



BC Refugee Claimant Housing Referral and Data Management Project

Minutes of the CHARMS Advisory Meeting #5

Wednesday October 21, 2020 - 1:30pm - 3:00pm (Zoom)

Present: Alexandra Dawley (MOSAIC), Sherman Chan (MOSAIC), Marzieh Nezakat (MOSAIC), Jacqueline Sarvini (MOSAIC), Richard Belcham (Inasmuch/MAP BC Co-chair), Derek Chu (Kinbrace / MAP Housing Working Group Co-chair), Sabrina Dumitra (AMSSA), Jenny Lam (Options/ MAP Co-chair), Joni Rose (MJEDC), Demetrius Schwab (Union Gospel Mission), Vanessa Roth (Journey Home Community), Julia Wu (BC211), Ali Mustafa (Independent), Nicole Stinson (BC Housing), Lavinra Joseph (BC Housing), Jenny Moss (MAP Executive)
Guest: Husein Idris (Technical Advisor)

Regrets: Kathy Sherrell (ISSofBC) and Iris Solorzano (Options)

Meeting Chair: Marzieh Nezakat (MOSAIC)

- Marzieh provided a welcome to everyone and an acknowledgement that she was speaking from the unceded territories of the Coast Salish people.
 - Marzieh also acknowledged the generous financial support of MJEDC.
 - Agenda was reviewed and approved.
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Project Updates:

- Marzieh introduced **Jackie Sarvini**: new CHARMS Assistant who has been with MOSAIC since October 15. Jackie is a UBC graduate with a degree in Political Science and Migration Studies. Welcome Jackie!
- Marzieh & Alexandra introduced **Hissein Idriss from 'Technology for Change'**
BIO: Hissein Idriss is an application developer with over 10 years of experience in the software development life cycle. He is specialized in application development for data management. Founder of Technology for Change Foundation a local NGO focused on empowering local charities with IT solutions

Hissein's role is to produce a **Technical Requirements document** that will bridge between business needs of the project and the users' expectations in terms of the technical aspects. This will communicate the technical aspects to the designers.

It will not be the final document, but it is essential and can be adapted to meet new needs and realities. Brings our vision into a database solution usable by ourselves and clients.

Steps to achieve this:

- a) requirement gathering stage (from personal teams): expectations, outcomes, objectives, scope, target users
- b) survey to collect feedback and understanding of what the project is about and get your feedback

Once we have these two parts then we will start to work on the final document with technical and non-technical inputs to help technical designer including diagrams to explain processes, security, access controls and levels.

QUESTIONS:

(Q) Richard: does the requirements document cover:

- Privacy Information and how it complies with privacy law?
- Legal aspects and ownership of data and where it resides?

Answer to Q1: Hissein will be able to suggest management of data once he knows it better – what information should be in database or omitted?

Answer to Q2: that's a decision for the clients. Hissein will provide a blueprint and a recommendation – hosted in Canada is a must.

Joni: there will be BC government requirements around privacy. The IT dept at MJEDC will look Requirements document.

Alexandra: the contract and MJEDC regulations have been provided to Hissein and he will assure privacy laws are complied with.

(Q) Demetrius: (to Joni) will the BC government expect data to be shared?

Answer: some reporting will be expected but only at a high level with all identifiers removed.

Alexandra: Marzieh has already set up interviews to discuss this with Joni and Leanne (IRCC) to get an understanding on what government expectations for sharing information will there be at both levels.

Hissein encouraged everyone to provide input as much as possible to make sure all issues are covered.

Contact: hissein.idriss@gmail.com

Alexandra: is working with Marzieh, Jackie, and Hissein to make sure all information is included and sent to Hissein; and the final document will be shared with CHARMS committee before it goes forward.

Survey & Interviews:

Survey about to be circulated and interviews being set up – if invited please do both.

75 respondents for survey; 25-30 providing a 'deep dive' via the interview process.

QUESTION:

Joni: have we determined scope of project: is it a) post-emergency housing and is it b) service provider only users – can claimants access system or not? This will affect the kind of reporting needed.

