Settlement Program Client Outcomes

Pathways 2 Prosperity

November 2022

OAU
OUTCOMES
ANALYSIS
UNIT

The logic model sets out the expected outcomes for Settlement Program clients

See the first Settlement Outcomes Highlights Report for how we've previously reported against these outcomes!

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
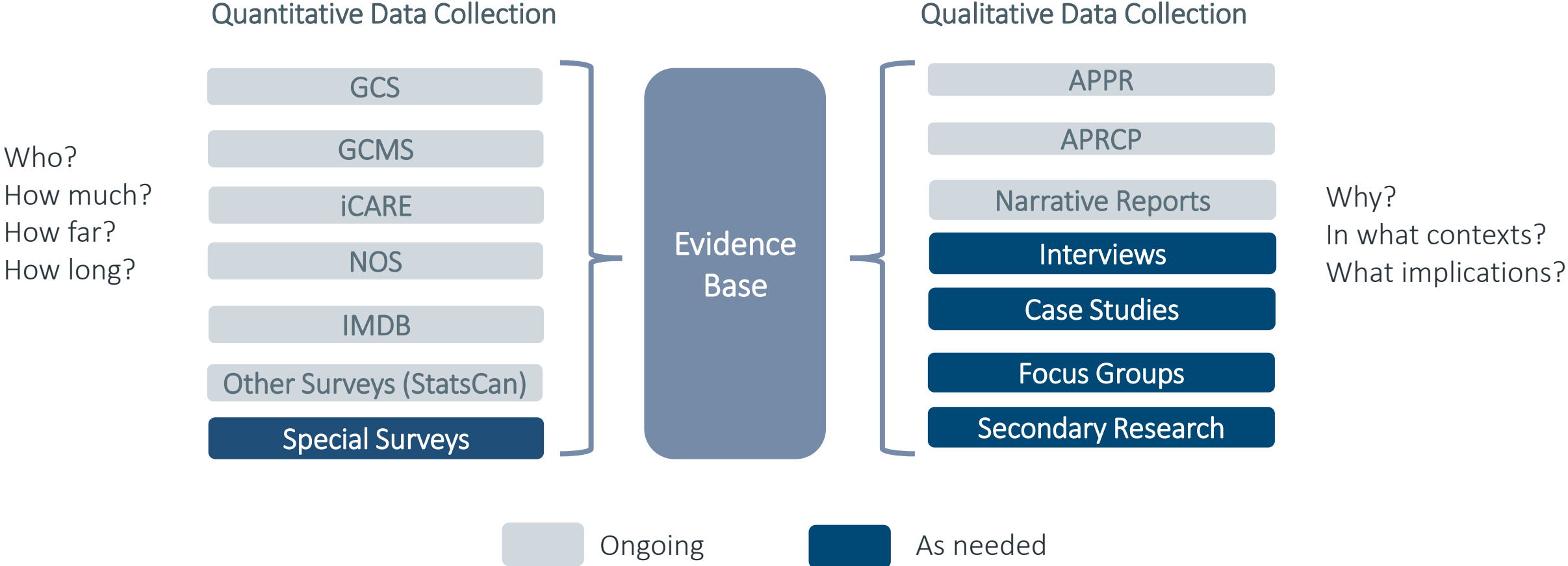
Intermediate outcomes

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

Canada benefits from the settlement and integration of clients

A variety of data sources help us better understand settlement outcomes

The variety of data increases the richness of analysis possible

Quantitative Data Collection

Who?
How much?
How far?
How long?

- GCS
- GCMS
- iCARE
- NOS
- IMDB
- Other Surveys (StatsCan)
- **Special Surveys**

Evidence Base

Qualitative Data Collection

Why?
In what contexts?
What implications?

- APPR
- APRCP
- Narrative Reports
- **Interviews**
- **Case Studies**
- **Focus Groups**
- **Secondary Research**

Ongoing   As needed

This presentation will focus on the APPR and the NOS

APPR 🏪 RARP

NOS 👥 SRNA

Annual Project Performance Report

- Sent each year to service provider organizations providing direct services

- Mainly qualitative analysis

- Collects information related to how services helped clients achieve outcomes & factors that helped or hindered

Newcomer Outcomes Survey

- Sent each year to all newcomers who became permanent residents in certain years

