



Settlement Outcomes HIGHLIGHTS Report

Summary Findings from IRCC's First
Settlement Outcomes Report 2021

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Settlement Outcomes Highlights Report

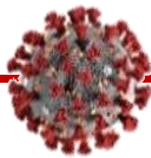
The Settlement Outcomes Highlights Report is the first of its kind, providing high-level research and findings on the settlement outcomes of newcomers to Canada. The Highlights Report provides a summary, including key findings, from a larger and more detailed Settlement Outcomes Report, which will be made available at a later date. Both of these documents will serve as baseline documents on newcomer settlement outcomes against which comparisons can be made in future years. The Highlights Report is a compilation of existing data and research that provides evidence on newcomer settlement outcomes that support integration within Canada, for both clients of Immigration, Refugees and Citizenship Canada (IRCC)'s Settlement Program and non-clients.

Newcomer outcomes tell the story both of individual immigrants' experiences and of Canada as a country built on diversity that seeks to support newcomers' settlement and integration journeys. By better understanding these outcomes, we can review the settlement and integration programming provided by IRCC's Settlement Program to ensure that it is as effective and efficient as possible, and that it meets the needs of newcomers and the communities in which they settle. As a country, we can also examine the systemic barriers and factors that affect newcomer outcomes, and work to address those economic and social gaps that many newcomers experience as women, as racialized people, as people who identify as lesbian, gay, bisexual, transgender, queer, or two-spirited (LGBTQ2).

Settlement and integration in Canada is a "whole-of-society" endeavour, involving all levels of government, both the private and public sectors as well as civil society. It can therefore be difficult to isolate the contributions of these various players toward the settlement journey and isolate how they, separately, contribute to the outcomes of any individual newcomer. Still, this report derives some key overarching themes and high-level findings that are summarized below. While the data used has limitations, additional data will be gathered and analyzed as IRCC delivers regular outcomes reports, in order to provide further insights on this rich and complex topic.

There has never been a more critical time to develop our understanding of newcomer outcomes. As Canada rebuilds after COVID-19, immigration will play a vital role in both the economic and societal recovery of the country. In a recent public opinion poll, 84% of Canadians agreed that immigration has a positive impact on Canada's economy¹. We know that immigrants fill jobs where there are labour gaps, decreasing unemployment rates in important sectors, and that they also create jobs by starting businesses. More than that, they contribute to the cultural richness of Canada, as artists, musicians, authors and chefs. They make Canada richer in many ways, which we can measure through their outcomes.

¹ Environics Institute for Survey Research, 2020.



Impact of COVID-19 on Newcomers

This report was developed using data collected in a pre-COVID-19 world. There is no denying that the COVID-19 pandemic has indelibly changed the landscape of Canadian society, from employment and commerce to how people physically interact with one another. Although the full impacts of the pandemic on the provision of settlement services and newcomer outcomes are still being determined, there are assumptions and early indications of how they could be affected. We know from past recessions, for instance, that newcomers suffer from the economic impacts of downturns more than their Canadian-born counterparts and that they take longer to recover (Philip Kelly, July 2011).

At the outset of the pandemic, the various levels of government and settlement service provider organizations rallied quickly to ensure a continuum of settlement services for newcomers, especially for refugees and other vulnerable clients. As an example, one of the largest settlement organizations in Ontario, COSTI, managed to make all of their language training virtual within two weeks, creating an uptake in enrollment including at low-language levels. The quick and nimble action of the settlement sector to shift as much of their service delivery online as possible allowed us to mitigate the worst of the initial impacts of the pandemic. Now, in the extended post-COVID environment, the longer-term effects will begin to make themselves known.

The shift toward more virtual service delivery may, on the one hand, alleviate access issues (no need for transportation or child care, flexible hours for training), and on the other hand, create new ones (access to technology and internet capability). In this new COVID environment, access to IRCC-funded settlement services will hinge on having access to the technology (both the tools and the bandwidth), as well as having a degree of digital literacy. Some populations may thrive- younger newcomers who are already adept at navigating digital platforms or social media, for instance or those who have traditionally had difficulties accessing services due to time constraints, distance, or child care responsibilities. Other populations- those who are older or perhaps less familiar with technology- may struggle to access virtual services, and will likely need a hybrid version with both virtual and in-person offerings. A recent survey of clients by Immigrant Services Society of BC (ISS of BC) showed that refugees, for instance, have much greater access to smart phones than to computers, using WhatsApp and other social media sites to connect with others. This may hinder access to more traditional on-line schooling, and may highlight a need to adopt social media as a new means of education/training.

One of the areas in which newcomers show a higher vulnerability is the labour market. The pandemic has visibly highlighted the vulnerabilities of some immigrants. For example, newcomers are most often employed in the service industry (food and accommodation), a sector that has seen significant job losses due to COVID-19. Combined with increased pressures on women as the primary child care provider at a time when schools, daycares and other forms of child-minding are limited and will continue to be diminished for the foreseeable future, there will likely be a marked increase in unemployment rates for newcomers, especially newcomer women, in comparison to their Canadian-born counterparts. These factors may generate an increased need for employment-related services and put greater pressure on provincial and/or territorial level offerings, such as credential recognition and re-training.

As the pandemic lays bare the gaps in social safety nets, there will most likely be increased demand for community supports from newcomers, especially for those who experience multiple barriers to integration, such as women, older people, racialized communities, those with disabilities, and LGBTQ2+ individuals. IRCC data requirements will likely need to change to capture these shifts, in particular by evaluating the effectiveness of different modes of service delivery for different types of newcomer client groups. IRCC will also need to look at measures of societal and individual well-being from other domains to expand how newcomer outcomes are both understood and measured, particularly in terms of measuring success.

Key Themes on Settlement Outcomes



The “starting line” is different for each newcomer

Newcomers arrive in Canada with varied experiences, skills, assets and needs. Some newcomers are in a greater position of disadvantage than others, and therefore face greater settlement challenges. The evidence shows that not all newcomers are equally able to establish themselves in Canada in the same way, and as a result, it may be necessary to develop a suitable range of expectations. For example, a focus on achieving social outcomes (such as feeling comfortable using an official language in daily life) may be more appropriate for determining successful settlement in Canada, depending on different client characteristics. Later in this report, the settlement pathways of two fictional families, the Li family and the Khaled family, will further illustrate this point.



Specificity in programming may improve outcomes

The degree of progress made by clients in their settlement journey differs by characteristics such as immigration category and the type of language training taken. It therefore follows that programming that is more specific to the needs of individuals or client types appears to contribute to better outcomes. While the evidence is not yet strong enough to draw a direct line between specificity and better outcomes, there are indications that tailoring services may create efficiencies in service delivery for optimal outcomes.



The people using the services are the people who need

Because newcomers from different immigration categories have different assets and different levels of family and community support upon entering Canada, it is to be expected that their need for services differs. Between 2015/16 and 2018/19, settlement clients received an average of 10 services each. The number of services received by Resettled Refugees was much higher: 14 for privately-sponsored refugees (PSRs) and 36 for government-assisted refugees (GARs).² Clients of IRCC-funded programming reported having lower levels in areas such as knowledge of life in Canada, and official language skills than non-clients when they landed. Over time, they reported greater improvement than their non-client counterparts.³

² IRCC, Chief Data Officer (CDO) Branch, Settlement Services, data as of July 31st 2020. This source is also known as the Immigration Contribution Agreement Reporting Environment, or iCARE.

³ IRCC, Research and Evaluation Branch, Newcomer Outcomes Survey (2018 and 2019).



The first years are crucial

Newcomers have the highest rates of using IRCC-funded settlement services in their first few years after landing in Canada. This shows that newcomers use these services primarily to help with the early stages of settlement. Although uptake rates for these services decrease over time, a small number of newcomers continue to use services well into their integration journeys.⁴ However, these users are largely resettled refugees, suggesting that longer-term service usage is concentrated among those most likely to face longer-term challenges to integration.



