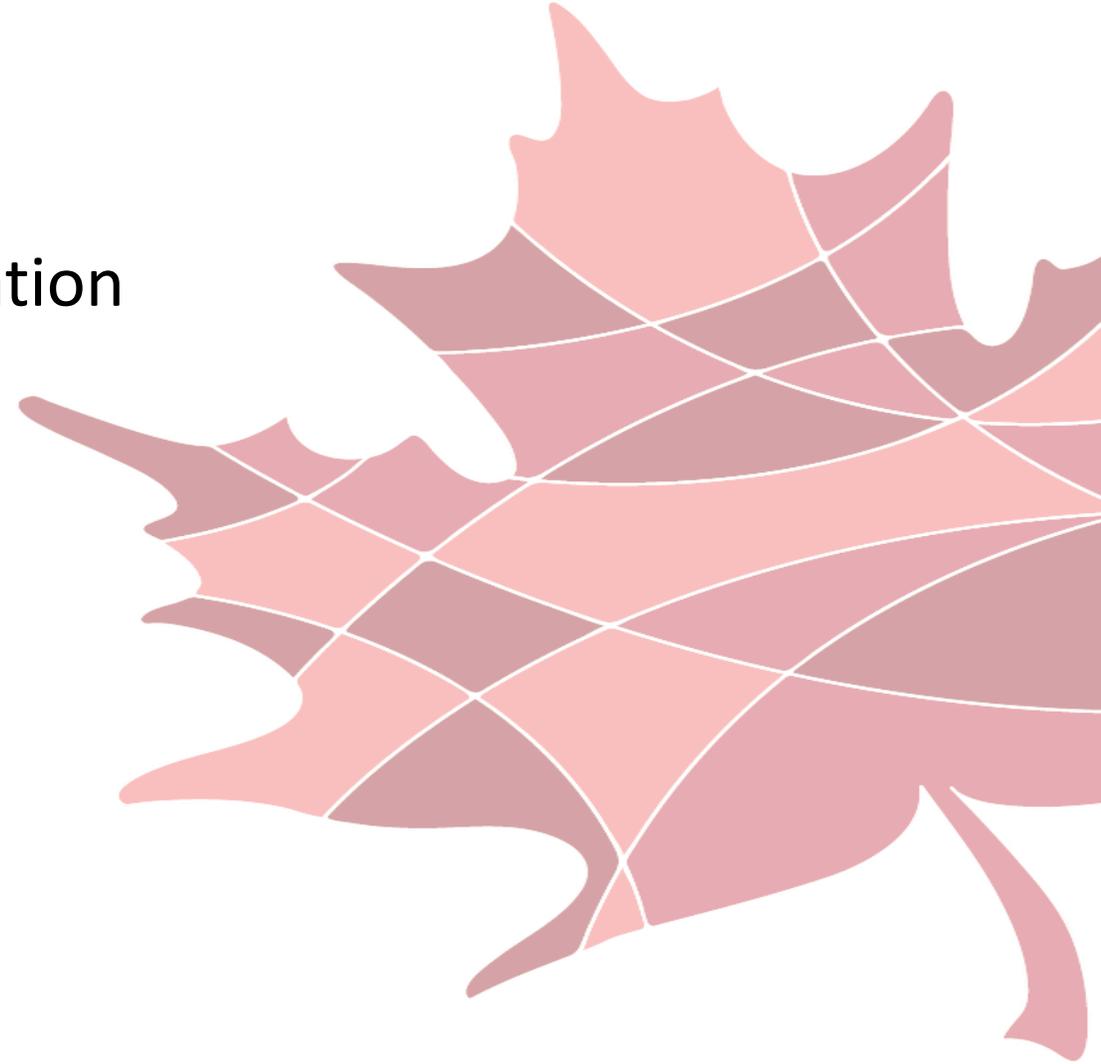


Let's Talk About Outcomes: Our Approach to Settlement and Integration

Pathways to Prosperity National Conference
Toronto, Ontario
November 17, 2017



A time for reflection and renewal

Government of Canada is prioritizing results, client-service, and diversity that promotes linguistic duality and social inclusion

Why Now?