- Mainly quantitative analysis

- Lets us compare outcomes for clients and non-clients of settlement programming
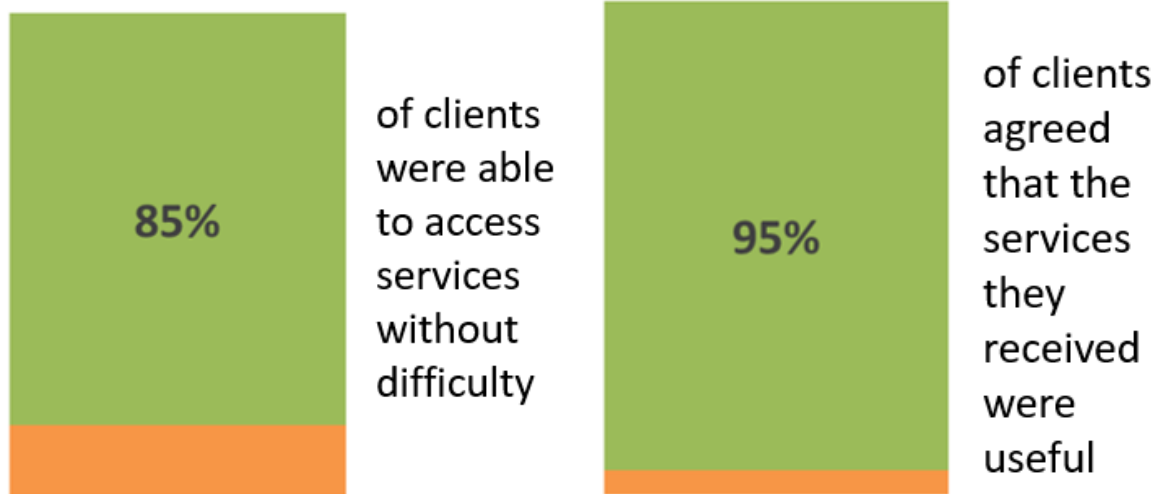
Here are some of the things we're hearing about accessing services

NOS SRNA

NOS data tells us that when clients did access settlement services, they found them to be helpful...

...however, not everyone knew that services were available

61% of non-clients were not aware that IRCC offered free settlement services

85% of clients were able to access services without difficulty

95% of clients agreed that the services they received were useful

Of these, 72% would have taken services if they had known about them

■ Agreed
■ Disagreed

Here are some of the things we're hearing about accessing services

APPR 🏪 RARP

APPR data helps us understand where online / hybrid service delivery might support clients…

… as well as where clients experience barriers

Online/hybrid service delivery **reduces some barriers** to accessing services, including:

➢ Reduced need for **transportation or childcare**
➢ More **schedule flexibility**, especially for those who are employed

Clients are **improving their digital skills** in the process of receiving services in an online or hybrid format.

Those with **low digital literacy** or with **limited access to devices or internet** are not able to receive services.

"Zoom fatigue" has been an issue

Some clients are sharing private information online in a way that **impacts their privacy and security**.

Childcare is occasionally required, yet difficult to obtain, for some clients receiving services online.

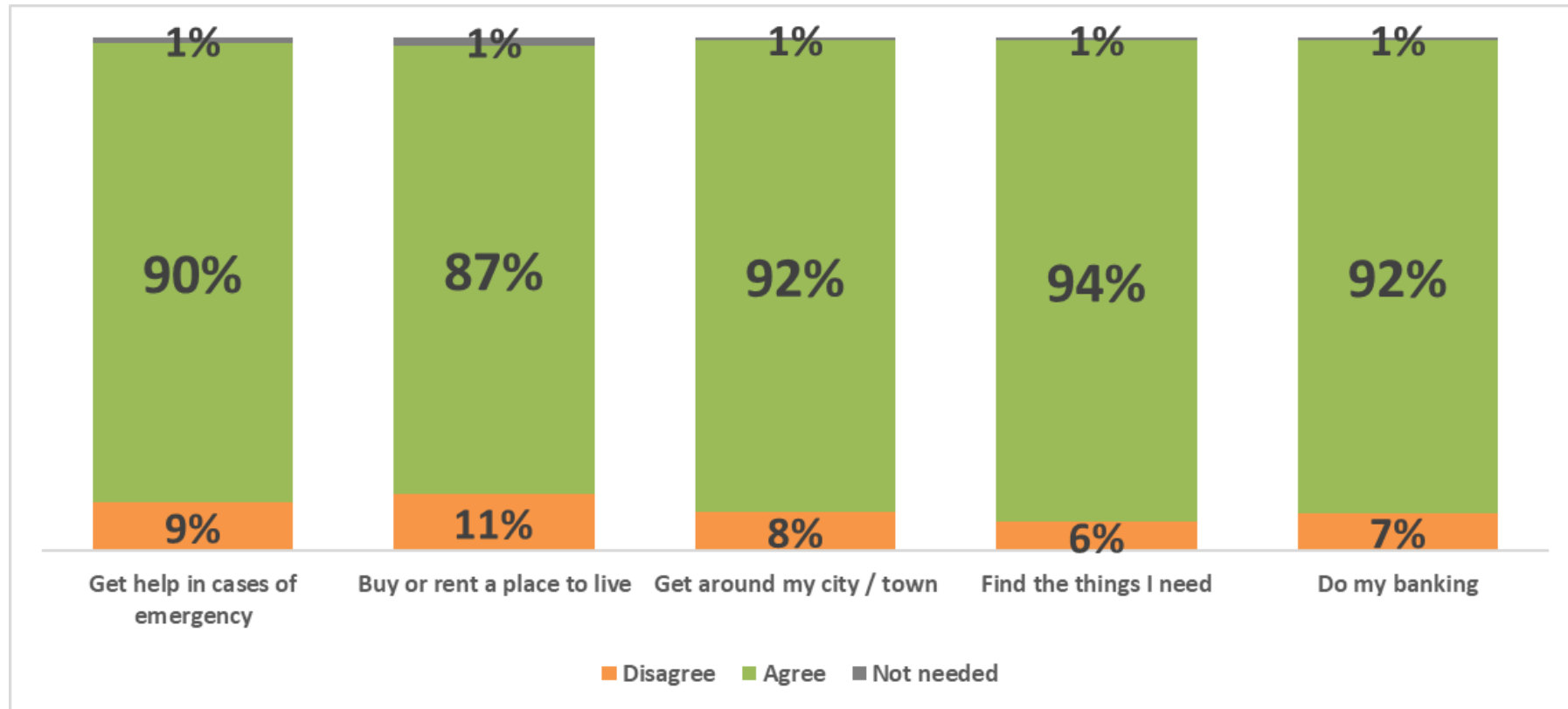# Here are some of the things we're hearing about knowledge of life in Canada

