

**Making Ontario Home:
A study of settlement and
integration services for immigrants
and refugees**

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Context

A study undertaken by the Ontario Council of Agencies Serving Immigrants (OCASI), funded by the Ministry of Citizenship and Immigration (MCI) and conducted under contract by Mehru Ali (Ryerson and CERIS), Audrey Kobayashi (Queen's University and WCI), and Johanna Ochoka (Centre for Community-based Research) and a team of researchers representing all those organizations.

Scope

- General settlement and integration services, including reception and referral
- Language training programs and services
- Employment and skills training programs and services

Methods

- On-line survey: 2,530 respondents
- GTA, 15 CMAs, 5 CAs
- 12 languages
- Follow up focus groups with service providers, immigrants with disabilities, Francophone immigrants, LGBTQ immigrants
- Limitations: variation by community, age bias, computer use bias, difficulty of reaching non-users

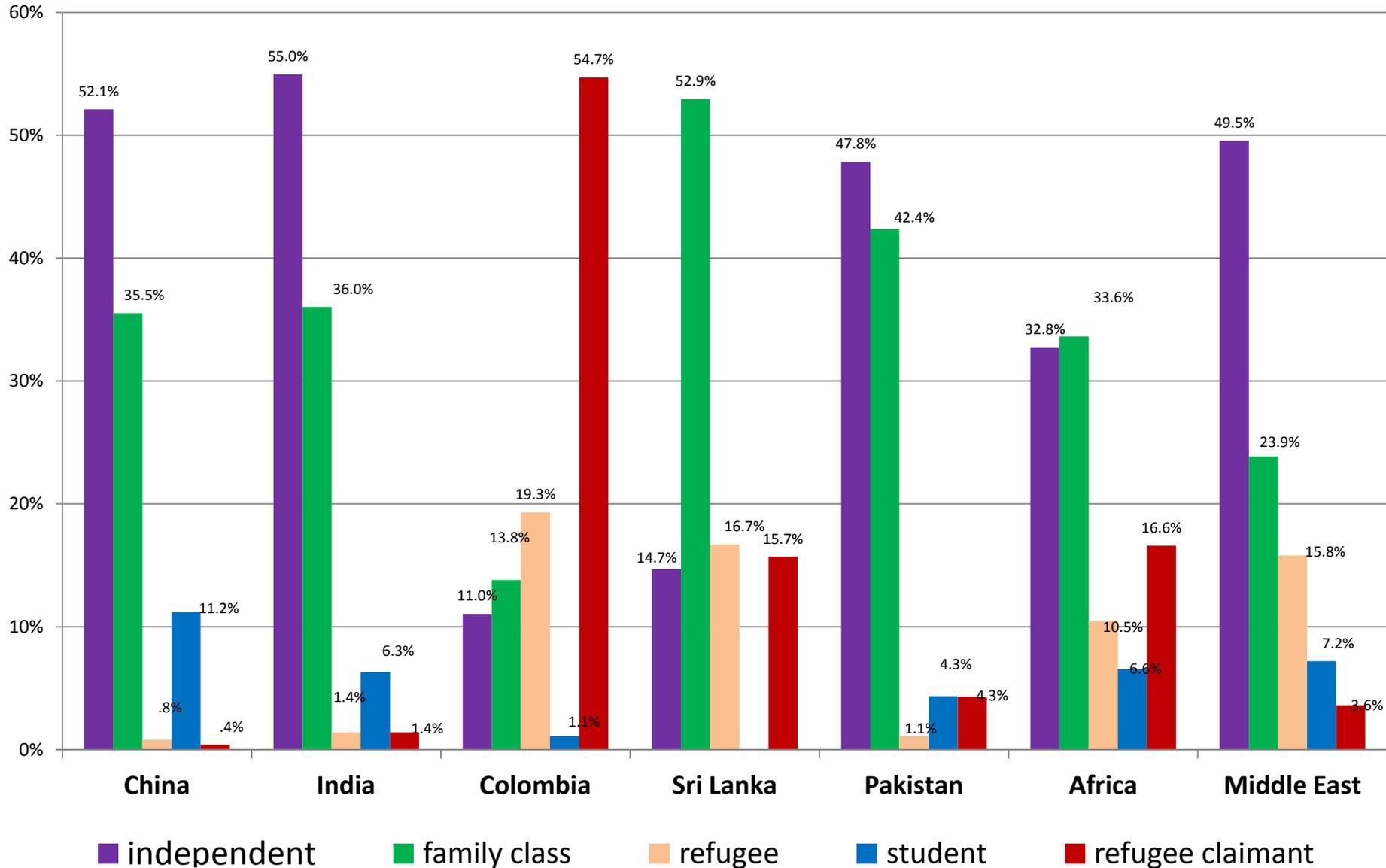
Ability to address today's questions:

