



PATHWAYS TO
PROSPERITY
Promoting Welcoming Communities in Canada



Alberta Settlement Outcomes Survey

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Scope and Objectives of the Survey

- Broad Scope
- Limited Data Available in Alberta on Settlement Services and Outcomes
- Goal: To increase the effectiveness and utilization of services
 - Settlement needs of immigrants
 - Gaps in services
 - Improving current services and modes of delivery
 - Designing new resources and services
 - New pre-arrival services and information
 - Effective marketing initiatives for recruiting new immigrants and informing them of the services available to them

Key Features of Methodology

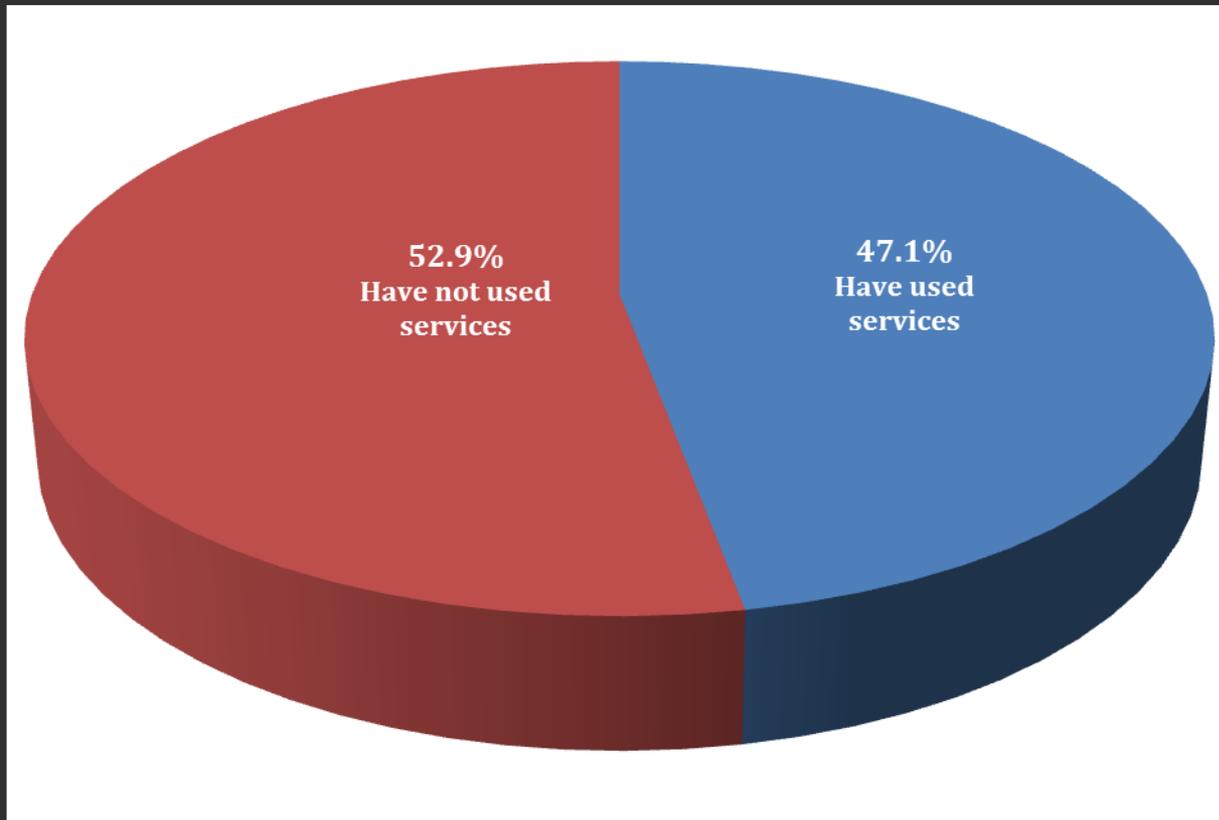
- Survey administered using computer-assisted telephone interviewing (CATI)
- 1006 immigrants in Alberta: 18 years of age and over, living in province 3-60 months
- Sample size provided a margin of error of +/- 3% and a confidence level of 95%
- Potential participants identified and contacted using data file provided by CIC of all landings between January 2007 and December 2011 who indicated that they intended to reside in Alberta
- Random sampling design

- Final survey was professionally edited to CLB5
- Survey was administered in English, Spanish, Mandarin, and Punjabi
- Blocks:
 - Experiences with settlement services in Alberta
 - Information needs and access
 - Economic integration and outcomes
 - Social integration and outcomes
 - Attachment to Alberta and to Canada
 - Well-being and life satisfaction
 - Demographic variables
- Average of 34.5 minutes to complete, 36.4% response rate for eligible individuals

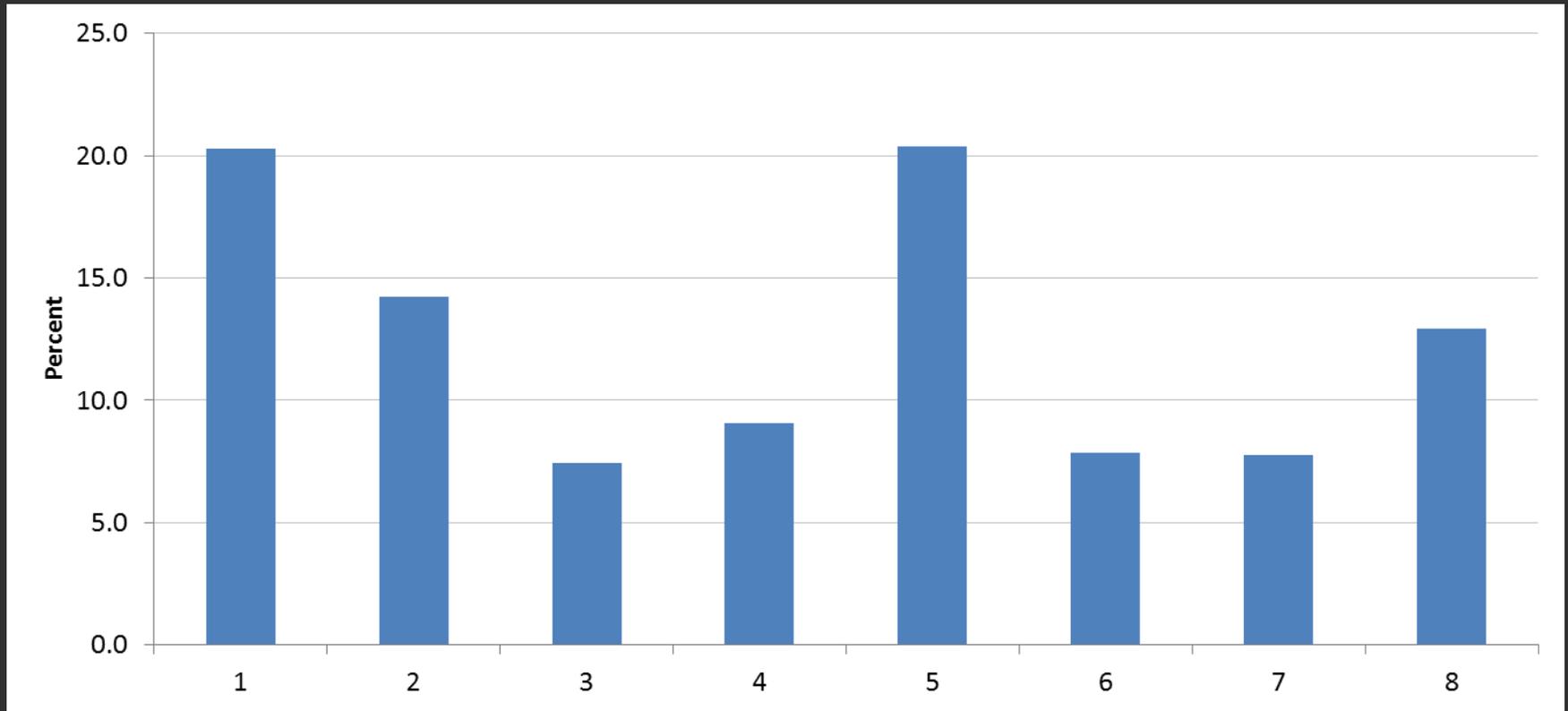
**Experiences with
Settlement Services and
Use of Settlement
Information**