NOS   SRNA

NOS data tells us that most newcomers agree they have enough information to make life decisions…

… although some respondents felt that they lacked some of this key information

	Get help in cases of emergency	Buy or rent a place to live	Get around my city / town	Find the things I need	Do my banking
Not needed	1%	1%	1%	1%	1%
Agree	90%	87%	92%	94%	92%
Disagree	9%	11%	8%	6%	7%

■ Disagree ■ Agree ■ Not needed

7

Here are some of the things we're hearing about knowledge of life in Canada

APPR 🏪 RARP

APPR data tells us how SPOs helped provide clients with key information during the pandemic…

… as well as challenges in providing clients with the information they needed

> SPOs **provided information on the COVID-19 pandemic**, available COVID supports, vaccination clinics, etc.
>
> This enabled clients to gain awareness of the pandemic and relevant information, while also **reassuring newcomers that organizations are a resource** they can turn to for important information.

> SPOs noted that it was a **challenge to keep up with COVID-related info/protocols** and they often had to **combat COVID misinformation.**
>
> Organizations seeing an increase in demand for services related to **gender-based violence or intimate partner violence situations**.
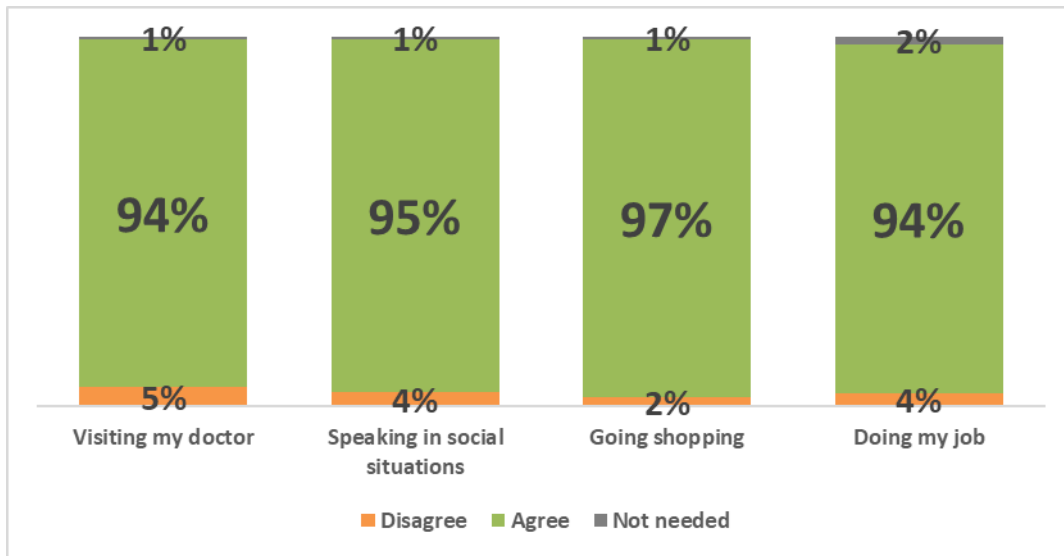
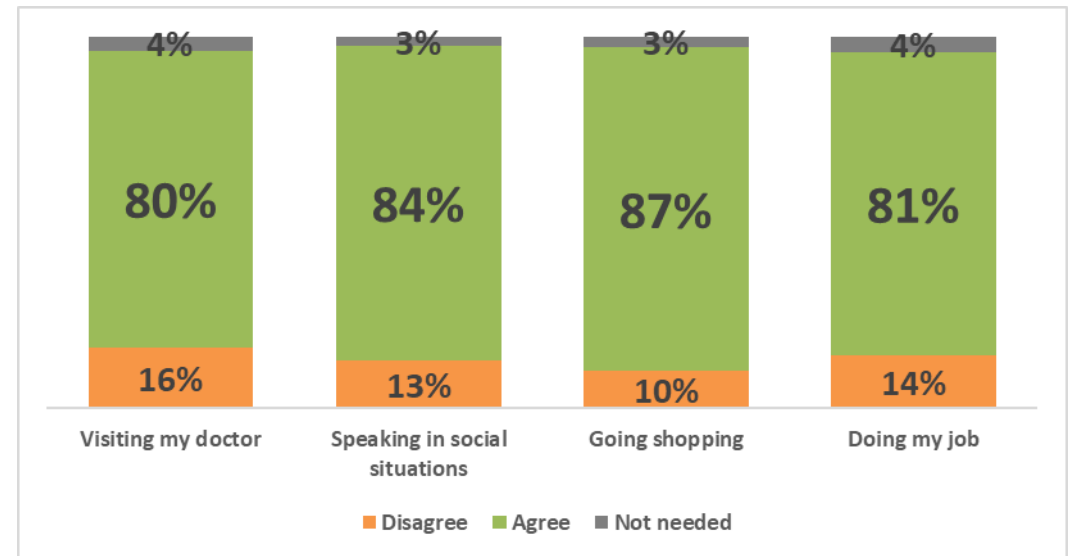# Here are some of the things we're hearing about official languages

