



Citizenship and  
Immigration Canada

Citoyenneté et  
Immigration Canada



## Citizenship and Immigration Canada

### **CIC Settlement Program Evaluation (2016/17): Considerations for Evaluating Indirect Services**



**P2P Conference - November 2014**  
*CIC Research and Evaluation Branch*

**Canada** 



# Purpose and Outline

## Purpose

- Provide overview and context for CIC Settlement Program evaluation
- Review potential approaches to evaluating LIPs and RIFs and other indirect services
- Discussion

## Outline

- Background and Context
- Evaluation Scope
- Evaluation Planning Process - Overview
- Possible Evaluation Approaches – Direct Services/Indirect Services/LIPs and RIF
- Next Steps
- Annex 1 – Settlement Program Logic Model
- Annex 2 – LIPs Theory of Change
- Annex 3 – RIFs Logic Model





## Background and Context

- CIC Settlement funding is the largest departmental program expenditure (approx \$600M in 2013/14)
- Numerous evaluations of separate settlement programs have been completed in the past (e.g.: LINC, ISAP, Host, ELT)
- New Settlement Program Terms and Conditions (Ts & Cs) came into effect on April 1, 2013
- An evaluation of the overall Settlement Program is scheduled for 2016/17, as per Treasury Board policy and FAA requirements
- Draft Settlement Program PMS was completed in 2013
  - Included updates to logic model, indicators, and evaluation strategy
  - Evaluation strategy outlined *general* approach (timing, generic questions, considerations)
- Evaluation will be led by CIC Research & Evaluation Branch, supported by Integration-FCRO Branch and SPOs/Service providing sector, including LIPs and RIFs
- Evaluation report to be completed by March 2017. To accomplish this, CIC will develop:
  - Detailed evaluation plan (methodologies, questions, indicators)
  - Infrastructure for data collection (implementation of PMS elements, planning for other lines of evidence)





## Evaluation Scope

- The 2016/17 Settlement Program evaluation scope will:
  - Cover a 5 year period, from 2011/12 to 2016/17
  - Be national
    - Includes Manitoba & BC, to the extent possible
    - Excludes Quebec
  - Cover all settlement services
    - Direct, **indirect**, program development & management
    - Overseas services
- Focus will be on client outcomes
  - Immediate, intermediate, ultimate (expressed in logic model–Annex A)
- Extra focus on assessing LIPs and RIFs and indirect services, taking an in-depth approach
- OLMC & RAP to be evaluated separately





## Evaluation Planning Process - Overview

- Develop detailed evaluation plan
  - Specific questions/issues to be assessed (based on outcomes in logic model)
  - Related indicators and methodologies/data sources to be identified and validated
  - Basis for eventual development of a Terms of Reference for the evaluation
- Assess data availability
  - Review implementation of PMS (iCARE reports, APPR, APCRP, settlement client survey)
  - Compile & assess other data sources (tools for special initiatives, LIPs/RIF studies and data, SPO and PT evaluations, large scale national surveys, academic studies)
  - Identify data gaps
- Develop strategies where needed to ensure data availability at time of evaluation
- This work is already underway !





## Evaluation Approaches – Direct Services

- The evaluation will focus on the client as a unit of analysis
  - Assessing eventual client outcomes in relation to services received and needs
- Lines of evidence to include:
  - Key informant interviews
  - Document review/literature review
  - Settlement Client Outcomes Survey
  - SPO survey
  - Extensive data analyses
    - iCARE, survey data, APPR, CIC administrative data, etc.
- CIC is currently developing an iCARE module for APPR information





## Evaluation Approaches – Indirect Services

- Key Challenge: How to assess the impact (actual value added) of indirect settlement services relative to client outcomes and the program as a whole?
- Lines of evidence to include:
  - Key informant interviews
  - Document review/literature review
  - SPO survey
  - Data analyses (iCARE, etc.)
  - Other?? SPO reports, PT evaluations, research & academic studies





## Evaluation Approaches – LIPs and RIFs

- Assessing the impact (value added) of LIPs and RIFs *and* impact on client outcomes
- Based on developed logic models, aligned with Settlement program outcomes
- Some key LIPs expected outcomes:
  - Services coordinated at community level;
  - Improved accessibility to services;
  - Diverse funding sources leveraged;
  - Adapted programming and service delivery by non-settlement institutions (ie: municipalities)
- Some key RIFs expected outcomes:
  - Settlement and integration services in FMCs are adapted and coordinated;
  - Applicants abroad and TRs are informed about immigration options & services offered in FMCs and referred accordingly;
  - Institutions offering general services to the public (municipalities, hospitals, educational, police services, etc.) consider the needs of Francophone immigrants





