



Information & Referral + Professional Development

SUPPORTING THE SECTOR THROUGH CAPACITY BUILDING

ABOUT OCASI

- » Formed in **1978** to act as a collective voice for immigrant serving agencies and to coordinate responses to shared needs and concerns.
- » A **registered charity** governed by a volunteer board of directors.
- » Its membership is comprised of more than **200** community-based organizations in the province of Ontario.

ABOUT ME

Theresa Polyakov
Content Coordinator

I am part of the team responsible for the overall content of the award winning [Settlement.Org](https://www.settlement.org) website.

We work closely as team members to ensure the ongoing growth and development of the website, with a focus on creating trustworthy and current settlement content for our newcomer users.

SETTLEMENT.ORG

INFORMATION NEWCOMERS CAN TRUST

- » Accurate, reliable and timely content
- » Links to authoritative sites
- » Referrals to local services
- » Electronic community
- » Newcomers can ask their questions & share experiences
- » 2.3 million hits in 2014
- » 74% of users in Canada



SETTLEMENT.ORG

INFORMATION NEWCOMERS CAN TRUST

What are people looking for on Settlement.Org?

Top Search Terms

- » Winter
- » Jobs
- » Citizenship
- » Resume
- » PR Card

Top Articles

- » How do I create a Canadian-style résumé?
- » How much income tax do I have to pay?
- » Frequently Asked Questions about the Permanent Resident Card
- » What is Canada's political system?

HOW DOES OCASI

BUILD CAPACITY & SUPPORTS WORKERS?

- » **SETTLEMENT @ WORK** (site, wiki, #cdnimm)
- » **LEARN @ WORK** (online learning)
- » **OCASI Training** (Positive Spaces, Accessibility)
- » **PET** (funding for PD)
- » **OCMS** (client management & referral)

Who we have trained:

- » Accessibility - 300 frontline workers
- » Positive Spaces - 364 frontline workers
- » LearnAtWork - 5000+ students
- » #CdnImm events - 1204 participants at 24 events

HOW DOES

PD and capacity building help with information & referral?

- » The Ontario Council of Agencies Serving Immigrants (OCASI) offers various bilingual Professional Development resources to help you build your skills in serving newcomers to Ontario.

SECTEURTABLISSEMENT.ORG/ SETTLEMENTATWORK.ORG

- » Websites for settlement front-line workers, program staff, managers and administrative staff in Ontario
- » Professional development resources
- » News, events, RFP & job postings
- » A wiki – a place to find and share settlement-related resources and information.



SECTEUR ETABLISSEMENT.ORG/ SETTLEMENTATWORK.ORG

About The Wiki

A bilingual online space to connect, collaborate and share resources with your colleagues in the settlement sector.

How it is useful for you?

- » It can help you prepare to best serve newcomer clients
- » Share information about your programs
- » Share and find research and info about topics that relate to the settlement sector

Page | Discussion

SettlementAtWork Wiki

Connect and collaborate with your colleagues in the Ontario Immigrant-serving Sector. Find g

Topic Pages

- Language Training
- Information & Referral
- Mental Health
- Interpretation & Translation
- Settlement & Employment
- Immigration Status

Client Focus

- LGBTQ+ Seniors
- Women Accessibility
- Youth Refugees
- Francophones

Sector Overview

- Projects Research
- Agencies Organizational Development
- Community Engagement

<http://wiki.settlementatwork.org>
<http://wiki.secteur etablissement.org>

SECTEUR ETABLISSEMENT.ORG/ SETTLEMENTATWORK.ORG

SettlementAtWork

- » 902,330 pageviews
- » 97.5% Canadian users

Top Pages Viewed

- » Jobs (@28.4%)
- » RFPs
- » Events
- » News

SettlementAtWork Wiki

- » 155,429 pageviews
- » 84% Canadian Users
- » Top Accessed Resources - LINC curriculum activities
- » Top Search Term - LINC resources related to Financial Literacy and Citizenship

#CDNIMM EVENTS

<http://wiki.settlementatwork.org/wiki/cdnimm>

- » A popular hashtag on Twitter - [#cdnimm](#), where people share and discuss info about Canadian immigration.
- » OCASI has themed [#cdnimm](#) events to move discussion offline
- » Promotes connections, encourages sharing of information, and expands the community of collaborators.

