



Vision for Settlement Program Delivery

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Introduction

- Presentation objective is to share a vision for the future of the settlement program from the perspective of a funding program manager.
- A little background about my role:
 - The Settlement and Resettlement program funds over \$700M of services (language training, information & orientation, employment, community support, support services, refugee basic needs)
 - Within IRCC, the newly created Settlement Network has about 300 employees, many whom are the project officers for the 780 contribution agreements with settlement service providers
 - The Settlement Network will create a more unified vision for program delivery than was possible before
- And about the current context:
 - Our program has a higher public profile now
 - We have the experience of the Syrian initiative to learn from and build on
 - Higher immigration levels will mean further adaptation in the next year

My aspirations for future of program delivery center around

- **People** – furthering mutual trust, collaboration, engagement between partners
- **Process** – making formal processes more responsive and adaptable
- **Information** – using a solid evidence base for decisions and to track performance

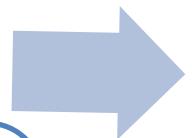
People – furthering mutual trust, collaboration, engagement between partners

Contribution agreement model ensures accountability for public funds

The model allows some freedom for organizations and partners to innovate and network – but do we have the right balance?

Current

- Settlement program has generated innovation, e.g. Settlement Workers in Schools
- The move from many programs to one, multi-year agreements, and streamlined management provide some flexibility in use of funds
- Engagement happens at many levels: the National Settlement Council, the umbrella organizations, the Local Immigration Partnerships, Réseaux d'immigrations francophones



Vision for Future

- Better understanding and collaboration to test new ideas and approaches
- Reducing administrative burden for well performing organizations through further risk-based streamlining
- Use of new tools such as social finance
- Building on and expanding engagement focused on key objectives

Process – making formal processes more responsive and adaptable

Calls for proposals are the preferred means of selecting proposals to be funded. The process ensures openness, fairness and transparency. Can it also become more responsive and adaptable?

Current

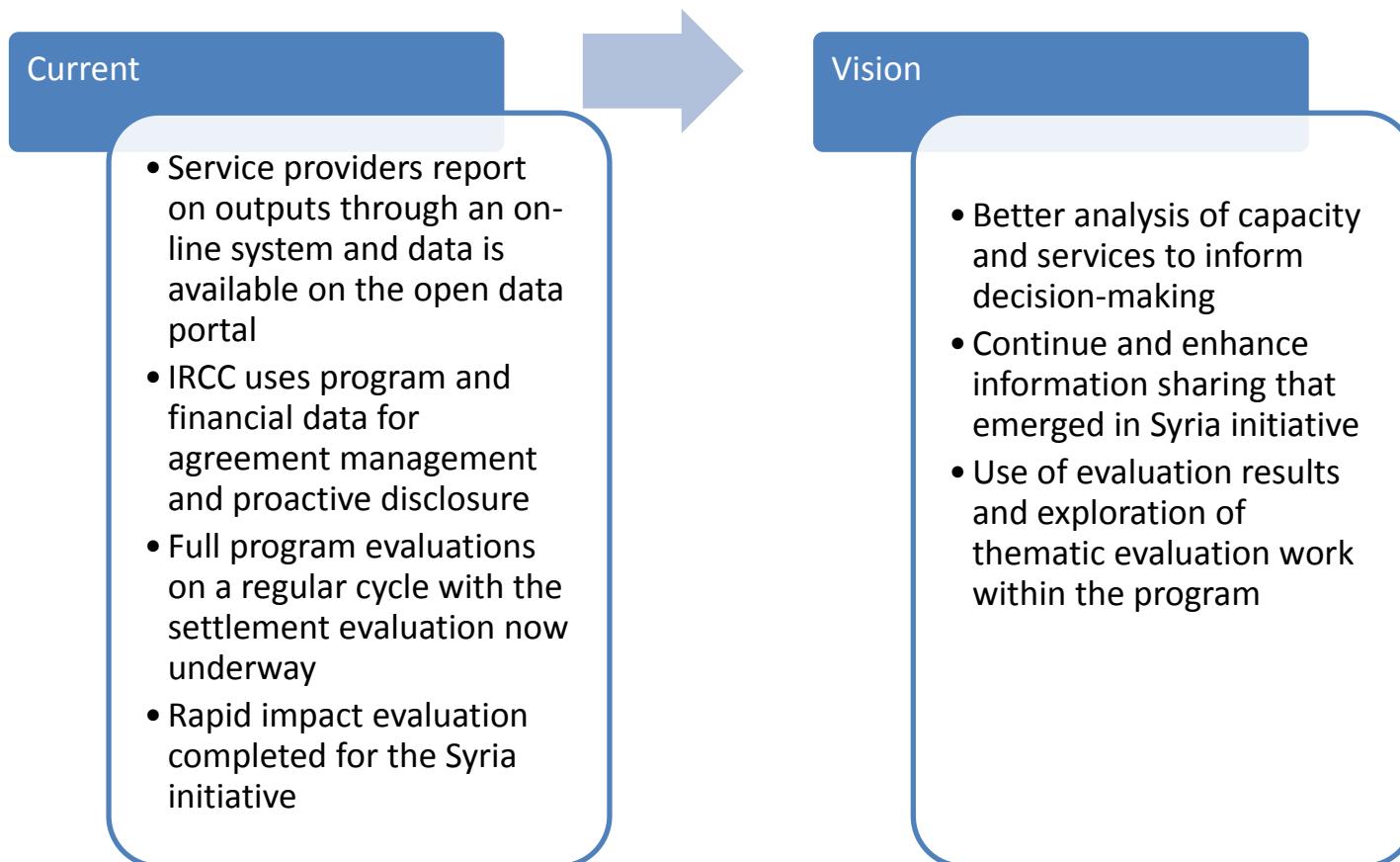
- Leading up to a call, IRCC engages the sector and provinces/territories about priorities
- IRCC process selects the proposals according to priorities and assessment criteria
- In the recent call, there were 1,112 proposals submitted, and 727 projects selected for negotiation of contribution agreements.

Vision to improve by

- Use of Settlement Evaluation results to inform engagement and priorities
- Better use of data to understand services and gaps
- Learning lessons based on experience with the past two major calls and continuing to adapt

Information – using a solid evidence base for decisions and to track performance

More data available than before about the program, as are opportunities to make better use of it.



Looking to the next six months

- Engagement with the sector on implications of increased levels of immigration
- Process review from the point of view of client service excellence
- Respond to lessons learned and rapid impact evaluation of the Syria initiative