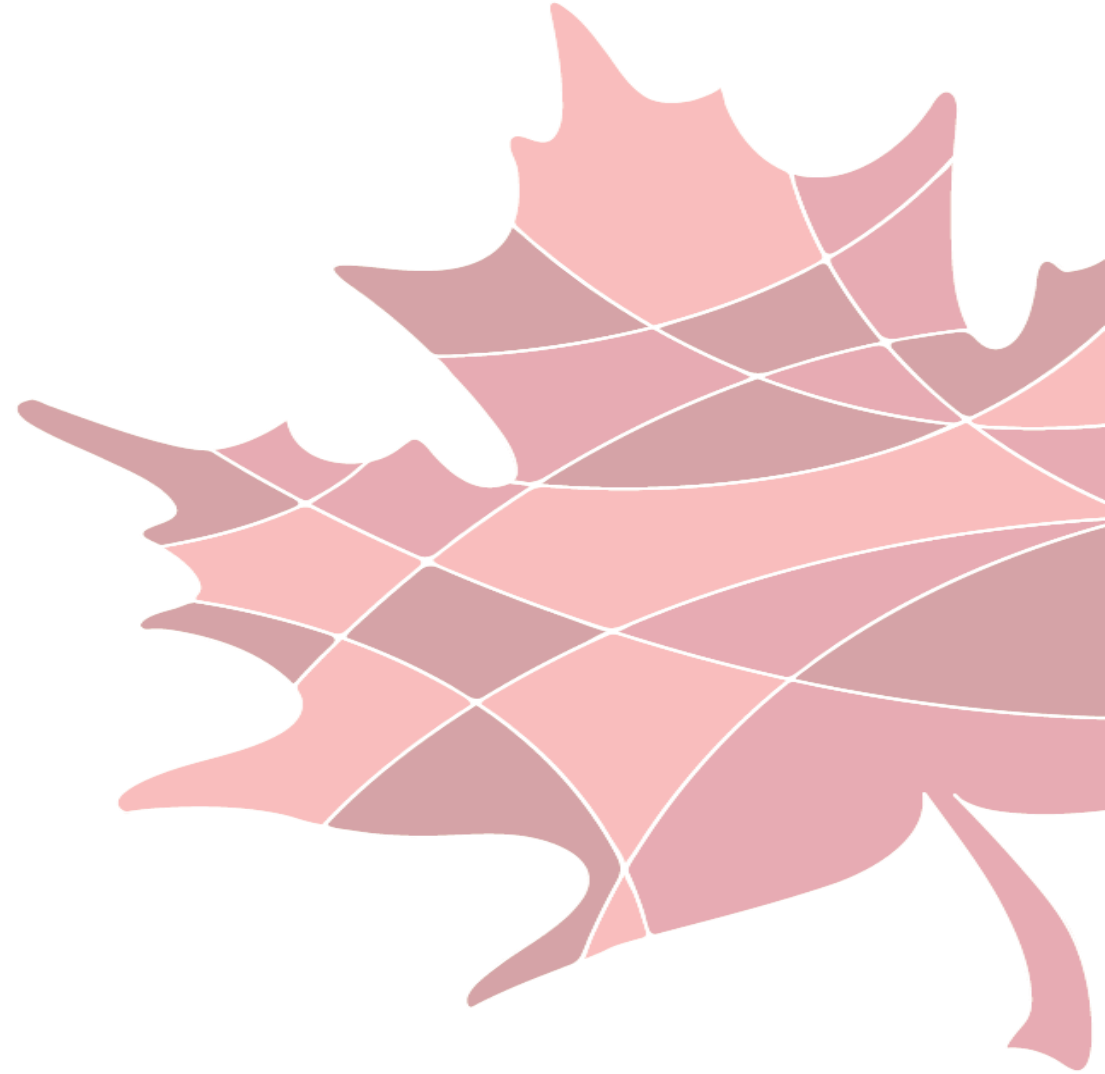
