



BC Refugee Claimant Housing Referral and Data Management Project

Minutes of the CHARMS Advisory Meeting #12

Wednesday January 5, 2022 - 1:00 pm (Zoom)

Present: Marzieh Nezakat (MOSAIC), Sherman Chan (MOSAIC), Joni Rose (MUNI), Demetrius Schwab (Union Gospel Mission), Nicole Stinson (BC Housing), Iris Solorzano (Options), Sabrina Dumitra (AMSSA), Mahi Khalaf (SOS-ISSofBC), Julia Wu (BC211), Thanh Lam (MAP Co-Chair/MPNH), Jenny Moss (MAP BC Executive)

Meeting Chair: Marzieh Nezakat (MOSAIC)

- Welcome to everyone - Jackie was unexpectedly called away from work.
- Marzieh acknowledged that she was speaking from the unceded territories of the Musqueam, Squamish and Tsleil-Waututh people and that she appreciates the opportunity to work from there.
- The generous financial support of Ministry of Municipal Affairs was also acknowledged.
- The meeting covered just two topics:
 - Brief Overview of External Testing Session
 - Refugee Claimant Navigation Website

Overview of External Testing Session: December 17, 2021

External testing with Mahi (SOS-ISSofBC), Iris (Options), Vanessa (Journey Home Community) Mohammed (Kinbrace), Jenny Lam (Options/MAP Exec), Jenny Moss (MAP Exec), and Sherman & Kim (MOSAIC) observing.

Context: Internal testing with MOSAIC/MAP and all consultants was completed first.

Following it was useful to test externally to receive feedback

The participants were introduced again to BC CHARMS – the need that it is designed to respond to, how the system will improve the sector's work.

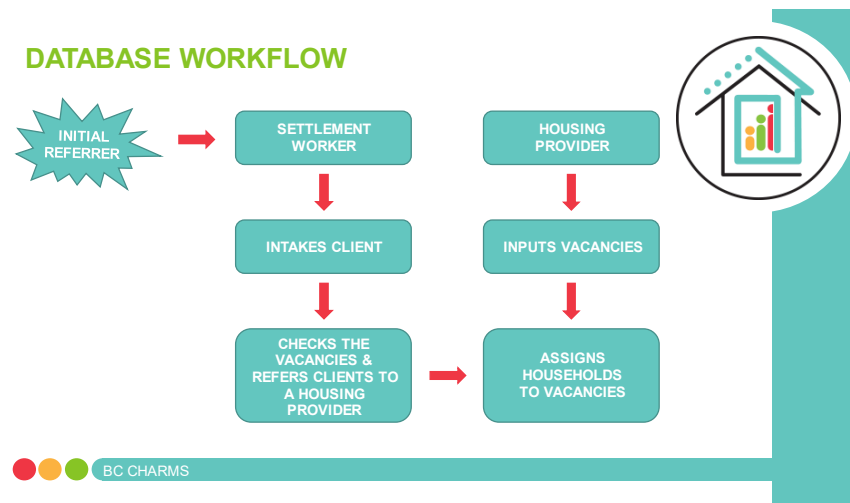
1st group: settlement worker group: Mahi and Iris

2nd group: housing providers: Vanessa and Mohammed

Each group were given clear instructions and scenarios. They had full access to database.

The group provided Lots of feedback that Apricot will address in their final meeting soon with MOSAIC and then a 2nd team from Apricot will begin soon to work on any more changes

Marzieh outlined the very general information flow that the testing group created:



Marzieh requested those present at the External Testing to provide their feedback:

Addition: did participants think that data inputting was too onerous?

Marzieh: on first try it is a bit overwhelming and it's a bit difficult to work out how to use it.

Settlement workers will need to put in time to learn the system then it should only take 10 – 15 minutes to do all intake.

Mahi (SOS): from settlement workers point of view at SOS we are lucky because we have dedicated housing workers who can do this – but as a Manager she couldn't ask regular settlement workers to do this – how about other agencies? Good point was that the system is flexible and that there is a 'short form' intake procedure.

Marzieh: we need the data, so we do need settlement workers to input data as long as we make it as easy as possible.

Demetrius (UGM) – in relation to privacy policy we discussed last meeting - maybe we could cut some of the data needed from the first intake and do it 2-tiered. First part would be very simple and straightforward, then only add other data at a later more constrained stage.

