

On the Ground

Insights from the 2022-23 Annual Report on Project Implementation and Outcomes (ARPIO)

Q: What is the ARPIO?

A mandatory report completed for each direct service contribution agreement at the end of every fiscal year.

Q: Why is it important?

It is an opportunity for all funded organizations to tell IRCC what they are seeing on the ground, challenges they face, and how they have adapted to meet those challenges. Insights gained provide key context to the story of how SPOs contribute to client outcomes.



In 2022-23: 619 ARPIOs submitted

Key Takeaways

There are **capacity challenges** at SPOs, but **organizations are rising to meet these challenges**.

Most organizations reported **new practices**, especially related to **partnerships and languages**.

Volunteers are central to service delivery in many projects, but there are **challenges involved in maintaining volunteer resource levels**.

Organizations are **supporting the Francophone Integration Pathway**, but there is **room for improvement in partnership development** between Francophone and other service providers.

Majority of projects **rely on partnerships to support service delivery and awareness-raising**.

IRCC funded organizations continue to adapt

58% - New or strengthened partnerships

28% - New service language(s)

26% - New flexibility in service offerings

25% - New events

25% - New training for staff

24% - New use of technology

96%

of projects identified at least one new/innovative practice to improve the delivery of settlement services.

Partnerships and volunteers are key to service delivery

98%

Of agreements report that their project relied on partner(s) to support delivery of settlement services.



Top responses:

- 1) Other IRCC-funded SPOs
- 2) Public Institutions
- 3) Charitable/Community

65%

...of organizations recruited volunteers to help with service delivery. Of these, 85% said that volunteer involvement was essential to service delivery.

85%

There is room for improvement to better involve important populations and improve service design



38% of non-Francophone organizations reported that they had not yet developed partnerships with Francophone service providers offering settlement services.

There is more engagement with Indigenous groups than actual delivery of programming with Indigenous components.



Organizations indicated some GBA Plus capacity, but limited resources and understanding have restricted its useful implementation.

