THE ROLE OF NON-STATE ACTORS: SETTLEMENT AGENCIES OF THE FUTURE

Chris Friesen, Director – Settlement Services, ISSofBC

June 26, 2019
We would like to begin by acknowledging that the land on which we gather belong to the Algonquin nation. These territories, comprising the Kichi Sibi (Ottawa River) watershed, and including all of Canada’s national capital region, were never surrendered or ceded by the Algonquin nation.
Hi, I am a recent refugee claimant. Can you help me with my employment authorization?
Hi, I am a recent refugee claimant. Can you help me with my employment authorization?
Context:
Immigrant and refugee settlement is a complex and diverse process.
Many organizations, government agencies and other funders impact newcomer settlement processes and create and maintain their own specific data sets.
A holistic and process oriented view with the ability to optimize and improve the total system is not easily available.

Proposition:
Leverage technology to improve the process and settlement outcomes of Immigrants and Refugees in Canada.
What is data process mining?

Application of specialized data mining algorithms to:
- unique identifier
- date/time stamp
- activity
to visualize the process as it really happens.

th.inc and ISSofBC-led pilot

- Analyze quantitative and qualitative outcomes to de-identified iCARE data (5 year data cube) to:
  - Better understand:
    - the impact of programs, approaches and agencies,
    - the status of any groups of clients, and
    - how changes in policies, programs or interventions impact newcomers.
  - Identify:
    - the most effective sequence of interventions for different client groups
    - individual client issues as they are emerging
  - Monitor and plan performance
If you only knew the power of the dark side.