

A model-based framework for measurement of resettlement outcomes in Ontario



CONTEXT

Ontario has been a Canadian leader at the forefront of national efforts to resettle the Syrian refugee cohort.

- Between November 2015 and March 2017, Ontario communities welcomed refugees at an unprecedented level. Approximately 26,400 refugees from all areas of the world resettled in Ontario.

To ensure that refugees and vulnerable newcomers have the right supports for effective integration and prosper in Ontario, the government has:

- Committed to continue to support refugees and vulnerable newcomers with a new investment to help them settle and get the support they need, to successfully integrate into their new lives in Ontario.
- Created the **Refugee Resettlement Secretariat (RRS)** with a two-year mandate to work with partner ministries to address identified barriers linked with social determinants and beyond.

REFUGEE RESETTLEMENT SECRETARIAT: MANDATE

Remove Barriers	<ul style="list-style-type: none">• Implement direction from Cabinet to address lessons learned from the large scale resettlement of Syrian refugees.• Explore opportunities to expand refugee resettlement and integration in other communities.• Chart improved, transparent and repeatable pathways for refugees to access government benefits and services.• Develop sustainable model for community volunteers to work with refugees.
Engagement	<ul style="list-style-type: none">• Continue inter-/intra-governmental and sector engagement to ensure effective collaboration and alignment of service delivery for refugees.• Consult directly with refugees, advocacy groups, services providers, academia and others stakeholders across diverse communities to improve speed and quality of resettlement and integration.
Strategic Communication	<ul style="list-style-type: none">• Develop a comprehensive Communication Strategy that includes:<ul style="list-style-type: none">▪ Ontario's efforts in resettlement and integration▪ Ontarians' engagement in refugee resettlement and integration▪ Refugee's enrichment of our social fabric, economic prosperity, and civic life
Performance Management	<ul style="list-style-type: none">• Implement an evaluation framework to measure outcomes and inform policy and program design decisions for refugees and other newcomers.

THE CASE FOR GOOD MEASUREMENT

There is a need for a rigorous evidence-based approach to resettlement measurement to enable government to make the most informed decisions, lead change in critical services and select, fund, and operate resettlement programs more strategically.

- Looking at one indicator at a time can also unintentionally hide or distort what is really happening
- We need data that can tell us what makes resettlement more effective for some people than others

CURRENT CHALLENGES TO MEASURING RESETTLEMENT OUTCOMES

- Current data and metrics to understand refugee outcomes is limited and cannot effectively provide information beyond program reporting.
- There is a need for a rigorous evidence-based approach to resettlement measurement to:
 - Enable government to make the most informed decisions
 - Lead change in critical services; and
 - Select, fund, and operate resettlement programs more strategically.
- If we only use currently available data, we will have an extremely limited snapshot of Syrian refugees' first year here and we will have no evidence of the long term paths to resettlement.

CURRENT CHALLENGES TO MEASURING RESETTLEMENT OUTCOMES

Current and traditional data options do not support this need

Approach	Benefits	Limitations
One outcome at a time using <i>local administrative data</i>	Depicts refugees in their home communities	Poor data quality Don't get a holistic view of resettlement Can't track trends over time
Provincial program data	Nuances unique to local community	Biased set of responses Not collected over time Limited accuracy Focus on outputs not outcomes
One outcome at a time using <i>provincial ministry administrative data</i>	Province wide. Standardized. Included full population	Much missing data Privacy limitations
Qualitative inquiry using focus groups of refugees	Detailed stories and ethnography	High respondent burden Limited in breadth
Mixed methods exploration using focus groups of service providers	Front line information that might not make it into databases	Confirmation bias Non-independent sample
New provincial data collection efforts	Custom longitudinal population-wide evidence	Public perception of increased tracking Expensive
Federal survey data	Detailed and linkable longitudinal data	Not always representative at small geographies Time delay in access

THE APPROACH

If we only use currently available data, we will have an extremely limited snapshot of refugee resettlement outcomes no evidence of the long term paths to resettlement.

