iCARE

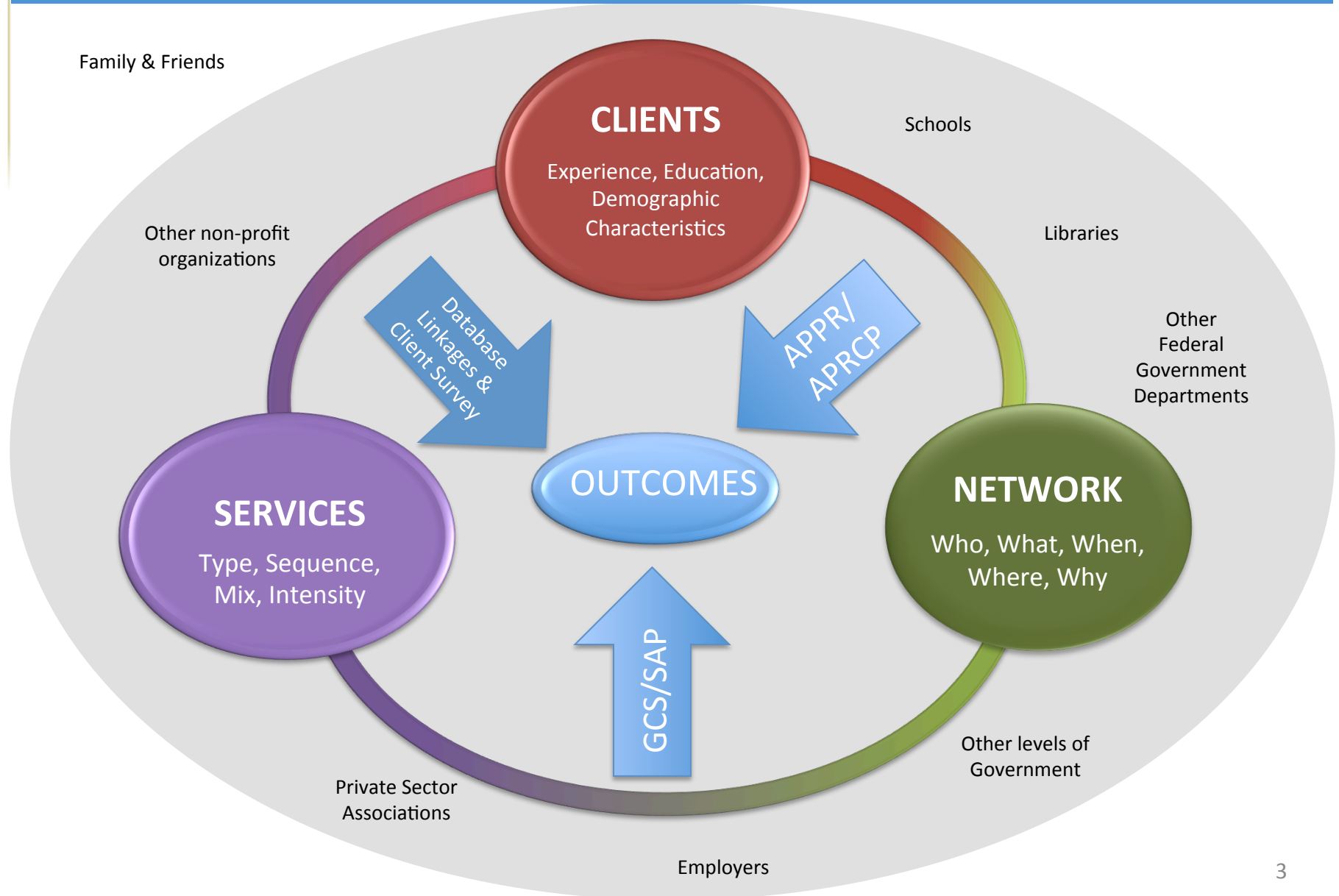## Supporting CIC Performance Measurement and Evaluation

