

MEETING DETAILS	LOGISTICS	ATENDEES
<p>MEETING Alberta Settlement Sector Quarterly Teleconference</p> <p>PURPOSE/OBJECTIVE To support increased collaboration, coordination, and communication between IRCC, the Government of Alberta, and Alberta's settlement and integration sector.</p> <p>FACILITATOR AAISA</p>	<p>DATE & TIME Wednesday, April 15, 2020 1:00 pm - 2:30 pm MST</p> <p>LOCATION <i>Skype Meetings</i> Dial-in: 1-647-749-9098 Access Code: 18170771#</p>	<p>IRCC Government of Alberta Alberta SPOs AAISA</p>

INTRODUCTION	PRESENTER
<ul style="list-style-type: none"> Welcome & introductions Housekeeping 	AAISA
UPDATES	PRESENTER
<p>IRCC updates</p> <ul style="list-style-type: none"> Focus on three areas of critical programming to guide slippage investment: RAP, case management, crisis counselling More flexibility in the critical service areas Ongoing monthly calls for each umbrella to stay up to date and explore areas that need more focus No new arrivals Currently, 8000 people around the world hold valid visas for Canada but arrivals are limited <p>GoA updates</p> <ul style="list-style-type: none"> Most of the agencies funded by GoA are working remotely Reminded for all stakeholders to refer IRCC-ineligible clients to GoA funded agencies. A complete list of all the agencies to be provided Agencies that have established relationships with employers to explore current skill shortages and connect with Christine Land at christine.land@gov.ab.ca, Alice Wong at alice.wong@gov.ab.ca, or at newcomersupports@gov.ab.ca Question, ASSIST: When is the Government of Alberta going to release the next CFP? Answer, GoA: In late spring, more details to come <p>AAISA updates</p>	<p>IRCC</p> <p>GoA</p> <p>AAISA</p>



<ul style="list-style-type: none"> • Ongoing meetings with CISSA-ACSEI, NSIC, and various levels of government • Engagement, Research, and Policy updates <ul style="list-style-type: none"> ○ Cameron Dykstra, Strategy Lead in Edmonton. Connect at cdykstra@aaisa.ca ○ The Small Centre Toolkit Assessment Survey Report and an Evaluation Report for AAISA’S Francophone Strategy are available on the AAISA website ○ Post-IRCC negotiations meetings in April ○ ASIP focus groups in May, invites sent ○ Annual sector survey later in Q1 ○ PEI meetings in June, invites forthcoming • Professional Development updates <ul style="list-style-type: none"> ○ Held first webinar in Anti-Discrimination series with Action Dignity and ARDN; this will be made available on AAISA’s YouTube channel. ○ Upcoming free webinars in the next few months, visit https://aaisa.ca/professional-development/ for updates ○ April and May LMP Training cancelled due to COVID-19 • Membership renewals are out, due by AGM in July 	
SECTOR QUESTIONS AND UPDATES	PRESENTER
<ul style="list-style-type: none"> • Roundtable for agencies across the province to share their recent updates in light of the COVID-19 pandemic <p>Southern Alberta</p> <ul style="list-style-type: none"> • BCIS: Changed procedures to appointment only and no walk-ins. Conducting needs assessments and using AHS screening questions over the phone prior to offering the services. Staff always wearing masks and gloves, disinfecting the facility. Staff is divided in 3 groups to limit the exposure. While one group of 5 is in the office, the rest are working from home and delivering online services. Staying in touch with clients on a regular basis. Participated in a radio campaign in 10 different languages, announcements through local Shaw TV. Collaborating with the city around community services • AFB: Staff are working longer hours to meet clients’ needs and acting as teachers due to language barriers. Need for more staff to enable supports for all clients. Challenges for clients to access technology at home • LFS: In partnership with APEGA and Business Link AB, providing two online sessions for internationally trained newcomers. First session is about accreditation/certification and mentorship by Association of Professional Engineers and Geoscientists of Alberta, on Tuesday, April 21st at 5:30 pm. The second one is about opening business in AB, and it’s provided by Business Link AB, on April 28th at 5:30 pm. <p>Central Alberta</p>	<p>All</p>

