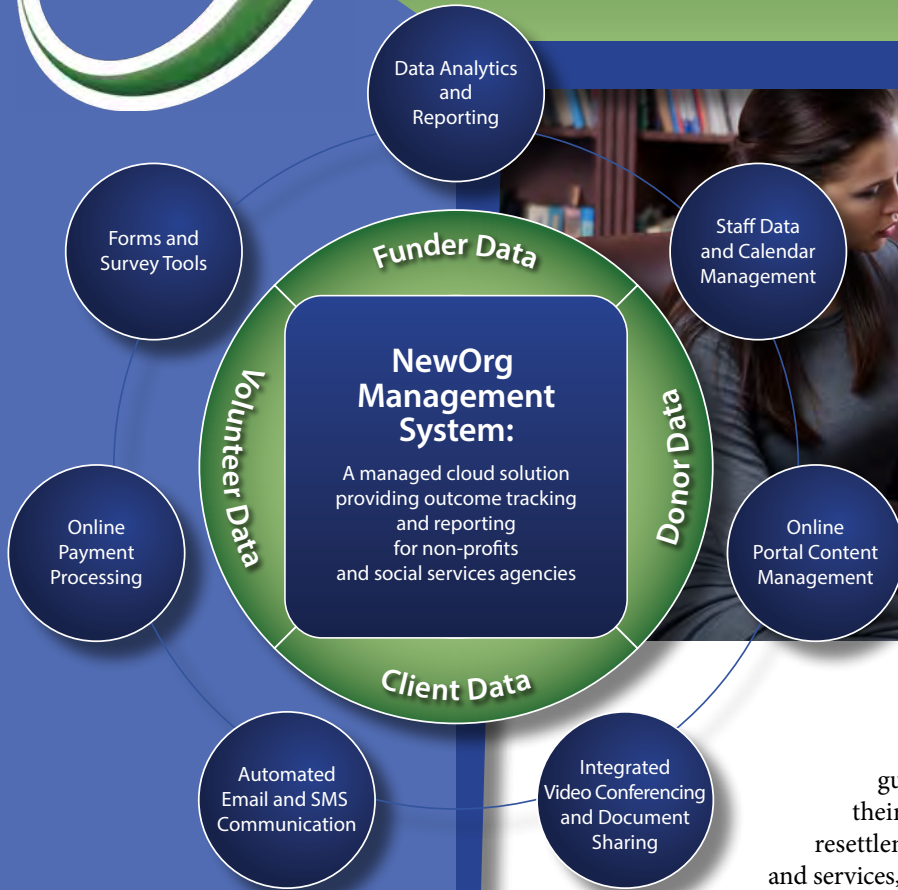


# Canadian Immigration & Resettlement Platform

**NEW IN 2020:**

**SMS & Video Conferencing**



They come from around the world pursuing new opportunities in a new country and turn to you as a reliable provider of critical services and helpful guidance for resettlement in Canada. Your funders put their trust in you for effective delivery of immigration and resettlement services. In turn, as a provider of these programs and services, you need to put your trust in an outcome management system that is reliable, effective and flexible to the needs of your clients and funders. Ideally, your outcome management system will not only store your client data, but will track the delivery of services, time, costs and performance, while providing staff scheduling and detailed analytics and reporting of all your organizational outcomes and activities.

NewOrg provides just such a comprehensive platform upon which solutions to your specific needs are effectively built right in. NewOrg is a unique solution for social services organizations that captures and integrates data from all of your operational areas to better manage volunteers, clients, programs, outcome reporting, activity sign-ups and scheduling, communications, surveys, fundraising activities and development campaigns. It can improve your sustainability by eliminating the costs of multiple software programs, providing data management functionality into one central system, thus lowering your service delivery costs and improving your outreach and results.

Now, NewOrg provides its Canadian Immigration and Resettlement Platform as a targeted solution for IRCC funded service providers. It was developed as the result of several years effort, working with some of the leading providers of resettlement services in Canada. Based on NewOrg's cloud-based client management system, NewOrg provides several comprehensive data modules that can be custom designed for use by multi-service agencies across Canada. The platform allows you to record and retrieve important client information, track delivery of services, all while generating detailed real-time reports on individual and group services. NewOrg addresses the needs of any agency providing services to the immigrant population and is an extremely reliable and flexible platform that any agency can use.

