



CALGARY EAST ZONE NEWCOMERS COLLABORATIVE

Employment, Benefit Application, Mental Health Support &
Research and Evaluation

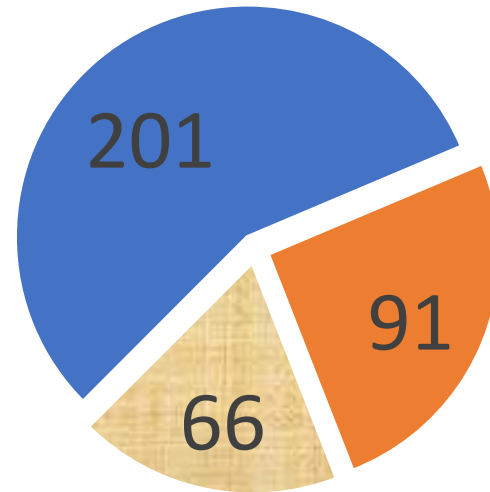
Update: January 24th, 2021

TIES' Role in CENC Initiative to Support

- **Benefits Application, Information and Referral**
- **Employment Counseling, Information, and Referral**
- **Mental Health Counseling and Referral**
- **Liaison and Coordinating PPEs**



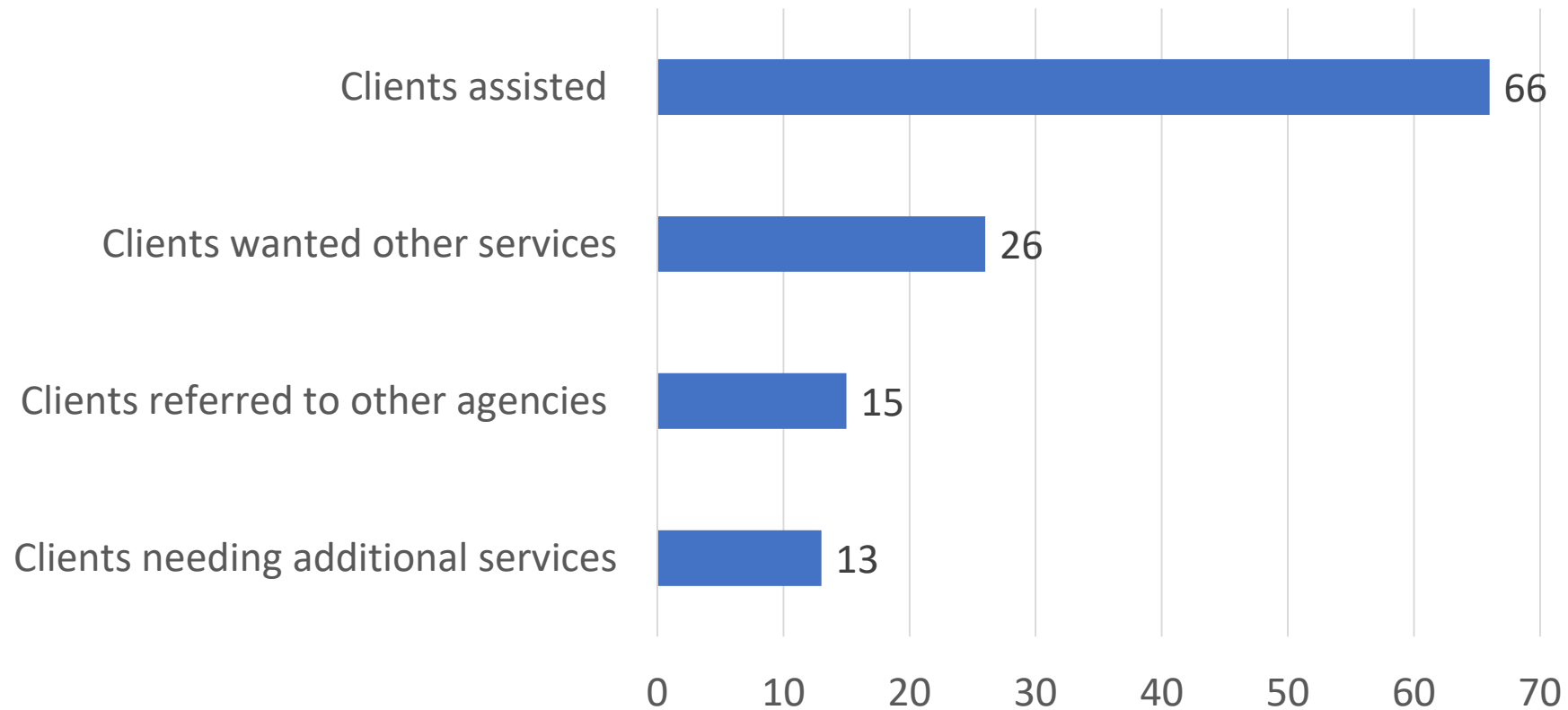
Clients referred to TIES as of Jan 21, 2021 (Total:358)



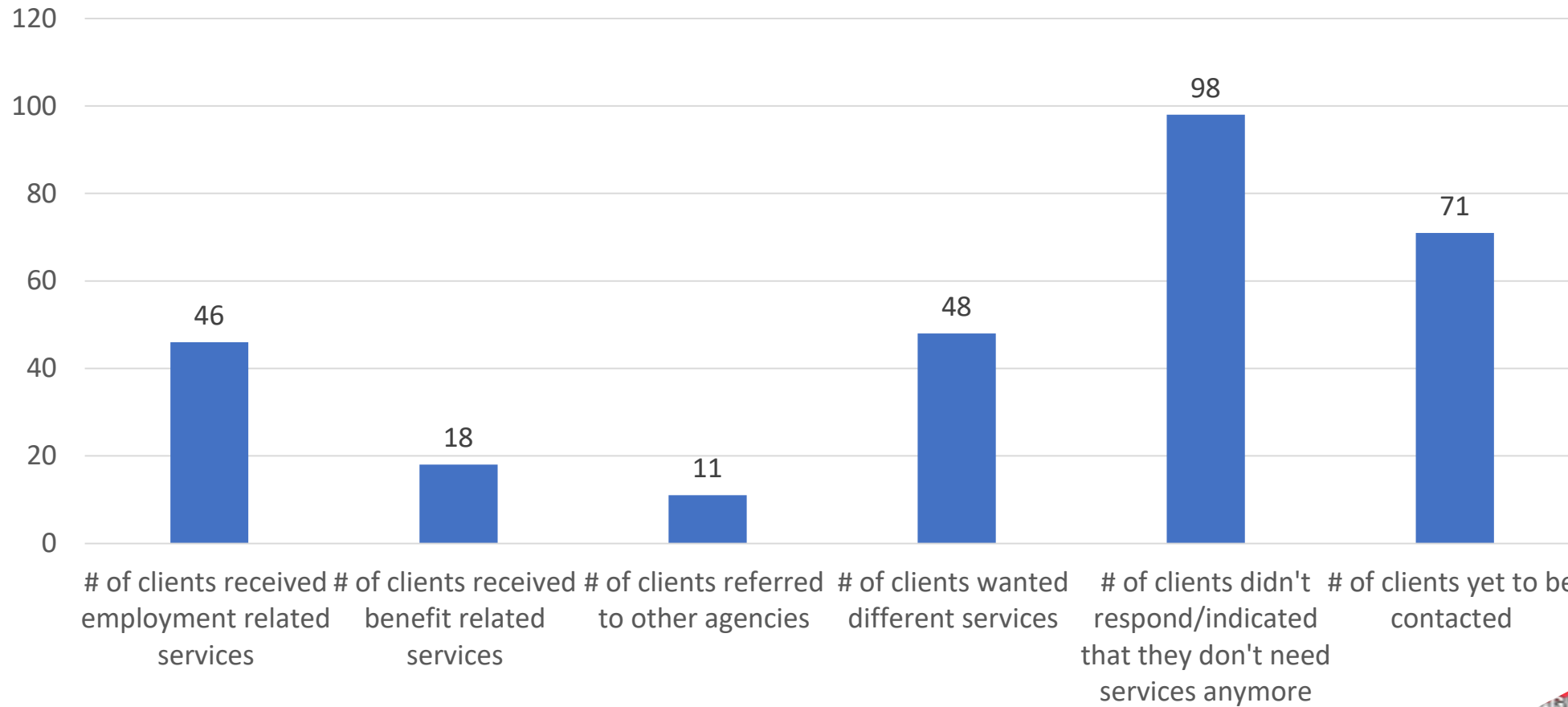
- Employment related services only
- Employment and Benefits related services
- Mental Health Services



