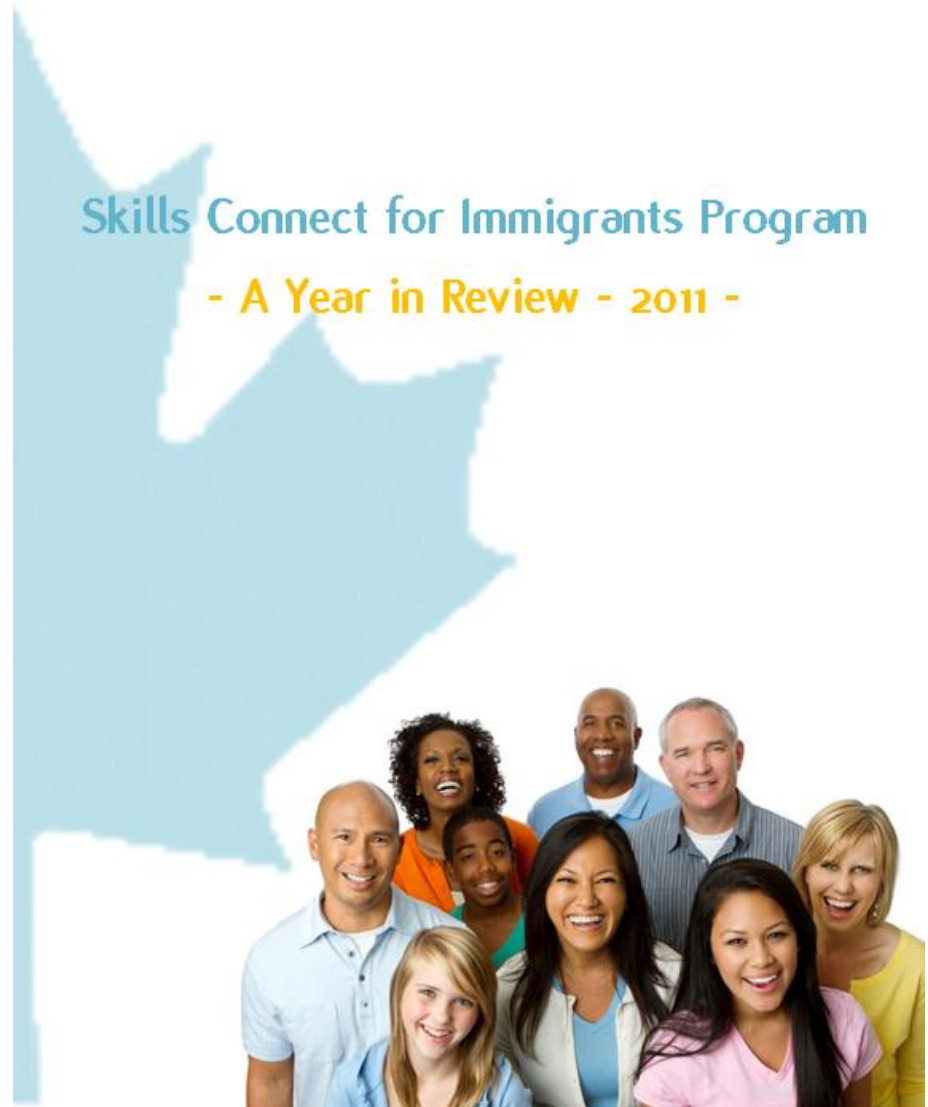


Skills Connect for Immigrants Program

- A Year in Review - 2011 -

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About the Skills Connect for Immigrants Program

Skills Connect for Immigrants is an employment program that assists new Immigrants to find employment that uses the skills and training they obtained prior to coming to Canada. Services are designed to be flexible so Participants can progress through the program based on their individual needs.

