

MSSS CFA Frequently Asked Questions

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 later. It is strongly recommended that you draft your answers in a Word document and have all supporting documents ready before trying 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 can 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 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 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 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. 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 can 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 1st, 2025, to March 31st, 2026.

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

No. Contribution Agreements will last only for the period specified in the CFA – i.e. April 1, 2025, to March 31st, 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 otherwise directed by the department. Any changes to the funding program will be publicly announced on our website.

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 professional development budgets may be allocated to enhance the competency or knowledge of staff who are qualified for their roles, provided that the training is relevant to their positions 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. Positions must be directly related to managing and/or delivering project activities. If a position is funded by more than one funder, indicate the percentage allocated to the proposed project and who the other funders are.

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 available only for 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?

General language training programs are not an eligible service under this CFA. Only employment-related language training projects.

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 factors (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.

What should a first-time applicant consider when applying?

Review the CFA Guidelines Thoroughly - The CFA guidelines are designed to provide all the information you need to prepare a successful application. Pay close attention to:

- Eligibility requirements to ensure your organization and proposed project qualify.
- The logic model on page 11, which outlines service categories and immediate outcomes expected for newcomers to Manitoba. Ensure your project aligns with these outcomes.
- After reviewing the guidelines, determine if this funding opportunity is the best fit for your project. This is just one of several funding options available both within the provincial government and externally.

Prepare a Competitive Budget - Take the time to create a clear and competitive budget for your project. Engaging with colleagues in your sector or seeking advice from umbrella organizations like the Manitoba Association of Newcomer Serving Organizations (MANSO) can be helpful.

Seek Guidance and Ask Questions - Don't hesitate to reach out for assistance. Whether through email or other available channels, the team is available to provide general guidance and support throughout the application process. However, as this is a competitive process, please note that we are unable to address questions specific to individual proposals or scenarios.

How can settlement workers assist newcomers in their immigration paperwork?

Government-funded agencies are not permitted to assist individuals with immigration applications or provide immigration advice, as settlement workers are not immigration professionals and are not authorized to provide immigration advice.

Newcomers seeking immigration advice should consult licensed legal professionals or other qualified resources. Immigration policies change frequently, and unqualified advice could result in profound consequences for individuals' cases.

Is settlement/integration or employment the desired outcome for this grant, or both?

This funding supports projects outcomes related to settlement, integration, and employment. These categories are not mutually exclusive, and applications can focus on one, several, or all of them, depending on the organization's expertise and capacity. For example, an organization may deliver a focused program, such as employment skills training or an organization may deliver multiple services that fall under a number of categories like orientation, employment, and community connections.

Proposals should clearly demonstrate how project activities align with one or more service categories and specify the associated outcomes, as outlined in the CFA guidelines and logic model.

Is MSSS funding considered a grant?

No, MSSS funding is not considered a grant. Funding to successful organizations is provided through a **contribution agreement**, which is a formal agreement outlining specific conditions, performance metrics, and reporting requirements. Unlike grants, which are typically financial awards with fewer reporting obligations, contribution agreements require strict adherence to terms, enhanced accountability, and may include provisions for repayment or termination of funding if the conditions are not met.

"What are some broad-based outcomes that this fund is seeking to achieve?"

The broad-based outcomes this fund seeks to achieve are outlined in the logic model included in the CFA Guidelines. Applicants are encouraged to review the immediate and intermediate outcomes in the logic model, which provide insight into the broader goals of the MSSS call for applications.

Is the government looking to maintain current funding levels across programs and agencies or is there room for increased budgets?

The department is not able to confirm available funding for next fiscal year at this moment. The Call for Applications aims to identify and select eligible projects for funding, with final approval of funding allocations contingent on the confirmation of the departmental budget for the next fiscal year.

Is employable skills training an eligible expense or are English classes the only educational program which is eligible?

Yes, employable skills training is an eligible expense under MSSS. The CFA Guidelines include a section on employment-related services, which allows applicants to propose programs strictly focused on employable skills training.

These categories are not mutually exclusive. Applicants are strongly encouraged to consult the CFA Guidelines for further details on eligible expenses and service categories.

Are faith base charity organizations eligible?

Any organization that meets the requirements outlined in the **eligible applicant section** of the CFA Guidelines is eligible to apply. Applicants are encouraged to carefully review the CFA Guidelines to ensure their organization aligns with the specified eligibility criteria.

Will website development to support newcomer resources be considered an eligible cost?

Website development to support newcomer resources may be considered an eligible cost but is unlikely to be viable as a stand-alone service. Organizations are encouraged to develop partnerships and integrate website development into a larger proposed project that directly aligns with the service categories and intended outcomes outlined in the logic model. Applicants should ensure that website development serves as a supporting activity to enhance the delivery of eligible services. Clear alignment with the project's objectives and intended outcomes is essential for this expense to be considered eligible.

As many organizations are dependent on IRCC funding in tangent with provincial funding, and this year there is uncertainty as to what funding will become available from IRCC for the next 5-year plan, should we be asking for funding as if you are single funder? e.g. rent etc.

Because we may not have received confirmation of IRCC funding to continue existing programming by the time of application, can we assume continuous programming for the purposes of this CFP?

What if our organization is applying (or planning to apply) to other sources of funding for a project but there is no confirmation of funding yet as the application period closes after MSSS?

Response to all above questions:

Organizations are encouraged to explore various funding sources to support their organizational goals. Planning and managing organizational finances are the sole responsibility of the organization. Our department is unable to provide advice on how organizations should address funding uncertainties. Organizations are expected to assess the risks associated with their funding sources and develop risk management strategies tailored to their unique budgetary and operational circumstances.