NOS data tells us that the majority of newcomers who indicated they speak at least some English feel able to communicate without help …

… and that fewer newcomers who indicated they speak at least some French feel able to communicate without help

English chart (NOS):
- Visiting my doctor: Not needed 1%, Agree 94%, Disagree 5%
- Speaking in social situations: Not needed 1%, Agree 95%, Disagree 4%
- Going shopping: Not needed 1%, Agree 97%, Disagree 2%
- Doing my job: Not needed 2%, Agree 94%, Disagree 4%

Legend: Disagree, Agree, Not needed

French chart:
- Visiting my doctor: Not needed 4%, Agree 80%, Disagree 16%
- Speaking in social situations: Not needed 3%, Agree 84%, Disagree 13%
- Going shopping: Not needed 3%, Agree 87%, Disagree 10%
- Doing my job: Not needed 4%, Agree 81%, Disagree 14%

Legend: Disagree, Agree, Not needed

Additional information will be needed to unpack and contextualize these results

Here are some of the things we're hearing about official languages

SPOs have improved digital skills to deliver language assessment and training online.

The **tools developed by IRCC** to support online language training delivery were very well received by SPOs and positively contributed to their ability to help clients learn official languages.

Informal language learning opportunities (i.e. conversation circles) were reported to be **beneficial for vulnerable clients or clients with low confidence**.

SPOs delivering online language services experienced similar challenges as those delivering other types of service:

➢ Challenges for clients with **low digital skills** or **limited access to devices**

➢ "**Zoom fatigue**" noted as an issue

➢ Challenges for clients with children:

  ➢ Can access services without requiring child care supports

  ➢ But the **need to supervise children** may limit how much they can focus on services
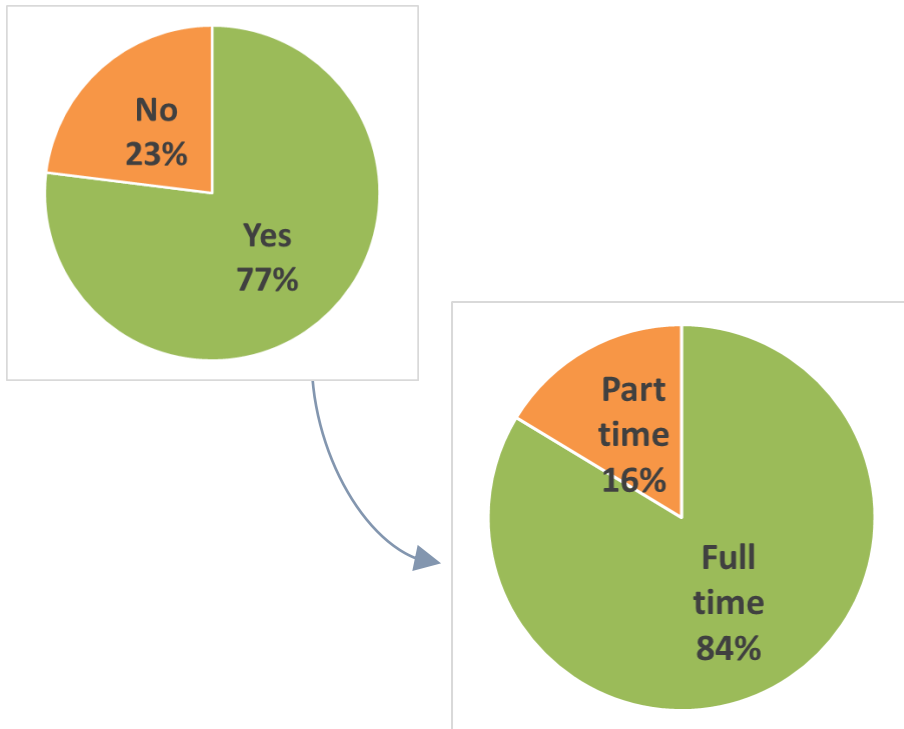
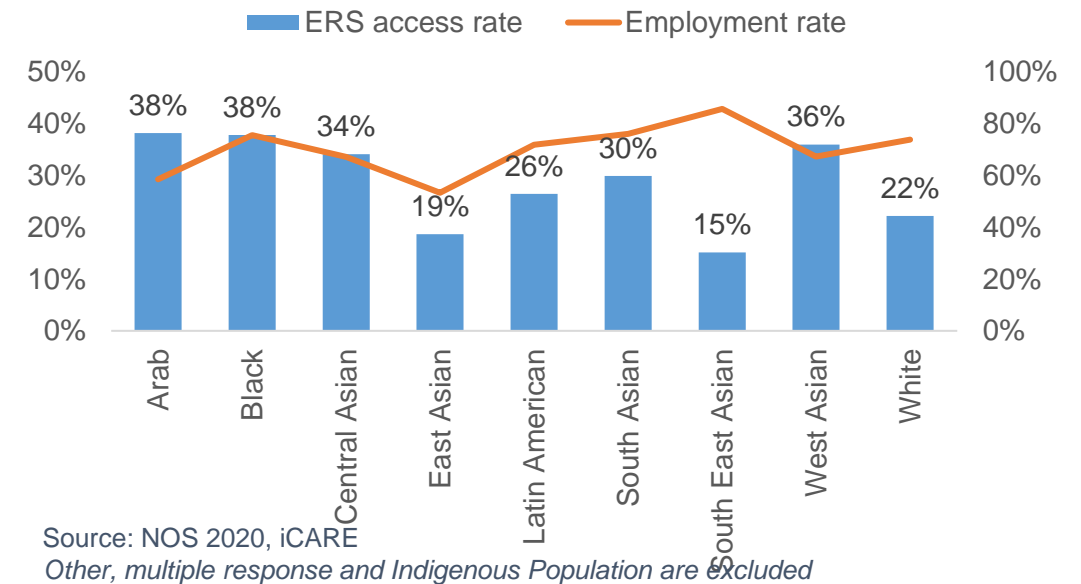# Here are some of the things we're hearing about **employment**

NOS SRNA

NOS data tells us that the majority of respondents are employed

No
23%

Yes
77%

Part time
16%

Full time
84%

... and that the majority of those working have full-time employment...

... but suggests that employment services may work better for some races / ethnicities than others

■ ERS access rate   — Employment rate

| 50% | | | | | | | | | 100% |

38% 38% 34% 19% 26% 30% 15% 36% 22%

Arab | Black | Central Asian | East Asian | Latin American | South Asian | South East Asian | West Asian | White

Source: NOS 2020, iCARE
Other, multiple response and Indigenous Population are excluded

