



Together for Francophone Integration: A CANAF–CCIS Calgary Partnership

COLLABORATION THAT COUNTS: STRENGTHENING SERVICE DELIVERY THROUGH MENTORSHIP

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francophones

ABOUT **US**

500

+

staff

2,000

+

**volunte
ers**

70+

**langua
ges**

90+

**progra
ms**

26

locations

including, Banff,
Brooks, High River,
Chestermere, Okotoks,



- Business, Employment, and Training Services
- Community Development and Integration Services
- Family and Children's Services
- Resettlement and Integration Services
- Southern Alberta Immigrant Services

ABOUT **US**

20+

staff

100+

**volunte
ers**

10+

**langua
ges**

20+

**progra
ms**

5

locations

including, Banff,
Brooks, Medicine Hat,
Lethbridge, Calgary,
etc.,



CANAF offers the following services:

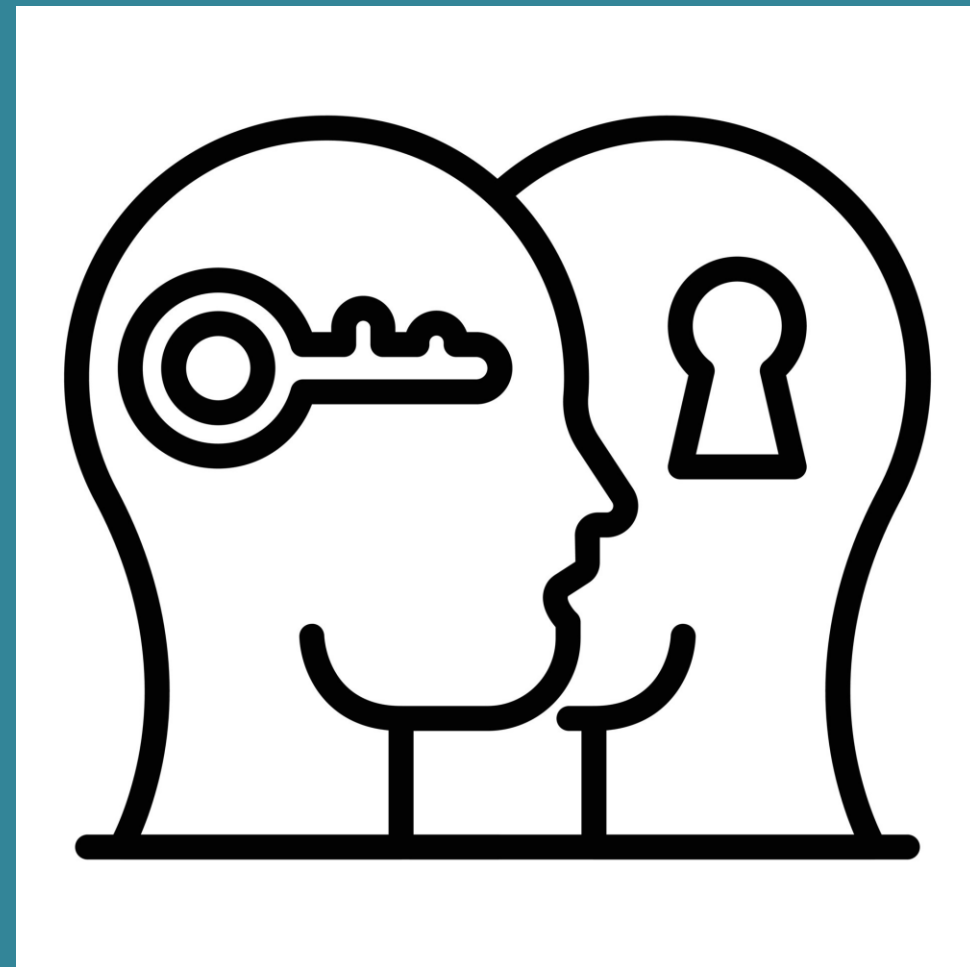
- Needs Assessment and Personalized Integration Services
- Information, Orientation, and Settlement Services
- Case Management Services
- Community Connection and Social Integration Services
- Employment and Entrepreneurship Support Services
- Southern Alberta Francophone Immigrant Services

Objectives

- What is mentorship, and why is it essential for newcomer service providers?
- Steps and components of establishing and sustaining a mentorship program for newcomer service providers.
- The collaboration framework between CANAF and CCIS Calgary.
- Best practices and tools for integrated case management. The coordinated outreach efforts.
- Frontline staff joint training sessions.
- Outcomes
- Coordinate outreach efforts to reach Francophone newcomers in urban and rural areas.
- Improve referral pathways and service continuity.