Mental Health Services



Employment and Benefits



Some challenges



- Clients are already in the benefits program, but seeking additional support
- Clients expectation VS services available
- Lack of interpretation services
- Clients change their minds after talking to cultural brokers
- Unable to offer immediate job offer

Way Forward

- More clarity on matching clients' needs and services available at the agencies involved
- More coordinated efforts to accommodate clients' changing and emerging needs through offering additional services
- Volunteer recruitment for interpretation services



CALGARY EAST
NEWCOMER
COLLABORATIVE



Research and Evaluation

Research questions on CENC aims:

1. Did the Task force provide Immediate Relief & Support to Calgary east zone residents affected by COVID-19 in quarantine & isolation?

2. Did the task force deliver an effective community-based intervention through engagement, education & awareness?

3. Did the task force address the barriers and aggravating factors that contribute to vulnerability of racialized communities?



Data Sources:

Source of data for this report:

- Gateway database analysis
- Structured follow-up interviews with 194 beneficiaries who received CENC services between December 16, 2020 and January 14, 2021

Results are preliminary

Future reports will provide more complete picture as more sources of data become available and are developed



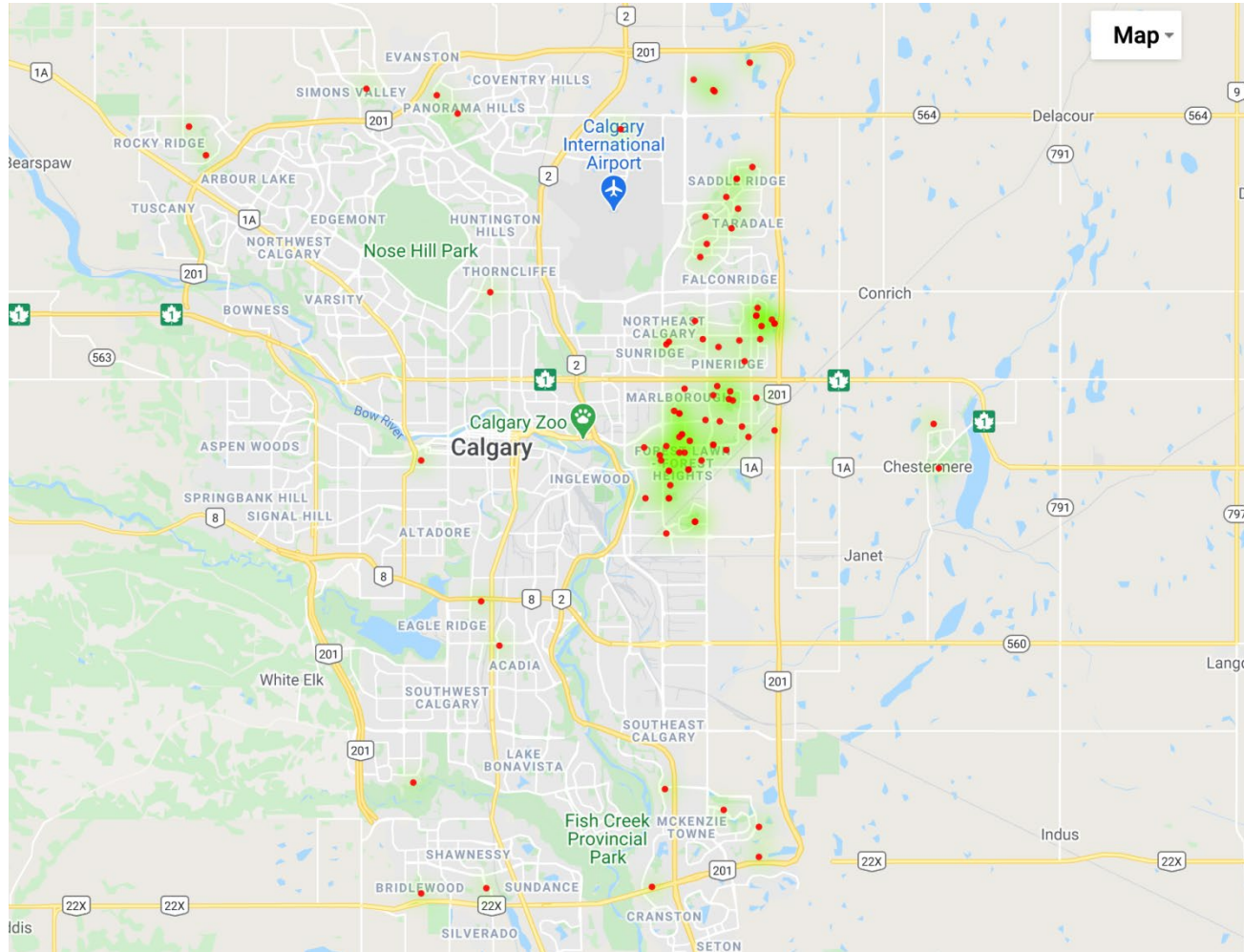
1. Did the Task force provide Immediate Relief & Support to Calgary east zone residents affected by COVID-19 in quarantine & isolation?



