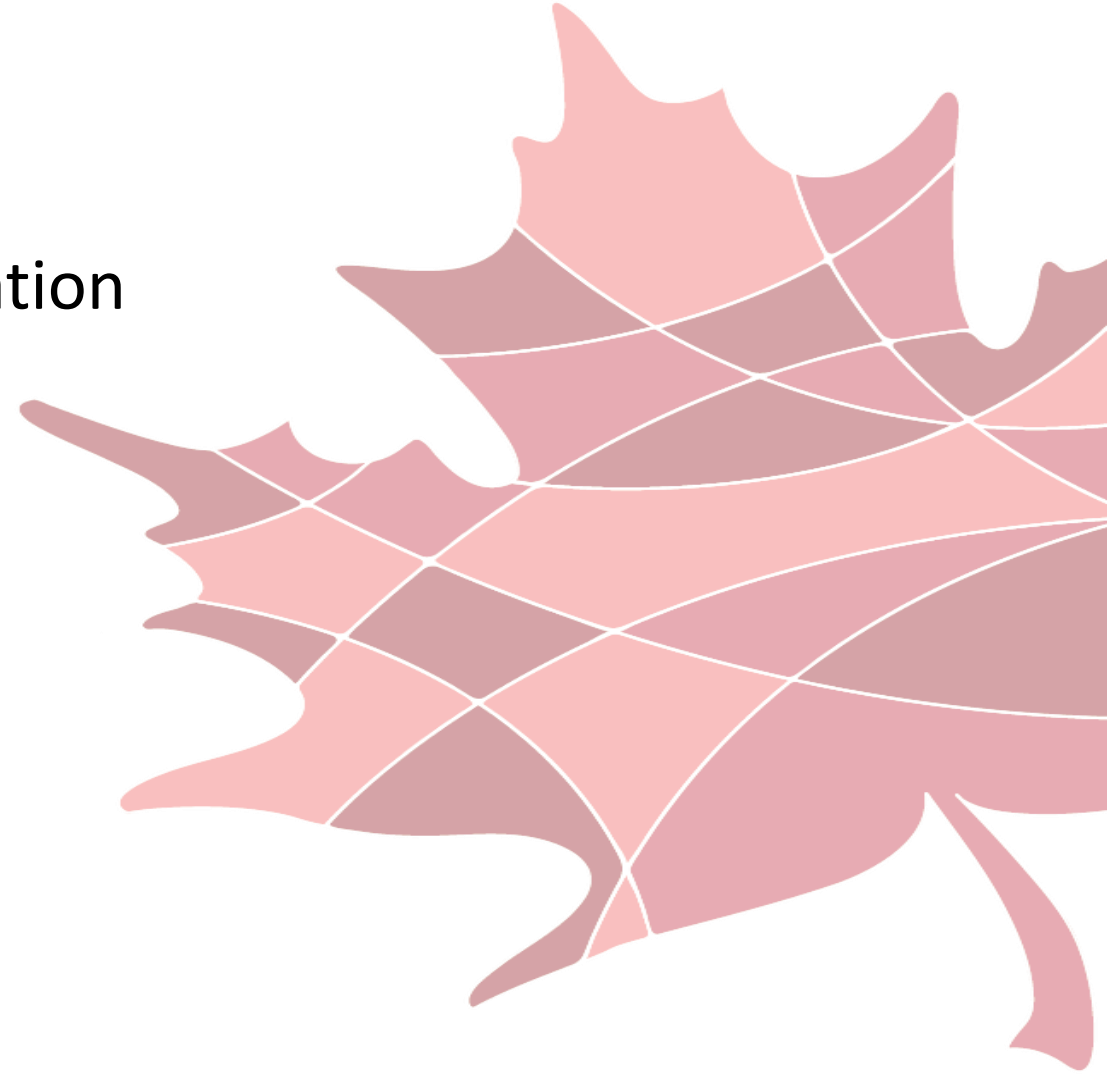


# Let's Talk About Outcomes: Our Approach to Settlement and Integration

Pathways to Prosperity National Conference  
Toronto, Ontario  
November 17, 2017



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

Canada

# A time for reflection and renewal

*Government of Canada is prioritizing results, client-service, and diversity that promotes linguistic duality and social inclusion*

## Why Now?

- Mandate Letter
- Settlement Evaluation Findings
- Ministerial Consultations
- Levels 2018

## How?

- Evidence-based policy and program development
- Service Delivery Improvement
- Settlement Design Challenge –user-centric programming and newcomer well-being

## Mandate Letter

“Working with the provinces and territories, ensure a renewed focus on the delivery of high-quality settlement services to ensure the successful arrival of new Canadians. This will require a rigorous approach to data in order to accurately measure outcomes.”

