



NATIONAL
CONNECTOR
PROGRAM

PROGRAMME
DE CONNECTEUR
NATIONAL

HALIFAX
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**Progress Report
for
NATIONAL CONNECTOR PROGRAM**

For the Period: October 1 to December 31, 2017

Agreement with:

Immigration, Refugees and Citizenship Canada and the
Halifax Partnership
(Halifax Regional Business and Community Economic Development Association)

Agreement Title:

National Connection Program

Duration of Funding:

2017-04-01 to 2020-03-31

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Submitted to:

Immigration, Refugees and Citizenship Canada
January 31, 2018

NATIONAL CONNECTOR PROGRAM 2017- 2020
ACTIVITY REPORT: Year 1 – Q3 (October 1 to December 31, 2017)

Planned Activities	Expected outcomes	Year 1: Q3 October 1 to December 31 2017	Year 1: Results April 1, 2017 to December 31, 2017	Program Results 2013 to December 31, 2017	Year 1 – Q3 Variance Results	Notes
<p>1. <i>Recruit potential new connector programs through Request for Proposal for 10 programs and continued support of the existing National Connector communities</i></p>	<p>10 new Connector Programs</p>	<p>Q3 -4 New NCP Communities</p> <ul style="list-style-type: none"> • Cornerbrook, NL • Grand Falls, NL • Charlottetown, PE • Summerside, PE 	<p>8 New NCP Communities</p>	<ul style="list-style-type: none"> • 31 NCP Canadian Communities <p>Plus</p> <ul style="list-style-type: none"> • 5 International Connector Communities (St. Louis; Detroit; Ann Arbor; Bern, Switzerland and Sweden <p>Plus</p> <ul style="list-style-type: none"> • 1 New International Community - Engage, Ann Arbor, MI 	<p>No variance to report</p>	<p>Current Status of Connector Programs</p> <p>OPERATIONAL:</p> <ul style="list-style-type: none"> • CPA Alberta Joint Venture (formerly Calgary CGA) • ERIEC • IECBC-Vancouver • Calgary Connector • St. John's Board of Trade • Ottawa • Campbell River • Surrey • ASTTBC • Yukon • Western Region, NS • Central Okanagan • Cape Breton Partnership (CBP) • Waterloo (KWMC) • Success, Winnipeg • ACCES -GTA-Toronto, Scarborough, Mississauga, Brampton, North York • Conseil économique et coopératif de la Saskatchewan (CÉCS) <p>NO LONGER OPERATIONAL:</p> <ul style="list-style-type: none"> • TRIEC (replaced with ACCES) • Waterloo Region Focus for Ethnic Women (no funding) <p>RAMPING UP: (Ramp up status includes the following stages: funding proposal, hiring of program coordinator, remote and on-site training)</p> <ul style="list-style-type: none"> • Valley REN (pending funding) • ONB-Moncton • ONB-Fredericton • ONB-Saint John • Corner Brook, Newfoundland • Gander, Newfoundland • Charlottetown, PE (Expansion of PEI Connector program) • Summerside, PE (Expansion of PEI Connector program)

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	Review potential applicants' expression of interest and, at most, two letters of support from unfamiliar lead organizations	Immploy, London Niagara Workforce Planning Board			No variance to report	<ul style="list-style-type: none"> Discussions took place for possible expansion of PEI Program to include immigrant stream. Discussions regarding expansion of St. John's program to move province wide. Discussions under way with Immploy, London, ON Discussions under way with Niagara Workforce Planning Board <p>International interest:</p> <ul style="list-style-type: none"> Presented Connector Program to ---University of Lapland, Finland who expressed interest. Engage, Ann Arbor, Michigan reached out to learn more about the program. Change Agency, Pittsburgh reached out to learn more about the program. BCG, Denmark reached out to learn more about NCP -Portugal invited Robyn as their guest to present at an international conference to speak about youth and immigrant retention and attraction taking place in Feb.
	Carry out telephone interview with applicant organizations to ensure that potential partner organizations have the legitimate capacity to undertake a successful initiative	NL Board of Trade - expansion across NL including Grand Falls and Cornerbrook			No variance to report	
	Review reports submitted to NCP according to schedule, ensure program is planning for sustainability	On-going			No variance to report	
2. Training for new and existing NCP Community Participants	Host a Learning Exchange for Connector Programs and new industry streams through NCP staff, Council of Mentors and Interactive portal	Executed on October 30-31st, 2017			Completed	Learning exchange took place in October. 14 communities attended, and feedback has been very positive that this exchange is integral to best practice sharing and networking among the communities.