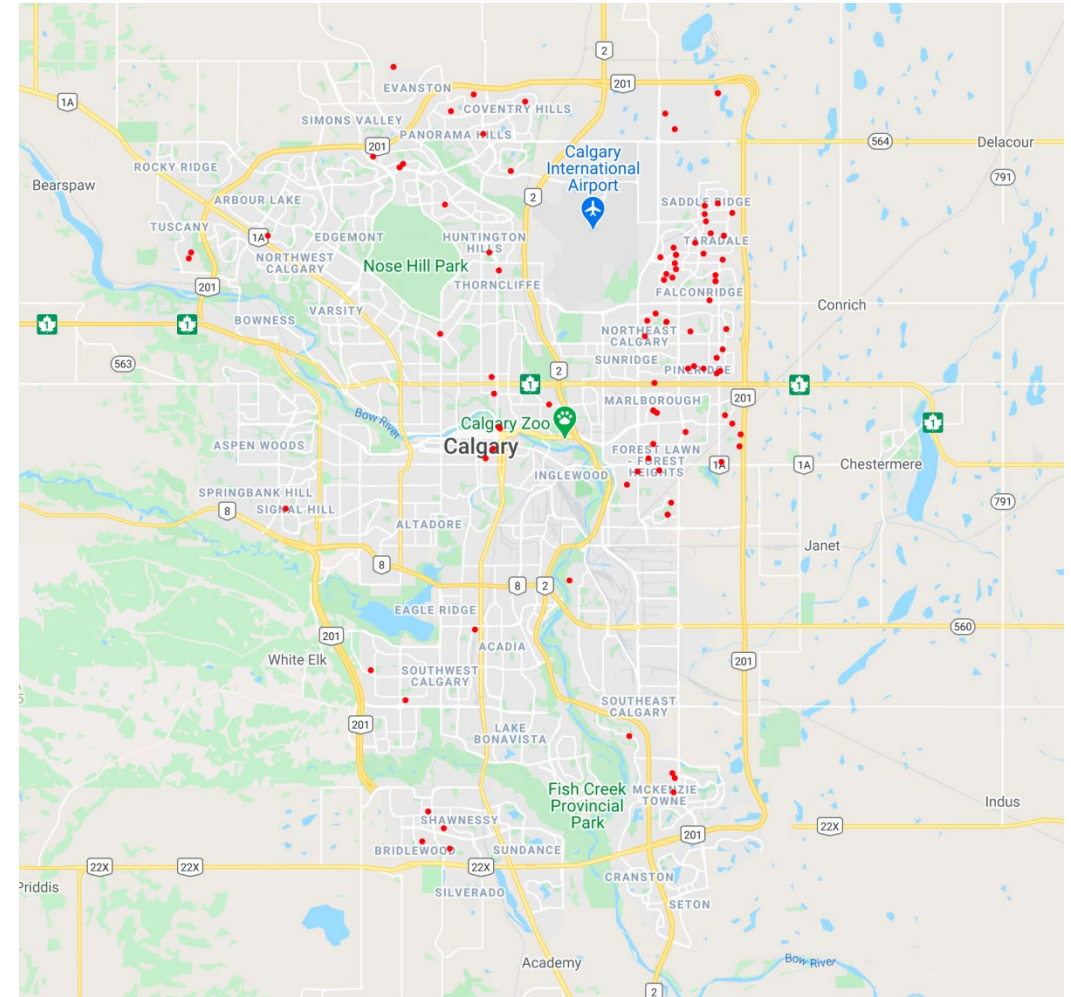
Expanding coverage: NE and beyond



1st 100 callers in data (mid-December 2020):

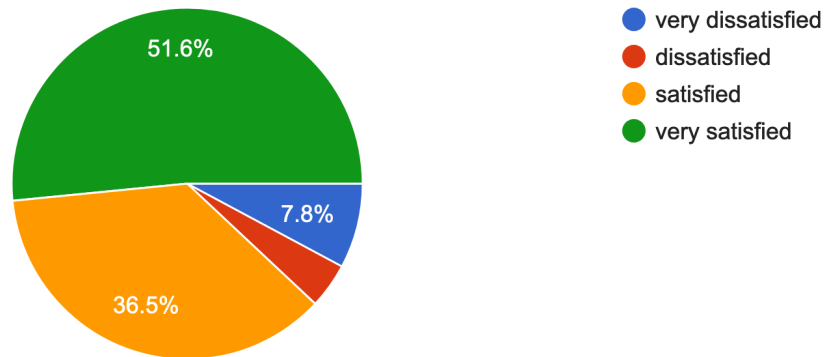


Last 100 callers in data (mid-January 2021):



1 When you first called the (CENC) community call centre, how satisfied were you with timeliness/waiting time to talk to someone (Cultural Broker)?

192 responses



The research team probed into the **timeliness** and **appropriateness** of the services being provided by CENC

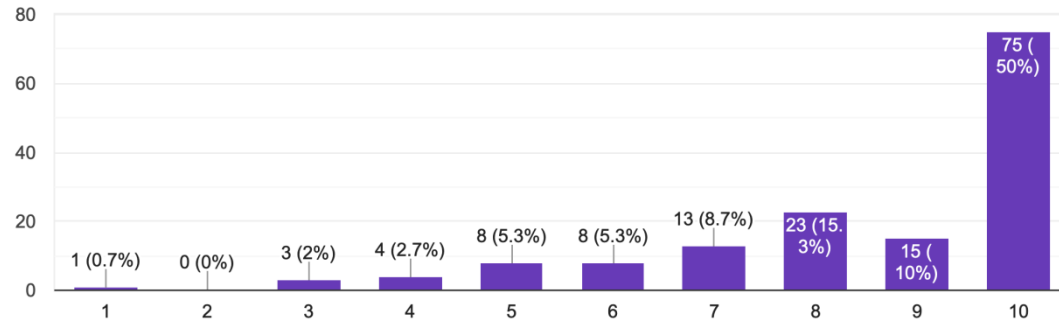
Preliminary results show a high degree of satisfaction with timeliness and appropriateness

Most respondents requested food hampers (150)

Additional requests include financial help (23), employment support (19), and mental wellness support (5)

2.7 In terms of its ability to meet your food needs, on a scale of 1-10, 10 being your needs were very well met and 1 being your needs not met at all, how would you rate the food hampers?

150 responses



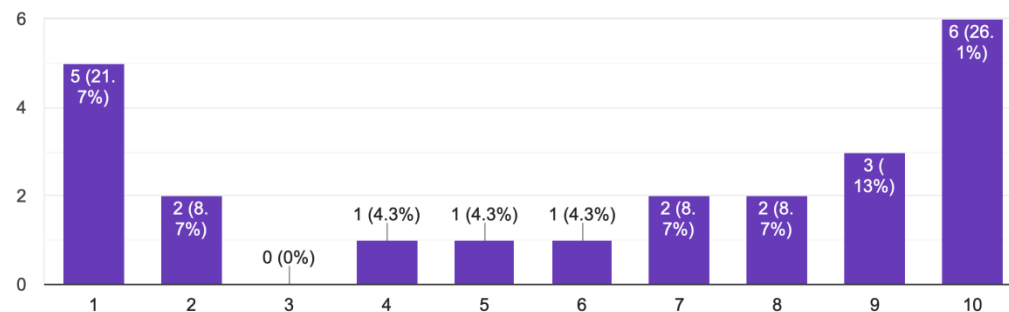
CENC has responded to the greatest and most immediate need – food hampers and has elicited high degree of satisfaction

