Setting the Stage

Desired Outcomes and Measurement of IRCC's Settlement Program

Settlement and Integration Policy Branch, November 2023

Context-setting

Settlement and integration is a "whole-of-society" responsibility and an essential part of Canada's immigration continuum. The main way in which IRCC can influence the attainment of positive outcomes for newcomers is through IRCC-funded settlement and resettlement services.

Why?

- Many immigrants and refugees face specific barriers when settling in Canada:
  o Lack of official language knowledge
  o Lack of Canadian work experience and/or foreign qualification recognition
  o Cultural differences
- By investing in and facilitating the settlement and integration of newcomers, the Government of Canada's objective is to help maximize their social and economic contribution to Canada.

Settlement - A full suite of services to address needs

Uses a third-party service delivery model to fund nearly 600 settlement providers.

Aims to assist newcomers to **overcome barriers to participation** in social, cultural, civic and economic life in Canada and help to **foster an integrated society**.

Assessing and recognizing a client's and family's specific needs and assets, to refer them to appropriate settlement and community services.

Needs & Assets Assessment & Referrals

Providing timely and vital information to help newcomers make informed choices about their life in Canada.

Information & Orientation

Providing various types of tailored and structured language training to integrate into communities and the labour market, contributing to the vitality of both official languages.

Language Training

Preparing newcomers for the workforce, creating links with employers, preparation for certification/licensure exams.

Employment-related Services

Building bridges between newcomers and their communities to overcome social isolation and create a sense of belonging.

Community Connections

Ensuring equitable access to settlement services through child care, transport, translation/interpretation services, and provisions for persons with disabilities.

Support Services

Expected Outcomes of Services to Clients

Change in **knowledge and skills** must occur (Immediate Outcomes)

Service access is **facilitated**	**Increase knowledge** of life in Canada	**Improve** official language **skills**	Acquire **knowledge, skills, and connections** to prepare for Canadian labour market	Increase **participation** in communities and social networks

SO THAT

Change in **behaviour can** occur (Intermediate Outcomes)

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	**Connected to** communities and institutions

ULTIMATE OUTCOME

Canada benefits from the settlement and integration of clients
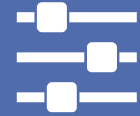
Measuring Success – Why?

IRCC is required to **report on the success** of the (Re)Settlement Program in many ways to various Departmental and Governmental bodies – and Canadians.

Consistent and robust measurement allows IRCC to **learn from times of crisis** (e.g., lockdowns) and monitor trends
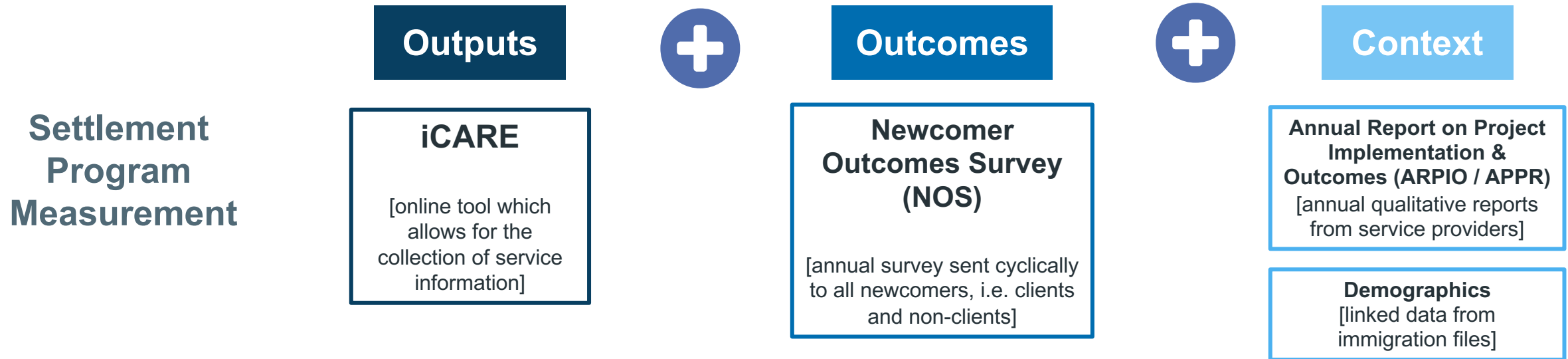
Ongoing narrative supports up-to-date input into things like announcements, Parliamentary Committee notes, Prov/Terr meetings, and on the international stage.

Understanding success equips IRCC to **make client-driven decisions**, respond better to mass arrivals, and continue to evolve the program as our client base changes.

Measuring Success – How?

Settlement Program Measurement

Outputs	➕	**Outcomes**	➕	**Context**

iCARE

[online tool which allows for the collection of service information]

Newcomer Outcomes Survey (NOS)

[annual survey sent cyclically to all newcomers, i.e. clients and non-clients]

Annual Report on Project Implementation & Outcomes (ARPIO / APPR)
[annual qualitative reports from service providers]

Demographics
[linked data from immigration files]

Other sources of evidence

- Case studies on certain aspects of (re)Settlement Programming
- Official evaluations of IRCC programming
- Official reports from other Government Organizations (e.g. Statistics Canada)
- Academic Literature
- Grey Literature (e.g. other reports, research papers from other organizations)

What are outputs?
1) The foundation for the outcomes story
2) Vital basic information that allow us to operationally plan, report, and adjust

Number of clients accessing settlement services reached an **all time high of 608K in 2022-23**!