Timing is important

Survey data suggest that both clients and non-clients of IRCC-funded settlement services were not as aware of how or where to get services as they would have liked, indicating lost opportunities for services to make timely contributions towards their settlement journeys.⁵ This could be related to a low number of Needs and Assets Assessment and Referrals (NAARS), as only 23% of all newcomers received a NAARS in their landing year.⁶ A higher percentage of newcomers receiving a NAARS early in their settlement journeys would provide for a greater understanding of their needs and assets, and allow them to be connected with appropriate services at the appropriate time.



Support services are central to address barriers to success

Support services such as translation, child care, and transportation appear to be extremely important to IRCC Settlement Program clients, especially for those who face barriers to access. Not all Settlement Program clients require support services; however, those who need the services, need them a lot: Resettled refugees, particularly GARs, had the highest rates of support service usage of all immigration categories, with 64% of all resettled refugees and 75% of GARs using them.⁷ On a positive note, the recent increase in virtual service delivery can be an opportunity for service providers to offer some services outside of normal working hours and to a potentially wider audience of newcomers, both of which could address barriers noted in the Report.



Gender is a significant factor

Settlement programming design, such as when and where service delivery is provided, can have an impact on ability of newcomer women to access services. Shortages in the availability of child

⁴ IRCC, CDO Branch, Permanent Residents, data as of July 31st 2020 iCARE.

⁵ Newcomer Outcomes Survey (2018 and 2019).

⁶ iCARE.

⁷ iCARE.

care can have gendered effects, as women are greater users of child care. Data from the Immigration Contribution Agreement Reporting Environment (iCARE) show that, among women, a work placement was the most common form of long-term employment intervention (51%) and 72% of these were unpaid, compared to 52% for men.

It is also important to note the difference in employment rates within the resettled refugee category: male respondents reported a much higher employment rate than female respondents.⁸ These findings indicate a need to apply a focussed gender lens to the Program to address gender-specific barriers and ensure equitable outcomes. Research in areas to support women has begun, such as the Visible Minority Newcomer Women Pilot, which will garner insight on effective approaches for helping this newcomer population gain meaningful employment.

Immigration in Canada and Newcomer Socio-economic Outcomes

On the international stage, Canada's immigration and refugee protection system has been described as a global role model. Canada outpaced the United States in resettling the highest number of refugees in 2018 and remained the world leader in 2019, resettling 30 000 refugees, followed by the United States (27,000) and Australia (18,000).⁹ A 2019 report by the Organization for Economic Cooperation and Development (OECD), described Canada as having "the most elaborate and longest-standing skilled labor migration system in the OECD".¹⁰ The OECD report also noted that labour migration has been largely beneficial to Canada and that policy-based research, consistent monitoring of outcomes and ongoing experimentation in new pilots, are key strengths of the Canadian system.¹¹ The Migrant Integration Policy Index noted that Canada leads the developed world in promoting rapid labour market integration, non-discrimination and a sense of belonging.¹² In addition, immigrants and Canadian citizens generally enjoy the same access to social rights and strong anti-discrimination protections in the labour market¹³ - although some newcomers experience poor working conditions (such as caregivers and migrant workers) that exacerbate ongoing vulnerabilities, which are magnified in the current context of COVID-19.

Other research on Canada's immigration continuum does provide some evidence of the effectiveness of Canada's settlement and integration system on the broad social and economic outcomes of newcomers to Canada. However, the data paints a complex picture. On the positive side, recent immigrants have similar unemployment rates to the Canadian-born

⁸ Newcomer Outcomes Survey (2018 and 2019).

⁹ The UN Refugee Agency. (2019). *Global Trends: Forced Displacement in 2019*. <https://www.unhcr.org/globaltrends2019/>

¹⁰ Organization of Economic Cooperation and Development (OECD). (2019). *Recruiting Immigrant Workers: Canada 2019*. <https://www.oecd-ilibrary.org/sites/4abab00d-en/index.html?itemId=/content/publication/4abab00d-en>

¹¹ Ibid.

¹² Migrant Integration Policy Index. (2015)., *International Key Findings [Canada]*. <http://www.mipex.eu/canada>

¹³ Ibid.

population.¹⁴ They also create jobs for both themselves and other Canadians,¹⁵ and report a slightly higher sense of belonging to Canada (93%) than the Canadian-born population (90%).¹⁶ The median entry employment earnings of immigrants have consistently increased since 2009. Immigrants who landed in 2016 reported the highest median entry employment earnings in three decades. Findings show that within the Economic Class, members of the Skilled Worker stream reach the Canadian earnings average about four years after landing, while entry earnings for Provincial Nominee and Canadian Experience streams are higher than the Canadian average within the first year of landing.¹⁷ Between 2006 and 2016, the general rate of Canadian citizenship uptake was around 86%. This rate is significant because citizenship acquisition is considered an ultimate indicator of belonging, conferring upon immigrants the full economic, social, cultural, and political rights of being Canadian. Citizenship uptake rates were highest for resettled refugees and protected persons, and lowest for members of the Family Class, although some of these differences decreased over time.¹⁸

Data also show that immigrants experience challenges and obstacles to settlement and integration. Sometimes, a lack of recognition of their foreign education credentials and foreign work experience results in immigrants working in lower-paid occupations. Research has also shown that, although Economic Class principal applicants reach Canadian average earnings in less than 5 years for all cohorts, refugees and Family Class immigrants need much more time to catch up.¹⁹ GARs often experience more barriers to labour market entry since they frequently have little to no formal education (as a result of years living in refugee camps or being displaced) and limited official language capacity. As a result, average earnings for GARs are much lower than those for other refugee types, such as PSRs and protected persons.²⁰

On the surface, it would be simple to say that refugees require more support to achieve positive outcomes in comparison to other immigration categories. However, looking more deeply at the findings of this report, we can see that the picture is much more nuanced. Each newcomer starts the settlement journey with a different set of assets and skills but also different barriers. A different starting line on the settlement journey will have an impact on each newcomer's "finish line" as well. This is where IRCC's Settlement Program can play a significant role in the lives of newcomers. Access to services, the types of services provided, and how/when they are accessed, are all elements that have an impact on newcomers' successful integration. Newcomer

¹⁴ Lahouaria Yssaad and Andrew Fields (2018), Statistics Canada, The Canadian Immigrant Labour Market- 2006 to 2017: <https://www150.statcan.gc.ca/n1/pub/71-606-x/71-606-x2018001-eng.htm>

¹⁵ Picot, G., and A-M Rollin (2019). "Immigrant Entrepreneurs as Job Creators: The Case of Canadian Private Incorporated Companies" <https://www150.statcan.gc.ca/n1/pub/11f0019m/11f0019m2019011-eng.htm>

¹⁶ Feng Hou, Grant Schellenberg and John Berry, (2016), "Patterns and Determinants of Immigrants' sense of belonging to their source country," <https://www150.statcan.gc.ca/n1/pub/11f0019m/11f0019m2016383-eng.htm>

¹⁷ Yasmin Gure, Research and Evaluation Branch, IRCC, (2018), "CIMI Measuring Integration Series: Examining Outcomes based on Admission Categories of Immigrants," Presentation at Statistics Canada: 100 Years and Counting (ACS Annual Conference).

¹⁸ IRCC internal documentation.

¹⁹ IRCC internal documentation.

²⁰ Garnett Picot, Yan Zhang and Feng Hou (2019), "Labour Market Outcomes Among Refugees to Canada" <https://www150.statcan.gc.ca/n1/pub/11f0019m/11f0019m2019007-eng.htm>

outcomes are equally dependent on how the newcomer is received in their community, and how well the community leverages the contributions that the newcomer has to give. Ultimately, understanding newcomer outcomes requires a mature and mindful multi-layered approach. This report, and the ones that will follow, is a significant step in that direction.

