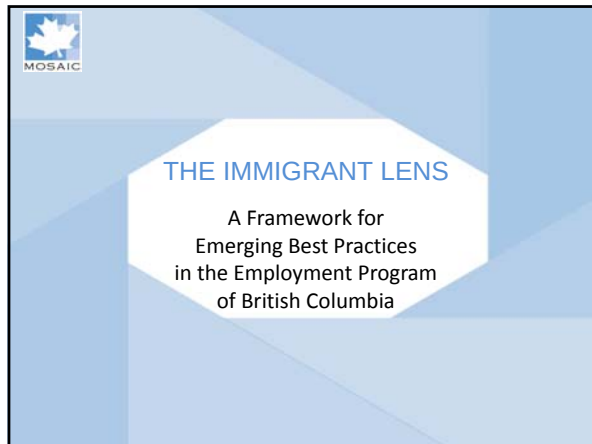
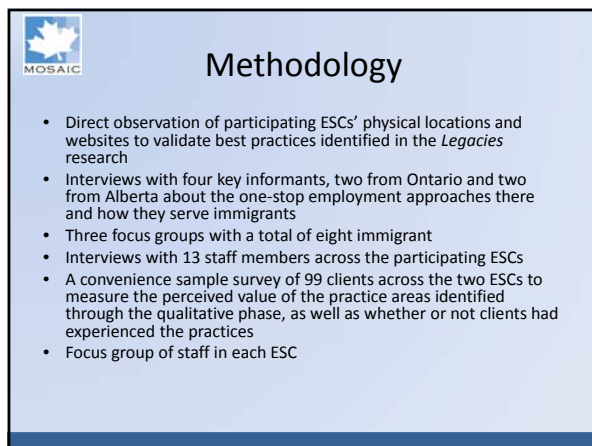










Profile of Survey Respondents

- The majority of respondents were female (about 65%) and over half (69%) were between the ages of 23-44 years.
- Fifty-five percent of respondents had been in Canada for less than five years.
- Seventy-six percent of respondents were university educated.
- Most respondents were in Tier 3 (53%).
- The top two immigration classes to which respondents belonged were skilled worker (29%) and family class (29%).
- Almost half of respondents (46%) had been with their ESC for less than a month. Thirty percent had been with services for 2-6 months and 17% for 7 months to 1 year.
- The main occupational groupings: "business, finance and administration" (17.2%) and "occupations in education, law, social and community services" (16.2%).
- Clients in the survey indicated using other important employment services for immigrants (96%).



Quality Employment "A Good Job"

Words associated with a good job	% who agree
a. With benefits	80.8
b. Good wage	74.7
c. Workplace where I am treated with respect	71.7
d. Matches my education, skills, and strengths	70.7
e. Provides more training	63.6
f. Workplace where I am treated fairly	61.6
g. Encourages me to find new and better ways of doing things	59.6
h. Makes me able to balance work and family responsibilities	59.6
i. Is secure (long term)	55.6
j. Gives me the chance of getting a better job in the company	53.5
k. Can be part of a union	43.4
l. Located in the neighbourhood I live in	42.4
m. Workplace that celebrates difference	42.4
n. In the field I was in before I came to Canada	37.4
o. A survival job that will help me support my family while I look for something better/continue my education	35.4
p. Entry level in the field I was trained in	24.2



Barriers to Employment

Barriers faced when looking for work	% who agree
a. Not having connections in the job market	58.6
b. Not enough or no job experience	51.5
c. Not enough money to upgrade my education	51.5
d. My qualifications from outside Canada are not accepted	50.5
e. Language problems	49.5
f. My job experiences from outside Canada are not accepted	40.4
g. Not enough time/energy because I am stuck in a survival job	27.3
h. Transportation problems	23.2
i. Discrimination (i.e. because of your race/sex/age/etc.)	21.2
j. Not knowing how to find a job	19.2
k. Needing help with other issues connected to getting settled in Canada (housing, healthcare, etc.)	14.1
l. Unable to find/afford childcare	13.1



What's a Framework of Best Practice?

