

Who is Eligible for Step Ahead Services?

Families are enrolled in Step Ahead only after the project establishes that they have *multiple* barriers to settlement and integration. Such barriers include:

- Caring for a large family
- Lack of formal education
- Lack of literacy in native language and/or limited English
- Extended stay in a refugee camp before entering Canada
- Health or Trauma Issues
- Single-Parenthood

Location and Languages:

As a pilot project Step Ahead is restricted to certain language groups and a specific geographic area of British Columbia.

Cities	Languages
Vancouver	Dari
Burnaby	Swahili/French
New Westminister	Arabic (primarily speakers from Sudan)
Surrey	Vietnamese
Langley	Pwo and S'gaw (Karen languages)
	Kirundi
	Nuer
	Nuba

How does Step Ahead help?

Unlike traditional settlement services, Step Ahead Settlement Enhancement Counsellors are mobile. After a family is screened for inclusion in the pilot, a Settlement Enhancement Counsellor will visit the family's home and conduct a full assessment of their situation. From this assessment Step Ahead and the family will together develop an individualized action plan with mutually agreed upon goals.

Linking Clients to Services

Settlement Enhancement Counsellors often link refugees and immigrants directly to many categories of community resources such as:

- Employment
- English-as-a Second Language
- Legal Aid
- Health
- Disability
- Housing
- Family Services

In addition, Step Ahead liaises with these service providers and problem solve.

What is Step Ahead?

A pilot project designed to assist refugees and immigrants who have encountered serious challenges reaching the goals of integration and self-sufficiency.

What other type of direct service does Step Ahead provide?

The main aim of Step Ahead is to help empower newcomers become more independent. Settlement Enhancement

Counsellors provide ongoing basic life skills training on such topics as:

- Household Management
- Finances
- Transportation
- Canadian Law
- Schooling

Clients are referred to experts in these areas when appropriate



How Do I Refer a Newcomer to Step Ahead?

- *Make certain the family or individual live in the Step Ahead coverage area.*
- *Make certain they speak one of the targeted languages.*

If so, and the “client” is coping with multiple barriers to settlement you may request a referral form by calling 604-636-4712.

Note: Step Ahead cannot accept referrals of government-assisted refugees who have been in Canada less than 6 months.

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Canada



About Consortium

Step Ahead was created by a consortium of five agencies that recognized the needs of newer refugees and immigrants could best be addressed by mobile outreach whereby settlement enhancement counsellors provide services in families’ homes and their communities.

Partnering Agencies:

Lead Agency



Burnaby Family Life



Are you a service provider who is encountering refugees and immigrants who are experiencing major barriers to their settlement?

If so Step Ahead may be able to help.

**Step Ahead
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