**Donor Management**  
**Donation Management**  
**Email & SMS Distribution**  
**Client Management**  
**Document Management**  
**Grant Reporting**  
**Productivity Reporting**  
**Outcome Tracking**  
**Scheduling**  
**Timesheets**  
**Human Resources**  
**Collaboration**  
**Integrated Video Conferencing**  
**MS Outlook Integration**  
**Website Management**  
**Event Calendar**  
**Online Donations**  
**Online Surveys**

- **Provide detailed client profile forms:** Linking family and child information to the Parent Profiles providing a complete and easily reviewable family services history.
- **Needs assessment, Case Notes, and forms:** Use NewOrg to create a variety of needs assessment templates that can pre-populate with data from the system, providing a more effective alternative to pre-printed forms used by many organizations today. With NewOrg you can attach signatures and provide an option for emailing needs assessments.

isa

Immigrant Services Association

Full Contact Details

Contact Code: 58424

Assigned To: ISANS

Status: Active

Member of Groups: CC - Recreation Client, EC - Client, ISS-BC Client, LS - Client, RR - Client

Prefix: First: Middle: Last: Suffix:

Muhammed

Lopez

Role:

Principal Applicant

Title:

Company:

Address:

5842 Rush Drive

City: State/Prov: Zip/Postal Code:

Halifax

NS

B3N 2E4

Country:

Canada

Notes:

Work Phone:

555-555-5555

Home Phone:

555-555-5555

Cell Phone:

555-555-5555

Allow SMS:

Blank

Fax:

555-555-5555

Email:

Lopez58424@

Allow Email:

Blank

(Send email to)

Communications:

Email

Gender:

Male

Birth Date:

07/27/1965

Source:

Old DB

Type:

Individual

Other Language:

Date of lang:

06/14/20

(mm/dd/yyyy)

If other CLB

HISTORICAL:

LANS Doc U

Preferred O

Pre-arrival p

Client move

Social Insur

123456789

Where dy

Marital Stat

Married

Permission to share your information:

Yes

Accommodation and Accessibility:

Contact View

Contact Code: 58424 Contact #58424

Contact Info:

Muhammed Lopez

5842 Rush Drive

Halifax, NS B3N 2E4

Canada

Role: Principal Applicant

Email: Lopez58424@emailaddress123.ca

Comm Pref:

Client Moved within Canada:

Reminder:

Please alert clients if their

updated on the system.

Contact Info Updated:

7/4/2018 12:52:20 PM

Old Categories to Fix:

1

Photo:

ExchangeID:

74127

Current Age Range:

Senior 55+ years

Birthdate:

7/27/1965

Settlement Stage:

Settled/Over 1 Year

CLB Listening:

99

CLB Speaking:

99

CLB Reading:

LA

CLB Writing:

LA

CLB Assessed By:

Instructor

Date of language assessment:

06/14/2019

Add an additional address

More Contacts

Events

Acknowledged

Acknowledged, Acknowledged

Canceled by Staff

Canceled by Volunteer

Completed Online

Left Late Early

Leave

No

Presented

Referral Not Response

Referral Rejected

Scheduled/Matched

Check/Uncheck All

Assigned To

Select from list...

Search

Date

Event Name

07/17/2019

Comm - ESW

07/09/2019

Follow up / home visit

07/03/2019

Referral to the employment services

07/03/2019

Comm - ESW

Primary Language:

Arabic

CLB Assessed By:

Instructor

CLB Score: Listening:

99

CLB Score: Speaking:

99

CLB Score: Reading:

LA

CLB Score: Writing:

LA

Pre-Arrival/Post Arrival:

Post Arrival

Canadian Location:

HRM

Secondary Migrant:

Highest Level of Education:

Field of education:

# of dependents:

(numbers only)

Can IRCC contact you for future research and consultations?:

- **Multi-party Approval:** Route needs assessments through your programs established approval groups or managers. Needs assessments can be attached to any record within NewOrg and can serve as a quick and efficient way to record
- **Referral Partners:** Information is easily stored within the NewOrg System. Your partners can even be provided limited access to your system via permissions or the creation of a front-facing Web portal for self-service in referring to your program.

