



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

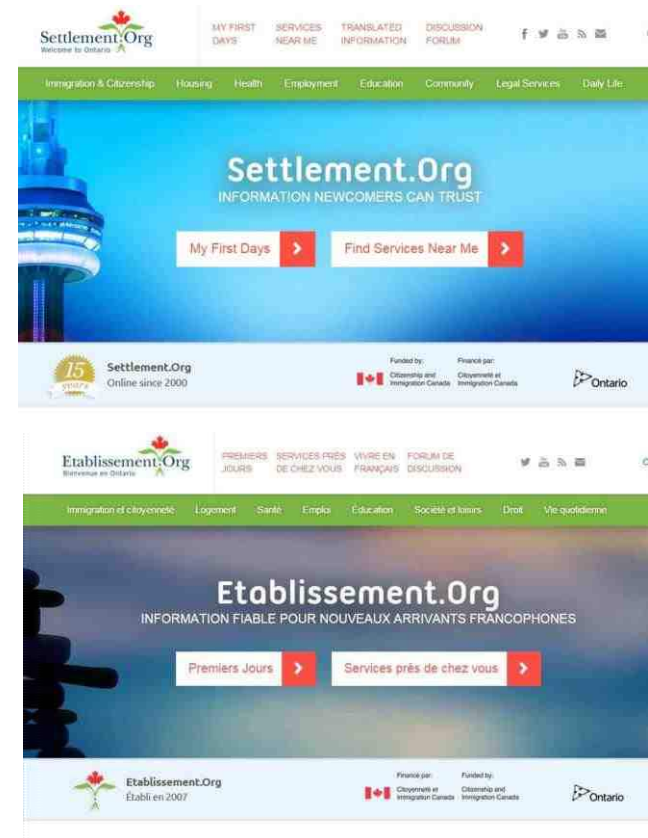
I am part of the team responsible for the overall content of the award winning Settlement.Org website.

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.

SECTEUR ETABLISSEMENT.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



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

SECTEURETABLISSEMENT.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)

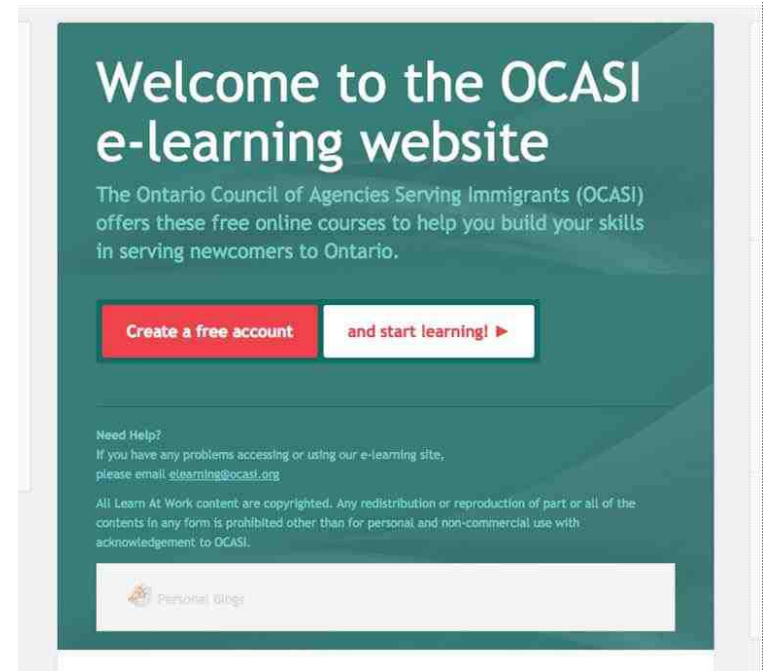


Past Events - YouTube

<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)**

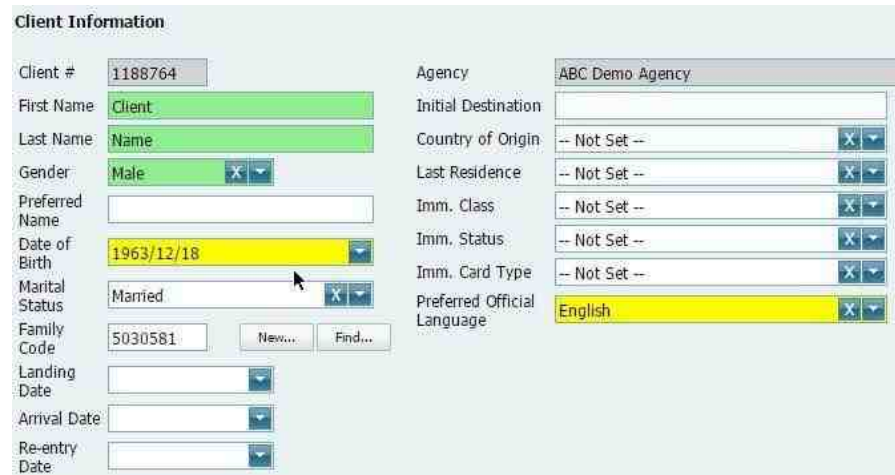
Learn more:

<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 main columns. The left column contains fields for 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 contains fields for 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 have dropdown arrows, and some are highlighted in yellow or green. There are also 'New...' and 'Find...' buttons next to the Family Code field.

Client Information	
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	
Re-entry Date	
Agency	ABC Demo Agency
Initial Destination	
Country of Origin	-- Not Set --
Last Residence	-- Not Set --
Imm. Class	-- Not Set --
Imm. Status	-- Not Set --
Imm. Card Type	-- Not Set --
Preferred Official Language	English

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](#)