



# Ukrainian Evacuees Support Program

## Application Guidelines:

2023 Call for Proposals

The logo for the province of Alberta, featuring the word "Alberta" in a stylized, cursive script font, followed by a small square icon.

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Ukrainian Evacuees Support Program Application Guidelines | Immigration and Multiculturalism

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# Ukrainian Evacuees Support Program

## 2023-2024 Call for Proposals

### Objective

The Ukrainian Evacuees Support Program is intended to support non-profit organizations in providing English language learning supports, employment supports, address emerging needs and/or existing gaps, and build capacity among service providers to support evacuees' living in Alberta.

**Department:** Immigration and Multiculturalism

**Contact:** All inquiries pertaining to this Call for Proposals (CFP) should be directed to: [Ukraine.Info@gov.ab.ca](mailto:Ukraine.Info@gov.ab.ca)

**Closing Date and Time:** Applications must be received by 11:59 p.m. mountain standard time (MST) on Monday, November 20, 2023.

Applicants are responsible for ensuring they submit their application on time. An acknowledgement email will be sent upon receipt. If you do not receive an acknowledgement email by Friday, November 24, 2023, please email [Ukraine.Info@gov.ab.ca](mailto:Ukraine.Info@gov.ab.ca) to advise us.

Hard copies will not be accepted. Only electronic copies will be accepted. If you need to submit multiple emails to complete your application, please indicate this in your first email.

If there are server restrictions that prevent you from sending large email attachments, send an email to [Ukraine.Info@gov.ab.ca](mailto:Ukraine.Info@gov.ab.ca) indicating you will need to send multiple emails to fulfil all the submission requirements, and proceed to do so.

**Total Duration:** Grants are limited up to 24 months in duration from the date of execution.

### Applicant's Information Call

There will be an opportunity for applicants to ask questions related to this CFP. Preference will be given to questions submitted in advance to [Ukraine.Info@gov.ab.ca](mailto:Ukraine.Info@gov.ab.ca) by **11:59 p.m. on Monday, October 23, 2023.**

- **Date: Thursday, October 26, 2023**
- **Time: 10 a.m. to 12 p.m. MST**
- **Microsoft Teams Meeting Link:**
  - Join on your computer or mobile app: [Click here to join the meeting](#)
    - Meeting ID: 248 021 727 030; Password: xiZqNQ
  - Or call in (audio only) [+1 587-415-7406](tel:+15874157406)
    - Phone Conference ID: 153 290 431#

To ensure fairness and transparency, the Applicant's Information Call will be a final opportunity to have questions answered directly prior to the submission deadline. If questions are submitted after this call, they may be responded to in writing and posted publicly to enable consistent information is available to all prospective applicants.

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# Application Guidelines

## Mandate

As outlined in Section 95 of the *Constitution Act (1867)*, immigration is an area of shared federal and provincial jurisdiction.

## Background

On February 24, 2022, Russia launched a full-scale invasion of Ukraine, creating a global humanitarian crisis. Since that time, millions of Ukrainians have fled Ukraine with the majority going to Poland and other Eastern European countries.

Since the invasion of Ukraine, the federal government has announced several immigration measures for people affected by the Russian invasion, including the launch of the Canada-Ukraine Authorization for Emergency Travel (CUAET). Through CUAET, Ukrainian nationals and their family members can apply for a temporary resident visa to stay in Canada for up to three years. These individuals are also encouraged to apply for a study permit to continue their studies or apply for an open work permit to support their living expenses and gain valuable Canadian work experience, should they decide to apply for permanent residence.

Application for a CUAET visa closed on July 15, 2023. Ukrainian evacuees with an approved CUAET visa have until March 31, 2024, to arrive in Canada to be eligible to receive the federal one time financial and temporary accommodation supports. Ukrainian evacuees can still arrive in Canada after July 15, 2023, but they will only be assessed as temporary resident visa holders; not as CUAET visa holders and will no longer have any access to one time financial and accommodation supports.

