



CALGARY EAST ZONE NEWCOMERS COLLABORATIVE

Employment, Benefit Application, Mental Health Support &
Research and Evaluation
March 4, 2021

TIES' Role in CENC Initiative

- **Co-ordinating PPEs**
- **Provide Employment Support, Benefits Application Support and Mental Health Counseling and Referral**
- **Conduct Research and Evaluation to make recommendations of promising practices to funders, policy makers and service providers, and to identify service gaps**

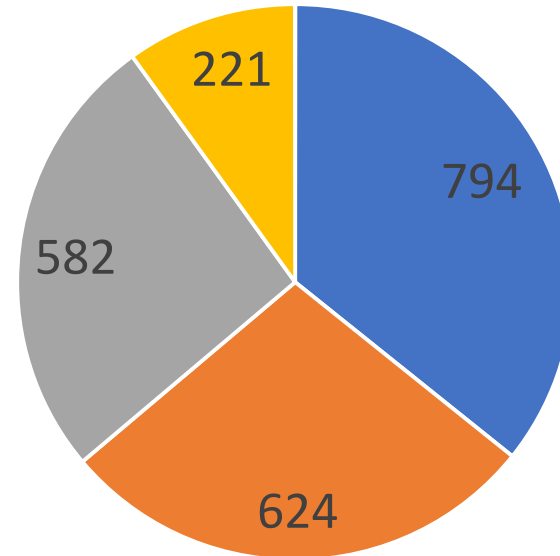


Personal Protective Equipment (PPEs)

Type	Donated by	Total	
Disposable Masks	CEMA	45,000	
Care Packages	CEMA	21,480	(4 sanitizers bottles + 10 disposable masks + info sheet)
Sanitizer Wipes	Stride Products	144	
Sanitizer bottles (50 ml)	Gov of AB	20,160	
Disposable Masks	Chinese Embassy	1,000	
Sanitizer Wipes	Chinese Embassy	50	



Clients referred to TIES



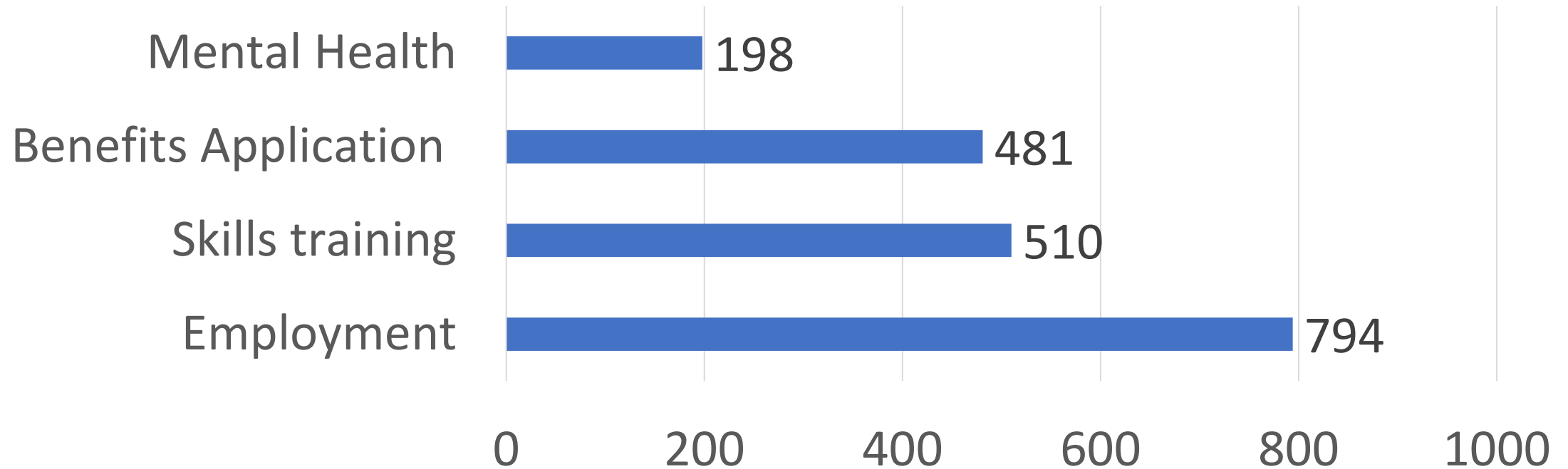
■ Employment ■ Skill Development Training ■ Benefits ■ Mental Health