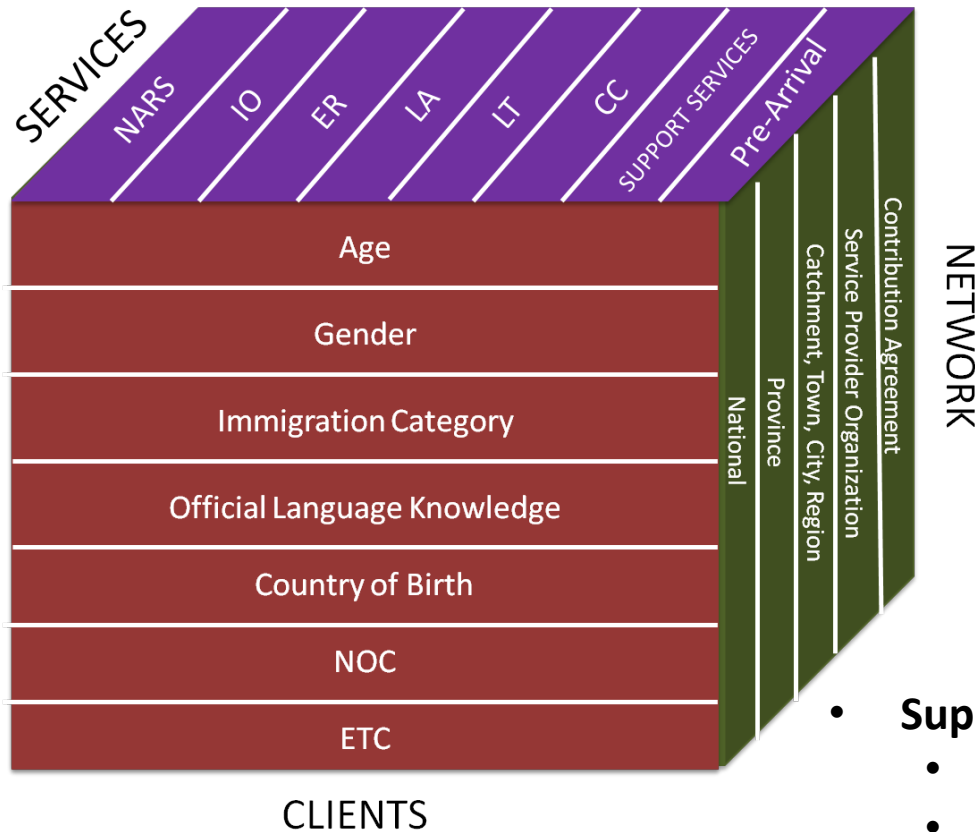November 29, 2015   CIC Research & Evaluation

Purpose

- To position iCARE vis-a-vis Settlement and OLMC Program Evaluation needs and approaches

- To introduce iCARE system in preparation of the afternoon session on using iCARE to measure performance of LIPs