Contact View

Standard Summary

Print

History

Duplicates

Face Sheet

New Event

Make Assessment Information

New Event

Groups

Select from list...

Save

EC - Client

Remove

IR - Client

Remove

IS-BC Client

Remove

LS - Client

Remove

CC - Recreation Client

Remove

Contact Code: 58424

Contact #58424

Status: Active

Add Flag

Contact Info:

Muhammed Lopez

3542 Rush Drive

Halifax, NS, B3H 2B4

Canada

Work Phone:

555-555-5555

Home Phone:

555-555-5555

Cell Phone:

555-555-5555

Fax:

555-555-5555

Source:

010 DB

Assigned To:

ISANS

Type:

Individual

Role:

Principal Applicant

Email:

Lopez58424@gmailaddress123.ca

Comm Post:

Client Moved within Canada:

Please see clients if their contact information, emergency/ contact information and immigration status need to be updated on the system.

Reminder:

Contact Info Updated:

7/4/2019 1:23:20 PM

Old Categories to Fix:

↑

Photo:

Exchanged ID:

35427

Current Age Range:

Senior-55+/years

Birthdate:

7/27/1963

Settlement Stage:

Settlement Over 1 Year

CLB Listening:

PR

CLB Speaking:

PR

CLB Reading:

LA

CLB Writing:

LA

CLB Assessed By:

imrstruter

Date of language assessment:

06/14/2019

Add an additional address

Modify

More Contacts

Events

Donations/Payments

Education Work Experience Indicators Checklist

Custom Fields

Forms

Search

Acknowledged

Acknowledged, Acknowledged

Cancelled by Client

Cancelled by Clinic

Cancelled by Employer

Cancelled by Facilitator

Cancelled by Interpreter

Cancelled by ISANS

Cancelled by Presenter

Cancelled by Staff

Cancelled by Volunteer

Complete

Complete - Facilitator

Complete - Live Streaming

Complete - Online

Complete - Simulated Patient

ECG Break

ECG In

ECG O

Incomplete Online

Later/Let's Early

Leaves

No Show

PD

Pending

Pending - Facilitator

Pending - Live Streaming

Pending - Online

Pending - Simulated Patient

Pending, Pending

Postpon

Pre-scheduled

Referral No Response

Referral Rejected

Referral Accepted

Referral Client No Response

Referral In Progress

Referral Rejected

Rescheduled

Transferred

Void

Waiting to be scheduled/Matched

check/uncheck All

Assigned To

Select from list...

Date

mm/dd/yyyy

Type

Select from list...

