

Pathways to Prosperity (P2P) | Montreal | November 21, 2023



CIWA

Calgary Immigrant Women's Association

CUSTOMIZED APPROACH TO SUCCESSFUL LABOUR MARKET INTEGRATION

Presented by:

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Jenna Kachur- Global Gathering Place

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ABOUT US

Calgary Immigrant Women's Association (CIWA) is a non-profit organization **established in 1982** as a registered charity. CIWA is a culturally diverse settlement agency that recognizes, responds to, and focuses on the unique concerns and needs of immigrant and refugee women, girls, and their families.

CIWA's uniqueness is based on its gender specific mandate. Over the years, we have continually responded to emerging needs of immigrant women and girls, developed innovative programs, established meaningful partnerships, and have come to be recognized as a provincial and national leader in outcome-based gender-specific settlement services.

40 years of supporting immigrant women and their families

403-263-4414
www.ciwa-online.com



Our Mandate



C I W A

Calgary Immigrant Women's Association

Vision

Empower immigrant women.
Enrich Canadian society.

Mission

National leader in transitioning
immigrant women to success
in Canada.

Values

Equity. Excellence.
Collaboration. Inclusiveness.
Empowerment.

Quick Facts

- Partnered with over **169** community organizations and offered services around Calgary to deliver more than **55** programs and services
- Engaged with over **330** business partners to support the labour market participation of over **2,800** immigrant women looking to find employment.
- Provided supportive counseling to **3,004** clients.
- Supported **202** domestic violence victims with a customized approach
- Trained **419** certified interpretation and translation volunteers delivered in **61** languages
- Engaged **508** volunteers who delivered **13,461** hours to work with CIWA
- Over **40%** of CIWA staff are former clients or volunteers



CLIENT PROFILE

Immigration Categories

Economic: 16%
Family class: 25%
Citizens: 15%
Refugees: 25%
Ukrainians (CUAET): 9%
Claimants: 2%

Top 3 Spoken Languages

Arabic (11%)
Spanish (11%)
Ukrainian (9%)

Leading Countries of Origin

Ukraine (9%)
India (9%)
Afghanistan (8%)



15,885

clients served
from 148 countries



Core Service Areas

- Settlement and Integration Services
- Language Training and Childcare Services
- Employment Services
- Family Services
- Business Development and Entrepreneurship
- Wellbeing and Resiliency



Global Gathering Place



Global Gathering Place (GGP) has been providing personalized, heartfelt settlement assistance to refugees and immigrants in Saskatoon since 1998. We serve thousands of newcomers each year, offering a diversity of programs and services to match the diversity of their needs.

For 25 years, GGP has equipped newcomers with the knowledge, skills and connections to become integrated, thriving community members. 72% of our clients are refugees and/or permanent residents, with that number continuing to rise as global emergencies persist.

As an organization, we are distinguished by our vital healthcare-related programs and as the Saskatoon settlement agency designated to provide intensive case management support to newcomers in crisis.



REXDALE WOMEN'S CENTRE



Rexdale Women's Centre(RWC) is celebrating 45 years of services as an independent, not for profit, organization that serves high-need women and their family members residing in the Greater Toronto Area and beyond.

We support immigrant, refugee and newcomer women and their families to become fully participating members in the Canadian society. We enhance our clients' self-sufficiency and competence by providing essential services and facilitating access to community resources.

Our vision for immigrant, refugee and newcomer women and their families is to effectively settle and integrate them into the Canadian society. We are committed to working with our clients to be self-sufficient, financially secure, live happy, safe, healthy and socially engaged lives in which they are honoured and respected.

Equity is the foundation of RWC's principles. We value equity, inclusion, and dignity for all women and their families regardless of their background, religion, point-of-view or position in life.

Visit: www.rexdalewomen.org



CIWA
Calgary Immigrant Women's Association

Regina Immigrant Women Centre



Regina Immigrant Women Centre (RIWC) is a Regina, Saskatchewan, non-profit, charitable organization that provides programs and services for immigrant and newcomer women and their families to facilitate and support their smooth integration into our local communities.

Our four pillars of service are: Educate, Enrich, Empower, Integrate. Our nationally recognized suite of community centred and integrated services includes programs in Settlement, Language, Employment, Recreation, Family Support and Wellness.

Check our web site at <https://reginaiwc.ca/>.



Presentation outline

- Project overview/Introduction to LMI-GGP, Saskatoon
- Project findings-RWC, Toronto
- Our customized approach-CIWA, Calgary
- Project successes



Project Objectives

- **Provide and test pre-employment** and skills development supports including foundational, essential and transferable skills training as well as wrap-around supports;
- **Provide and test models** to improve workplace inclusivity and work with employers to improve access to employment or retention in the workplace for immigrant women; and
- **Share strategies and resources** with project partners that will enable them to develop and enhance their partnerships with employers in their region.



Project Activities

Recruitment

- 3 Intakes

Training

- 8 weeks in class training
- 4 weeks work placement

Support

- Mental health
- Employment counselling
- Wrap around supports

Follow-up



**Pre-Employment and Skills Development Support
for Racialized Immigrant Women**

This project aims to deliver customized training models designed to increase the employability of racialized immigrant women.

You will benefit from:

- 8 weeks of in class training
- 4 weeks of work placement
- Employment support and counselling
- Living allowance
- Transportation support

Apply if you:

- Have experienced prolonged detachment from the work place
- Are racialized

Contact:

 **Astrid Upmanis**
(403) 263-4414 Ext. 390
AstridU@ciwa-online.com

Intake dates:

- October 3, 2022 - December 23, 2022
- February 6, 2023 - April 28, 2023
- June 5, 2023 - August 25, 2023

Funded by the Government of Canada's Adult Learning, Literacy and Essential Skills Women Employment Readiness Program

Funded by: 

Calgary Immigrant Women's Association | #200, 138 - 4th Ave SE, Calgary | 403-263-4414 | www.ciwa-online.com

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Importance of Immigrant Labour Market Integration

“**Immigrant integration** is the process of *economic mobility* and *social inclusion* for newcomers and their children. Successful integration builds communities that are stronger economically and more inclusive socially and culturally.”

