



Measuring Welcoming Communities and Integration: An IRCC Perspective



Pathways to Prosperity Conference
November 30, 2016

Purpose

- Present IRCC performance measurement and evaluation context
- Offer some considerations for measuring welcoming communities and integration
- IRCC approaches and examples

IRCC Context

- The need for performance measurement (PM) information had been growing in the recent years; now firm focus on Results in the current setting
 - “Deliverology” and New Treasury Board *Policy on Results* (July 2016) places a much greater emphasis on PM for government programs
- Drive to demonstrate outcomes and effectiveness
- Bigger interest than ever in timely results reporting and demonstrating value
- Strong PM data is the foundation for ongoing reporting, comprehensive program monitoring, and robust evaluations

 ***The need for outcomes data and measurement***

- IRCC evaluations of the Settlement Program, LIPs and RIFs, Official Language Minority Communities (OLMC) Initiative.
- Strengthening the PM and results reporting function

Some Measurement Challenges

- Defining success of integration and welcoming community/partnership initiatives
 - There are many facets of successful integration
 - Outcomes can take time
- Indirect services can be difficult to attribute to results
- Contextual and intervening factors can cloud results
- Lack of available (standard?) measurement tools and outcomes data

Setting The Stage

- Be clear on intended outcomes and expected results at the outset
 - Move past activities and outputs towards impacts
 - Logic models, results chains, etc.
- Part of the outcomes story must focus on the clients/newcomers
- Strengthen the results story through multiple lines of evidence and data sources
 - Counterfactuals, comparators, proxies
- Focus on critical indicators
- Qualitative research and data gathering is equally valuable!
- Seek out best practices and approaches
 - There is no one-size-fits-all measurement approach
- Reflect, reassess, and refine; willingness to embrace imperfect or incomplete information

IRCC LIPs Evaluation Approach

- Guided by a series of questions based on the theory of change developed for the LIPs (2013)
- Developed targeted evaluation questions and key indicators
- Multiple lines of evidence used to help triangulate findings.
 - Survey, interviews, document review, APRCP analysis, site visits
- Approach was adjusted during data collection

Performance		
To what extent are LIP partners and stakeholders engaging diverse partners to coordinate service delivery?	#, type and reach of LIP partners that engage employers, public institutions, and/or other community stakeholders	Case studies Mapping exercise
	# and type of non-settlement service organizations participating in LIP council or otherwise engaged	Case studies Mapping exercise
	Scope and completeness of service maps and gap analyses	Case studies Mapping exercise
To what extent have strategic plans been developed and implemented?	# of strategic plans in place among case study participants	Case studies Document review
	Evidence of strategic plans have been implemented	Case studies Document review Key informant interviews
To what extent are LIPs promoting coordinated and consistent planning, identification of needs and service delivery across Canada?	Stakeholder perceptions on improved planning and identification of needs	Case studies Key informant interviews
	#, type and breadth of consultations to identify needs and deliver services	Case studies
To what extent are LIPs promoting consistent, coordinated and innovated service delivery across Canada?	Perceptions of stakeholders on projects supporting consistent, coordinated or innovative service delivery	Case studies Key informant interviews Document review
	Documentary evidence of projects promoting consistent, coordinated or innovative service delivery	Case studies Key informant interviews Document review
To what extent have LIPs improved the accessibility of services for clients within their communities?	# of services accessed in LIP communities vs. non-LIP communities	iCARE data analysis
	Service uptake rates in networked vs. non-networked communities	iCARE data analysis
	Clients identify ways in which LIPs contribute to improved settlement outcomes	Case studies
	Perceptions of partners/stakeholders on the impact of LIPs for newcomers in communities with LIPs	Case studies Key informant interviews
To what extent are LIPs leveraging diverse sources of funding?	Amount and type of funding sources leveraged by LIPs	Case study Document review
	Change in time of the proportion of total LIP funding coming from sources other than CIC	Case study Document review

Some Considerations and Thoughts

- Leverage evaluative thinking and maintain an outcomes orientation
- Measurement and outcomes reporting requires effort, energy and resources
 - Build it into the “business”
 - Stay flexible
- Results reporting paired with the context enriches the story
- What are some of the promising practices in the field?