- Mandate Letter
- Settlement Evaluation Findings
- Ministerial Consultations
- Levels 2018

How?

- Evidence-based policy and program development
- Service Delivery Improvement
- Settlement Design Challenge –user-centric programming and newcomer well-being

Mandate Letter

“Working with the provinces and territories, ensure a renewed focus on the delivery of high-quality settlement services to ensure the successful arrival of new Canadians. This will require a rigorous approach to data in order to accurately measure outcomes.”

Focusing on settlement and integration

Introducing the Settlement and Integration Sector

- Policy development
- Program policy
- Operations

Refinements to performance measures

- Departmental Results Framework
- Performance Information Profile

Settlement Design Challenge

- Talking directly to the most vulnerable newcomers, including refugees, to better understand their needs and their challenges as they embark on new life in Canada.

How do we measure success?

Settlement Program Logic Model

Immediate outcomes

- Access to IRCC-funded settlement services is facilitated
- Increase understanding of client settlement needs and appropriate linkages to other services
- Clients increase knowledge of life in Canada
- Clients improve official language skills
- Clients acquire knowledge, skills, and connections to prepare for the Canadian labour market
- Clients increase participation in communities and social networks
- Partners deliver responsive and coordinated settlement and community services
- Consistent and responsive Settlement Program delivery

Intermediate outcomes

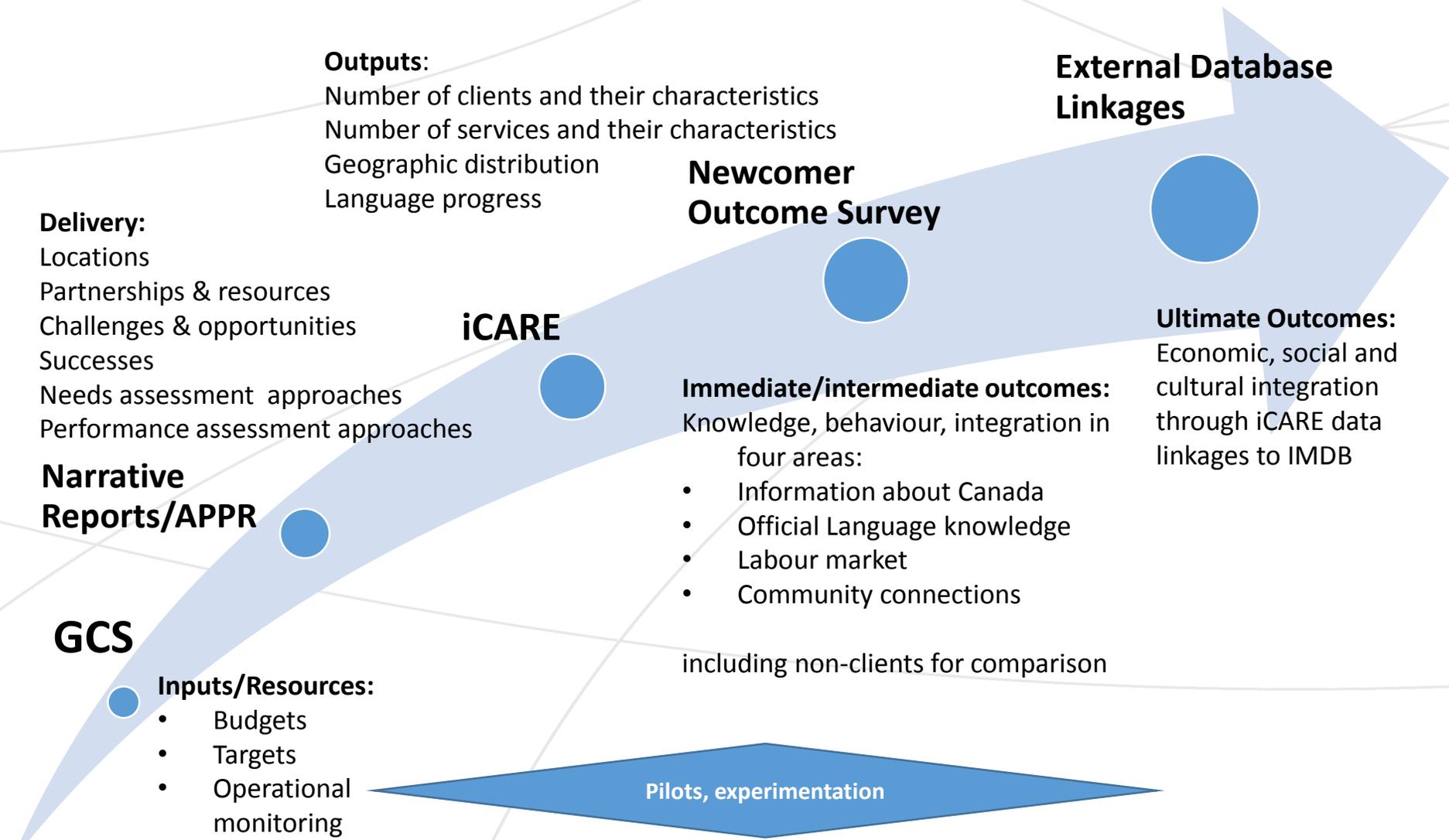
- Clients access services that meet their needs
- Clients make informed decisions about life in Canada
- Clients use an official language to function in Canadian society
- Clients participate in the Canadian labour market
- Clients are connected to communities and institutions
- Communities foster welcoming environment for immigrants