[Immigrant Integration, Migration Policy Institute, 2023](#)



Immigration and Labour Market Integration

- Immigrants are a consistent, historical backbone of the Canadian labour force
- Leading up to the pandemic, there was a substantial improvement to the labour market outcomes of recent immigrants (those in Canada 10 years or less)
- Even though recent immigrants experience improved economic outcomes, their under-utilization of skills presents a major persisting challenge
- Many immigrants face barriers to employment due to language, education, lack of work experience, resources, as well as workplace communication and norms

[Immigration as a source of labour supply, Statistics Canada, 2022](#)

[Low Job Market Integration of Skilled Immigrants in Canada: The Implication for Social Integration and Mental Well-Being, MDPI, 2023](#)



Benefits of Labour Market integration

- Contribution to the economy
- Yearly growth in labour force, greater pool of talent
- Creating jobs, attracting investments into Canada
- Addressing labour shortages
- Over 1 of 4 workers are immigrants in the food and beverage sector

[#ImmigrationMatters: Canada's immigration track record, Government of Canada, 2023](#)
[Benefits of immigration to Canadian sectors, Government of Canada, 2023](#)
[Employees are leaving food service jobs just as things reopen, CBC, 2021](#)



Project Findings

Groups Targeted

- Racialized women
- Women who have been out of the workforce for a long time

Participants Countries of Origin

- India
- China
- Pakistan
- Nigeria
- Ethiopia
- Afghanistan
- Iran
- Egypt
- Bangladesh