## Evaluation Approaches – LIPs and RIFs cont'd

- Assessing the impact (value added) of LIPs and RIFs *and* impact on client outcomes
- Lines of evidence likely to include:
  - Key informant interviews (LIPs and RIF coordinators)
  - Document review
  - Focus groups with LIPs/RIF groups
  - Data analyses (APRCP, iCARE, etc.)
  - Case studies
  - Other?? LIPs/RIF reports, SPO and PT evaluations, research studies





## Next Steps

- Continue the development of iCARE and additional PM data strategies
- Finalize and launch Settlement Client Outcomes Survey
- Develop the evaluation terms of reference
- Continue PMS implementation and evaluation planning
- Continue to update and engage the SPO sectors



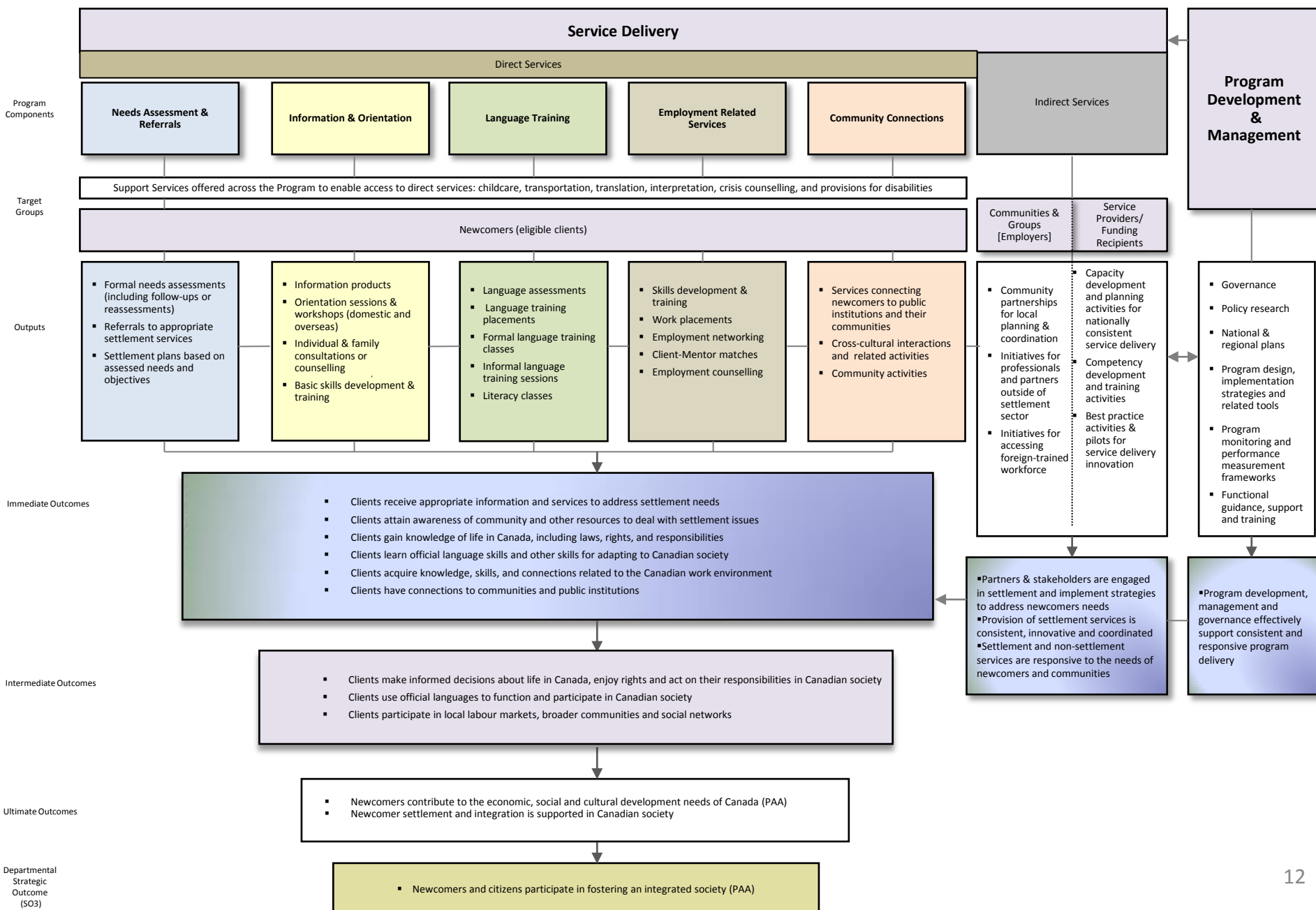


# Questions and Discussion

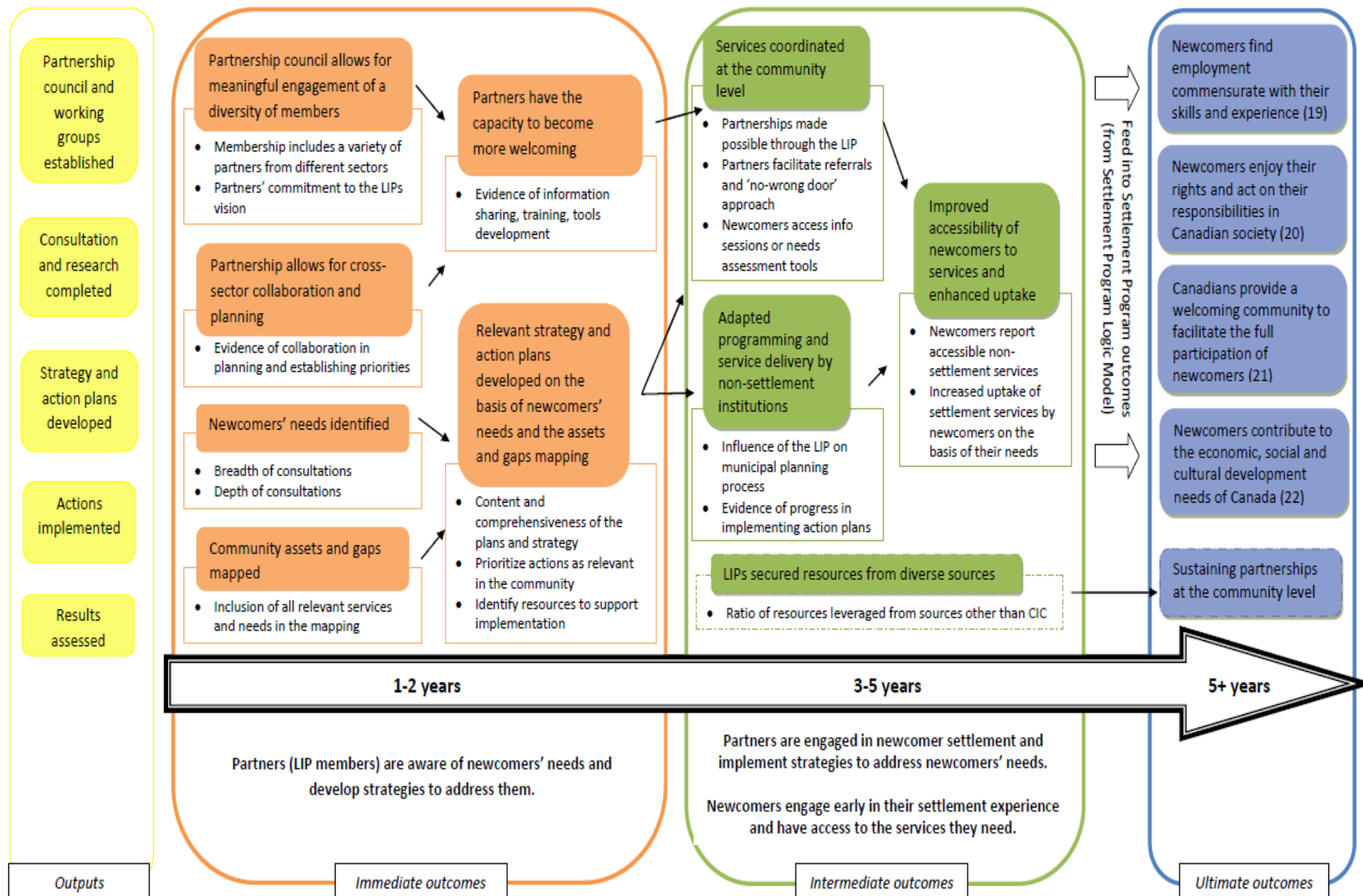
- What is the general status of data collection, performance measurement, and evaluation readiness among LIPs and RIFs?
- What are some lessons learned/best practices/challenges from reporting and data collection?
- What considerations should be taken into account, in terms of evaluation planning and telling the performance story?