- *** Users vs non-users
- *** Smaller vs larger centres
- ** Civic engagements and belonging (inclusion)
- * Use of the internet
- X Economic trajectories
- X Desire for pre-arrival information

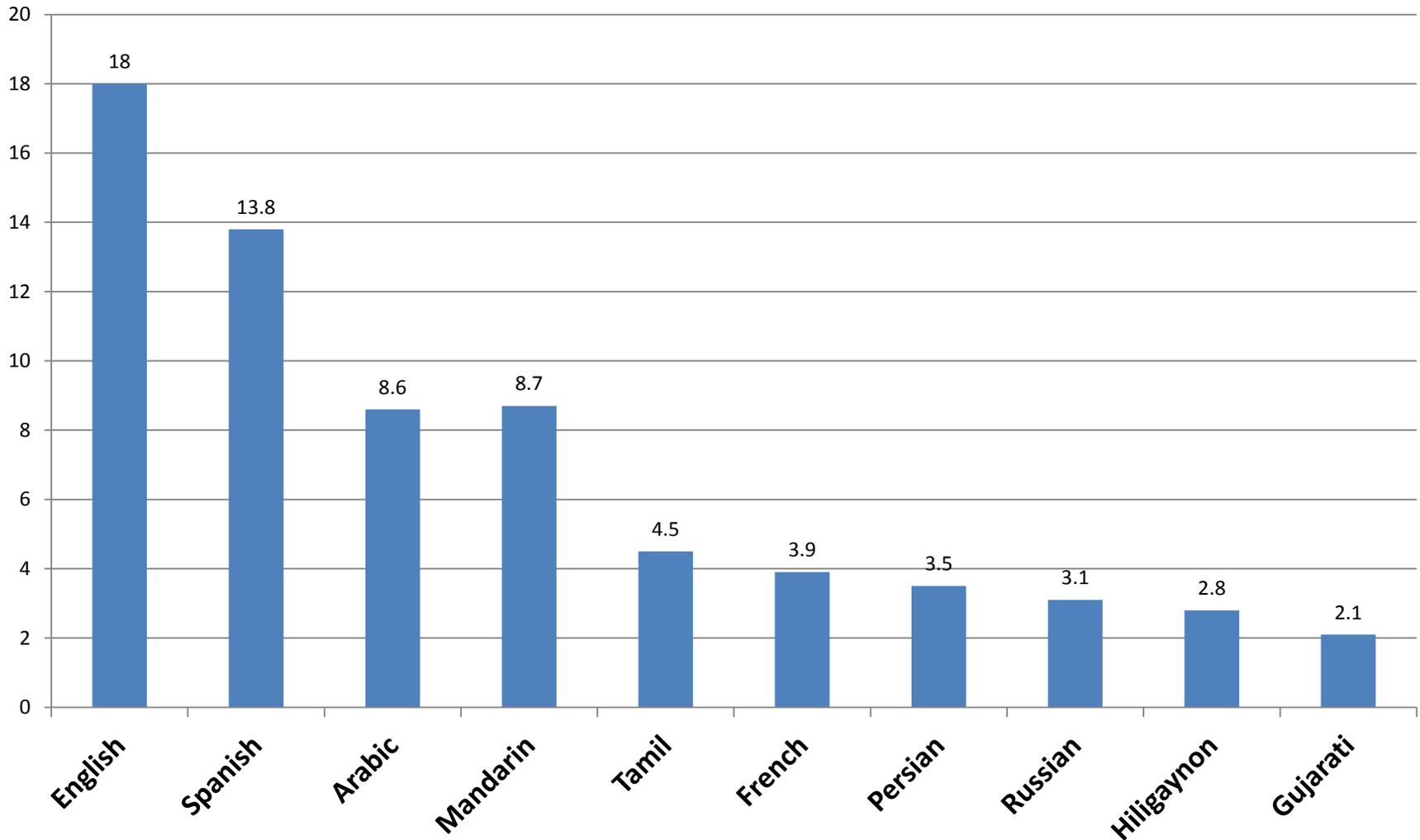
Respondents:

- Over half arrived 2008-10
- 85% non-white
- Represented 158 countries
- Largest group South Asians
- Largest group by country of origin Chinese

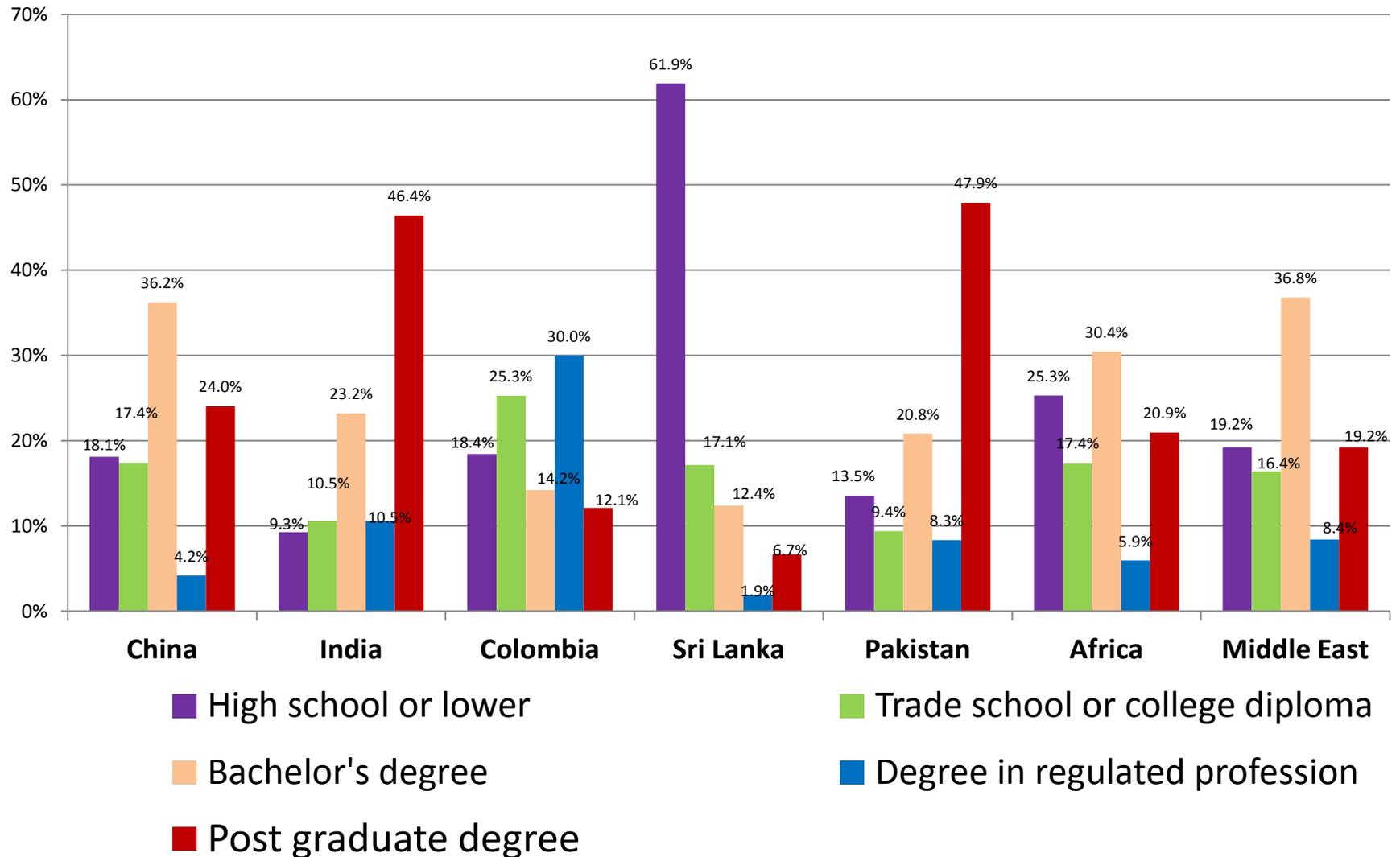
Distribution of the survey respondents by country/region of birth and immigrant status (%)



Languages most frequently spoken at home (%)

