On the Ground
Reported Insights from Service Providers

Settlement and Integration Policy Branch, November 2023

Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

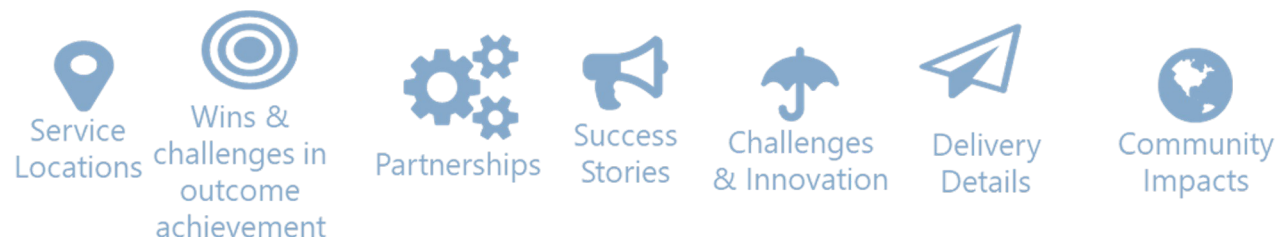Canada

ARPIO Overview

What is the ARPIO?

- The Annual Report on Project Implementation and Outcomes (ARPIO) is a mandatory report **completed for each direct service contribution agreement** at the end of the fiscal year.

Why is the ARPIO important?

- It holds **valuable insights** into how organizations deliver services, what they are seeing on the ground, and challenges they face.

- It is part of the broader settlement data ecosystem and provides key information about **how SPOs contribute to client outcomes.**

Context

Annual Report on Project Implementation & Outcomes (ARPIO)

The ARPIO in 2022-23

645 ARPIO links sent out

619 ARPIOs submitted
(95.9% completion rate)

Service Locations

Wins & challenges in outcome achievement

Partnerships

Success Stories

Challenges & Innovation

Delivery Details

Community Impacts

This presentation draws upon a larger suite of products analyzing responses from each section of the 2022-23 ARPIO.

The OAU will include a high-level summary of key findings to its website when available.

Achievement of Client Outcomes

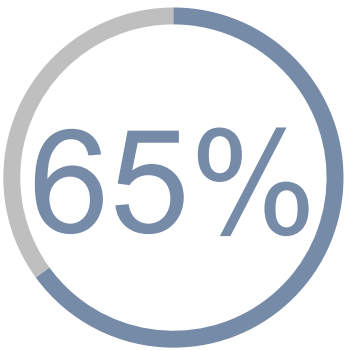| Outcome		Clients access services that meet their needs	Clients learn about life in Canada	Clients improve their official language skills	Clients prepare for participation in the Canadian labour market	Clients are connected to communities
% of projects **supporting** this outcome		85%	83%	65%	74%	82%
% identifying **new challenges**		66%	37%	48%	48%	33%
% identifying **new successes**		83%	61%	62%	69%	66%

New & Innovative Practices

96%

Of projects identified at **least one new or innovative practice** to improve the delivery of services.

Most reported items related to **new practices, as opposed to those that were innovative** in nature.

Practice	%
New or strengthened partnerships	58%
Ability to serve clients in new language(s)	28%
New flexibility in service offerings	26%
New events	25%
New training for staff	25%
New use of technology to facilitate service delivery	24%
New client management system	18%
Establishing EDI-related initiatives and objectives	16%
New service locations	14%
New or strengthened connections with organizations that have specific expertise	12%
Other, specify:	4%
Application of Gender-Based Analysis Plus	3%