To address this issue, our the **Refugee Resettlement Measurement Framework** is based on an **innovative three-component approach** to building an evidence base:

Component 1: Qualitative Evidence from Refugees

Component 2: Qualitative Evidence from Service Providers

Component 3: Quantitative Evidence at Individual and Population Level

ALIGNMENT ALONG 3 DIMENSIONS

1 Alignment with principles of best practices

Based on indicator selection guidance from

- UNHCR
- OECD
- Statistics Canada
- Ontario Government Strategic Measurement Plans and Lessons Learned: Poverty Reduction Strategy, Stepping Up, Youth Violence, Post-Secondary Education, Public Health

2 Alignment with what other key Ontario Ministries, OPS initiatives and organizations are doing

Strategic alignment with international, national, and local measurement framework

- The Ontario Human Rights Commission (OHRC)
- Ministry of Education: Unlocking Student Potential through Data
- Ontario Youth Action Plan (MCYS)
- Poverty Reduction Strategy (TBS)
- Post-Secondary Education Strategic Plan
- Core Indicators for Public Health
- Ontario Data Integration Table

3 Alignment with key subject matter experts

ALIGNMENT CONSULTATIONS

Consultation with input from:

Within Ontario Public Service

Centre for Excellence in Evidence-based Policy
Deputy Ministers' Social Policy Table
Institute for Clinical Evaluative Services
Interministerial Committee on Research and Evaluation
Ministry of Children and Youth Services
Ministry of Citizenship and Immigration
Ministry of Community and Social Services
Ministry of Community and Social Services Data Integration Project
Ministry of Economic Development and Growth
Ministry of Education
Ministry of Finance
Ministry of Health and Long-term Care
Ontario Poverty Reduction Committee
Special Advisory Table on Refugees
Treasury Board Secretariat
Anti-Racism Secretariat

External to Ontario Public Service

CAMH
Canadian Institute for Health Information
City of Hamilton
Region of Waterloo
City of Toronto
CMHC
Federal Government: IRCC, Service Canada, Statistics Canada
Peel Children's Centre
Queen's University
RAP Service Providers, including COSTI, Wesley Ministries
Region of Peel
Ryerson University
University of Toronto
York University
Wellesley Institute

OUTCOME DOMAINS

Based on our alignment consultation we developed:

4 KEY OUTCOME DOMAINS



OUTCOMES WITHIN DOMAINS

BROAD OUTCOMES within domains

	DOMAIN	OUTCOME
	Settlement and Integration	Refugees live in suitable housing and feel socially connected to their communities and Canada.
	Health	Refugees have high levels of physical and mental health and have access to health care services at rates similar to other Canadians.
	Education	Refugees have access to education and training at an equitable rate that supports their personal potential.
	Economics	Refugees enjoy levels of income on par with other Canadians over time and do not rely on social assistance for long term economic security.

INDICATORS WITHIN DOMAINS

INDICATORS within domains.

	DOMAIN	INDICATORS
	Settlement and Integration	<ol style="list-style-type: none">1. Strong sense of belonging to local community2. Living in core housing need
	Health	<ol style="list-style-type: none">3. Good physical health4. Good mental health5. Rate of access health care services
	Education	<ol style="list-style-type: none">6. Language (English/French) at conversational level7. Progressing through post-secondary and apprenticeship
	Economics	<ol style="list-style-type: none">8. Employment or self-employment (that matches education)9. Income (other than social assistance)10. Receipt of social assistance

10 INDICATORS TO MEASURE SUCCESS

INDICATORS	DESCRIPTION
 LANGUAGE	% with ability to use language at conversational level
 EDUCATION	% (eligible) who are progressing through post-secondary and apprenticeship
 EMPLOYMENT	% with employment or self-employment (that matches education)
 ASSISTANCE	Level of annual income (other than social assistance) % receiving social assistance
 SOCIAL INCLUSION	% reporting strong sense of belonging to local community
 HOUSING	% living with core housing needs unmet core housing need
 HEALTH	% with good or very good physical health
	% with good or very good mental health
	Rate of access health care services

FOR MORE INFORMATION

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