There are some issues that can definitely be done later – but we have certain pieces that are necessary to do at first stage which will take some time.

Mahi: we did make some points on Dec 17 and Marzieh did take notes

Marzieh: confirmed these changes or simplifications will be made (like copying etc.)

AGREED: to say that time saving will come in the long term – worth it in the end. Important message in the promotional phase.

PLUS: BC CHARMS is way easier than OCMS or other databases.

Questions:

Mahi – are there some rules around how long to wait to hear back after inputting data?

Guidelines about expectations of how many days worker must wait for a response.

Marzieh – will all be part of the training: roles and responsibilities including Guidelines. These will be provided to this Advisory Committee for comment beforehand.

Demetrius: Does intake have to be done with client present, or can you note the data and input later?

Marzieh: It is very similar to what we are currently doing during Covid. The intake is done over the phone and noted, then later inputted.

However: Consent must be done first (together) and entered into the database and signed.

- System is also mobile friendly
- You can return later and complete work

We will share more as we make more changes.

Refugee Claimant Navigation Website

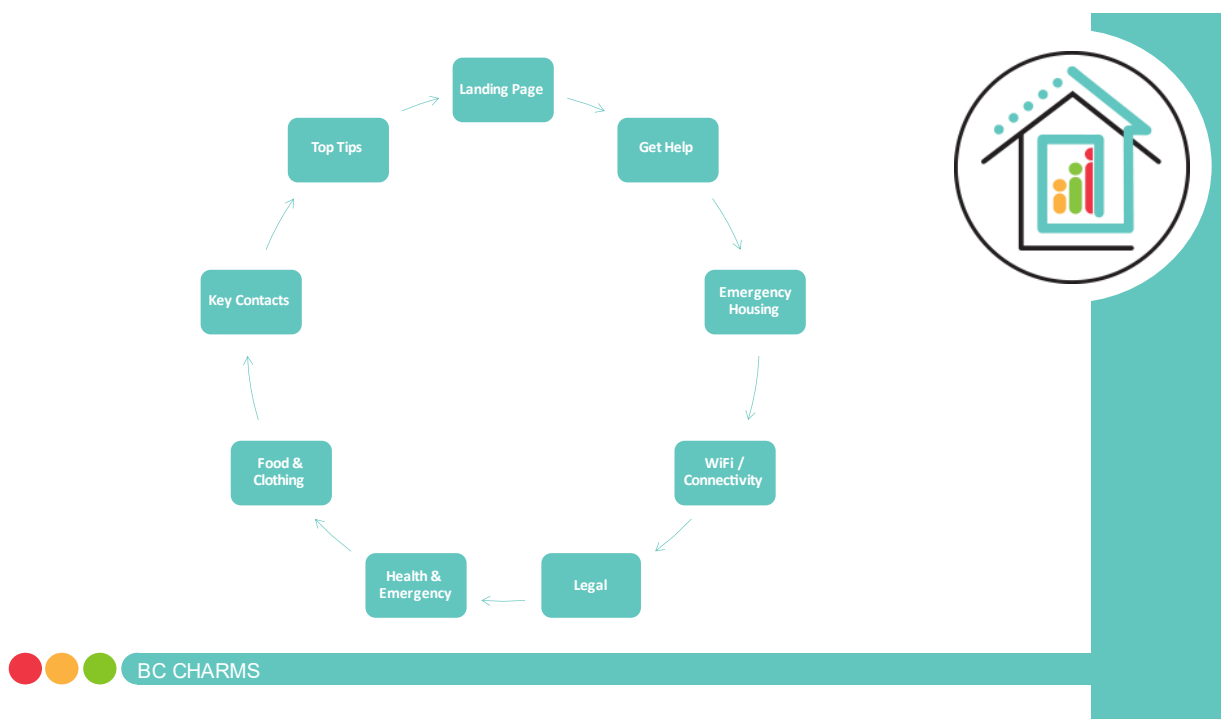
Marzieh provided a background – arriving claimants are always searching for information on the internet – there is a need for a technological solution to replace older packages that claimants now receive.

The goal is to provide information to fill the gap between arrival and contact with a settlement worker. The website will not attempt to replicate other sites like BC Newcomer Guide.

It will be language simple and image heavy (because of language barriers) and Marzieh will draw on her ESL training and check wording with some former claimants with lower-level English.

Funder has agreed to this as a BC CHARMS sub-project and MOSAIC has started working with a new design company on a new mock-up of a helpful website.