Financial support, employment and mental health are more complex supports that require multiple interactions

But in general, feedback has primarily been positive

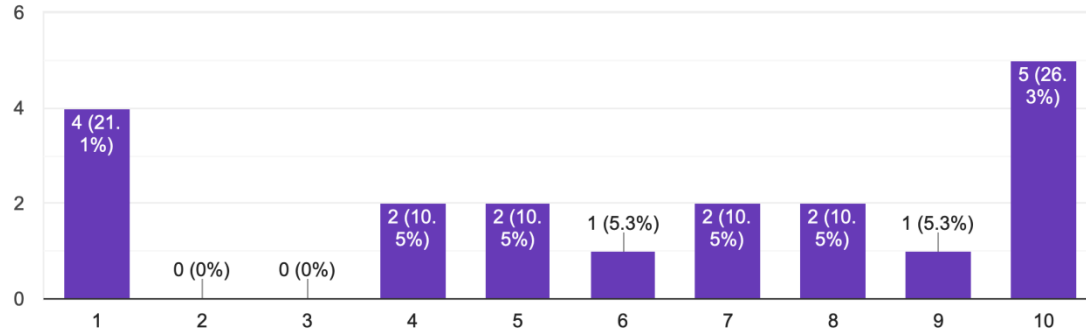
3.8 How would you rate the financial support information in terms of its ability to meet your needs on a scale of 1-10, 10 being your needs were very well met and 1 being your needs not met?

23 responses



4.7 On a scale of 1-10, 10 being your needs were every well met and 1 being your needs not met at all, how would you rate the employment support in terms of its ability to meet your needs?

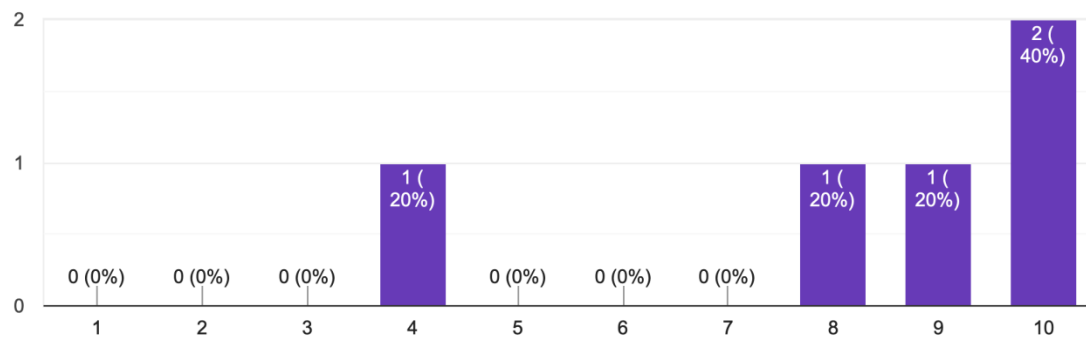
19 responses



Financial and employment support require eligibility criteria and the majority of applicants fail to qualify.

5.7 How would you rate the professional anxiety/stress/mental wellness support in terms of its ability to meet your needs on a scale of 1-10, 10 being every well met and 1 being your needs not met?

5 responses



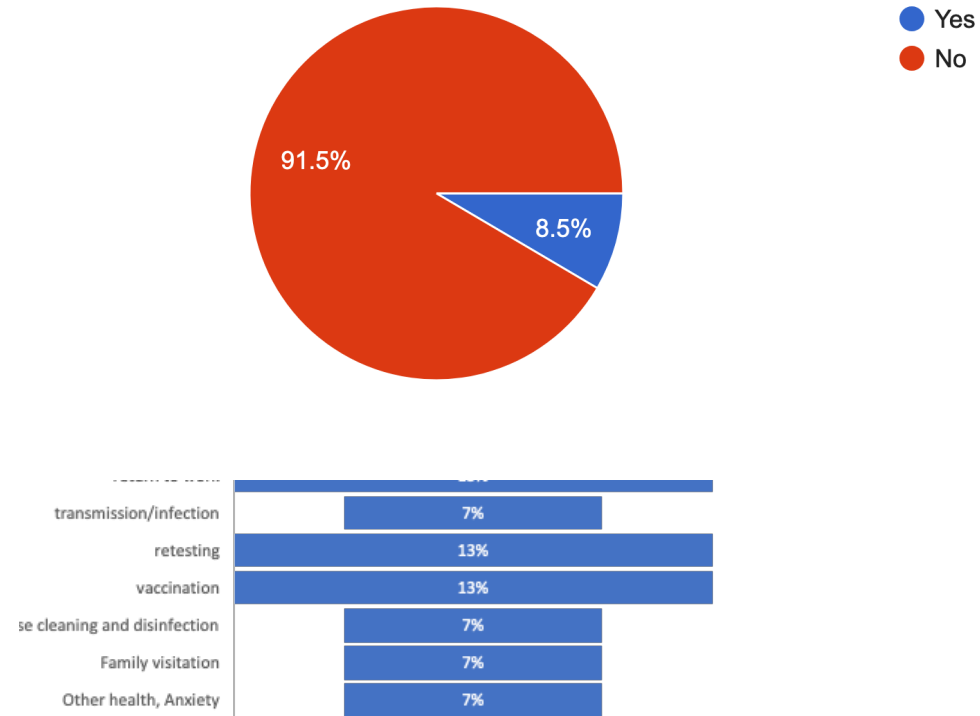
Mental health support offered involves ongoing engagement with most currently expressing satisfaction



2. Did the task force deliver an effective community-based intervention through engagement, education & awareness?

Do you have any additional questions around COVID-19 and/or isolation?

189 responses



The vast majority of respondents felt they were provided with the knowledge they needed at the time of contact

15 respondents asked for additional information about the topics listed in the graph to the right



Results for this aim remain partial

The research team will continue its inquiry into this aim through:

- Qualitative study involving beneficiaries
- Comparative analysis between CENC beneficiaries and those who isolated prior to December 16
- Comparison of CENC processes and structures with other responses



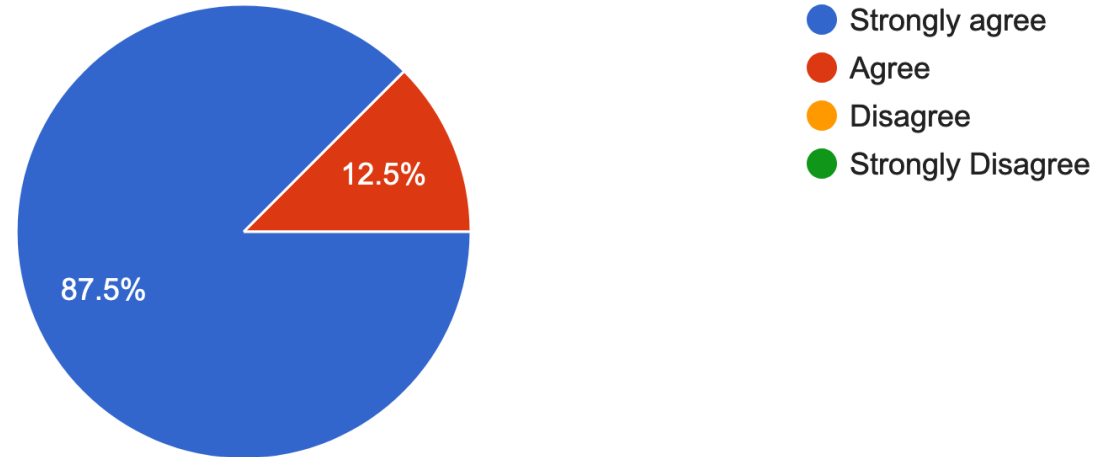
A brief summary of a short survey to participating organizations:

Due to short notice, we have only received 8 responses. We hope more responses will come our way for a more accurate picture for our future recommendations.