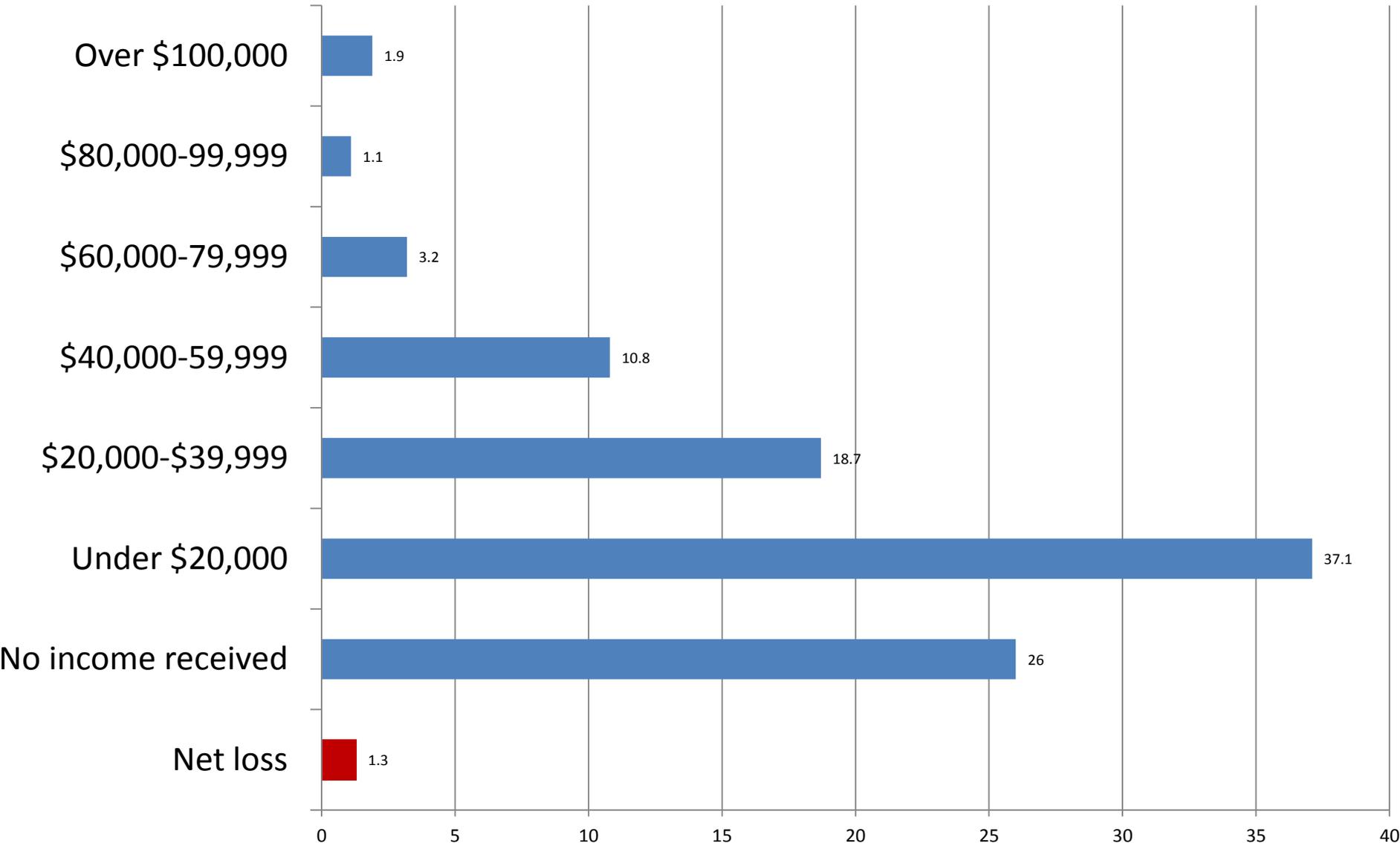


Distribution of survey respondents by country/region of birth and level of education (%)



Employment status	Frequency	Percent
Employed full-time (30 hours or more per week)	568	22.7
Employed part-time (less than 30 hours per week)	258	10.3
Employed part-time doing two or more jobs	52	2.1
Self-employed	85	3.4
Unemployed, looking for work	731	29.2
Unemployed, not looking for work	74	3.0
Retired	20	.8
Student	443	17.7
Maintaining a household	161	6.4
Other (including volunteers and caregivers)	108	4.3
Total	2500	100.0

Personal Income



Non-Users:

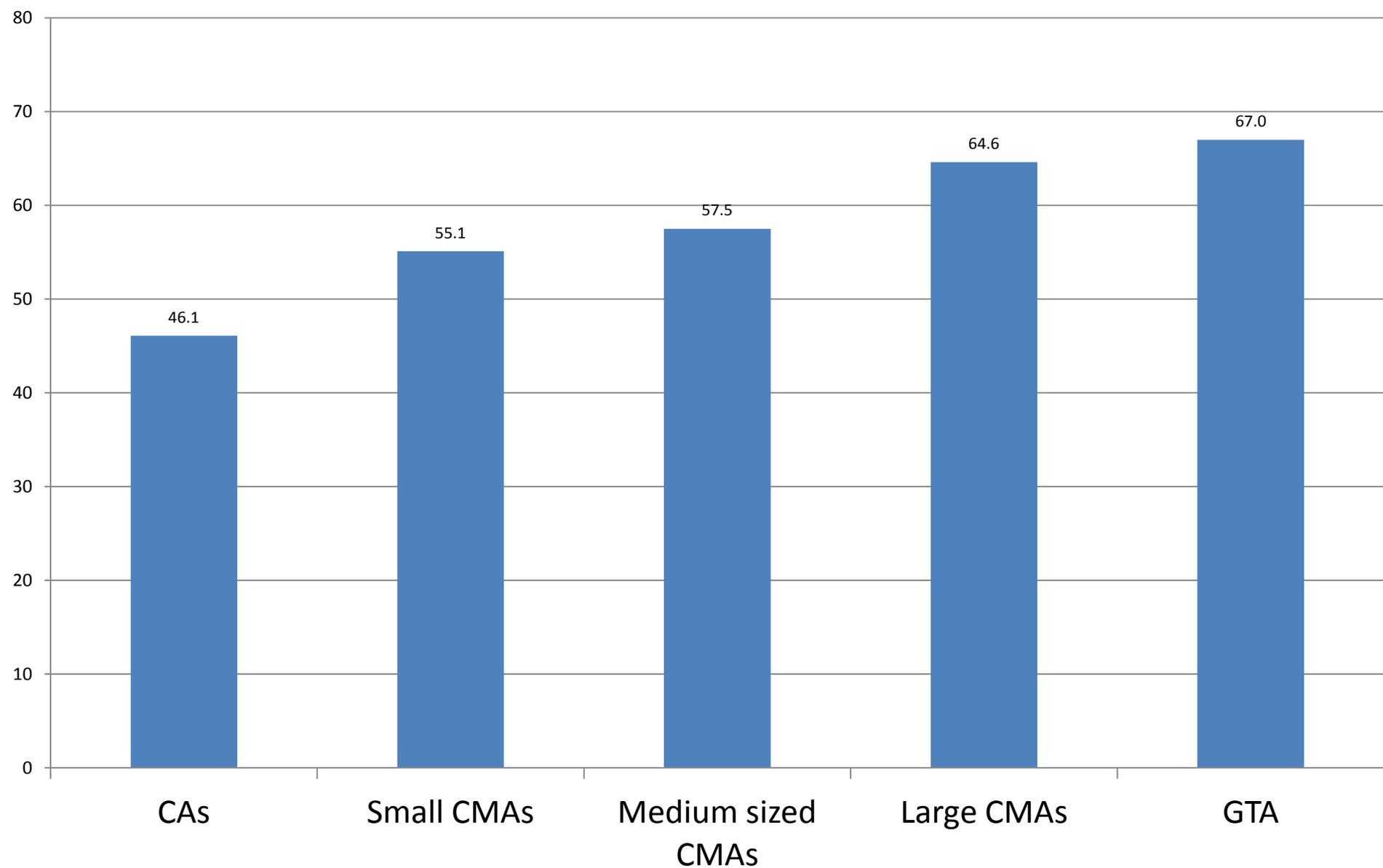
- ~17% had not used settlement services at all
- Refugees and international students had lower usage rates than did other immigrant categories
- More males than females were non-users
- 35% of non-users claimed that they did not need settlement services but another 30% reported that they did not know about the availability of settlement services.