- Articulates a desired level of quality in service provision
- Expresses the principles or approaches for the work
- Sets out the actions or practices that should be engaged in to achieve the vision for the work
- Practices usually divided into categories
- No one part works without the other
- Tool to guide other ESCs or other service providers in helping immigrant clients to achieve sustainable, quality employment
- Four approaches and seven areas of practice



Practice Areas

Practice Areas	Average score
Connection to Community Resources	4.26
Multicultural Employment Services	4.10
Advocacy	3.93
Cultural Awareness	3.60
Fostering Intercultural Relationships	3.56
Easily Accessible and Welcoming	3.11
Strategic Management Practice	N/A. Not tracked through the survey as related to management and governance of the ESC



1. Connection to Community Resources Practice

- Learning about the main local organizations that can help immigrants (MOSAIC, Abbotsford Community Services etc)
- Referral to English language courses (if I need it)
- Referral to English language testing
- Referral to local professional networks relevant to my field
- Learning about local activities where I can meet people from my own culture
- Learning about community events where I can meet people from lots of different cultures
- Referral to community programs for immigrants, i.e. conversation groups, cultural mentoring
- Support to find volunteer work not related to my field, i.e. with local hospital or charity



Connection to Community Resources - Results

Practice Indicator	Perceived Value*	% Interested or Very Interested	% Received
a. Learning about the main local organizations that can help immigrants (MOSAIC, Abbotsford Community Services, etc.)	4.53	80.6%	76.8
b. Referral to local professional networks relevant to my field	4.46	76.5%	39.4
c. Referral to English language courses (if I need it)	4.34	75.2%	56.4
d. Referral to English language testing	4.24	67.7%	42.4
e. Referral to community programs for immigrants	4.22	70.7%	32.3
f. Learning about community events where I can meet people from lots of different cultures	4.19	67.6%	37.4
g. Support to find volunteer work not related to my field	4.02	57.1%	24.2
h. Learning about local activities where I can meet people from my own culture	3.78	57.1%	27.3



2. Multicultural Employment Services Practice

- Tell me about real life examples of other immigrants to help encourage me in my job search
- I can go to group workshops that are only for immigrants
- I am referred to an employment program for immigrants only, i.e. Skills Connect for Immigrants or Job Options B.C.
- Learning about what to expect in the Canadian labour market
- Talking about what I think could be barriers in my job search (i.e. age, gender, culture, family, finances etc.)
- Talking about my financial situation
- Talking about both a short-term goal (entry level job) AND long-term goal (matched to my existing skills and talents)
- Talking about employment rights and law
- Talking about equality laws in Canada (i.e. laws against discrimination)
- Being informed about unethical local employers (employers who do not follow labour laws)
- Learning about how the Canadian employment structures and systems work
- Learning about skills for adapting to the Canadian work environment
- Making sure employment opportunities are appropriate in relation to my culture/religion
- Finding me a volunteer placement in my field
- Finding me a mentor
- Evaluating my foreign credentials (e.g. certificates, degrees)
- Helping me access specialized training to get a license or accreditation in my field
- Practicing communication skills (assertiveness, hand shakes, eye contact)
- Making sure I won't be discriminated against in my job search because I am from another country/culture
- Guiding me on how to switch to a new career so I could get a job in Canada



Multicultural Employment Services Results

Practice Indicator	Perceived Value*	% Important or Very Important	% Received
a. Learning about skills for adapting to the Canadian work environment	4.41	85.8%	49.5
b. Guiding me on how to switch to a new career so I could get a job in Canada	4.39	81.4%	46.5
c. Learning how Canadian employment structures and systems work	4.30	82.8%	47.5
d. Learning about what to expect in the Canadian labour market	4.28	83.8%	56.6
e. Helping me access specialized training to get a license or accreditation in my field	4.27	78.8%	33.3
f. Talking about employment rights and laws	4.26	78.6%	46.5
g. Talking about both short term and long term goals	4.24	83.7%	62.6
h. Talking about equality laws in Canada	4.18	65.6%	38.4
i. Making sure I won't get discriminated against in my job search	4.17	68.7%	30.3
j. Talking about what I think could be barriers in my job search	4.12	73.5%	43.4
k. Evaluating my foreign credentials	4.12	69.1%	26.3
l. Being informed about unethical local employers	4.11	69.1%	24.2
m. Finding me a mentor	4.02	51.6%	23.2
n. Practicing communication skills	3.99	70.1%	40.4
o. Referred to an employment program for immigrants only	3.96	69.4%	47.5
p. Told about real life examples of other immigrants to encourage me in my job search	3.87	73.7%	53.5
q. Finding me a volunteer placement in my field	3.93	70.6%	23.2
r. Making sure employment opportunities are appropriate in relation to my culture/religion	3.82	54.1%	22.2
s. Attend group workshops for immigrants only	3.70	54.6%	49.5
t. Talking about my financial situation	3.66	54.1%	36.4



3. Advocacy Practice

1. Register me in other programs or courses I need
2. Contact employers directly to introduce me and talk about my strengths
3. Contact employers directly to educate them about how my experience is equal to Canadian experience
4. Contact employers to organize my work schedule so it fits with my family responsibilities
5. Practice making phone calls with me i.e. that I have to make for interviews, or to get services.
6. Sit with me while I make phone calls for interviews or to get services
7. Make phone calls for me for services that I need (i.e. housing, health, settlement etc.
8. Provide job leads (information on available jobs)