Participants Language

Hindi
Urdu
Mandarin
Arabic
Spanish
Punjabi
Persian

132

Clients received training in
Calgary, Toronto, Saskatoon,
Regina

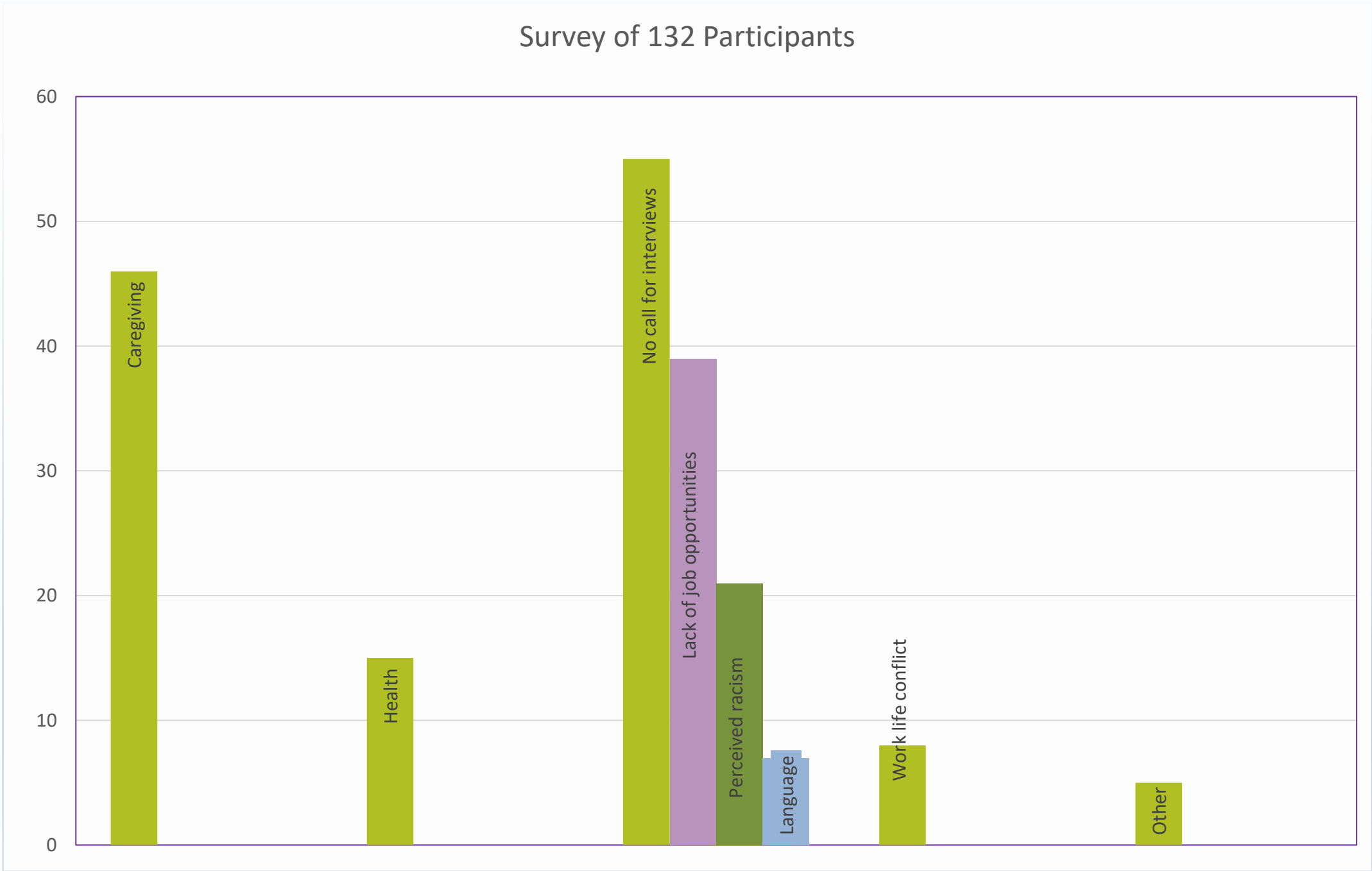


Participants work experience in previous economic sectors



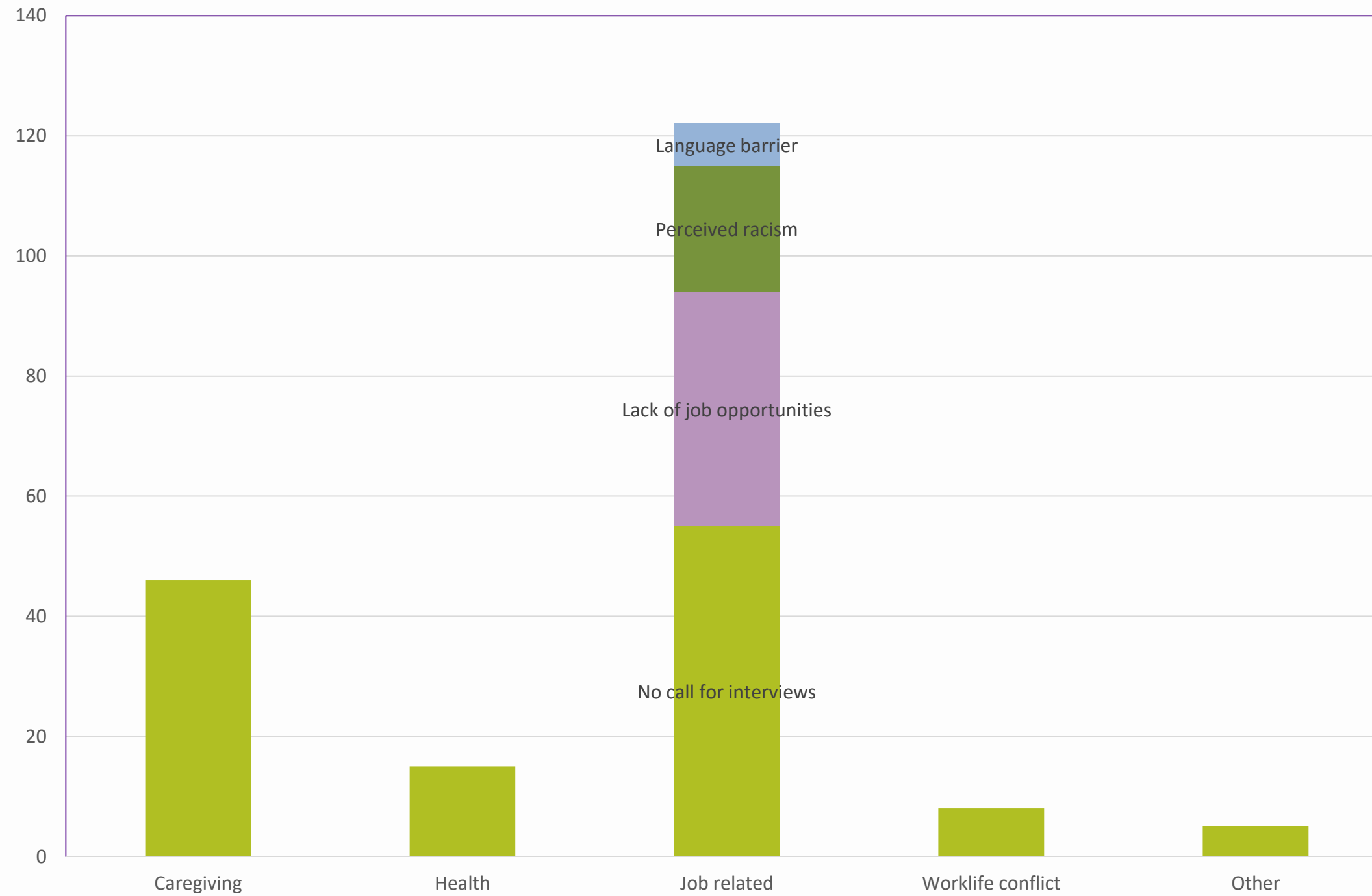
- Accommodation and food services
- Education
- Healthcare or social services
- Finance, insurance, real estate, rental and leasing
- Retail
- Professional, scientific, and technical services
- Manufacturing
- Information, culture and recreation
- Consulting and IT
- Transportation and warehousing
- Public administration
- Agriculture
- Marketing