The Role of Settlement and Integration in Canada's Immigration Success

One of the objectives for immigration, as set out in the Immigration and Refugee Protection Act, is to “promote the successful integration of permanent residents into Canada while recognizing that integration involves mutual obligations for newcomers and Canadian society.” Other objectives set out in the Act include supporting and developing official language minority communities in Canada, and sharing the benefits of immigration across all regions of Canada.²¹ By investing in and facilitating the settlement and integration of newcomers, the Government of Canada's objective is to help maximize their social and economic contribution to Canada. Furthermore, the Government of Canada is committed to sustaining and enhancing the vitality of Francophone minority communities and ensuring a 4.4% representation of French-speaking immigrants among the number of all permanent residents outside of Quebec by 2023.

Over the years, the federal Settlement Program has established itself as a vital part of newcomer integration in Canada, providing access to a range of general and tailored services and supports to all permanent residents until they become Canadian citizens. IRCC invests nearly 1 billion annually to help newcomers and refugees outside of Quebec acquire knowledge about living and working in Canada; prepare for and integrate into the labour market; improve official language abilities; and develop meaningful connections and a sense of community belonging. As immigration policy has evolved, so has the Settlement Program, and as immigration levels have risen, so too have the number of clients, by 26% between 2015/16 and 2018/19.²² The settlement footprint has gotten bigger but also more complex. Take, for example, new immigration programs such as the Atlantic Immigration Pilot, the unprecedented Syrian refugee response, and the introduction of Express Entry (the online application program for skilled immigrants), which has further refined economic immigration process. All of these advancements are part of a managed migration approach that relies on effective settlement interventions.

The composition of the federal Settlement Program is governed by what settlement organizations offer, which is generally based on the needs of the newcomers in their community. Yet they must also adjust their offerings based on shifts in immigration policy. With the increase in immigration numbers and the complexity of newcomers' needs, there has been an increased focus on the performance, outcomes and “value for money” of settlement programming. Significant progress has been made in data and evidence collection; however, there is still a gap in our ability to clearly ascribe newcomer outcomes or the broader socio-economic impact to

²¹ *Immigration and Refugee Protection Act*, paragraphs 3(1)(b.1), (c), and (e).

²² iCARE.

specific settlement investments, over the medium- and long-term. To fill this gap and maximize our investments, we must continue to build our evidence base to better understand the role and impact of each of the players in the settlement landscape. We also need to examine the effectiveness and efficiency of the current (and potentially new) services being provided, to determine who should get which settlement service, for how long, and why.

The Settlement Program

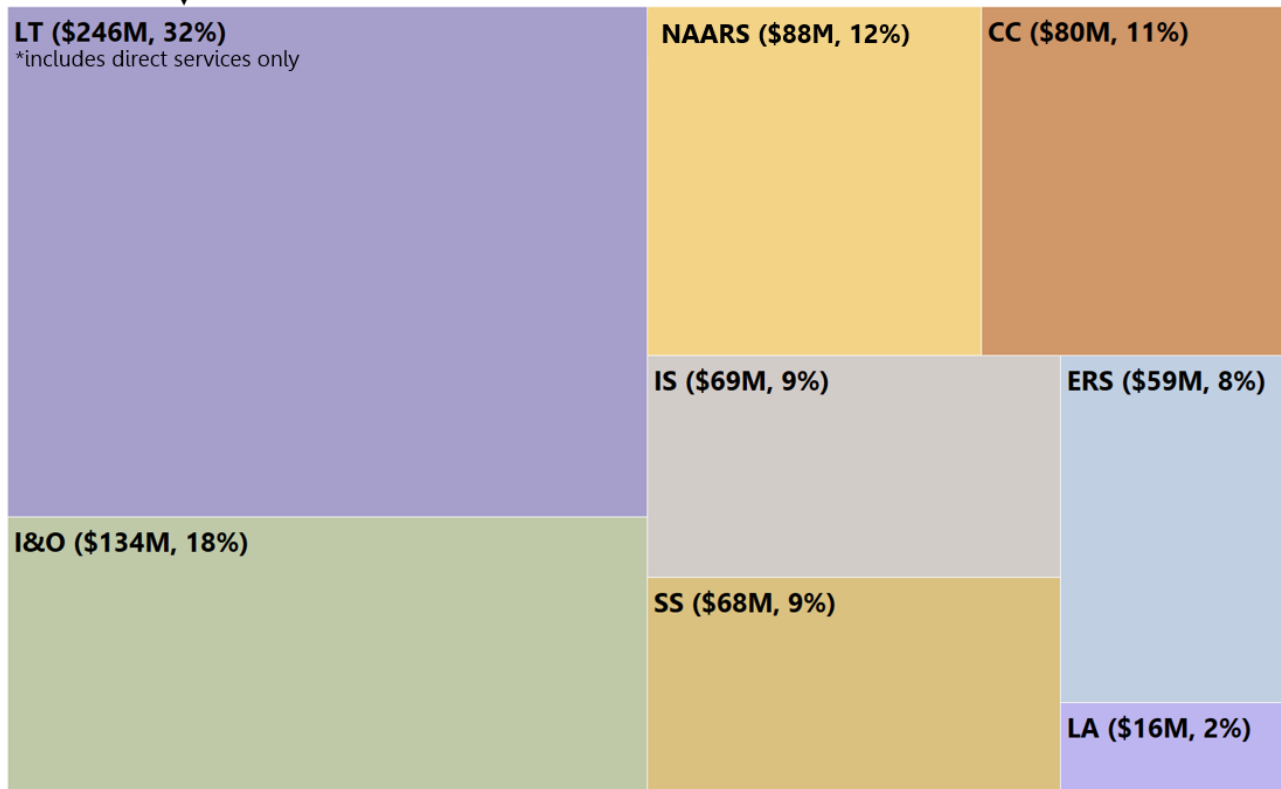
IRCC funds settlement organizations outside of Quebec, through grants and contribution agreements, to deliver services that help newcomers progress on their settlement and integration journeys, so they can more fully contribute to Canadian society. Canada provides the Quebec government with funding in the form of a grant, to offset the costs associated with the reception and integration services provided by the province. While it is not within the scope of this report, IRCC also funds settlement programming to clients overseas through pre-arrival services, as well as settlement sector capacity-building, coordinating bodies and other “indirect services” (IS) that benefit newcomers indirectly by strengthening the settlement sector and the communities where newcomers settle.

Eligible newcomers have access to a suite of services through the Settlement Program, which is comprised of the following components:

SS	Support Services enable clients to access settlement services
NAARS	Needs and Assets Assessments and Referrals determine what services clients need and provides referrals to receive them
I&O	Information and Orientation Services provide information to help clients settle
LA & LT	Language Assessment & Language Training Services help clients develop their official language skills
ERS	Employment-related Services help clients prepare for the labour market
CC	Community Connections Services help clients learn about and integrate into their local communities

The graphic below demonstrates the amount of investment provided to each of the service components of the Settlement Program:

2017/18	2018/19	2019/20
\$714M	\$758M	\$774M



Source: SAP, November 2020

Note that this information includes costs for both domestic service delivery and Pre-Arrival Services, as well as indirect services (IS) unless stated otherwise. It does not include the Resettlement Assistance Program (RAP).

The Settlement Landscape for Newcomers

When a newcomer arrives in Canada, there are multiple layers of support awaiting them, depending on their assets and needs. For the sake of illustration, in the next section, we will present two newcomer families: the Li family, who enter Canada as economic immigrants; and the Khaled family, who arrive as GARs. These are fictional examples representing common newcomer characteristics from Economic Class and Refugee admission categories to help illustrate the different starting lines and pathways for newcomers who use settlement services. It is important to keep in mind that just as there is no such thing as a typical client, or family composition, the settlement and integration journey is seldom linear, and there will always be challenges and setbacks as well as accomplishments along the way.

As you will see, for economic immigrants and their dependants, like the Li family, settlement services may be more focused on work and school readiness. Some may not need any settlement services. For refugees like the Khaled family, who are fleeing for their survival, there is

an additional layer of support. This support comes in part from the Resettlement Assistance Program (RAP), a separate IRCC program from the Settlement Program, which is intended to provide refugees with the supports they need during the first crucial months after their arrival. These are the services captured in grey boxes in the Khaled family infographic. Refugees are a major client of the Settlement Program services, which they are referred to once RAP services are completed.