iCARE and other Data Tools

Family & Friends

Schools

CLIENTS
Experience, Education, Demographic Characteristics

Other non-profit organizations

Libraries

Other Federal Government Departments

Database Linkages & Client Survey

APPR/APRCP

OUTCOMES

SERVICES
Type, Sequence, Mix, Intensity

NETWORK
Who, What, When, Where, Why

GCS/SAP

Private Sector Associations

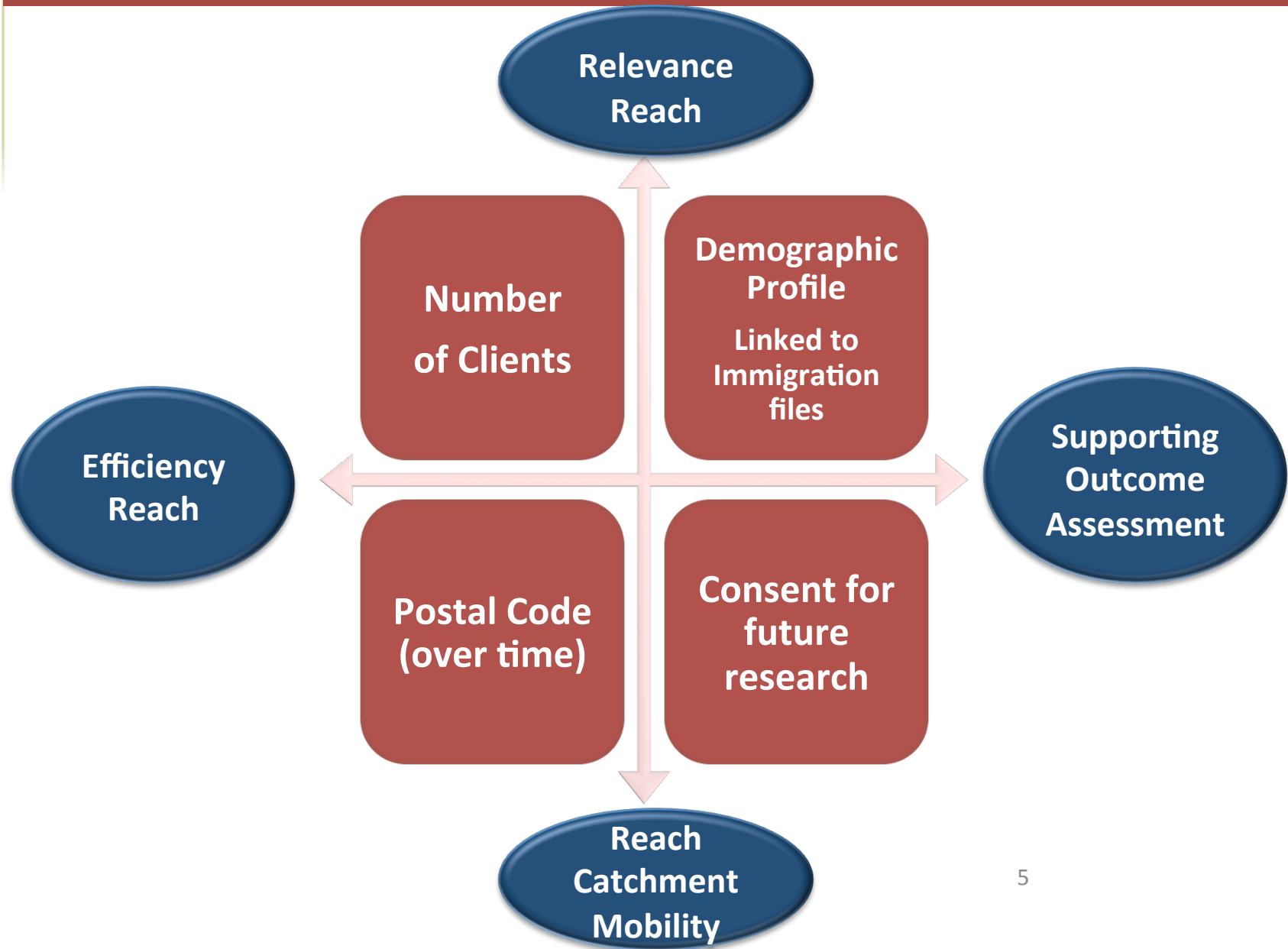Other levels of Government

Employers

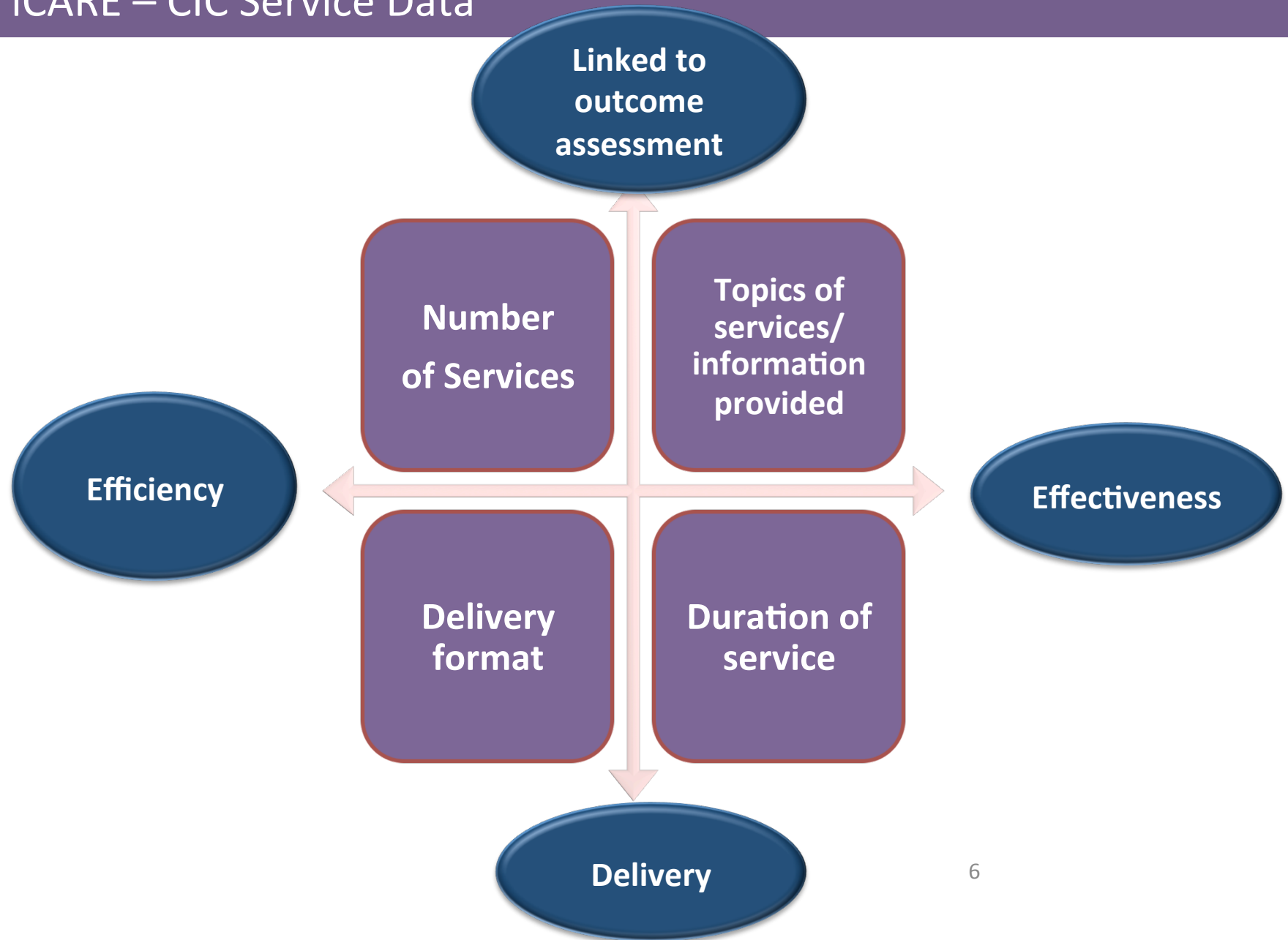# iCARE – Supporting CIC Settlement Program Evaluation

- **Client profile**
  - Demographic characteristics
  - Location / Mobility
- **Service profile**
  - Services provided and their characteristics
  - Client access to and pathways between services
- **Network profile**
  - LIPs/RIFs
  - Locations of SPOs (main and other)
  - Service / clients served

- **Supporting assessment of outcomes**:
  - Survey distribution to clients in iCARE
  - Linking information on client demographics, services received and outcomes