Unique Clients by Program Service
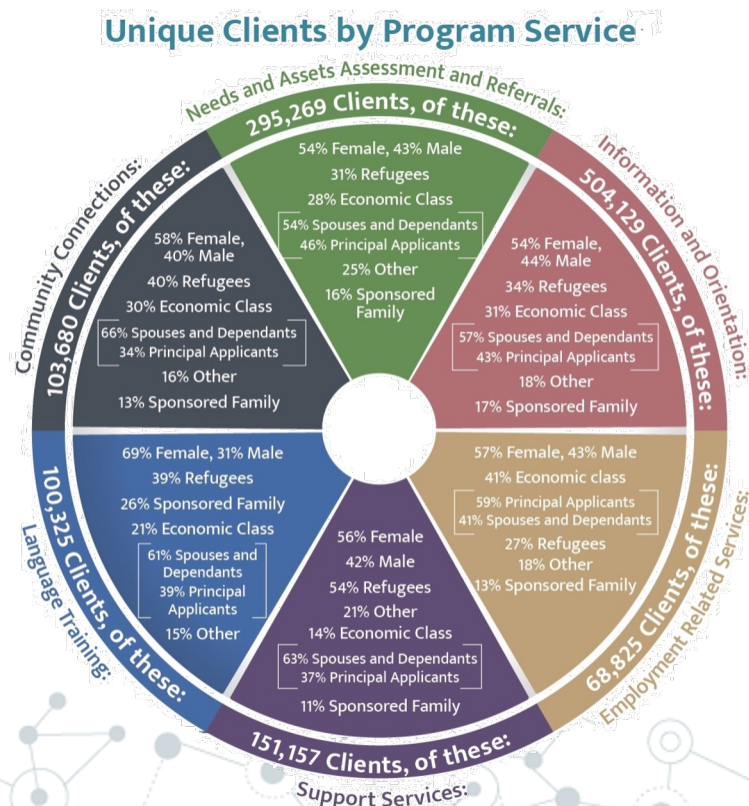
iCARE provides us with all of the output information we need!

Q: WHAT IS iCARE?
A: A data entry system that collects key characteristics of services used by clients of the Settlement and Resettlement Programs, including Pre-Arrival. The data is entered by SPOs and they are required to report monthly as per their Contribution Agreement with IRCC. iCARE has been used to collect Settlement Program data since 2013 and Resettlement Program data since 2014.

Q: WHAT DOES iCARE TELL IRCC?
A: For each service a client receives, SPOs use iCARE to provide IRCC with:

Client identifier

Service dates

Service type

Topics covered

Location

Service format (e.g., online, in-person)

Use of support services

Language Training SPOs also tell IRCC details like Canadian Language Benchmark (CLB) levels and attendance.

Outcomes are the anchor of the Settlement Program measurement story. We move beyond client counts to understand whether services are working for clients is the key to a **successful, evidence-based, client-focused program.**

WHAT IS THE NOS?
Annual survey of newcomers to Canada that collects settlement outcomes information from both clients and non-clients of the Program.

In 2020 and 2021, the NOS was sent to ~2.2M newcomers who became permanent residents between 2013-2020, were 18 or over at the time of the survey, and had a valid email address.

In 2020 and 2021, a total of 183,257 responses were received:

Client 42%	Non-Client 58%

Demographics of NOS respondents generally align with those of the newcomer and client populations (+/- 5%).

The NOS provides us with the outcome information we need, including measurement of:
- Immediate outcomes (knowledge gains)
- Intermediate outcomes (behaviour changes)
- Ultimate outcomes (integration)

Life in Canada · Official Languages · Working in Canada · Social Engagement · Barriers, Awareness, and Impact · Additional demographic questions

Where can I see the results?
Results from the NOS feed into almost all of IRCC's (Re)Settlement Program research and outcomes analysis. The recently released **2023 Settlement Outcomes Report** is the flagship product!

Adding **context** to the outcomes we're seeing is important to inform next steps and program direction.

1) **Demographics** – UCI in **iCARE** is linked to immigration files in order to
   • Understand differential outcomes, who is more impacted by events
   • Look at trends over time to keep our finger on the pulse (not just in crisis)

2) **Individual delivery and organizational factors**
   • Year-end reports completed by service providers that allow them to describe issues, successes, etc.
   • Analysis helps IRCC understand a SPO's point of view in the larger Program narrative and results story and identify where additional guidance/program tweaks might be required to support our SPOs

Service Locations   Wins & challenges in outcome achievement   Partnerships   Success Stories   Challenges & Innovation   Delivery Details   Community Impacts

How it all fits together!

Outputs

iCARE

➕

Outcomes

NOS

➕

Context

Demographics
Annual Reports

We leverage our data sources to:

- Answer **key questions** about the Settlement Program!
- **Measure and report** on our success against expected results;
- Make **client-driven decisions**;
- **Evolve our program** as our client base changes; and
- Develop and present recent **findings, insights and results**!