As of Feb 25, 2021	
Employment	794
Skill Development Training	624
Benefits	582
Mental Health	221
Total # of service request	2221
Total # of clients	1190



Services Provided by TIES

Services Provided by TIES



As of Feb 25, 2021	
Employment	794
Skills training	510
Benefits Application	481
Mental Health	198
# of service provided	1983
Total Number of clients received services	936



Some challenges



- Seeking additional support, but not eligible
- Lack of interpretation services
- Many clients change their minds after talking to cultural brokers
- Unable to offer immediate job offer
- Unable to provide additional financial benefits

Way Forward

- Volunteer recruitment for interpretation services
- Clarify the role of service provider to the clients before signing up for programs
- Additional collaborations for long-term support clients may need



CALGARY EAST
NEWCOMER
COLLABORATIVE



CENC research team:

The CENC research team has been examining:

1) Who the beneficiaries are

- What their overall needs are
- What makes them especially vulnerable

2) The nature, quality and appropriateness of the CENC response:

- How have the members of the collaborative created an emergency/crisis response
- Mitigation via technology:
 - The role of cultural brokers
 - Building a trusting relationship (normally established over long term in settlement services)
 - Identifying beneficiaries' emergency needs
 - Multilingual call centre provides focal point for client contact – extend throughout Calgary
 - Shared database for coordination
- Examine impact of the response on the CENC beneficiaries



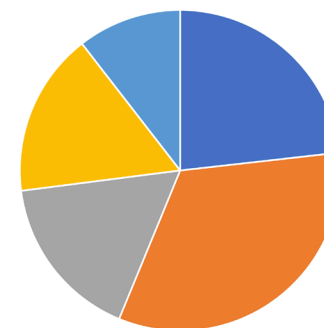
Household size

CENC beneficiaries:

Amongst Calgary's most vulnerable

- They are typically **newcomers** or **immigrants**
- Face barriers such as **language & employment precarity**
- Almost **double the average household size** of ordinary Calgarians
 - avg 4.1 individuals per household vs. 2.6 per household for all of Calgary
- More likely to **host non-family members** in household
- Many **travel longer distances** to secure **essential daily items** such as food and daily necessities
 - 22% have low to medium access (800m+ away from grocery or food store)
 - 6 clusters in city with low-medium access
- In more **precarious employment conditions**
- More likely to be in **jobs that require daily exposure** to the public

Calgary-wide¹

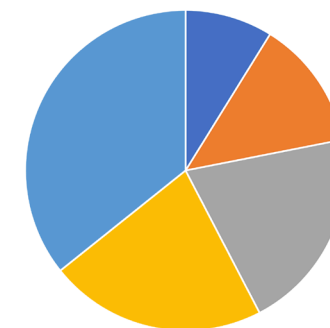


■ 1 person ■ 2 person ■ 3 person ■ 4 persons ■ 5 persons+

Average household size in Calgary: 2.6
Average family size: 3.0

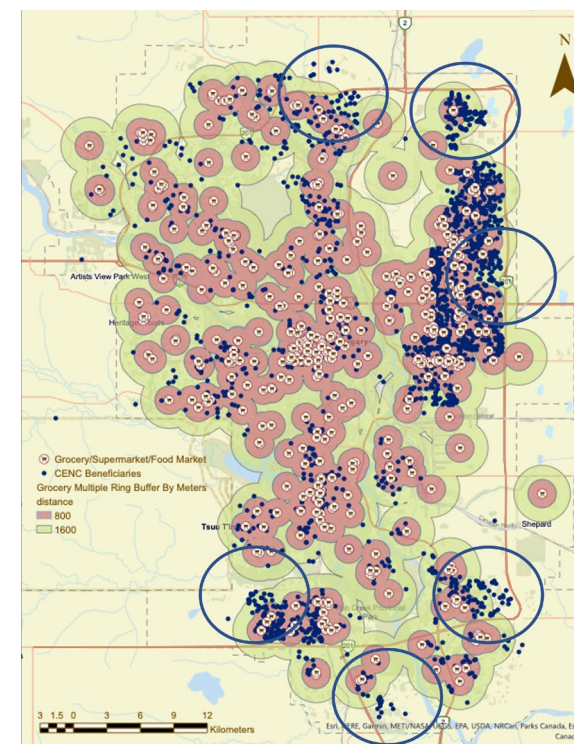
Source: Statistics Canada, 2016 Census of Population

CENC beneficiaries (Total household size)



