

○ Client-focused services ○ Outcomes ○ Capacity building ○ Engaged ○ Integration



Helping immigrants build a future in Canada

THE JOURNEY TO SETTLEMENT OUTCOMES: ONE STEP AT A TIME

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OUTCOME



Multilingual Settlement Outcomes Survey (Yrs 1-3)

- Annual survey
- Multiple formats
- Translated into first language
- Collective impact *not* individual program or stream

Program Evaluation for Group Services (Yrs 2-3)

- Develop and refine standardized evaluation tools for group services
- Introduce module in CIS that allows staff to enter outcome results from group services

Ongoing analysis (Yrs 1-3)

- Consider profile of those who respond vs. those who received services
- Identify gaps in participation and brainstorm other means of obtaining input to increase access

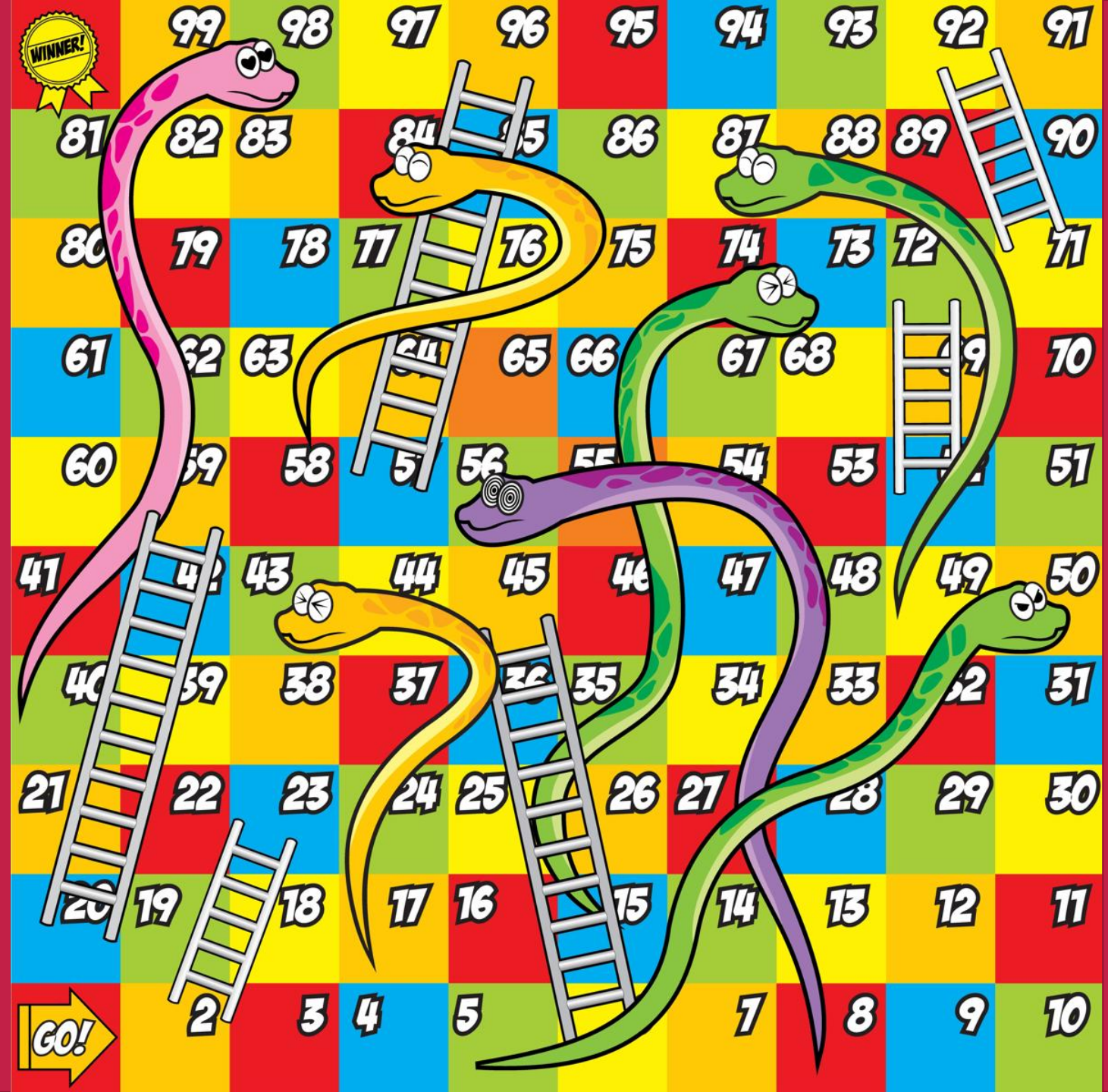
Beginning our journey: Ethical and practical considerations