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	Onsite training for new NCP Program Managers including Connector toolkit, training manual, distance learning and webinar training for Connector Program tracking software.	On-site training -KWMC-Oct 10 th -ONB-Oct 25 th Remote training -ERIEC -ONB -KWMC -CBP -WREN -ACCESS Webinar training -ONB -Winnipeg			No variance to report	Continual enhancement of Tool exchange including effective networking strategies, speed interviewing strategies, Connector Intake process, Connectee Intake process, Program Manager interview questions, NCP PowerPoint presentation, training manual, created content for new website to be launched Q4. Presented NCP webinar for Planning for Canada in November.
	Monitor portal for acceptability and accuracy of content populated by voluntary contributions from members of the Connector Community of Interest	Continue to gather content from members of the Connector Community of Interest			No variance to report	Respond to all additional resourced suggested by the NCP communities for the NCP portal. All submissions are reviewed by Program Manager and then posted by the Halifax Partnership Marketing department.
3. Update the NCP Tracking Software	Updating and addition of new features to automate elements of current Connector Tracking process. Additions and refinements will allow program managers to spend more time face to face with business and newcomer clients rather than in data entry	Ongoing			Service provider recommends substantial upgrade to online system due to outdated technology. Quoted cost is \$85,000.	ONB will be deploying two systems to provide fully bilingual services in French
	Identify rich data suitable for 3rd party research that will inform on trends and opportunities to improve job search and assure more targeted matches.	Ongoing			No variance to report	Program Manager is working with Halifax Partnership Economist to mine data and flush out potential areas for research. Have already mined data from Connector Programs in Nova Scotia to provide valuable targets for the Atlantic Immigration Pilot.

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4, 5, 6. Marketing, communications and engagement strategy	Develop a needs-based integrated marketing, communications and engagement strategy. This includes NCP website and portal	In progress			No variance to report	Overall marketing, communications and engagement strategy is completed. Portal refresh is underway. New NCP Marketing video and one-page marketing collateral is being created as a sales tool for the program.
	Develop the Online Newcomer Networking Toolkit	In planning process			No variance to report	Working with service provider on creating a Newcomer Networking how-to video to be completed in Q4 Researching and compiling resources for Newcomer Toolkit.
	Identify, recruit and profile 10 "Super" Business Connectors from new and existing NCP communities	In planning process			No variance to report	Planning for this project has begun and will be launched in year 2.