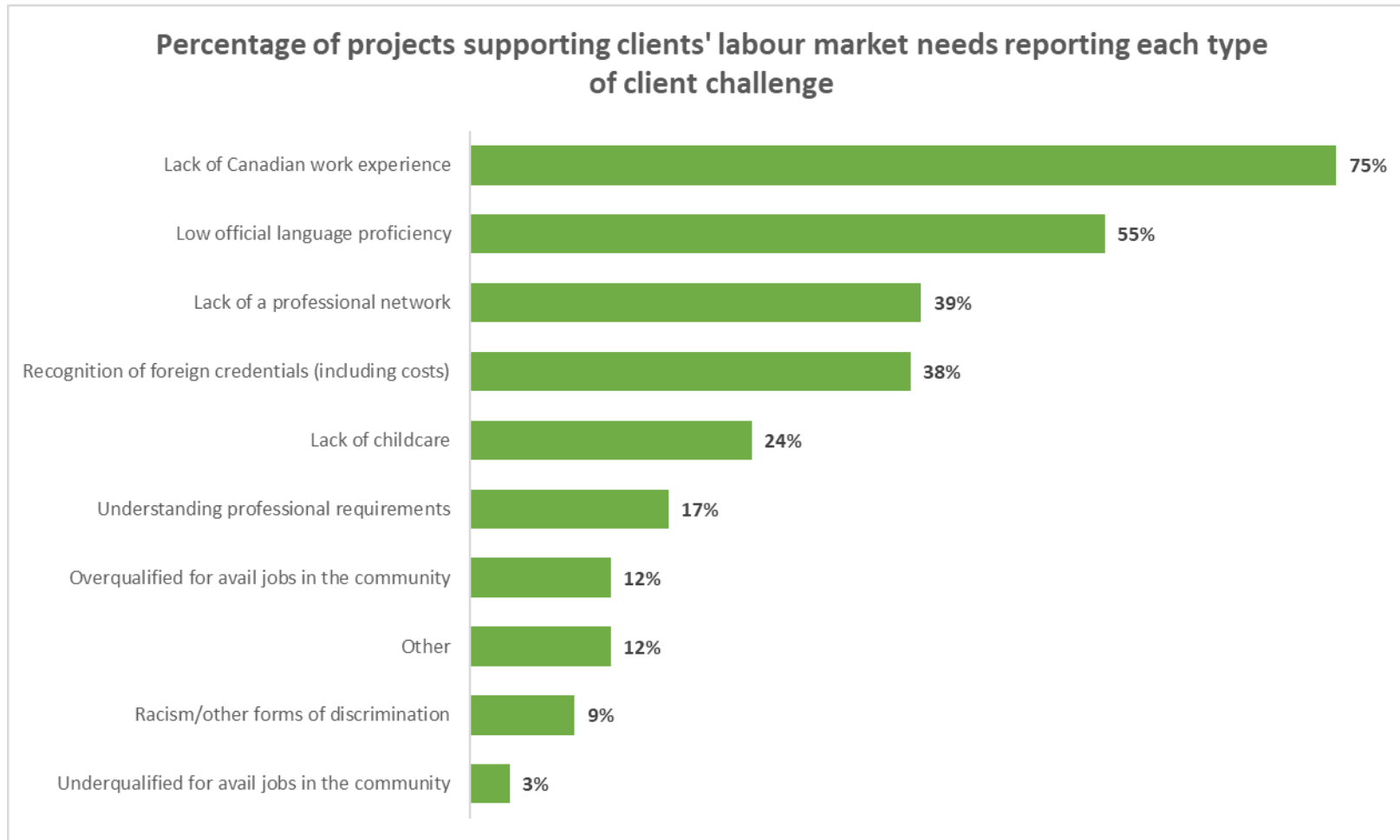These results suggest the need to further explore why we are seeing these outcomes

11

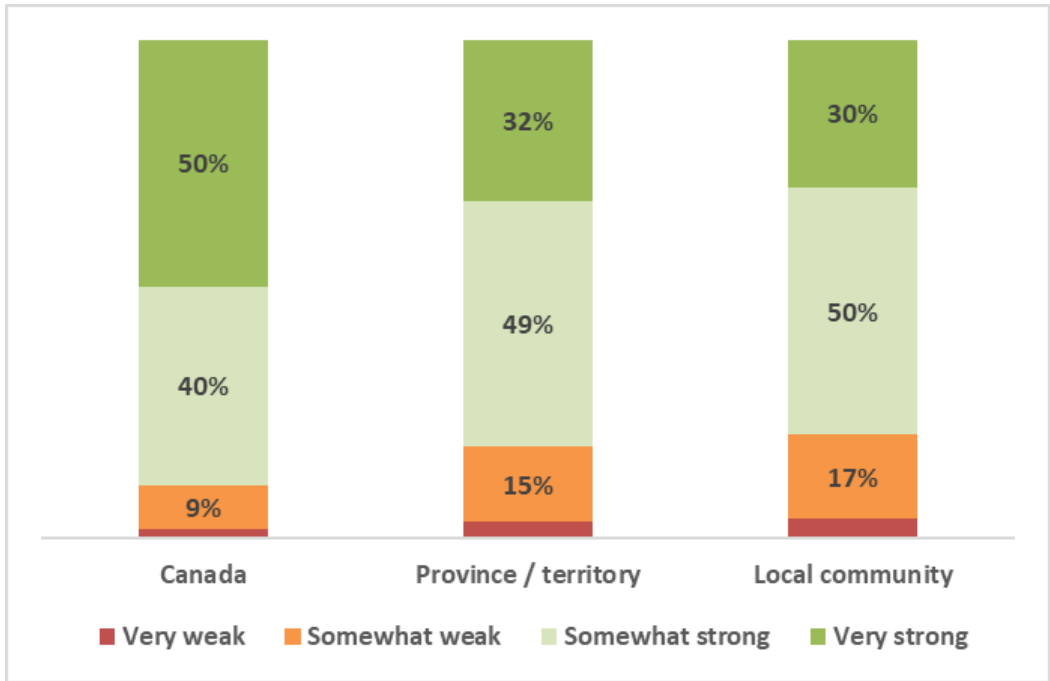# Here are some of the things we're hearing about employment

The APPR data also provides timely information about the challenges SPOs believe clients face in accessing the labour market

Percentage of projects supporting clients' labour market needs reporting each type of client challenge

