

Instructions for Use of the Settlement Eligibility Assessment Form

The Immigrant Integration Branch (IIB) delivers a continuum of direct settlement services to immigrants across BC through contracts with third-party service providers. The purpose of the Settlement Eligibility Assessment Form is to determine which type of settlement service would be most suitable for the individual/family unit and to ensure some consistency in eligibility decisions across Settlement Integration Program (SIP) and Vulnerable Immigrant Populations Program (VIPP) service providers.

The Settlement Eligibility Assessment Form is a tool that can be used to help determine:

- a. If case-management is required for the immigrant individual, *and*
- b. If so, whether the individual would most benefit from the Guided Pathways (GP) process under the Settlement and Integration Program (SIP) or the case management wraparound service under the Vulnerable Immigrant Populations Program (VIPP), *or*
- c. If not, whether the individual would benefit from accessing the regular SIP services (including enhances services for vulnerable populations) and/or other community organizations/BC systems.

The form, dependant on the level of details provided, may provide clarification of issues an individual may be managing at this point in time. The form is intended to focus on their level of need for settlement support.

Note 1: The Settlement Eligibility Assessment Form replaces the VIPP Eligibility Assessment Tool included in Appendix D of the VIPP RFP ON-002217 as a tool to determine client eligibility for VIPP. VIPP service providers are expected to complete the Settlement Eligibility Assessment Form or incorporate the content of the form into their existing intake/assessment forms for each client accessing VIPP services and to keep a record of the completed form in the service user's file.

Note 2: IIB encourages the use of the Settlement Eligibility Assessment Form for SIP service providers but completion of the form is optional. SIP service providers, however, are expected to use the same eligibility criteria for determining client suitability for GP and to retain documentation of this in the service user's file.

Note 3: It is expected that assessors will be aware of client eligibility criteria for different settlement programs and that this information will be considered in eligibility decisions (See Appendix 1 for client eligibility based on immigration status under SIP and VIPP). More information on settlement services, including client eligibility criteria and service locations, is available on the Ministry website at: <http://www.welcomebc.ca>.

Overview of the process

Assessors will apply professional judgement and appropriate methods/interview techniques to assess each individual on the following four criteria, leading to a recommended eligibility assessment option:

- **Willingness** to commit the time and effort required as part of the GP process or VIPP wraparound case management service to create an action plan aimed at achieving identified goals;
- Level of **capacity** (competency) to meet their settlement needs independently and successfully settle and integrate into the host community;
- The **complexity** of issues they are managing; and
- The **impact** current issues have on their capacity to identify and meet settlement goals.

Extenuating factors may be considered prior to determining the final eligibility decision for either regular SIP (including enhanced services for vulnerable populations, where available), community services, the GP process or the VIPP wraparound case management service.

Recognize that some service users are more self-sufficient than others, and that not all service users need or necessarily seek the close guidance and support offered through the GP and VIPP case management models.

Completion of the Form

The **Date of Completion** refers to when the final eligibility decision is made. The process of determining the most suitable service for the individual may require multiple meetings and discussing personal information may require a trusting relationship to be established. The form is to be completed by engaging in discussion using the language appropriate for the individual. Individuals accepted into GP or VIPP will undergo a detailed assessment process. This form does not require that extensive information on the individual's situation be provided, although dependant on the situation, it may be deemed to be relevant to provide some clarification or details. Recognise that at this stage, the individual may be hesitant to have personal details documented. The inclusion of simple check boxes on the form is an attempt to identify issues while minimizing the documentation of detailed information. Used as a tool to help determine client eligibility for programming, the form allows the assessor to consider other factors that impact their decision.

Step #1 Willingness to participate

What are you assessing?

- The person understands, is able to, and agrees to commit to spend the time and effort required to work with a settlement professional(s) to develop and follow an action plan aimed at achieving identified goals.

What do you need to consider?

- Some individuals will clearly identify if they are willing or not willing to participate.
- Further discussion/clarification may be needed to ensure the individual understands what is the expected commitment (approximate time and duration if known) and the associated services that will be provided.