■ 1 person ■ 2 persons ■ 3 persons ■ 4 persons ■ 5 persons+

Average household size: 4.1
Average family size: 4.0*
Largest household: 12

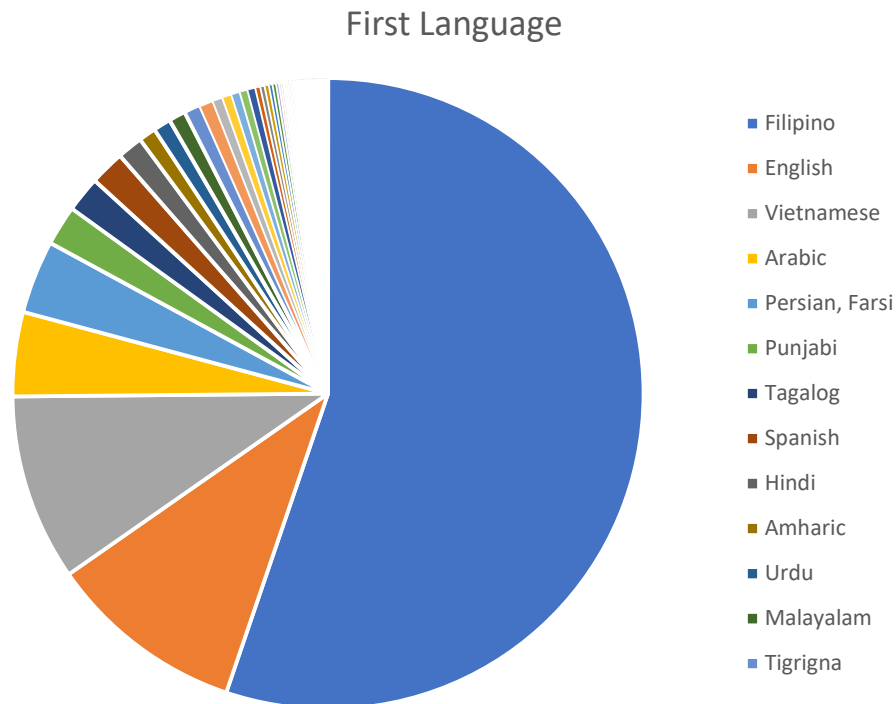


Access to food & necessities prior to isolation

Red=800m or less from food or grocery store
Green = 1600m or less from food or grocery store
Blue dot=location of a CENC beneficiary



Demographic characteristics of CENC beneficiaries



- Callers are 74% female
- 70% of callers are married or common-law
- 60% aged 35-54
- *86.5% are either first-generation immigrants or newcomers (under 5 years in Canada)¹*
- Less than 9% live alone
- 10% living with one or more seniors
- 55.4% were tested for Covid-19
- 42.4% of those tested were positive

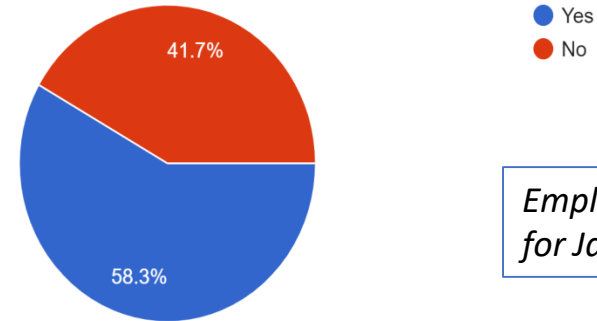


The average caller is female, of working age, and supporting a family.

Based on early responses to Research Team's Survey (started Feb. 27, 2021). All other demographic data from Gateway database.

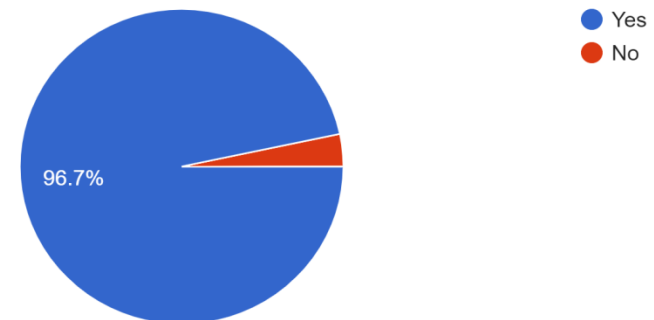
Employment

Do you currently have a job?
103 responses



*Employment rate in Alberta
for Jan. 2021 was 61.8%*

Do you work in an environment where you are in contact with other people outside your household?
60 responses