DESIGN CONCEPT:



Marzieh shared screenshots of each of the 10 proposed pages **(please see slides attached with descriptions)**.

After reviewing Marzieh requested suggestions and feedback:

- Review language so it's familiar to refugee claimants (e.g., use asylum seeker or protection rather than refugee claimant that is too Canadian). Try to avoid word 'agency' as it can be misconstrued to relate to government.

- Suggestion for Top Tips: add Labor Law link as refugees often have questions about employment and their rights.
- Suggestion – the Landing page looks like it is written for settlement workers (this information could be useful elsewhere to help settlement workers when directing claimants to the website.)
Content is good but make this page more user friendly in terms of language.
- Page 3: Please provide consistency in language around shelters/housing especially the term ‘transition housing’ which has different meanings for different populations (women fleeing violence).
Plus, awareness of rights in terms of accessing housing – human rights, tenancy rights, anti-discrimination law (can’t turn people away) Whether that’s a link to another page or direct information.
Use of National Occupancy Standards to turn larger families away is also not lawful.
- Suggestion: the definition of who is a refugee claimant should be included on landing page as there is frequently confusion as to what the name is in Canada. Keywords: seek asylum, protection.
Use these keywords repeatedly for SEO pickup too.
- Suggestion: write the website in the 2nd person (or at least the Landing page)
e.g.: You just arrived in Canada, and you need...
Would help by speaking directly to the person and create that connection.
- Page 5: Legal page: link to Ready Tour legal page which has updated, exact and well-ordered information (<https://refugeeclaim.ca/en/>)
Suggestion: split the legal page – for those who have yet to make a claim / those who have made a claim
Page 6: Likewise the Health page could link to Umbrella Multicultural Health Clinic’s info page (<https://umbrellacoop.ca/helpful-infographics/>)
Responses: must avoid people getting lost by going to links – the site is aiming to connect claimant with a settlement worker.
May need to triage need – the website should respond to claimants at different stages:
made a claim? OR not made a claim
- Don’t include too much information that could go stale – would be better to link to sites that are always updated (Ready Tour/Umbrella for example.)
- Suggestion: the Landing Page could include a YouTube video with subtitles in different languages – to give an overview of the basics and encourage take up and trust.
And we can use video clips already produced (e.g., for housing)
- Question: is website in different languages?
Marzieh – it will be linked to Google Translate for different languages but also uses very simple instructions and a video could be useful.
- Recommendation: – be careful not to look like THIS IS THE PLACE – we need to make sure claimants know about other services and resources too – like the updated Newcomer Guide.

First Contact had great tools – a card with a phone number, a phone call, a package with information including an interactive map

On the Landing Page can we put BCSIS contacts first and foremost so claimants can connect to an agency by location asap?

Response: – agreed - this is supposed to be a simple connect to key service providers.

- Please make sure that the tool is available immediately on arrival – in the middle of the night for example – it would be important that CBSA & IRCC are trained to point claimants to the website – maybe through a card? And a phone call is always more helpful if it is possible.
- Suggestion: maybe use part of First Contact info – photos of contact numbers, interactive map – a digital product that folks could take a screenshot.
Proviso: need to make sure always that info is up to date.
- Suggestion: make sure the website is easily printable – especially the Get Help page.
- The web address will be on a small card that will be sent to CBSA and IRCC to let claimants know about the website.
- Web name: refugeeclaimants.bc.ca initially suggested – but could be ‘Stayincanada.com’ or equivalent easy name.
- Screen capture is a very common habit nowadays – rather than printing.

Question: should we list all BCSIS agencies? More or less?

- Response: can contacts on Get Help page be placed geographically by region?
- Listing many might favor one agency over another? It should not be confusing or a competition
Explanation of why it’s best to have one phone number to fit their unique needs: geography/language the most important variables)
- Preference for just one number – claimants may be confused by many options – need a ‘211’ for refugee claimants.
- Suggestion: the geographic framework might provide the logic to help people make that choice.
- Suggestion: could there be a simple question to refer user to a particular agency – or a location request prompt?
Julia added that language/location were main factors for success.
Agreed that it’s important to know what languages agencies offer.

Marzieh said they will continue to work on the website and share developments.

There are no more regular meetings planned so MOSAIC will contact everyone in good time if another meeting is needed.

- **Adjourned 2:35**