

A Veritable Cornucopia: SETTLEMENT PROGRAM OUTCOMES

Settlement staff participating in Looking for the Ripple Effect brainstorming sessions identified the listed outcomes for Youth, Employment, and Conversation Circle Programs. The sample outcomes are sorted according to the IRCC Logic Model, where possible, and illustrate the many areas in which Settlement SPOs have an impact. Which of these outcomes are included in your evaluation strategy?

Resilience

✳ SETTLEMENT SPO OUTCOMES

Personal Well-being

- Strengthened self-esteem through meaningful activities (friendships, work, volunteering, community engagement)
- Improved emotional wellbeing and mental health
- Increased resilience, confidence, and positive outlook

Self-Efficacy

- Increased motivation to explore strengths, interests, and new opportunities
- Increased motivation to solve daily challenges independently

Relationships and Networks

- Increased trust in others
- Increased sense of attachment and belonging
- Improved intergenerational, parental, and sibling relationships
- Expanded and diversified friendship circles
- Expanded circle of trusted supports, including stable supports for emergencies
- Deepened experience-sharing with trusted sources

Family Well-being

- Improved household income
- Improved family living conditions
- Improved ability to set new goals for the family
- Increased sense of setting a positive example for children (e.g., to continue with education, get work)

Life in Canada

IRCC INTERMEDIATE OUTCOMES

Clients make informed decisions about life in Canada

✳ SETTLEMENT SPO OUTCOMES

Personal Safety

- Increased personal safety (from domestic conflict, youth gangs, criminal activity)
- Increased protection against scams and fraud

Knowledge and Skills

- Increased knowledge about laws, rights, and responsibilities in Canada
- Increased awareness of political structures and processes
- Increased awareness about Canada's geography and history, Indigenous history and culture, and Canada's efforts in Truth and Reconciliation
- Increased awareness about world issues
- Improved ability to navigate systems (e.g., getting identification, EI, banking, medical, legal, public protection and justice, transportation)
- New skills in areas such as computer skills, financial literacy, document literacy, etc.

Cultural Bridging

- Improved understanding of cultural life in Canada
- Improved understanding of diversity, equity, and inclusion in Canada
- Better balance between adapting to the host culture and retaining pride in one's own culture
- Greater awareness of the role of authorities and how to interact with them
- Increased awareness of gender roles and norms in social relationships (including youth dating behaviours)

Community Connections

- Increased access to free income tax services
- Increased access to financial supports available to newcomers

Language

IRCC INTERMEDIATE OUTCOMES

Clients use official language to function in Canadian society

✳ SETTLEMENT SPO OUTCOMES

Confidence to Communicate

- Increased confidence to communicate in English or French in an increasing variety of situations
- Increased motivation to improve English or French skills

Language Skills

- Improved English or French proficiency through new opportunities to speak, listen, read, and write in an English or French-speaking environment
- New and improved language skills required for specific purposes
- Increased ability to communicate independently in sensitive situations
- Increased ability to understand accents from around the world

Cultural Bridging

- Improved communicative competence in a wider range of cultural contexts (including the workplace)
- Improved conflict resolution skills

Community Connections

- Increased access to new language training opportunities

Labour Market

IRCC INTERMEDIATE OUTCOMES

Clients participate in the Canadian labour market

✳ SETTLEMENT SPO OUTCOMES

Confidence

- Increased confidence to volunteer
- Increased confidence to look for work that matches skills and experience

Knowledge and Skills

- Increased knowledge of local job markets
- Expanded strategies to search and prepare for work (resumes, interviews, documentation)
- Increase awareness of self-employment and entrepreneurship options
- Increased awareness of potential barriers to employment and possible solutions
- Increased knowledge of employment laws, rights and responsibilities, EI and deductions, workplace safety, and unions
- Increased non-verbal communication skills appropriate to a workplace