The CENC initiative is well Organized

8 responses



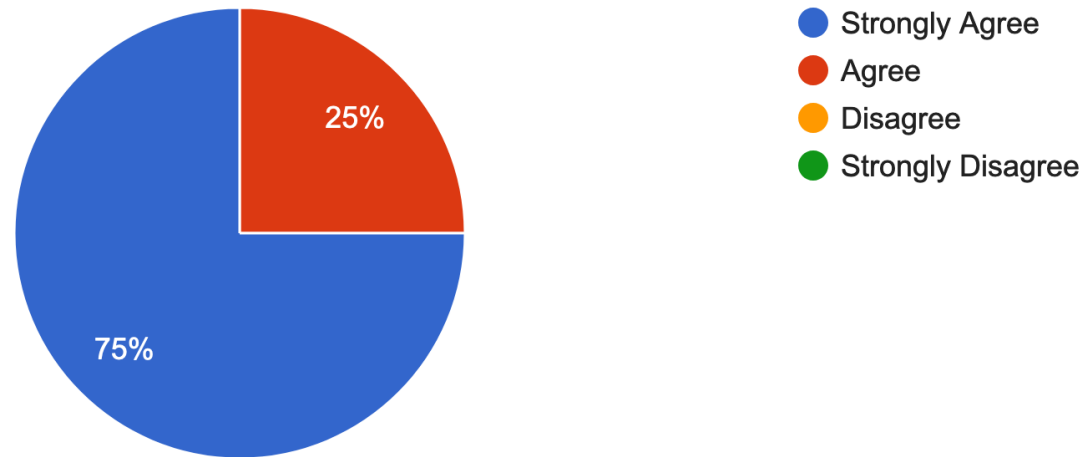
Collaborative leadership style – seen by members as a strength

Anticipating needs well

Agencies feel confident in identifying what they can and cannot do



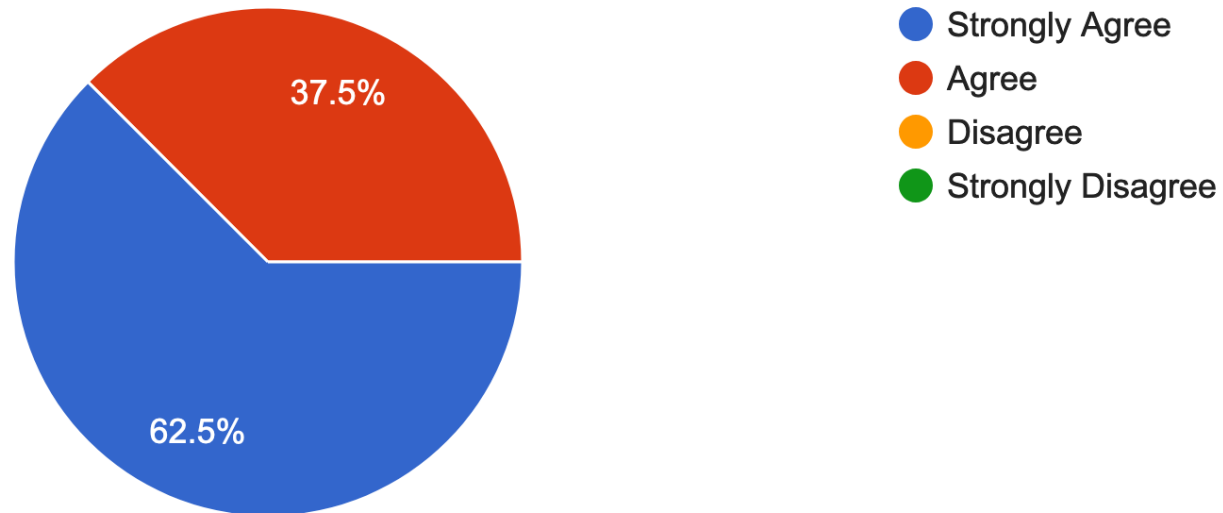
As an emergency response initiative, CENC has engaged the appropriate type of organizations
8 responses



- Concern about including more grassroots organizations
- Large number of organizations engaged in short timeframe
- A good mix of different types of organisations with various strengths
- Number is appropriate as well, with a larger number risking making it unwieldy



The CENC initiative is able to effectively ascertain a good understanding of its beneficiaries needs
8 responses



still working out the kinks and will need to find a secondary referral pathway after most urgent primary needs are met.

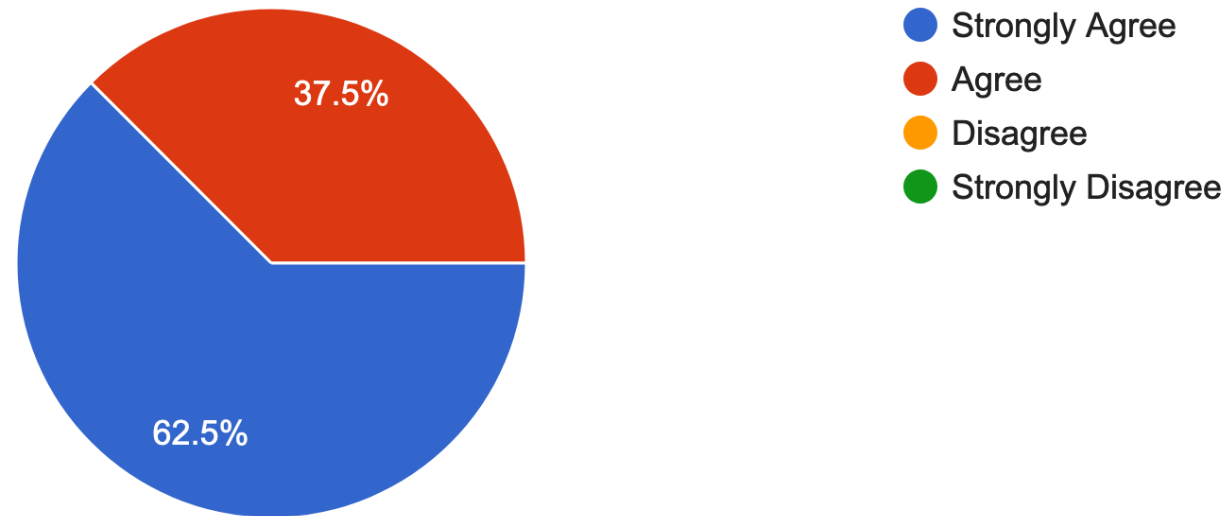
Appropriate questions are asked to understand beneficiaries needs, while also being respectful of their dignity

more outreach and info sourcing with diverse communities would provide more data and understanding