- You may want to explore if the commitment is feasible at this time due to competing pressures (e.g. the individual is planning to be out of country for an extended period, they are working full time and taking a part time course over the summer, they have other family commitments, etc.)

If the individual is NOT willing to participate, the individual may be suitable for either regular SIP services (including enhanced services for vulnerable populations) and/or other community services.

Step #2 Capacity (Level of Competence)

What are you assessing?

What is being gauged is the individual's demonstrated capacity to settle and integrate into the host community at this point in time. Professional judgement will apply as all of us may display high competencies in some facets of our lives and weak competencies in other areas. What you want to know is, does the individual understand the factors that support or hinder their settlement and can they prioritize needs and work towards meeting their needs and setting and achieving their goals. You will need to allocate a high, medium or low rating to the individual's capacity to settle and integrate into the host community.

What do you need to consider?

The following are some indicators of an individual's capacity to address their settlement needs and process. Although capacity may be impacted by a number of factors (e.g. current situation, issues, health, conflicting pressures, cultural expectations, etc.), the level of personal capacity can be a determinant of how an individual will be able to manage change and plan for the future.

In applying a rating, ask if the individual demonstrates high, medium or low capacity in the following areas:

- Awareness of their settlement needs and systematically addressing these needs
- Ability to prioritize goals and undertake short and long term planning to achieve goals
- Ability to solve problems for personal or settlement issues or seek support as needed
- Ability to build social/cultural networks and participate within the broader community
- Ability to act and make decisions independently or with support
- Ability to take ownership for their decisions and apply learnings across situations

The assessor should identify 2 or 3 key factors that influenced their decision of which rating to apply.

Step #3 Complexity of Issues

What are you assessing?

You will be assessing the number of issues or challenges that the individual identifies that they are managing or dealing with at this point in time. You are not assessing the severity of the issue level

rather the breadth or scope of issues. The number of issues an immigrant is dealing with can suggest where there are significant barriers to integration and inform when the individual may benefit from the support and guidance provided through a case management approach.

How can you assess this?

Through guided discussion, check all issues (on the Life Domains list on the back of the Settlement Eligibility Assessment Form) the individual identifies as relevant to them. It may not be realistic that all issues will be identified during the assessment; rather, some issues may surface during the needs assessment phase or when a relationship has been established with an assessor. Although this listing identifies key issues it is not an exhaustive list of issues individuals may be dealing with. You can add other issues not identified under the “other category.”

Provide a very brief narrative on the priority issues identified by the individual.

Step #4 Impact of Issues

What are you assessing?

You are assessing to what degree the individual is impacted by their issues or challenges, and their ability to address them and successfully settle and integrate into their new community.

The assessor needs to adopt an individual focused approach when applying a rating of either low or high impact. Recognise that individuals have differing coping skills and approaches to challenges, immigrants are resilient and dynamic, and a situation that may be debilitating to one person may be a motivator to another.

How do you assess this?

The following indicators demonstrate areas where the individual’s ability to work towards achieving their settlement and integration goals can be impacted by their current situation including the breadth and depth of issues they are managing. These indicators are included as examples of indicators to consider during your assessment process. This is not meant to be an exhaustive list of indicators and they may not be applicable to all individuals.

You are assessing if the individual is impacted in the following (or other) areas:

1. Ability to build a social network (with friends, family, cultural community, co workers)
2. At an increased risk of becoming isolated or depressed
3. At a risk of becoming involved with the legal system
4. Ability to maintain a positive attitude and demonstrate self motivation
5. Ability to work and/or to identify and pursue short and long term employment goals
6. Identify if other indicators are used to assess impact

Only a high or low impact rating can be applied.

Step #5 Recommended Eligibility Assessment Decision

The assessment grid will define the recommended eligibility assessment decision

	LOW COMPLEXITY	HIGH COMPLEXITY
LOW IMPACT	Low impact, low complexity - Eligible for regular SIP or community services	Low impact, high complexity - Eligible for SIP GP
HIGH IMPACT	High impact, low complexity - Eligible for SIP GP	High impact, high complexity - Eligible for VIPP

Step #6 Additional Considerations

In the majority of cases the Recommended Eligibility Decision will be the same as the Final Eligibility Decision.