Cultural Bridging

- Increased understanding of workplace culture
- Increased awareness of workplace expectations to avoid misunderstandings and improve job retention
- Increased awareness of gender roles and norms in work relationships
- Better understanding of the value of volunteering

Relationships and Networks

- Expanded work networks and improved workplace relationships
- Expanded connections with mentors

Leadership Skills

- Increased participation in new business situations, committees, and workplace initiatives
- Increased access to training opportunities that meet specific interests, needs, and skills
- Increased access to job fairs and networking events
- Assistance in resolving workplace issues that could not be managed independently

Access to Employment

- Gained employment and/or increased earning potential in a job that matches skills and experience
- Improved job mobility and advancement

Community Engagement

IRCC INTERMEDIATE OUTCOMES

Clients are connected to communities and institutions

✳ SETTLEMENT SPO OUTCOMES

Attachment and Belonging

- Reduced sense of social isolation and marginalization
- Increased sense of social status in own and general community
- Increased confidence to function independently in the community

Knowledge and Skills

- Improved ability to navigate community resources (e.g., leisure, school, police, newcomer services, libraries, etc.)
- Improved ability to navigate systems (e.g., EI, legal, and justice, etc.)

Academic Skills (Youth)

- Strengthened school-related and academic skills
- Increased knowledge about appropriate classroom behaviour
- Improved academic success

Cultural Bridging

- Increased awareness of local and community culture
- Increased participation in new cultural situations, communities, events, or programming

Relationships and Networks

- Expanded networks of newcomers outside own cultural group
- Expanded networks of peers, neighbours, and longer-established Canadians

Leadership Skills

- Increased leadership skills (e.g., mentoring, interpreting in the community)

Community Connections

- Increased connection to training opportunities that meet specific interests, needs, and skills
- Increased access to job fairs and networking events
- Assistance in resolving workplace issues that could not be managed independently
- Increased connection to opportunities for active citizenship and/or civic engagement (e.g., coaching, volunteering, leadership roles)

Society and Systems

IRCC INTERMEDIATE OUTCOMES

Communities foster welcoming environments for immigrants

✳ SETTLEMENT SPO OUTCOMES

Cultural Bridging

- Mainstream organizations gain a better understanding of diversity, equity, and inclusion and how they can become more welcoming and responsive to newcomers' cultures, needs, interests, and goals
- Mainstream organizations provide new kinds of staff training to increase cultural competence
- Mainstream organizations learn how to reduce barriers to access
- Mainstream organizations and businesses learn to operate in an environment with different stakeholders and different points of view
- Increased understanding about challenges that newcomer youth are facing

Relationships and Networks

- Improved lines of communication between settlement and mainstream service providers
- Improved referral networks
- Increased connection between different kinds of community organizations
- Improved communication between newcomer communities and mainstream organizations

Systems and Infrastructure

- Employers adjust policies and practices to become more accessible and welcoming to newcomers
- Employers' confidence for hiring newcomers rises
- Employers experience an expanded talent pool
- Organizations and businesses expand partnerships
- Organizations increase capacity to promote themselves to new markets
- Businesses gain access to government assistance initiatives for employing newcomers
- Reduced racism and increased intercultural competence in community organizations and businesses
- School policies become more responsive to newcomers' needs
- Schools become better educated about implications of trauma for learning and settlement



"I wanted the youth to see that they belong in board rooms as much as anyone else."

Program facilitator response when asked: Why did the newcomer youths go to meet those CEOs?

"We now have a prayer room for employees."

Employer response when asked: How did your company become more welcoming?



"We now offer women-only swim classes."

Rec centre response when asked: How did collaborating with an SPO impact your programming?



"I was so depressed. Everything was so hard. Now I know that people care about me."

Participant response when asked: How did this program help you?



"I was about to lose my apartment but they cleared things up with the landlord."

Participant response when asked: What changed for you because of this SPO?



"I wanted to put 'Canadian' foods into my son's lunchbox so he doesn't get bullied."

Participant response when asked: Why is this Conversational Cooking class important to you?