iCARE – CIC Client Data
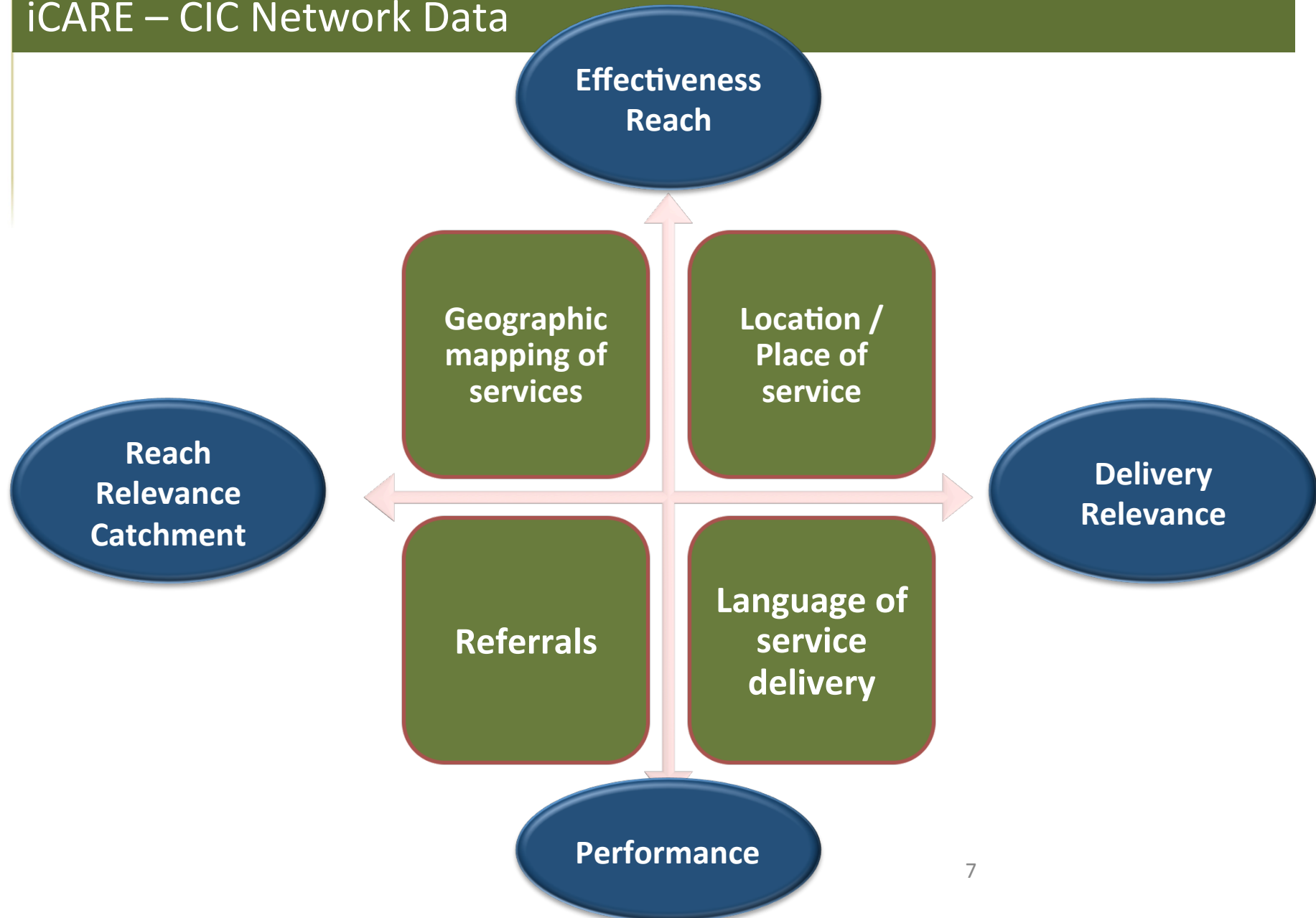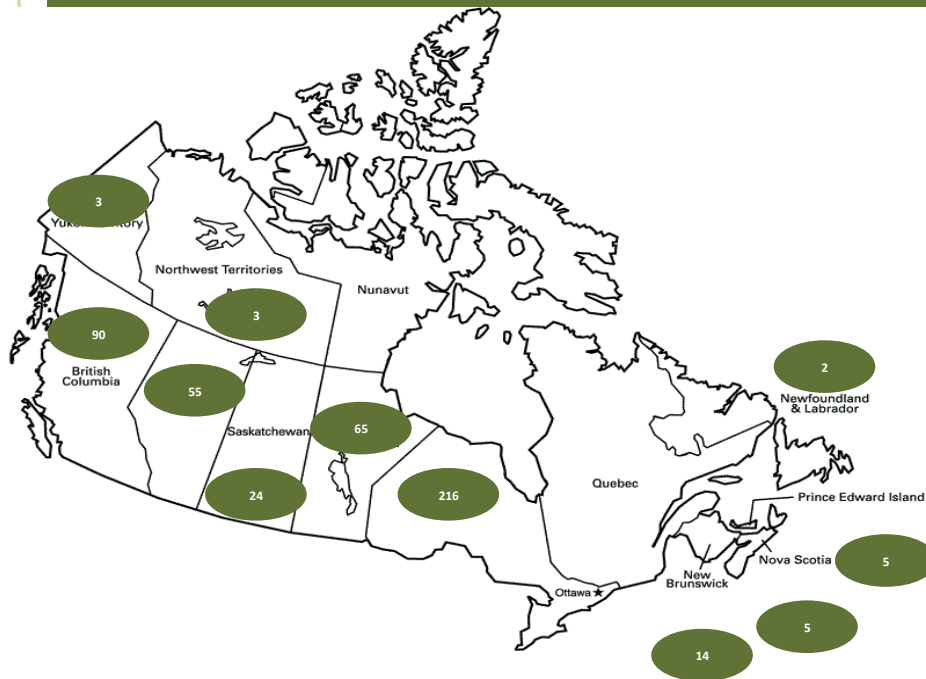