Applicants should build their proposals on sound assumptions and assess the risks associated with those decisions. Consider how the proposed budget aligns with program delivery needs and the intended outcomes of the CFA.

If your organization is applying or planning to apply for other funding sources whose confirmation is pending, this can be noted in your proposal. However, the focus should remain on ensuring that the proposal submitted to MSSS is viable and aligns with the CFA requirements independently of other funding decisions.

I understand the need for the firm deadline, but at the same time many of us are also going into negotiations with IRCC. If these conflicts could we negotiate our program officer about an extension?

The application deadline is firm and has been set to ensure that funding decisions are made in time for program commencement on April 1.

If a successful program was being provided but is going to be discontinued before the start of this program, is it eligible?

If a previously successful program is being discontinued before the start of this funding cycle, its eligibility for this Call for Applications would depend on how the proposed continuation of services aligns with the objectives and eligible service categories outlined in the CFA guidelines.

Applicants should clearly demonstrate how their proposed project addresses the intended outcomes of this funding opportunity, regardless of whether it is a continuation of a previously funded initiative or a new program.

Is the Partnerships Statement same as Letter of Support/ Endorsement Letter form project's potential partners, or is it different?

The Partnership Statement and Letters of Support/Endorsement Letters serve different purposes:

- **Partnership Statement:** This is required if your project involves a formal partnership with another organization to deliver services. For example, if you are partnering with another organization to jointly deliver a program, a Partnership Statement confirms the collaboration and roles of each partner in delivering the project. Refer to page 17 of the guidelines for detailed information on what to include in a Partnership Statement. This document is mandatory if the project involves a partnership.

- **Letters of Support/Endorsement Letters:** These are optional and can be included for any project, whether or not it involves a formal partnership. These letters demonstrate support from other organizations or stakeholders who may benefit from or contribute indirectly to the project. They also help show that the applicant is part of a broader network of service providers, even if the relationship is not directly tied to the project's delivery.

In summary, a Partnership Statement is mandatory for projects involving a formal partnership, while Letters of Support are optional but recommended for all projects to showcase broader community or stakeholder backing.

Do we need to provide proof of funding for EVERY funder supporting an organization?

Proof of funding is required for all funders **directly supporting the project** proposed in an application. For example, if a funder is contributing to staff salaries, rent, or other project-specific expenses, documentation confirming that funding must be included.

While it is not mandatory to provide proof of every funder supporting the organization, including additional information about other sources of funding can strengthen an application and provide a clearer picture of its financial structure.

Applicants are encouraged to fill out the budget form as completely as possible and to carefully review the budget assessment requirements in the guidelines.

The CFA guideline language seems vague whether applicants need to be currently funded or in a CA to apply. We are entirely privately funded and don't receive any funding outside our private donors. Are we eligible or to apply for MSSS and, if so, what would be required for proof of funding?

Any organization that meets the requirements outlined in the **eligible applicant section** of the CFA Guidelines is eligible to apply. Applicants are encouraged to carefully review the CFA Guidelines to ensure their organization aligns with the specified eligibility criteria and for more information on the mandatory documents required.

How about convention refugee - PR, are they part of the scope?

Convention refugees:

Convention refugees and protected persons may hold different immigration statuses at various stages of the refugee claim process, which impacts their eligibility for federal/provincial settlement services. A Convention refugee holding a work or study permit is eligible for MSSS-

funded services, as MSSS eligibility is solely based on the individual's immigration status. Once the Convention refugee receives their Confirmation of Permanent Residence, they transition to IRCC-funded settlement services and are no longer eligible for MSSS funded services as their immigration status changes from temporary to permanent resident. Individuals receive appropriate services based on their immigration status, supporting a smooth transition from provincial to federal assistance as they progress through the immigration process. MSSS funded projects are expected to verify client residency/immigration status at regular intervals for the duration of service provision to note changes that may impact clients' eligibility.

Refugee Claimants:

- Refugee claimants, individuals who are in the process of seeking asylum and have not yet completed the refugee process or received a decision, are eligible for MSSS services.
- Refugee claimants who possess a work permit are eligible for **employment-related services**, as they are legally permitted to work in Canada.
- Refugee claimants without a work permit are not eligible for employment-related services but may access other MSSS services as applicable.

The **CFA Guidelines** provide detailed definitions in the appendices to assist applicants in determining eligibility based on immigration status. If further clarification is needed, please refer to those guidelines or reach out to the MSSS program team.

Is the expansion of a current project eligible OR does it have to be an entirely new project?

Both the expansion of a current project and the introduction of an entirely new project are eligible under the Call for Applications (CFA).

Regardless of whether it is a continuation/expansion or a new initiative, the key assessment criteria will focus on the demand, rationale, and alignment with the objectives of the MSSS program.

You mentioned that children (who were born and grew up outside Canada) of citizens are part of the scope? How about the children of PR (been pr 2 or 4 years), where these children were just recently sponsored, and just recently entered Canada?

Children of permanent residents who have recently been sponsored and recently entered Canada are generally not eligible for MSSS services. These individuals, particularly **dependent children as defined by IRCC**, typically fall under the scope of services funded by IRCC.

We recommend checking [IRCC's eligibility criteria for dependent children](#) to confirm whether they are eligible for IRCC-funded services. For further clarification, applicants may consult IRCC directly to ensure accurate guidance for their specific cases.

Would CUAET visa holders be eligible while still eligible for IRCC language classes (until the end of June)?

CUAET visa holders are typically classified as **temporary residents**, often arriving in Canada with work or study permits. As such, CUAET visa holders that are temporary residents with a valid work or study permit are eligible for MSSS services.

Eligibility under MSSS and IRCC is determined independently. Temporary residents with valid work or study permits can access MSSS services regardless of their concurrent eligibility for specific IRCC programs.