



Well-Being, Strategic Design , Transition, & Policy: A Case for the Federal Settlement Platform

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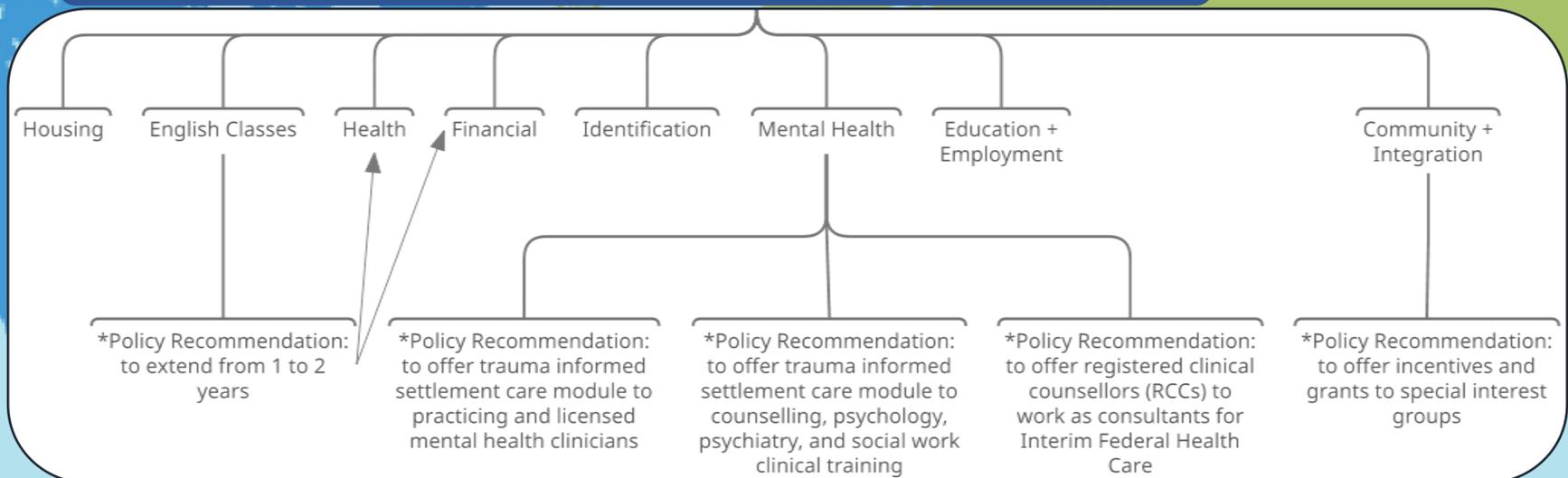
Why?

In 2015 and 2016, the federal *Operation Syrian Refugee* program oversaw the arrival of **25,000** refugees across 250 communities across Canada. In 2016 the Immigrant Services Society of British Columbia investigated the **well-being** of these government-assisted refugees (**GARs**) in *A Roadmap to Integration and Citizenship*. That study revealed that **30%** refugees reported low well-being and were “**sad**” or “**depressed**”. The purpose of this interdisciplinary research was to investigate what formal and informal **mental health services** were offered to government-assisted refugee men, women, and families during the period of **2015/16 in Vancouver**.

Public Policy ?

Further analysis of the findings led to the strategic design of the proposed policy recommendations for the *Federal Settlement Platform* (FSP). The intention for the development of this platform is for refugees, settlement agencies, and stakeholders to access one **unifying web-experience** to coordinate, coalesce, and organize not only mental health resources but all settlement related information.. This could **kick-start** the process of integration before they even arrive in Canada. The settlement agency, in turn, can be **better prepared** to view profiles of the newcomers, who they will be arriving with, as well as any special needs right from the very beginning of **acceptance into Canada**.

Federal Settlement Platform (FSP)



Interdisciplinary?

- Theoretical approach: **well-being** (Seligman 2012), **Strategic Design** (Helsinki, 2015), **Public Policy** (Bardack 2007).
- The study participants included key informants from three major sectors: (1) **public**, (2) **mental health**, and (3) **settlement**.
- Data was collected via (1) service journey maps and (2) interviews
- **Service journey maps** are techniques used to gather visual detailed information across time and population for services.
- Data analyses were **systematically** computed via software as quantitative frequency computational **analysis** using software to group themed word-cluster categories.

Recommendations

This study found an **absence** of formal settlement-informed mental health care services available to GARs and very few informal mental health services. The four main **needs** for refugee mental health care are: (1) to be seen as a **priority**, (2) to be provided to all [refugees], (3) to be **trauma and settlement-informed**, and (4) the need to be **collaborative**. Analysis of the data makes clear the necessity for the **FSP** by highlighting the consequences of a lack of refugee mental health services which are growing rates of cognitive and mental health disorders like depression, anxiety, and post trauma stress disorders.

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