Questions & Discussion

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David Kurfurst

Director of Evaluation, IRCC

david.kurfurst@cic.gc.ca

613-437-6148

IRCC Evaluations

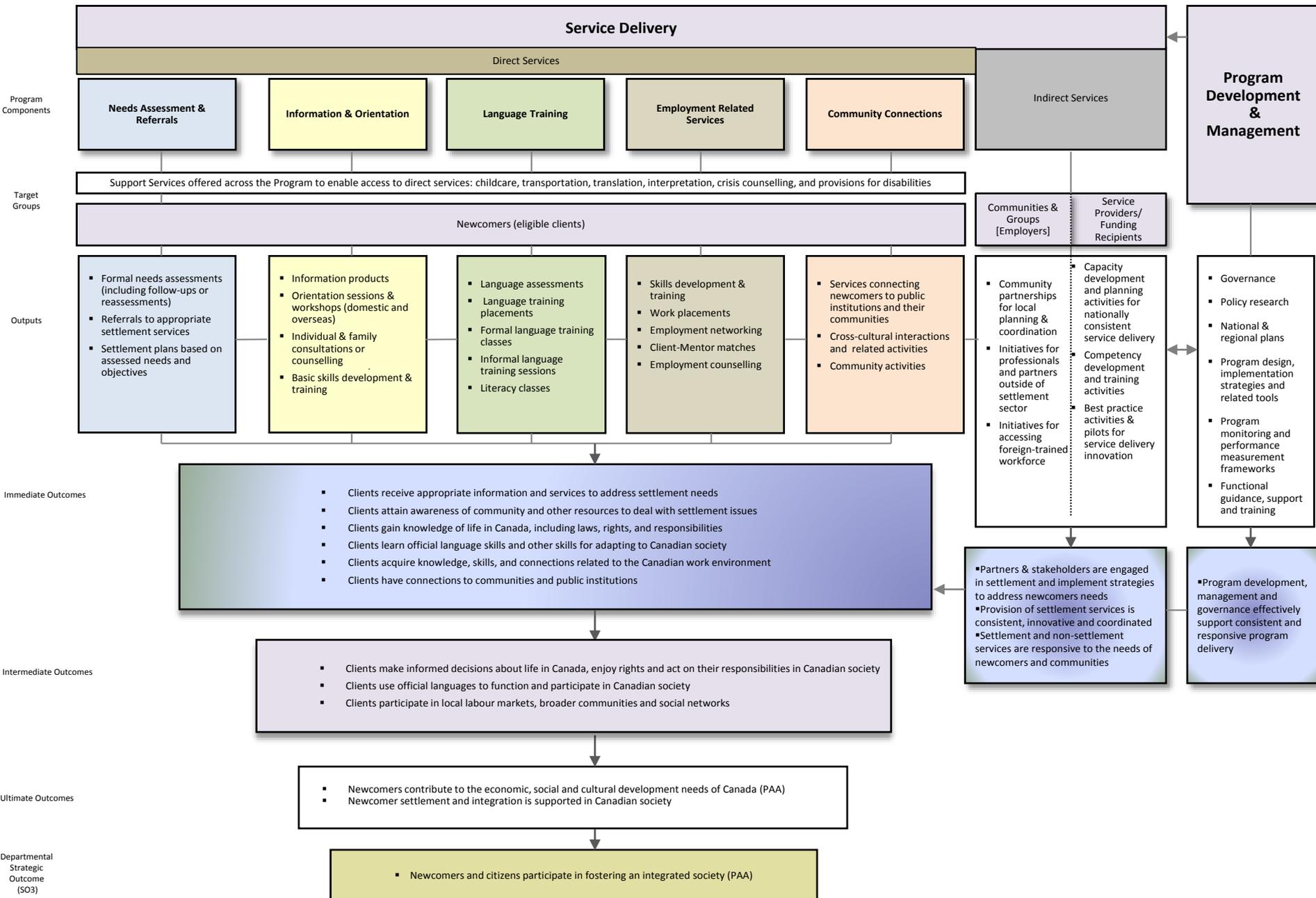
<http://www.cic.gc.ca/english/resources/evaluation/>