Ultimate outcomes

- Successfully integrated and settled clients benefit Canada

What is IRCC collecting?

Measuring performance at Projects and Program Level



Settlement Program use reflects newcomers' diverse needs

In 2016-17, over **410,000** clients accessed at least one settlement service in Canada, a **2.7% increase** in clients served over 2015-16.



- Clients from all immigration categories access settlement services.
- Females represented the majority (54% or more) of the clients in each program component
- Refugees had highest participation in community connections activities (44%) and support services (47%).
- Economic immigrants (including dependents) were over half of employment-related service users, and close to 40% of language training users, 62% of this being spouses and dependents.

Preliminary Evaluation Findings:

Overall the Settlement Program has been effective

- The evaluation found that each of the specific Settlement Program streams contributed to different client outcomes in varying degrees.
- Overall, nearly 60% of *language training* clients increased by at least 1 Canadian Language Benchmark level in at least one of the four language components (listening, speaking, reading and writing).
- Taking a combination of *language training and employment-related services* contributed to client's improvement in language skills and gaining knowledge about working in Canada, more than any service individually.
- Younger age and higher levels of education have the biggest impact on language skills improvement and on more frequent use of language outside of the home.
- Younger clients are more likely to improve and need the fewest number of hours of instruction, on average, to improve 1 CLB level.
- *Information and Orientation Services (I&O)* positively impacted clients' gaining awareness of community and other resources.
- *Community Connections (CC)* had a positive impact on clients' participation in broader communities.



Leveraging cross-sector participation

Settlement and integration is a shared responsibility

IRCC plays a leadership role in promoting and supporting settlement and integration. Provincial and territorial partners, and players such as other federal departments, service providers, municipalities and employers also help achieve the longer-term integration outcome of the full participation of newcomers in the economic, social, cultural, and civic life of Canada.

- Supporting community partnerships
 - Local Immigration Partnerships and the Réseaux en immigration francophone have broadened community collaboration on, and profile of, newcomer issues by effectively engaging non-traditional newcomer service providers.
- Leveraging employer participation: The Atlantic Immigration Pilot
 - Assists with matching the needs of local employers with the skill sets of immigrants while helping to improve the attraction and retention of newcomers in Atlantic Canada.
 - Ensures that newcomer participants and their families have settlement plans that are supported by the employer.

Moving Forward: Data

There is a wide range of data being collected from recipients through multiple systems; however, this data needs to be fully analyzed, and communicated.

Currently:

- There is extensive information available about Settlement clients
- There are robust data sets for program usage by client type/timelines
- There is substantial evidence on how clients are doing on immediate and intermediate outcomes

Next Steps:

- Conduct in-depth analysis of Settlement Program 2017 Evaluation findings
- Make recommendations for data system improvements and data analysis capacity
- Build on evidence base to help inform future policy work and continuous program improvements
- The Settlement Client Outcomes Survey will be used to collect data on client versus non-client outcomes

Settlement Service Clients: Monthly IRCC Updates

<http://open.canada.ca/data/en/dataset/ba24ad39-2d68-4d49-85b4-ee13c60b4aa3>

Moving Forward: Policy

A new mandate letter and final evaluation results provide the opportunity to anchor the Settlement Program in the best available evidence.