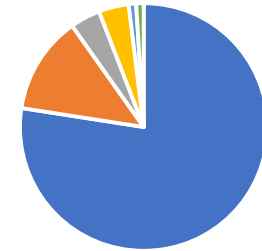


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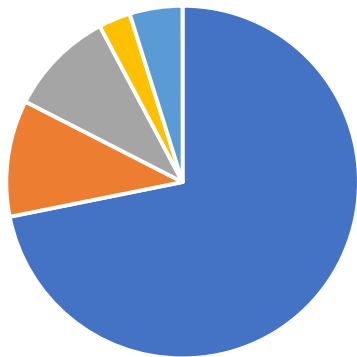
Transportation

How do you usually get to the supermarket/grocery store?



- Drive
- Public Transit
- Walk
- Get a ride
- Delivery
- Other

How do you usually get to the doctor/medical clinic?



- Drive
- Public transit
- Walk
- No doctor/other
- Get a ride

Respondents who reported getting a ride are driven by their husbands or, more rarely, children. Only 1 respondent reported carpooling to work.

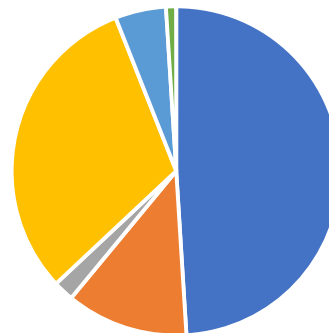
80% of respondents drive or get a ride to the grocery store.

76% drive or get a ride to the doctor.

Of respondents who are in work, 78% drive to work or get a ride.

This number is comparable to, though slightly above, the Calgary average.

How do you usually get to work?



- Drive
- Public Transit
- Walk
- Get a ride
- Not currently working
- Work from home

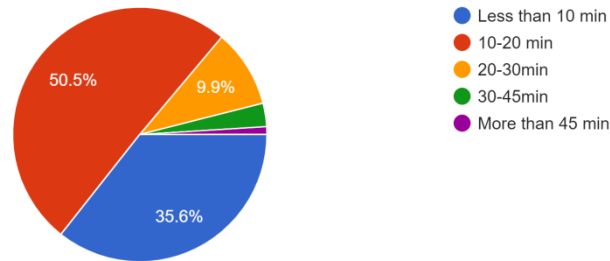
Calgary		
	Number	Per cent
Employed labour force aged 15 years and over in private households	611,330	100%
Driver – car, truck or van	434,375	71%
Passenger – car, truck or van	31,420	5%
Public transit	96,565	16%
Walked	30,245	5%
Bicycle	9,875	2%
Other methods	8,850	1%

Source: Calgary community profile, 2016
Census of Canada

Distance traveled

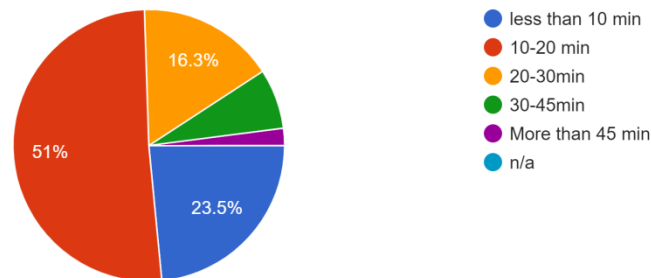
Using this form of transportation, how long does it take for you to get to the grocery/food supermarket from your home?

101 responses



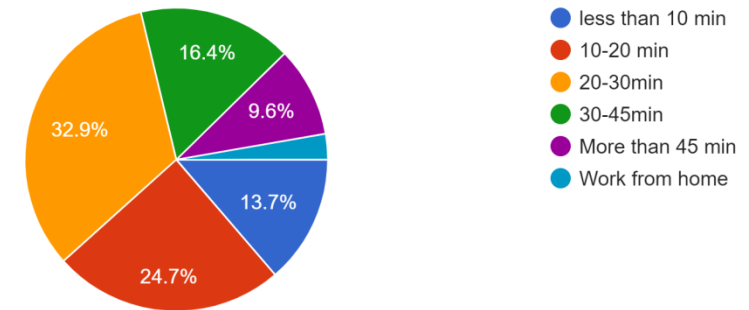
Using this mode of transportation, how long does it take for you to get to the doctor/medical clinic from your home?

