



# Adaptations and innovations in settlement services

What we've learned

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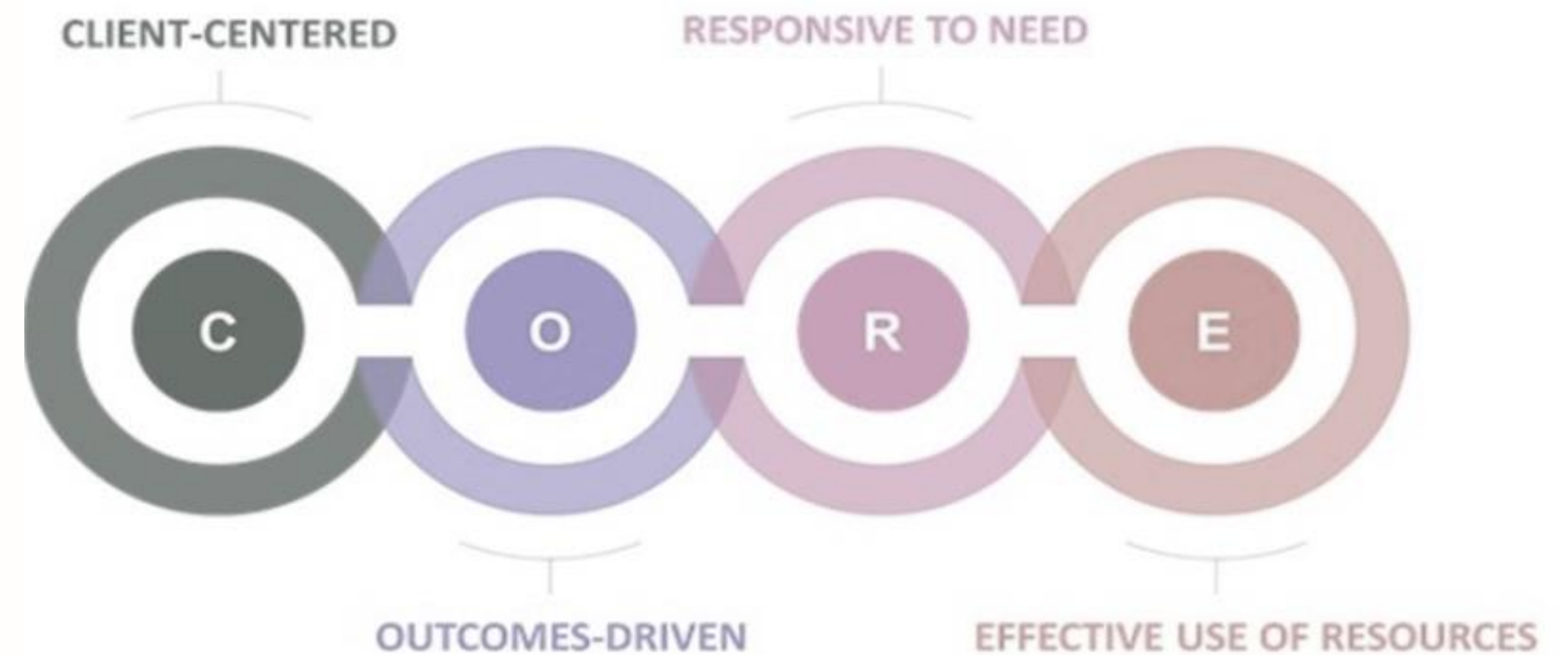
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# At the onset of the pandemic, Canada's settlement sector was in a strong position to adapt to new realities

- **2019 National Call for Proposals**  
strengthened the Program's foundations

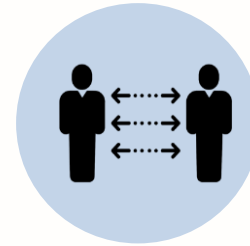
- ✓ **Expanded the scope and footprint** of settlement services
- ✓ Introduced **CORE principles** and more client-centred services
- ✓ Resulted in new investments in **targeted areas of needs** (e.g., francophone services, services in rural areas, mental health supports)



# COVID-19 has disproportionately affected some newcomers, especially women and recently landed immigrants

As the pandemic worsened, settlement services were critical to supporting newcomer needs

## Limited integration opportunities



Public health guidelines limited opportunities for community integration

## Higher unemployment rates



Recent immigrants experienced persistently higher unemployment rates compared to established immigrants

## Increased mental health challenges



Recent immigrants were more likely to report adverse mental health symptoms than established immigrants