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PROJECT OUTPUTS/TARGETS & OUTCOMES	Connectee Results Q3 - October to December 2017	Cumulative Results April 1 2017 to December 31, 2017	Program Totals 2013 to December 31, 2017
<p>Output target: Through this project, HP expects to aid 2000 newcomers through the creation of 10 connectors programs</p>	<ul style="list-style-type: none"> • 3 Okanagan • 40 CRIEC • 25 ERIEC • 16 CECS • 11 KWMC • 23 ACCES (GTA) • 30 Ottawa • 1 WREN • 4 CBP <p>TOTAL: 153</p>	<ul style="list-style-type: none"> • 24 IEC-BC • 12 Okanagan • 9 CPA Alberta • 100 CRIEC • 42 ERIEC • 83 CECS • 11 KWMC • 45 ACCES (GTA) • 121 Ottawa • 22 WREN • 36 CBP • 22 St. John's BOT • 2 Yukon <p>TOTAL: 529</p>	<p align="center">TOTAL: 1873</p>
<p>Outcome Target: Increased Labour market participation (jobs)</p>	<ul style="list-style-type: none"> • 10 IEC-BC • 0 Okanagan • 0 CPA Alberta • 7 CRIEC • 3 ERIEC • 6 CECS • 0 KWMC • 7 ACCES (GTA) • 0 Ottawa • 1 WREN • 0 CBP • 6 St. John's BOT • 0 Yukon <p>TOTAL: 40</p>	<ul style="list-style-type: none"> 58 IEC-BC 2 Okanagan 0 CPA Alberta 22 CRIEC 7 ERIEC 9 CECS 0 KWMC 7 ACCES (GTA) 42 Ottawa 3 WREN 4 CBP 7 St. John's BOT 0 Yukon <p>TOTAL: 161</p>	<p align="center">Total: 598</p>
<p>Outcome Target: Increased Labour market and community integration through connector meetings, networking associations and community-based activities.</p>	<p>Networking Association and community-based activities:</p> <ul style="list-style-type: none"> • 2 IEC-BC • 0 Okanagan • 7 CPA Alberta • 0 CRIEC • 0 ERIEC • 3 CECS • 5 KWMC • 6 ACCES (GTA) • 1 Ottawa • 3 WREN • 8 Cape Breton Partnership • 0 St. John's BOT • 0 Yukon <p>TOTAL: 35</p>	<p>Networking Association and community-based activities:</p> <ul style="list-style-type: none"> • 5 EC-BC • 1 Okanagan • 11 CPA Alberta • 0 CRIEC • 5 ERIEC • 5 CECS • 5 KWMC • 13 ACCES (GTA) • 1 Ottawa • 10 WREN • 16 CBP • 4 St. John's BOT • 0 yukon <p>TOTAL: 76</p>	<p align="center">Total: 190</p>

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PROJECT OUTPUTS/TARGETS & OUTCOMES	Connectee Results Q3 - October to December 2017	Cumulative Results April 1 2017 to December 31, 2017	Program Totals 2013 to December 31, 2017
<p>Outcome Target: Increased Labour market and community integration through connector meetings, networking associations and community-based activities.</p>	<ul style="list-style-type: none"> • 0 IEC-BC • 3 Okanagan • 6 CPA Alberta • 0 CRIEC • 14 ERIEC • 22 CECS • 31 KWMC • 14 ACCES (GTA) • 10 Ottawa • 9 WREN • 23 CBP • 14 St. John’s BOT • 0 Yukon <p>TOTAL: 146</p>	<ul style="list-style-type: none"> • 28 IEC-BC • 39 Okanagan • 13 CPA Alberta • 30 CRIEC • 31 ERIEC • 29 CECS • 31 KWMC • 30 ACCES (GTA) • 35 Ottawa • 58 WREN • 50 CBP • 50 St. John’s BOT • 4 Yukon <p>TOTAL: 428</p>	<p align="center">Total: 1572</p>
<p>Outcome Target: Increased Labour market and community integration through connector meetings, networking associations and community-based activities.</p>	<p>Connector Meetings Q3 Results Oct – Dec 2017</p> <ul style="list-style-type: none"> • 0 IEC-BC • 4 Okanagan • 10 CPA Alberta • 25 CRIEC • 21 ERIEC • 6 CECS • 5 KWMC • 28 ACCES (GTA) • 9 Ottawa • 9 WREN • 12 CBP • 5 St. John’s BOT • 0 Yukon <p>TOTAL: 134</p>	<ul style="list-style-type: none"> • 43 IEC-BC • 19 Okanagan • 45 CPA Alberta • 96 CRIEC • 32 ERIEC • 13 CECS • 5 KWMC • 42 ACCES (GTA) • 65 Ottawa • 37 WREN • 22 CBP • 15 St. John’s BOT • 3 Yukon <p>TOTAL: 437</p>	<p align="center">Total: 1957</p>