Settlement (short and medium term) and integration (longer-term) is a process, comprising several activities that a newcomer goes through as they adapt to and integrate into their new country. The desired outcomes of the settlement process are both social (e.g., achieving a sense of belonging) and economic (e.g., labour market participation). The suite of services offered by the Settlement Program represent a significant portion of the supports available to newcomers as they navigate their settlement journey. These fundamental supports help newcomers achieve both economic and social outcomes, in combination with the supports offered by other players, such as provinces and territories and municipalities. Indirect services are also funded by the Settlement Program, to bolster capacity in the settlement sector and in communities, thereby contributing to the well-rounded and robust complement of services available to newcomers to help them integrate.

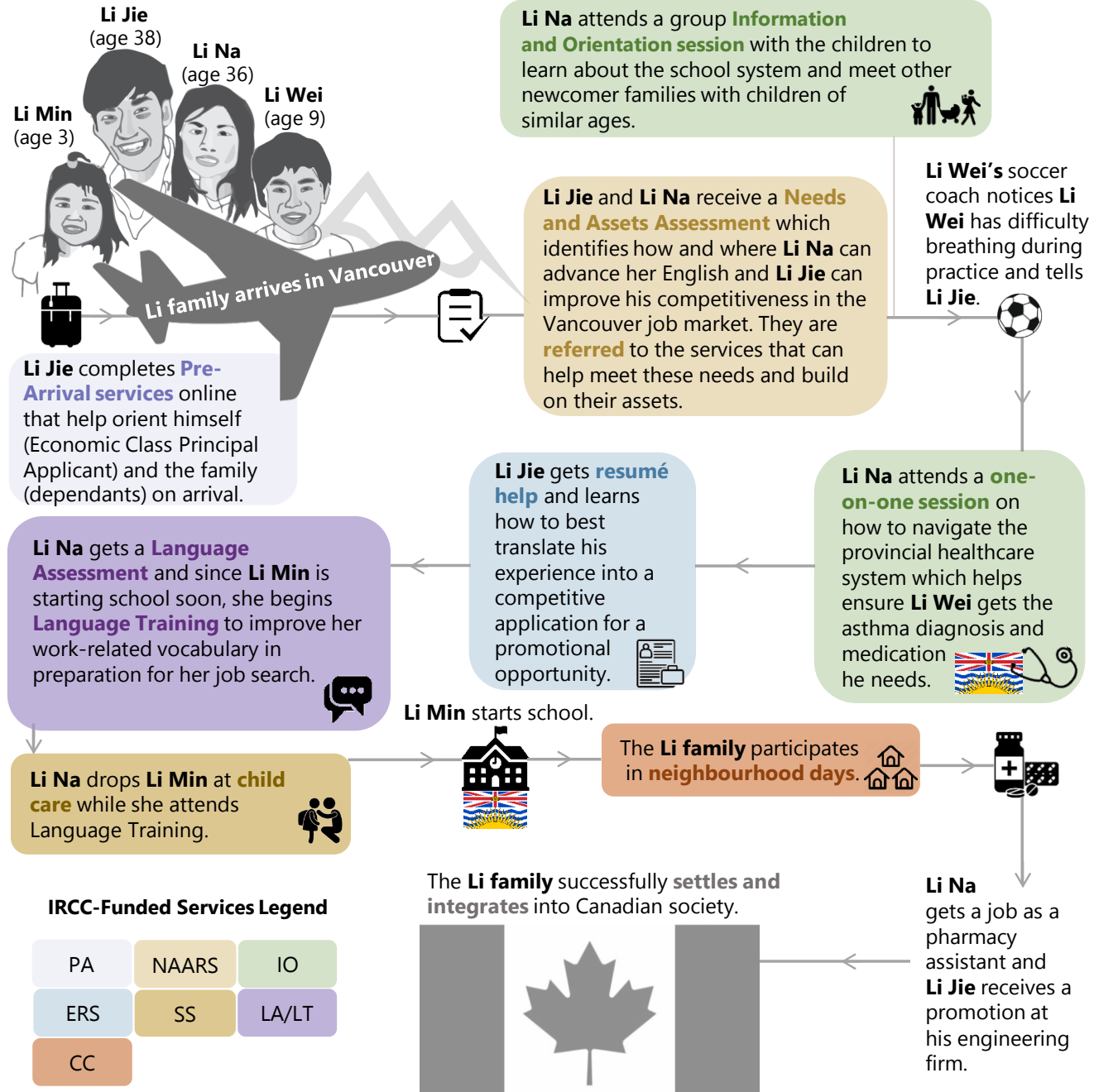
In the settlement landscape, newcomers will also encounter other layers of support. For instance, as the provinces/territories are responsible for health and social services, they will provide the initial orientation and support for newcomers to introduce them to these services. Municipalities may also have targeted programming for newcomers to help them acclimate, along with indirect programming for employers and businesses, groups and associations, to help make their communities more welcoming for newcomers.

Partnerships between IRCC and the provinces/territories are important for developing an evidence-base on the effectiveness of settlement programming, and for informing decision-making. For example, service co-mapping and data sharing with the provinces/territories can allow for more strategic decisions that will generate cost savings and target services where they are most needed, helping to bend the cost curve and ensure efficiencies within the settlement landscape.

The investment of Settlement Program funding by provincial/territorial jurisdiction, outside of Quebec, reflects the proportion of newcomers who landed in these jurisdictions over a three-year period, which gives additional weight to refugees in order to meet their particular needs.

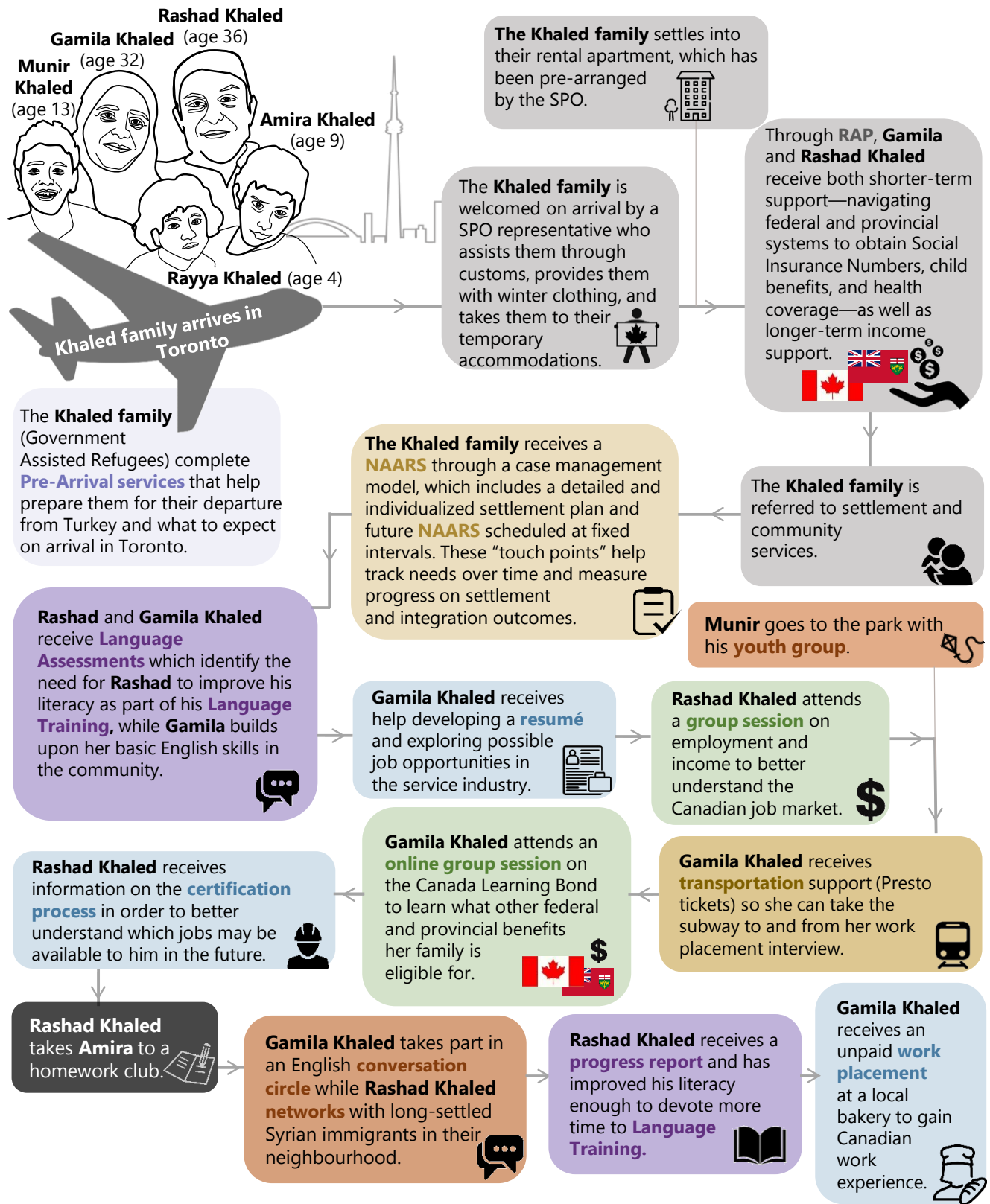
All of these supports, both direct and indirect, contribute to the managed migration system that Canada has in place. Though this report focusses largely on the impact of the Settlement Program, it is important to keep in mind that it does not function in isolation, and that integration cannot be achieved without these various layers of support.