<http://www.cic.gc.ca/francais/ressources/evaluation/index.asp>

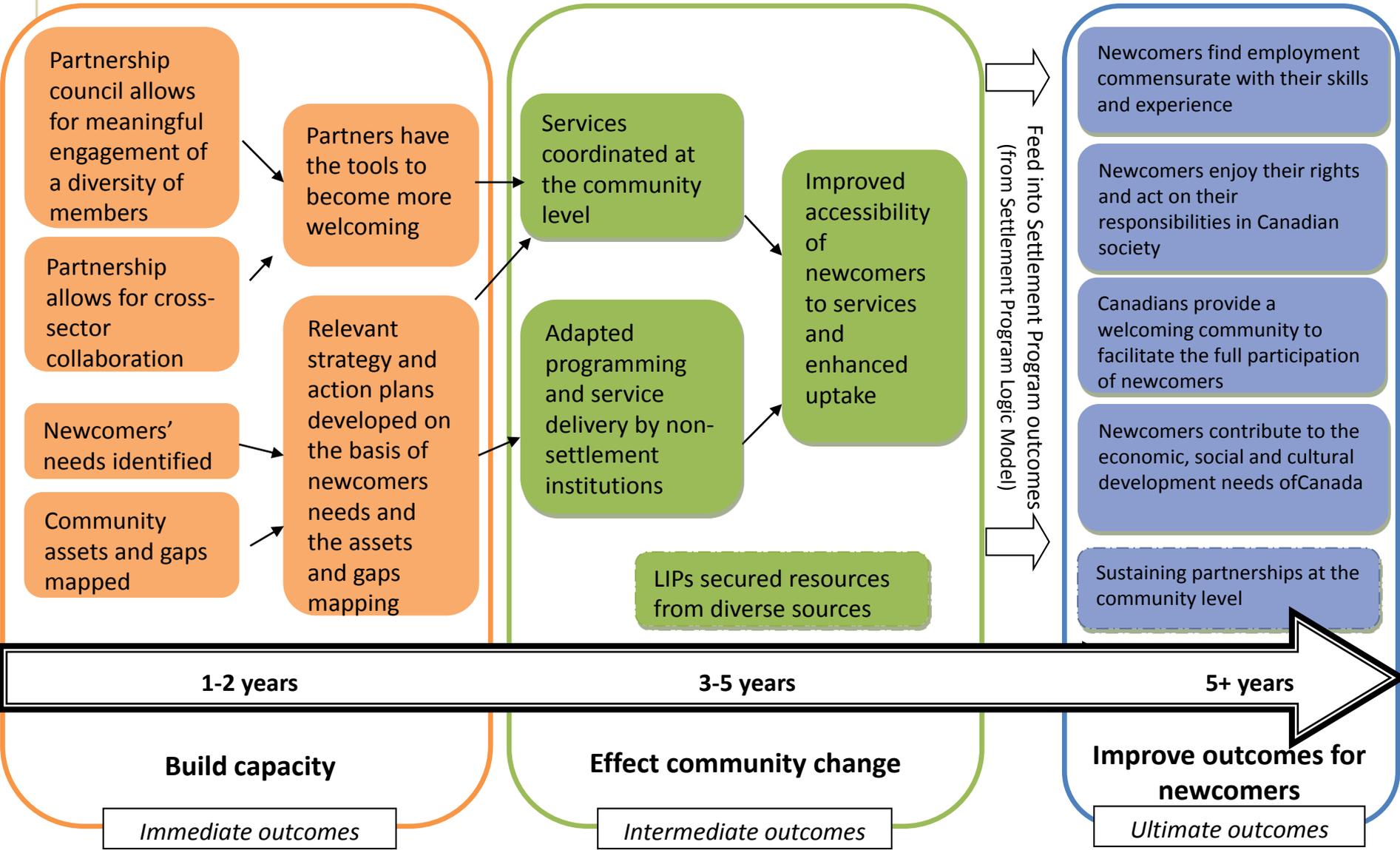
Government of Canada Open Data Portal

http://open.canada.ca/data/en/dataset?_organization_limit=0&organization=cic

Settlement Program Logic Model - April 1st, 2013



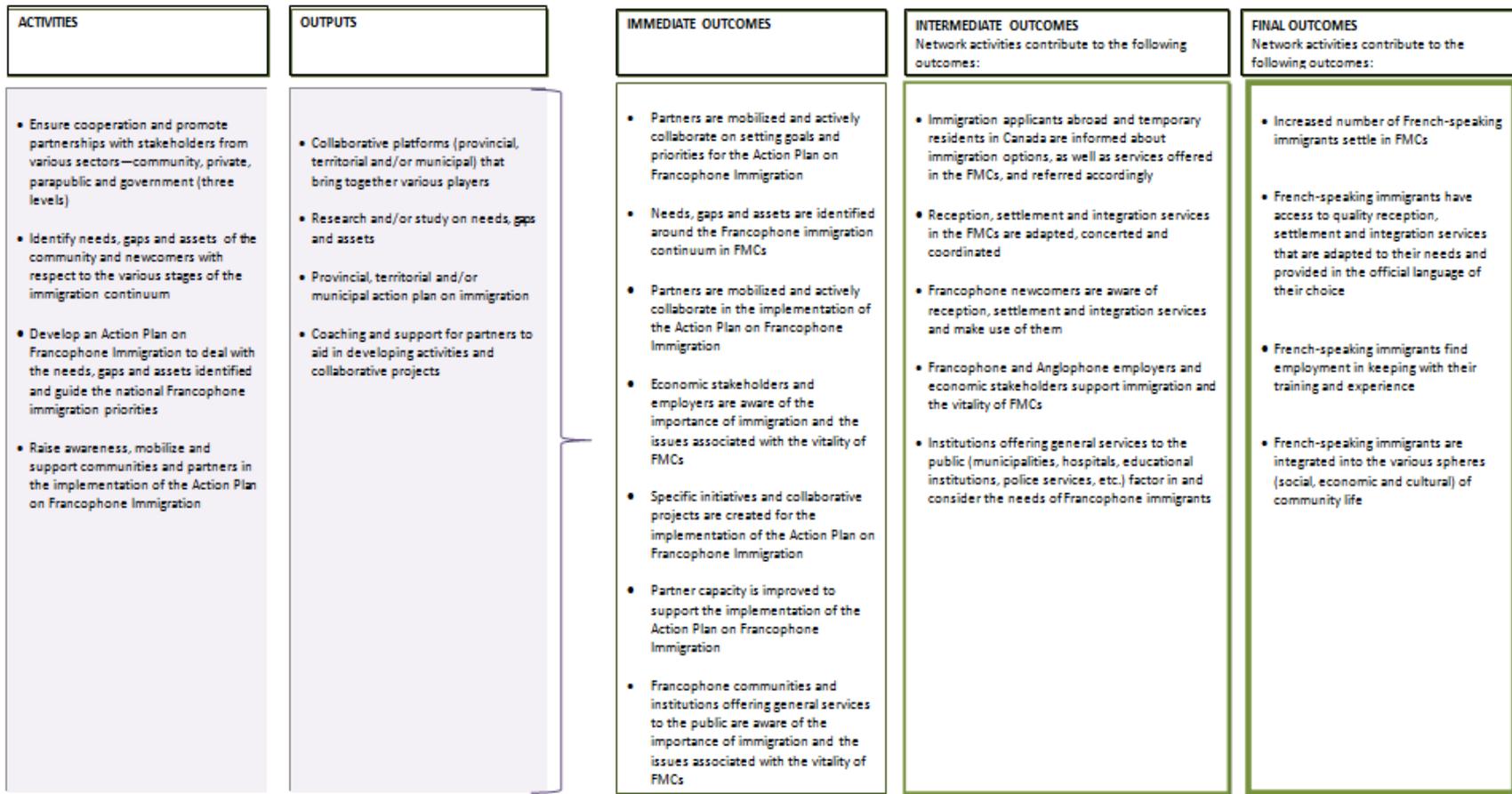
LIPs



Réseaux en immigration francophone – Logic Model

Final version, May 2013

LOGIC MODEL RÉSEAU EN IMMIGRATION FRANCOPHONE



Axis 1: Increase the number of French-speaking immigrants in FMCs

Axis 2: Improve the reception capability of FMCs and enhance structures to receive and settle newcomers

Axis 3: Ensure the economic integration of French speaking immigrants in FMCs and in Canada as a whole

Axis 4: Ensure the social and cultural integration of French speaking immigrants in FMCs and in Canada as a whole