98 responses



Using this mode of transportation, how long does it take for you to get to work?

73 responses



Respondents are traveling longest distances to work (compared to grocery store or doctor). Over a third travel 20-30 minutes to work, and in total 57% of respondents travel 20 minutes or more to their place of work.

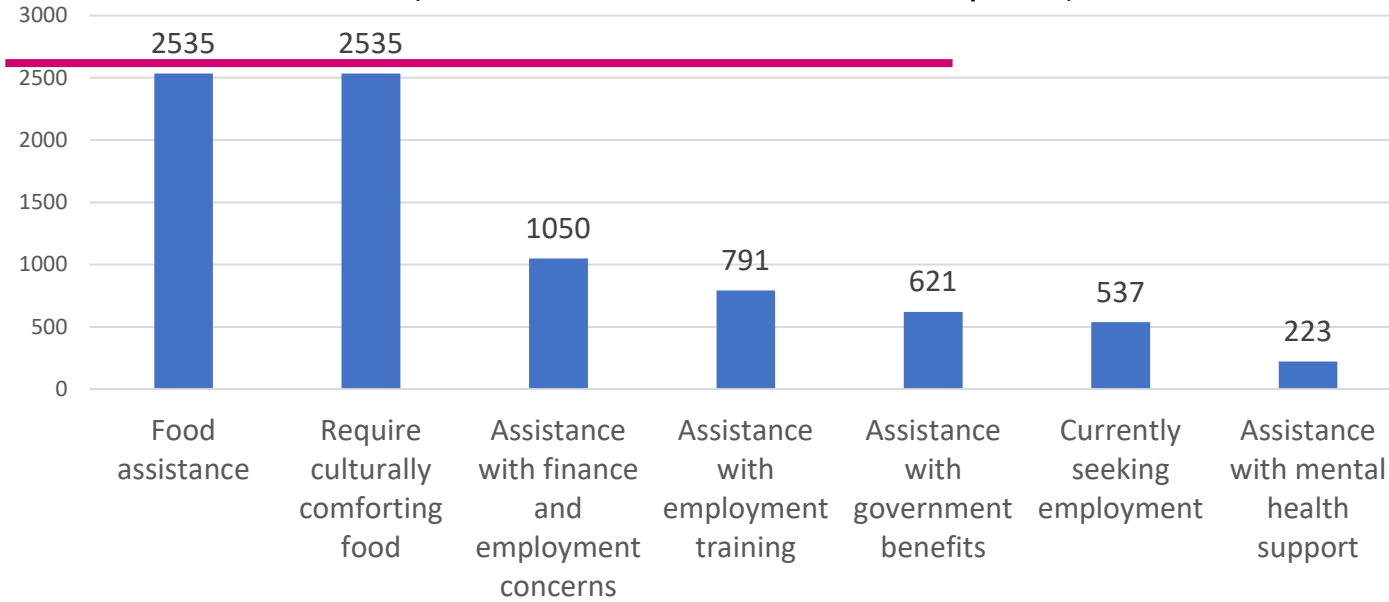
As almost 80% of respondents rely on a personal vehicle, the time traveled would be considerably longer without access to a car.

Based on early responses to Research Team's Survey (started Feb. 27, 2021).