Employee Barriers

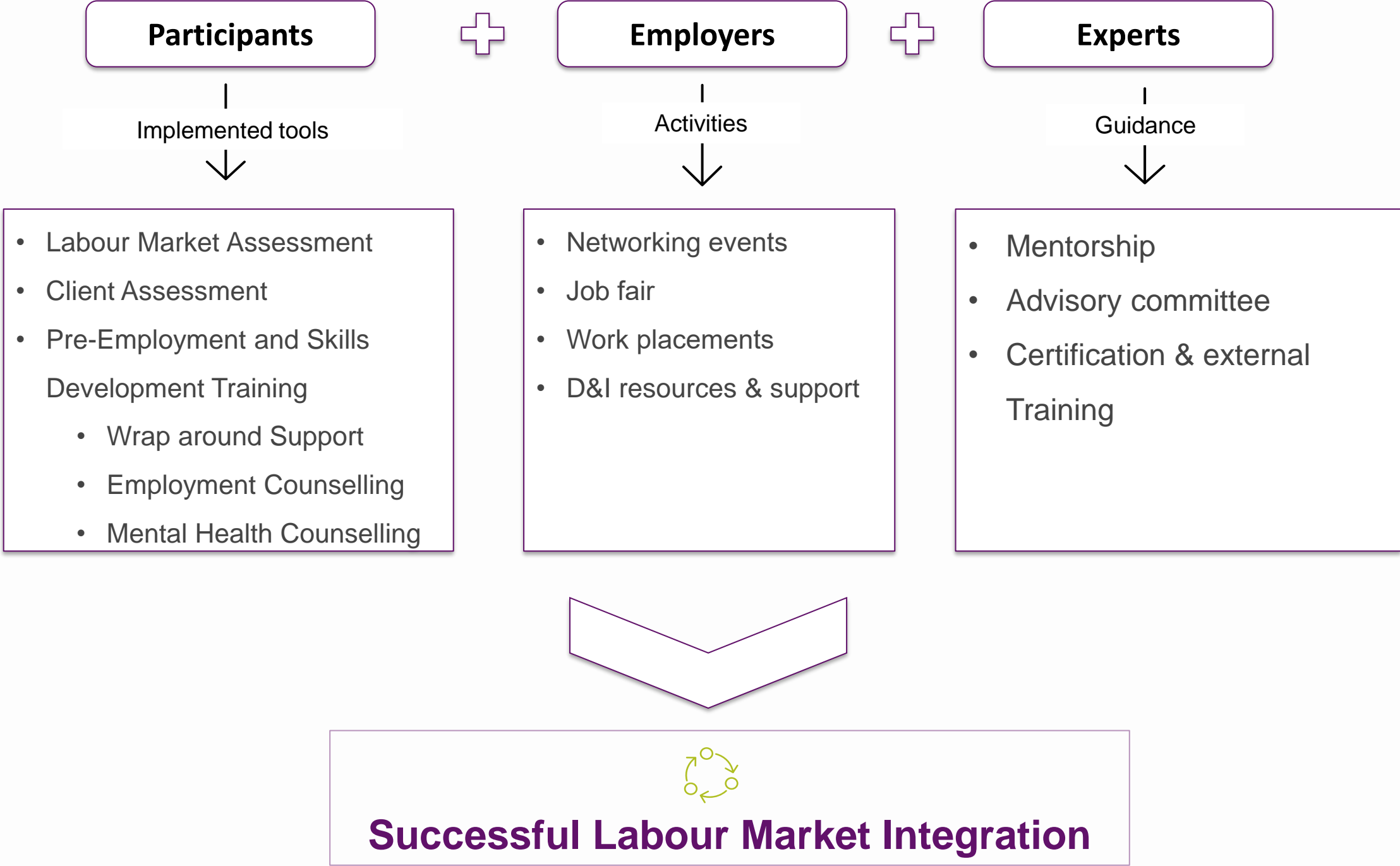


Detachment from the workplace

Survey of 132 participants

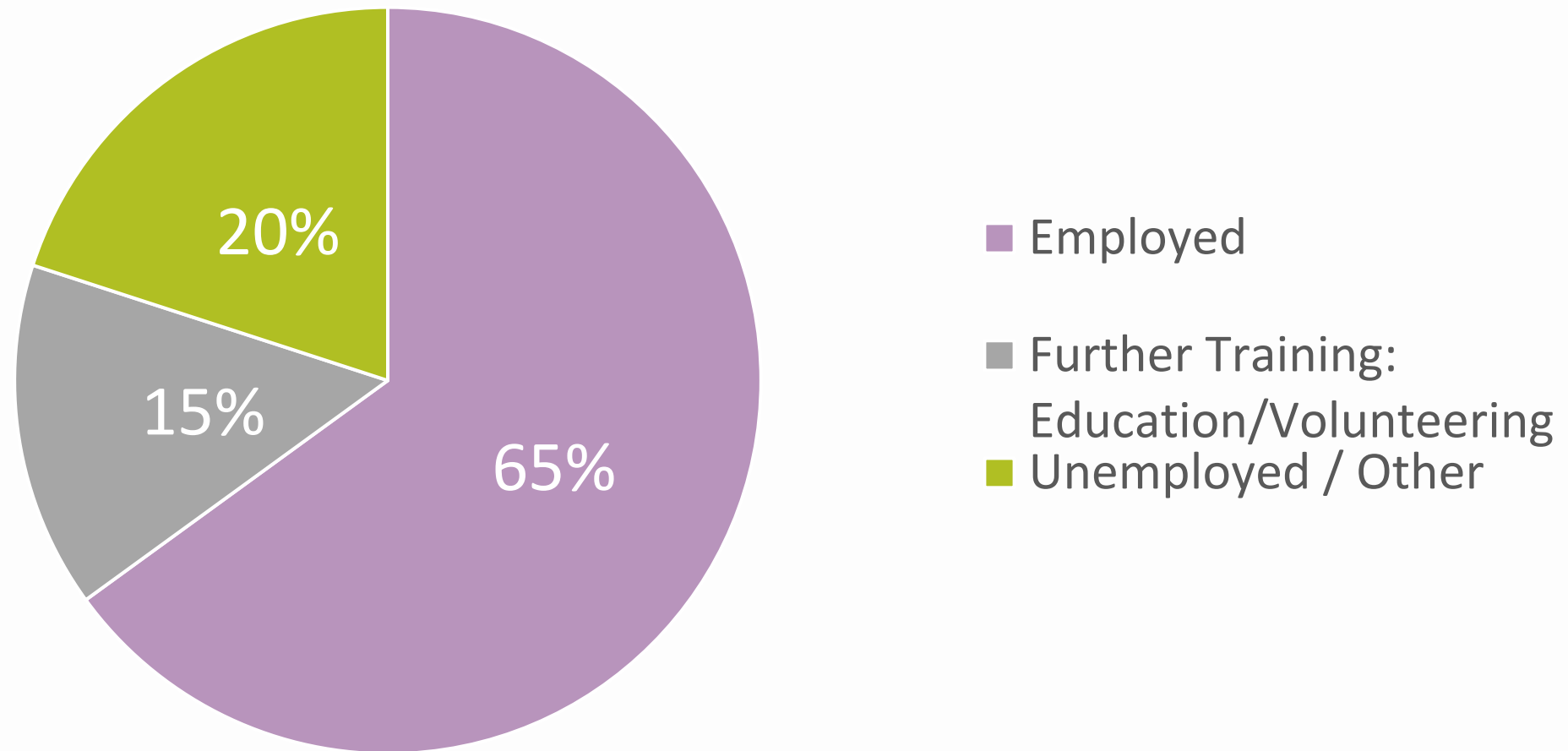


Our customized approach



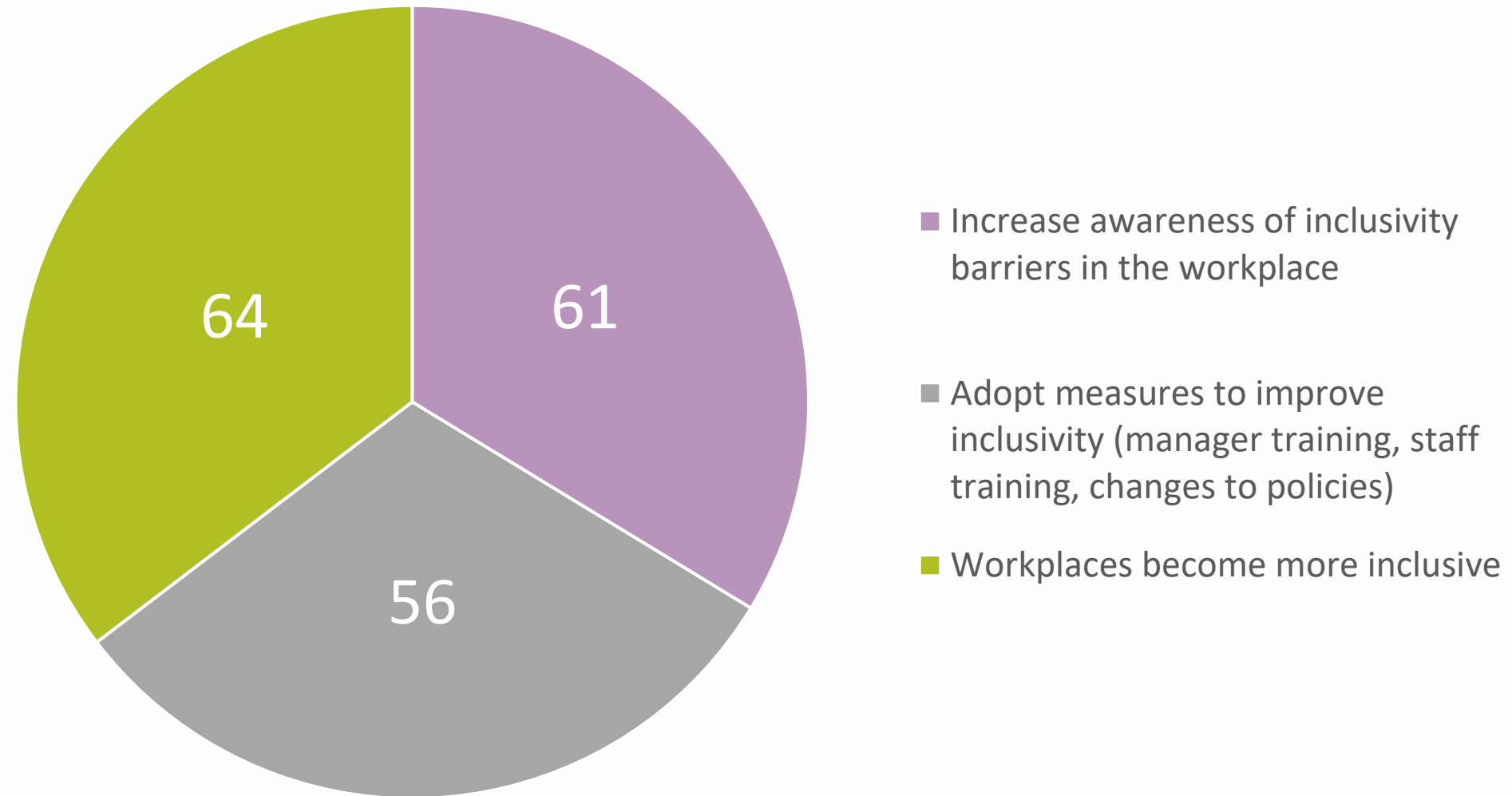
Project Successes

Employment Status of 132 Participants



Project Successes

Inclusivity Improvement of 76 Business Partners

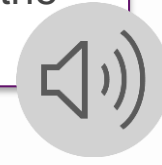


Participants Success Stories - Quotes

"Yesterday I thought I would cancel the job fair, because I became too nervous to talk with employers. I am happy I came today and overcame my fear. I realized I was able to communicate well with all the employers"



"The support received from the mental health sessions gave me the confidence that I had lost while living in an abusive relationship. I am now able to work part time, study online and have plans to return to full time employment in the near future."



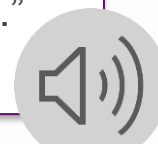
"The skills taught and certifications earned during the training helped me to receive a job offer and rejoin the workforce. I feel more confident to proceed with MY career goals"



"I was prepared for job search and job interviews during the training, but I was hired after an interview with the organization I was placed with."