<ul style="list-style-type: none"> • C.A.R.E.: LINC transferred to online platforms. Challenges with technology at home for some clients. Youth settlement team connected with schools to ensure access to online learning. Staff connecting with volunteers and clients via apps and phone call. A <u>Facebook page</u> was created in collaboration with CSS to enable COVID-19 related resources. Staff having daily check-ins to exchange information and care for each other’s mental health • Question, C.A.R.E.: What are other agencies doing with clients who can’t access language online classes? • Answer, IRCC: The package around functional guidance for language classes is coming up and should address this • CSS Red Deer: Providing online orientation and both offices in Edmonton and Red Deer are accessible to vulnerable clients. Provided clients with the list of stores that offer online shopping. Significant demand for mental health supports in clients’ first language, especially for crisis counselling • CAIWA: Office closed for the public, but staff working shifts. Majority of the programs and training are being delivered, daily communication with clients through Zoom and WhatsApp <p>Calgary</p> <ul style="list-style-type: none"> • CIWA: Concrete actions are needed to reflect the issues and challenges brought up at the sector discussions • CCIS: Long-term plan needs to be established as demands from the clients will increase. Protocols and procedures need to be in place to prepare the sector for what’s coming. Need for connecting with the public institutions to enable a proper referral system • Question, CFN: If we pivot more towards COVID response does it have to be within the CA confines? • Answer, IRCC: If it’s related to RAP, case management or crisis counselling, then the regions have the capacity to explore whether there are free balances in the regions to make such investments. If it is outside of those three critical services, then it has to be within the confines of current CAs. There is no guarantee for incremental resources later • Question, CFN: Even with the additional funding through the COVID response there are still those who are not eligible for any type of benefits. Are there going to be any changes regarding this? • Answer, IRCC: IRCC is aware that this is an ongoing issue that should continue to be brought up to decision makers • CCIS: Almost 700 clients in High River might be affected by the layoffs at the meat plant and some staff could be mobilized to support the local office. PSR report to be sent to IRCC to showcase the issues the clients are facing. The sector should come up with one generic tool for everyone rather than each agency developing their own 	
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- **CFN:** Agencies that need more information on how to address basic needs for vulnerable populations reach out to CFN to learn about adapted protocols and programming
- **ISC:** Focused on the online settlement processes and currently working on a strategy to onboard clients to the existing online platforms. So far approximately 260 clients have been onboarded. Clients segmented into refugees, economic immigrants, and family class. High demand for language supports
- **TIES:** Similar challenges as everyone else. Acquiring donations for technology for clients in need and providing tech support for clients, volunteers, and staff. Delivering monthly workshops on mental health. Publishing weekly newsletters with encouraging messages from the board, volunteers, and staff
- **CLIP:** Multilingual resources on COVID-19 in first languages available online. Soon creating a new page of resources on emotional wellness
- **BGCC:** Settlement services for youth 12-24 are provided remotely, facing same challenges regarding technology access, schoolwork, language barriers. Aspen Family & Community Network (Aspen) and Boys & Girls Clubs of Calgary (BGCC) are coming together to create a new, unified organization; a holistic continuum of services, with broad geographical reach, for children, youth, and families in Calgary. This will create scale for operational and administrative efficiencies, prioritize research and evaluation, and retain experts in social service delivery for those in most need. New name and brand will be announced in fall 2020