Experiences with Settlement Services

Percentage of Respondents Who Have Used Immigrant Services Since their Arrival in Alberta



Percentage of Respondents Who Have Used Each Type of Service



1 - Employment Services

**2 - Information about Living in Alberta
and Referrals**

3 - Interpretation and Translation

4 - Supportive Counseling

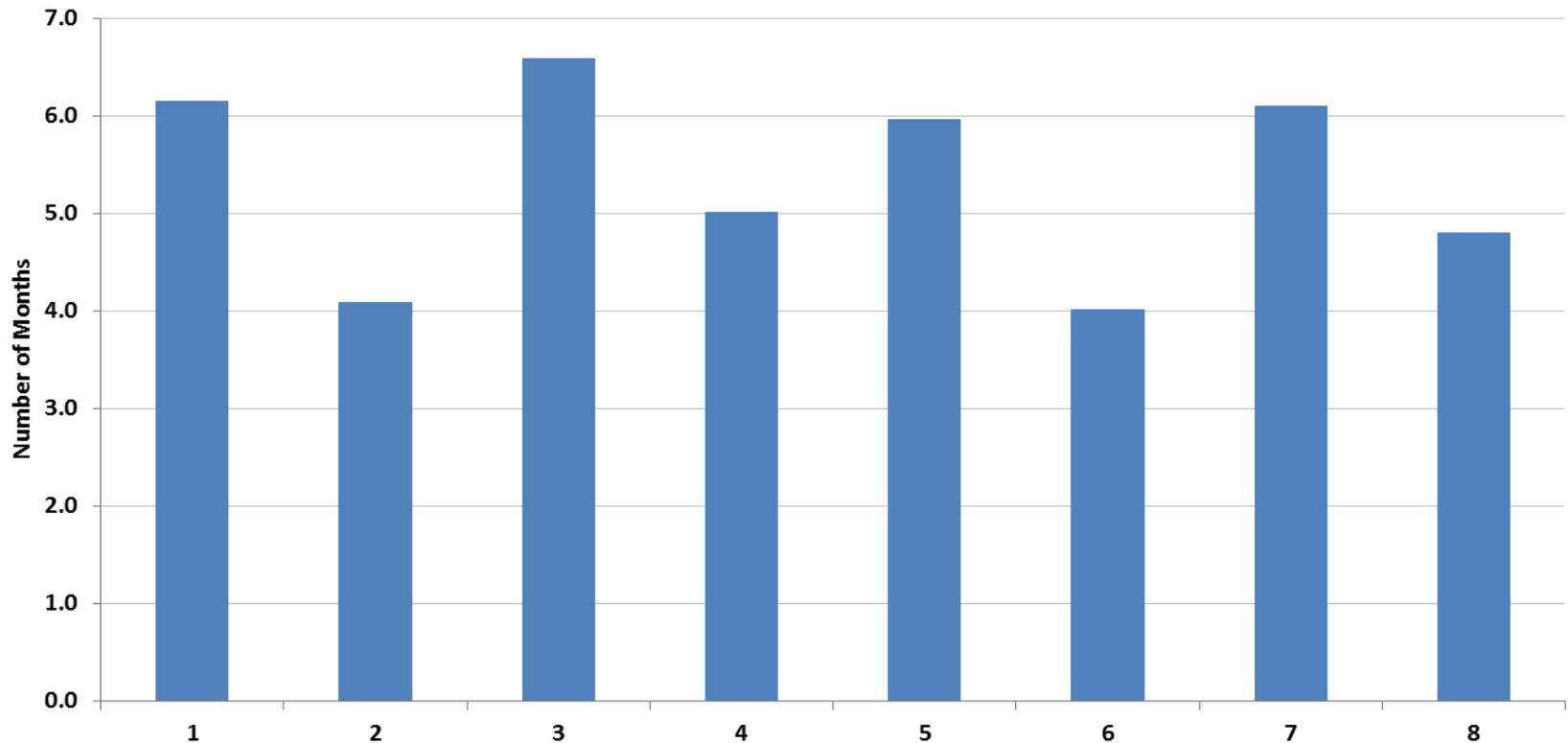
**5 - English Language Assessment and
Instruction**