Back in Motion has been offering the Skills Connect for Immigrants program since it was first established in 2007 and was specific to only a few employment Sectors. Since this time, a new stream was added in September 2007 that is specific to 12 regulated health professions for which there are significant employment shortages in BC. Since inception the Health program has participated in the Health Consortium that meets regularly. The Consortium consists of representatives from the Ministry, the Skills Connect for Immigrants Health program as well as representatives from the 12 regulated health professions that comprise the Health program. Over time, the consortium has worked together to reduce Immigrant licensing barriers, allowing Skills Connect Participants to achieve their employment goals in British Columbia.

In 2009, the original Construction/Transportation program was expanded to include all employment sectors outside of health and an additional stream was added to assist new immigrants who have less workforce experience or training. Overtime this program grew to also support Live-in Caregivers.

In 2011, alone Back in Motion Skills Connect program assisted over 800 Participants to achieve their employment goals in Canada.

“My advisor was extremely helpful all the way throughout the process. I am really impressed with her dedication and professionalism. Keep up the great work!! ~Skills Connect Participant

*“Skills Connect welcomes me as a new immigrant in a positive, encouraging and concerned atmosphere. I am so grateful for that.”
~Skills Connect Participant*

Service Efficiency

The Skills Connect for Immigrants Program target is to provide services to recently landed Immigrants in a timely manner in order to assist Participants to smoothly transition into employment in Canada. The following measures demonstrate the level of efficiency in delivering services based on Participant files closed in the 2011.

	2011
Duration (average days in program from date of program acceptance to file closure)	312.9
# of Participants who received service in the year	1312
Inquiry to Program Acceptance (occurs ≤ 20 business days)	44.6%
Program Application to Program Acceptance (occurs ≤ 20 business days)	59.9%
Program Acceptance to Action Plan Complete (occurs ≤ 20 business days)	92.6%
Action Plan Complete to Employment Start (average days in program before starting employment)	133.4

Summary of Efficiency Measures:

- On a quarterly basis, the length of time it took Participants to move from inquiry about the program to being Participants of the program steadily increased.
- From the time Participants apply for the program, they are required to meet an English Criteria based on a CLB Assessment Score. 59.9% of Participants complete the English Assessment and are accepted into services within 20 business days of completing the application.
- While Participants who gain employment tend to on average be successful around 133 days in the program, the total length of time spent in the program for those who successfully gain employment is 313 versus 312.8 for those who do not reach their employment goals within the program timeframes.

What Participants said:

"It's been a blessing working with my counsellor and its people like her that make this program the best. ... She has been the most patient person I have ever met. She really went beyond my expectations."

"My Employment Counsellor ... always motivated me and provided latest job postings and encouraged me to upgrade my skills."

"I appreciate all the help and resources that was given to me. The seminars and workshops was very helpful in understanding Canadian workplace and the society."

"I absolutely appreciate the professionalism and the support my case manager gave me!"

Participant Outcomes

The outcome goal of the Skills Connect for Immigrants Program is for Participants to gain employment in jobs that utilize their pre-landing skills, training and/or experience. The following information summarizes the employment outcomes of Participant files closed in 2011:

	2011
Number of Placements of Participant files closed in 2011	324
Percentage of Placements that are aligned with previous training/experience	21.9%
Average Wage of Participants with aligned Employment	\$28.59
Average Wage of Participants with unaligned Employment	\$18.02

Of those employed, Participants are working in the following sectors:

Employment Sector	Percentage
Retail	27.6%
Health	9.3%
Business & Finance	8.7%
Hi-Tech	8.1%
Education	7.8%
Transportation	6.2%

With respect to Types of positions secured, these include:

Responsibility Area	Percentage
Management	4.1%
Professional	23.8%
Skilled/Technical	41.8%
Other	30.3%

*Employment outcomes of unaligned placements includes: Participants who gained survival employment while he/she continue to work on licensing to gain related employment as well as Stream B Participants who may be new to the workforce.

