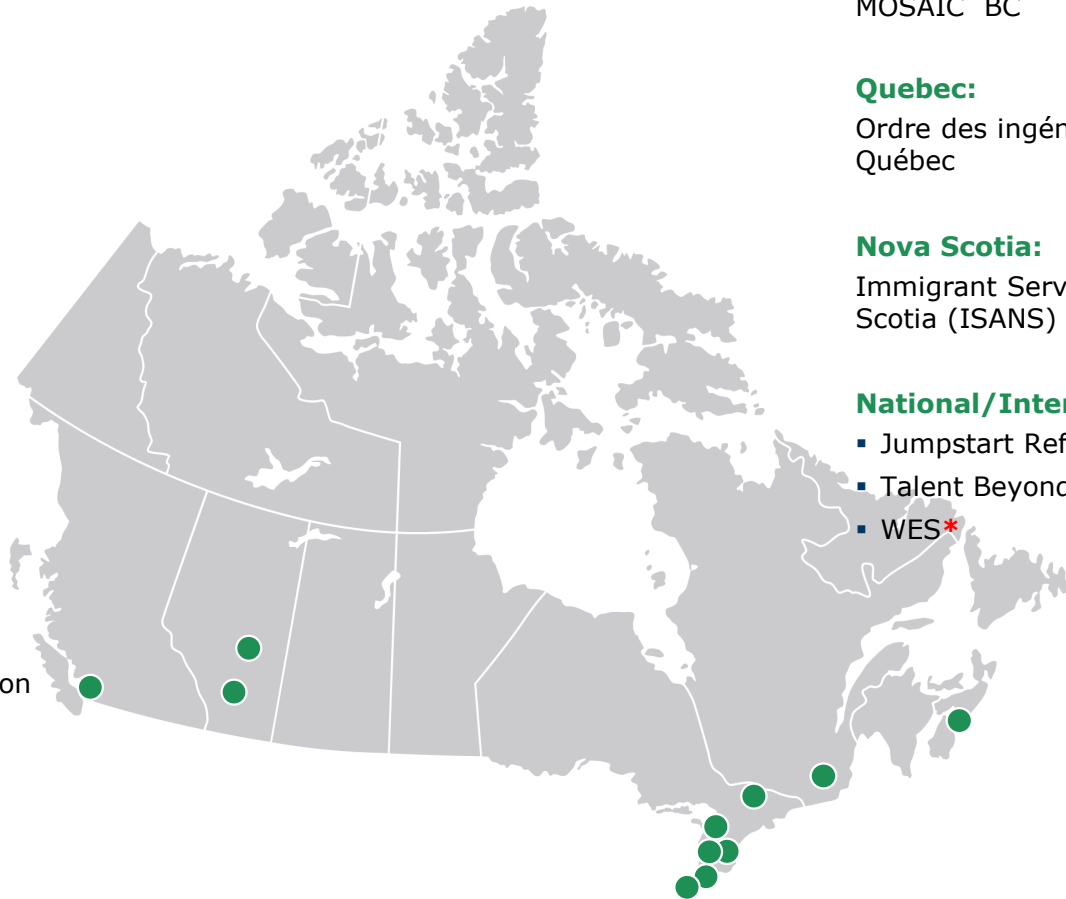
Ordre des ingénieurs du Québec

## Nova Scotia:

Immigrant Services of Nova Scotia (ISANS)

## National/International:

- Jumpstart Refugee Talent
- Talent Beyond Boundaries
- WES\*



# Eligibility

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## 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

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**472**

Referrals received

**346**

Reports issued

## Main countries of education

- Syria
- Iraq
- Venezuela
- Turkey

# Institutional Users

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## 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

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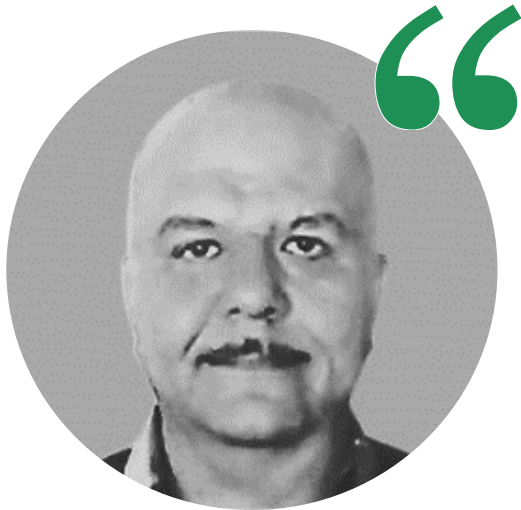
**Without the WES Gateway Program I would not have been accepted to Humber College. I feel more confident since I can now focus on my career and apply for new jobs. I am so thankful to WES. It gave me hope and a big push for achieving my dreams.”**

**Majd Sekkar**, Music Student

-  Home country: Syria
-  Country of education: Syria
-  Now studying in: Toronto




# Impact: Employment

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**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



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**THANK YOU**

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