Settlement Program Core Data Sources

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Immigration, Refugees and Citizenship Canada
Immigration, Réfugiés et Citoyenneté Canada

Canada

iCARE - Immigration Contribution Agreement Reporting Environment

Q: WHAT IS iCARE?

A: iCARE is a data entry system that collects key characteristics of services used by clients of the Settlement and Resettlement Programs, including Pre-Arrival. The data is entered by Service Provider Organizations (SPOs) and they are required to report monthly as per their Contribution Agreement with IRCC. iCARE has been used to collect Settlement Program data since 2013 and Resettlement Program data since 2014.

SPOs can enter iCARE data directly during or after each service, or in bulk on a monthly basis. iCARE also accepts uploads from a SPO's internal system to reduce data entry burden.

In 2022/23, ~75% of client records were bulk uploaded.

Q: WHAT DOES iCARE TELL IRCC?

A: For each service a client receives, SPOs use iCARE to provide IRCC with:

- Client identifier
- Service type
- Location
- Use of support services
- Service dates
- Topics covered
- Service format (e.g., online, in-person)

Language Training SPOs also tell IRCC details like Canadian Language Benchmark (CLB) levels and attendance.

Using the Unique Client Identifier (UCI) of the client, IRCC is able to capture the client's immigration category, gender, age, country of birth, and other important information by linking to other IRCC data.

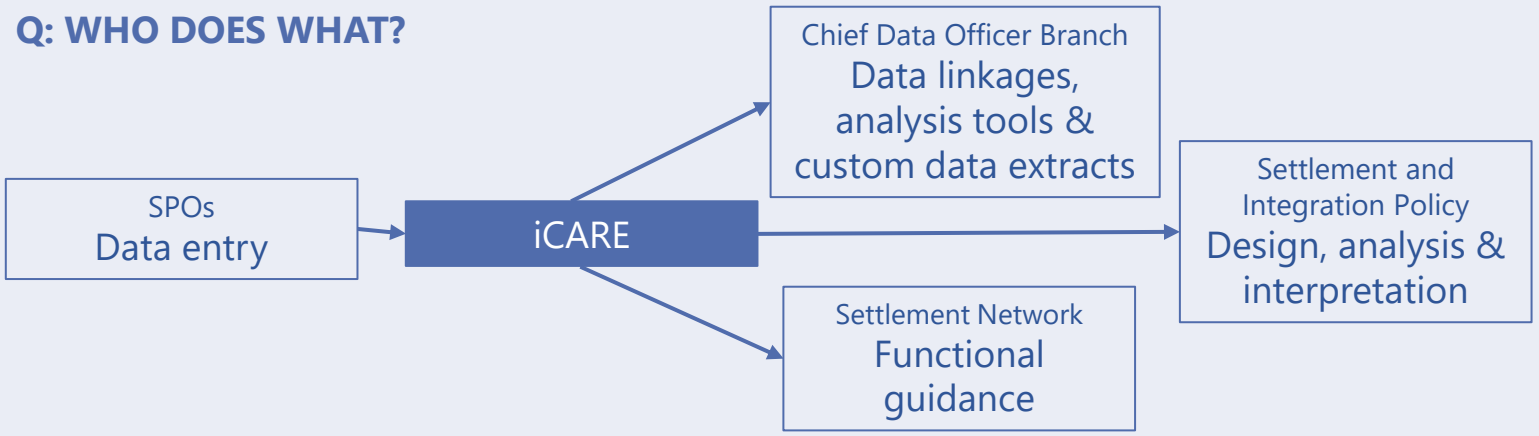
Q: HOW HAS iCARE EVOLVED?

A: iCARE changes to reflect Settlement and Resettlement Program policy and operational needs, and always aims to minimize the reporting burden on SPOs, while still providing IRCC with the data required to tell the story of the Settlement Program and its clients.

Recent examples of changes include:

- Updated service delivery format to capture the shift to online service delivery during the pandemic
- Adjustment of employment workshops to be more accurately captured
- Addition of fields for certain SPOs taking part in a pilot project

Q: WHO DOES WHAT?



In 2023/24, iCARE recorded:

4.66 million services

provided to:

708,000 clients

by:

481 SPOs

NOS - Newcomer Outcomes Survey

Q: WHAT IS THE NOS?

A: The NOS is an annual survey of newcomers to Canada that collects settlement outcomes information from both clients and non-clients of IRCC's Settlement Program. Each year, the survey is sent to all newcomers who became permanent residents in specific years. Two year's of survey data is combined to provide a response set from newcomers across eight landing years.

In 2022 and 2023, the NOS was sent to ~2.1 million newcomers who became permanent residents between 2015-2022, were 18 or over at the time of the survey, and had a valid email address.

Q: WHAT DOES THE NOS TELL IRCC?

A: Designed in collaboration with Statistics Canada, questions collect information specifically to measure the Settlement Program's immediate (knowledge gains), intermediate (behaviour changes), and long-term (integration) outcomes, as well as outcomes of the Resettlement Program.
Sections include:

Life in Canada

Official Languages

Working in Canada

Social Engagement

Barriers, Awareness, and Impact

Additional demographic questions

Responses are linked to IRCC's administrative and settlement service data to get a full picture of a respondent's demographics and Settlement Program use.

Q: HOW HAS THE NOS EVOLVED?