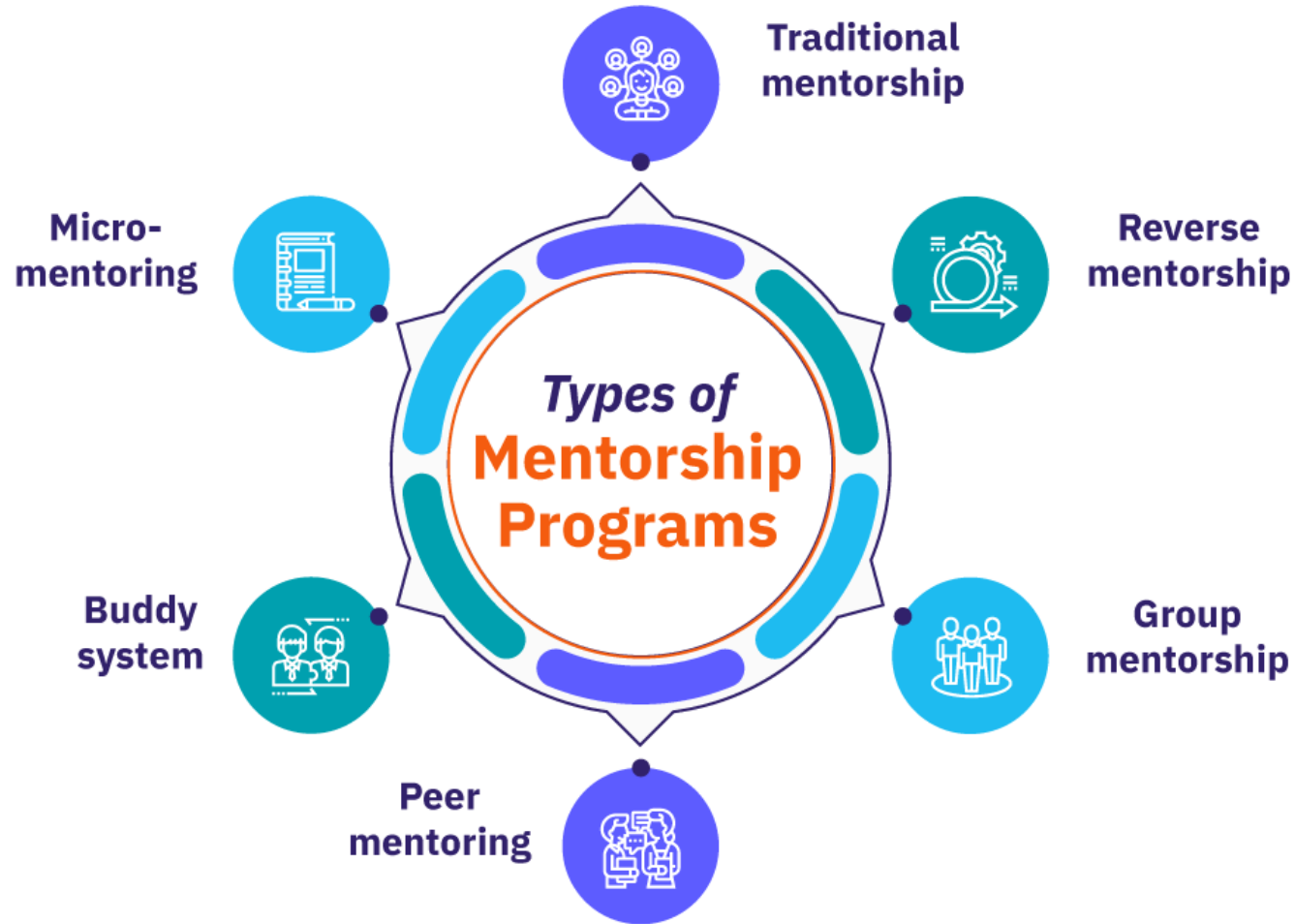
Mentoring is a brain to pick, an
ear to listen, and a push in the
right direction.”
— *John Crosby*



WHY MENTORSHIP?