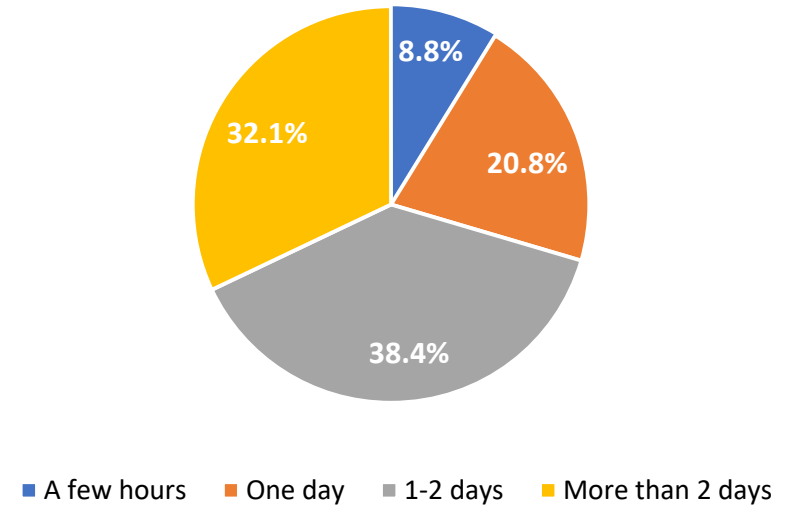


CENC impact on beneficiaries

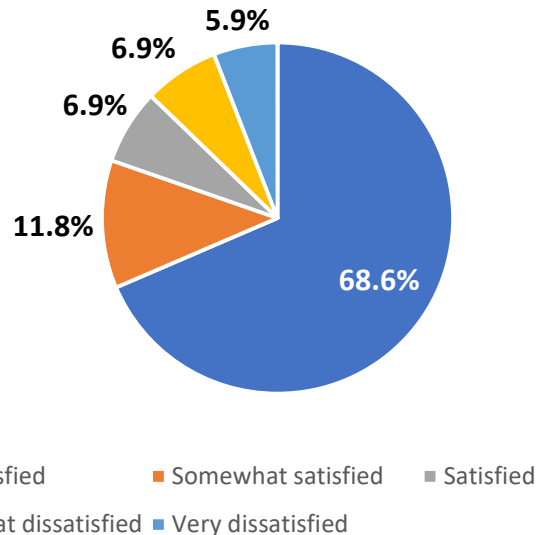
Assistance for All (Total 2708 beneficiaries—Gateway data)



Timeliness for Food Delivery (CENC service delivery feedback survey, 160 responses)



Satisfaction Rate for the Provided Services (CENC beneficiaries survey data, 102 responses)



Reasons for Calling CENC (CENC beneficiaries survey data, 102 responses)

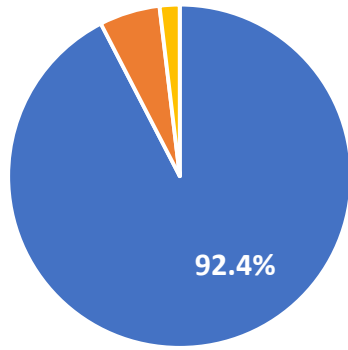
- COVID-19 related
 - Sick with COVID-19
 - COVID-19 isolation
- Precarious employment
 - Reduced working hours
 - Job lost
- Low income
- Business closed down
- Financial assistance
 - Need support to apply for financial benefits
 - Not able to pay monthly bills
- Newcomers landed in Canada within a year

Commentary Feedback from Beneficiaries (CENC beneficiaries survey data)

- “They did not hesitate to help.”*
- “I felt heard, and the services met my needs.”*
- “Once I called, they responded so quickly.”*
- “I received Asian food, appropriate culturally.”*
- “I received prompt services.”*
- “Immediate delivery of food and goods.”*

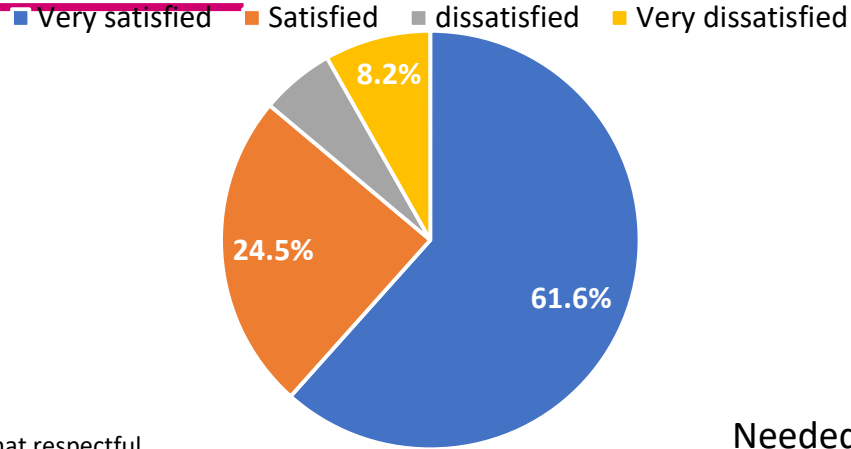
Feedback for Cultural Brokers

Experience with Cultural Brokers
(CENC beneficiaries survey data, 102 responses)