A: IRCC consults annually on the questions asked in the NOS to ensure it meets evolving information needs. The following questions have been added over time:

- Optional disclosure of gender, 2SLGBTQI+ status, disability, household income, and number of children by age group (2022)
- City or community of residence (2020)
- Optional identification of racial or ethnic group (2020)
- Full-time or part-time status of employed respondents (2019)
- Reasons why non-employed respondents are not working (2019)

Q: WHO DOES WHAT?

All respondents:
Awareness of IRCC services, comparison of knowledge at time of admission and at time of response, behavioural questions.

Refugees resettled in the most recent year: experiences resettling in Canada

Clients of the Settlement Program: impact of services, challenges in accessing services

NOS

Chief Data Officer Branch
Provides IRCC administrative data sendout and analysis

Settlement and Integration Policy
Design, implementation, analysis & interpretation

In 2022 and 2023, a total of 153,247 responses were received:

Client 40%	Non-Client 60%

The demographics* of NOS respondents generally align with those of both the newcomer and client populations (+/- 5%).

**Demographics examined: age, gender, immigration category, family status, landing year, official language, level of education.*

- Proportions of those aged 35-64, Economic Principal Applicants & those with university or higher education are *slightly higher* in NOS respondents.
- Proportions of those aged 18-34, with secondary or less education & speaking neither official language are *slightly lower* in the respondent population.

YEAR-END REPORTS

Q: WHAT ARE THE ARPIO[1], R-ARPIO, APRCP, RARPC, AND ARUO?

A: These are year-end reports filled out by SPOs delivering direct settlement services (ARPIO), direct resettlement services (R-ARPIO), Local Immigration Partnerships (APRCP), Réseaux d'immigration francophone (RARPC), and umbrella organizations (ARUO). The reports provide an equitable opportunity to hear from SPOs across the country on similar issues. Analysis of responses helps flesh out the SPO's point of view in the larger Settlement Program narrative and results story, and helps identify service delivery challenges and promising practices.

To expedite data collection and analysis, these reports were transitioned out of iCARE and into an online survey format (2021/22 for the ARPIO and 2022/23 for the APRCP).

Q: WHAT DO THESE REPORTS TELL IRCC?

A: These reports allow SPOs to describe issues and successes experienced over the fiscal year, and provide a rich source of qualitative information. Although the two reports are for different kinds of Contribution Agreements, they collect similar kinds of information:

DIRECT

- Service Locations
- Wins & challenges in outcome achievement

BOTH

- Partnerships
- Success Stories
- Challenges & Innovation
- Delivery Details

INDIRECT

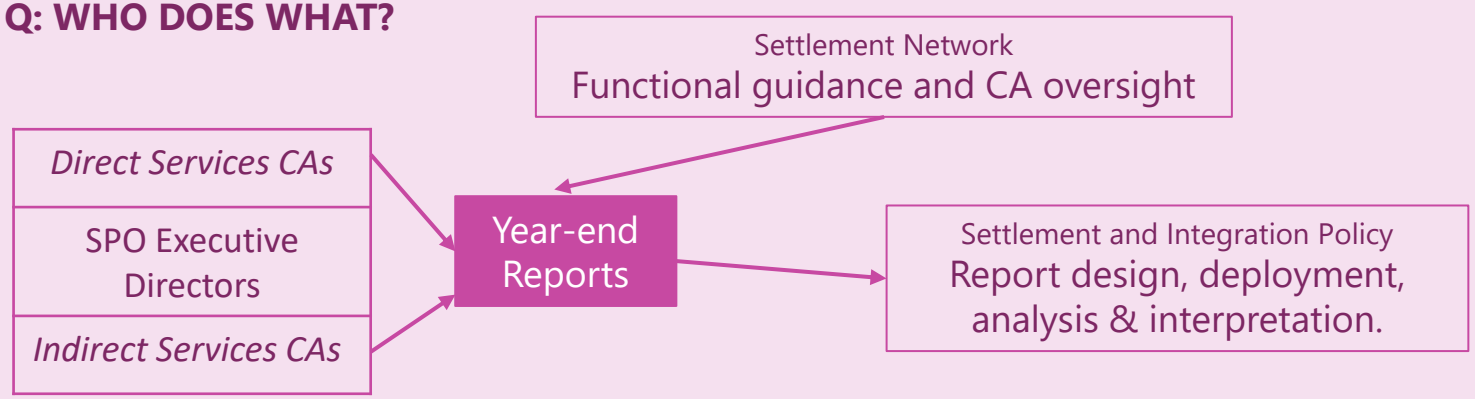
- Community Impacts

Q: HOW HAVE THESE REPORTS EVOLVED?

A: Annual consultations are held to determine what information is needed from SPOs in a given year. For example, in 2022/23, questions were added to obtain more information on specific services offered and support for equity, diversity, and inclusion.

In 2023/24, additional types of year-end reports were developed to collect information specifically from providers of direct resettlement services (R-ARPIO), Réseaux d'immigration francophone (RARPC), and umbrella organizations (ARUO).

Q: WHO DOES WHAT?



ARPIO = Annual Report on Project Implementation and Outcomes; **R-ARPIO** = Resettlement Annual Report on Project Implementation and Outcomes; **APRCP** = Annual Performance Reports for Community Partnerships; **RARPC** = Rapport Annuel Sur Le Rendement Des Partenariats Communautaires; **ARUO** = Annual Report on Umbrella Organizations

Year-end reporting results are robust since they collect information from the vast majority of funded organizations. For the 2023/24 reporting year, we received reports from:

96% of the 677 direct service CAs

99% of the 110 indirect service CAs

[1] *The ARPIO was previously the APPR (Annual Project Performance Report)*