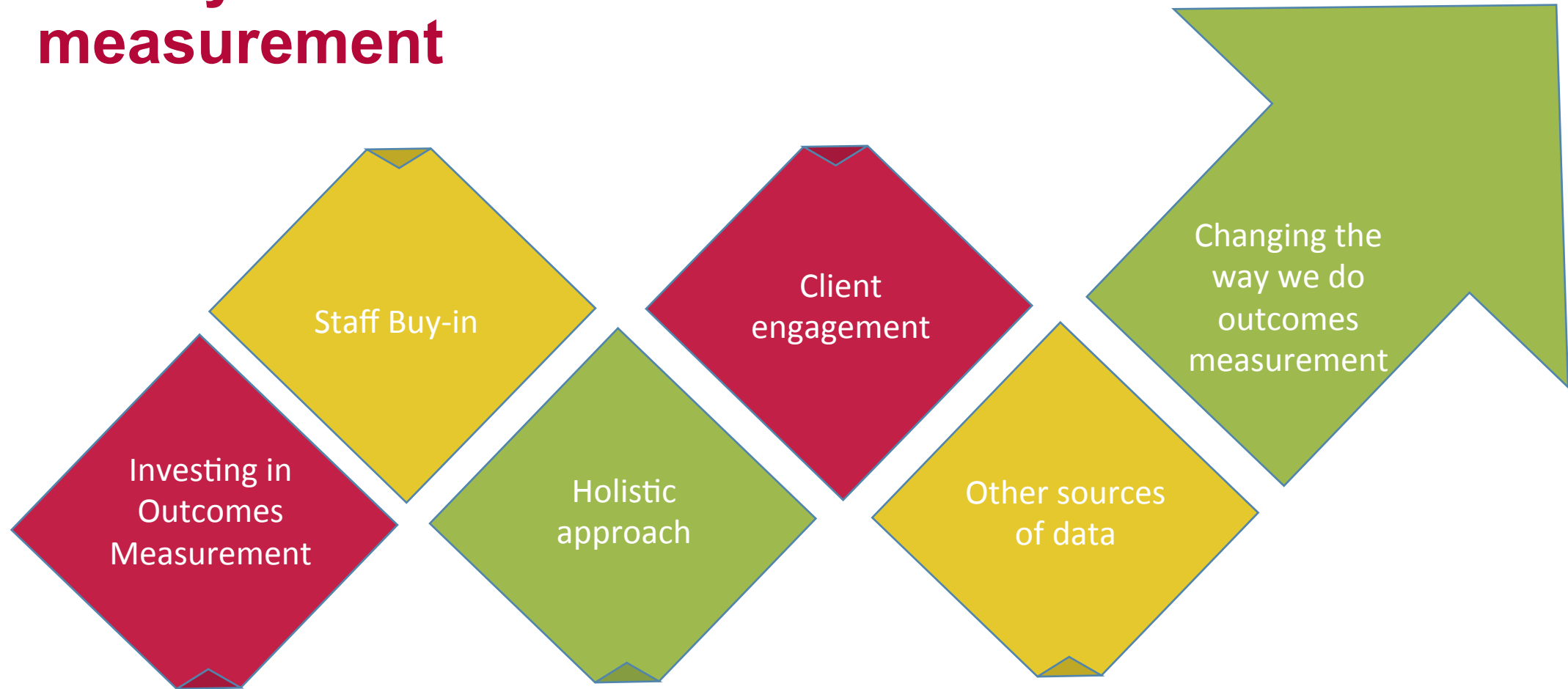
ISSofBC's
Imagined
journey to
settlement
outcomes
measurement....