The CENC is effectively responding to the Covid crisis in Calgary's East Zone

8 responses

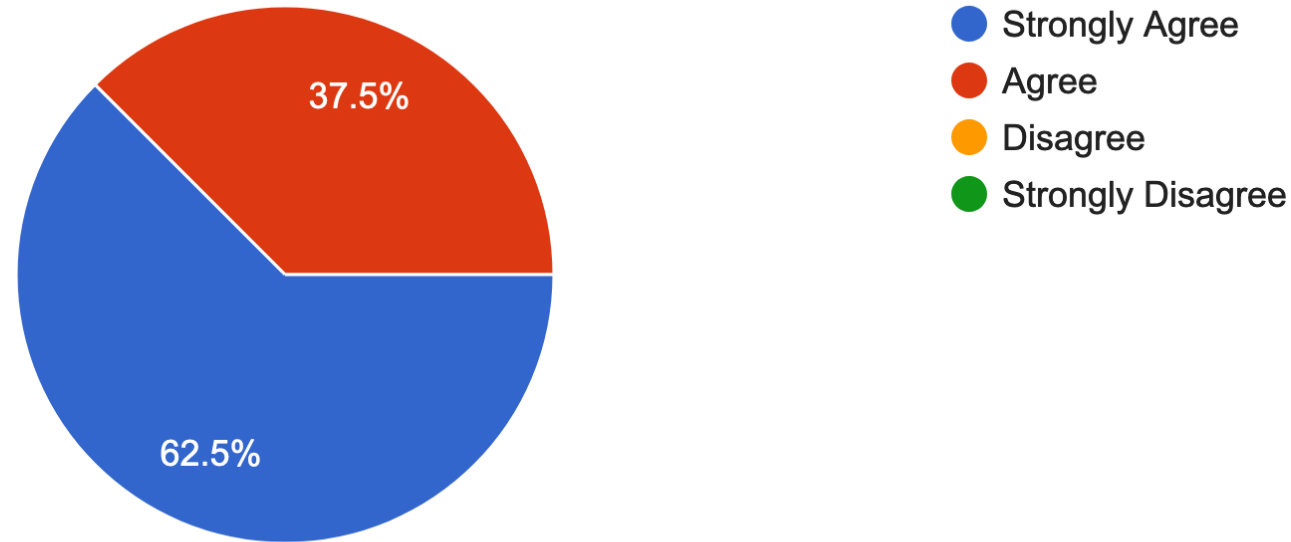


Desire for better coordination with AHS
response has been effective and robust
opportunity to market to and engage settlers, Indigenous people
etc.?



Your organization's potential to contribute in CENC is being fully utilized

8 responses



Need to strategize on how to more effectively utilize the agencies currently not receiving referrals.

70+ of our members hired and onboarded; however AHS has not implemented ways to utilize their first language skills

IMG members would be willing to contribute to provide health information in first language if needed



CENC internal survey of member organizations:

Where do you think the CENC can improve?

Funding in more quickly so SPOs have the financial means to serve the clients in need instead of carrying the stress of operating in deficit

Utilizing the expertise of all 17 agencies more fully

Collaboration with other organizations who support folks falling outside of the collaboratives mandate (settlers, Indigenous people, NW/SW)

Increased input from diverse ethnocultural communities

How does the CENC compare to your previous experience with emergency community response initiatives?

Unique in its collaboration between three levels of gov't, AHS, the not for profit sector and grassroots organizations

Very quick response, highly collaborative

Responsibility is not solely on one organization, this ensures no organization will be overwhelmed

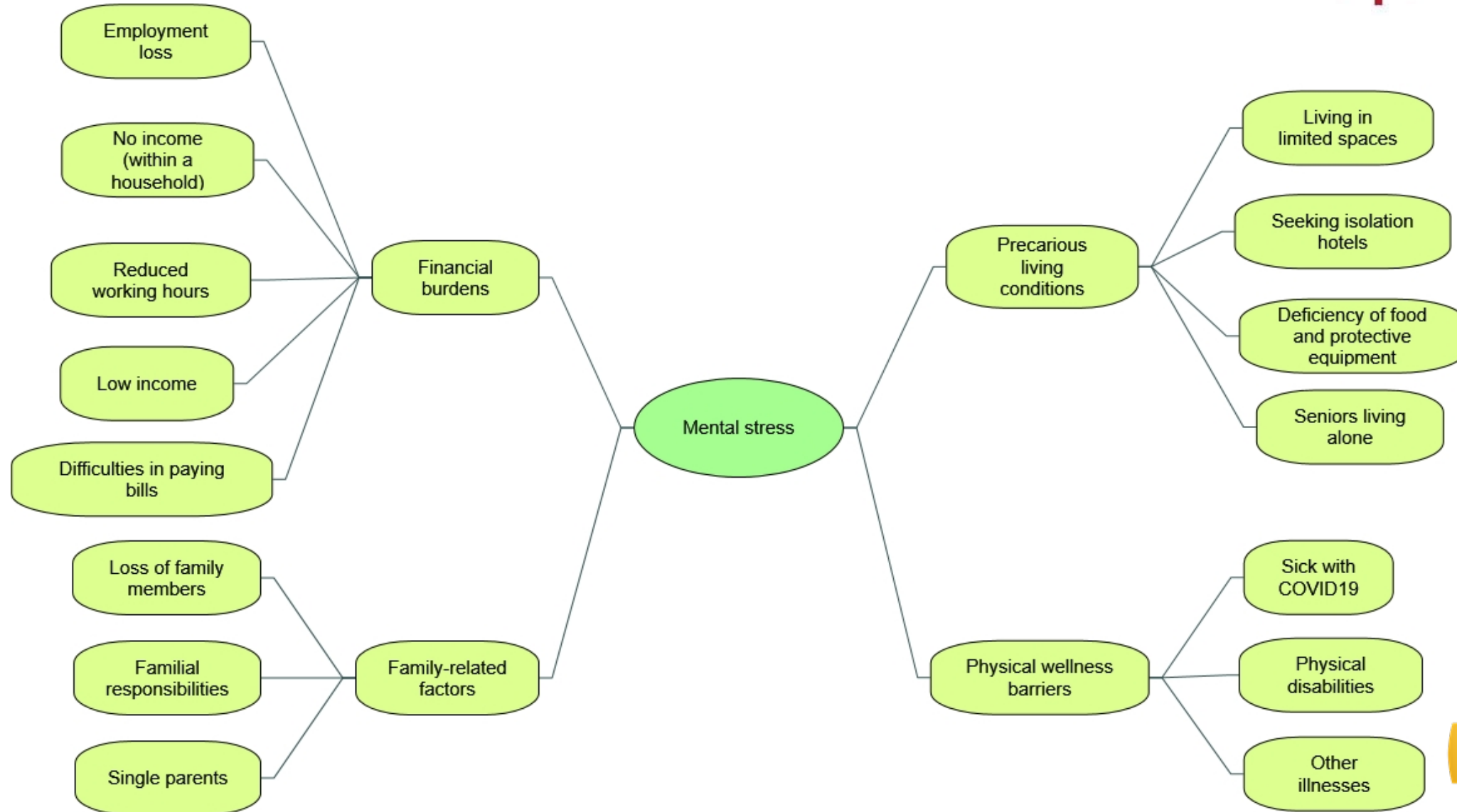


3. Did the task force address the barriers and aggravating factors that contribute to vulnerability of racialized communities

Understanding vulnerability: The experience of racialized communities during pandemic crisis:



THE IMMIGRANT EDUCATION SOCIETY



Understanding vulnerability: The experience of racialized communities during pandemic crisis:



❖ Financial burdens

➤ Job loss because of COVID19

“Brother and mother were laid off from work. Father is not working because of isolation.”