Advocacy Results

Practice Indicator	Perceived Value*	% Important or Very Important	% Received
a. Provide information on available jobs	4.48	86.8%	77.8
b. Register me in other programs or courses I need	4.34	87.8%	75.8
c. Contact employers directly to introduce me and talk about my strengths	4.14	75.8%	22.2
d. Contact employers directly to educate them about how my experience is equal to Canadian experience	4.07	61.6%	17.2
e. Practice making phone calls with me	3.89	64.7%	31.3
f. Make phone calls for me for services I need (i.e. housing /health)	3.58	44.5%	20.2
g. Contact employers to organize my work schedule so it fits with my family responsibilities	3.47	45.5%	20.2
h. Sit with me while I make phone calls for interviews or to get services	3.43	38.4%	23.2



4. Cultural Awareness Practice

1. A sign on the wall in reception that says "welcome" in multiple languages (including my own first language)
2. Staff can say "welcome" in my first language
3. Staff know about some of my cultural/religious traditions and/or beliefs
4. That my cultural/religious beliefs are respected
5. Staff ask me something about where I am from
6. Staff know something about my home country (i.e. current affairs, political situation)
7. Staff can tell me how communication styles differ between my home country and Canada
8. Staff want to know if my family's expectations for employment play a big role in my job search



Cultural Awareness Results

Practice Indicator	Perceived Value*	% Agree or Agree Strongly	% Received
a. My cultural/religious beliefs are respected	4.16	77.8%	68.7
b. A sign on the wall that says welcome in multiple languages	3.82	54.5%	47.5
c. Staff can tell me how communication styles differ between my home country and Canada	3.55	49.5%	42.4
d. Staff know about some of my cultural/religious traditions/beliefs	3.53	48.5%	49.5
e. Staff ask me something about where I'm from	3.48	37.4%	60.6
f. Staff want to know if my family's expectations for employment play a big role in my job search	3.47	44.5%	31.3
g. Staff know something about my home country (i.e. current affairs/political situation)	3.37	39.4%	43.4
h. Staff can say 'welcome' in my first language	3.27	25.3%	28.3



5. Fostering Intercultural Relationships Practice

- Saying they will help me to remove barriers to employment
- Telling me I can talk about any concerns I have about racism in the workplace
- Giving me individualized (one to one) attention
- Encouraging me to honour my own culture (use my own name on resumes)
- Making me feel like I am in a "safe space"
- Being non-judgemental (i.e. not making negative judgements about me)
- Saying positive things about my home country work experience/education
- Telling me it is a big accomplishment to move to a new country
- Talking about their own experience of immigration
- Being sympathetic about the challenges and difficulties of moving to a new country
- Giving me enough time so that I don't feel rushed



Fostering Intercultural Relationships Results

Practice Indicator	Perceived Value*	% Important or Very Important	% received
a. Giving me individualized, one-to-one attention	4.20	78.3%	77.8
b. Giving me enough time so I don't feel rushed	4.10	82.7%	66.7
c. Being non-judgmental	4.09	68.7%	58.6
d. Making me feel like I am in a 'safe space'	4.08	79.8%	70.7
e. Saying they will help me to remove barriers to employment	4.08	76.5%	57.6
f. Saying positive things about my home country work experience	3.91	64.3%	54.5
g. Being sympathetic about the challenges and difficulties of moving to a new country	3.91	66%	46.5%
h. Telling me I can talk about any concerns I have about racism in the workplace	3.80	57.7%	32.3
i. Talking about their own immigration experience	3.77	58.5%	39.4
j. Encouraging me to honour my own culture (use my own name on resumes)	3.71	57.2%	35.4%
k. Telling me it's a big accomplishment to move to a new country	3.68	48.4%	38.4



6. Easily Accessible and Welcoming Practice

1. Access to a translator in the centre
2. Being able to see someone without an appointment
3. A lot of appointments at the start of my job search
4. Use of resume/cover letter templates
5. Extra one-to-one support to tailor resumes outside of case management
6. Case management services delivered in my first language
7. Having a case manager before arriving in Canada
8. Receptionist can speak my first language
9. English language training onsite or very nearby
10. Settlement services onsite or very nearby
11. Flexible business hours, i.e. open in the evenings



Easily Accessible and Welcoming Results

Practice Indicator	Perceived Value*	% Important/ Very Important	% received
a. Use of résumé/cover letter templates	4.29	77.8%	73.7
b. Extra one-to-one support to tailor resumes outside of case management	4.17	73.7%	54.5
c. Flexible business hours	3.89	59.6%	19.2%
d. A lot of appointments at the start of my job search	3.55	43.4%	37.4
e. Settlement services onsite or very nearby	3.53	45.5%	32.3
f. Being able to see someone without an appointment	3.43	51.5%	34.3
g. English language training onsite or very nearby	3.43	52.5%	34.3
h. Access to a translator in the Centre	3.17	39.3%	31.3
i. Case management services delivered in my first language	3.14	37.4%	37.4
j. Having a case manager before arriving in Canada	3.13	25.2%	6.1
k. Receptionist can speak my first language	2.66	21.2%	20.2