Immigration, Refugees and Citizenship Canada (IRCC) also enabled eligibility for services through their Settlement Program, including language training, for CUAET visa holders including those who have applied to come to Canada after July 15, 2023. Ukrainian evacuees (whether they are CUAET visa holders or temporary resident visa holders) are encouraged to access immigrant-serving organizations for support with their settlement and integration needs.

## Government of Alberta

Alberta's government is committed to supporting Ukrainian evacuees and their families fleeing the war and helping them re-settle in Alberta. The Government of Alberta is working closely with the federal government, the business community, the Ukrainian-Canadian community, and settlement organizations to ensure Ukrainian evacuees have access to information and supports while they live and work in our province.

The Ministry of Immigration and Multiculturalism (IM) is the lead department for the Government of Alberta's Ukraine response. In a cross-ministry coordinated approach, the Alberta government has enabled numerous provincial programs and services to ensure Ukrainian evacuees who arrive in our province are supported. Ukrainian evacuees and organizations are encouraged to visit the [Support for Ukrainian Evacuees](#) website for information on how to find supports and services they may be eligible for.

Over the next three years, IM has been allocated \$7 million to support Ukrainian evacuees who are CUAET visa holders only. The new Ukrainian Evacuees Supports Program will utilize this funding to help eligible organizations address unique language and employment challenges of Ukrainian evacuees, address needs and gaps, and build capacity among service providers to support Ukrainian evacuees' successful integration in communities across Alberta.

## Ukrainian Evacuees Support Program

The Ukrainian Evacuees Support Program is intended to be accessible and responsive to the high priority and changing needs of Ukrainian evacuees. The program supports non-profit organizations to implement initiatives that target one of the following objectives:

- Increase access to English language supports for Ukrainian evacuees to help them reach their full potential while they live and work in Alberta.
- Create enhanced employment supports, which may include a language component, for Ukrainian evacuees looking to gain employment or better employment opportunities.
- Enable non-profit organizations to address emerging needs and/or existing gaps in services for Ukrainian evacuees, and/or build capacity among service providers.

## 2023-2024 Call for Proposals

Through the Ukrainian Evacuees Support Program, grant funding will support initiatives that align with one of the program objectives to provide English language learning supports, employment supports, address emerging needs and/or existing gaps, and build capacity among service providers.

The 2023-2024 Ukrainian Evacuees Support Program CFP will include three streams:

- **Stream 1: English Language Supports**
  - This stream will fund initiatives that increase access to English language supports for Ukrainian evacuees to help them reach their full potential while they live and work in Alberta.
- **Stream 2: Employment Supports**
  - This stream will fund initiatives to create enhanced employment supports, which may include a language component, for Ukrainian newcomers looking to gain employment or better employment opportunities.
- **Stream 3: Emerging Needs and/or Existing Gaps and/or Build Capacity**
  - This stream will fund initiatives that enable organizations to address evolving/emerging needs and/or existing gaps in supports for Ukrainian evacuees and/or build capacity among service providers.

Applicants may submit a maximum of two applications in response to this CFP. Proposals must fit within one of the funding streams identified above and not duplicate existing programs and services. One or both applications may be within the same or a different stream.

**Note:** Projects may be new, or an extension or expansion of an existing project. This will enable the government to fund the implementation of appropriate supports for emergent needs, while continuing to support projects that address persistent high priority needs. The extension or expansion of an existing project may be considered based on, but not limited to, the following:

- identified need;
- target priorities;
- successful outcomes;
- cost effectiveness; and/or
- availability of funding.

All projects are time-limited, up to a maximum of 2 years. The project start date must be within the 2023/24 fiscal year (i.e. prior to March 31, 2024)

For detailed eligibility information, proceed to the following stream sections.

## Stream 1: English Language Supports

**Objective:** This stream will fund projects that increase access to English language opportunities for Ukrainian evacuees to help them reach their full potential while they live and work in Alberta.

While language training is best provided through consistent, ongoing, and formal programming, many Ukrainian evacuees face barriers to accessing this kind of language training and are seeking survival English language training. Survival English is a term used to talk about the essential English someone needs to know in order to survive – live or work – in an English-speaking environment.