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EXPECTED OUTCOMES	Q3 - October to December 2017 (Annual Results will be compiled at Year-end)
Increase Newcomer confidence and knowledge through mentorship; skill development, and relationships	<p>IEC-BC: During Connections networking events newcomers were divided in occupational groups to network with employer representatives and hiring managers with the aim to gain information and advice about a targeted career choice in Finance, IT and telecommunications industries. Newcomers learnt first hand about potential job opportunities and heard from Recruitment teams about specific hiring practices.</p> <p>Okanagan: Working closely with Kelowna Community Resources to ensure support is available when required.</p> <p>CPA Alberta: In November hosted a two-part workshop series, in Calgary, to support members in building relationships both online and offline. This session will be replicated in Edmonton in January. https://dailydividends.cpaalberta.ca/onlineoffline-professional-networking-workshop-series/</p> <p>St. John’s: Bringing program Island wide and developing relationships with Industry Associations and ANC.</p> <p>Yukon: Regular updates of Yukon Connector Program Facebook page with networking tips and others.</p> <p>CECS: Face to face meetings and phone call meetings with almost all Connectees. Workshop and training delivered through lunch and learn.</p>
Outline any other activities you’ve introduced to aid Connectors/Connectees	<p>Okanagan: Presentations at Okanagan College to reach out to Connectee’s. Roundtable for service providers to discuss the program.</p> <p>ERIEC: Connectee was introduced to a CPA – luncheon to connect with local Accounting Professionals in October 2017.</p> <p>Ottawa: Informational interview workshop.</p> <p>WREN: Connectees were invited to the Western REN Annual Summit. 10 were able to attend. The theme of the summit was “Landing the Right Talent”. One of the Connectees was offered a job soon afterwards by one of the attendees (business owner) who had the opportunity to meet him at our event.</p> <p>St. John’s: Working on a Connector and Connectee news letter and webpage and daily blog.</p> <p>CECS: Started ‘Connector Café initiative’ in partnership with BizAcademi. It’s a monthly networking event for Connectees and Connectors.</p>
Engagement of similar immigrant-serving organizations, multicultural associations, municipalities, and language providers, including LINC and Bridging programs	<p>IEC-BC: City of Surrey, IEC-BC PINs group, service provider organizations, including: Back in Motion Rehab Inc., ISSofBC, DiverseCity, North Shore Multicultural Society, Training Group at Douglas College</p> <p>ERIEC: On November ERIEC attended an event hosted by NAIT – Life after NAIT Good opportunity to recruit Connectors and Connectees. Rain Forest YEG – Monthly meeting for start ups, networking event where ERIEC has been promoted good opportunity to meet Connectors. Attended I Hate Networking - opportunity to promote ERIEC and Update networking skills. October HR Box Series, HR networking events to learn trends</p>

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	<p>in HR, specially in hiring and retaining process. EISA Open House, to meet staff, explain about the Connector Program for referrals. Provided presentations to Bredin Centre for Learning, EISA, Action for Healthy Communities and Homestead Coworking.</p> <p>ACCES Employment: Engaged ACCES Employment’s Speed Mentoring® program and 6 in-house bridging programs. Conducted outreach across various settlement and community service programs.</p> <p>CBP: Getting referrals from the local Immigration settlement services. Planned to organize employment related workshops with NS Works. Delivered presentations to all municipalities, raised awareness of the program and made a request to recruit councillors and wardens to be Connectors. Met with African Nova Scotian Affairs and tried to identify some Connectors and Connectees from their group. Connected with the Immigration Francophone to recruit some French speaker Connectors and Connectees.</p> <p>CECS: Established partnership with Regina Open Door Society. Developing partnership with Junior Achievement youth entrepreneurship program (mostly participating business leaders).</p>
<p>Presentation and site visits to targeted universities, colleges, and entrepreneur-focused organizations and occupational associations to establish these projects</p>	<p>ERIEC: Edmonton Immigrant Services Association (EISA) presentation to the staff. Presentation was made for the alumni of the workshop Networking Empowerment Workshop organized by Action for Healthy Communities. As a result, a partnership was formed and the alumni will be referred to ERIEC to the Connector Program.</p> <p>CPA Alberta: Presented at Centre for Newcomers.</p> <p>KWMC: Presented at; Communitech, KW Chamber of Commerce, Toastmaster, Cambridge Chamber of Commerce, The Working Centre, Wilfred Laurier University.</p> <p>ACCES Employment: Delivered presentations to ACCES Employment bridging program participants (across 6 sector programs) as well as to various settlement and employment services organizations including; VPI Georgetown; The Centre - Milton; Newcomer Welcome Centre Mississauga; Georgetown Community Centre; and various churches and faith groups.</p>
<p>Focused activities (e.g. Speed interviewing; interactive portal contributions; recognitions ceremonies; site visits; learning exchanges)</p>	<p>IEC-BC: Connectees participated in the Connections Networking Event held in October, was a part of the Surrey Newcomer Week and designed to increase employers’ awareness about the skilled immigrant labour pool in BC, while helping those who are new to Surrey learn more about the finance and technology sectors. In November, TELUS Group Mentoring event was organized by IEC-BC and TELUS and provided a unique opportunity for 22, recent immigrants (Mentees/Connectees) to Canada to hear first hand from TELUS team leaders and hiring managers about ways to make a successful transition to the Canadian labour market. This event was designed as a contribution to TELUS commitment of volunteering a #MillionHours.</p> <p>ERIEC: October 13 – Deloitte Impact Day a total of 24 ERIEC clients signed in. November 6 - ERIEC hosted a Speed Career Networking Event for Engineer Professionals with the City of Edmonton, total of 15 ERIEC clients attended. December 7 - ERIEC hosted with Royal Bank of Canada a Speed Career Networking (SCN) event for Finance Professionals, total of 16 ERIEC clients attended.</p> <p>CPA Alberta: Attended the learning exchange at the end of October. Main take away was to look at some of the program evaluation process that CPA presently uses for the connector program. We have been in touch with the Ottawa Connector Program, who has shared their process with us.</p>