Top Ten Practices Results

Practice Indicator	Perceived Value	% Important or Very Important	% Experienced
a. Learning about the main local organizations that can help immigrants (MOSAIC, Abbotsford Community Services, etc.)	4.53	80.6%	76.8
b. Referral to local professional networks relevant to my field	4.46	76.5%	39.4
c. Learning about skills for adapting to the Canadian work environment	4.41	85.8%	49.5
d. Provide information on available jobs	4.48	86.8%	77.8
e. Guiding me on how to switch to a new career so I could get a job in Canada	4.39	81.4%	46.5
f. Referral to English language courses (if I need it)	4.34	75.2%	56.4
g. Learning how Canadian employment structures and systems work	4.30	82.8%	47.5
h. Use of résumé/cover letter templates	4.29	77.8%	73.7
i. Learning about what to expect in the Canadian labour market	4.28	83.8%	56.6
j. Helping me access specialized training to get a license or accreditation in my field	4.27	78.8%	33.3

Outcome	Yes, I want to do this and this centre can help me do it	Yes I want to do this but do not think the centre can help me do it	I have already done this as a result of coming to the centre	No interest/not relevant
a. Increase my confidence	66.7%	10.1%	13.1%	4%
b. Feel motivated to keep trying in my job search	66.7%	10.1%	15.2%	2%
c. Get a short-term job or practicum in my field (or related field)	55.6%	17.2%	7.1%	12.1%
d. Get a good job in the field I was in (or related field) before I came to Canada	54.5%	18.2%	7.1%	6.1%
e. Have a clear picture of the steps I need to take to get my credentials recognized or upgraded	53.5%	12.1%	11.1%	11.1%
f. Get connected to English language training	53.5%	9.1%	14.1%	12.1%
g. To feel more integrated into my community and Canada	52%	7.1%	14.3%	14.3%
h. Get connected to other needed services, i.e. settlement services	49.5%	8.1%	14.1%	13.1%
i. Get a short-term job doing anything that can help me pay my bills	43.4%	12.1%	14.1%	17.2%



Liu Min is a new client to the ESC. She is originally from China and came to Canada two years ago with her husband as a Skilled Worker – Dependent. They have two children who are 10 and 12 years of age. Ling has an MBA in Accounting and worked her field for four years prior to coming to Canada as a tax accountant. She arrived when her youngest child was a newborn so spent a year at home with him. Her husband found a survival job soon after arrival and has no intentions of returning to the professional occupation he was in before he came to Canada. Soon after her her youngest child's first birthday she found a survival job in customer service so that she could learn English and gain some Canadian experience. In her job, Ling was able to improve her English and her employer also asked her to do some bookkeeping work for the company. She tells you that her English is better than her husband's. She has not had any formal assessment of her language proficiency. However, it appears that she would need some English language training to be able to participate in any other skills training. She also reports that she has been recently laid off from her customer service job due to downsizing and at this stage would like to make a plan to work in her chosen field. She says she has not yet pursued any English language training, foreign credential recognition or any skills training related to her field.



- Main barriers: low income, childcare, language ability, no connections in her chosen field, no Canadian experience in her chosen field, credentials as yet not recognized
- Given that this person has only been in the country for two years, the practices in "Easily Accessible and Welcoming Practice" and "Cultural Awareness" Practice would be really important with this client.
- Client would need to go through PNA and FNA to confirm eligibility and Tier level and these would determine access to some services, such as skills training and other financial supports.
- Possible actions: a Canadian Language Benchmark Test (CLBT) to determine her language level; access to a range of ESS workshops (immigrant stream if possible); prior learning assessment, translation of her credentials, and credential recognition through the International Credential Evaluation Service (ICES).



Some Observations

- Challenges:
 - If EI eligible – challenge of setting up two training packages, one for Basic and Essential Skills and another Skills Training
 - If non-EI eligible – could refer to a Skills Connect for Immigrants or Job Options program, but there may not be one locally
 - Regardless of eligibility, could refer them to unpaid work experience to gain some local experience relevant to their field, i.e. book keeping, but cannot bill for that within the model unless the client is BCEA eligible
 - Regardless of eligibility could refer to STOC, but there are no relevant STOC trainings that fit the “5 days or less” criterion.



And finally...

- What will you take away from this presentation to apply in your own practice?

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