Language learning opportunities through this funding should complement existing programs and services, they should not replace or duplicate currently funded federal or provincial language training supports.

### Applicants

The following applicants that are legal entities and incorporated or registered for a period of at least one year, have an Alberta-based address, and are operating in Alberta are eligible to apply for funding:

- Non-profit organizations (under an Act of the Alberta legislature or Parliament of Canada) including immigrant serving, community, ethno-cultural, multicultural and faith-based organizations.
- Public libraries.
- Public sector entities (e.g. public post-secondary institutions, schools, school boards, hospitals, health authorities, etc.).

**Note:** Organizations incorporated and/or registered under an Act of the Parliament of Canada must also be registered in Alberta's Corporate Registries System.

### Applicants must:

- Have the ability, including financial management, to implement a grant agreement; and,
- Demonstrate at least two years of relevant experience in related activities to those being proposed in the application.

### For projects with partnerships, an applicant must be:

- an eligible applicant as listed above;
- the fiscal agent;
- the lead role in planning the project scope, timeline, and outputs;
- the lead in the project coordination, and
- accountable for all project deliverables and reporting requirements.

Partner organizations must provide a letter that outlines their role in the project, and should actively contribute to the project goals, scope, outputs, and outcomes.

### Beneficiaries

Eligible beneficiaries include:

- Ukrainian nationals and their family members who arrived under the CUAET immigration measure and are residing in Alberta; project participants must be 18 years old or older.

### Financial Considerations

Applicants may request up to \$100,000 for their project budget. Eligible projects must not exceed this funding cap.

Applicants are encouraged to consider all costs, including financial reporting requirements, in their budget request.

Justification for all eligible costs must be included alongside each budget line item in the comments/explanation column on the Budget Template.

**Eligible costs include:**

- Costs associated directly with the delivery of the project
- Costs associated with addressing barriers to accessing project activities
- Detailed administrative costs (up to 15% of grant budget)
- Childminding (if applicable) – see glossary for definition

**Ineligible costs include:**

- Time and labour provided towards preparation of funding applications, fundraising (including costs for fundraising campaigns), and websites for fundraising purposes
- Capital and facility upgrades, renovations, and construction
- Debt reduction; financing charges and/or interest payments on loans; retroactive expenses incurred prior to grant execution.
- Food costs as a substantial expense for the project activities
- Parking fees
- Government lobbying or political activism
- Childcare (see glossary for definition)
- Hosting of conferences
- Parking fees (see glossary for definition)

**Project Activities**

Project activities must align to the stream’s objective to increase access to English language learning opportunities for Ukrainian evacuees.

**Eligible Activities**

Examples of eligible activities include, but are not limited to:

- Develop and deliver survival English language learning activities that enhance participants’ language skills.
- Encourage the acquisition of English language skills to help participants’ successful integration (working and living) in Alberta.
- Promote language learning supports in the local Ukrainian community

**Ineligible Activities**

Examples of ineligible activities include, but are not limited to:

- Direct settlement and integration services to newcomers (e.g., needs assessment, service plans, information and orientation sessions, etc.)
- Provision of curriculum-based English as an Additional Language (EAL) classes
- Provision of language assessment services
- Labour market training for newcomers

**Outcomes**

Project activities must align with at least one of the two outcomes for this stream of funding:

- Ukrainian evacuees have enhanced access to survival English language learning opportunities to support their integration in Alberta.
- Ukrainian evacuees have access to higher-level English language learning opportunities to support successful integration in Alberta.



## Stream 2: Employment Supports

**Objective:** This stream will fund initiatives to create enhanced employment supports, which may include a language component, for Ukrainian evacuees looking to gain employment or better employment opportunities.

Training projects should address the unique employment barriers Ukrainian evacuees face to be able to successfully attach to the labour market. Proposals should include evidence-based rationale of the need to support the application.

Training projects should be cohort-based with specific session dates (e.g. specific start and end dates) and are encouraged to have English language supports embedded into the curriculum for maximum Ukrainian evacuee integration success. This stream may fund all Canadian Language Benchmark (CLB) levels.

