

## Question & Answer

Are individuals looking to immigrate to Manitoba/Canada eligible to apply for the MSSS program?

No, individuals are not eligible to apply. Please see CFA Applicant Eligibility.

Is there a minimum or maximum amount of funding a project can apply for?

Consideration will only be given to candidates with a proposed budget of no more than \$450,000.00.

If two organizations are working together on a project, which organization should apply for funding?

Only one application per project will be accepted. Partner organizations, based on their respective roles in the project, should decide which organization will apply and be accountable for the project funding.

## Are the CFA documents available in French? Can we submit an application in French?

Yes, the CFA documents are available in English and French. Proposals submitted in any official language (French or English) will be accepted.

## Can I submit a hard copy application?

No, only the online application is accepted. Please follow the instructions in the CFA Guidelines to submit an online application.

## Can I fill the online application partially and come back to finish it at a later time?

The online application does not have the function to save a partially finished form and reopen it at a later time. It is strongly recommended that you draft your answers in a Word document and have all supporting documents ready before making an attempt to fill the online application.

## What should I do if there is not enough space to address the question in the text box provided?

Applicants are expected to concisely articulate their project needs, activities, outcomes etc. in the provided text box (limited to 250 words). You have the opportunity to provide one additional document (maximum 6 pages) with additional information through the online application if needed.

## How do I know if my online application was successfully submitted?

Applicants will receive a system-generated confirmation email that indicates the online submission was successful. Applicants should email [CFA\\_NCIS@gov.mb.ca](mailto:CFA_NCIS@gov.mb.ca) with the subject line “**CFA – ALERT**” if a confirmation email does not arrive within 24 hours of the submission.

## What do I do if I encounter technical issues with the online application?

We recommend that you reload the online application page or try it at a different time. If the problem persists, please email [CFA\\_NCIS@gov.mb.ca](mailto:CFA_NCIS@gov.mb.ca) with the subject line “**CFA – ALERT**” for assistance.

## Can I withdraw an application?

You may withdraw a submitted application at any time throughout the CFA process prior to the execution of the Agreement. To withdraw an application, a written notice of withdrawal must be sent to [CFA\\_NCIS@gov.mb.ca](mailto:CFA_NCIS@gov.mb.ca) with the subject line “**Withdrawing Submitted Application**”.

## Will short-term (5–6 week) wage subsidies or any other financial assistance to clients be considered eligible expenses?

No, only salaries and wages, direct program delivery, overhead and some capital costs will be considered as eligible expenses as defined by the CFA Guidelines. The purpose of the NCIS is to fund settlement and integration services that align with the objectives and outcomes outlined in the CFA Guidelines. Providing financial assistance to clients is beyond the scope of this funding program.

## Who can I contact if I have a question about the CFA?

If you have any questions regarding the CFA, please email [CFA\\_NCIS@gov.mb.ca](mailto:CFA_NCIS@gov.mb.ca). Please ensure you have thoroughly read the Guidelines and the Question & Answer Guide before submitting your question.

In order to ensure your email is properly directed, it is essential to use the relevant SUBJECT line in your email provided below.

- To submit a QUESTION(S) regarding the CFA  
Subject: **CFA - QUESTION**
- To alert Labour and Immigration of a FUNCTIONALITY ISSUE regarding the online Forms

Subject: CFA - ALERT

## Can an organization that does not yet have two (2) years of experience apply?

No. Applicants must have a minimum of two (2) years experience providing direct or indirect services to newcomers in Manitoba to be considered.

## Can an organization submit more than one application?

Yes, applicants may choose to submit separate applications for two or more projects or combine them as one application. Applicants are advised to choose whichever method best demonstrates how each proposed project meets CFA criteria and delivers the intended output/outcomes. If one application includes two or more distinct services/programs, please highlight the different outcomes, measurements, needs etc.

## If an organization has several employee positions, will separate applications have to be submitted for each?

No. The application proposal is based on the project or service the organization is offering, not on the employee positions.

## Are partnerships eligible to apply for the MSSS Program?

Yes. One organization must serve as the principal applicant, holding the primary responsibility and accountability for the project. Partnership agreements then need to be made for each partner of the project. See the CFA Guidelines for more details.

## Are applicants required to partner with other organizations?

No, applicants are not required to partner with other organizations to successfully be considered for funding. Solo applications will not be disadvantaged in terms of their assessment score.

## Are organizations who provide settlement services to international students eligible to apply for the MSSS program?

Yes. Organizations who provide settlement services for eligible clients are able to apply for the MSSS program. Under the CFA guidelines, Temporary residents holding a valid study permit (such as international students) are eligible clients. Applicants who wish to serve this client-type are considered eligible, provided they meet the applicant eligibility criteria. However, applicants must demonstrate that the service they intend to provide is not a duplication of currently existing services within post-secondary institutions and/or other existing service providers.

## Are organizations providing pre-arrival services to clients eligible for funding?

No. Pre-arrival services are beyond the scope of this CFA.

## Are services delivered in-person and/or virtually considered eligible?

In general, yes; both in-person and virtual services are considered eligible for the MSSS program. However, it must be demonstrated in the application how the chosen service delivery options meet the demand or needs of clients, and are the most effective methods of service delivery.

Do charity organizations meet the definition of “Not-for-profit”?

