

Centre for Newcomers

2026–27



CFN’s LAND ACKNOWLEDGMENT

The Centre for Newcomers acknowledges that we are on the traditional ancestral lands of the Blackfoot Confederacy, including the Siksika, Kainai, Piikuni and the Blackfeet of Montana. These lands extend from the North Saskatchewan River down to the Yellowstone River in Montana, from the Rocky Mountains east into Saskatchewan. It is also the territory of Treaty 7 of Southern Alberta, including Siksika, Kainai, Piikani, Tsuu’tina, Iyerhe Nakoda (Wesley, Chiniki and Bearspaw bands), Districts 4, 5, and 6 and all people who have chosen to make this place their home.



OUR MISSION

To support newcomers and the receiving community in becoming a diverse, united community, through services and initiatives that create conditions of success for newcomers and that foster a welcoming environment in Calgary.



OUR VISION

A community that values diversity, in which people of all backgrounds find and create opportunities to fulfill dreams and participate fully as citizens.

Addressing the Social Determinants of Health in Case Management Practices



IRCC Case Management Framework (CMF) Core Principles



**Multi-Sectoral Approach* and *Access to Services in French* apply across all SDHs, ensuring coordinated, inclusive, and equitable case management; therefore, they will not be repeated as the next slides delve into each SDH individually.

Connecting the SDHs to the CMF Guiding Principles



SDH #1 – Income and Social Status

How this determinant shapes settlement outcomes?

- **Income security** affects access to housing, food, and health, all prerequisites for successful integration.
- **Financial instability** often underlies "persistent multiple barriers" used in IRCC's eligibility assessment.

Case Management in Action

- **Assessment**: Ask about income, benefits, and stress.
- **Supports**: Offer budgeting help or CRA/benefits guidance.
- **Referrals**: Connect to income, employment, or low-income programs.
- **Exit**: Confirm stable income and financial confidence.

CMF principles that guide practice:

- **Equitable Access**: Fair, barrier-free financial supports.
- **Evidence-Based Policy:** Use data to track income outcomes.

SDH #2 – Employment and Working Conditions

How this determinant shapes settlement outcomes:

- **Precarious** or **unsafe jobs** threaten stability and integration.
- **Credential** and **labour-market barriers** are frequent “persistent multiple barriers.”

Case Management in Action:

- **Assessment:** Explore work history, credential gaps, and labour barriers.
- **Supports**: Help clients plan bridging or certification pathways.
- **Referrals**: Link to employment programs, legal aid, and workers’ rights resources.
- **Exit:** Confirm stable, rights-respecting employment or active training.

CMF principles that guide practice:

- **Evidence-Based Policy & Programs:** Use data to identify labour trends and measure employment outcomes.
- **Human Rights**: Promote fair treatment and safe working conditions for all workers.
- **Gender Equality:** Address gender-based pay gaps and employment inequities.

SDH #3 – Education and Literacy

How this determinant shapes settlement outcomes:

- **Limited literacy** or **education** restricts access to services and employment.
- **Language** and **digital literacy gaps** hinder participation and independence.

Case Management in Action:

- **Assessment:** Identify literacy, language, or credential needs.
- **Supports**: Encourage participation in LINC, adult education, or digital literacy training.
- **Referrals:** Connect to schools, libraries, and bridging programs.
- **Exit:** Confirm improved confidence and independent navigation of information and systems.

CMF principles that guide practice:

- **Evidence-Based Policy & Programs:** Use data to tailor learning pathways and track outcomes.
- **Meaningful Engagement** of **Newcomers:** Involve clients in identifying their own learning needs and goals.
- **Equitable Access:** Ensure fair access to education and training regardless of prior background.

SDH #4 – Childhood Experiences

How this determinant shapes settlement outcomes:

- **Early trauma** or **disrupted childhood** development affects coping and adaptation.
- **Family stress, violence,** or **unsafe environments** can create long-term integration barriers.

Case Management in Action:

- **Assessment**: Explore childhood experiences, safety, and family stressors (when appropriate).
- **Supports**: Provide trauma-informed, family-centered coaching or parenting supports.
- **Referrals**: Connect to child and family services, counselling, or SWIS programs.
- **Exit**: Ensure children are safe, in school, and families have stable routines and support.