6 - Community Connections

7 - Family Assistance

8 - Health and Wellness

Mean Number of Months in Alberta Before Commencing Use of Each Type of Service



1 - Employment Services

2 - Information about Living in Alberta and Referrals

3 - Interpretation and Translation

4 - Supportive Counseling

5 - English Language Assessment and Instruction

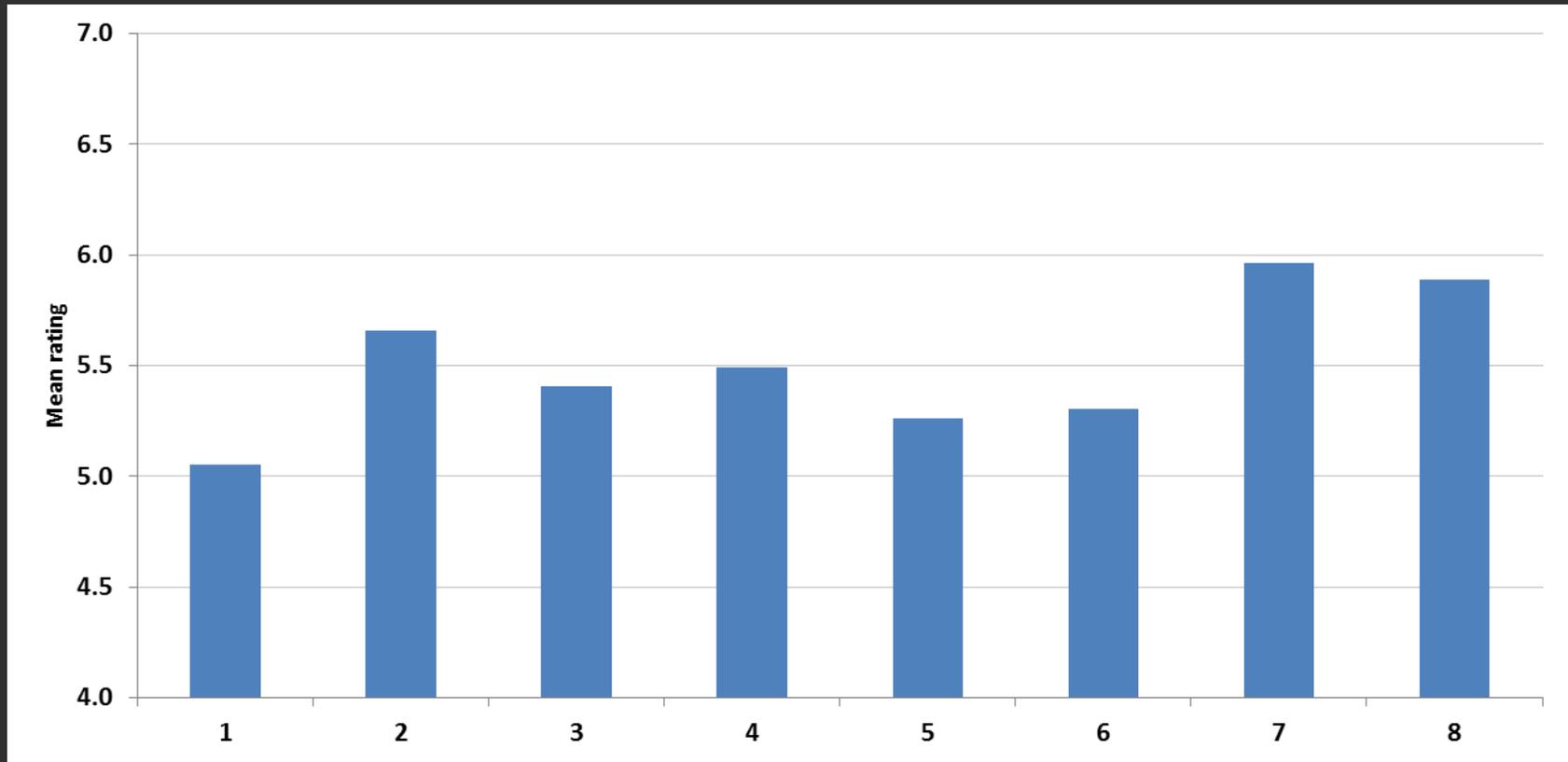
6 - Community Connections

7 - Family Assistance

8 - Health and Wellness

Perceptions of Services

Mean Effectiveness for Each Type of Service



1 - Employment Services