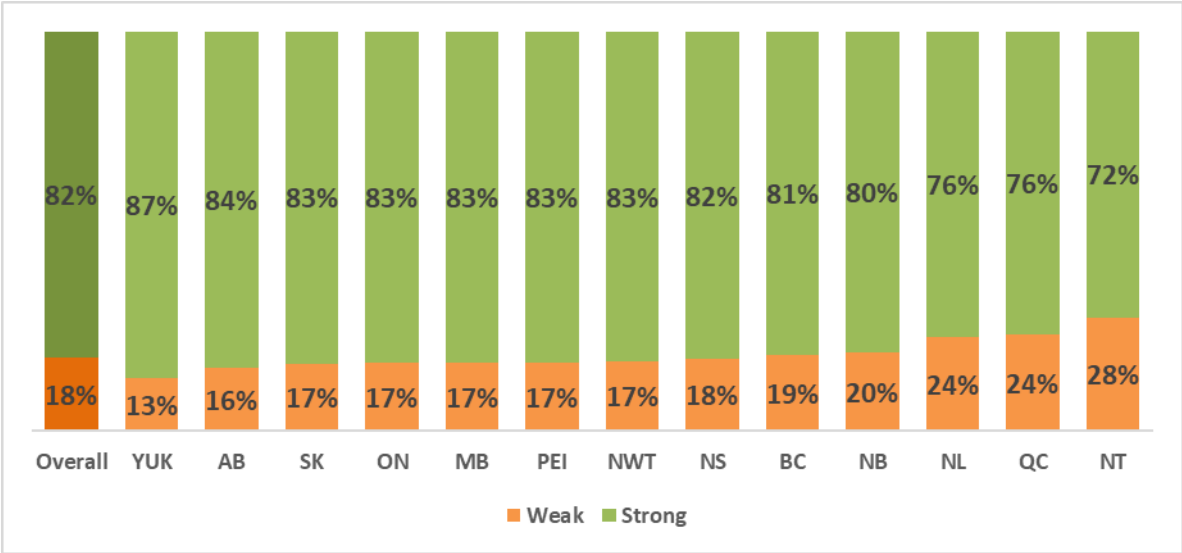| Challenge	Percentage
Lack of Canadian work experience	75%
Low official language proficiency	55%
Lack of a professional network	39%
Recognition of foreign credentials (including costs)	38%
Lack of childcare	24%
Understanding professional requirements	17%
Overqualified for avail jobs in the community	12%
Other	12%
Racism/other forms of discrimination	9%
Underqualified for avail jobs in the community	3%

Here are some of the things we're hearing about community connections

NOS data tells us that newcomers have a strong sense of belonging to Canada

… and that sense of belonging varies across the provinces and territories

Canada
- 50% Very strong
- 40% Somewhat strong
- 9% Somewhat weak

Province / territory
- 32% Very strong
- 49% Somewhat strong
- 15% Somewhat weak

Local community
- 30% Very strong
- 50% Somewhat strong
- 17% Somewhat weak

■ Very weak ■ Somewhat weak ■ Somewhat strong ■ Very strong

	Overall	YUK	AB	SK	ON	MB	PEI	NWT	NS	BC	NB	NL	QC	NT
Strong	82%	87%	84%	83%	83%	83%	83%	83%	82%	81%	80%	76%	76%	72%
Weak	18%	13%	16%	17%	17%	17%	17%	17%	18%	19%	20%	24%	24%	28%

■ Weak ■ Strong

Although respondents' sense of belonging to Canada was the highest, sense of belonging to provinces & territories and local communities were also quite high