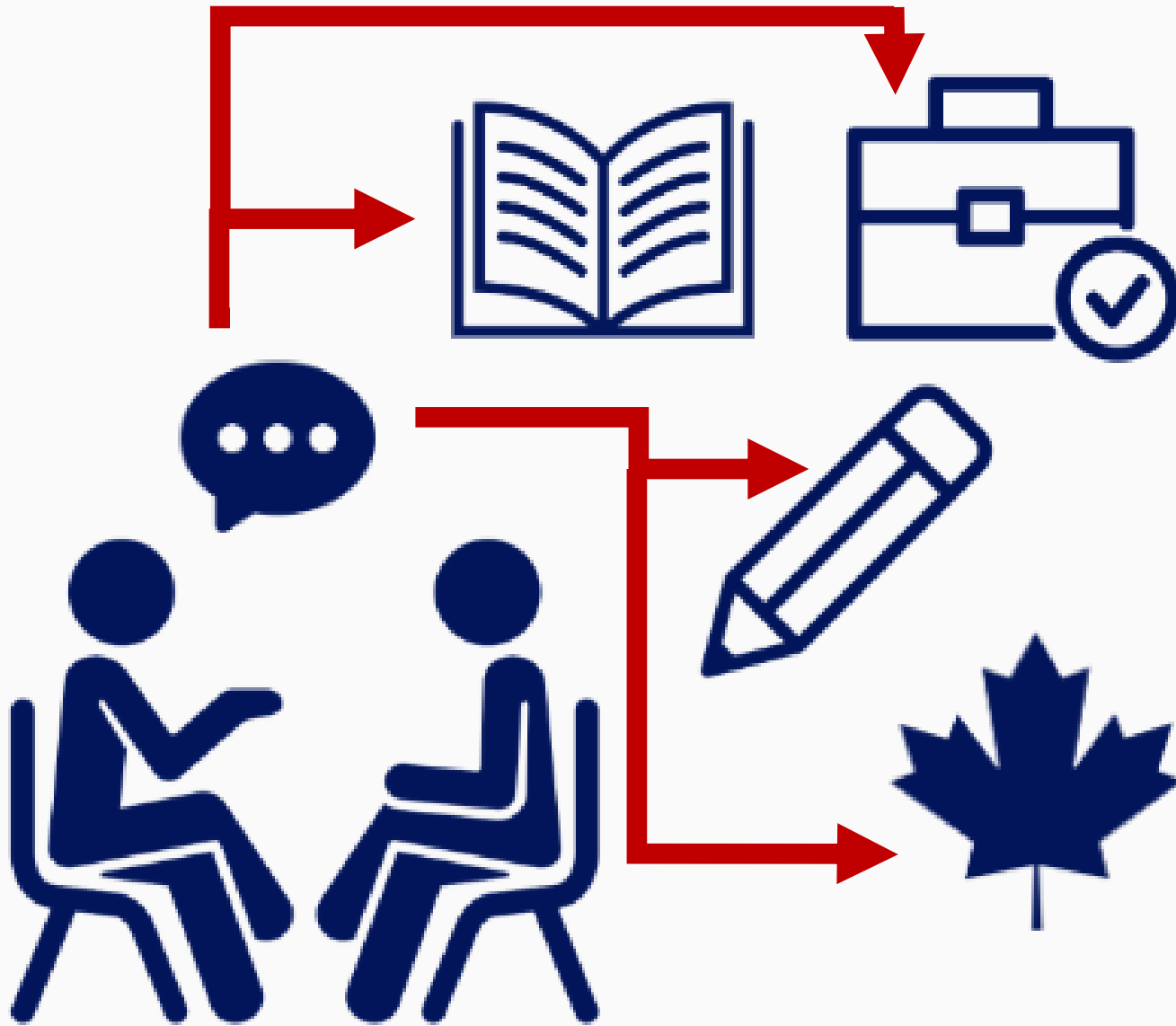


