



# Is the Current Outcome Measurement Framework an Effective Tool for Understanding the Success of Vulnerable Newcomers?

**Mary Kam**  
Program Director  
Family and Community Services

**Sandra Almeida**  
Program Manager  
ACT Program





Bridging people to S.U.C.C.E.S.S.

## OUTLINE

- Definition of highly vulnerable clients
- Traditional settlement measurement and limitations
- Other measurement approach
- Recommendations



## Definition of Highly Vulnerable Newcomers

### Multiple Complex Barriers

- Intersectionality  
Gender, ethnicity, sexuality, skills, education, immigration status, age
- Poverty
- Homelessness
- Discrimination, racism, violence
- Mental health issues
- Chronic illness
- Family separation
- Loss and grief
- Parenting issues
- Physical disability
- LGBTQ+2S
- Involvement with the justice system
- Substance abuse



Bridging people to **S.U.C.C.E.S.S.**

## Traditional Settlement Measurement

### **Immediate Outcomes:**

- Clients receive appropriate information and services to address settlement needs
- Clients attain awareness of community and other resources to deal with settlement issues
- Clients gain knowledge of life in Canada, including laws, rights and responsibilities
- Clients learn official language skills and other skills for adapting to Canadian society
- Clients acquire knowledge, skills and connections related to the Canadian work environment
- Clients have connections to communities and public institutions



Bridging people to S.U.C.C.E.S.S.

**A Likert scale approach are usually adopted to rate the success newcomers have achieved**

**Check box to confirm newcomers achieved the goals (outcomes)**



Bridging people to S.U.C.C.E.S.S.

## Traditional Settlement Measurement

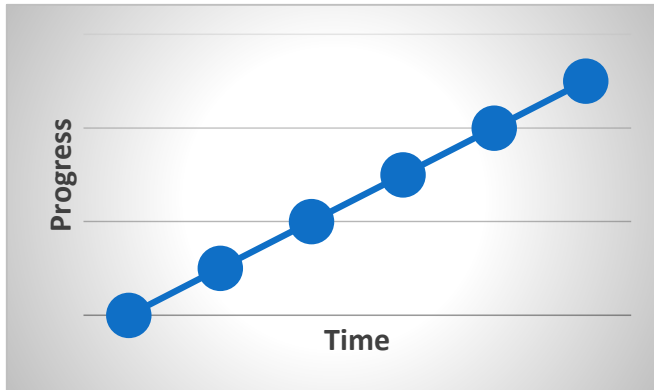
### Limitations:

- For highly vulnerable newcomers, Knowledge  $\neq$  Action
- A snap shot measurement does not capture crisis and complex barriers
- There is a lack of process measurement
- Measurement context for vulnerable newcomers is different from mainstream newcomers and should consider:
  - Small improvement steps, rather than the end goal only
  - The quality of the improvement steps
  - Changes to the sense of safety, belonging and hope

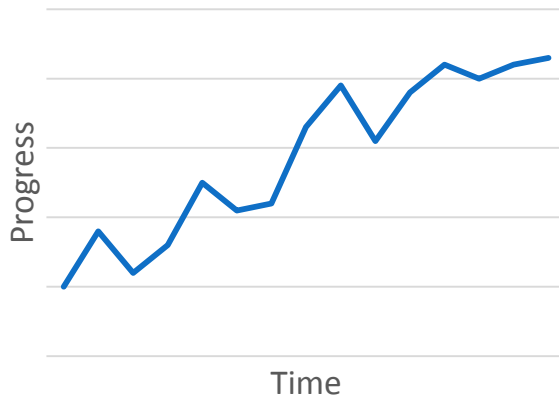


Bridging people to S.U.C.C.E.S.S.

## Settlement Measurement



- Linear progress
- Typical for newcomers with higher functional literacy and/or few settlement barriers
- One-time service approach



- Non-linear progress with ups and downs
- Typical for highly vulnerable newcomers who have multiple complex barriers and face crisis situations
- Case management approach



Bridging people to S.U.C.C.E.S.S.

# VIDEO





Bridging people to S.U.C.C.E.S.S.

## Alternative Measurement Approach

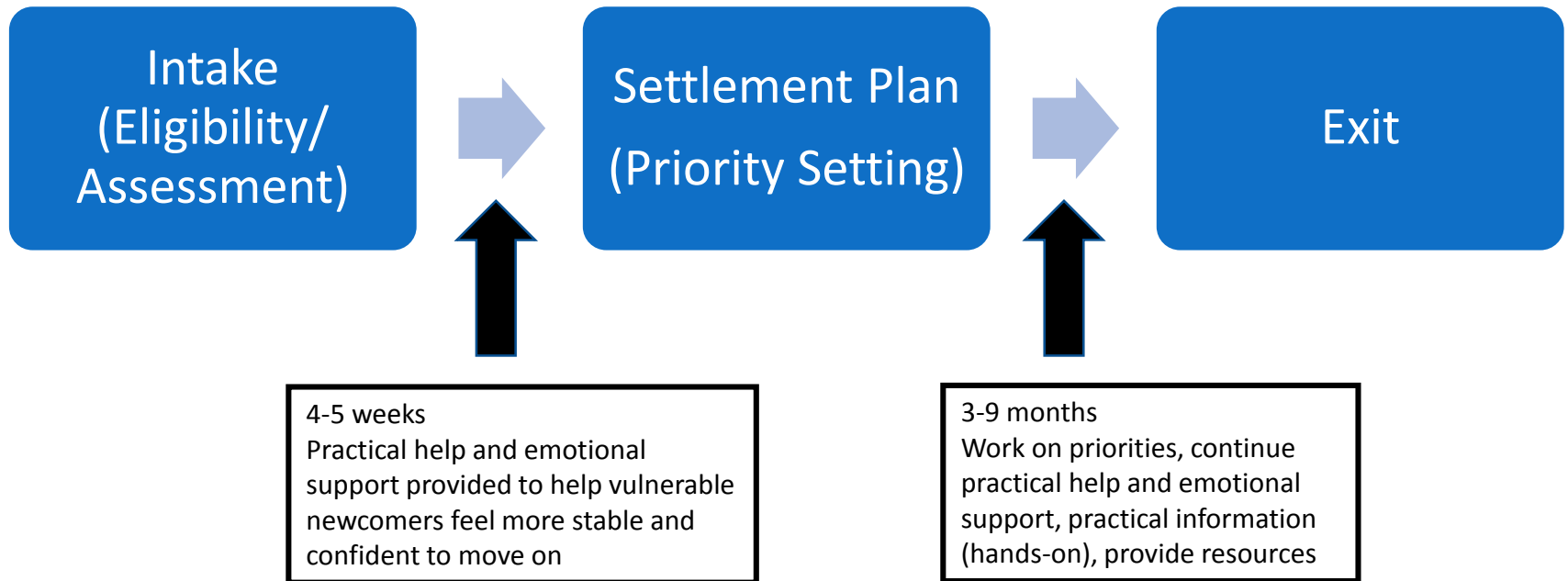
### Quality of Life Indicators:

- Physical Capacity
- Social Aspects
- Cultural
- Emotional
- Economic
- Commitment to Change



Bridging people to S.U.C.C.E.S.S.

## Alternative Measurement Approach





Bridging people to S.U.C.C.E.S.S.

## Recommendations

- More focus on quality over quantity
- Attention to the process rather than final outcome
- Consideration to the narratives, rather than only yes or no statements



S.U.C.C.E.S.S.

THANK YOU!

Mary Kam  
maryk@success.bc.ca

Sandra Almeida  
Sandra.almeida@success.bc.ca