# Annex 1 - Settlement Program Logic Model - As of April 1<sup>st</sup>, 2013



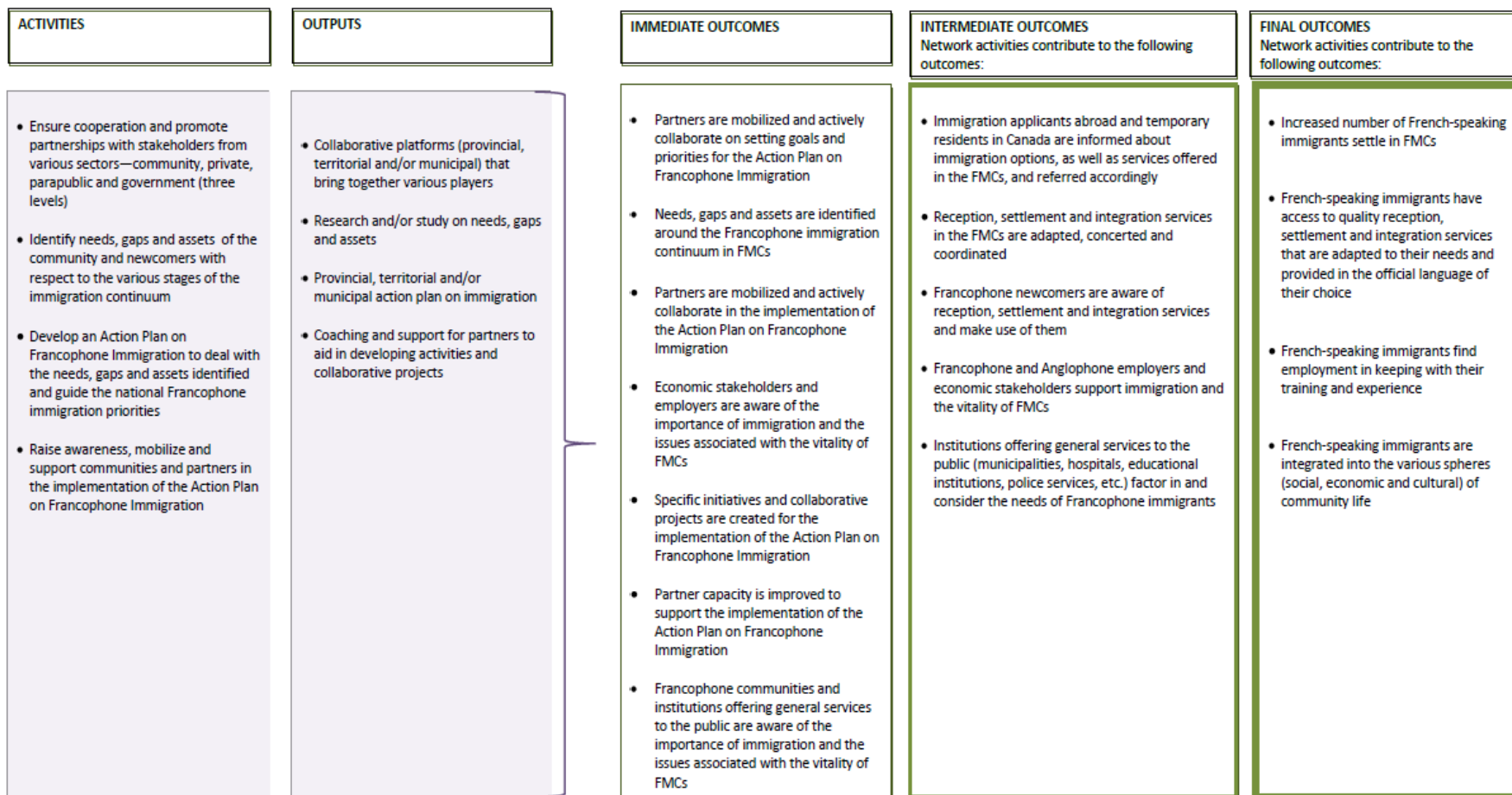
## Local Immigration Partnerships : Expected results and contribution to settlement outcomes



## Annex 3 – Logic Model – Réseaux en immigration francophone

Final version, May 2013

### LOGIC MODEL RÉSEAU EN IMMIGRATION FRANCOPHONE



Axis 1: Increase the number of French-speaking immigrants in FMCs

Axis 2: Improve the reception capability of FMCs and enhance structures to receive and settle newcomers

Axis 3: Ensure the economic integration of French-speaking immigrants in FMCs and in Canada as a whole

Axis 4: Ensure the social and cultural integration of French-speaking immigrants in FMCs and in Canada as a whole