# Focusing on settlement and integration

## Introducing the Settlement and Integration Sector

- Policy development
- Program policy
- Operations

## Refinements to performance measures

- Departmental Results Framework
- Performance Information Profile

## Settlement Design Challenge

- Talking directly to the most vulnerable newcomers, including refugees, to better understand their needs and their challenges as they embark on new life in Canada.

# How do we measure success?

## Settlement Program Logic Model

### Immediate outcomes

- Access to IRCC-funded settlement services is facilitated
- Increase understanding of client settlement needs and appropriate linkages to other services
- Clients increase knowledge of life in Canada
- Clients improve official language skills
- Clients acquire knowledge, skills, and connections to prepare for the Canadian labour market
- Clients increase participation in communities and social networks
- Partners deliver responsive and coordinated settlement and community services
- Consistent and responsive Settlement Program delivery

### Intermediate outcomes

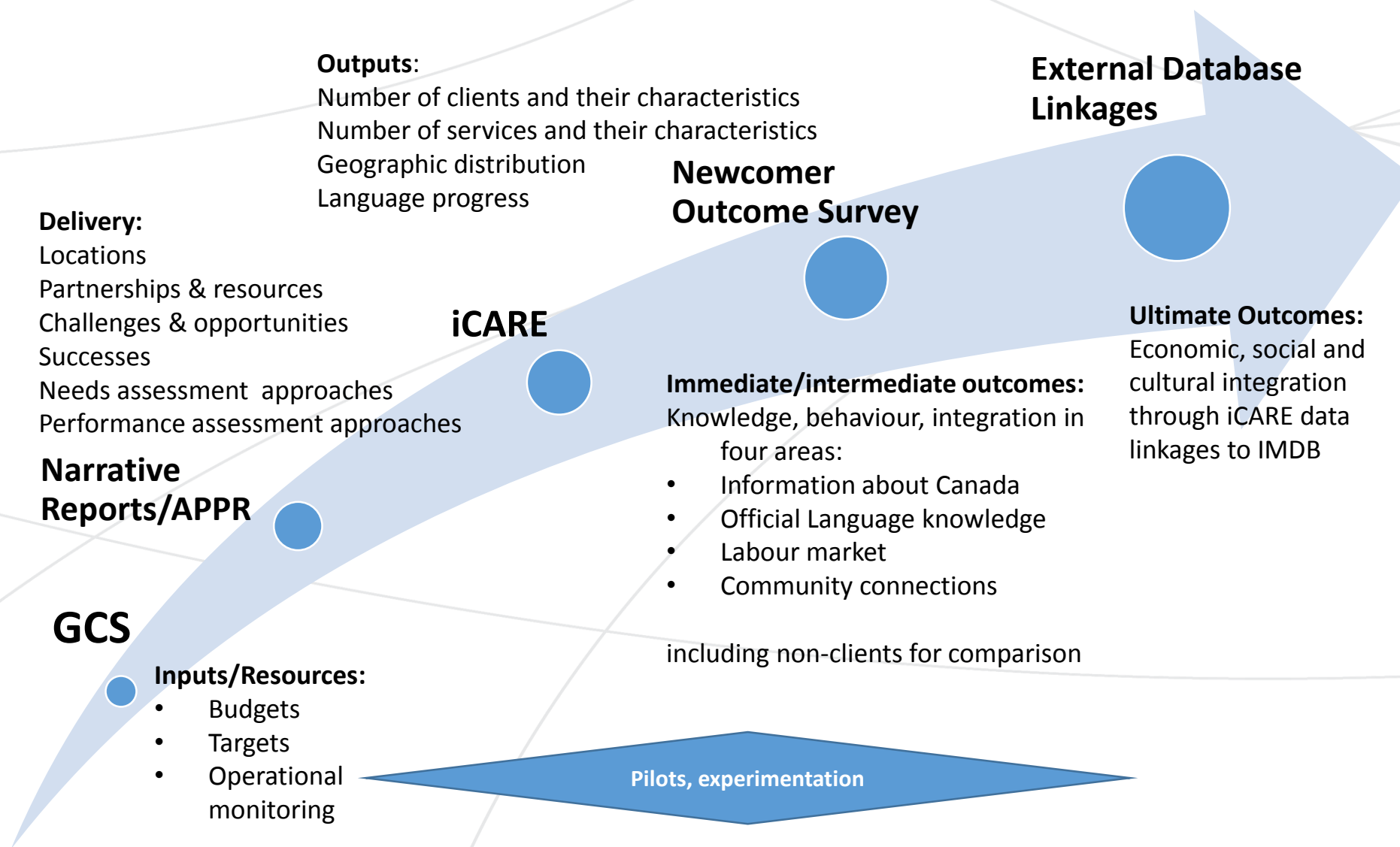
- Clients access services that meet their needs
- Clients make informed decisions about life in Canada
- Clients use an official language to function in Canadian society
- Clients participate in the Canadian labour market
- Clients are connected to communities and institutions
- Communities foster welcoming environment for immigrants