Settlement Challenges (N=2530)

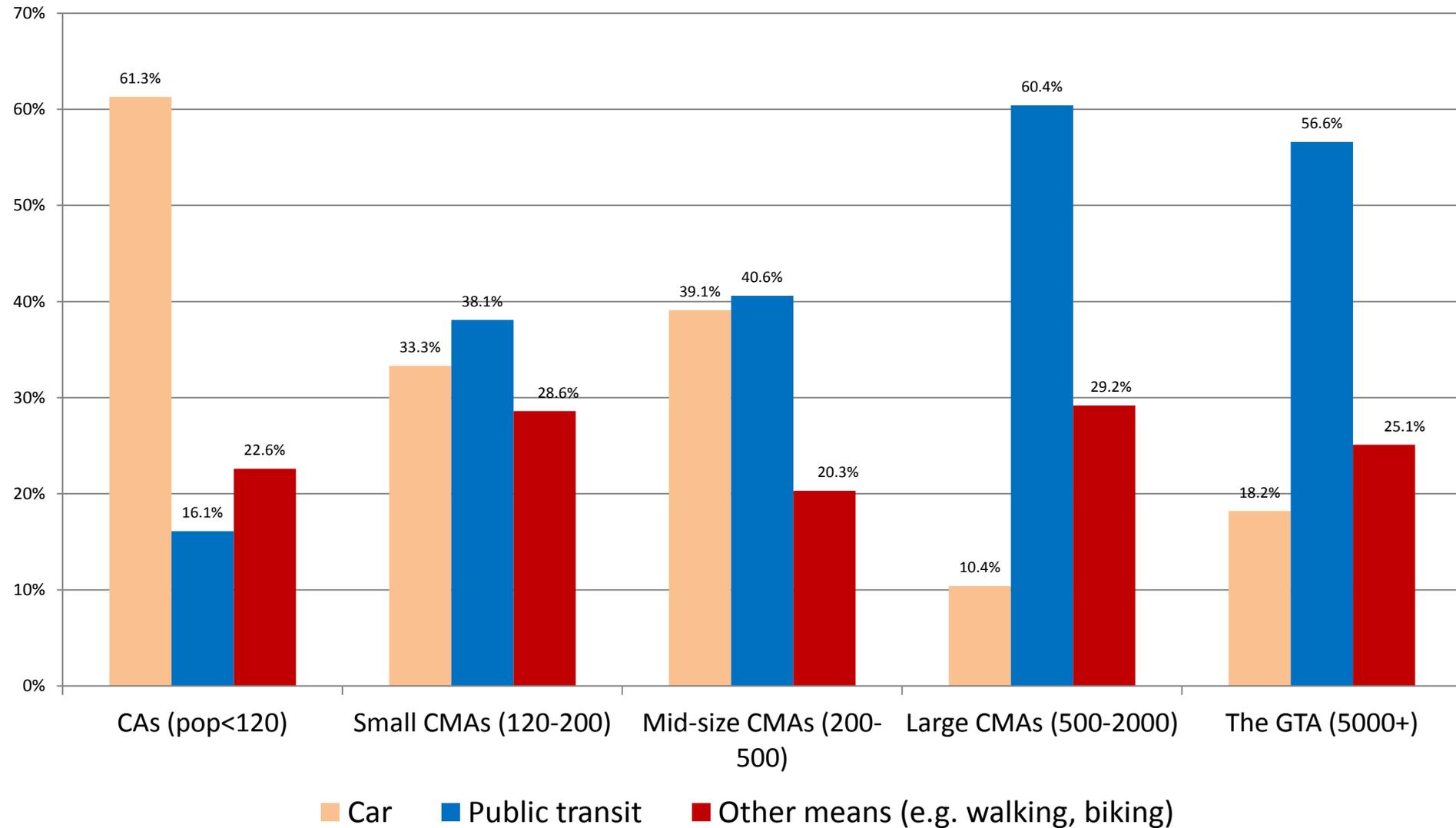
Frequency (%)

Finding employment	1,564 (61.8%)
Limited English language skills	828 (32.7%)
Social isolation	671(26.5%)
Finding housing	591 (23.4%)
Getting involved in social activities	523 (20.7%)
Finding information about community services	511 (20.2%)
Lack of family/social support networks	505 (20.0%)
Finding information about social networks	481 (19.0%)
Lack of required/adequate employment skills	476 (18.8%)
Not being accepted by other residents	366 (14.4%)
Finding services for my children	344 (13.6%)
Immigration issues (e.g. refugee claims, filling forms, Canadian citizenship application process)	264 (10.4%)
Finding services for my parents	85(3.4%)