“In my case (soccer coach) is very difficult to find information without networking. Staff worked hard to help me, and I know how it was difficult, especially in my profession.” ~Skills Connect Participant

“Staff help me with my resume and cover letter for specific job and I am working full time at that job as an Accountant.” ~Skills Connect Participant

Employer Satisfaction

Out of our commitment to serve our program Participants better as well as the employers we work closely with throughout the year we surveyed over 100 employers whom we worked with in 2011. Of those who responded:

	Percent
Employers who found a qualified employee through the Program	100%
Employers who would use the Skills Connect for Immigrants program again to fill future hiring needs	100%
Employers who would recommend the Skills Connect Program at Back in Motion to other employers	100%

When asked which of the Skills Connect services Employers have participated in, Employers said:

	Percent
Introductions to potential job candidates	85.7%
Review of resumes from potential job candidates	71.4%
Mentorship opportunity	57.1%
Provision of feedback on a candidate's skills and abilities	57.1%
Interviewing candidates for active job opportunities	57.1%
Work experience placement	42.9%
Providing information interviews	42.9%
Job Shadow opportunity	28.6%
Provision of feedback on a candidates employment readiness	28.6%
Participation in an Industry Insider workshop for Clients	28.6%

“Your agency provides a great community service to the unemployed/under-employed and to employers. I will continue to recommend your agency to employers I know who are looking to hire skilled staff.”

~Skills Connect Employer

- ✓ 100% of Employers surveyed agree that Staff followed up with the progress of the Participant, staff communicated in a professional and respectful manor and were easily accessible and available to answer questions.

Participant Satisfaction

Out of our commitment to serve our program Participants better, upon completing the program, participants fill out a consumer satisfaction questionnaire. The questionnaire solicits input with respect to service delivery efficiency, effectiveness and areas for improvement. We use these results to make services more accessible for Participants. Here is what Participants said in 2011:

	2011
Average Satisfaction Score (target ≥ 90%)	92.2%
% who would recommend us to a friend (target ≥ 90%)	97.4%
# of Respondents	164

“My Counsellor ... is very encouraging during our sessions which help me retain confidence. The receptionists are always pleasant.”

“Staff have assisted me from day 1 with Skills Connect in my job search while working on my licence till the day I landed a job as a Medical Lab Tech.”

“Staff helped me to visualize my goals and put an action plan that I was able to achieve”

Back in Motion offers excellent services and treats their clients equally according to their needs. Good job!

The workshops are very good resources to acquire the necessary skills in of training for one's job objective. The financial assistance is definitely helpful and is also a motivating factor in upgrading one's marketability of a talent.

Celebrating Success

Sarah was a Registered Nurse from India with over 7 years of work experience. She moved to Canada in March 2010.

Sarah was eager to find employment in the same field and learned about the Skills Connect Program through a friend as well as from a newspaper ad. Sarah began the Skills Connect Program in April 2010 with the hopes of completing her licensure process with College of Registered Nurses of BC (CRNBC) and finding work again as a Registered Nurse in BC.

Sarah came to Canada well prepared and knowledgeable of the licensure process and the requirements to become registered in BC. She had already sent off her application to CRNBC from India and when she came into the Skills Connect program, she was waiting to hear back regarding her assessment. During the course of the program, Sarah received assistance with her resume and cover letter as well as funding for the following: International Credential Evaluation Service (ICES), SEC Preparation Tutorials, English Proficiency Exam (IELTS), CPR, First Aide, various courses required by CRNBC taken through Kwantlen College, and the Canadian Registered Nurse Examination (CRNE).

In November 2010, Sarah secured work at a Restaurant where she worked diligently as a Counter Assistant while completing the requirements set by CRNBC in order to be eligible to write the CRNE. She also started volunteering at Residential Care Facility in order to gain some related work experience in the health care industry. In October 2011, Sarah successfully passed the CRNE and was offered a causal RN position working in the Paediatric ICU at a Vancouver Island Hospital.

Sarah re-located to Vancouver Island and is thrilled that she was able to secure work in her pre-landing occupation so soon after completing the licensure process with CRNBC. She thanks the Skills Connect Program for the support and assistance provided in reaching her employment goal.

*Participants name was changed by request

“Skills Connect is doing a great job in helping the new comers integrate into the Canadian system.”

~Skills Connect Participant

(All responses/comments used in this report are authorized for use by the Participant; Responses/Comments were revised of spelling errors)