## Increased harassment and violence



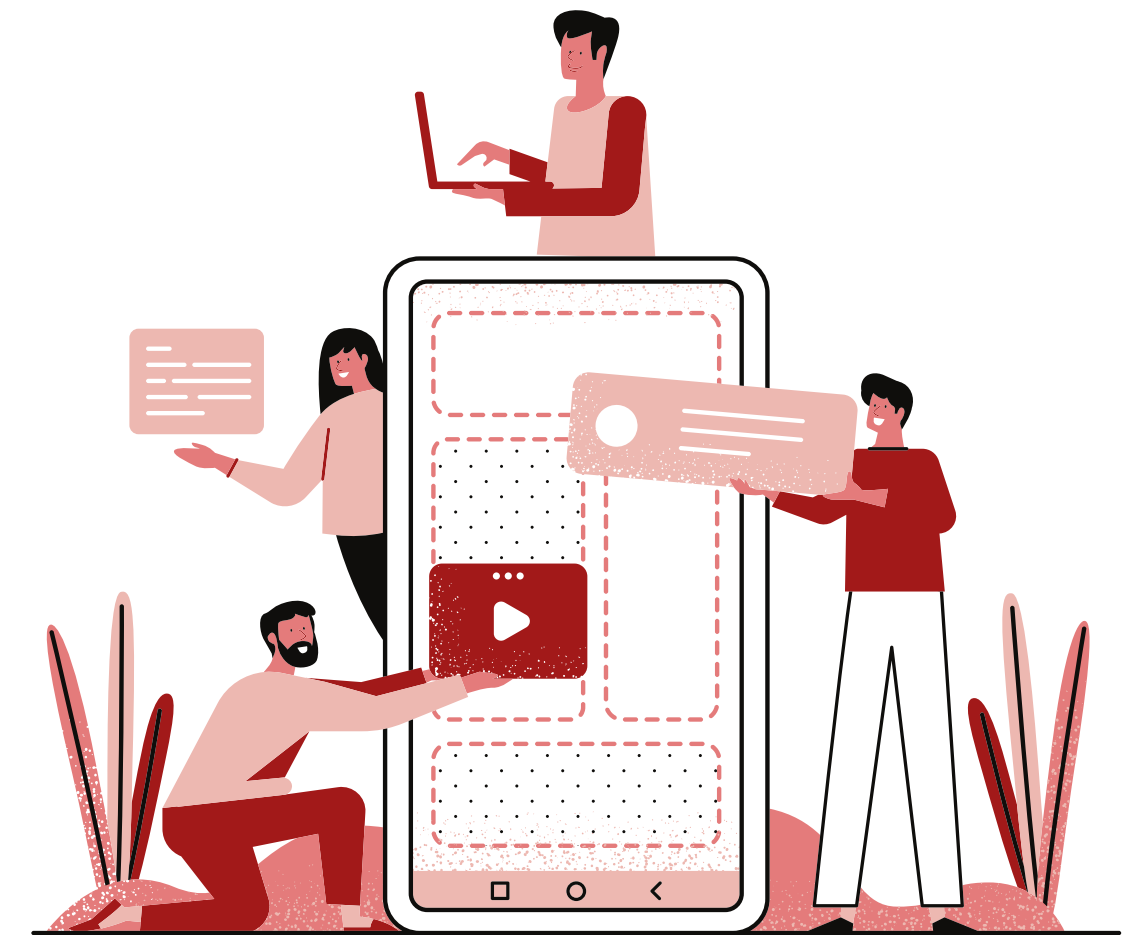
Immigrants were more likely to report facing harassment, attacks, racism and stigma



# Program shifts were needed throughout the pandemic

Service providers rose to the challenge to ensure newcomers could continue to access services – expanding pre-existing online services and shifting formerly in-person services to virtual delivery methods