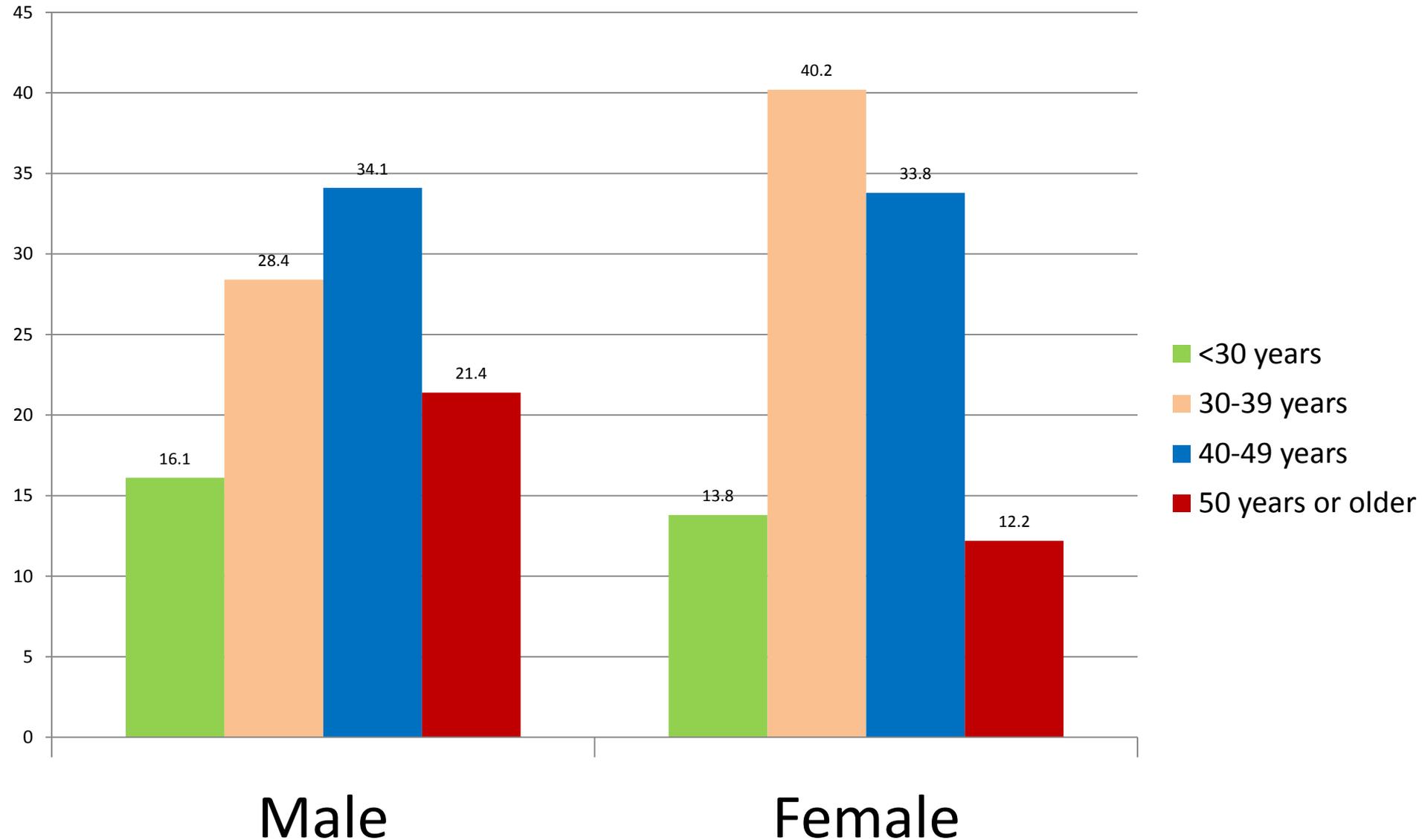
Distribution of respondents who experienced difficulties finding employment by census area (%)



Commonly used modes of transportation to employment and skills programs by census area (%; population in 1,000s)



Distribution of respondents who reported feeling isolated (by gender and age)



Responses by social group

- Francophones, immigrants with disabilities, and LGBTQ respondents feel more isolated
- Francophones are less satisfied with services
- Needs are greatest within the first five years
- Older respondents express less isolation and are more satisfied, but also use services less, know less about services, rely more on family members for help, and are much more difficult to reach
- Younger respondents have a much higher rate of internet usage, are more comfortable in English, and experience less social isolation