Relevance
Reach

Number of Clients

Demographic Profile

Linked to Immigration files

Efficiency Reach

Supporting Outcome Assessment

Postal Code (over time)

Consent for future research

Reach
Catchment
Mobility

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iCARE – CIC Service Data

Settlement Evaluation – Settlement Program

Evaluation will use iCARE data to analyse Settlement Program through:

Mapping of clients and services
- National
- Provincial
- Catchment areas

Profile of clients served:
- Immigration category
- Knowledge of official languages at landing
- Countries of birth
- Education
- Gender / Age

Number of services and their topics/ characteristics

CIC and Non-CIC needs identified, e.g.:
- housing
- education
- employment

Extent of/type of/intensity of services received
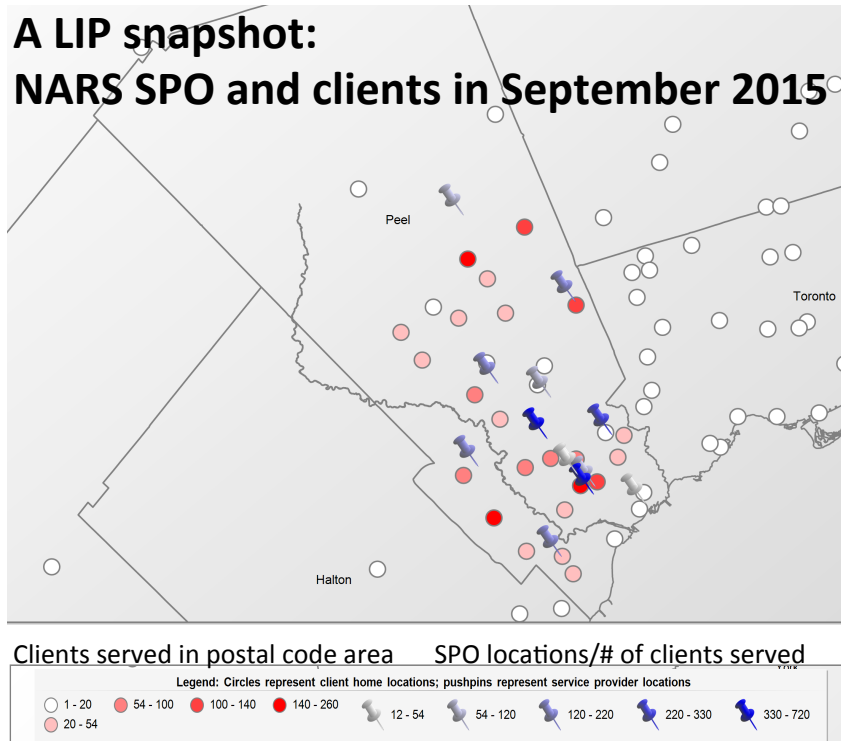
Client outcomes vis-a-vis services received
- with client survey

Settlement Evaluation – LIP case study

**A LIP snapshot:
NARS SPO and clients in September 2015**

Clients served in postal code area   SPO locations/# of clients served

Legend: Circles represent client home locations; pushpins represent service provider locations

Number of services in LIP area

Number of referrals provided in LIP area to and from:
- CIC services
- Non-CIC services

Settlement Evaluation will be the first time CIC will use iCARE data to analyse LIPs, for example

Clients served in LIP area by:
- Immigration category
- Knowledge of official languages at landing
- Countries of birth
- Education
- Gender / Age