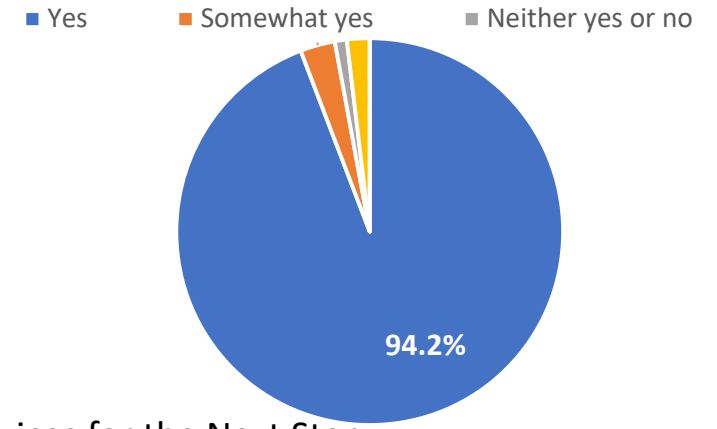


- They were very respectful
- They were somewhat respectful
- Neither respectful or disrespectful
- They were disrespectful
- They were very disrespectful

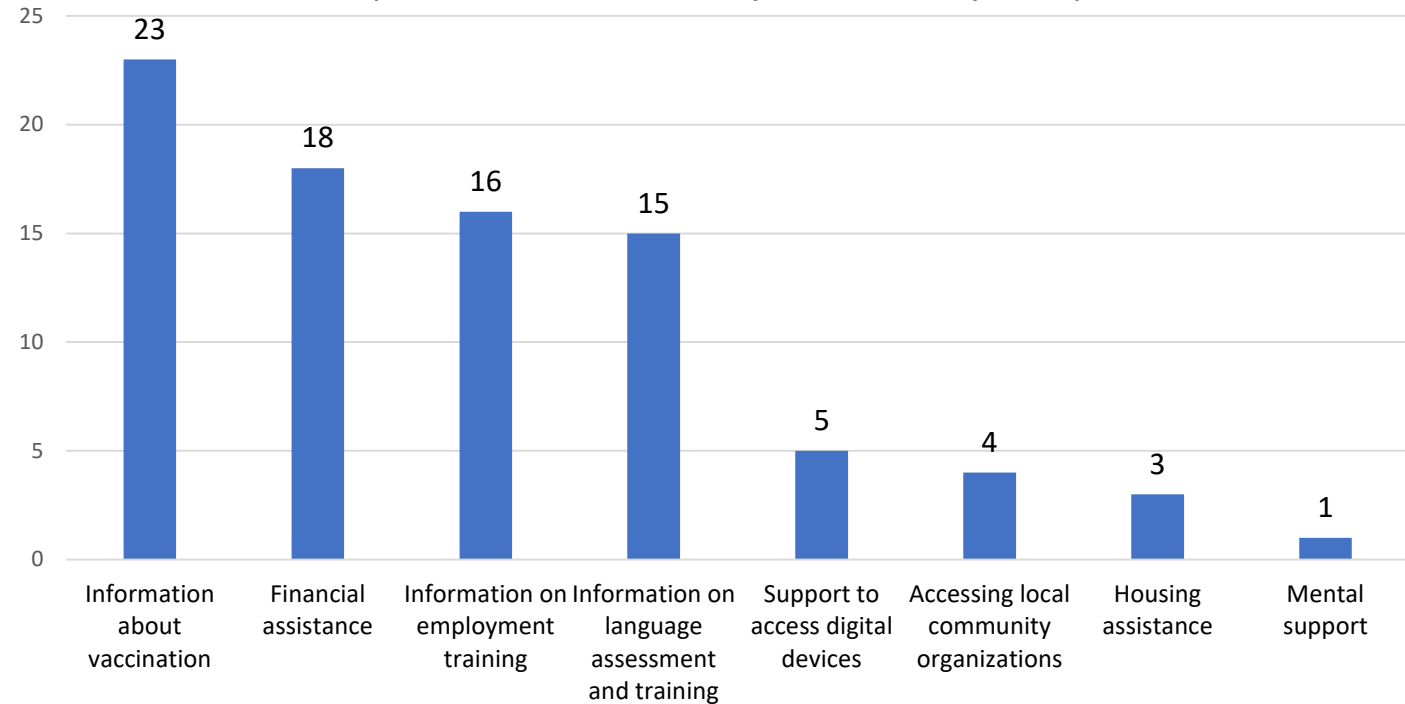
Timeliness for Cultural Brokers' Follow-up Call
(CENC service delivery feedback survey, 159 responses)



Comfortable Rate Sharing Difficulties with Cultural Brokers
(CENC beneficiaries survey data, 102 responses)



Needed Services for the Next Step
(CENC beneficiaries survey data, 102 responses)



