



Success Skills Centre

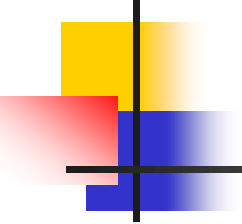
State of the North

Conference

September 27, 2017

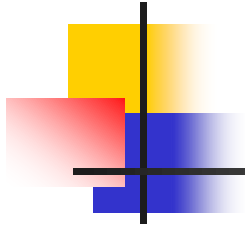


Employment Assistance for Immigrant Professionals and Skilled Workers

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- **Success Skills Centre** is a not-for-profit, community-based organization.
 - No cost to employers or clients

Who are the clients:

- Immigrant professionals and skilled workers
- Education and experience outside of Canada
- Canadian Language Benchmark – Level 6+



- The Centre is currently funded by Immigration, Refugees and Citizenship Canada (IRCC).
- Started in 1985 under CEIC.



Services

- Consultation
- Hands-On-Practicum (HOP)
- Gap training: e.g, AutoCAD, SolidWorks, Accounting Software, Technical Business Writing, IT
- Professional Networking
- Mentorship Program



Orientation and Hands-on-Practicum (HOP)

- Success Skills Centre has monthly Hands-On-Practicum - **HOP Includes:**
- Job Search Tools
- Cross-Cultural Training and Understanding the Canadian Workplace
- Indigenous Awareness with Elder



How counsellors work directly with clients

- Contact professional associations
- Search the labour market
- Cold call to employers
- Set up interviews and follow-up
- Toastmasters' Club
- Job Search Career Café
- Employer Engagement and Networking



Matching Clients with Employers' Requirements

- Promote clients' credentials, training and experience
- Connect them with employers
- Assist with job maintenance



Work Experience

- Act as a 'broker' for the employer and client to secure appropriate work experience and employment placement.



Work Experience Continued...

- Six to twelve weeks, full-time
- Worker's Compensation coverage for clients
- Regular monitoring of clients at their workplace
- Employers' and clients' feed back



For Employers, An Easy-To-Use Service At No Cost

- Cross-Cultural Awareness at Work
- Help remove barriers: communication, work ethic issues
- Fill Skill Shortages
- Advisory Services – Needs, Problem-solving assistance
- Free service



Manitoba Nominee Program - A Perspective from an SPO

In the beginning when SSC started...

- Little interest by the Province
- Late 1980s, some assistance via the provincial Credential Recognition Program, Academic Assessment, early 1990s Studies
- 1996 CMIA Agreement, negotiations and 1998 Settlement Annex signed (with the Provincial Nominee Addendum, effective April 1999)



CMIA Required...

- Both Canada and Manitoba to abide by the principle – “Settlement and integration services across the country will be flexible, responsive and reasonably comparable.”
- Manitoba was first Canadian province to establish its own immigration program, the Manitoba Provincial Nominee Program (MPNP).



Funding

- Settlement funding and associated administrative funding was transferred to the Province.
- Initial approx. \$3.7 Million, to over \$36 Million, from 4 FTE staff to about 25 FTE by 2012 - a significant investment by the Government of Canada (tripling the national settlement dollars to the provinces)



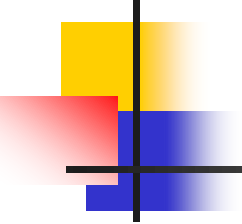
On the Ground...

- A number of SPOs were already in place, but minimally funded.
- Expansion of dollars to SPOS for staffing, program and services based on ongoing consultations and meetings
- SPOs gave their all to develop a responsive settlement system.



Single Window Vision, 2000

- In Winnipeg, the need for a one-entry point was identified by the Blue Sky Group (SPOs) early on and they met with the then Minister of Labour and Immigration, Becky Barrett.
- Purpose: to reduce the run-around for newcomers and to solidify the definitive aspects of the various services.

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- The Blue Sky Group developed a plan of action which included accountability mechanisms, new training approaches, competency-based assessments.
 - It was invited to make its presentation “Highly Skilled Immigrants & Regulatory Bodies: Introducing Accountability and Standards of Equity” to the Premier’s Economic Advisory Council.