Similar data for clients served from outside of LIP area

CIC and Non-CIC needs identified in the LIP area, e.g.:
- housing
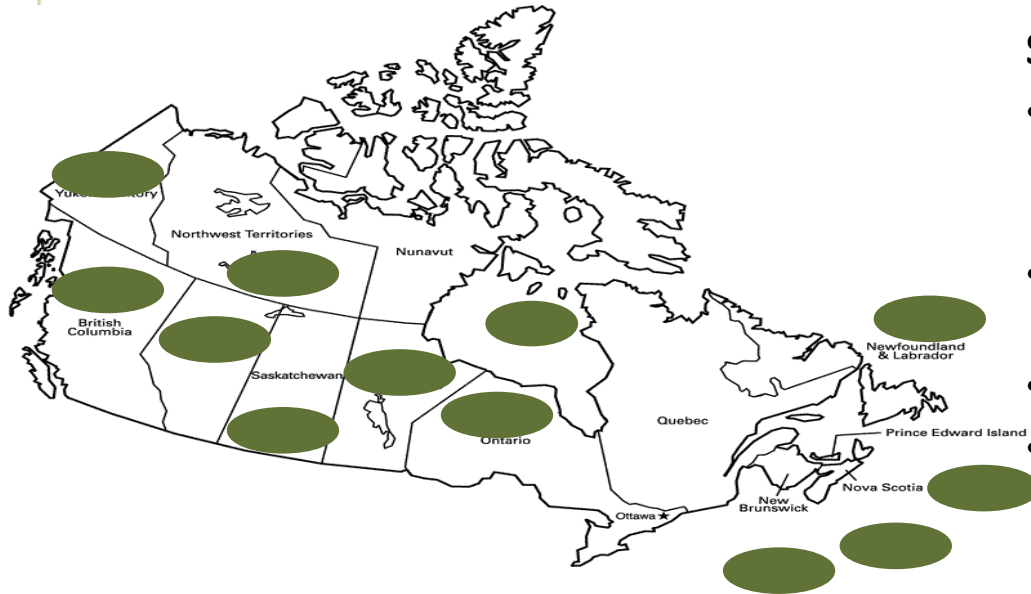- education
- employment

Places of CIC services; e.g.:
- At SPO
- In schools
- In local community

OLMC Evaluation – RIF Case Studies

A RIF snapshot:
I&O clients in 2014/15
Preferred language of service and clients served in French)

Focus of the Francophone services in the OLMC evaluation, including such data as:

Services in French

- Number of Francophone organizations (more than 50% of clients served in French)
- Number of points of service providing services to Francophone clients
- Number of clients served in French
- Number of locations that have the ability to serve clients in French SPOs (as indicated on the APPR)

Number of services provided in French and their topics/characteristics

Clients preferred language of service vis-a-vis language of service received Clients served in French, in RIF area

Mapping of Francophone clients, services, service types, in RIF area

Separate survey with francophone clients

Access to CIC iCARE Data

- Current
  - Standardized Reports
    - A set of PDF reports on clients and services by module emailed to SPOs and CIC Settlement Officers at the CA level. Almost 8,000 reports produced each month.
    - Provincial, regional and national reports produced with limited distribution – working on making the information public.
    - No standardised reports exist at LIP, RIF, city, Census Division, or other levels
  - Ad hoc data requests
    - Internal to CIC – data provided when resources permit
      - Settlement Evaluation is an example
- Future
  - Reporting on demand - consultations with SPOs and within CIC on format and data parameters to be undertaken shortly
  - External data release policy to be developed (who, how, cost recovery, etc.)
  - Various reporting parameters to be defined

Appendices

iCARE Development Timelines

Modules and

SPOrtal & Admin development includes:
- SPO user interface
- Resources
- Security Functionality

iCARE Reporting — Phase II — TBC

Indirect Services — *May eventually include Multiculturalism Program reporting* — TBC

APRCP — Annual Performance Report for Community Partnerships — TBC

Pre-Arrival Services — July 2015

APPR* / Narrative — *Annual Project Performance Report Add RAP APPR/ Narrative (date TBD)* — Jan-Feb 2015

Language Training / **Language Assessment** / **Waitlist** — January 2014

Client Survey Capability — Jan-Feb 2015

Community Connections — March 2014

Resettlement Assistance Program / **Information and Orientation** / **Employment Related Services** / **Needs Assessment and Referrals** / **SPOrtal & Admin*** / **Client profile** — April 2013

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