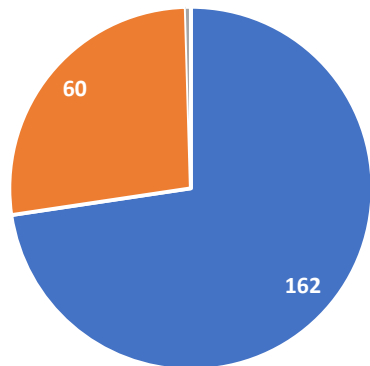
Commentary Feedback for Cultural Brokers
(CENC beneficiaries survey data, 102 responses)

- "They listened to us and understood us."*
- "The Filipino broker was very nice. She was appropriate because the same language!"*
- "They understood my situation immediately."*
- "It was easy for me to express my feeling using my first language."*

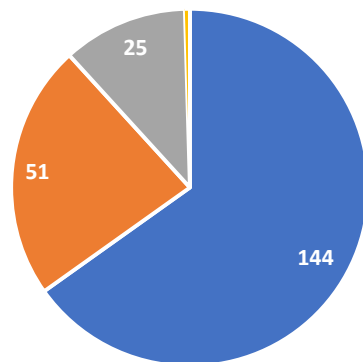
Mental Health Assistance Analysis

(Gateway data, total 2708 beneficiaries, but only 233 individual requested mental health)

Mental Health Assistance-Gender

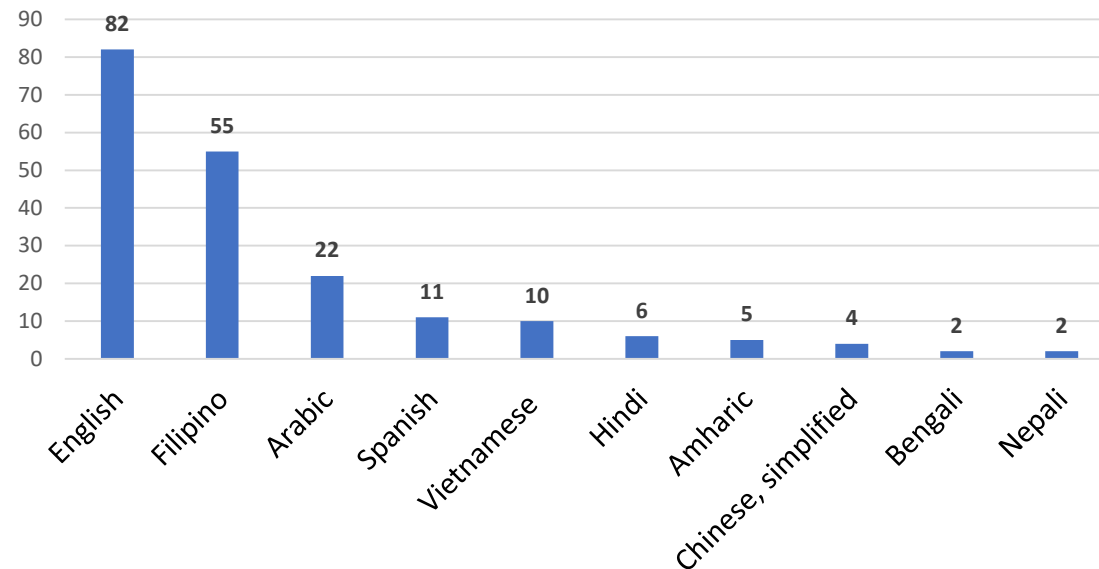


Mental Health Assistance-Age



■ Female ■ Male ■ Unknown gender ■ 35-54 ■ 19-34 ■ 55 and above ■ 18 and below

Mental Health Assistance-First Language



Why mental health assistance was the least requested?

- **Language barriers:** Many newcomers are more likely to have lower English language skills to express their mental health needs (Salami, Salami, and Hegadoren, 2019).
- **Cultural differences:** In many cultures, managing life stressors are deemed as personal responsibilities. This triggers barriers for newcomers to self-identify their necessity for requesting mental support (Salami, Salma, Hegadoren, Meherali, Kola, 2019).
- **Marginalization and exclusion:** Newcomers have the fear to experience systemic racism and marginalization at the individual, institutional, and societal levels if they are diagnosed mental health issues. Instead, they conceal mental symptoms, which exacerbate their mental illness (Salami, Salami, and Hegadoren, 2019).

Thank you!



Questions?