Search

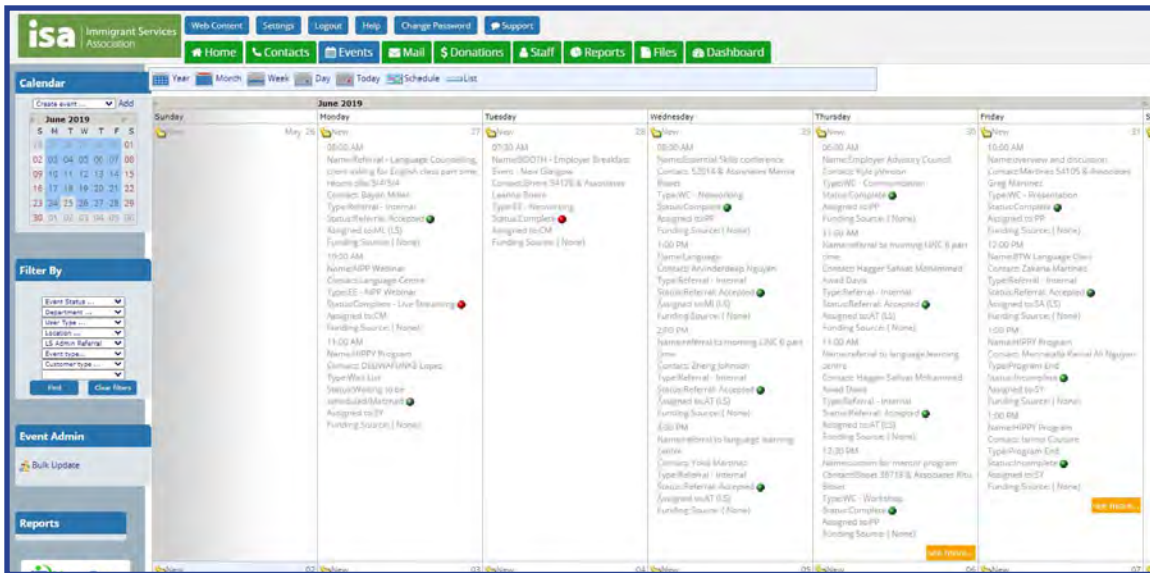
Date	Event Name	Assigned To	Type	Names	Pre-Arrival/Post Arrival Status
07/17/2019	IComm - ESW	E & B, Employment Series Coordinator, Haley Glenen	Interpretation	Muhammed Lopez	Complete
07/09/2019	Follow up / Home visit	Resettlement, Settlement, Shahnaz Sobhani	RR Service	Muhammed Lopez	Complete
07/03/2019	Referral to the employment series	E & B, Employment Specialist, Ann Borrows, HG	Referral - Internal	Muhammed Lopez	Complete
07/03/2019	IComm - ESW	E & B, Employment Series Coordinator, Haley Glenen	Interpretation	Muhammed Lopez	Complete

Track program delivery and progress on a client-by-client basis.

- **Settlement Planning Processes:** Are developed with your organizations best practices and generated in NewOrg's workflow functionality. NewOrg's workflow functionality allows for the creation of linked input screens (and forms) based on rules created within the system that match your organizations' requirements. Generate constituent intake data, program data, exit data as well as any processes that might require multiple steps.







Events compile into a calendar overview, allowing scheduling to correspond to compliance deadlines & programmatic needs.

- **Event follow-up, and notification emails:** NewOrg can generate follow-up emails and events automatically that can be set in predefined intervals or selected manually using specific dates. These follow-up events can be activated within the system by creating program-guided rules that assure the follow-up event is scheduled. Follow-up events will then be generated and added to the client and case managers' calendar. By providing this, automatic workflow reinforces the event scheduling process and allows your intakes to become a standard process.
- **Record Notes and Alerts:** NewOrg allows a note or alert to pop-up on any record tagged. By highlighting any potential unfinished intakes, missing records or general notes about the client or service being provided the alert will ensure the next person reviewing the record is notified. Time and date of the note or alert is highlighted in the record and the alert must be clicked on prior to entering the record.
- **Forms Manager (Web Forms):** NewOrg allows your organization to configure fields and mapped forms allowing the users to generate any form (i.e. workshop administration forms, intake forms) based on data captured within NewOrg. Forms are critical to the delivery and tracking of services provided to your clients and are easily configured within NewOrg for your program and case managers to use.
- **Professional Implementation and Training:** Reduce implementation costs and risks by starting with NewOrg's team of professionals.

***"NewOrg Management System has not only effectively implemented a database solution that meets our operational and reporting needs but has been able to adapt to our changing programmatic and regulatory needs over the past 8 years. NewOrg's support and knowledge of the non-profit space and our operations has made keeping compliant and efficient much easier, and allowed us to focus our energy on our mission."***

***- Lori Prediger  
Coordinator of Family & Child  
Resource Services  
Strathcona County FCS***

Important note: NewOrg respects confidentiality— all displayed screenshot contact records and service data are generated from anonymized test server data.





One of the key advantages of NewOrg's comprehensive platform is the analytics generated, allowing managers and program heads to view performance and measure effectiveness on multiple levels.