### Applicants

The following applicants that are legal entities and incorporated or registered for a period of at least one year, have an Alberta-based address, and are operating in Alberta are eligible to apply for funding:

- Non-profit organizations (under an Act of the Alberta legislature or Parliament of Canada) including immigrant serving, community, ethno-cultural, multicultural and faith-based organizations.
- Public libraries.
- Public sector entities (e.g. public post-secondary institutions, schools, school boards, hospitals, health authorities, etc.).

**Note:** Organizations incorporated and/or registered under an Act of the Parliament of Canada must also be registered in Alberta's Corporate Registries System.

#### Applicants must:

- Have the ability, including financial management, to implement a grant agreement; and,
- Demonstrate at least two years of relevant experience in related activities to those being proposed in the application.

#### For projects with partnerships, an applicant must be:

- an eligible applicant as listed above;
- the fiscal agent;
- the lead role in planning the project scope, timeline, and outputs;
- the lead in the project coordination, and
- accountable for all project deliverables and reporting requirements.

Partner organizations must provide a letter that outlines their role in the project, and should actively contribute to the project goals, scope, outputs, and outcomes.

### Beneficiaries

Eligible beneficiaries include:

- Ukrainian nationals and their family members who arrived under the CUAET immigration measure and are residing in Alberta; project participants must be at least 18 years old or older.

### Financial Considerations

Applicants may request up to \$300,000 for their project budget. Eligible projects must not exceed this funding cap.

Applicants are encouraged to consider all costs, including financial reporting requirements, in their budget request.

Justification for all eligible costs must be included alongside each budget line item in the comments/explanation column on the Budget Template.

**Eligible costs include:**

- Costs associated directly with the delivery of the project
- Costs associated with addressing barriers to accessing project activities
- Detailed administrative costs (up to 15% of grant budget)
- Childminding (if applicable) – see glossary for definition

**Ineligible costs include:**

- Time and labour provided towards preparation of funding applications, fundraising (including costs for fundraising campaigns), and websites for fundraising purposes
- Capital and facility upgrades, renovations, and construction
- Debt reduction; financing charges and/or interest payments on loans; retroactive expenses incurred prior to grant execution.
- Food costs as a substantial expense for the project activities
- Parking fees
- Government lobbying or political activism
- Childcare (see glossary for definition)
- Hosting of conferences
- Parking fees (see glossary for definition)

**Project Activities**

Project activities must align to the stream’s objective to create enhanced employment supports for Ukrainian evacuees looking to gain employment or better employment opportunities.

**Eligible Activities**

Examples of eligible activities include, but are not limited to:

- Workplace culture, essential skills and communication skills training
- Training that includes direct work placement opportunities with employers
- Training that provides laddering to further occupational training opportunities
- Intercultural competency training
- Occupation and/or sector specific language training
- Training initiatives that build upon previous workforce initiative projects

**Ineligible Activities**

Examples of ineligible activities include, but are not limited to:

- Employment services (e.g. career counselling, resume writing, service plan, etc.)
- Ongoing or continuous intake classes
- Non-curriculum-based workshops and presentations

**Outcomes**

Project activities must align with at least one of the two outcomes for this stream of funding:

- Ukrainian evacuees have access to labour market integration resources and employment supports that will improve their economic integration.
- Ukrainian evacuees have increased awareness of workplace culture, are able to present themselves and their skills and experience more effectively and are more prepared to find employment or better employment opportunities.

### **Stream 3: Emerging Needs and/or Existing Gaps**

**Objective:** This stream will fund initiatives that enable organizations to address evolving/emerging needs and/or existing gaps in services for Ukrainian evacuees and/or build capacity among service providers.

The settlement of Ukrainian evacuees is an evolving situation, with new needs arising over time. Projects that intend to address emerging or evolving needs should clearly identify what need or challenge it will address and provide evidence-based rationale of the need to support the application.

Projects that focus on organizational capacity building will need to identify how this funding will enhance their ability to support Ukrainian evacuees with their settlement and integration needs.

