



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada



Citizenship and Immigration Canada

CIC Summit
Presentation:
Settlement Programs
in Alberta



Canada



Presentation Outline

Introduction

- Settlement Funding Cycle
- The Four Pillars of Integration

Settlement Services in Alberta

- Settlement Services: Who is using them?
- Trends In Usage And Funding
- Results From Annual Project Performance Report (APPR)

National Perspective

- A Strategic Approach to Settlement Programming
- Looking Forward
- Next Steps



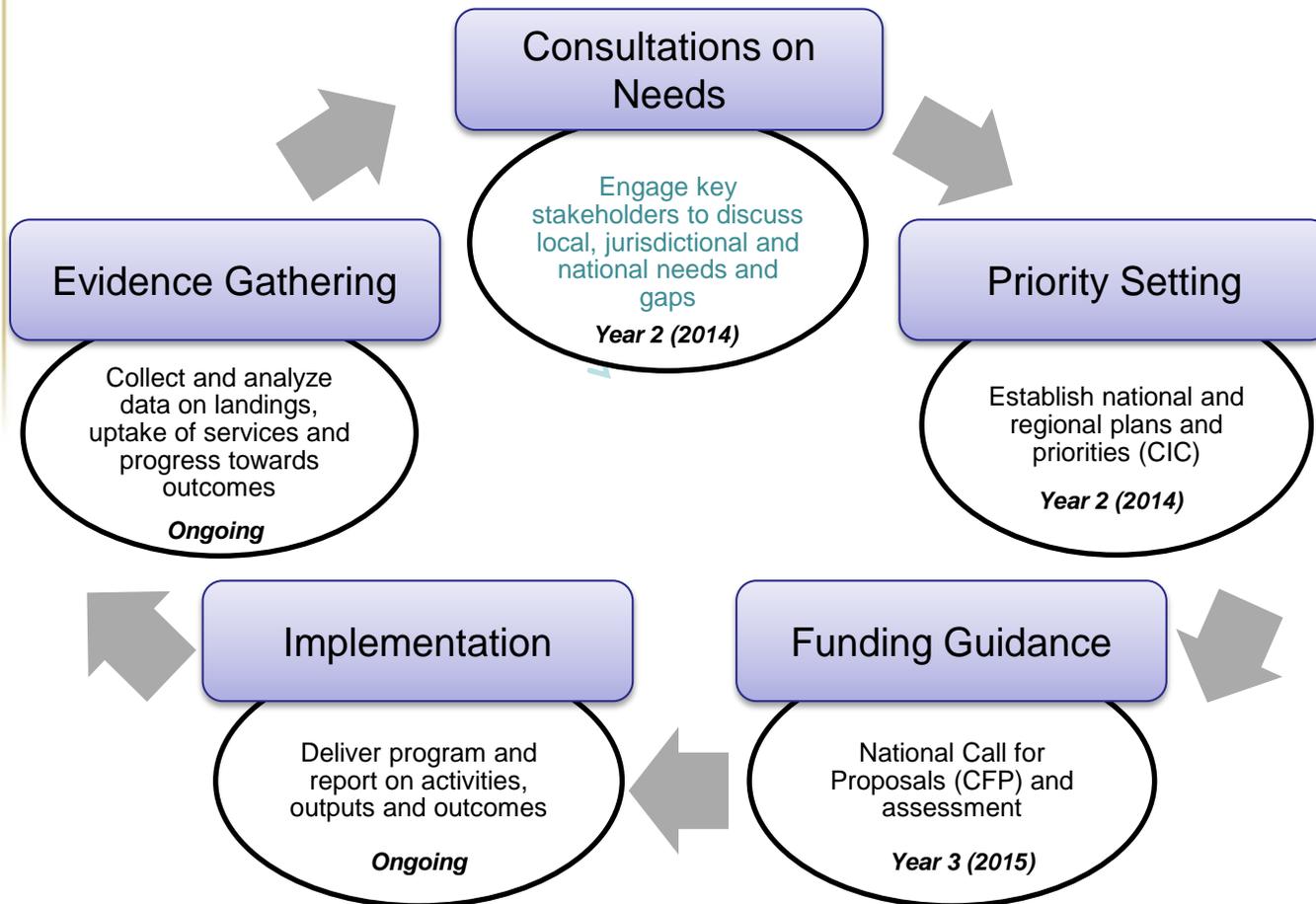


Priority Funding Cycle

- CIC recognizes the need to have a responsive and comprehensive Settlement program, to ensure that newcomers integrate into Canadian society and the labour market quickly.
- In order to make better informed decisions regarding funding priorities, CIC is using both existing and new means of information gathering.
- Summits are a new way to consult with established and new stakeholders; increase our knowledge and understanding of the needs and challenges in providing settlement services; and inform priority setting for the future.
- Summits fit within a larger, regular 3-year planning cycle associated with the National Call For Proposals (CFP) for Settlement Service funding.