The Li and Khaled Families: Fictional Families, Settlement Realities



IRCC-Funded Services Legend

PA	NAARS	IO
ERS	SS	LA/LT
CC		



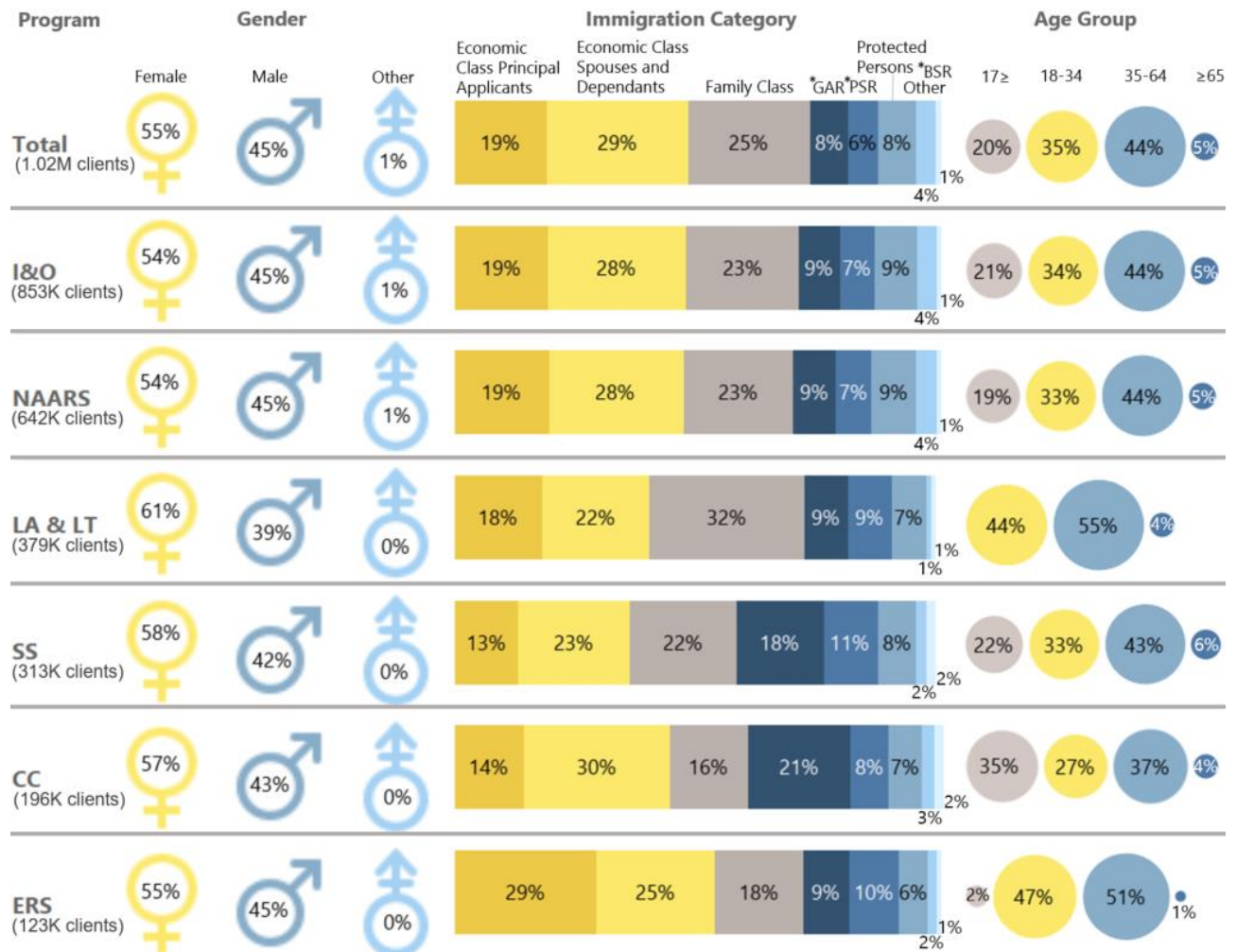
IRCC-Funded Services Legend

- PA
- RAP
- NAARS
- LA/LT
- ERS
- IO
- CC
- SS
- SWIS

Key Findings on Settlement Program Components

The next section will focus on each of the Settlement Program components. To start, however, much insight can be gleaned regarding who uses what settlement service by breaking down client usage rates by service type and demographics.

Figure 1: Client Demographic Breakdown by Component, 2015/16 to 2018/19



Source: IRCC, CDO, Settlement Services, data as of July 31st 2020

Acronym Note: *GAR - Government Assisted Refugees; *PSR - Privately Sponsored Refugees; *BSR - Blended Sponsorship Refugees, also known as BVOR - Blended Visa Office Referred Refugees

Additionally, comparing non-client and client outcomes more in-depth by component provides insight on settlement client trends drawn from available data, as well as identifying important data gaps that could be addressed with further study. It should be noted that the respondents to the Newcomer Outcomes Survey of 2018 and 2019 are a sample of newcomers overall and therefore may not be representative of the specific populations analysed in the report.

ENABLING SERVICES (ES)

Helping ensure newcomers are:



Settlement services help newcomers acquire skills and connections in order to integrate into Canadian society and improve social and economic outcomes. IRCC-funded SPOs provide personalized enabling services: **Needs and Assets Assessment and Referral Services (NAARS)** to identify next steps in newcomer settlement plans, as well as **Support Services (SS)**—child care, translation, interpretation, transportation, short-term counselling, and provisions for those with disabilities—to facilitate service access for those with multiple barriers.



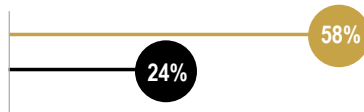
More could be done to improve awareness of settlement services.

Both IRCC and SPOs **promote awareness** of settlement services through advertising and marketing campaigns.

However, **70% of non-clients** surveyed were unaware of the free IRCC-funded services available to them.¹



Amongst newcomers who knew about services, **over half of clients** and **almost a quarter of non-clients** surveyed did not know how to get the services they needed.¹



When newcomers knew about services offered, the majority of clients who identified needs received referrals to address those needs.