**2 - Information about living in Alberta
and Referrals for assistance**

3 - Interpretation and Translation

4 - Supportive Counseling

**5 - English Language Assessment and
Instruction**

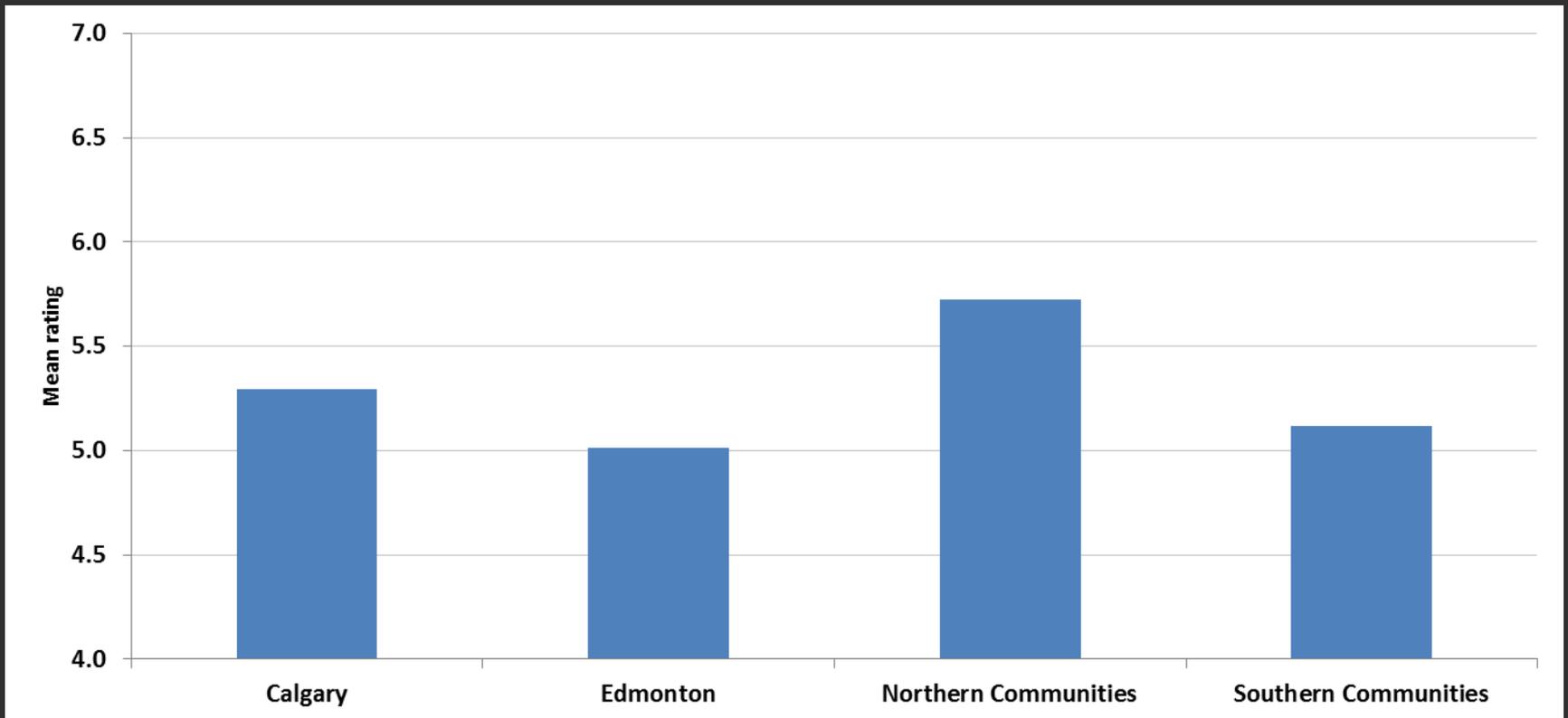
6 - Community Connections

7 - Family Assistance

8 - Health and Wellness

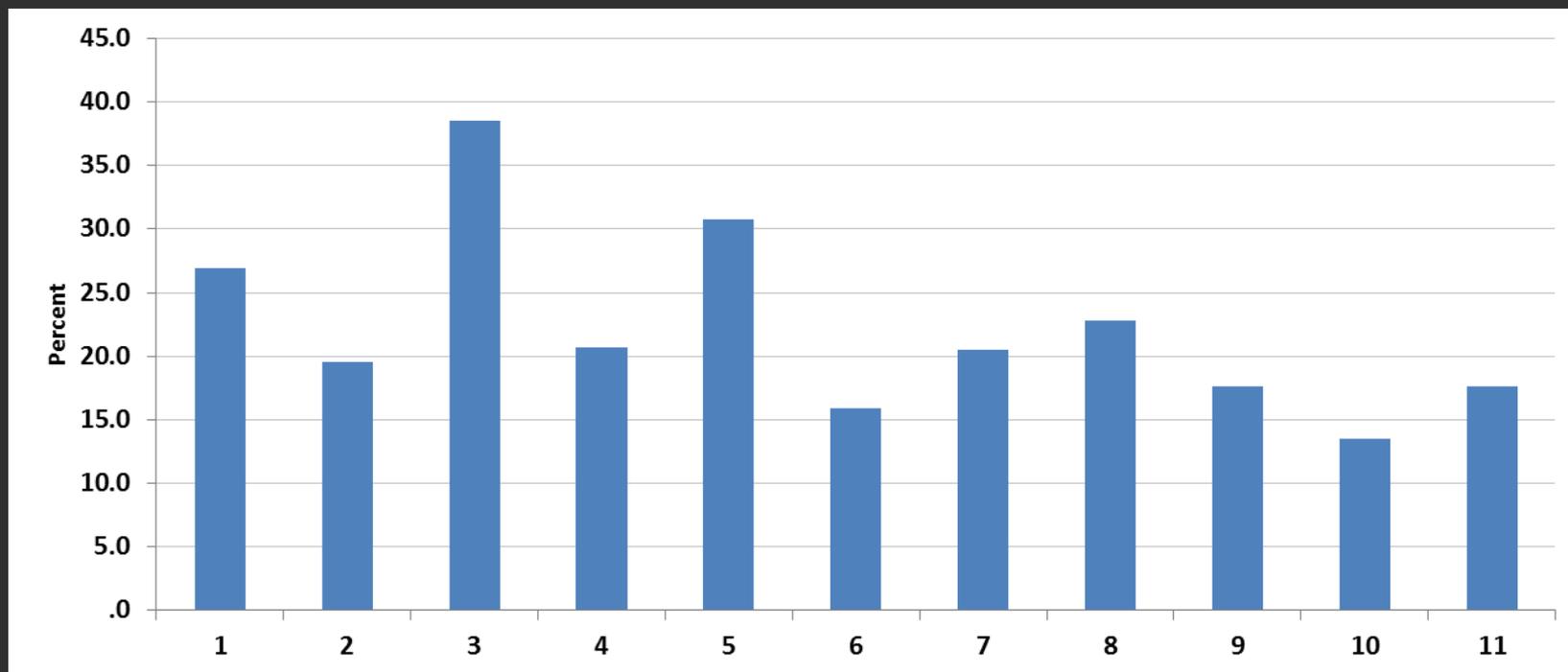
Geographic Location

Mean Overall Helpfulness of Services by Geographic Location



Types of Difficulties Experienced

Percentage of Service Users Who have Experienced Specific Difficulties in Obtaining Help to Settle in Alberta