CMF principles that guide practice:

- **Trauma- and Violence-Informed Practice:** Recognize the impacts of early trauma; create safe, empowering interactions.
- **GBA Plus**: Understand how gender, age, and identity intersect to shape children's and parents' experiences.
- **Human Rights**: Uphold every child's right to safety, education, and healthy development.

SDH #5 – Physical Environments

How this determinant shapes settlement outcomes:

- **Housing quality, neighborhood safety,** and **environmental conditions** affect physical and mental health.
- **Overcrowding, unsafe housing,** or **poor air** and **water quality** create stress and hinder integration.

Case Management in Action:

- **Assessment:** Ask about housing conditions, safety, and accessibility barriers.
- **Supports:** Educate on tenant rights, home safety, and maintenance.
- **Referrals**: Connect to housing programs, municipal supports, and community safety resources.
- **Exit**: Confirm stable, safe housing and ability to navigate local housing systems.

CMF principles that guide practice:

- **Equitable Access**: Ensure all clients have access to safe, affordable, and suitable housing and community spaces.
- **Human Rights**: Advocate for housing as a fundamental right and address systemic housing inequities.
- **Evidence-Based Policy & Programs**: Use local data and monitoring to guide housing and environment-related interventions.

SDH #6 – Social Supports and Coping Skills

How this determinant shapes settlement outcomes:

- **Strong social networks** reduce isolation and promote mental well-being.
- **Limited community ties** and **weak coping mechanisms** increase vulnerability and dependency.

Case Management in Action:

- **Assessment**: Explore social connections, isolation, and coping strategies.
- **Supports**: Facilitate peer groups, community connections, or mentoring.
- **Referrals**: Connect clients to cultural, faith, or recreational organizations.
- **Exit**: Confirm the client has reliable social supports and effective coping strategies.

CMF principles that guide practice:

- **Meaningful Engagement** of **Newcomers**: Encourage clients and communities to co-design solutions and share lived experiences.
- **Trauma-** and **Violence-Informed Practice**: Strengthen coping and safety for clients with past trauma or social isolation.
- **Equitable Access**: Ensure all clients can access inclusive, culturally safe community spaces and peer supports.

SDH #7 – Healthy Behaviours

How this determinant shapes settlement outcomes:

- **Nutrition**, **physical activity**, **sleep**, and **substance use** patterns influence overall health and resilience.
- **Unhealthy routines** may stem from stress, limited resources, or cultural and systemic barriers to wellbeing.

Case Management in Action:

- **Assessment**: Explore food security, physical activity, and stress management habits.
- **Supports**: Provide wellness coaching, nutrition guidance, or stress-reduction tools.
- **Referrals**: Link to food programs, recreation centres, or mental health supports.
- **Exit**: Confirm the client maintains consistent, healthy routines and knows where to seek help.

CMF principles that guide practice:

- **Trauma-** and **Violence-Informed Practice**: Recognize that behaviour often reflects coping with trauma, not lack of motivation.
- **Evidence-Based Policy** & **Programs**: Use reliable data to promote health literacy and preventive practices.
- **Equitable Access**: Ensure all clients can reach affordable, culturally safe wellness and recreation resources.

SDH #8 – Access to Health Services

How this determinant shapes settlement outcomes:

- **Limited access to health** or **mental health care** delays recovery and reduces stability.
- **Barriers** include language, transportation, discrimination, and lack of system knowledge.

Case Management in Action:

- **Assessment**: Identify gaps in healthcare access, coverage, or service understanding.
- **Supports**: Help navigate the system, interpret health information, and build self-advocacy.
- **Referrals**: Connect to family doctors, mental health clinics, or community health centres.
- **Exit**: Confirm attachment to healthcare providers and independent system use.

CMF principles that guide practice:

- **Equitable Access**: Guarantee inclusive, barrier-free access to physical and mental health services.
- **Human Rights**: Reinforce health as a protected right and promote fairness in service delivery.
- **GBA Plus**: Address intersectional barriers shaped by gender, age, identity, or cultural background.

SDH #9 – Biology and Genetic Endowment

How this determinant shapes settlement outcomes:

- **Chronic illnesses**, **disabilities**, and **genetic conditions** can limit employment, mobility, and adaptation.
- **Biological** and **hereditary factors** intersect with social and systemic inequities, affecting access and outcomes.