### Ultimate outcomes

- Successfully integrated and settled clients benefit Canada

# What is IRCC collecting?

Measuring performance at Projects and Program Level



# Settlement Program use reflects newcomers' diverse needs

In 2016-17, over **410,000** clients accessed at least one settlement service in Canada, a **2.7% increase** in clients served over 2015-16.



- Clients from all immigration categories access settlement services.
- Females represented the majority (54% or more) of the clients in each program component
- Refugees had highest participation in community connections activities (44%) and support services (47%).
- Economic immigrants (including dependents) were over half of employment-related service users, and close to 40% of language training users, 62% of this being spouses and dependents.

# Preliminary Evaluation Findings:

Overall the Settlement Program has been effective

- The evaluation found that each of the specific Settlement Program streams contributed to different client outcomes in varying degrees.
- Overall, nearly 60% of *language training* clients increased by at least 1 Canadian Language Benchmark level in at least one of the four language components (listening, speaking, reading and writing).
- Taking a combination of *language training and employment-related services* contributed to client's improvement in language skills and gaining knowledge about working in Canada, more than any service individually.
- Younger age and higher levels of education have the biggest impact on language skills improvement and on more frequent use of language outside of the home.
- Younger clients are more likely to improve and need the fewest number of hours of instruction, on average, to improve 1 CLB level.
- *Information and Orientation Services* (I&O) positively impacted clients' gaining awareness of community and other resources.
- *Community Connections* (CC) had a positive impact on clients' participation in broader communities.





# Leveraging cross-sector participation

Settlement and integration is a shared responsibility

*IRCC plays a leadership role in promoting and supporting settlement and integration. Provincial and territorial partners, and players such as other federal departments, service providers, municipalities and employers also help achieve the longer-term integration outcome of the full participation of newcomers in the economic, social, cultural, and civic life of Canada.*

- Supporting community partnerships
  - Local Immigration Partnerships and the Réseaux en immigration francophone have broadened community collaboration on, and profile of, newcomer issues by effectively engaging non-traditional newcomer service providers.
- Leveraging employer participation: The Atlantic Immigration Pilot
  - Assists with matching the needs of local employers with the skill sets of immigrants while helping to improve the attraction and retention of newcomers in Atlantic Canada.
  - Ensures that newcomer participants and their families have settlement plans that are supported by the employer.



# Moving Forward: Data

There is a wide range of data being collected from recipients through multiple systems; however, this data needs to be fully analyzed, and communicated.

## Currently:

- There is extensive information available about Settlement clients
- There are robust data sets for program usage by client type/timelines
- There is substantial evidence on how clients are doing on immediate and intermediate outcomes

## Next Steps:

- Conduct in-depth analysis of Settlement Program 2017 Evaluation findings
- Make recommendations for data system improvements and data analysis capacity
- Build on evidence base to help inform future policy work and continuous program improvements
- The Settlement Client Outcomes Survey will be used to collect data on client versus non-client outcomes

**Settlement Service Clients: Monthly IRCC Updates**

<http://open.canada.ca/data/en/dataset/ba24ad39-2d68-4d49-85b4-ee13c60b4aa3>

# Moving Forward: Policy

A new mandate letter and final evaluation results provide the opportunity to anchor the Settlement Program in the best available evidence.