1 - Lack of information or awareness of services

2 - Lack of services in local community

3 - Confusion about who to go to in order to get help

4 - Not being eligible for services needed

5 - Language difficulties

6 - Lack of childcare

7 - Transportation

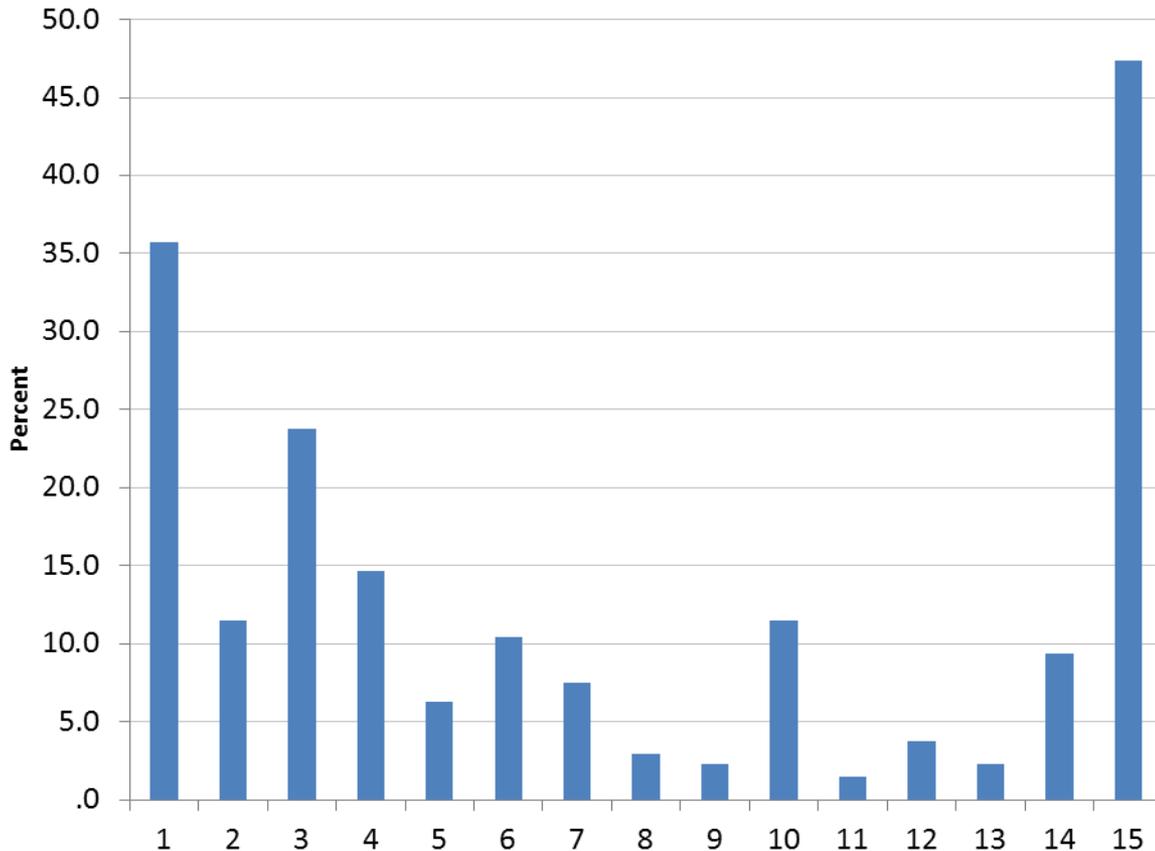
8 - Financial

9 - Discrimination due to immigrant status

10 - Discrimination due to race, culture or religious background

11 - Hours/time of day when services are usually offered

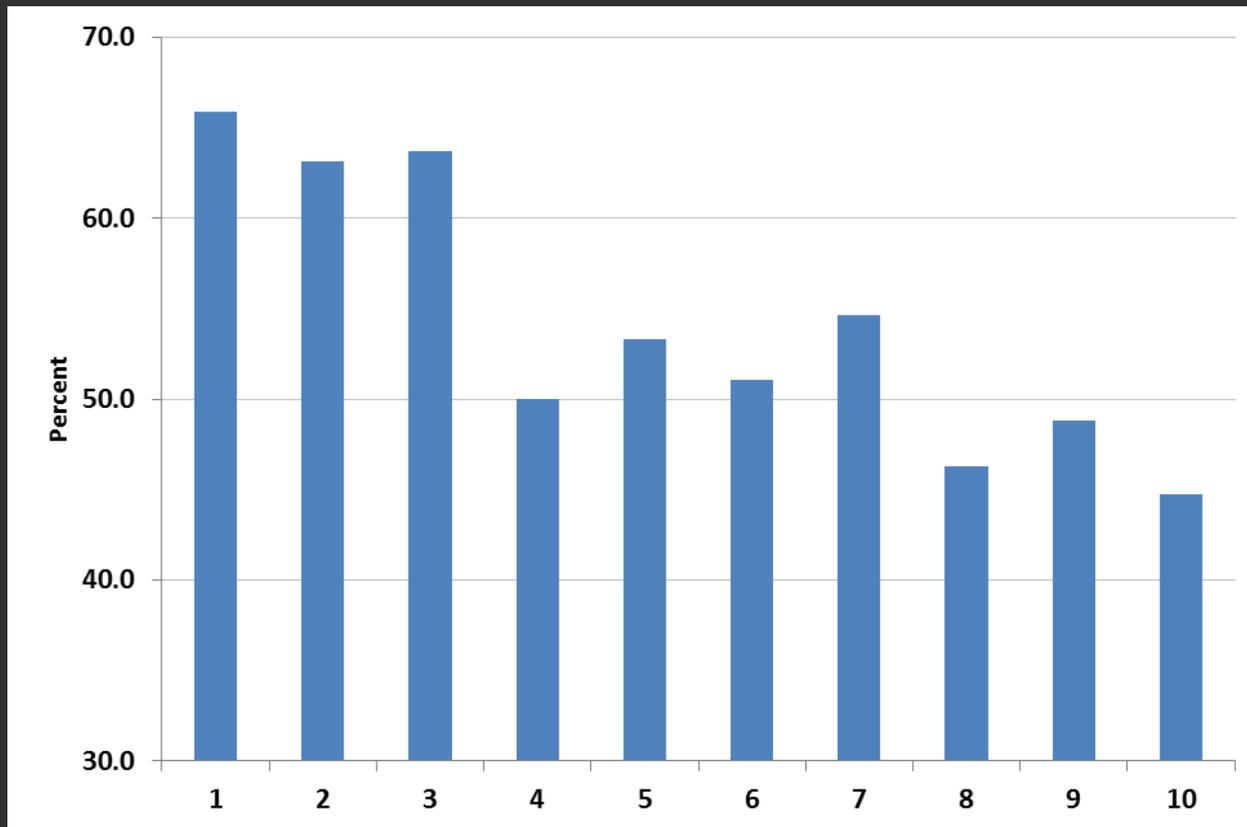
Percentage of Non-Users Who Report Different Reasons for Not Using Services in Alberta



- 1 - Lack of information or awareness of services**
- 2 - Lack of services in local community**
- 3 - Confusion about who to go to in order to get help**
- 4 - Language difficulties**
- 5 - Lack of childcare**
- 6 - Transportation difficulties**
- 7 - Financial difficulties**
- 8 - Discrimination due to immigrant status**
- 9 - Discrimination due to race, culture, or religious background**
- 10 - Hours/time of day when services are usually offered**
- 11 - Used services in another province before coming to Alberta**
- 12 - Used pre-arrival services in another country before coming to Canada**
- 13 - Not being eligible to receive services needed**
- 14 - Do not think services being offered are useful**
- 15 - Do not need help to settle in Alberta**

Types of Services That Would Be Helpful to Receive Prior to Arrival in Canada

Percentage of Respondents



- 1 - Assessment of international education and experience**
- 2 - Skills training to help obtain appropriate employment in Canada**
- 3 - Connections with possible employers**
- 4 - Connections with professional associations for licensing**
- 5 - Orientation to the Canadian economy**
- 6 - Language assessment and training**
- 7 - Orientation to Canadian culture and way of life**
- 8 - Help with developing an action plan for pre-departure and for arriving in Canada**
- 9 - Help with obtaining housing**
- 10 - Translation of key documents needed in Canada**

Types of Information That Would Be Helpful to Receive Prior to and Upon Arrival in Canada