The next steps for the Program are centred on outcomes-driven programming, and include:

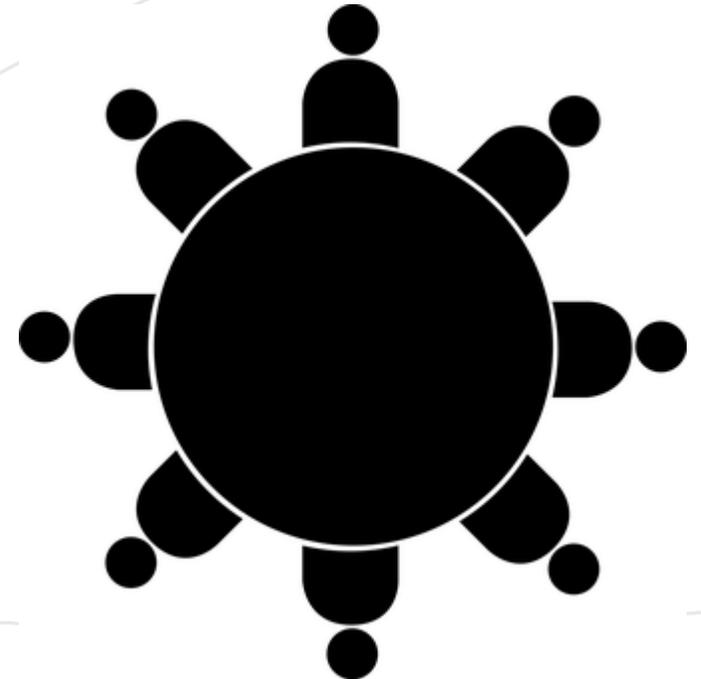
- Consulting with partners and stakeholders
- Identifying key principles to guide the policy work on settlement and integration
- Implementation of pilot projects to provide information on improved program delivery models and outcomes for clients

Engaging on a renewed focus for Settlement and Integration

The Minister and Parliamentary Secretary recently held a series of roundtables across Canada to hear from stakeholders about their views on settlement and integration.

Key Themes

- Outcomes-driven Programming
- Language and Employment Combined
- Atlantic Immigration Pilot – small, medium, rural centres; role for employers
- Foreign Qualification Recognition – challenging
- Longer Planning Horizon Tied to Levels
- Family Reunification Facilitates Settlement
- Anti-Discrimination Campaigns
- Francophone Immigration & Programming – “Pour et Par”
- Mid- and Low-Skilled Workers (TFW)



What principles would help guide a renewed focus on settlement and integration?

- Work closely with provinces and territories and leverage the participation of all sectors and promotes a sense of shared community responsibility to welcome immigrants and be responsive to their needs.
- Deliver the right package of settlement services, to the right client, at the right time, for the right duration, to achieve the right outcomes.
- Recognize that “institutional change” and “engagement of Canadians” are important to achieve outcomes.

A renewed focus on settlement and integration could take into account the extent to which newcomers achieve integration goals relative to their socio-economic circumstances upon arrival in Canada.

Service Delivery Improvement

- Service Delivery Improvement (SDI) funding will be used to pilot initiatives over the coming years to test new ways to improve the efficiency and the effectiveness of the Settlement Program
- SDI will focus on:
 1. improved service delivery models
 2. achieving more targeted outcomes for specific client groups
 3. leveraging the contribution of additional partners in settlement and integration work
- SDI projects will adopt a “user-centered” approach, which puts newcomers’ direct feedback at the core of each step
- IRCC will be launching an initial Expression of Interest process this November for innovative proposals under SDI

Next Steps

- Service Delivery Improvement: Expression of Interest Nov 14-28, 2017
- Build on evaluation findings
- Begin priority-setting toward the next Call for Proposals
- Departmental/Sector Working Group on Outcomes