Between **58% and 74% of clients** who identified needs in a NAARS received referrals to IRCC-funded services and between **63% and 89%** were referred to services offered by other organizations (e.g. at provincial and municipal levels of government).²

Among **clients** who were referred, **85%** were able to access services without difficulty.¹

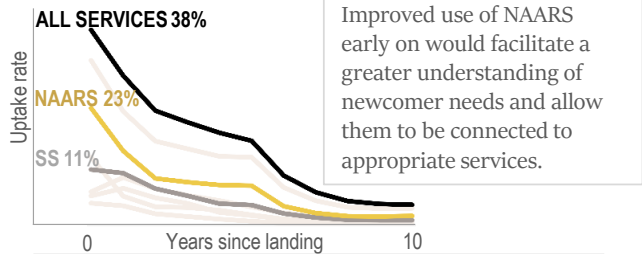


The **majority of clients** who received services said they were useful.¹



Early use of NAARS facilitates timely access to needed settlement services.

Overall, NAARS uptake was highest in a newcomer's landing year, although **less than a quarter** received one.²



Improved use of NAARS early on would facilitate a greater understanding of newcomer needs and allow them to be connected to appropriate services.



Both Li Jie and Li Na received a NAARS soon after arrival, which referred Li Na to Language Assessment and Language Training and Li Jie to Employment Related Services.

Access to services can also be facilitated through support services.

Around **30% of clients** used a support service to help them access other settlement services, with Resettled Refugees, particularly GARs, and women having the **highest usage rates**.² However, not all clients who require support services receive them. Unmet demand was highest for provisions for those with disabilities and child care.



Li Na used the child care support service in order to access Language Training services.

On average, more than **80% of clients** who received a support service at least somewhat agreed that it met their needs.¹



Further study

Further study could help identify specific sub-populations of newcomers who are currently being underserved. The recent increase in virtual or online service delivery could be an opportunity for SPOs to offer some services outside of normal working hours and to a potentially wider audience of newcomers.

Data Sources: ¹Newcomer Outcomes Survey (2018 and 2019), ²iCARE and GCMS

INFORMATION AND ORIENTATION (I&O)

Increasing newcomer knowledge of life in Canada by:



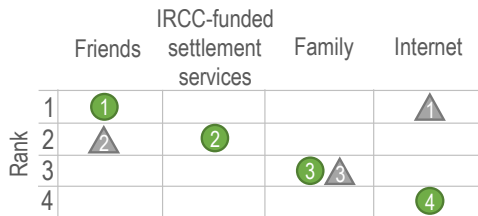
- Promoting realistic expectations about life in Canada
- Assisting in the navigation of the Canadian system
- Facilitating access to and use of services

Information and Orientation services (I&O) equip eligible newcomers with information on one or more topics related to settlement at the national, regional, or local level (such as the Canadian healthcare system, registering children for school, and housing supports).



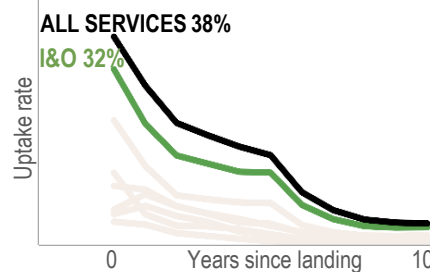
IRCC-funded SPOs were a top source of settlement information for clients.

Top sources of settlement information, **clients** vs. **non-clients**¹



Rashad and Gamila Khaled received multiple I&O services in group sessions both in person and online.

I&O is the most widely used service within the Settlement Program.²



There were over **850K** unique clients during the study period.¹

Newcomers are improving their knowledge of life in Canada over time.



CLIENT AVERAGE

60%

NON-CLIENT AVERAGE

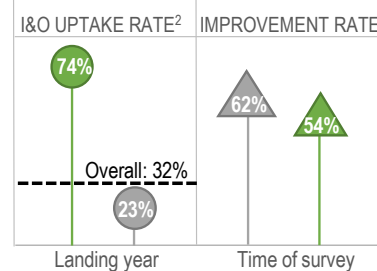
53%

Clients reported slightly higher knowledge gains on all five topics—law and justice, housing, healthcare, finances, and education—since landing in Canada.¹



84% of **clients** agreed that the IRCC-funded service they received improved their knowledge of life in Canada.¹

More needs to be understood about the optimal time for newcomers to receive information.



Economic Class Principal Applicants reported higher improved rates of knowledge in Canada than **Resettled Refugees** despite the fact that a smaller proportion of them received I&O services in their landing year.

13% of clients continued to receive I&O services five years after landing (mostly Resettled Refugees).²

This may indicate that newcomers require information on an ongoing basis due to changing needs or signal an issue with clients not becoming sufficiently empowered to seek out information on their own.

Clients and non-clients are making informed decisions about life in Canada.

Both **clients** (**90%**) and **non-clients** (**91%**) reported having sufficient information to get help in case of emergency, buy or rent a place to live, get around the city, find things they need (e.g., groceries, clothing etc.), and do their banking.



There were no major differences between immigration categories, by gender, or based on how long the respondents had been permanent residents.

Data Sources: ¹Newcomer Outcomes Survey (2018 and 2019), ²iCARE and GCMS

LANGUAGE ASSESSMENT (LA) AND LANGUAGE TRAINING (LT)

Helping newcomers improve their official language capacity



READING



WRITING



SPEAKING

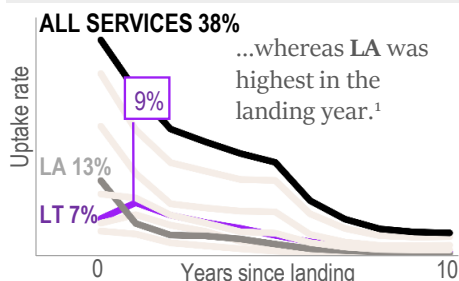


LISTENING

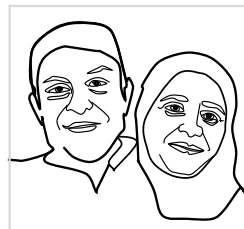
Knowing an official language enhances newcomers' capacity to obtain information about daily life in Canada, and also increases their chances of obtaining employment. Basic proficiency in English or French is also one of the requirements to obtain Canadian Citizenship.



LT uptake was highest in the first year after landing...



A higher proportion of Resettled Refugees and Family Class newcomers received IRCC-funded LT compared to other categories.¹



Both Gamila and Rashad Khaled received Language Assessments and ongoing formal and informal Language Training.

Several studies have shown improvements in newcomers' language acquisition.

Objective measures

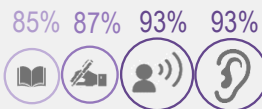
At least one third **improved** in the short term (three to seven months).²

40% of Language Instruction for Newcomers to Canada (LINC) clients and **almost a quarter** of Cours de Langue pour les Immigrants au Canada (CLIC) **improved** by at least one Canada Language Benchmark (CLB) level.¹

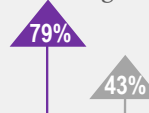
Self-assessed data

Clients reported improvements **equal to or greater** than non-clients in all skill categories.

% of clients who reported improvements since arriving in Canada:



Clients learning **English** were more likely to report that settlement services had improved their language skills than those learning **French**.³



Several factors can influence the speed of language progression.

- + Full-time language training, weekday daytime hours, schools or post-secondary institutions, multi-level classes and training focused on employment **increased the likelihood** of progression.
- + Among clients, those taking both formal and informal language training had the **highest odds** of progressing.⁴
- Clients at higher CLB levels were also **less likely** to progress.
- Classes with continuous intake were associated with a **lower likelihood** of progression.

Newcomers are using their language skills in the real world.

92% of clients learning **English** and 70% of clients learning **French** agreed that they could communicate without help while completing various life tasks.³

Further study

Additional research will be required to better understand how newcomers are acquiring language skills, what could be done to improve services for both English and French clients, and how services could be adapted to lead to improvements across all skill areas.

Data Sources/Notes: ¹CARE and GCMS, ²Milestones test, Preliminary Findings: Evaluation of the Language Training Program ³Newcomer Outcomes Survey (2018 and 2019). ⁴Language training that targets a range of settlement themes and topics.