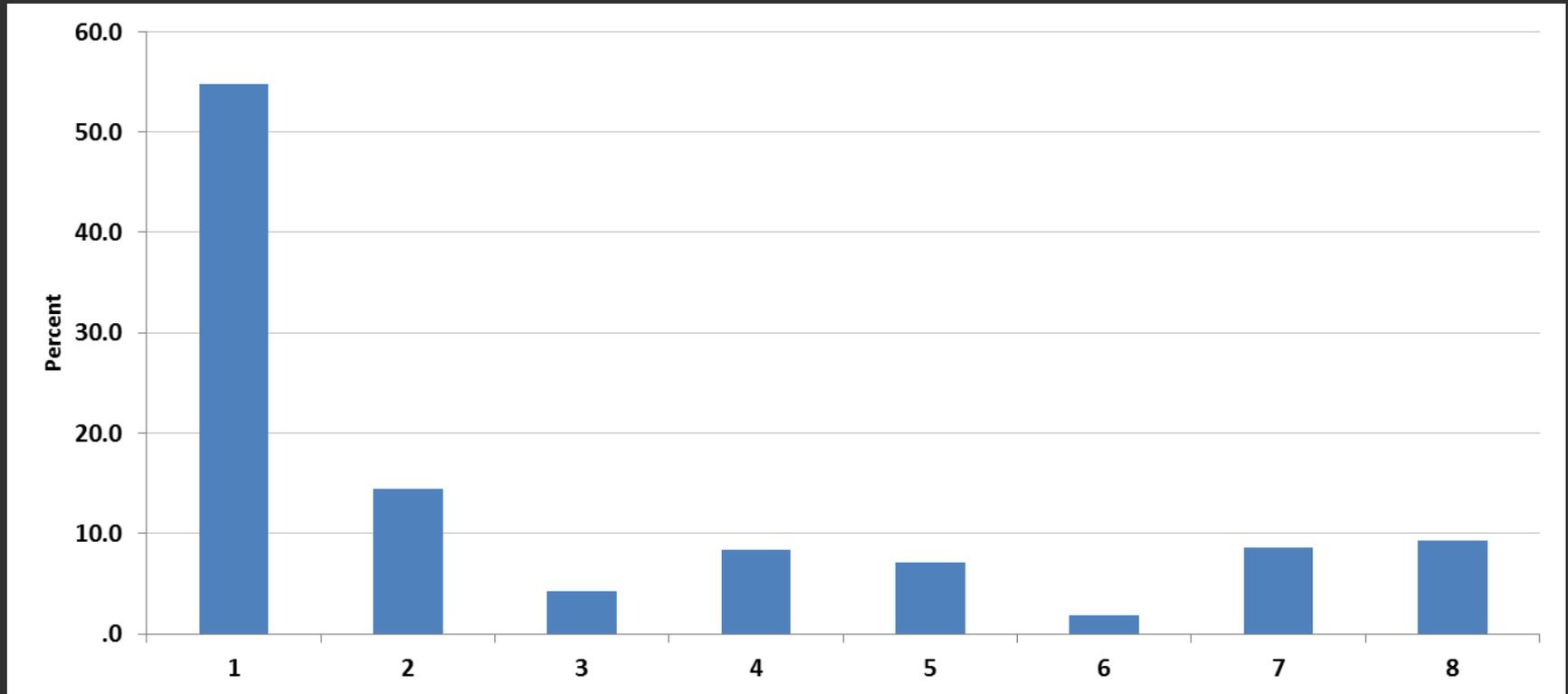
Percentage of Respondents

	Yes, before arrival	Yes, after arrival	Yes, both	No
Important documents needed	29.1	16.9	41.7	12.3
Important things to do	30.7	16.9	42.8	9.5
Where to obtain settlement information	28.6	20.3	39.5	11.6
Housing in Alberta	25.0	30.2	27.4	17.4
Health care in Alberta	21.5	37.7	30.1	10.7
Getting a job in Alberta	26.3	30.9	29.9	12.9
Setting up a business in Alberta	9.3	27.8	16.8	46.0
Education in Alberta	21.3	32.7	28.9	17.1
Money and financial issues in Alberta	20.7	31.0	30.3	17.9
Language classes or programs in Alberta	15.9	31.7	24.2	28.1
Transportation in Alberta	15.3	43.3	22.6	18.8
Canadian laws and justice	18.4	35.9	28.0	17.7

Economic Integration and Outcomes

Employment Status

Percentage of Respondents



1 - Employed full-time (30 hrs a week or more)
2 - Employed part-time (less than 30 hrs a week)
3 - Self-employed or own your own business
4 - Unemployed, looking for work

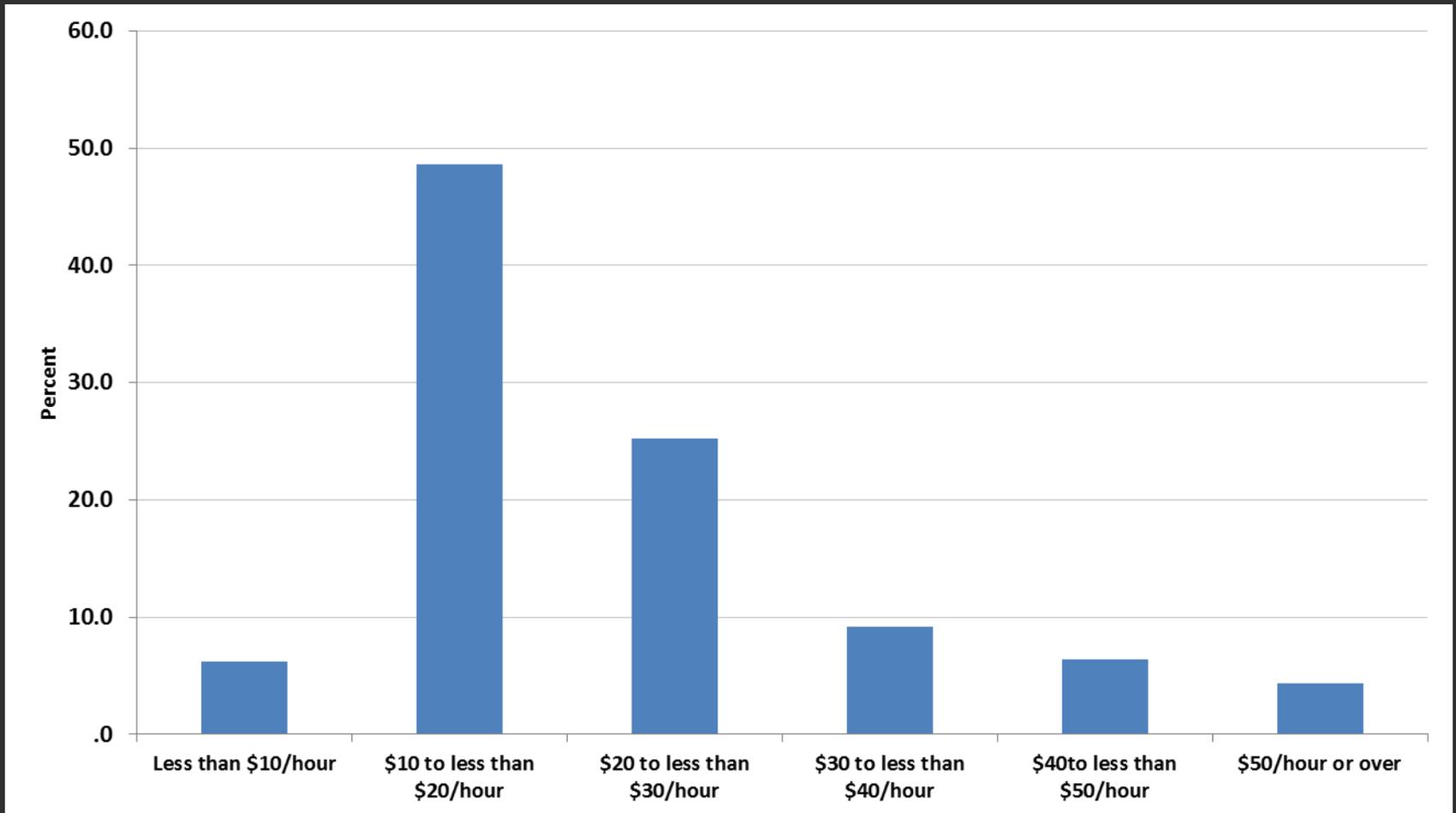
5 - Unemployed, not looking for work
6 - Retired
7 - Student
8 - Homemaker