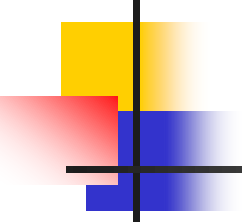
Looking at the environment...

- Key drivers for change by the Province:
- Low economic growth
 - Aging population, demographic future?
 - Demand for skilled workers by the business/industrial sectors
 - Need for regional distribution of immigrants within the province



Expanding...

- New services established (Manitoba Start, WELARC, Entry) for rapid roll-out due to increasing numbers
- Outside Winnipeg, provincial staff began development of specific regions and hubs (e.g. Morden/Winkler, Brandon, Steinbach).

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- Pilot projects were initiated (e.g., language, paid internships).
 - Some were one-timers, others became permanent features.
 - Some which were promised to be shared with the SPOs never were, and only were shared exclusively for Manitoba Start.



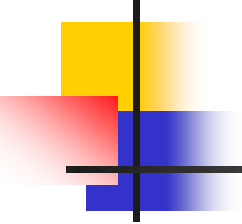
Manitoba's Integrated Service Model

- This included:
 - Pre-Arrival Information
 - Centralized Registration, Referral and Orientation
 - Employment and language Assessment
 - Integration and Employment Services
 - Adult EAL Services



Some Issues...

- SPOs were pleased to see development of programs, services and best practices, but not how the process was directed to be implemented.
- Although initially driven by SPOs, vast reaping of the SPOs' experience, the "partnering" became top down process by mostly inexperienced civil servants.

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- Unhappiness grew to the stage that the SPOs decided to organize formally in the mid-2000 (MIRSSA, now MANSO).
 - To-date, that has helped to mediate and formalize relationships, as well as respect between government staff and not-for-profit settlement agencies.



Surprise Announcement...

- In 2012, the CIC Minister announced the cancellation of the Settlement Annexes with Manitoba and BC, effective April 2013.
- Most SPOs were taken on by CIC the first year, then, following a CFP, a few PSO were cut.



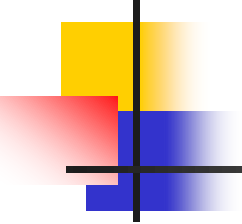
SPOs' Role with the Province

- Was to carry out the initiatives and activities as per their individual mandates to support the settlement of newcomers.
- Acted in an advisory capacity to the Province.
- Overall, SPOs worked well together to achieve the end goals of the Province.



Challenges...

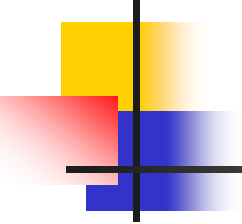
- The diversity increased substantially:
Language, nationalities, ethnicities,
cultural, occupations, income groups
- The huge number of immigrants who
started coming into our offices:
 - from 3,725 to 15,962 in 2011

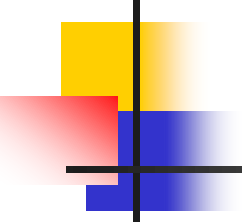
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- Significant pressures on SPOs related to space, capital costs, staff and ramping up training, new services and program needs
 - Significant increases in cost to the Province to deliver
 - More outreach than ever to employers
 - Education of employers and employees



Successes...

- Working together, SPOs became more efficient in their service and program delivery
- More employers came on as they became more familiar with and accepted qualifications of clients

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- With the Fairness Commissioner working in the background with professional associations, some changes were and continue to come about
 - Colleges and universities began implementing bridging programs
 - Wage subsidy was used more with employers

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- The Professional Immigrant Program (PIP) was established
 - The Credentials Recognitions Program was taken up as Recognition Counts by SEED Winnipeg (via federal and provincial funding)



Large Investments...

- By both levels of government
- By employers
- By institutions and the community
- By SPOs
- Is not cheap and requires commitment from all sides, not always easy
- Needs to be led by the community



- Questions and Answers

Thank you!

I look forward to hearing from you.

www.successskills.mb.ca

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