#### **Applicants**

The following applicants that are legal entities and incorporated or registered for a period of at least one year, have an Alberta-based address, and are operating in Alberta are eligible to apply for funding:

- Non-profit organizations (under an Act of the Alberta legislature or Parliament of Canada) including immigrant serving, community, ethno-cultural, multicultural and faith-based organizations.
- Public libraries.
- Public sector entities (e.g. public post-secondary institutions, schools, school boards, hospitals, health authorities, etc.).

**Note:** Organizations incorporated and/or registered under an Act of the Parliament of Canada must also be registered in Alberta's Corporate Registries System.

#### **Applicants must:**

- Have the ability, including financial management, to implement a grant agreement; and,
- Demonstrate at least two years of relevant experience in related activities to those being proposed in the application.

#### **For projects with partnerships, an applicant must be:**

- an eligible applicant as listed above;
- the fiscal agent;
- the lead role in planning the project scope, timeline, and outputs;
- the lead in the project coordination, and
- accountable for all project deliverables and reporting requirements.

Partner organizations must provide a letter that outlines their role in the project, and should actively contribute to the project goals, scope, outputs, and outcomes.

#### **Beneficiaries**

Eligible beneficiaries include:

- Ukrainian nationals and their family members who arrived under the CUAET immigration measure and are residing in Alberta; project participants must be at least 18 years old or older.
- Organizations with identified capacity issues to deliver necessary supports.

#### **Financial Considerations**

Applicants may request up to \$50,000 for their project budget. Eligible projects must not exceed this funding cap.

Applicants are encouraged to consider all costs, including financial reporting requirements, in their budget request.

Justification for all eligible costs must be included alongside each budget line item in the comments/explanation column on the Budget Template.

**Eligible costs include:**

- Costs associated directly with the delivery of the project
- Costs associated with addressing barriers to accessing project activities
- Detailed administrative costs (up to 15% of grant budget)
- Childminding (if applicable) – see glossary for definition

**Ineligible costs include:**

- Time and labour provided towards preparation of funding applications, fundraising (including costs for fundraising campaigns), and websites for fundraising purposes
- Capital and facility upgrades, renovations, and construction
- Debt reduction; financing charges and/or interest payments on loans; retroactive expenses incurred prior to grant execution.
- Food costs as a substantial expense for the project activities
- Parking fees
- Government lobbying or political activism
- Childcare (see glossary for definition)
- Hosting of conferences
- Parking fees (see glossary for definition)

**Project Activities**

Project activities must align to the stream’s objective to address emerging and/or existing gaps in services for Ukrainian evacuees and/or to build capacity among service providers.

**Eligible Activities**

Examples of eligible activities include, but are not limited to:

- Projects that create or enhance partnerships between Ukrainian-based organizations and immigrant-serving organizations to support Ukrainian evacuees with settlement and integration needs.
- Projects that build and/or enhance networking, mentoring or volunteering activities within an organization to effectively support Ukrainian evacuees.
- Projects that address gaps and needs that Ukrainian evacuees are experiencing for their successful integration in Alberta’s communities.

**Ineligible Activities**

Examples of ineligible activities include, but are not limited to:

- Direct settlement and integration services to newcomers (e.g. needs assessment, service plans, information and orientation sessions, etc.)
- Provision of language services, including assessment and English as an Additional Language (EAL) classes
- Labour market training for newcomers
- Employment services (e.g. career counselling, resume writing, service plan, etc.)
- Ongoing or continuous intake classes

**Outcomes**

Project activities must align with at least one of the three outcomes for this stream of funding:

- Open and flexible grant funding is helping address changing and emerging needs of Ukrainian evacuees.
- Organizations helping Ukrainian evacuees have capacity and are better equipped to address their unique settlement and integration needs in communities across the province.

- Organizations have an increased ability to fill gaps in services and address new and emerging needs of Ukrainian evacuees.