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	<p>KWMC: Obtained training about the Connector program. Attended the Learning Exchange Conference in Halifax to learn from the best practices and challenges of the communities already implementing the Connector Program.</p> <p>Ottawa: Speed Interview event with SurveyMonkey.</p> <p>CPB: For this quarter, the Cape Breton Connector Program has been focusing on the strategies of recruiting Connectors and Connectees, such as; Editing Connector and Connectee toolkits, formatted program information to the public and future Connectors and Connectees, changed the Connector Program website page, identifying Connectors from networking events and attended the Learning exchange event to learn best practices across Canada.</p> <p>WREN: Attended the YREACH annual newcomers' reception. This was a potluck event where awards were handed out to newcomers. Attended the Learning Exchange in Halifax.</p> <p>CECS: Participation to SABEX (Chamber of Commerce award) through Checks n Balances. "Connector Café" monthly networking event.</p>
<p>Testimonials from existing networks of organizations and communities already implementing the Connector Program</p>	<p>IEC-BC: <i>"It was such a pleasure to work with you all last week on this event and I was so glad to see all the connections that were made on so many levels." Company representative</i></p> <p><i>"I would like to thank you IEC BC team for providing such a wonderful platform for newcomers/immigrants to connect with professionals in their field. I would love to share my success stories with you and your team so it can be beneficial for more newcomers."</i></p> <p>ERIEC: The Connector Program was recognized and mentioned in the graduation ceremony Networking Empowerment Workshop targeting newcomer women in Dec 2017. The aim of the sessions was to teach women life skills such as goal setting and decision making, career planning, and employability skills.</p> <p>WREN: "Brenda, I would like to express my extreme gratitude for you and your teams' effort in trying to find me employment in the TriCounty area. You worked very hard and I was fortunate to meet some key people with strong ties to the community.</p> <p>The Summit was certainly a key event for me. Having a voice of opinion on the barriers of employment seekers needs to be heard, and not just assumed at the Employer level. I believe this was accomplished. Thank you again for everything."</p> <p>"The Connector Program allowed me to get to know key stakeholders in my field who could then guide me on my search for employment. Meeting in person with my connectors gave me the opportunity to introduce myself more formally than being just another resume and also made me feel like I was an important part of the community. Thanks to the Connector Program, I found a job in my field that will provide me with valuable experience as a professional."</p>
<p>Train the Trainer and other professional development opportunities</p>	<p>Sasha Sears, NCP Program Manager attended Train the Trainer course and is now a Certified Trainer. Training is being utilized to revamp the training manual and PowerPoint presentation for on-site training.</p>