Volunteer Engagement

65%

Of the 619 reports submitted, 402 **(65%) indicated their organization recruited volunteers to help with service delivery.**
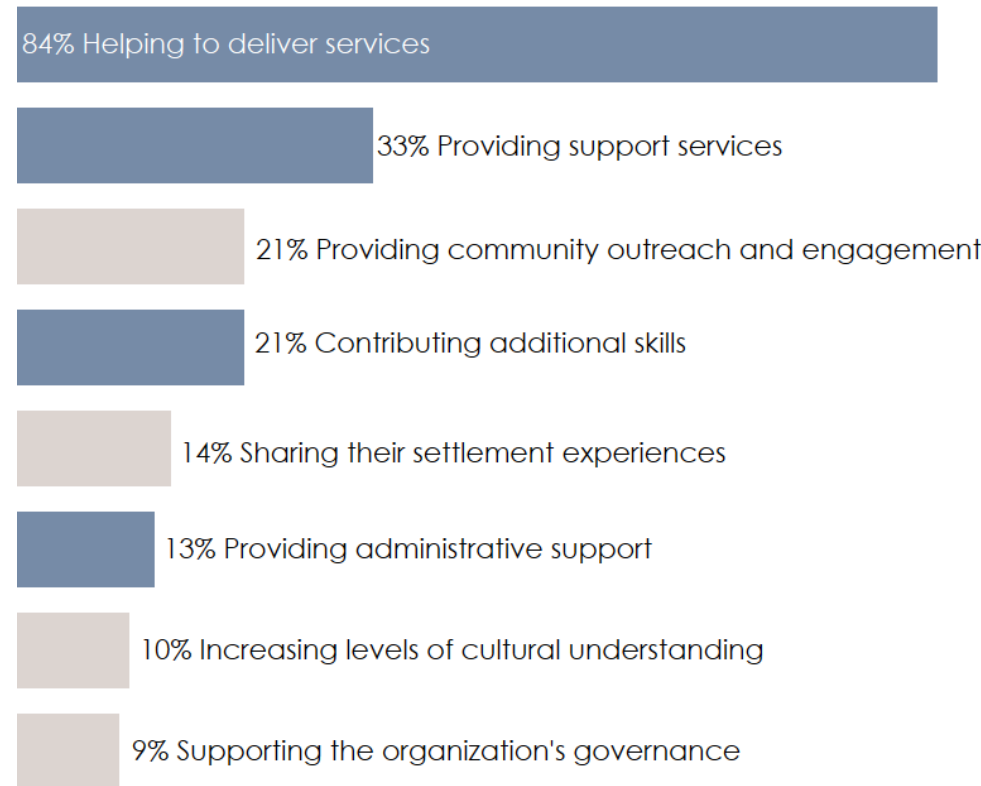
85%
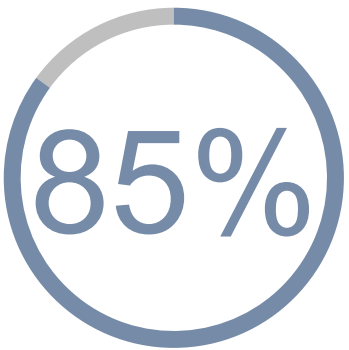
Of these, 340 **(85%) said that volunteer involvement was essential to service delivery.**

Volunteer involvement provides both **direct** and **indirect** benefits

84% Helping to deliver services

33% Providing support services

21% Providing community outreach and engagement

21% Contributing additional skills

14% Sharing their settlement experiences

13% Providing administrative support

10% Increasing levels of cultural understanding

9% Supporting the organization's governance

Projects tended to be supported by either very few volunteers, or a large number of them

Recruitment and retention were the main challenges identified

"Helping newcomers and immigrants makes me feel that I am returning the favor to the community that welcomes me."
- Quote from a volunteer

Support to Francophone Integration Pathway

Requirement 1: The Recipient shall enquire as to the official language preference of all clients.

94%

Requirement 2: The Recipient shall ensure that all clients are adequately informed about the availability of French settlement services and the possibility of settling in French in Canada when accessing services in person and when visiting the Recipient's website.

Yes!

Requirement 3: The Recipient shall refer clients choosing to be served in French to Francophone recipients if it does not have the capacity to deliver settlement services in French.