Yes, charities are not-for-profit organizations.

Are applicants who are in the process of registering to be considered a non-profit organization still eligible for the MSSS program considering they are not yet able to provide certain required financial statements?

No, an organization in this case would not meet eligibility requirements.

Are public organizations still required to submit publicly available documents such as financial statements?

Yes, all organizations are required to submit the mandatory forms, including financial statements. Organizations may choose to provide a link to their published annual reports if they are available online, instead of submitting the entire report as an attachment.

Is any special consideration given to applicants who have previously successfully received funding?

All applications received under this CFA will be assessed based on the same set of criteria.

To avoid potential duplication of services, is there an available list of current support services or of identified gaps in service?

No. It is the responsibility of the applicant to research and identify gaps in service and the needs of newcomers, and to highlight relevant data, research, or feedback to support the proposed project in their application.

Please provide more detailed information on reporting schedules and obligations (frequency, type of information, specific reporting templates, etc.)

Projects funded under the MSSS are required to report progress on outputs and outcomes as per the terms of their Contribution Agreements. In general, narrative reports, output and outcome reports, and financial reports are required. Further specifics on reporting will be discussed between successful applicants and their corresponding program coordinators during the negotiation period of their Contribution Agreements.

Will the Government of Manitoba consider an extension to the submission date?

No, there will be no extension to the submission date for applications under the CFA 2025-26.

Is there a possibility for the duration of projects funded under the CFA to be extended beyond the 2025-26 period?

No. The duration of Contribution Agreements will remain in accordance with the time period in the CFA Guidelines – i.e. April 1<sup>st</sup>, 2025, to March 31<sup>st</sup>, 2026.

In the event that an agreement is not signed by April 1<sup>st</sup>, is there an opportunity to extend the program beyond March 31<sup>st</sup>, 2026?

No. Contribution Agreements will last only for the time period in specified in the CFA – i.e. April 1, 2025, to March 31<sup>st</sup>, 2026.

The CFA reads 2025-26. If an organization misses the deadline to apply for the 2025-26 period, will there be other opportunities in the future?

Yes. The CFA will be held annually unless the Department is directed by the Government to terminate this funding program.

If a program were more popular than anticipated, would there be an opportunity to increase funding or are funding amounts fixed for the year?

No. Funding amounts are set at the time the Contribution Agreement is signed and cannot be increased during the year.

Are costs associated with the process of obtaining work permits for employees of an SPO considered eligible for funding?

No, these costs are not eligible.



## Are costs associated with compensating staff members for part-time, per-hour-bases work considered eligible for funding?

This question must be answered on a case-by-case basis. However, salaries and reasonable MERCs/benefits for staff working directly on a project are generally considered eligible.

## Are staff training/professional development fees considered eligible expenses (e.g. fees associated with obtaining an Immigration Consultant license)?

Generally reasonable budgets may be allocated to the professional development of staff, provided that the training is relevant to their position and duties. However, licensure costs are ***not*** considered eligible expenses.

## Is there a maximum percentage of a program director's salary that will be considered as an eligible expense?

No, there is no set maximum percentage. However, staff members should be appropriately reimbursed according to the relevance of their direct contribution to the project/service.

## Are transportation costs considered eligible for funding (e.g. gasoline, vehicle repairs and maintenance)?

This question must be answered on a case-by-case basis. However, travel costs are generally considered eligible when justified (i.e. mileage for staff to deliver services in a remote location). Vehicle repairs and maintenance would not be considered eligible.

## Are office equipment costs associated with work-from-home settings considered eligible for funding?

Generally, the guidelines do not discriminate against organizations with established Work-From-Home policies as long as they do not negatively impact service delivery. However, costs associated with home office workspaces are not considered eligible.

## Is funding available only for language programming that leads directly to employment, or would language programming facilitating client access to employment focused education (e.g. post-secondary) also be considered?

Funding is only available to programming that leads directly to employment related outcomes, whether immediately or in the short term.

## Will language training in both official languages be funded?

Language training programs that focus on employment related outcomes in both official languages will be considered under this CFA.

## Will language programs that have specific employment outcomes be prioritized over general language training?

Language training programs with specific employment outcomes will be prioritized over general language training programs, seeing as language training services are set out under the Employment Related services category in the CFA with the intention that they provide a specific employment related outcome.

## With respect to proposals for language training classes, will Stage 2 (equivalent to CLB 5-8, intermediate) be prioritized, or will funding also be available to Stage 1 (equivalent to CLB 1-4, beginner/high beginner)?

Language training falls under Employment Related Services in the CFA Guidelines. Applicants proposing language training programs should focus on the employment factor (connection with employment, employment outcomes, etc.) rather than the CLB level.

For projects relating to language training, it states that it must be shown how outcomes support employment. Are organizations expected to collect data on the number of clients who found employment because of language training, or on the client's perception of how language training has supported their settlement?

Generally, all applications are required to present their plan to collect and report data on outcome indicators that demonstrate progress to the highlighted outcomes for this CFA (see the logic model found in the CFA guidelines).

Building beyond the minimum requirements (e.g. triangulating data points, more than one outcome indicator per outcome, etc.) will lead to better programming, a better understanding of gaps, needs, demands, and trends, as well as a stronger application.