## Application Procedures

Only complete applications will be considered. A complete application consists of **four** mandatory components:

- Application Form (Excel and signed PDF)
- Project Description
- Budget (Excel and signed PDF)
- One (or two maximum) signed reference letter(s) or email(s) speaking to the applicant's knowledge and experience regarding the proposed project
- Partner Letter(s) outlining the role of each and all partners in the delivery of the project (if applicable)

## Evaluation & Selection

Applications received by the submission deadline will be screened for eligibility. A review committee, will score eligible applications. All applicants will receive a notification of the results of their application via the e-mail address provided in their Application Form in February/March 2024. If there is a change in e-mail address, it is the applicant's responsibility to notify Alberta Immigration and Multiculturalism (insert email address).

Complete applications will be scored based on the following criteria:

- Demonstrated need for the project – 25 points
- Project summary – 35 points
- Ability to deliver – 15 points
- Risk identification and management – 10 points
- Budget and project costs – 15 points

## Expectations of Successful Applicants

Upon project approval, successful grant recipients agree to:

- provide a detailed implementation plan, and outcomes and measures plan prior to the execution of the grant agreement (templates to be provided)
- demonstrate sound financial and personnel management (refer to the sample grant agreement under Schedule C for specific financial and reporting requirements)
- submit complete, timely and accurate reports
- respond to further information requests regarding the project
- assist department staff with verification of agreement compliance (file audits, client follow-up)
- comply with the terms and conditions of the grant agreement

If the project will develop resources or materials, these should be sent to Alberta Labour and Immigration, and may be publicly posted.

**Note:** It is expected that all projects will result in a public report that contains the insights gained through the project activities and any information, resources and recommendations for others who may wish to repeat or build on the work done.

## Freedom of Information and Protection of Privacy Acknowledgement

The grant recipient must comply with the privacy requirements of the *Freedom of Information and Protection of Privacy (FOIP) Act* insofar as it applies to the recipient's operations and the personal information the recipient has access to, collects, or uses in providing the services under the agreement. The grant recipient is required to protect the confidentiality and privacy of personal information accessible to the recipient or collected under the agreement.

All documents submitted to IM become the property of the Government of Alberta and are subject to the disclosure provisions of FOIP. This act allows any person the right of access to records in the custody or under the control of the department subject to specific exceptions. To learn more about the application of the act to your proposal, visit: <http://www.servicealberta.ca/foip/resources/guidelines-and-practices.cfm>.

## Appendix A: Glossary

Term	Definition
<b>Alberta Advantage Immigration Program</b>	The Alberta Advantage Immigration Program is an economic immigration program operated by the Government of Alberta with the Government of Canada's department of Immigration, Refugees and Citizenship Canada. Individuals, together with their spouse/common-law partner and dependent children, who apply to the program and are successful, will receive a nomination certificate.
<b>Beneficiary</b>	Newcomer, employer, service provider or a community who/that gains an advantage as a result of program intervention. Each stream of the CFP has different beneficiaries; always refer to its specific section to learn about eligible beneficiaries.
<b>Childcare</b>	The ongoing care of children by a day-care centre, babysitter or other provider while parents are working.
<b>Childminding</b>	<p>This is a non-licensed babysitting service for newcomer parents who are enrolled and participating in training activities. Parents must be on-site with their children to qualify for childminding services. This service is only provided during daily class activities, excluding breaks and lunchtime. Parents are responsible to take care of their children during all daily breaks and at all times when off the premises.</p> <p>When participants are off-site for job placements or similar activities, service providers will not provide this service and should encourage parents to secure regular licensed care for children placed in childminding during class training.</p>
<b>Community</b>	Locations and/or groups comprised of people with similar characteristics or goals (e.g. shared sense of belonging).
<b>Community organization</b>	Community organizations are non-profit organizations that are created to support and revitalize communities or areas in which they are located (e.g. Economic Development Organization).
<b>Connect</b>	To make contact with a person, group, or service to gain information, access services or develop a relationship/network.
<b>In-kind Contributions</b>	Contributions of goods or services, other than cash, such as space, equipment or financial services.
<b>Implementation Plan</b>	Description and timeline of the steps that must be taken in order to achieve the proposed program's goals and objectives. It gives the reader an idea of how the program will unfold and it often illustrates the breakdown of smaller and more manageable goals.