This step allows the assessor to take other factors into account when determining which service is best for the individual. Extenuating factors that may be taken into account could include past experience working with the individual, input from other service providers or referral organizations or other determinates deemed relevant to the assessor.

Where the Final Eligibility Decision is different than the Recommended Eligibility Decision, the assessor should provide a brief description of the influencing factors. The service provider should facilitate internal discussion on the types of factors that could be considered and the sources of relevant influencing information.

Step #7 Final Eligibility Assessment Decision

The assessor ticks off the Final Eligibility Assessment Decision

Individual Signature

Individual signature is optional and will depend on the service provider policy and procedures and/or willingness of the individual. If the signature is not to be used, attempt to ensure the client understands and is in support of the final client eligibility assessment decision.

Referrals

If it is determined that the individual would be suitable for a settlement or community program or service other than what is offered by the assessor's agency, the assessor should refer the individual accordingly. At this point in time, the process to inform the receiving agency or service is up to the referring service provider's discretion. Use your existing processes to refer individuals, and consider providing the individual with a letter of introduction, making a call to the receiving agency/service to

discuss client suitability for service, and/or accompanying the individual to the new service site. How this is done is dependent on the level of support the individual needs, your current organizational procedures and any discussions you have had with local receiving organizations or services. The Settlement Eligibility Assessment Form does NOT go to the receiving agency. The receiving agency/service will undertake a more structured needs assessment intake process which should identify key issues or barriers. Other issues or concerns may be shared once a professional helping relationship is established with the new worker.

Appendix 1: Client Eligibility for SIP and VIPP

A. Settlement Integration Program (SIP)

All eligible clients should reside in B.C. in order to access services under this program.

Primary clients are:

- Permanent Residents of Canada;
- Protected Persons as defined in Section 95 of the IRPA;
- Individuals who have been selected by Canada to become a permanent resident and have a CIC letter informing him/her of the initial approval, pending admissibility assessment (medical, security and criminal verifications);
- Live-in Caregivers who are in Canada with a work permit under the Live-in Caregiver Program (temporary residents).

The following secondary clients are also eligible for service where they have settlement and integration needs:

- Naturalized Canadian Citizens (with priority given to those within 5 years of arrival);
- Refugee Claimants;
- Individuals in British Columbia who have a valid nomination certificate from British Columbia under the Provincial Nominee Program but do not yet have a CIC letter informing him/her of the initial approval to become a permanent resident.

Within the Greater Vancouver and Fraser Valley Service Areas, secondary clients should not exceed 10% of the total number of Clients to be served.

For the remaining Provincial Service Areas, secondary clients should not exceed 30% of the total number of Clients to be served.

B. Vulnerable Immigrant Populations Program (VIPP)

Program eligibility is based on **both**: a) immigration status and b) the complexity, multiplicity and severity of the potential client's barriers and the competence of the individual (the latter of which will be assessed through the Settlement Eligibility Assessment Form).

Only residents of BC with the following immigration status are eligible:

- Permanent Residents of Canada;
- Protected Persons as defined in Section 95 of the Immigrant and Refugee Protection Act;

- Individuals who have been selected by Canada to become a Permanent Resident and have received a letter from Citizenship and Immigration Canada informing him/her of initial approval and pending admissibility assessment (medical, security and criminal verifications); and
- Naturalized Canadian Citizens (subject to the following limitations).

The VIPP is focused on early intervention for new Immigrants and Refugees. **Contractors will be required to give priority to Permanent Residents who are Government-Assisted Refugees and Privately Sponsored Refugees, and Refugees Landed in Canada, as well as any Protected Person under Section 95.** However, the VIPP is open to a limited number of Naturalized Canadian Citizens, (i.e. in cases of individuals who need a longer time to integrate) because of significant barriers or crisis situations and isolation. Contractors will be required to ensure that the actual number of Naturalized Canadian Citizens served through this program, **does not exceed 10% of the total target.**

The program will not be open to refugee claimants, until their claim is accepted. Refugee claimants whose claim is still in process and Naturalized Canadian Citizens, who are not eligible for VIPP, can apply to access regular settlement services under the Settlement and Integration Program.