Characteristics of Employment

Percentage of Employed Respondents Working in Each Job Skill Type

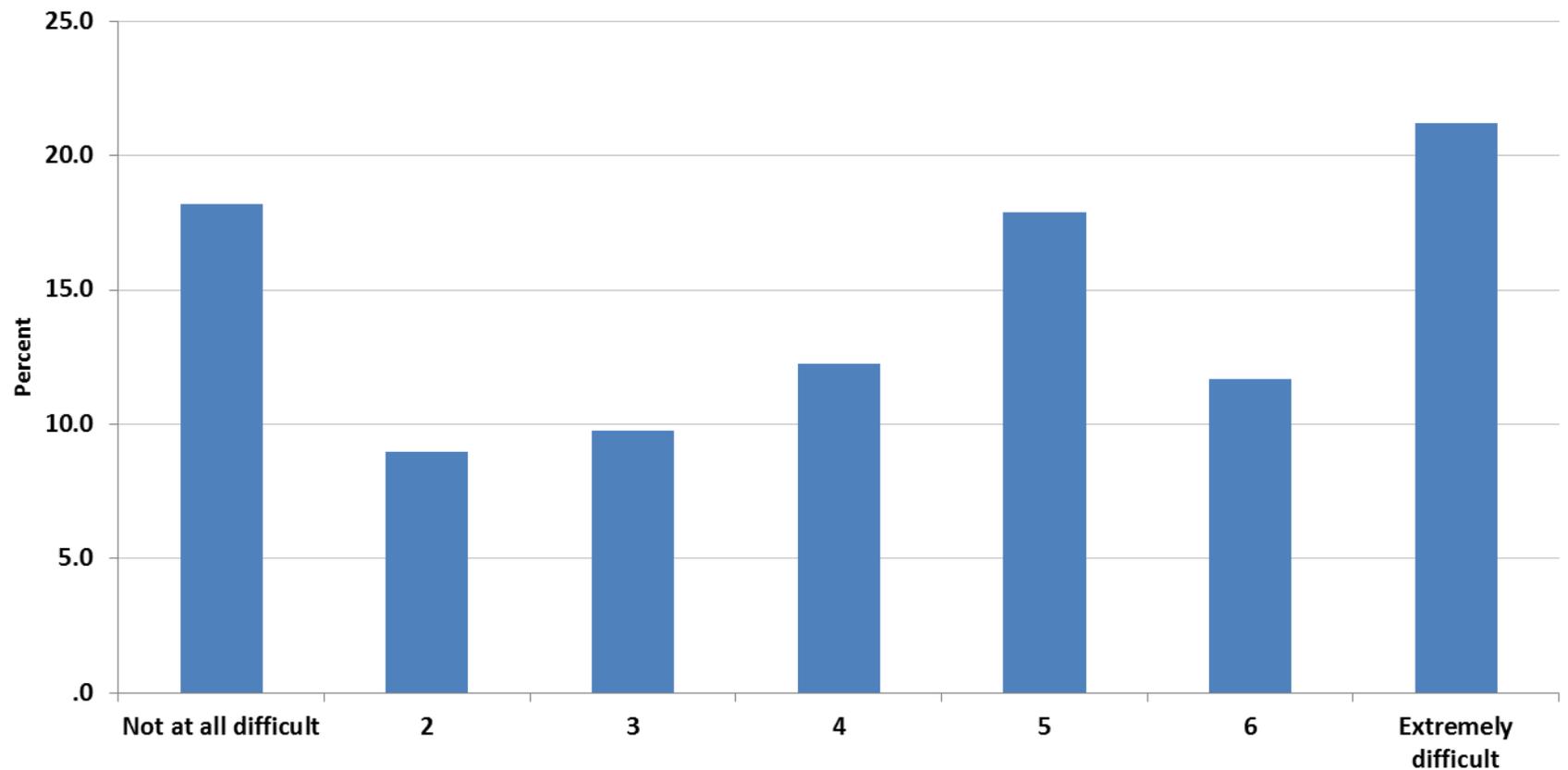
Job Skill Type	Percent
Management Occupations	5.3
Business, finance, and administration occupations	12.6
Natural and applied sciences and related occupations	13.6
Health occupations	7.3
Occupations in education, law and social, community and government services	6.7
Occupations in art, culture, recreation and sport	1.6
Sales and service occupations	34.1
Trades, transport and equipment operators and related occupations	11.2
Natural resources, agriculture and related production occupations	0.4
Occupations in manufacturing and utilities	7.0

Distribution of Employed Individuals' Personal Earnings Before Taxes and Deductions

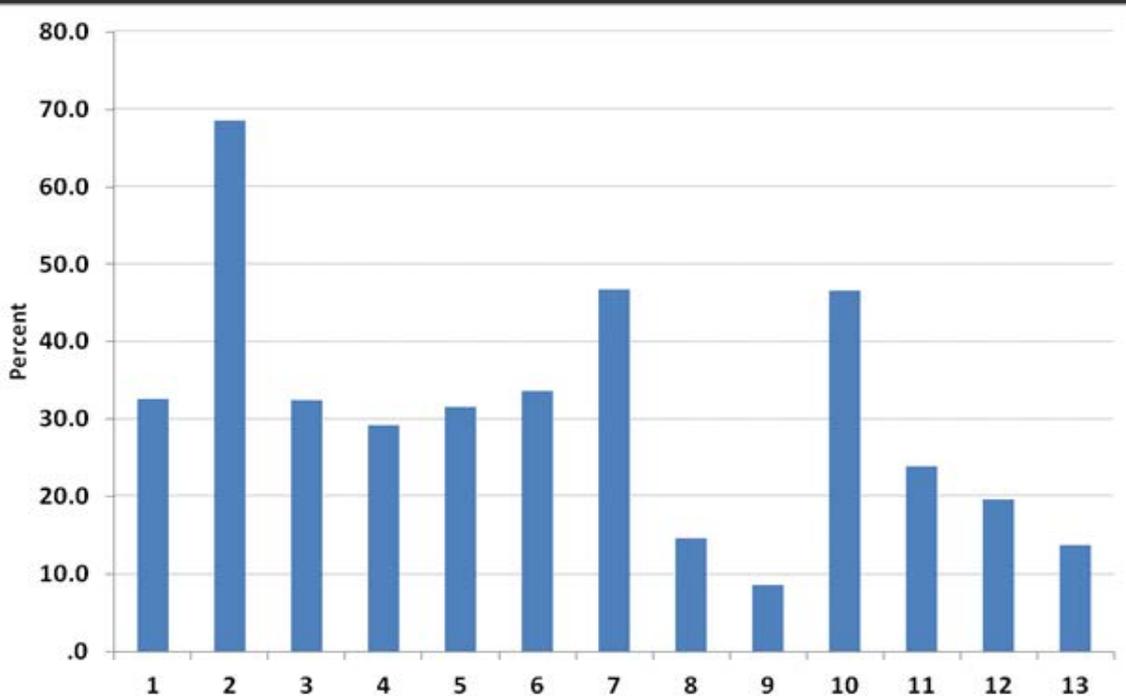


Difficulty Obtaining a Job

Distribution of Responses to Difficulty of Finding a Job that Makes Use of Qualifications