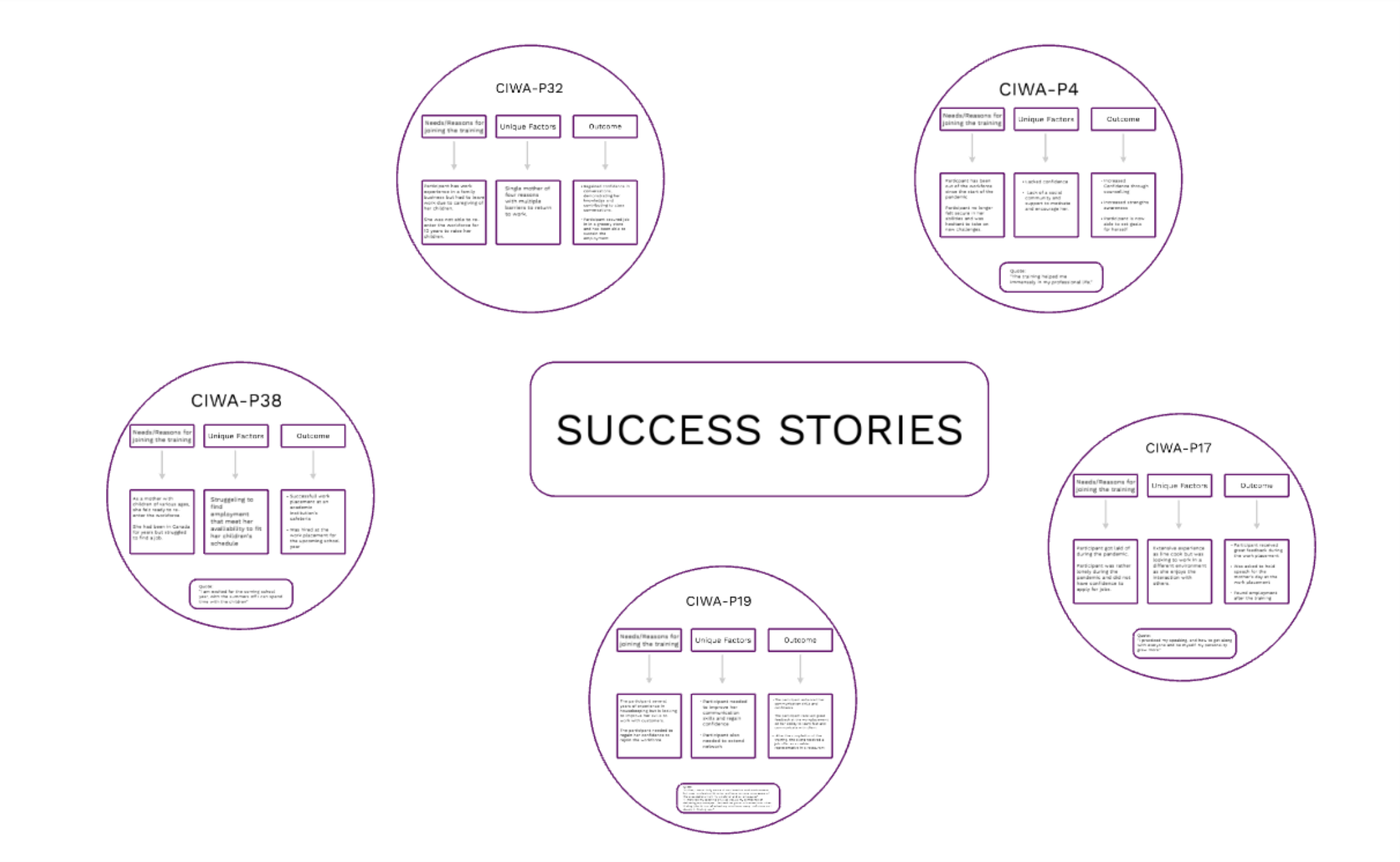
"My spouse recently returned to Canada but has once again decided to go back to India. This program has empowered me and I am confident that I can remain in Canada and care for myself and my son no matter the decision he makes."



"The social connections made during the training and the opportunity to learn about and experience other cultures during the in-class training helped me to work collaboratively with staff and clients during my work placement."



Participants Success Stories



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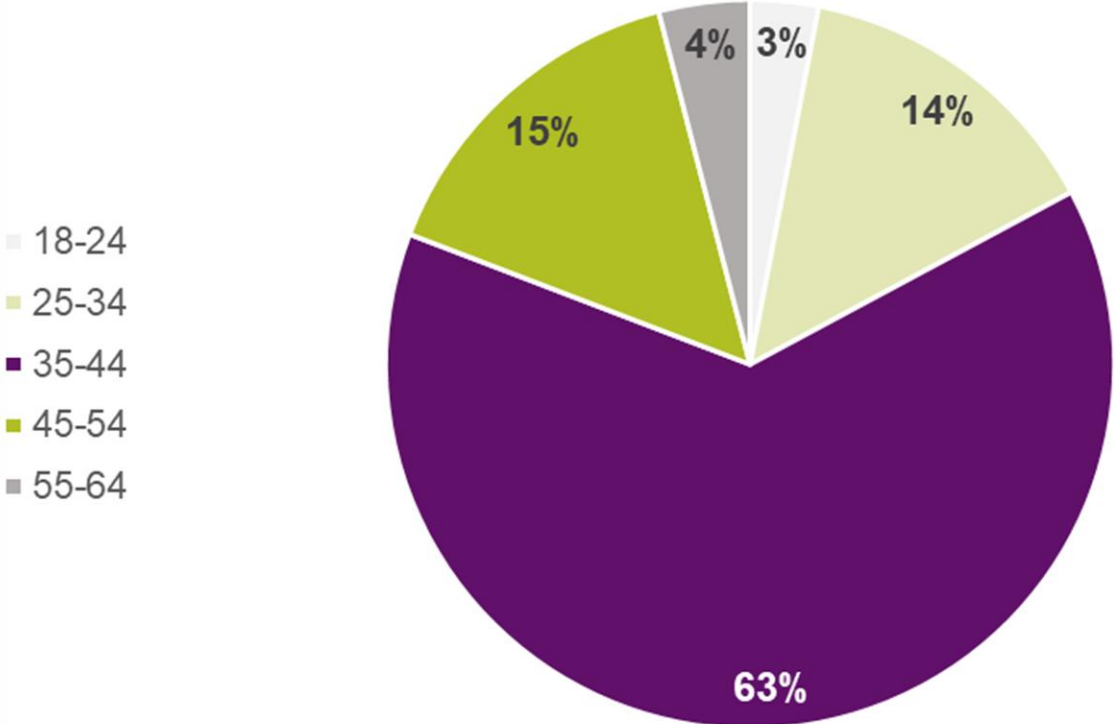


