



CWICE

Child Welfare Immigration
Centre of Excellence

CWICE 101 TRAINING EVALUATION EXECUTIVE SUMMARY

June 2020 to March 2021

CWICE 101: Introduction of the Canadian
Immigration System & Intersection with Child
Welfare

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Introduction

The Child Welfare Immigration Centre of Excellence (CWICE) is a province-wide centralized consultation and training centre that offers consultation and support to child welfare organizations across Ontario managing complex child protection cases that have intersecting unresolved immigration, settlement, or border-related issues.

CWICE was launched in June 2018 as a partnership between Peel CAS and OACAS. The Centre, the first of its kind in Canada, focuses on service, research and sector-wide capacity building with the purpose of achieving equitable outcomes for all children, youth and families receiving services from a child welfare organization, regardless of their immigration status or geographical location in Canada.

To raise awareness about its services, shortly after the Centre opened, CWICE started providing outreach presentations to child welfare organizations across Ontario. As a result, CWICE started receiving a high number of referrals for services from across Ontario. Some child welfare organizations have pockets of knowledge, based on their experiences providing services to children or families, however knowledge and practice is not consistent across the sector and illustrated the need for training to be developed.

Since the launch of CWICE, there has been an increased demand for services, even during a global pandemic that affected international borders. In 2020, CWICE developed an 8-Part training series for the child welfare sector. This unique certificate program was designed for the child welfare sector and is available to staff working in child welfare organizations across Canada. Child welfare practitioners learn about the systems and processes that impact clients who may be immigrants, refugees, temporary residents, people with unresolved immigration status, as well as those with permanent residence status or Canadian citizenship that lack identity documents.

CWICE Certificate Program

The CWICE Certificate Program was designed for the child welfare sector and it is available to staff working in child welfare organizations across Canada. Child welfare practitioners benefit from learning about the systems and processes that impact clients who may be immigrants, refugees, temporary residents, people with unresolved immigration status, as well as those with permanent residence status or Canadian citizenship that lack identity documents.

The program has 8 modules. Each course explores various types of immigration status, the processes a client may be going through, settlement and border related concerns that need to be considered and integrated in service planning. The training introduces recommendations for the child welfare sector and best practices that are in line with provincial, federal and international standards of practice.

CWICE Training Certificate Modules

CWICE 101: Introduction of the Canadian Immigration System & Intersection with Child Welfare

CWICE 102: Refugees Part 1: Asylum Seekers & Denied Refugee Claimants

CWICE 103: Refugees Part 2: Working with Unaccompanied and Separated Children

CWICE 104: Humanitarian & Compassionate Applications for Permanent Residency

CWICE 105: Refugees Part 3: GARs and Privately Sponsored Refugees

CWICE 106: Placements Across Borders

CWICE 107: Temporary and Unresolved Immigration Status

CWICE 108: Creating & Ensuring Equitable Outcomes in Child Welfare

CWICE 101: Introduction of the Canadian Immigration System & Intersection with Child Welfare

CWICE 101 is an introduction to the Canadian immigration system and the impact it has on case planning when issues intersect with child welfare. This module creates a foundation for the series as it introduces immigration terminology, the different types of immigration status a person can have in Canada, accessibility to services, limitations and the impact on service planning. The training briefly reviews Canadian history from an immigration lens, exploring the evolution of immigration policies over time, federal, provincial and regional services and current pathways to obtain permanent residence status in Canada.

The CWICE series use an anti-oppression, anti-racism, equity practice lens, and provides learners with opportunities for discussion, reflection, and group work through case scenarios and storytelling. CWICE 101 highlights the importance of early intervention, while providing recommended practices, and resources to integrate the knowledge learned in child welfare practice.

CWICE 101 Training Objectives

- ◆ Build knowledge and understanding of immigration streams, federal partners and immigration status in Canada.
- ◆ Increase skill in early identification of unresolved immigration, settlement, and integration issues.
- ◆ Enhance knowledge of CWICE services and referral process.