#CDNIMM Stats

- » 24 Events
- » 1204 Participants
- » 103 Guest speakers



#CDNIMM EVENTS

<http://wiki.settlementatwork.org/wiki/cdnimm>

Past/Popular Topics

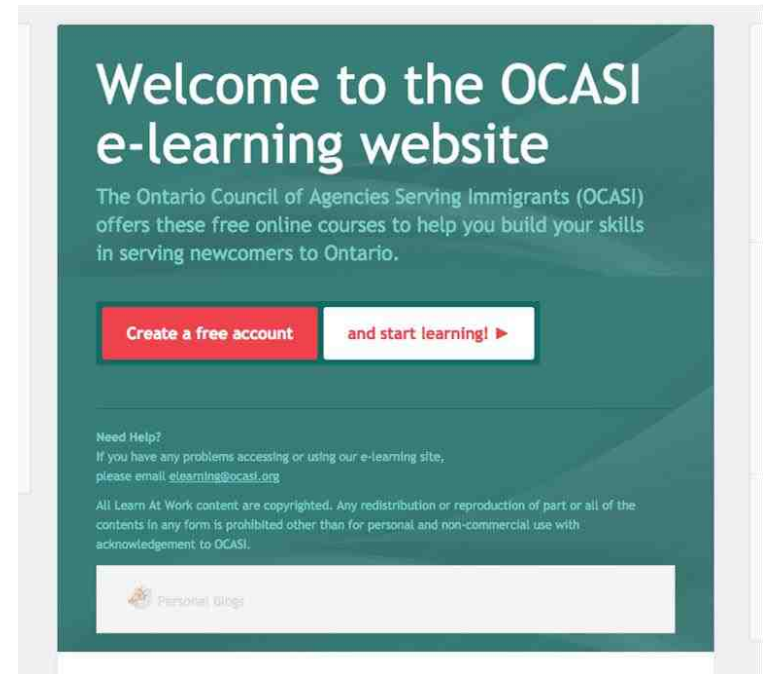
- » Working with LGBTQ+ Newcomers
- » Immigration et Bilinguisme : Quel avenir pour le français en Ontario?
- » Pursuing Further Post-secondary Education in Canada
- » Nouveaux regards sur l'intégration des nouveaux arrivants francophones en Ontario.
- » Partnering with Professional Immigrant Networks (PINs)



Past Events - YouTube
<http://goo.gl/JFPwbA>

LEARNATWORK.CA

- » Collection of (free) online learning courses created and hosted by OCASI
- » For the professional development of settlement practitioners in Ontario
- » Many of the courses are online versions of in-class OCASI training.
- » The topics are mainly on skills in working with clients.



LEARNATWORK.CA

Courses Offered (most are self-directed, and offered in English and French):

- » Employment Services
- » Family Violence
- » Mental Health
- » Serving LGBTQ+ Newcomers
- » Serving Immigrants with Disabilities
- » Serving Newcomer Youth

Self-directed courses are free and available for self-enrollment.

Facilitated courses are usually offered to OCASI member agencies. We manage the enrollment for those courses.

To get started:

1. Create a free account
2. Enroll in any self-directed courses of your choice.

LEARNATWORK.CA

70-100%

average completion rate
(depends on the course)

Over 90% would recommend our
most recent course to others:

*Understanding and Prevention of
Sexual Violence in Immigrant
and Refugee Communities.*

“The content of this course was very organized and informative. I am very much happy that I took this course and would like to take another offered by OCASI. Knowledge I gain is definitely going to help me to serve new immigrants in much effective way.”

- Participant testimonial

OCASI IN-PERSON TRAININGS INCLUDE:

- » **POSITIVE SPACES INITIATIVE (PSI)**
- » **ACCESSIBILITY PROGRAM**
- » **PROFESSIONAL EDUCATION AND TRAINING (PET)**

Learn more:

<http://ocasi.org/programs>

OCMS

OCASI's CLIENT MANAGEMENT SYSTEM

- » Launched in Jan 2014
- » 29 active agencies (2 pending)
- » 7 in BC
- » 22 in Ontario
- » Over 270,000 forms/services recorded.
- » Over 1000 users
- » Over 20,000 attachments uploaded

The screenshot displays the 'Client Information' form in the OCMS system. The form is organized into two columns of fields. The left column includes: Client # (1188764), First Name (Client), Last Name (Name), Gender (Male), Preferred Name, Date of Birth (1963/12/18), Marital Status (Married), Family Code (5030581), Landing Date, Arrival Date, and Re-entry Date. The right column includes: Agency (ABC Demo Agency), Initial Destination, Country of Origin, Last Residence, Imm. Class, Imm. Status, Imm. Card Type, and Preferred Official Language (English). Several fields are highlighted in yellow, and a mouse cursor is visible over the Date of Birth field. There are also 'New...' and 'Find...' buttons next to the Family Code field.

OCMS

OCASI's CLIENT MANAGEMENT SYSTEM

- » Online tool for recording and reporting on client services and workshops.
- » Work with needs assessments, employment services, info and orientation sessions and much more.
- » Features include the ability to create "**Bulk Uploads**" that allow agencies to submit to monthly stats to funders all at once instead of one at a time.

Learn more & sign up for a training webinar:

<http://ocasi.org/OCMS>

WAYS TO GET MORE LEARNING @ WORK

Have an online-learning **PD lunch series** at your agency:

- » Watch a past #Cdnimm event video
- » Recommend a topic or speakers for a #CdnImm event
- » Watch a webinar
- » Go through one module from an e-course
- » Encourage staff to take advantage of **PET**, if they are eligible
- » Book an **in-person training** at your agency with PSI or Accessibility
- » Consider **OCMS** to make referrals easier & client management more efficient

SO LONG...

AND THANKS FOR ALL THE FISH!

Visit our family of websites:

In English:

- » Settlement.Org
- » InMyLanguage.org
- » SettlementAtWork.org
- » NewYouth.ca

En Français:

- » Etablissement.Org
- » DansMalangue.Org
- » SecteurEtablissement.Org
- » NouveauxJeunes.ca