

## Target population:

Newcomers to Canada including immigrants, refugees and naturalized Canadians.

## Mission:

Helping immigrants build a future in Canada.

## Context

### Immigrant Services Society of BC (ISSofBC )

ISSofBC (Immigrant Services Society of British Columbia) is one of the largest immigrant-serving agencies in Canada, with a national and international reputation in the field of migrant issues and services for immigrants and refugees.

ISSofBC has provided a supportive environment for serving newcomers to Canada of all backgrounds since 1972. Its dedicated staff (400+), volunteers and community partners provide multilingual settlement, education and employment services for over 20,000 clients every year.

Streamlined access to care is a major need among newcomers, especially those with significant language, cultural and financial barriers. ISSofBC has had a long-held vision to address this need. With the support of selected community organizations with shared values who provided complementary services, as well as funding support from government and the private sector, ISSofBC opened the ISSofBC Welcome Centre in Vancouver in 2016. The Centre houses 58,000 sq ft of residential units and support services delivered by ISSofBC and co-located community organizations. Building on the success of this model, ISSofBC opened the ISSofBC Welcome Centre in Surrey in 2019.



## Governance & management

ISSofBC's volunteer Board of Directors as well as its management staff reflect the diversity that characterizes Canadian society. They are involved in numerous community-based committees, groups, and organizations, and lead or take active part in community consultations, outreach surveys or focus groups to keep abreast of the community's needs. Learnings from these activities provide a template for us to plan and take action on.

## Funding

ISSofBC operates with funding derived from various sources: government, community and business organizations, private foundations and social enterprise. Major funders include: Immigration, Refugees and Citizenship Canada, Innovation, Science and Economic Development Canada, Economic and Social Development Canada, province of BC, Cities of Vancouver and Burnaby, Edith Lando Charitable Foundation, United Way, Law Foundation of BC, New Horizon for Seniors program, Vancouver Foundation and Vancity credit union. The total budget at the end of last fiscal year (March 31, 2019) was about \$26.3M.

## What this initiative is about

### Our strategy of integrated community care

ISSofBC works with an assortment of community partners to carry out its mission including government, community organizations, and the private sector. Members of ISSofBC's volunteer board of directors are involved in a large network of community-based organizations, and ISSofBC management and staff sit in a wide variety of community associations and policy-influencing consultative bodies. ISSofBC also actively engages its clients through ongoing program evaluation activities and regular service outcome surveys.

All these activities enable ISSofBC to monitor the effectiveness and relevance of its services, improve on or adjust service offerings, and identify emerging service needs and trends. The data and learnings gained from these activities, as well as the partnerships formed, made up the foundation that led to the vision, and the realization of the vision, to create the fully-integrated ISSofBC Welcome Centre facility. <https://issbc.org/issofbc-welcome-centres>



### Services:

ISSofBC offers the following major services:

- Settlement services in the client's first language help newcomers adjust to life in Canada;
- Language training from pre-literacy to workplace-focused English helps newcomers overcome the biggest barrier to successful integration;
- Employment services help newcomers gain the skills to build a meaningful work life in Canada;
- Self-employment programs help business-minded newcomers achieve their business dreams.

ISSofBC also operates a robust social enterprise initiative that provides high-quality language training and career services for those who are unable to access government-funded services.

## Impact

- Every year, ISSofBC supports more than 20,000 people with a broad range of services through 16 offices located in Metro Vancouver and across BC.
- The ISSofBC Welcome Centre in Vancouver is the only facility of its kind in the world and continues to draw local and international visitors interested in this unique model of wraparound services for newcomers delivered under one roof.
- Providing streamlined access to services for newcomers under one roof:
  - May reduce stress in a resettling phase;
  - May save newcomers time and expense;
  - Promote collaboration and exchange of best practices among co-located services; and,
  - Enhances the impact of government-funded support.

## Insights (Key learnings)

Ongoing evaluations for services ensure services are responsive to emerging needs. Positive outcomes are achieved when:

- services are designed to respond to client's unique barriers and needs (e.g., language, culture, health); and
- service staff reflect the clients being served, are plugged into feedback loop, and receive continuous training;





## WHO

1. **JENNIFER YORK** – Division Manager, ISSofBC Settlement Program
2. **LIZA BAUTISTA** – Manager, Settlement Employment programs

## Where

ISSofBC Welcome Centre  
2610 Victoria Drive, Vancouver, British Columbia

<https://goo.gl/maps/6ckrvXP7tY3cP1sz9>

## Workshop agenda

- 9:00-9:10: Introductions/Welcome (202-203)  
Continental breakfast served
- 9:10-9:25: Video presentation on ISSofBC Welcome Centre and update of latest news
- 9:25-9:30: Tour overview
- 9:30-10:25: Tour with stops at:
- Housing unit
  - Language Instruction for Newcomers to Canada (LINC) classroom
  - Mt Pleasant resource centre
  - Youth Hub
  - Vancouver Association for Survivors of Torture (VAST), ISSofBC Settlement Orientation Services (for asylum seekers) (SOS), Vancity Credit Union, Law Clinic, Lower Mainland Urgent and Primary Care Centre
- 10:25-11:00: Discussion – *Benefits & Challenges of Integrated Service Delivery*
- 11:00: Visitors depart

## Main goals of the workshop

- Explore the benefits and challenges of integrated service delivery for newcomers refugees and immigrants as implemented at ISSofBC Welcome Centre from the perspective of:
  - Client (*LB*)
  - Staff (*JY*)
  - Co-located service partner

## Interactive session

### Limited physical capacity at ISSofBC Welcome Centre

Because of the Centre's growing profile and visibility owing to its delivery model, we are experiencing increasing demands to share space from like-minded organizations. However, our space is finite and already fully subscribed.

How do we address and prioritize requests so that we fulfill our mission in the context of understanding this needs to be done with the help of our partnerships? How do we resolve this dilemma?

### Transferability

Is it possible to replicate ISSofBC's model of welcoming immigrants and refugees in other regions and countries?



## Space for your personal notes

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