Percentage of Respondents Who Endorse Each Reason for Not Obtaining a Job that Makes Use of Qualifications



- 1 - Not a lot of jobs available that match qualifications
- 2 - Do not have Canadian experience
- 3 - Not fluent in English
- 4 - Don't have good career information or guidance
- 5 - Wish to work in regulated trade or profession but not able to register, receive a license, practise trade or profession in Alberta
- 6 - Skills required in Canada for chosen profession are different from the ones you have
- 7 - Employers don't accept qualifications as equal
- 8 - Employers discriminate against immigrants
- 9 - Employers discriminate against individuals of race, culture or religious background
- 10 - Don't have connections that would help obtain a job
- 11 - Do not know enough about how to find job in Canada
- 12 - Do not know enough about city or town where they live
- 13 - Other specified

Length of Time in Alberta

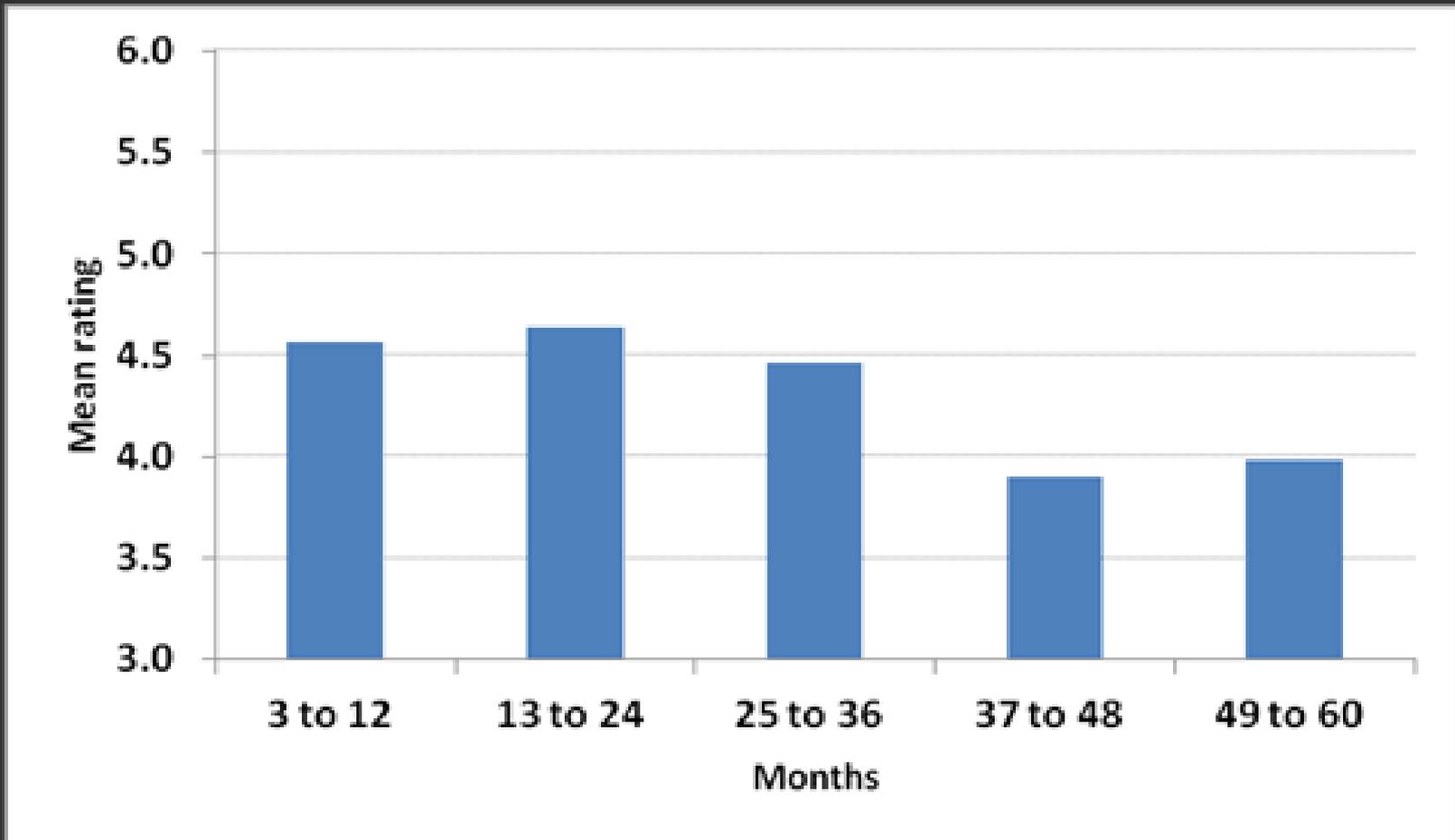
Percentage of Respondents Who Are Working Full- or Part-Time by Length of Time in Alberta

	Months of Stay in Alberta				
	3 - 12	13 - 24	25 - 36	37 - 48	49 - 60
Employed full-time (30 hrs a week or more)	38.0	45.3	54.3	62.8	60.8
Employed part-time (less than 30 hrs a week)	19.4	19.5	18.8	8.9	11.5

Percentage of Employed Respondents in Each Personal Earnings Category by Length of Time in Alberta

	Months of Stay in Alberta				
	3 - 12	13 - 24	25 - 36	37 - 48	49 - 60
Less than \$20/hour	75.7	72.8	59.5	48.0	40.8
\$20 to less than \$40/hour	17.1	21.7	30.2	39.4	45.8
\$40/hour or over	7.1	5.4	10.3	12.6	13.4

Mean Difficulty in Finding a Job that Makes Use of Qualifications by Length of Time in Alberta



Main Themes that Emerge

- In general, immigrants in Alberta are doing quite well
- Immigrants' economic outcomes improve over time
- Just under half of immigrants use settlement services, and those who do, rate these services quite highly overall
- Immigrants in Northern communities find settlement services particularly helpful

- Immigrants in Alberta report major information gaps that hinder their ability to access and utilize services and that impede their settlement and integration
- Thus, improving information delivery to immigrants pre-arrival and in Canada may be the single most important thing that can be done to support their settlement and integration