Needs and Assets Assessment and Referral Services (NAARS) Transformation





What is NAARS?

- Needs and Assets Assessment and Referral Services (NAARS) provide eligible clients with an assessment of their settlement needs and assets as well as a personalized Settlement Plan.
- NAARS is an important first step in the settlement process to inform eligible newcomers, and their accompanying family members as they pursue an active role in planning their settlement and integration journey.

Where does NAARS fit?

Client arrives at SPO



- Initial assessment
- Brief interaction
- Determined that the client needs a NAARS



NAARS



- Short-term, targeted support
- NSAT
- Determines if CM is needed
- Settlement plan

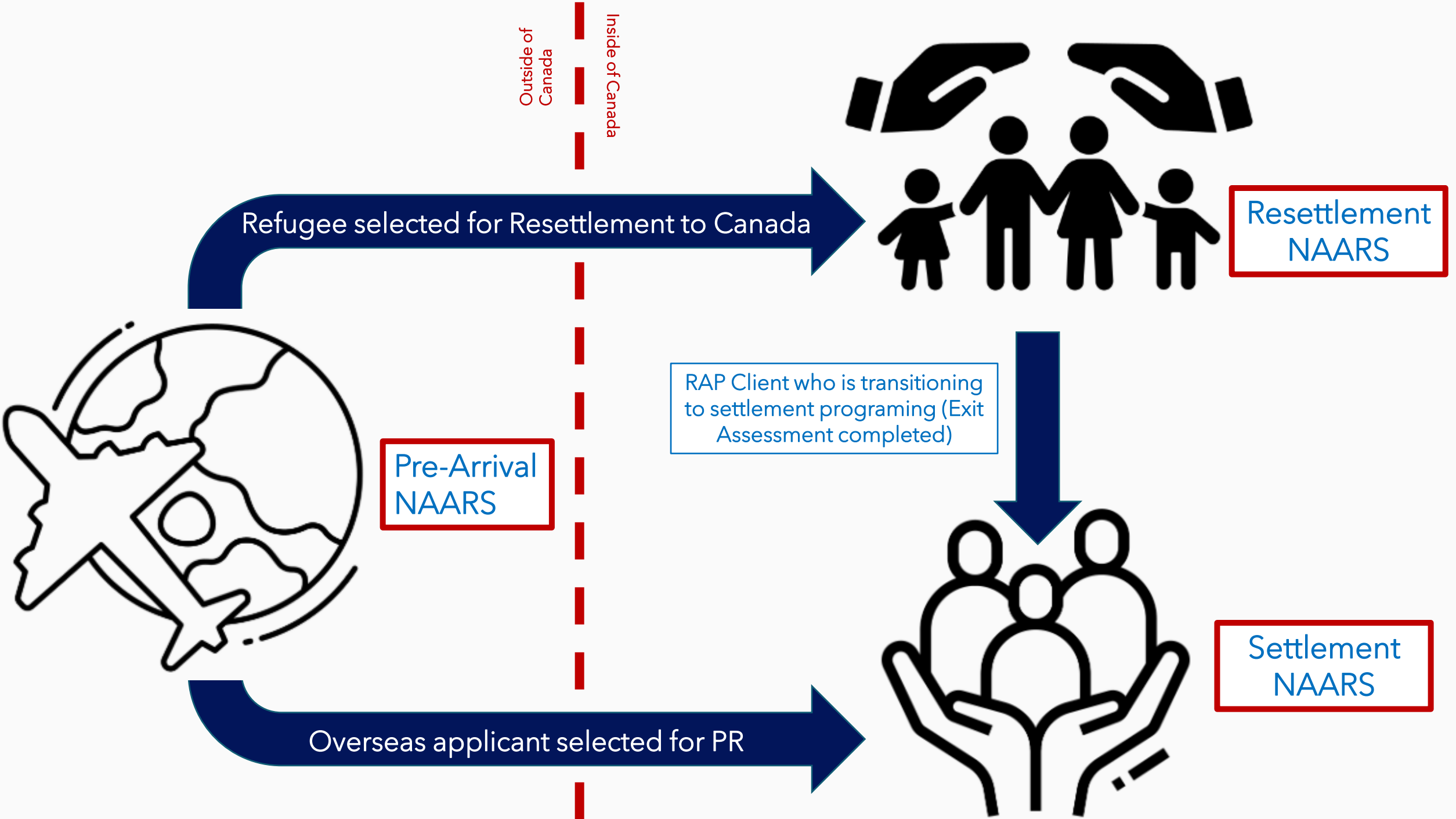


Case Management (CM)



- Long term support
- CM Case Worker determines if client needs CM





Where we were (CFP 2019)

- significant differences and inconsistencies for NAARS across Recipients
- inconsistency in reporting
- increased rate of internal referrals

Beginning of NAARS Transformation (April 1, 2025)

- implementation of the NSAT
- begin the development of the CoP parameters
- establishment of the NAT
- begin discussions on the establishment of zones

Where we want to be (April 1, 2028)

- standardization of the NAARS process
- quality referrals to other SPOs where applicable
- right service for the right client at the right time
- DNS implemented in all major cities
- Recipients begin using the standardized Settlement Plan (SP)

WHAT IS NAARS TRANSFORMATION?

There is an opportunity to bring consistency and increase efficiency in the delivery of NAARS across the country. With new funding agreements in place in 2024, NAARS Transformation will move us towards this state.

Components of NAARS Transformation include:

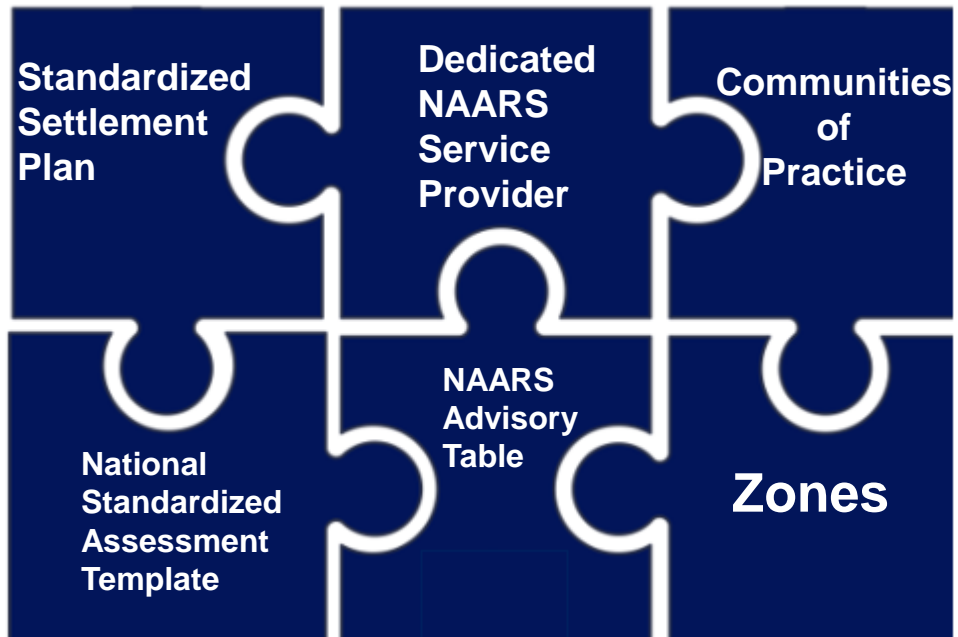
- National use of the National Standardized Assessment Template (NSAT)
- Implementation of a standardized Settlement Plan
- Creation of a NAARS Advisory Table (NAT)
- Formalizing Communities of Practice (CoP) to support knowledge sharing, referral networks in addition to the transition towards the Dedicated NAARS Service Provider (DNS) model, where applicable (i.e. major cities)
- Validation and/or creation of zones (where applicable)
- IT solutions being explored to support objectives like portability of Settlement Plans

Consider the following image...

- It's hard for everyone to see the final image of a puzzle until all the pieces align with each other.
- Each piece is interconnected, and essential to make up the full "image".



NAARS Transformation



NAARS NATIONAL ADVISORY TABLE

The NAARS National Advisory Table (NAT) is a national forum that will collaborate and consult on NAARS Transformation, monitor results/processes, identify and develop supporting policies/guidance as needed with the aim to improve both NAARS service delivery and NAARS-related settlement outcomes for clients across Canada.

COMMUNITIES OF PRACTICE

The purpose of CoPs is to:

- share knowledge, information, and best practices to facilitate adequate access to NAARS for newcomers;
- create sufficient and appropriate connections to settlement services in the community; and
- provide a path forward to collectively transition towards NAARS Transformation priorities.

What's the difference between the NAT and Communities of Practice?

- There will only be one NAARS Advisory Table (national in scope), but *many* Communities of Practice (CoPs) that are unique to geographic zones.
- The NAT's aim is to look at big picture outcomes, whereas the primary focus of the CoPs is on operational outcomes and logistics of implementing NAARS Transformation elements.

| NAT | CoP |
|---|--|
| One national table | Many, unique CoPs to geographic zones, within each region |
| Led by IRCC | Sector-led |
| Strategic in scope: help inform how NAARS can best serve the Sector and client needs more consistently across Canada | Operational in scope: share knowledge, information, and best practices and create sufficient and appropriate connections to services that support settlement in the community |
| IRCC and NAARS SPOs | NAARS SPOs plus referral-receiving SPOs, may include umbrellas/LIPs/RIFs |

ZONES

Zones refer to a geographic area with a flexible boundary that is to be determined by IRCC through internal and external consultations. The zone encapsulates the infrastructure and services that eligible clients may seek to access to help them on their settlement journey in Canada.

DEDICATED NAARS SERVICE PROVIDER

A Dedicated NAARS Service Provider (DNS) is a single, independent SPO that solely provides NAARS (or NAARS *and* language assessments) within a designated zone. Once geographic zones have been established, the DNS working group will present their proposed approach to IRCC. Once approved, zones can begin their transition towards the DNS model, establishing a consistent and efficient approach to intake and service delivery.

NATIONAL STANDARDIZED ASSESSMENT TEMPLATE

All Recipients delivering NAARS are required to use the National Standardized Assessment Template (NSAT) as of April 1st, 2025. Recipients can use the NSAT as is or add the questions to the tool they are already using to assess clients. Recipients should ensure that all questions are incorporated. This process will ensure that all clients receive consistent proper referrals and follow-ups.

STANDARDIZED AND PORTABLE SETTLEMENT PLANS

Following the assessment, NAARS requires:

- the provision of a Settlement Plan for each client which is accompanied by referrals to settlement and community-based services;
- a formal follow-up as well as a reassessment of a client's needs 3-6 months after the client has received the assessment and Settlement Plan to ensure continuity of support, to determine whether their settlement needs have changed, and to adjust their plan, as needed.

To ensure the portability of Settlement Plans, SPOs will be required to sign Memorandums of Understanding (MOUs) with members of the CoP.

What about the *What If's*?

What if we have our own database...do we have to use the NSAT template?

What if a client arrives to another settlement service but doesn't have a NAARS...should they receive a NAARS before accessing that service?

What if there is no DNS in my area? Can we still deliver NAARS?

What if a client doesn't want to sit through the full NSAT conversation?



Questions?