Marzieh: a) survey and interviews will ask at what point do you want the system to be used?

b) if claimants could access system it would be most beneficial but Hissein looked at the system and recommended no on the basis of:

- It could jeopardize security if open on 2 levels
- Accessibility would be an issue as there would be a need for many languages and that would drive up cost.

Survey will help clarify all these issues.

In late September met with MAP Executive around the questions to add to survey and reworked these and shared with Hissein to make sure they would generate the information needed.

Very comprehensive **stakeholder list** developed (127 names) – govt, settlement agencies and emergency housing providers.

Ali suggested we add Muslim Food Bank. Marzieh said the stakeholders were many more than MAP but need to be housing focused.

Purpose of the survey is:

- a) What is being done now to help RC's access housing?
- b) What is needed? – mostly technical issues for a better system.

Marzieh reviewed the survey and Jackie noted necessary changes.

Broad Survey Suggestions: Add an 'I don't know', 'None of the Above', 'All of the Above', 'Unknown'

More Specific Survey Suggestions:

On average, how many refugee claimants do you serve per year?

- Be more specific that this is pre-COVID. *On average, how many Refugee Claimants does your organization serve annually, in person or virtually (pre-COVID 19)?*
- Indicate what kind of service. Some services have moved online while others are still in-person.
- Understand volume served. Monthly breakdown instead of per year.
 - Challenge: ebbs and flows depending on the season.

Since March, how many refugee claimants has your organization served?

- Break down the number of refugee number shelters. (e.g. 20-60 as opposed to 0-50).
- Served vs. housed for refugee claimants. Add in definition of served. Especially in this pandemic time, in person? Virtually?
- Serving the same person or repeatedly?
- Have separate question: pre-COVID and post-COVID numbers.

What cities/geographical areas does your organization serve?

- Option of 'all of BC'.

At what point do you currently make/receive housing referrals for refugee claimants?

- Clarify POE = Port of Entry.
- Add Mandatory Quarantining Upon Arrival.
- Split into 3 questions:
 - At what point do you make housing referrals?
 - Where are you currently receiving housing referrals?
 - At what point do you receive housing referrals?
- Remove 'housing referrals' (and define what you mean by housing) – how do refugees access your services/where are they coming from?
- Some other questions to consider:
 - *At what point do you currently make housing/shelter referrals for refugee claimants?*
 - *At what point do you currently receive housing/shelter services for refugee claimants?*
 - *From where do you access your housing/shelter services for refugee claimants?*

- *Where are you currently making the housing/shelter referrals?*
- Specifically say that these questions are housing services only. *How many refugee claimants do you receive for housing?*

Which of the following best describes your clients?

- Add 'Couples', 'Singles', and 'Unaccompanied minor'
- (show what that stands for) POE – Point of Entry (Border, Airport)
- (show what that stands for) Inland Claim (made from within Canada)
- Rephrase question: *Which of the following clients do you serve? Select any that apply.*

What age range are your clients?

- Check boxes with age range (e.g. 0-18)
- Push back against the age range. Easier to input own entries.
- Check boxes: Infant, child, youth, adult, senior.
- Rephrase question: *Does your organization serve under the age of 18? Yes or no.*

What countries do your clients come from?

- Top 5? In the last 2 years? What kind of information is needed?
- Drop down of the top 10 countries that you know of that are popular over the last 3 years. Option for other.
- Top 10: Pull from refugee housing. Who've been the top 10 countries this past year. Check the ones you know of. Space for Other.
- Maybe include another option that asks what languages each speaks?
- Don't include this and the last question. Can get the information later. Organize the data later on.

AGREED to send out survey for comments – please return within 48 hours.

Alexandra suggested that they may split into a smaller group when it's time to review Requirements Document as it is a lengthy procedure. The results could then be referred to the group at large.

ADJOURNED. Next meeting Nov 18 1:30 – 3:30

Minutes will go out from August, September, and October meetings together.