“Client has no job/work since March 2020 because of COVID.”

➤ No income within a household due to COVID19 and quarantine

“Everyone is in quarantine because one family member was tested positive. No one is earning money right now.”

➤ Reduced working hours

➤ Low income

➤ Difficulties in paying bills

“[The client] stopped working since Dec 7th [because he] got laid off from work due to COVID. Difficulty in paying bills, mortgage, car insurance.”

❖ Precarious living conditions

➤ Living in limited spaces

- A family with ten members shares a small space

➤ Seeking isolation hotels

“The client was in contact with someone who was tested positive...he has been transferred to the access 211 where he received that he is not qualified for a motel or hotel room. He is sleeping in his car now.”

➤ Deficiency of food and protective equipment

- Due to COVID19 tested positive and isolation, clients were not able to access food, daily necessities, or protective equipment.

➤ Seniors living alone

“She is a senior living alone and needs food delivery....She cannot go out for shopping. She needs some vitamin as she often feels dizzy.”



❖ Family-related factors

➤ Loss of family members

“She just lost her mother this year. Her mother died without a will and she is hoping to get help on how to get free legal aid. she is under disability benefits. Her son couldn't get a job because he is depressed.”

“The Isolation period is impacting their finance along with COVID stress and the recent loss of their son.”

➤ Familial responsibilities

“She has disable sons, and recently had a surgery. Due to the COVID she can not go out and needs food to take care of her sons.”

➤ Single parents

“Single mother of 3 children, lost her job, and she has not paid her mortgage for months.”

❖ Physical wellness barriers

➤ Sick with COVID-19

“Th client has mental stressed due to almost the whole family are sick with COVID19.”

“Client’s parents had COVID 19, and worried for medicals, and he lost his job for 14 days.”

➤ Physical disabilities

“Client has arthritis in knees and cannot stand up for several hours.”

“The father of the family 42yrs is paralyzed due to work injury in Pakistan (difficult work conditions for immigrants). He can not walk and even he is no more able to speak Dari at an understandable level.”

➤ Other illnesses

“Client has been diagnosticated with breast cancer. She cannot take shifts because her body is immune compromised due to her health condition.”



Household size and Vulnerable Populations

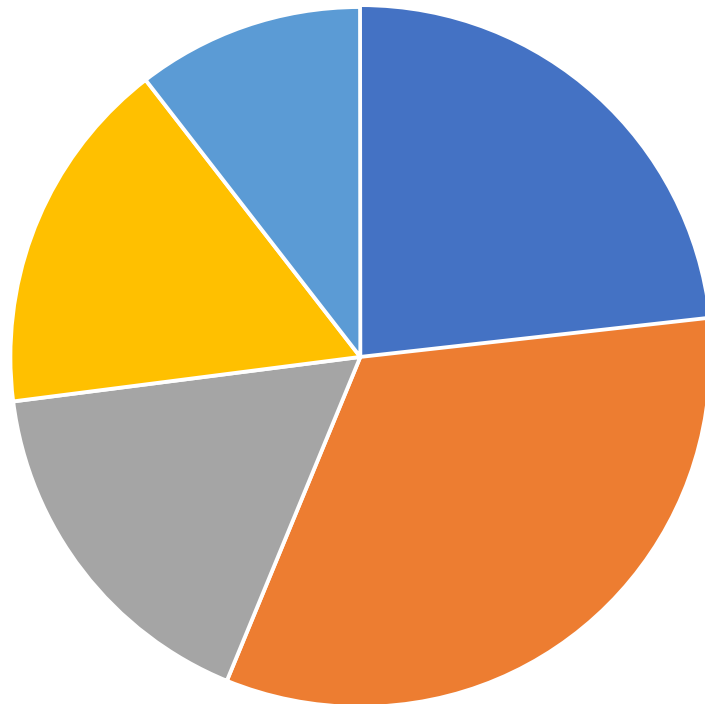
- Household transmission of SARS-CoV-2 is common; one US - household secondary transmission rate = 53% (Grijalva et al 2020).
- International research highlights the risk of household transmission for the elderly living in multi-generational households (Kenway and Holden 2020; Esteve et al 2020).
- New Policy Institute in London (Kenway et al 2020) - interconnected factors leading to higher risk of health and economic consequences of COVID-19, including (but not limited to):
 - work in sectors at heightened risk of infection
 - overcrowding of homes
 - economic insecurity and job loss
 - housing insecurity
- CENC beneficiaries shows significantly larger households than the Calgary average
- Higher instance of multi-family households.
- Initial impressions suggest a high degree of overlap with other risk factors identified by the NPI report.





Household size

Calgary-wide¹

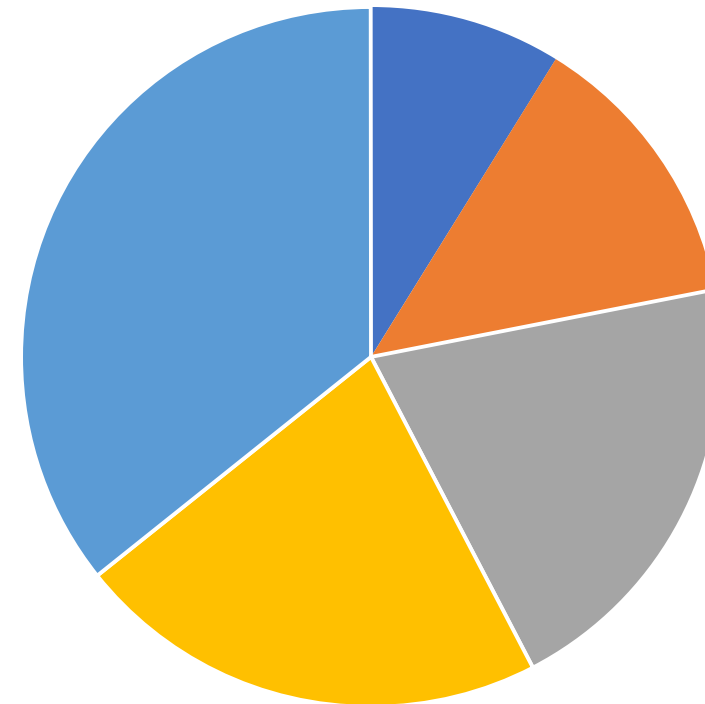


■ 1 person ■ 2 person ■ 3 person ■ 4 persons ■ 5 persons+

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



One client, a single woman aged 44, lives with seven other people – a married couple and their five underaged children. The client, the mother, and two of her children tested positive for COVID-19.

