

# Sponsorship-Settlement Partnership

Improving the settlement of  
privately sponsored refugees

Pathways to Prosperity  
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# Today's presenters

From the YMCA of Three Rivers

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From Mennonite Central Committee Ontario

Stephanie Schreuders

From Allies for Refugee Integration

Lorene Moran-Valenzuela (Refugee 613)  
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# Agenda

- Welcome, Goals & Agenda for today
- About Allies for Refugee Integration
- Pilot with YMCA of Three Rivers and MCCO
- What does this mean for you?
- Q & A



# Poll

Tell us about yourself, are you representing:

- Settlement Sector
- Academics
- Government
- Sponsorship Organization (eg. SAHs)
- Other

# Goals of today

- Learn about the successes, challenges, and takeaways from partners piloting an innovative three way case management model
- Learn what you can do to improve settlement and sponsorship teamwork and improve service delivery for sponsored newcomers

# What is Allies for Refugee Integration?



# First phase: Research and co-design with stakeholders



# Pilot testing in Ontario with our partners:

Case Management Pilots:



**Mennonite  
Central  
Committee**



**CCS**  
Catholic Crosscultural Services



**DIOCESE OF  
LONDON**

*Building healthy communities  
Plein de vies*

Knowledge Exchange Pilot:

**Immigrant Services  
Kingston and Area (ISKA)**





# ARI Case Management Pilot



*Building healthy communities  
Plein de vies*



**Mennonite  
Central  
Committee**



# ARI Case Management Steps

## Pre-Arrival

Initial meeting with sponsors, settlement worker and SAH

Review roles and responsibilities, using CAP form

## Post-Arrival

Orientation meeting with newcomer, sponsors and settlement worker

## YMCA Intake

One on one with the newcomer client

Needs assessment and goal setting

## Ongoing Services

Check-ins between settlement worker and newcomer as needed

## Evaluation

Survey or interview sponsor and newcomer participants



*“This intentional connection to a settlement worker provides a linkage to help on that journey for the newcomer toward independence”*

- Sponsor

# Collaborative Action Plan (CAP)

## B.) Settlement Needs Checklist

*This plan cannot cover all possible settlement activities, but is a living plan for ongoing collaboration that may change over time and in consultation with the newcomer once they have arrived. Please identify who will be providing for the settlement needs by checking the relevant box. For each settlement need, there should ideally be one lead and also a support – provide details about how you will divide the responsibility as needed.*

Pre-arrival		
<p><b>Housing</b></p> <p><u>Sponsors:</u> Sponsors are ultimately responsible for finding and securing housing for the newcomers. Given the short notice of arrival timelines, many sponsors initially secure temporary accommodation until permanent accommodation <u>can be secured</u>.</p> <p><u>Settlement Worker (SW):</u> Can support by providing a list of available affordable housing units in the area and/or refer you to agencies who specialize in supporting the search for affordable housing. SW can also help complete the application for affordable housing and help put the newcomer on a waitlist to receive social housing in the future.</p>	<p><b>Lead</b></p> <p>Sponsor <input type="checkbox"/></p> <p>SW <input type="checkbox"/></p> <p>SAH <input type="checkbox"/></p> <p>Co-Sponsor <input type="checkbox"/></p> <p>Details:</p>	<p><b>Support</b></p> <p>Sponsor <input type="checkbox"/></p> <p>SW <input type="checkbox"/></p> <p>SAH <input type="checkbox"/></p> <p>Co-Sponsor <input type="checkbox"/></p> <p>Details:</p>
<p><b>Furniture &amp; Household items</b></p> <p><u>Sponsors:</u> Reach out to your networks in the community to gather all of the necessary household items. Research community services where good quality used items <u>can be found</u>.</p> <p><u>Settlement Worker</u></p>	<p><b>Lead</b></p> <p>Sponsor <input type="checkbox"/></p> <p>SW <input type="checkbox"/></p> <p>SAH <input type="checkbox"/></p> <p>Co-Sponsor <input type="checkbox"/></p>	<p><b>Support</b></p> <p>Sponsor <input type="checkbox"/></p> <p>SW <input type="checkbox"/></p> <p>SAH <input type="checkbox"/></p> <p>Co-Sponsor <input type="checkbox"/></p>

# Successes

- 14 newcomers and 8 sponsorship groups participated in the pilot project
- Better coordination and cooperative work between SAH and SPO
- Overall, sponsors and clients reflected on their connection to Andrea as being extremely helpful and informative
- Held joint trainings for sponsors and newcomers on transition to Month 13 and financial literacy

# Strategies

- One point of contact within each organization
- Consistent communication between all parties
- SAH and SPO relationship allowed for flexibility to support high needs cases
- Organizational Check-Ins (SAH +SPO) to reflect on lessons learned and plan

# Covid Challenges and Pivots

## Challenges

- Transitioning to virtual support
- New arrivals slowed due to border closure
- Heightened anxiety from clients-sponsors and newcomers concerned about transition off of sponsorship and access to support/employment

## Pivots

- Flexible communication
- SAH identified support needs for transition into Month 13
- Virtual support only - In-person appointments no longer possible



# Lessons Learned



*“These interactions with the settlement worker are wonderful. We don't know anyone here, and only met our sponsors a few times because of COVID-19. It is helpful to ask questions, how to get different documents and more”*

- privately sponsored refugee

*“We need a central place to turn. Enthusiasm in the group dissipates a lot by just trying to understand who is out there doing what. What we are missing is the process, we do a lot of unnecessary research when the pros already know.”*

*- Sponsor*

# Lessons Learned: Settlement Worker

- Pre-arrival connection with sponsors was key
- Post-arrival meeting with sponsors and client showed high importance to establish a relationship
- Sponsorship groups vary in size, capacity and engagement
- Virtual Support varies based on client abilities and access

# Lessons Learned: SAH

- Increased our capacity to serve newcomers and sponsors better
- Deepened our understanding of settlement workers and SPOs
- Strengthened our collaboration with SPOs now and moving forward
- Mutual learning and training between SAH and SPO



# Moving Forward

- Continued partnership between MCCO and YMCA
- Improved knowledge and information sharing
- Collaborate on wrap-around support

# Across all pilots: Participant feedback on the model

- High satisfaction among sponsors (4.6 out of 5) for this model
- 11/12 participants (settlement, sponsors, and newcomers) support adoption as regular settlement programming

“When you move to a new country, you don’t know where to go, it is difficult to get information. This program is very helpful, gives you a direction, where to start and where to go.” - newcomer

# Initial findings from all the ARI pilots

1. Start early; timing matters
2. Clarify roles in advance
3. Offer one person to approach for sponsors & newcomers to ask questions
4. Formalize SAH-SPO partnership
5. There is not a one-size-fits-all model

# What does this mean for... Settlement Agencies?

- Consider a pre-arrival connection with sponsors
- Benefits of a navigator role or go-to PSR expert
- Train settlement workers to understand the PSR program and how to work with sponsors





# What does this mean for... Sponsors and SAHs?

- Take the time to connect to settlement to discuss roles pre arrival
- If a SAH, consider formalizing your partnership with a local settlement agency
- Connect newcomer to settlement as soon as possible



# What does this mean for... Policy Makers?

- Fund and equip SAHs and SPOs to work together
- Assist with connection of PSRs to services
- Reduce silos & bring together settlement & sponsorship on policy level to solve these gaps





Q & A

Thank you!

To learn more about ARI

**Visit our website**

[Allies in Refugee Integration | OCASI](#)

**Sign up to our newsletter**

<https://mailchi.mp/ocasi.org/ari2019>