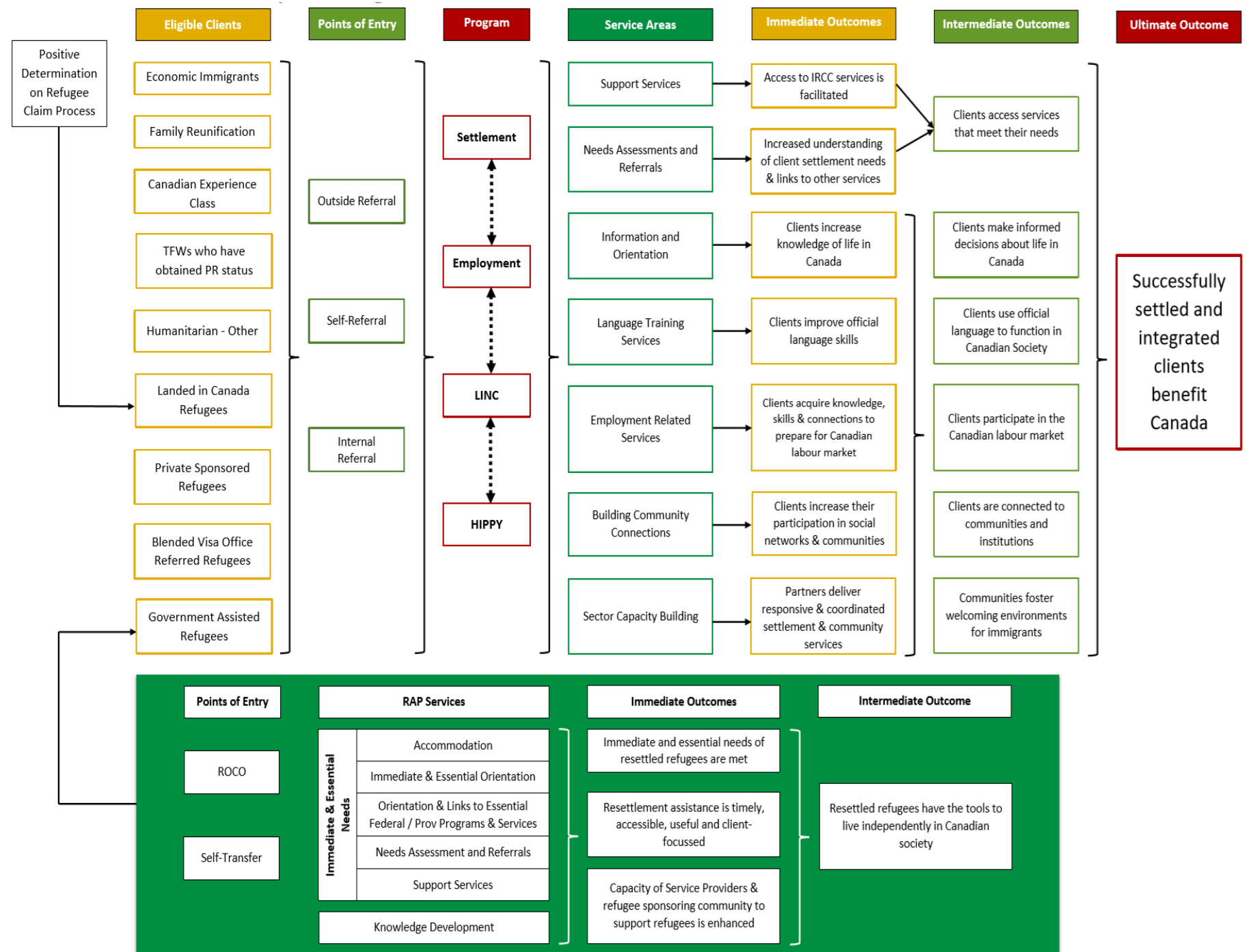
... vs. reality.



Adjusting course: Year 2 survey and outcomes measurement



ISSofBC: Integrated Client Pathways to Integration



Larger scale considerations

- Agency capacity to collect and analyze data varies significantly across the sector
- Attribution challenges – and ability to obtain information – increase over time
- Positive outcomes are easy to share, what do negative outcomes tell us? How are they perceived?
- In the absence of consistent indicators, how can outcomes be measured at the national level?



We're all
in this together