Training Launch

CWICE 101 was introduced as a pilot project at Peel Children’s Aid Society. A total of five sessions were delivered from June to August 2020. In September 2020, CWICE 101 was officially launched to the province of Ontario.

During the first fiscal year, April 2020 to March 2021, CWICE trained 254 child welfare professionals in 15 sessions, providing a total of 105 hours of training.

CWICE 101 Training Summary (2020-2021)	
Total # of Trainings	15
Total # of Participants	254
Total Hours of Training	105 hours

CWICE 101 Training Evaluation

Methodology and Design

The CWICE 101 training evaluation was designed by CWICE, with support from the Peel CAS Accountability and Analytics department. At the completion of each training session, participants were provided a survey link. All responses were anonymous, with the only identifying information being training date.

The training evaluation consisted of four Likert scaling questions and two open ended questions.

CWICE 101 Evaluation (2020-2021)	
Total # of participants that completed the training	254 (100%)
Total # of participants that completed the evaluation	176 (69%)

A total of 176 participants completed the evaluation, representing a 69% response rate from the overall number of participants that completed the course (N 254).

Summary of Likert Scaling Questions

CWICE 101 Training Evaluation Highlights

- 98% had a better understanding of the intersection of child welfare and immigration
- 98% found the trainers to be knowledgeable about the subject
- 97% reported the information provided in the training useful in their role
- 95% thought the information provided in the training was easy to understand

Qualitative Question: What did you learn in the training that you would implement in your practice?

There were 133 responses across three key themes: 1) clinical practice, 2) acknowledging the intersection of the child welfare and immigration systems, 3) the importance of consulting with CWICE. Several participants provided notable quotes in each thematic area.

Clinical Practice

“To always inquire about the family's status in Canada to know what services they are eligible for as well as asking questions about their migration story to ensure individualized care and service”

“There are multiple barriers - many revolving around status - that need to be addressed and supported in order to help with best practice”

“Identifying barriers impacting permanency and the families we serve and how we can better address these barriers when doing my service plans and POC'S”

“Early intervention is key, gather their story from pre during and post immigration process”

Acknowledging the intersection of the child welfare and immigration systems

“The complexity and intersection of Child welfare and Immigration and the importance of seeking support and services as soon as possible to have issues resolved”

“Understanding that sometimes child protection concerns are correlated with status and being mindful that the family may be experiencing barriers due to their status”

“The training has provided good insight into the nexus between immigration and child welfare. 1 of 5 persons in Canada are immigrants, so it is likely that a Social Worker comes across a person who has some sort of immigration issue to be considered along with the child's benefit”

Consultation with CWICE

“The importance of making a referral to CWICE as soon as possible to ensure the families are getting access to the most knowledgeable people who can help them in whatever part of the process they are in. Also will be encouraging colleagues to make referrals when they experience the same”

“I have a better understanding of the barriers that affect permanency planning, but also the ease of consulting with CWICE”

“Early referral to CWICE and talk to families about their immigration status and paper work to assist them in navigating the system and refer them to the appropriate resources”

Qualitative question: Please provide any further comments or suggestions.

There were 105 responses, and two key themes emerged from the responses: 1) training satisfaction and 2) training suggestions. Several participants provided notable quotes in each thematic area.

Training Satisfaction

“Great training- have much to think about and looking forward to more opportunities ahead”

“The training is excellent and should be a mandatory training for all front line protection workers and supervisors”

“This was amazing, so much great information, it's great to have such a resource available to us”

“The training had a good balance of information, slides, group discussion and conversations. It was not too overwhelming and a good introduction. I look forward to more trainings in this area”

“Facilitators were both engaging, articulate and demonstrated confidence in their knowledge”

“This is a great start to understanding the intersection between CW and Immigration. Looking forward to the next trainings”

“Great training. I familiarized myself more with terminologies, learned about how status impacts access to services, and the intersectionality between immigration and child welfare”

“The facilitators are very knowledgeable and clearly dedicated to the work they do”

“Very insightful training and looking forward to future trainings to continue to enhance my work”

“Case scenarios were excellent”

“Overall excellent training, very thorough, easy to understand and allowed for engaging conversation!”