Edmonton

- **Bredin:** Staff working from home, orientation and workshops for newcomers through Zoom, all correspondence is virtual
- **SCWCA:** Focus on critical hour programming, supporting clients with access to online services and overcoming technological issues. Closely working with school to support those who cannot access online schooling. School provided a module as an alternative. New clients less likely to give out their personal information, would rather meet in person
- **EMCN:** High demand in supports with homeschooling, access to the benefits, health information in first language, mental health. Around 30% of clients need computers. Jobs are still available in warehousing. A key intake protocol is in place to assess clients' needs before referring them to the settlement counsellors. A new online culture club program implemented to meet the needs of youth in schools. Main challenges are around language barriers and access to technology
- **A4HC:** Online delivery of services, office open for 8-10 staff while following AHS protocols. Providing group sessions using WebEx, Google Hangouts, and one-on-one support through texting and calls. Emergency response plan in place and teams are divided in 3 groups: collecting information; conducting needs assessment with clients;

developing resources based on those needs to inform the front-line staff. Some youth are unable to access online resources; provided them with some computers and IT help. Main challenges are limited or no access to online resources; limited ability to respond to the needs of PSRs, TFWs and refugee claimants; mental health issues. Clients reliant on government benefits as main source of income are worried about delays in tax filing so the agency resumed the volunteer tax filing services twice a week by appointments to drop off documents. Clients can call for appointments and agencies can call to refer clients

- **REACH Edmonton:** Suggestion for agencies to connect parents with the school principals who can help families to connect children with online schooling
- **CSS Edmonton:** Most of the services in Edmonton and Red Deer moved online or via phone. RAP and Case Management programs continuing to provide in-person support as per clients' needs. Staff reaching out to clients to ensure they are informed on COVID-19 and how to seek for services. In regular contact with the most vulnerable clients. Group programs have developed virtual sessions related to COVID-19 that are delivered on an ongoing basis. Best practices: COVID-19 group sessions online; weekly online Parenting Conversations in English, Arabic and Spanish; weekly online women's and men's groups; English practice for adults and young adults; orientation sessions in English and interpreted in Arabic, Swahili, Amharic, Tigrinya and French. Virtual matching with volunteers; working with some pharmacies to find unique ways to ensure families get their medication; Working with Alberta Health Services to ensure clients continue to be able to access health services when. Staff is ensuring interpretation, transportation and informing clients how to access the appointments on their own
- **Question, CSS Edmonton:** Is IRCC going to accept the change of status documents without a signature?
- **Answer, IRCC:** AAISA will be informed about this
- **Question, EMCN:** Can PSRs access CERB? There is a concern that sponsors will not be able to bear the financial obligation
- **Answer, IRCC:** Details to be shared via the umbrellas after the next NSIC call
- **Question, EMCN:** Our CNC staff is supporting children with early childhood development activities and schooling. What are other agencies doing in this regard?
- **Answer, CFN:** CFN provides care packages that are made of printed activities and the videos for children to participate

Northern Alberta

- **Question, Keyano College:** Working remotely, low-literacy students having challenges accessing online services and technology. Not receiving any new application but taking only returning students



<p>because of CLB assessment. What are rural communities doing with the CLB assessments?</p> <ul style="list-style-type: none"> • YMCA Northern Alberta: Digital literacy team willing to offer help on working with low literacy clients. Created tutorials and Zoom courses. Teams working together for mental health and employment supports. Language is a challenge; using online apps and calls for daily communication. Counselling services are done remotely • CSS Lloydminster: The settlement staff having challenges when acquiring consent and ensuring confidentiality for contracts intakes. Clients preferring in-person contact but daily communication and service delivery are done via phone, emails, Facetime, Teams • Lloydminster LIP: TFW's and LINC students are facing the biggest challenges. All classes are transferred online but many clients have no computers and are unable to join CSS Gateway due to COVID restrictions. Gateway programs are offered remotely, including intakes and referrals. IAT meetings are also challenging to host due to technology 	
CONCLUSION	PRESENTER
<ul style="list-style-type: none"> • Review of action items: <ul style="list-style-type: none"> ○ IRCC to follow up with AAISA about changes in signature for the status document; PSRs and CREB benefits ○ Best practices in CLB assessments in small centres ○ GoA to look into agencies that serve IRCC non-eligible ○ Agencies to connect with GoA if aware of any job opportunities and have direct connections with employers • Confirmation of next meeting date: July 15, 2020 @ 1:00 pm 	<p>AAISA</p>