- **Analytics and Reporting:** NewOrg's Reporting and Analytics tools are built on a framework that allows for rapid customization as well as a pre-configured list of standard organizational reports, offering incredible flexibility in working with the data your organization captures. Breaking down your data by location, gender, service type, funding source is all simple and available within NewOrg.
- **External Database Integration:** NewOrg provides export capability to most commonly used file formats, allowing you to integrate with Private, Provincial/Federal funding systems, in addition to advanced analytics tools like Crystal Reports. iCARE Bulk Uploads can also be configured within the system.



## Benefits to your organization:

- **Benefits staff at every level of your organization:** NewOrg will offer benefits for everyone, including staff from top to bottom of your organization, and ultimately, your clients. It gives frontline staff access to real-time data, allowing them to adjust approaches as needed on an individual client basis.
- **Provides consistent program data capture for better service delivery:** Maintain consistency in data and goals to program models by using standardized real-time data capture; ensuring services are delivered as developed by Program Directors over time.
- **Aids coordination of staff efforts:** This platform is designed to increase efficiency by sharing data with staff, across programs as appropriate. Communication between team components can be built into the software, making sure that client needs do not fall between the cracks.
- **Improves delivery of services:** Using the Centralized Data System, your organization can track services delivered, progress toward client outcomes and cross-reference demographics across multiple programs. Managers will be able to see a fuller picture of client progress versus services they are using, thus providing an analysis of what is working and where clients may need additional support.
- **Track professional staff trajectories:** Over time, NewOrg's relational data system can also help you assess, harness and develop the skills of your individual staff, tracking skills, training and performance.
- **Offers better analytics and reporting:** Your staff will have better analytical and data reporting tools at their fingertips, which assesses the effectiveness of your team, your programs and your organization.
- **iCare Bulk Upload:** Dramatically improve your service filings and payments for provided services by capturing all IRCC funded services across your entire organization into a configured iCare Report enabling an export to the iCare bulk upload site.
- **Funder-based reporting:** Easily meet Multi-funder reporting requirements using data tracked in the system and delivered with our data analytics tools.
- **Meet external audit demands:** Make outside evaluations less costly by providing access to program data from your systems data set.



## SOME PROGRAM EXAMPLES:

Some of the types of programs that could benefit from NewOrg's platform include:

### Business and Workforce Integration

- Counselling and Training
- Work Placement
- Workplace Culture
- Professional Mentorship
- Employer Engagement/Partnership

### Employment and Bridging

- Employment Counselling
- Bridging Program
- Practice Interview
- Pre-Employment
- Youth Employment
- Career Pathway Loan Project
- Bridge to Work
- Underemployed Immigration Women's Project

### Language Services

- Community Language
- LINC Home Study
- Labour Market Language
- Computer Training
- English in the workplace
- Language Counselling
- Childcare for Newcomer Children

### Refugee Resettlement

- Private Refugee Sponsorship
- Health Services
- Outreach Crisis
- Life Skills
- Resettlement Assistance Program
- Settlement Counselling
- On-call Services

### Community Integration

- Volunteer Services
- Community Connections
- Orientation Program
- Community Garden
- Family Support & Newcomer Wellness
- EAL Tutor Program
- Translation and Interpretation

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### **Company overview:**

NewOrg Management System, Inc. designs and develops outcome management systems for social services organizations and governmental agencies providing community services. NewOrg is a cloud-based, client management and reporting database that is professionally implemented to provide tailored turn-key solutions that support Case Management, Client Services, and Volunteer Programs; assisting staff, managers, and executives to track and attain progress towards targeted outcomes in employment, health and social services goals; and support services to children, families, the disabled, seniors, homeless populations, and communities. NewOrg also supports government agencies to realize wide ranging impact through their work with service providers, referral partners and other agencies; NewOrg allows social services organizations to spend less time on compliance and funder reporting, and focus on the delivery of services to their constituents. NewOrg Management System, Inc. serves nonprofits and public sector organizations worldwide. The company was founded in 2006 and is headquartered in Washington, DC.



### **Your Local NewOrg Representative**

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