EMPLOYMENT RELATED SERVICES (ERS)

Facilitating Participation in the Canadian Labour Market by Helping Newcomers:

- ✓ obtain work experience
- ✓ connect with employers and professionals
- ✓ receive employment counselling and coaching
- ✓ adapt existing skills to a Canadian context

Newcomers can contribute to the Canadian economy in many ways—through employment, volunteering, or providing unpaid work (i.e., housework and caregiving) that enables another person to have paid employment. Newcomers looking to directly participate in the Canadian labour market need to know how to present their existing skills in a way that will resonate with Canadian employers and need to understand what new skills will be advantageous in the Canadian labour market.



IRCC is one of many stakeholders who seek to improve newcomer labour market outcomes.

Other federal departments, such as Employment and Social Development Canada, and provincial and territorial governments also facilitate newcomer economic integration by providing services to help them gain employment.

IRCC-funded ERS include both **shorter** and **longer-term** services:

work placements, mentorship, licensure/certification preparation, networking opportunities, job search skills and matching services and employment counselling.



The ERS Gamila Khaled received helped her secure an unpaid work placement at a local bakery, which helped her gain work experience in Canada.

The majority of clients said services helped them acquire knowledge, skills and connections to prepare for the Canadian labour market.¹

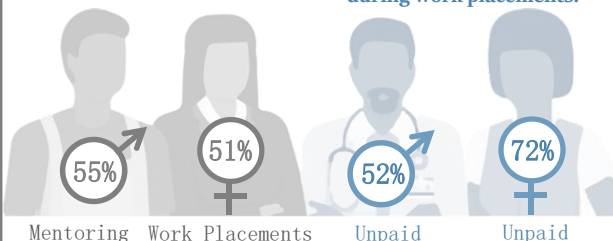


ERS had positive effects beyond employment outcomes, including improved language skills.²

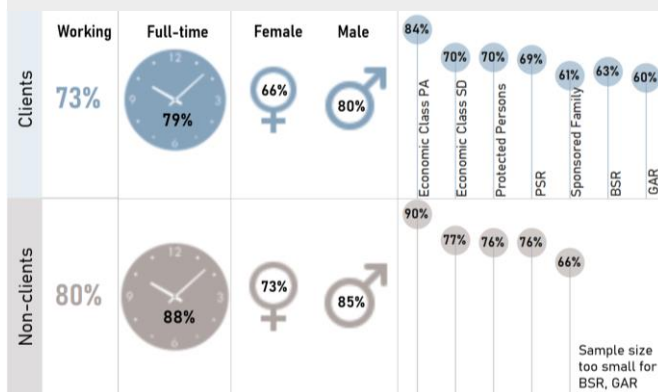
Most ERS clients received shorter-term services.¹



Women were more likely to receive work placements than mentoring.³ But were less likely to get paid during work placements.³

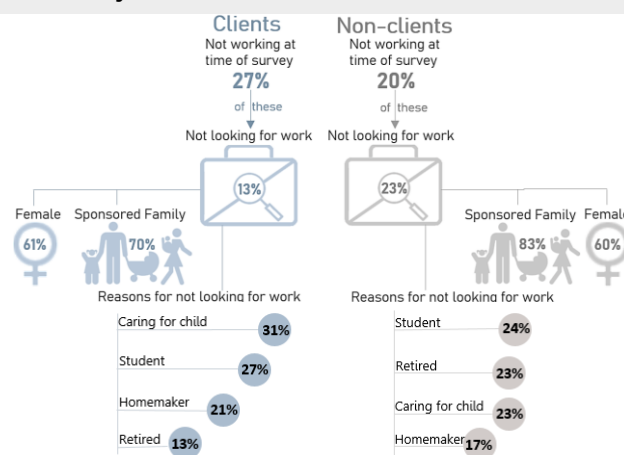


The majority of newcomers directly participate in the Canadian labour market.¹



Among those not working: **45% of clients** and **35% of non-clients** said they are looking for work or starting work soon.

Many of those who weren't working contribute in other ways.¹



Further study

Additional research is required to better understand why ERS impact outcomes beyond employment and how ERS could potentially be leveraged to further bolster those impacts.

Data Sources: ¹Newcomer Outcomes Survey (2018 and 2019), ²Evaluation of the Settlement Program, ³iCARE

COMMUNITY CONNECTIONS (CC)

Helping connect newcomers and create welcoming communities



Newcomer connection and participation in communities signals that they are moving forward on the path to integration and that their new communities are creating space for these contributions.

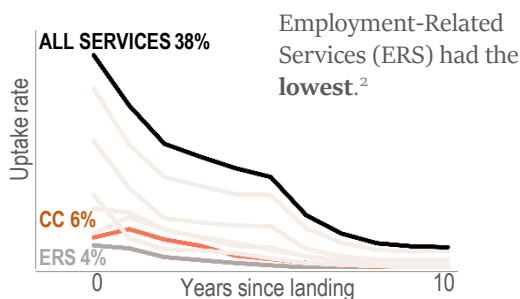
CC brings together newcomers and long-time Canadians, Indigenous peoples and settled immigrants with the aim of creating welcoming communities that enhance belonging, promote social cohesion and employment readiness, and provide opportunities for informal language learning.



For the purpose of measuring civic outcomes for newcomers, IRCC uses questions designed and tested by Statistics Canada as proxy measurements, such as confidence in public institutions and sense of belonging.

Although CC includes a broad range of services aimed at helping newcomers connect with their communities, they are not widely used.

CC services had the **second lowest** uptake rate of any settlement service among clients.



Newcomers report that SPOs helped them connect within their communities.

61% Services I received from organization(s) helped me meet people I consider my close friends.¹

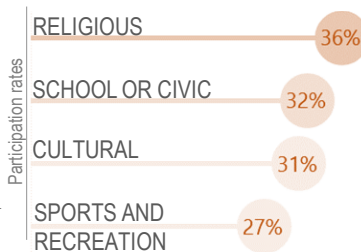
70% All types of services I received from organization(s) gave me information that helped me choose which groups/organizations/associations to participate in.¹



CC services provided the Li family with opportunities to practise their language skills, network with established immigrants, and take part in community events.

Many newcomers are engaging in community activities.

Clients and non-clients had nearly identical participation rates, with **almost half** of respondents engaging in groups, organizations or associations in Canada in the 12 months preceding the survey.¹



Participation through volunteering

More **clients** than **non-clients** indicated they had volunteered in the 12 months preceding the survey.¹

Newcomers feel that they belong and are welcomed in Canada.

Confidence in institutions



90% of newcomers (both clients and non-clients) indicated that they had confidence in Canadian institutions such as the courts, healthcare, social security, the police and the Government of Canada.¹

Welcoming communities and sense of belonging

92% of newcomers agreed their community was **welcoming** to newcomers.¹



90% of newcomers had a strong sense of **belonging** to Canada, **83%** their province, and **81%** to their community.¹

Data Sources: ¹Newcomer Outcomes Survey (2018 and 2019), ²iCARE and GCMS

Challenges and Opportunities

Challenges and opportunities are two sides of the same coin. They represent the facts we know, the barriers and obstacles for successful newcomer settlement that we have identified, as well as our own limitations in providing settlement services. They also represent knowledge that can be acted upon, enabling us to focus our enquiries, so that we can delve deeper into certain areas, build further understanding about newcomer integration, and inform Settlement Program policy.

Needs of Youth

A report by the Joint Centre of Excellence for Research on Immigration and Settlement (CERIS) found that newcomer youth aged 16-20 face particular barriers to settlement and integration related to language fluency, culture shock, intergenerational conflict, and school integration. The report also identified challenges for newcomer youth seeking to overcome these barriers through settlement services because they are not young enough to be part of family mediated services, but not old enough to participate in adult oriented services.²³ Although newcomers are not eligible to receive language training (LT) until they are of school-leaving age, IRCC does fund some services that are specifically targeted to newcomer youth. However, it is not currently possible to determine how well their needs are being met since outcomes information on the effect of these services on youth is largely unavailable. Further study of the individual settlement needs of newcomer youth, their service usage and their outcomes, could provide important information to help reduce the integration barriers faced by this group.

