2017 OCASI Professional Development Conference Needs Assessment Results

1. Working with Individual Clients

- Case management 82.86%
- Assisting Clients in Accessing Services 81.16%
- Strength based Approach in Settlement Work 73.91%

Comments:
- Immigration and Refugee Policy
  - recognizing the need of the client, conduct reassessment when needed, stay informed and resourceful for relevant referrals
  - As a School Settlement Worker/Counsellor/ anyone working with newcomers, all the important and needed information and referrals given to each client case/ each family case is VERY IMPORTANT because it will be a guarantee and a benefits to their educational information and everyday new life foundations and new life future in Canada. All said informations and all actions plans informed to ALL the clients must be for their MOVING FORWARD and healthy, peaceful and good new life in Canada.
- practical local resources and programming overviews - federal/provincial policies and their relationship(s) to our clients - how to connect individual work to social systems
- Group work knowledge and skills especially working with support groups for immigrants and refugees dealing with settlement issues.
- Conflict Resolution / De-escalation
- Updates in Immigration Policies & Regulations
- Newcomers with Disabilities
- Intercultural understanding Racial diversity coaching
  - staff on-site training, agency outreach with supportive materials

2. Supporting Specific Communities

- Working with Refugees 79.71%
- Working with Newcomer Youth 75.71%
- Women’s Programming 64.29%
- Services for Persons Living with Disabilities 64.29%

Comments
- Working with newcomers and seniors with zero literacy level.
- marginalized communities, ethno-cultural enclaves, isolated pockets of large urban areas
- All topics must be guaranteed and benefits for All (Clients and All staff service providers), because We are All the SAME, We are All Human Beings. Together, we all make a difference that are kind, honest, positive, compassionate, kind, caring and responsible real thoughts and actions, We all make the world a kinder, better, justice for all, healthier, peaceful, prosperous place for ALL Human Beings because we are One Human Race.. Life is a blessing! Life is beautiful!
- relationship of race to placement experiences - working with people of faith
- working with Canadians (not born in Canada) & Live-in Caregivers
3. Working at the Broader Community Level
- Effective Partnership Development and Collaboration 82.86%
- Working with Communities to Welcome Immigrants and Refugees 79.41%
- Building Immigrant Capacity for Community Development and Engagement 77.14%

Comments:
- Legal training session - KEYS Job Centre project to train front line service providers and community leaders on employment standards, OH&S, immigration and national security law/policies and programs that impact employment.
- The broader community includes residential communities and businesses
- Doing settlement in personal life- navigating boundaries, stretching ideology etc.
- Develop community sensitivity. Sometime community people think that it is responsibility of government, city or not for profit organization. But settlement worker skilled how to make enabling environment at community level so that other community people help newcomer to settled in their own community.

4. Understanding and Addressing Broader Issues Affecting Immigrant Settlement and Integration
- Systemic Barriers Affecting Immigrants and Refugees: An Advocacy approach 81.43%
- Immigration Trends and Updates on Legislation 81.16%
- Addressing Violence Against Immigrant Women 74.29%
- Immigration Categories: What the Settlement Worker Needs to Know 72.46%

Comments:
- Working outside of funding mandates- when is it okay?
- Knowledge and skills in working with volunteers in settlement and integration of immigrants and refugees.
- Changes in immigration rules, information on funds availability.

5. General Professional and Personal Development
- Conflict Resolution Strategies 78.26%
- Intercultural Communication Skills 77.14%
- Outcome based Measurement and Service Evaluation: Tools, Practices and Models 75.71%

Comments:
- Conflict resolution skills and professional etiquette
- Self advocacy
- Research and community needs assessment as well as reporting and recording skills. Short term and task-oriented work.
- Sector professionalization, recognition of contribution and value of work

6. Information and/or Roundtable Discussions on Sectoral Issues
Development for Settlement Workers: Tools, Practices and Models 84.29%
Core Competencies for Settlement Workers 75.71%
Career Planning and Advancement in the Immigrant and Refugee-Serving Sector 65.71%
Comments:
- Advancement opportunities in the workplace in the settlement sector what chances you have?