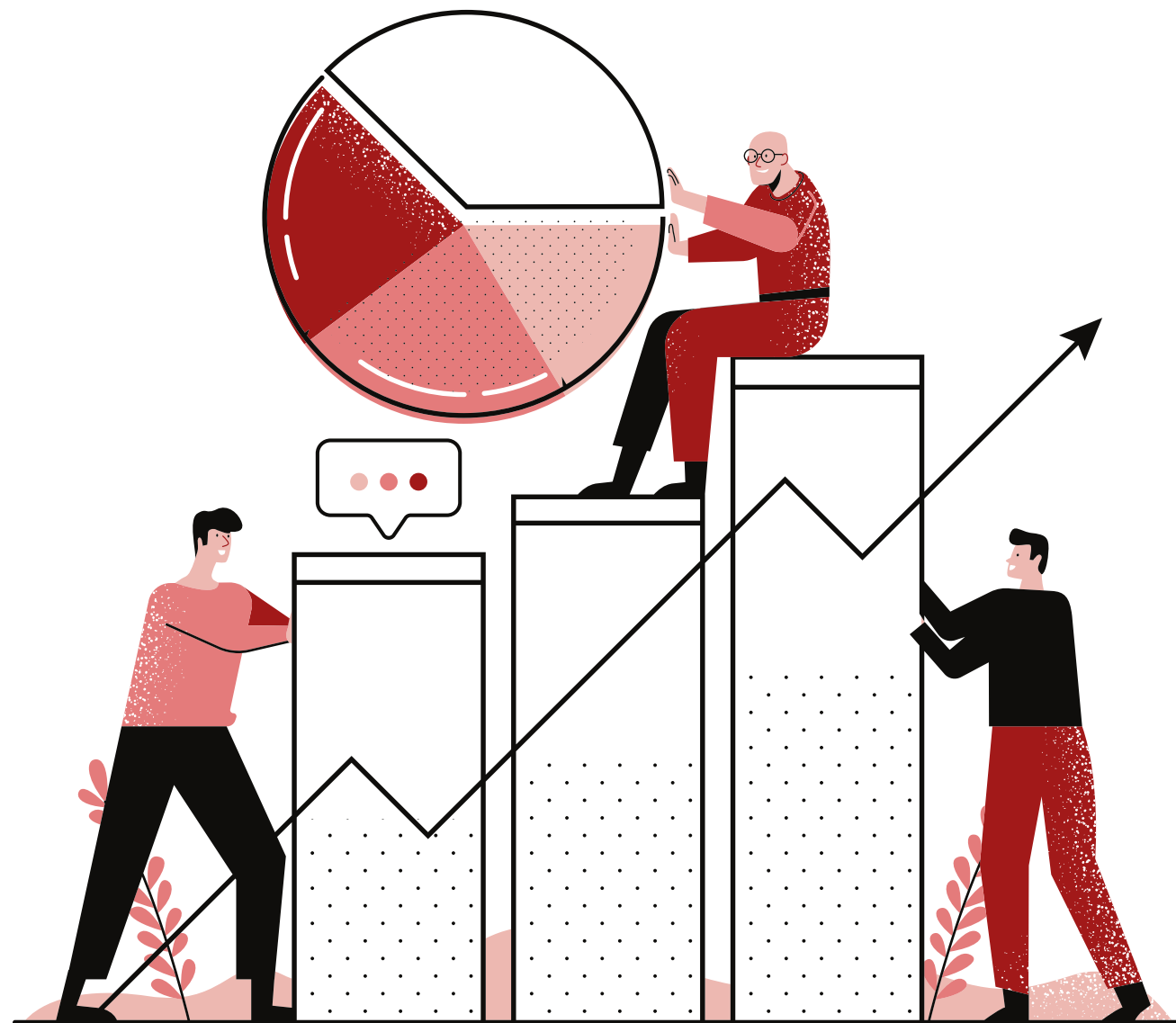
- IRCC introduced **flexibilities** to support the **pivot to remote delivery** including:
  - Providing IT equipment to staff and clients
  - Increasing wages temporarily for frontline settlement workers
- Partnerships **were leveraged** and strengthened
  - National Settlement and Integration Council, Resettlement Assistance Program-COVID Task Force, etc.
- Settlement service providers have played a **key role** in Canada's **pandemic response**:
  - Translating and disseminating critical public health information
  - Promoting vaccine access and uptake among newcomers





# Where do we go from here?

Immigration and settlement will continue to be key in supporting Canada's inclusive recovery



- Immigration is a **driver of economic prosperity**
- As ambitious levels targets continue, **successful settlement outcomes will remain key**
- The Sector will continue to play a crucial role in **Afghan resettlement efforts**



# The timing is right to take stock and explore how the Program can leverage lessons learned from the pandemic

There are opportunities to capitalize on the **changing immigration landscape** and **innovations** spurred by the pandemic to **further improve service delivery** and respond to the **evolving needs** of newcomers.



Enhancing digital service delivery to help clients have access to intuitive online settlement services



Incorporating an Anti-Racism and intersectional lens



Continuing to improve outcomes measurement and the application of CORE principles



# Innovative efforts across the Sector are already underway

**Innovative initiatives** and client-centered, **outcome-driven pilots** are important for testing how settlement services can contribute to addressing integration barriers and strengthening the capacity of the Sector

- **Settlement Outcomes Highlights report**  
*Increasing our capacity to measure what works and improve our social return on investment*
- **Service Delivery Improvement (SDI)**  
*Testing new approaches to improve digital delivery, increase employer engagement, improve capacity in the sector and explore community-based planning models*
- **Regional and Client-Focused Pilots, e.g.,:**
  - **Atlantic Immigration Pilot:** Building in tailored settlement services into regional immigration programming to support retention and successful integration
  - **Racialized Newcomer Women Pilot (RNWP):** Providing targeted employment supports to racialized newcomer women who were among hardest hit by COVID
- **Newcomer Outcomes Survey (NOS)**  
*Beginning to collect race-based data to strengthen our intersectional evidence base*



# Going forward, the Sector is well placed to adapt further

- **Delivery models and approaches can continue to evolve** to meet changing client needs and new immigration priorities
- **Collaboration** will continue to be **fundamental to success**
- **Work is underway** to determine what works well and how best to support clients in the post-pandemic era, e.g.,
  - Recent evaluation of Language Training Services
  - Assessing results from recent survey of Service Provider Organizations on Needs and Assets Assessment and Referral Services (NAARS)
  - Case studies on Digital service delivery



IRCC will be looking to leverage the Sector's knowledge and expertise

