

# Settlement Outcome Measurement at Immigration, Refugees, and Citizenship Canada

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# Settlement Program context

In 2018-19, IRCC invested approximately \$768M to support the settlement needs of newcomers outside of Quebec

This will increase to nearly \$779M in 2019-20, and is expected to continue to grow

In 2018-19, over 519,000 clients accessed at least one settlement service

Clients receive settlement services under 6 main areas:

Needs and Assets  
Assessment and Referrals

Language Assessment

Employment-Related  
Services

Information and  
Orientation Services

Language Training

Community Connections

In 2018-19, the Settlement Program delivered these services through 700+ contribution agreements with more than 500 settlement provider organizations

# Settlement Program outcomes

## Immediate outcomes

Consistent and responsive Settlement Program delivery

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

## 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 outcome

Canada benefits from the settlement and integration of clients

# Key sources of information on settlement services and outcomes

## iCARE



Captures Settlement Program contribution agreement and service usage information entered by service provider organizations

## Settlement Program Client / Non-Client Survey



Captures information on client and non-client outcomes aligned with the Settlement Program logic model

## iCARE-IMDB Data Linkage



Tax filer database linked with IRCC service usage data and immigration records.

## Statistics Canada Surveys

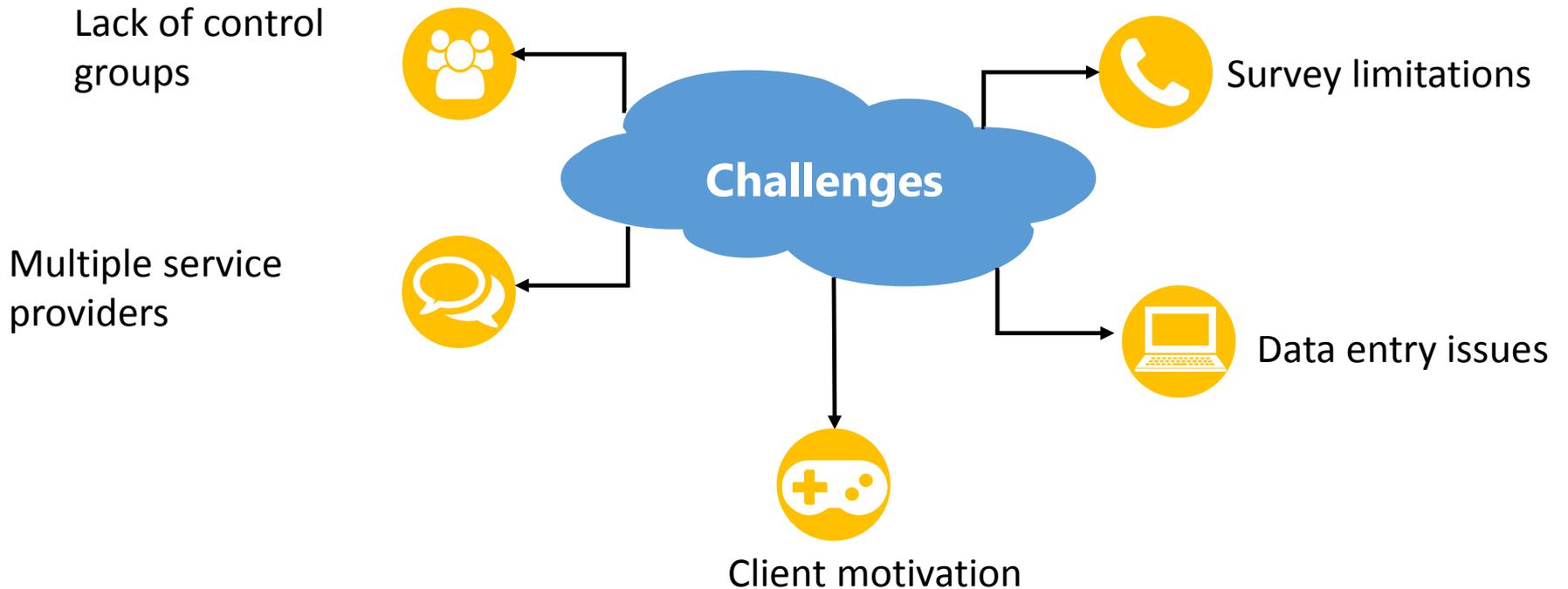


Canadian Community Health Survey

Census

General Social Survey

# Challenges in attributing settlement outcomes to IRCC services



## Outcomes Analysis Unit

This new group within IRCC is part of the Settlement and Integration Sector, with strong ties to the Settlement Network and Research and Evaluation.



The Outcomes Analysis Unit is responsible for improving IRCC's capacity to report on settlement outcomes.



## Work planned or underway to strengthen outcomes reporting



Federal / Provincial data linkages



SPO effectiveness study



Pilot program studies



Case studies



Waitlist control groups

# Annual Report on Settlement Outcomes



# Thank You!

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