<b>Integration</b>	A two-way process that involves commitment on the part of newcomers to engage in life in Canada as well as on the part of Canadians to welcome and give value to the rich cultural diversity that newcomers bring.
<b>Intersecting identity factors</b>	Identity factors refer to characteristics such as gender, age, culture, language, sexual orientation, education ability, geographic location, migration status, faith, ethnicity and socio-economic status. The overlapping of these characteristics contributes to one's experiences and influences the achievement of intended outcomes of an initiative.
<b>Measurement Plan</b>	A plan for measuring the outcomes of your project. The plan identifies what will be measured, how (survey, focus group, pre/post-test, etc.), when and by whom.
<b>Newcomers</b>	Individuals born outside of Canada destined for or living in Alberta, either temporarily or permanently; an individual self-identifies as a newcomer until he/she identifies as integrated.
<b>Outcome</b>	<p>An outcome is the impact or consequence from the products or services produced. It addresses the question: What has been achieved by the project?</p> <p><b>Immediate outcomes:</b> generally, changes in awareness, attitude, knowledge or skill that result from the products or services produced.</p> <p>Examples: Clients who complete the program will demonstrate increased confidence in job interviews or increased acceptance of mental health issues, etc.</p> <p><b>Intermediate outcomes:</b> changes in behaviour as a consequence of achieving one or more of the immediate outcomes.</p> <p>Examples: Clients have more successful job interviews or clients access mental health services when needed.</p>
<b>Outcome Measure</b>	<p>The per cent (%) change in the target population/group that “results” from the products and/or services delivered. Measurement tools include: administering a follow up procedure with each learner/client, administering a knowledge test to demonstrate improvement as a result of direct instruction, conducting a survey, or organizing a focus group.</p> <p><u>Good example:</u> The number and per cent (%) of learners who complete the program who increase their score by 10 or more points on pre-/post-questionnaire.</p> <p><u>Poor example:</u> the number of learners attending the program. This is not an outcome measure because we do not know what impact the program had on the learners. This would be an example of an “output” (total number of clients) rather than an outcome. (See Output and Output measure for clarity).</p>
<b>Output/Output Measures</b>	The number of products and services produced by the activities (deliverables).



	Examples include: number of materials or resources developed, number of clients served, number of workshops delivered, or number of community members who attended the workshops.
<b>Parking Fees</b>	Employer-paid permanent parking costs for employees during an employment, contract, or project. If an employee incurs parking fees due to attending stand-alone meetings required for the project, such expense can be claimed against travel costs indicated in the project's budget.
<b>Professions</b>	Regulated NOC 0, A & B occupations and trades. The ALIS website <a href="https://alis.alberta.ca/occinfo/certifications-in-alberta/">https://alis.alberta.ca/occinfo/certifications-in-alberta/</a> has examples.
<b>Service Provider</b>	Any person or organization in the public or private sector that provides services to newcomers including Immigrant Serving Organizations, ESL providers, employment services and mainstream service providers.
<b>Smaller Centres and Rural Areas</b>	All territory lying outside of the Calgary and Edmonton metropolitan areas.
<b>Surplus</b>	Surplus is the difference between the total expenses and the total revenue when the expenses are less than the revenue. Surplus funds are considered grant dollars and are restricted by the Settlement and Language Programs (SLP). If there are unused (surplus) funds that the recipient wishes to use for a different purpose from what was originally agreed upon, the recipient must submit a written request to the Minister before the end of the grant agreement term. Surplus grant funds cannot be put in a reserve fund or transferred between different programs.
<b>System Improvement</b>	A process by which new and improved strategies, products and/or services are researched, developed and piloted.
<b>Training</b>	Instructor-led educational experiences that focus on addressing participants' learning goals through relevant, structured curriculum. The content of each individual session should build on the content of each previous session to ensure learners make steady progress towards the learning goals of the course. Learners' progress is typically measured by instructors through assessing the extent to which learners meet the goals of the course.
<b>Ukrainian Evacuees</b>	Ukrainian evacuees are those who are CUAET visa holders.
<b>Welcoming</b>	Involves a continuum of activities (awareness, education) that create opportunities for the integration of newcomers.