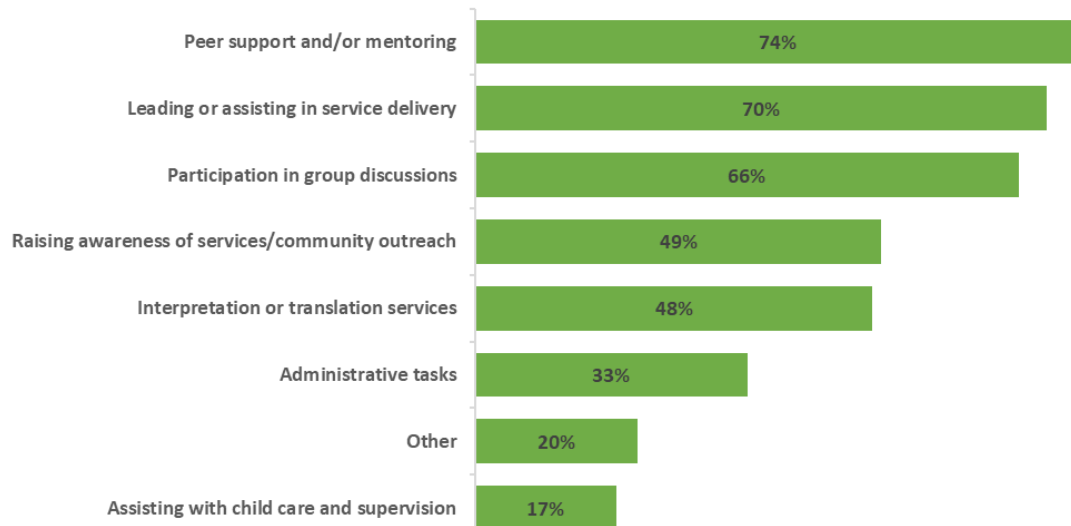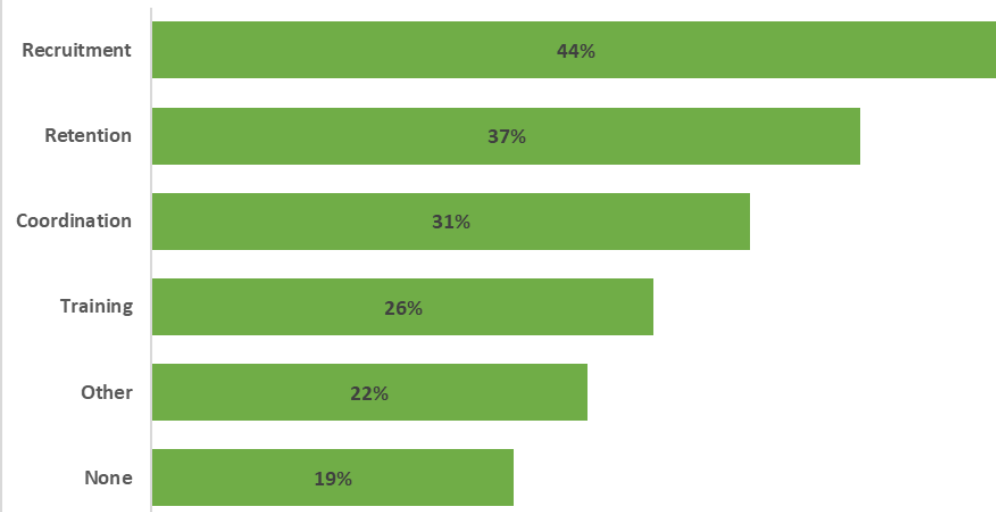# Here are some of the things we're hearing about community connections

APPR data helps highlight the roles that volunteers play in supporting settlement service delivery

… as well as challenges related to managing volunteer involvement

Percentage of volunteers' role in service delivery (N=263)

Role	Percentage
Peer support and/or mentoring	74%
Leading or assisting in service delivery	70%
Participation in group discussions	66%
Raising awareness of services/community outreach	49%
Interpretation or translation services	48%
Administrative tasks	33%
Other	20%
Assisting with child care and supervision	17%

Percentage of challenges with respect to volunteers (N=263)

Challenge	Percentage
Recruitment	44%
Retention	37%
Coordination	31%
Training	26%
Other	22%
None	19%

So what does this all mean for the Settlement Program?

Everything we are learning through these information sources, are contributing towards making the Program better

Topic	What we learned	So what?

Accessing Services

- Newcomers who access Settlement services (i.e. clients) find them helpful, but not everyone knows that services exist.
- Online service delivery is promising, but there are barriers/challenges that need to be addressed.

- More work to be done around **awareness and promotion** of settlement services.
- More research needed on **how to best deliver services online** and which services should those be.

Knowledge of Life in Canada

- Most newcomers have enough information to make life decisions, but some areas are lacking (e.g. buying or renting a place to live).
- SPOs are able to identify critical information needs for clients in times of crisis (e.g. COVID-19, intimate partner violence).

- Contributes to our understanding of **housing availability** issues for newcomers.
- Informs the **types of information and supports** IRCC provides to SPOs and clients in times of crises and need.

Official Languages

- Fewer newcomers who indicated they speak at least some French feel able to communicate without help (e.g. at the doctor's).

- Important to explore if clients need more support to learn French, or if there **is an issue with the quality of services** they are receiving.

Employment

- Despite accessing employment-related services, some clients face additional barriers in the hiring process (e.g. discrimination).

- Signals the need for increased awareness and **cultural competency of employers.**
- Contributes to our understanding of FQR challenges.

Community Connections

- Sense of belonging varies across provinces and territories.
- Volunteers play a significant role in the delivery of community programs.

- Informs our approach to place-based immigration programming (e.g. RNIP, AIP).

The evidence collected through the NOS and APPRs (as well as other sources) contributes towards identifying priority areas for further exploration through mechanisms such as the Service Delivery Improvement (SDI) Fund (e.g. online/digital delivery, employment, language acquisition). SDI Fund is a dedicated funding stream of over $30M each year to build evidence for what works in improving outcomes and increasing the effectiveness of the Settlement Program.

These highlights are just the tip of the iceberg!

What we've shared today

All the amazing evidence that exists!

We're looking forward to sharing more data and analysis with you!

Stay tuned for the second Settlement Outcomes Report, due to be published online in the fall of 2023!