Newcomers that aren't being served by IRCC and why

Several studies have revealed that many newcomers are not aware of the services that are available and that this is particularly true of those experiencing conditions of vulnerability.²⁴ Further study could help identify specific sub-populations of newcomers who are currently being under-served. The recent increase in virtual service delivery could provide settlement organizations with the opportunity to offer some services outside of normal working hours and to a potentially wider audience of newcomers, both of which could address barriers noted by survey respondents, provided there is sensitivity to those who lack digital literacy and tools.

²³ Anisef, P. & Kilbride, K.M. (2008). *The Needs of Newcomer Youth and Emerging "Best Practices" to Meet Those Needs*. [http://ceris.ca/wp-content/uploads/virtual-library/Anisef et al 2000.pdf](http://ceris.ca/wp-content/uploads/virtual-library/Anisef_et_al_2000.pdf)

²⁴ IRCC internal documentation

The effectiveness of Case-management and Family-based assessments

Research shows that, just as settlement itself is experienced at a family level, a family approach to the provision of settlement services may be beneficial.²⁵ When settlement organizations conduct family-based assessments, it enables the coordination of settlement services and personalized and comprehensive assessments, as well as follow-up sessions to track settlement progress. Clients receiving case management can include Resettled Refugees, particularly GARs, as well as other clients facing significant barriers. Comparing the outcomes for clients receiving case management services and family-based assessments with those who do not will help to clarify the impact of targeted programming and inform future service design.

The needs of newcomers with low literacy and language skills

Data show that refugees and parents and grandparents take significantly more training hours to improve their official language.²⁶ As resettled refugees and Family Class immigrants are the largest users of LT, but also require the most time to be successful, this can create a significant impact on limited training resources. The Evaluation of the Settlement Program suggested that further study is needed to examine the needs, motivations and objectives of language learners, as well as the effectiveness of different LT delivery models (in-person, online, or blended) and course design features (such as combined language/employment interventions or the use of multilevel classes) used by settlement organizations. Some of this work was recently completed in the Evaluation of the IRCC-Funded Language Training Program, while some questions remain. Additional evidence regarding the effectiveness of LT programs delivered by provinces/territories and other players including the private sector, will give a more complete view of how outcomes for newcomers can be improved in this area. Work has already begun on service mapping with the Province of Ontario in order to identify efficiencies in service delivery across service offerings, and to improve outcomes for language learners.

Employment outcomes of newcomers

A key challenge faced by newcomers is that qualifications obtained abroad may not be recognized in Canada. Newcomers do less well economically in Canada when they are faced with challenges in the timely recognition of foreign qualifications as this may lead them to be unemployed, or employed in jobs that are not commensurate with their skills, education and experience. That being said, challenges related to accessing the Canadian labour market extend

²⁵ Dargy, Tania. (2018). Serving Immigrant Families: Using Knowledge Translation to Inform a Family Approach in the Settlement Sector. https://www.ryerson.ca/content/dam/centre-for-immigration-and-settlement/RCIS/publications/workingpapers/2018_1_Dargy_Tania_Serving_Immigrant_Families_Using_Knowledge_Translation_to_Inf orm_a_Family_Approach_in_the_Settlement_Sector.pdf

²⁶ de Chardon, C. (2019). *An Overview of R&E's Presentations and Related Research*. Presentation at the Canadian Economics Association Conference.

beyond credential recognition in regulated professions, and include a lack of or difficulty obtaining Canadian work experience and a perceived employer bias against hiring immigrants.²⁷ Additional work is required to better understand what types of interventions work best for which client groups.

There are a number of different stakeholders, including provinces/territories and other federal government departments, working to prepare newcomers for employment in Canada and to support their access to the labour market; for instance, as the lead on foreign credential recognition, Employment and Social Development Canada plays a significant role in this area. Recognizing that efforts are made among many partners to ensure that labour market services and supports are complementary, further understanding the full scope of employment supports available to newcomers will help IRCC, the provinces and territories, and other federal departments best utilize funding to fill service gaps.

Factors that contribute to retention

Retention of newcomers within their chosen communities, including how this is affected by newcomers' settlement experiences, has increasingly been a topic of interest for IRCC and the provinces/territories alike. Research suggests that while "labour market conditions are a determinant of interprovincial/territorial mobility,"²⁸ social factors such as a strong sense of belonging or community involvement are also important for newcomers. Further research is required to examine how a newcomer's settlement journey influences retention and can strengthen and clarify linkages between federal and provincial/territorial immigration and settlement programs.

Where We Go Next

The work done to produce the Settlement Outcomes Report has identified a number of gaps and barriers to newcomer outcomes that require further investigation. There is an opportunity to dive deeper into the data to answer some critical questions: How are Francophone newcomers doing in particular? Just how much do gender and race impact newcomer outcomes? What are the differences in outcomes between those who settle in cities and those who settle in smaller centres, and what makes their outcomes different? Do newcomers who transition from temporary to permanent resident status do better than other newcomers? What services do they use after they become permanent residents? These questions and more will be

²⁷ Employment and Social Development Canada (ESDC). (2015). *Panel on Employment Challenges of New Canadians: Summary of the Panel's Online Consultation*. <https://www.canada.ca/en/employment-social-development/programs/foreign-credential-recognition/consultations/emp-challenges.html>

²⁸ Zhang, H., Zhong, J., & Lee, R. (2018). *Research Insights in Settlement Services: Uptake, Mobility of Clients, and Service Outcomes*. Research Matters presentation.

the focus of upcoming interim publications by IRCC, to supplement the larger Settlement Outcomes Reports.

IRCC is in the initial stages of better understanding newcomers' racial backgrounds and what racialized newcomers (both client and non-clients) self-report as their experiences with settlement and integration. The 2020 wave of the Newcomer Outcome Survey will, for the first time, capture anonymized data on race, allowing for disaggregated analysis and future reporting to support program design that may better counteract the specific forms of racism encountered by diverse populations of newcomers.

Before the next edition of the Settlement Outcomes Report, there are fundamental lines of inquiry that will be pursued:



One will be to better understand the extent to which a change in newcomer outcomes is due to an IRCC-funded settlement service, another settlement service, or no service at all.

Establishing attribution is paramount to understanding how IRCC and the settlement sector can best use their resources and leverage those of their partners to improve the outcomes of all newcomers. This includes better understanding the role and impact of each player in the settlement and integration landscape, in order to work in close partnership and develop stronger synergies between everyone involved.



Another will be to determine which services are having the greatest impact for which clients at what cost. In understanding the Settlement Program's **value-for-money**, IRCC and settlement organizations will be better equipped to identify and implement the most effective delivery models at the right time in a newcomer's integration journey.



Finally, we will look at IRCC's **definition of success**, and determine how success might look different for particular groups of newcomers. Refining our definition of success will help us better measure the success of federal programming, inform any course corrections that might be needed, and help everyone - from the newcomer to the community in which they settle - better respond to events that impact settlement and integration, such as a global pandemic, by providing a more flexible measure of success.

Future editions of the Settlement Outcomes Report, along with additional interim releases on particular topics will build upon the foundation established by this first report and will provide greater breadth and depth to our understanding of the challenges newcomers face in settling in Canada, how IRCC services can help clients overcome these challenges, and how newcomers' successes contribute to the success of Canada as a whole. Just as successful settlement and integration requires support and partnership from all levels of government, civil society, and the private and public spheres, so will the work on newcomer outcomes. Everyone involved in settlement and integration can and will learn from one another and work together to deepen our understanding of newcomer outcomes, and how best to help newcomers succeed. As we move toward COVID-19 recovery, building stronger, more diverse and vibrant communities, we

will use this work to inform settlement programming across the sector and to build stronger networks between federal, provincial/territorial and other settlement service provider organizations, in order to ensure better outcomes for newcomers and for Canada.