95%

Requirement 4: The Recipient shall develop and maintain partnerships with Francophone service providers offering settlement services in order to meet the service requirements above.
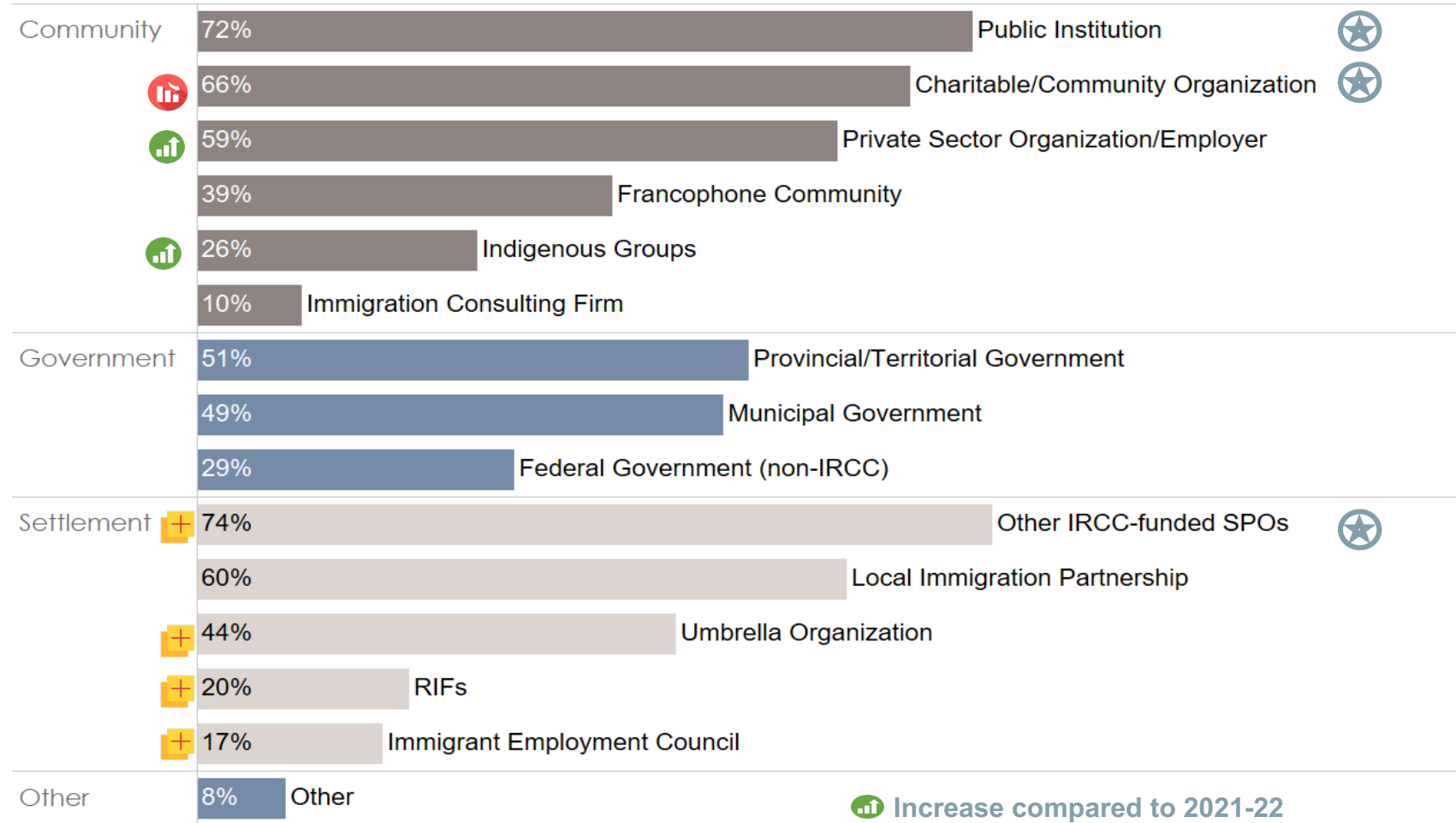
34%

Partnerships

98% agreements reporting that their **project relied on partner(s)** to support delivery of IRCC Settlement Services.

⭐ **Other IRCC-funded SPOs, Public Institutions, and Charitable/Community Organizations were the top three project partners identified.**

Community

72%	Public Institution ⭐
66% (decrease)	Charitable/Community Organization ⭐
59% (increase)	Private Sector Organization/Employer
39%	Francophone Community
26% (increase)	Indigenous Groups
10%	Immigration Consulting Firm

Government

51%	Provincial/Territorial Government
49%	Municipal Government
29%	Federal Government (non-IRCC)

Settlement

74% (new)	Other IRCC-funded SPOs ⭐
60%	Local Immigration Partnership
44% (new)	Umbrella Organization
20% (new)	RIFs
17% (new)	Immigrant Employment Council

Other

8%	Other

📈 **Increase compared to 2021-22**

📉 **Decrease compared to 2021-22**

➕ **New response option added in 2022-23**

Equity, Diversity, and Inclusion

There is more engagement with Indigenous groups than delivery of programming with Indigenous components

There are mixed signals regarding the use of GBA Plus (an analytical process used to assess how diverse people may experience policies, programs and initiatives)

Nearly all organizations apply Anti-Racism lenses to their practices

How IRCC Uses Information Provided in ARPIOs

Individual Reports

Clustered Analysis

Aggregate Results

To summarize the main takeaways

➢ There are **capacity challenges** at SPOs, but also that **organizations are rising to meet these challenges.**

➢ Most organizations reported **new practices**, especially related to **partnerships and languages**

➢ **Volunteers are central to service delivery** in many projects, but there are **challenges involved in maintaining volunteer** resource levels.

➢ Organizations are **supporting the Francophone Integration Pathway**, but there is room for **improvement in partnerships** with Francophone service providers .

➢ Majority of **projects rely on partnerships** to **support service delivery and awareness**-raising.

➢ Organizations are **building relationships with Indigenous groups**, and that **Anti-Racism policies are being applied** to how organizations function. There is **room for growth in capacity to apply GBA Plus analysis** to projects and organizations

SETTLEMENT INFORMATION AND RESEARCH
ALL IN ONE PLACE

- Showcase and disseminate information about the Program

- Publish more frequent and targeted findings:
  - ✓ *2023 Settlement Outcomes Report*
  - ✓ Information about CFP 2024

English
Canada.ca/settlement-resettlement-information

Point your phone's camera at the QR Code of choice and a link should pop up for you to click!

French
Canada.ca/information-etablissement-reinstallation