

Calgary Immigrant Women's
Association presents:

Promising Practices and Approaches in Working with Refugee Women

Presenters:

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CIWA

Calgary Immigrant Women's Association

ABOUT CIWA

CIWA was created in 1982 to address the needs and concerns of immigrant and refugee women, youth, children, and families in Calgary.

CIWA Mandate

Vision – Empower immigrant women. Enrich Canadian society.

Mission – To engage and integrate all immigrant women and their families in the community.

Values – Integrity. Equity. Inclusiveness. Innovation. Leadership

Core service areas

- Intake, Settlement and Integration services
- Literacy, Language Training and Childcare services
- Employment services
- Family services

- Direct work with clients
- Research projects with post-secondary institutions
- Participation on advisory committees and networks
- Collaboration with community groups and refugee support groups

INTAKE PROCESS

- Welcome and connect with client
- Determine what client is looking for
- Get consent for service provision
- Assess client needs
- Offer broad holistic service options
- Provide referrals, if required
- Capture client data in database(s)

NEEDS ASSESSMENT

NEEDS ASSESSMENT SUMMARY

Date:

Basic

<input type="checkbox"/>	Critical	Immediate intervention required
<input type="checkbox"/>	Substantial	Immediate but not urgent intervention required
<input type="checkbox"/>	Intermediary	Ongoing assistance required
<input type="checkbox"/>	Stable	Moderate assistance required
<input type="checkbox"/>	Satisfied	Basic needs fulfilled

Family

<input type="checkbox"/>	Critical	Critical family problems and no family support
<input type="checkbox"/>	Substantial	Little to no family supports and/or reoccurring family issues
<input type="checkbox"/>	Intermediary	Limited family supports and/or occasional family related issues
<input type="checkbox"/>	Stable	Some family (immediate and/or extended) support
<input type="checkbox"/>	Satisfied	Strong family (immediate and extended) support

Social / Emotional

<input type="checkbox"/>	Critical	Isolated and emotionally affected
<input type="checkbox"/>	Substantial	Limited community involvement and/or emotionally affected but not critical
<input type="checkbox"/>	Intermediary	Isolated within their community and/or somewhat emotionally affected
<input type="checkbox"/>	Stable	Engages in the community and adjusting to environment
<input type="checkbox"/>	Satisfied	Actively engaged in the community and well adjusted

Employment

<input type="checkbox"/>	Critical	High barriers to employment and/or high need for employment
<input type="checkbox"/>	Substantial	Requires some skills and/or language training and needs employment
<input type="checkbox"/>	Intermediary	Requires job search support/training and needs employment
<input type="checkbox"/>	Stable	Employment ready and in job search process
<input type="checkbox"/>	Satisfied	Employed or not searching for employment

Language

<input type="checkbox"/>	Critical	Requires translation support and/or literacy issues
<input type="checkbox"/>	Substantial	Limited communication skills and/or literacy issues and/or not working on English
<input type="checkbox"/>	Intermediary	Intermediate communication skills and working on English
<input type="checkbox"/>	Stable	Communicates well and working towards improvement
<input type="checkbox"/>	Satisfied	Speaks multiple languages and/or English fluently

Follow-up: ☐ Immediate ☐ Weekly ☐ Bi-monthly ☐ Monthly ☐ Normal

Case Management Needed ☐

BEST PRACTICE #1: CUSTOMISED PROGRAM DESIGN

- Gender-specific programming
- Language/literacy classes for women only
- Programs delivered in communities where refugees reside
- Customized supports for families based on unique needs
- Individual and group support for youth
- Employment supports

BEST PRACTICE #2: RESPONSE TIME

- Ability to respond to critical cases within 24 hours
- Capacity and ability to customize response to emerging needs
- Case management with internal and external stakeholders

BEST PRACTICE #3: SUPPORT SERVICES

- Childcare
- Translation and interpretation
- Crisis counselling
 - Family Conflict Program
 - Referrals to clinical services (CARYA/Mosaic PCN etc.)
 - In-home Support Program
 - Healthy Families
 - Youth counselling
- Learning supports



CIWA

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