The next steps for the Program are centred on outcomes-driven programming, and include:

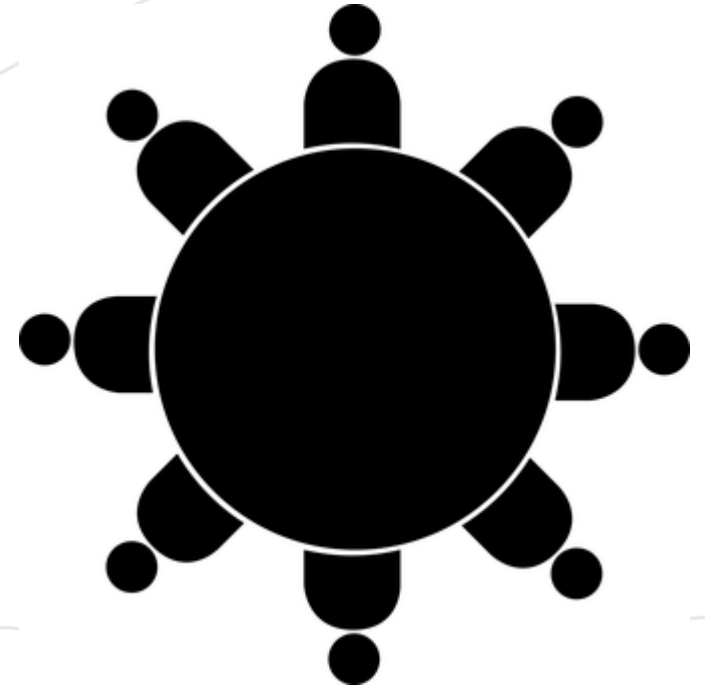
- Consulting with partners and stakeholders
- Identifying key principles to guide the policy work on settlement and integration
- Implementation of pilot projects to provide information on improved program delivery models and outcomes for clients

# Engaging on a renewed focus for Settlement and Integration

The Minister and Parliamentary Secretary recently held a series of roundtables across Canada to hear from stakeholders about their views on settlement and integration.

## Key Themes

- Outcomes-driven Programming
- Language and Employment Combined
- Atlantic Immigration Pilot – small, medium, rural centres; role for employers
- Foreign Qualification Recognition – challenging
- Longer Planning Horizon Tied to Levels
- Family Reunification Facilitates Settlement
- Anti-Discrimination Campaigns
- Francophone Immigration & Programming – “Pour et Par”
- Mid- and Low-Skilled Workers (TFW)



# What principles would help guide a renewed focus on settlement and integration?

- Work closely with provinces and territories and leverage the participation of all sectors and promotes a sense of shared community responsibility to welcome immigrants and be responsive to their needs.
- Deliver the right package of settlement services, to the right client, at the right time, for the right duration, to achieve the right outcomes.
- Recognize that “institutional change” and “engagement of Canadians” are important to achieve outcomes.

A renewed focus on settlement and integration could take into account the extent to which newcomers achieve integration goals relative to their socio-economic circumstances upon arrival in Canada.

# Service Delivery Improvement

- Service Delivery Improvement (SDI) funding will be used to pilot initiatives over the coming years to test new ways to improve the efficiency and the effectiveness of the Settlement Program
- SDI will focus on:
  1. improved service delivery models
  2. achieving more targeted outcomes for specific client groups
  3. leveraging the contribution of additional partners in settlement and integration work
- SDI projects will adopt a “user-centered” approach, which puts newcomers’ direct feedback at the core of each step
- IRCC will be launching an initial Expression of Interest process this November for innovative proposals under SDI

# Next Steps

- Service Delivery Improvement: Expression of Interest Nov 14-28, 2017
- Build on evaluation findings
- Begin priority-setting toward the next Call for Proposals
- Departmental/Sector Working Group on Outcomes