TYPES OF MENTORSHIP PROGRAMS



ORGANIZATIONAL MENTORSHIP

Cross-organization mentorship is a type of mentorship practice that connects individuals from different organizations who share similar goals, interests, or challenges. This can help expand the network, perspectives, and skills of both mentors and mentees, as well as foster collaboration and innovation across sectors.

the mentoring process will be tailored to the individual needs and objectives of the mentees, with a focus on implementing best practices.



THE IMPORTANCE OF MENTORSHIP FOR NEWCOMER SERVICE PROVIDERS

Mentorship is a long-term efficacious practice that offers an optimal solution for enhancing the professional development and integration of newcomer service providers by providing support, guidance, and constructive feedback

Ways Mentorship Can Help:

- Skill Development, acquiring knowledge, and experience
- Guidance
- Networking
- Professional Growth
- Confidence Building
- Motivation



COMPONENT AND IMPLEMENTATION OF THE MENTORSHIP

1

Planning

2

Stakeholder Engagement

3

Training & Development

4

Matching Process

5

Implementation

6

Monitoring & Evaluation

7

Feedback Mechanism

COMPONENTS AND IMPLEMENTATION

Standing Meetings
Training
**Ongoing consultation and
guidance**
Job shadowing



THE TRAINING OBJECTIVES

Understanding the case management concept and the characteristics of a Good Case Manager
Background and factors to decide on establishing a case management program
The benefits and purpose of having a case management program
Who are our clients
The holistic Approach of service delivery and supportive services
Outline the policies, procedures, resources, and outcomes associated with the delivery of intensive case management support services to Government-Assisted Refugees in Canada
The administration part and related forms
What makes the case management approach intensive?
Empowerment-Oriented Practice and the Asset/Strength-Based Approach
Intensive Case Management Outcomes
Youth case management
Client termination

BEST PRACTICES AND CORE ACTIVITIES

Triage

Assessment

Goal Setting and Planning

Life skills

Accompaniment

Case Coordination and Conferencing

Building Community Connections



THE ENHANCED TRAINING OBJECTIVES

- Grasp key concepts and roles in case management
- Recognize client needs and profiles
- Apply holistic, client-centered practices
- Understand policies and procedures for intensive case management
- Use practical tools for assessment and planning
- Measure outcomes and ensure service continuity
- Address youth case management and client termination
- Integrate empowerment and strength-based approaches



OUTCOMES AND IMPACTS OF MENTORSHIP FOR ORGANIZATIONS AND CLIENTS

For the service providers: Increased knowledge, skills development, and confidence in their roles

For the organizations: Enhance service delivery quality and efficiency, as well as foster a culture of learning and collaboration

For the clients: Improve the services they receive, as well as their satisfaction and trust in the service providers

Mentorship can also help newcomer service providers cope with the challenges and stressors of their work, such as dealing with complex and diverse client needs, navigating the settlement system, and adapting to the Canadian work environment.

OUTCOMES

- Resources are shared with CANAF that helped foster best practices.
- CANAF's staff can differentiate between standard services and Case Management services and can report services under the appropriate program.
- Managers are aware of employees' mental health and are equipped to mitigate the consequences of working with difficult clients.
- CANAF joined the CSS program.
- CANAF offers services in Brooks and Medicine Hat.
- CANAF launched its employment program in Calgary.

CHALLENGES

- The clarity around the differences in roles and types of intervention between case management and standard settlement services.
- In smaller centres, the same person might be providing both standard settlement services and case management services.
- The limited resources in the smaller centres
- The training and job shadowing during the post-COVID time
- Modifying the training to better suit the mentees' objectives.
- Training time needs to be longer



QUESTIONS



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community
wherever
you are.



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@fcisab @bcisab



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Immigration Society



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community
wherever
you are.



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