Training Recommendations

“The slides were great to follow as a guide but would have loved to have access to the slide for future reference or to make notes on certain slides. Perhaps online link to the slides you see as most relevant”

“A package of reference materials would be helpful”

“Loved the break out rooms gave us time to work and collaborate with others and case scenarios were excellent. Outstanding trainers would love to have a tip sheet”

“Perhaps suggestions of where Saskatchewan workers can turn for support in this area for case consultation if there is an agency in Saskatchewan or federal agency we can rely on for that”

Resources Provided

At the end of the training, participants received an email with the following resources:

1. *The Immigration Status Matters* (2019).
A guide to addressing immigration status issues for children and youth in care. This 27-page guide was originally developed in 2014 and updated by CWICE in 2019. It contains the following:
 - Information about CWICE services and contact information to make a referral
 - The importance of addressing immigration status issues and the implications of leaving care without permanent residency or citizenship.
 - Barriers affecting permanency
 - An overview of common immigration status issues and considerations that need to be made when working to resolve them
 - Ideas for strengthening organizational capacity, and child welfare practices required to identify, address and resolve immigration status issues
 - Links to resources: Federal and provincial governments, legal services, settlement services, health and social services, language and educational services
 - Glossary of terms with the definitions of various immigration status
2. A tip sheet created by CWICE to enter immigration data in the case management system (Child Protection Information Network [CPIN]). This resource was only shared with participants from Ontario
3. Web links of information regarding immigration history in Canada and recommendations for individual/ongoing learning

Lessons Learned

Originally, the CWICE Certificate Program was developed for the child welfare sector in Ontario. However shortly after its launch, child welfare practitioners from other provinces joined the training. The issues families face related to the intersection between child welfare and immigration, settlement, integration or border related issues are not specific to those residing in Ontario. These issues impact families, children and youth across Canada. This development confirmed a need for sector-wide capacity building across all geographical locations in Canada and required a pivot in design, to ensure the content was applicable and relevant across Canada.



Conclusion

The CWICE 8-Part Training Series is a unique program that seeks to increase awareness and knowledge of the intersection of child welfare with unresolved immigration, settlement, integration and border-related issues in order to achieve equitable outcomes for children, youth and families regardless of their immigration status or geographical location within Canada. The program was originally designed for the child protection sector in Ontario but shortly after its launch, child welfare professionals from other provinces demonstrated an interest in taking this training and changes were made to the curriculum to be inclusive of other provinces.

The CWICE certificate program was designed to build on knowledge gained in previous modules.

The CWICE series use an anti-racism and equity practice lens, and provides learners with opportunities for discussion, reflection, and group work through case scenarios and storytelling. All the modules are delivered online, and accessible to child welfare professionals across Canada.

CWICE 101: Introduction of the Canadian Immigration System & Intersection with Child Welfare training is the first module of eight. This module creates a foundation for the following training and it introduces immigration terminology, the different types of immigration status a person can have in Canada, accessibility to services and the limitations that impact service planning for children, youth and families involved in the child welfare system. The training briefly reviews Canadian history from an immigration lens, exploring the evolution of immigration policies over time, federal, provincial and regional services. CWICE 101 highlights the importance of early intervention and provides recommended practices and resources to integrate the knowledge learned in child welfare practice. A comprehensive list of resources was provided after training as well as links to resources for additional learning.

The responses from CWICE 101 evaluation were overwhelmingly positive. Learners highlighted the importance of understanding the intersection between child welfare and immigration, settlement, integration and border related issues. The feedback also showed a better understanding of the impact when these issues are not resolved and the importance of early intervention. Participants shared the importance of CWICE specialized services and not only will they access services but will also share the referral information with colleagues. Overall CWICE 101: Introduction of the Canadian Immigration System & Intersection with Child Welfare was well received and the training reached all of its objectives.