One of the primary goals of CENC is to **address** the barriers and aggravating factors that contribute to the vulnerability of racialized communities.

Large households may be an **aggravating factor** in the spread of COVID-19.

They correlate with housing and financial insecurity which contribute to economic vulnerability.

Mitigating household size and **household transmission** remain largely **outside of the scope** of the CENC response. We wonder if household size is likely to remain a risk factor limiting the effectiveness of CENC interventions.

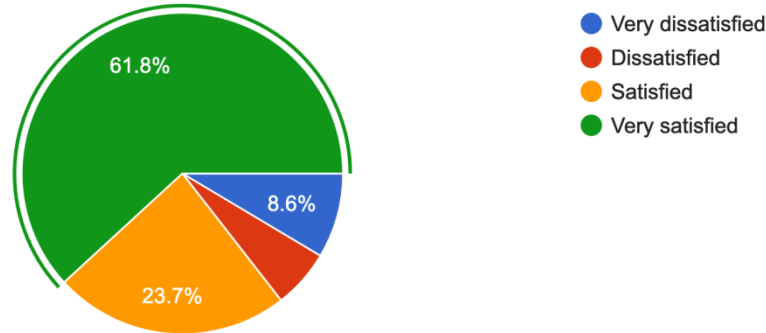
CENC however can **mitigate the experience** through **culturally responsive** services that preserve the beneficiaries' **dignity**

Another lives with her husband and eight children. She reported “having headache, dizziness. Have to cook for the whole family as all of us are positive.”



1.2 Having talked to a Cultural Broker in your first language, how would you rate your satisfaction with their skills in your language?

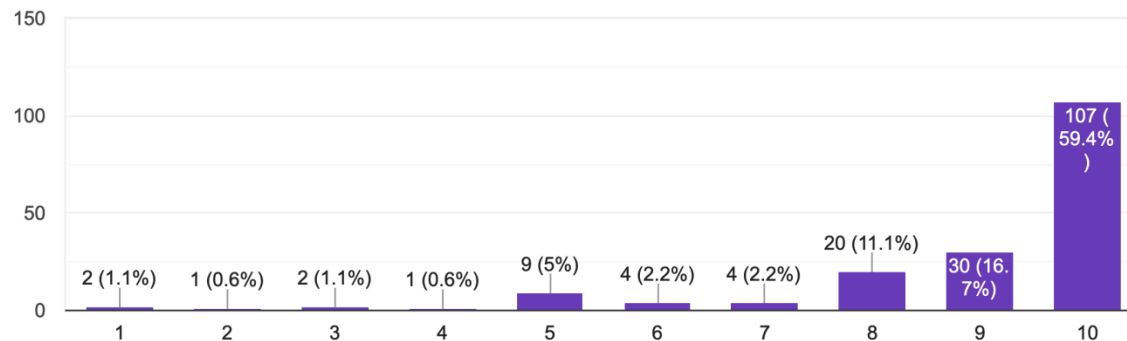
152 responses



Contact and services in first language of beneficiaries is highly appreciated

7.2 How culturally comforting would you rate the service on a scale of 1-10, with 10 being very comforting and 1 being not comforting?

180 responses

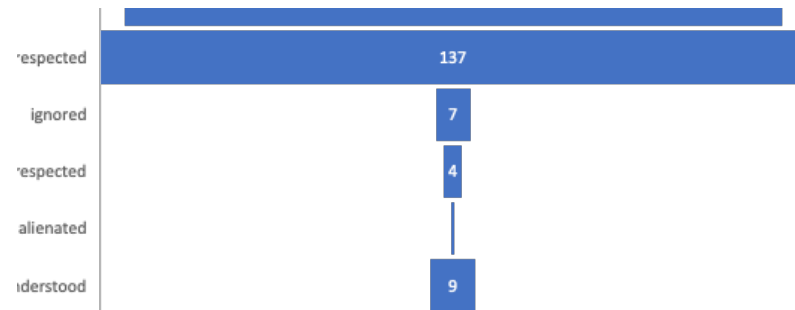
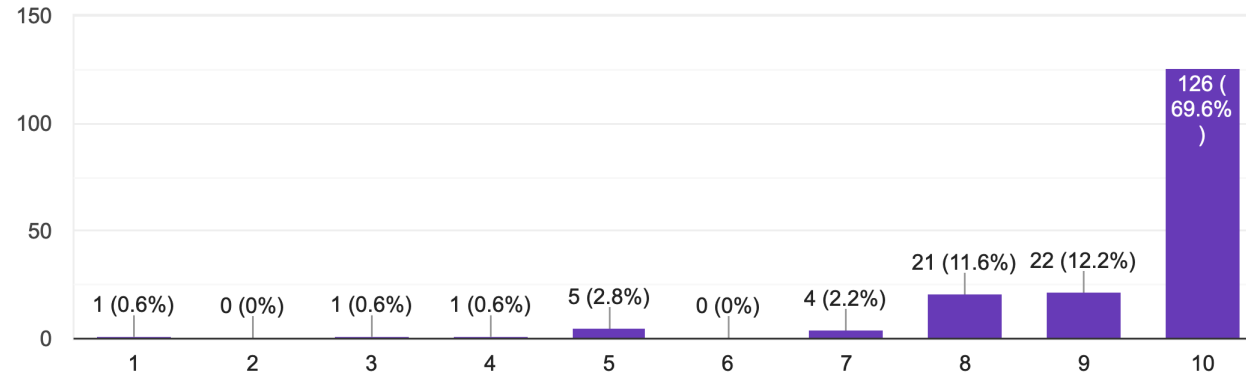


Culturally oriented food and services brings a high degree of satisfaction



7 ON a scale of 1-10, 10 being respectful and 1 being not respectful at all, How respectful were the service providers?

181 responses



Preliminary feedback indicates beneficiaries feel respected, cared for and important.

In essence preserving their sense of dignity through their experience of the COVID-19 crisis

Continuing research:

Fuller picture of CENC achievement of its 3 aims via:

- Qualitative inquiry into beneficiaries' experience and dimensions of their vulnerability
- Comparative study between CENC beneficiaries and those who experienced COVID-19 isolation prior to December 16, 2020
- Contextualization of the CENC response vis-à-vis other responses nationally and globally
- Continued feedback through the follow-up interviews
- The addition of knowledge of working conditions to household sizes to create a more complete picture of beneficiaries' spatial vulnerability



Recommendations

Based on the preliminary research findings of the CENC initiative into its a little over one month intensive work, some best practices and service gaps have been observed. Recommendations of an effective and efficient pandemic emergency response framework and working model will come with more in-depth research and evaluation as the project goes...