Challenges and Innovation

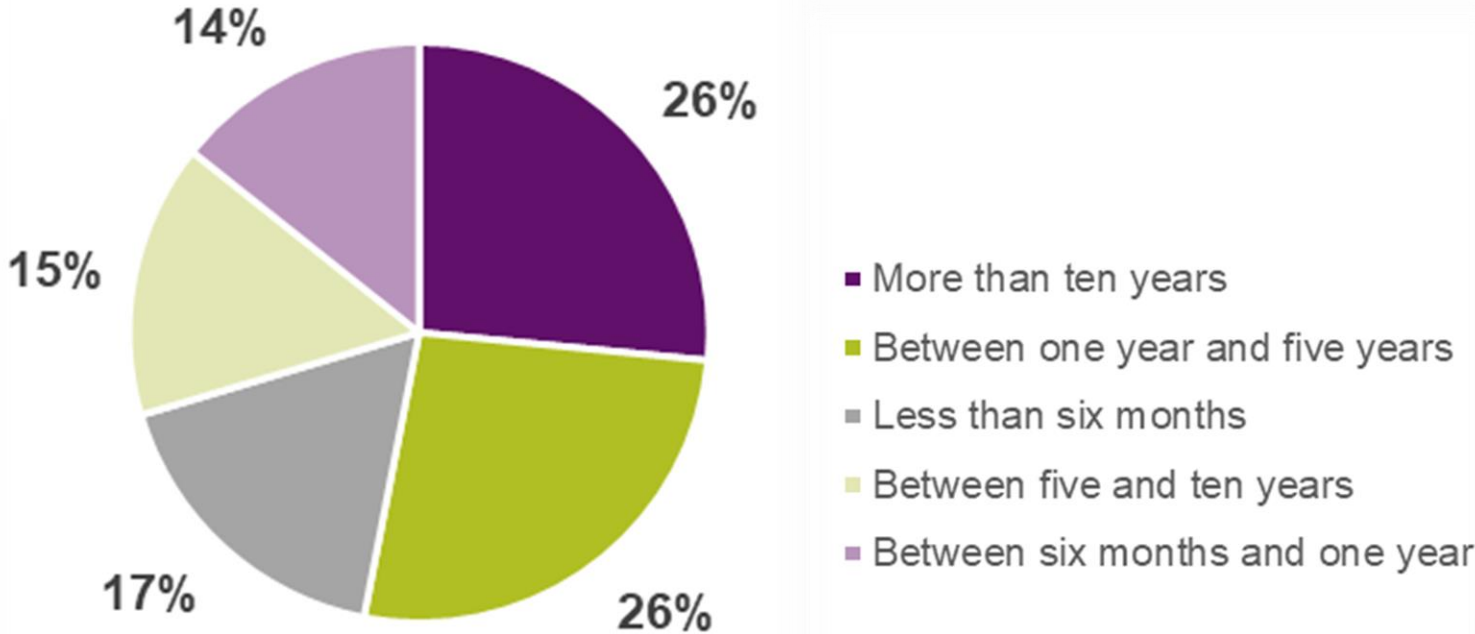
Challenges	Innovation
No call for interviews	<ul style="list-style-type: none">•Prepared tailored Resumes and Cover Letters.•Applied for jobs that match clients skills.•Encouraging participants to maintain a professional network.•Encouraged participants to volunteer to improve Soft skills development.
Lack of job opportunities	<ul style="list-style-type: none">•Recommendations were made to participants to consider/temp/seasonal positions.
Perceived Racism	<ul style="list-style-type: none">•Provided support to partner employers on Diversity, Equity & Inclusion (DEI).
Language Barrier	<ul style="list-style-type: none">•Recommendations were made to participants to engage in activities such as volunteering as a way to keep improving communication skills.