Case Management in Action:

- **Assessment**: Identify chronic conditions, disabilities, or ongoing health needs.
- **Supports**: Help clients plan around medical routines, accessibility, and self-care.
- **Referrals**: Link to disability supports, clinics, assistive technology, or specialized programs.
- **Exit**: Confirm clients can independently access and manage ongoing health supports.

CMF principles that guide practice:

- **Equitable Access**: Provide tailored supports and accommodations without discrimination.
- **Human Rights**: Uphold dignity and inclusion for clients with health or genetic conditions.
- **Evidence-Based Policy** & **Programs**: Use data to identify health needs and improve accessible service design.

SDH #10 – Gender

How this determinant shapes settlement outcomes:

- **Gender roles** and **norms** influence access to work, education, and safety.
- **Women**, **girls**, and **gender-diverse newcomers** often face compounded barriers and risks.

Case Management in Action:

- **Assessment**: Identify gender-specific risks and opportunities.
- **Supports**: Offer gender-responsive programming and safe spaces.
- **Referrals**: Connect to women's, men's, or 2SLGBTQI+ organizations.
- **Exit**: Confirm equitable access to services and safety supports are sustained.

CMF principles that guide practice:

- **GBA Plus**: Assess how gender, identity, and life stage affect needs and outcomes.
- **Gender Equality**: Promote equal opportunities and address gender-based barriers.
- **Human Rights**: Protect all clients' rights to safety, dignity, and non-discrimination.

SDH #11 – Culture

How this determinant shapes settlement outcomes:

- **Cultural values**, **language**, and **traditions** influence trust, communication, and participation.
- **Lack** of **cultural safety** can lead to exclusion or underuse of services.

Case Management in Action:

- **Assessment**: Identify language, faith, and cultural preferences that shape service needs.
- **Supports**: Promote cultural orientation and cross-cultural understanding.
- **Referrals**: Connect clients to ethno-specific or faith-based organizations.
- **Exit**: Confirm clients feel a sense of belonging and can access culturally safe supports independently.

CMF principles that guide practice:

- **GBA Plus**: Recognize how culture intersects with gender, identity, and lived experience.
- **Meaningful Engagement** of **Newcomers**: Include cultural perspectives in program design and delivery.
- **Equitable Access**: Ensure culturally safe, language-accessible, and inclusive services.

SDH #12 – Race and Racism

How this determinant shapes settlement outcomes:

- **Racial discrimination** limits access to housing, jobs, and services.
- **Systemic racism** undermines trust, belonging, and long-term integration outcomes.

Case Management in Action:

- **Assessment**: Ask about experiences of discrimination and systemic barriers.
- **Supports**: Validate experiences, build advocacy skills, and promote empowerment.
- **Referrals**: Connect to anti-racism, legal, or human rights organizations.
- **Exit**: Confirm clients access equitable services and experience reduced discrimination.

CMF principles that guide practice:

- **Anti-Racism**: Actively identify, address, and prevent racial inequities in services and systems.
- **Human Rights**: Protect clients from discrimination and promote equal treatment under the law.
- **GBA Plus**: Recognize how race intersects with gender, identity, and other factors to shape experiences of exclusion.

Integrating SDHs & CMF Principles into Case Management Practice

Economic Principles

- Equitable Access
- Evidence-Based Policy and Programs
- Human Rights

Economic SDHs

- Income
- Employment

Social SDHs

- Education
- Social Supports
- Childhood Experiences

Social Principles

- Meaningful Engagement of Newcomers
- Trauma-and Violence-Informed Practice
- GBA+

Case Management Practice

Environmental Principles

- Physical Environments
- Access to Health Services

Environmental SDHs

- Physical Environments
- Access to Health Services

Personal & Identity SDHs

- Healthy Behaviors
- Biology
- Gender
- Culture
- Race/Racism

Personal & Identity Principles

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Key Takeaways: Where Health Meets Integration

SDHs explain the WHY

- **Understanding Context**
  - SDHs reveal the root causes of barriers: income, housing, health, education, and inclusion.
  - They help case managers see the whole person, not just the presenting issue.

Case Management connects both

- **Turning Frameworks into Practice**
  - Case management is where health meets integration.
  - Through assessments, supports, referrals, and exit planning, we translate SDHs and CMF principles into real outcomes.

CMF principles guide the HOW

- **Framing the Approach**
  - CMF ensures case management is trauma-informed, equitable, and consistent.
  - It connects every action to human rights, inclusion, and accountability.



Centre for Newcomers

QUESTIONS?

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