Trends

Participant Age Group



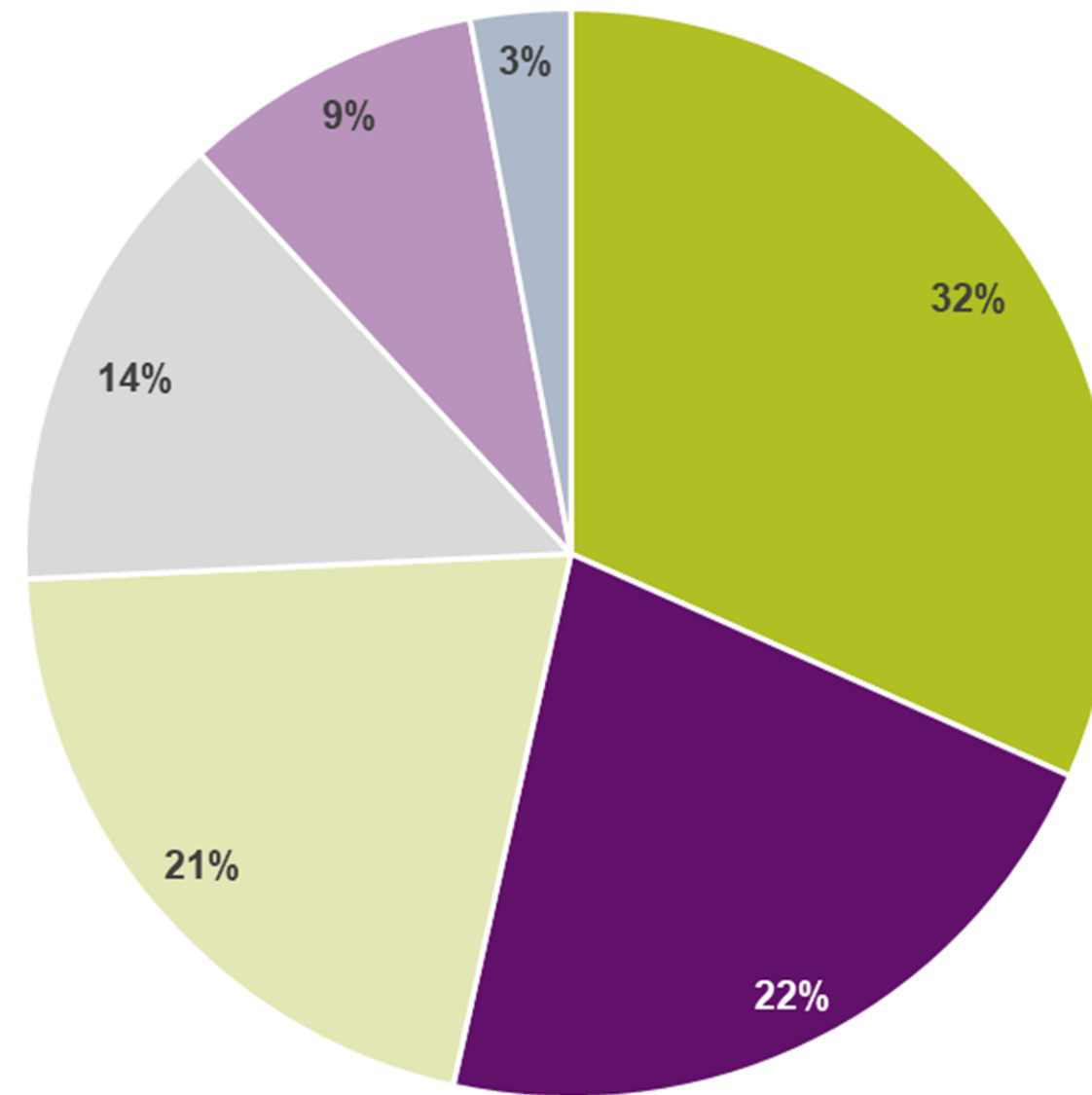
Years in Canada



Trends

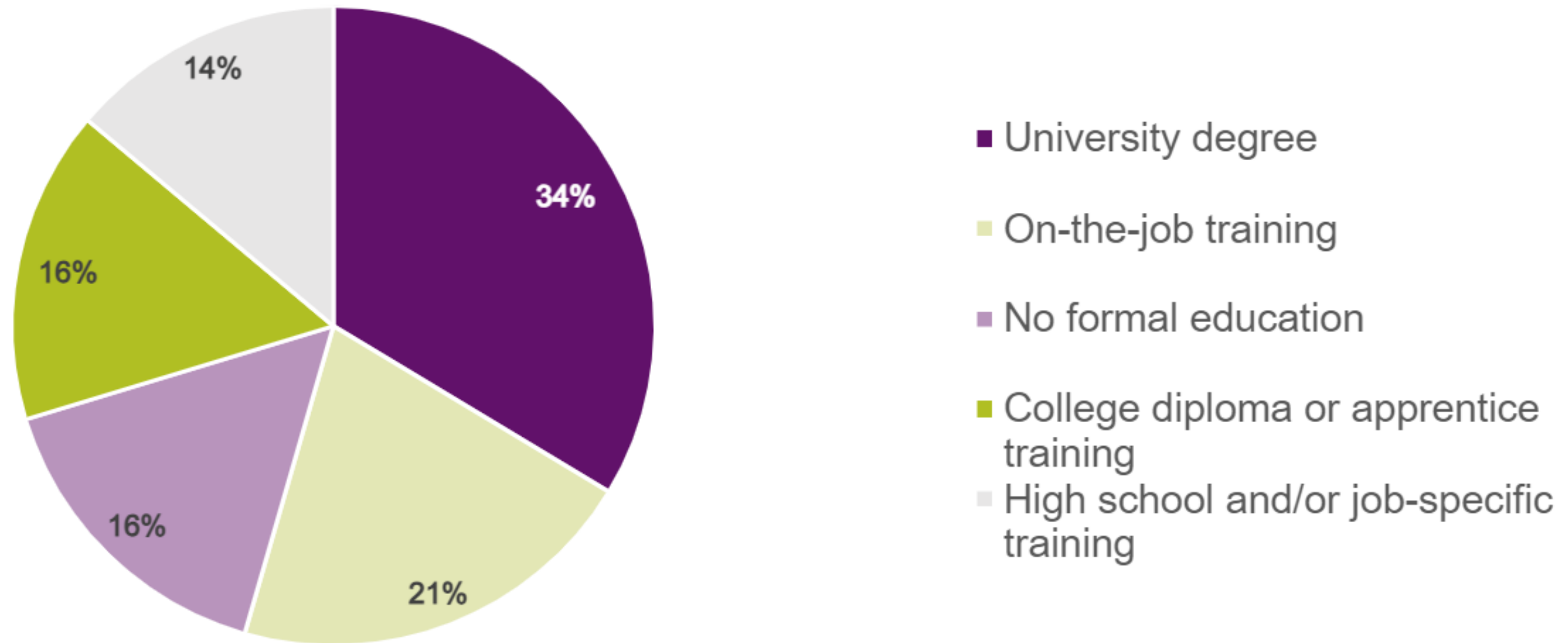
Highest Level of Education

- Graduate degree/professional university program
- Graduated high school/equivalency certificate
- Graduated from undergraduate university program
- Graduated from college, trade school or apprenticeship program
- Some college, trade school or university (including CEGEP)
- Some years of high school



Trends

Level of training required for occupation



Opportunities for the Labour Market

The trends in the previous slides reveal the following:

- An age range of highly skilled and experienced immigrant women
- Willingness to work regardless of length of stay in Canada
- Significant population of skilled and educated Immigrant women



Resources

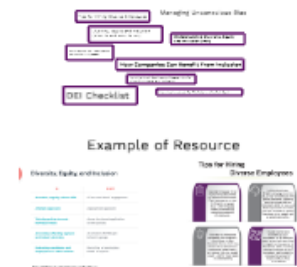
Evaluation Framework

Table of Content

Labour Market Assessment

WER Resources

D&I Resources



Curriculum Overview

Client Skills Assessment

Example - Reading
I am qualified for my ability to read and follow directions on products and labels.
I use:
I Compare
I Use

Example - Communication
When I am talking to an example of effective communication:
I use verbal and non-verbal communication to make a point.
I use verbal and non-verbal communication to make a point.
I use verbal and non-verbal communication to make a point.
I use verbal and non-verbal communication to make a point.

Example - Computer use
Documents can be ____ with MS words.
I Search
I Created
I Edited
I All of the above

Example - Problem-solving
I am confident in my ability to recognize and identify problems.
I Yes
I Sometimes
I No

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Thank You



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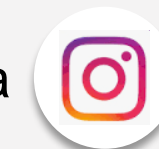


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