New Priority-Setting Cycle





The Four Pillars of Integration

CIC has four pillars to Integration, which are the lenses by which we organize our work:

- Creating a welcoming society;
- Language needs of new immigrants;
- Labour market participation; and
- Other core settlement services.





Settlement Services in Alberta

The next several slides address specific settlement service in Alberta, in particular:

- Trends in usage, immigrant populations, funding allocation;
- Who is using what services; and
- Information from the Annual Project Performance Report

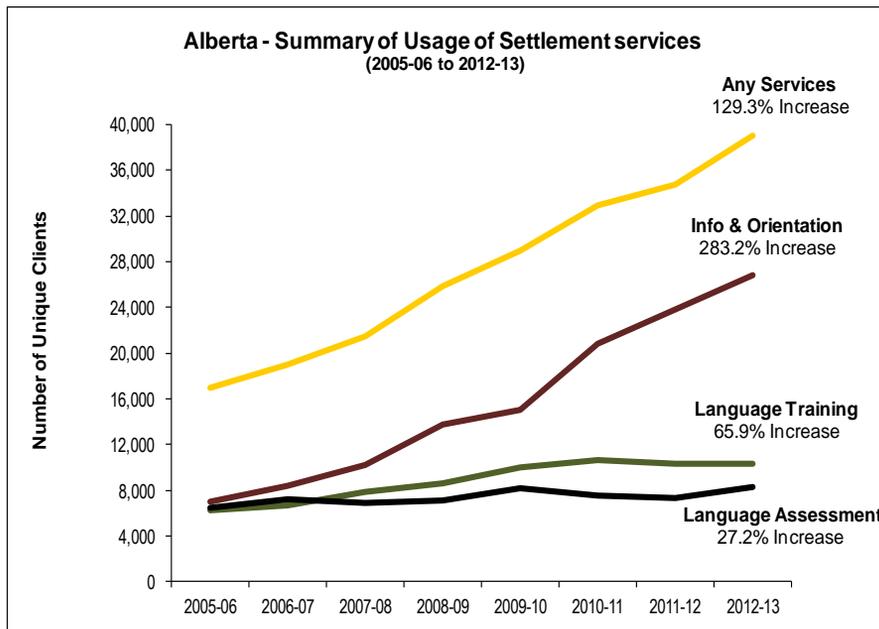




Alberta at a glance

Net Allocations

2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
\$15,760,979	\$27,525,307	\$32,435,900	\$48,433,209	\$58,536,986	\$60,048,771	\$64,071,989	\$74,978,539	\$79,543,287	\$85,878,007



- In 2014-15, the level of federal funding for settlement services in the province reached \$85.9M; more than 5 times the 2005-06 level.
- In 2012-13, almost 40,000 clients used at least one settlement service.
- This represented more than 2 times the number of clients who used federal settlement services in 2005-06.



Permanent Residents by Category – 2012 and 2013

Number of Permanent Residents in Alberta

2005	19,405
2006	20,716
2007	20,860
2008	24,201
2009	27,017
2010	32,650
2011	30,961
2012	36,095
2013	36,640

- In the last few years, the number of permanent resident in Alberta substantially increased.
- Preliminary data for 2013 shows that there were 36,640 permanents residents in Alberta, almost 2 times the number of permanent residents in 2005.
- Most of permanent residents are from the economic class, which includes provincial nominees. In recent years, provincial nominees in Alberta represent between 20% and 25% of all provincial nominees across Canada.

Permanent Residents by Category	2012		2013	
	Number	%	Number	%
Family class	8,435	23.4%	10,425	28.5%
Economic immigrants	24,575	68.1%	22,645	61.8%
Refugees <small>(includes GARs)</small>	2,250	6.2%	2,750	7.5%
Other immigrants	830	2.3%	815	2.2%
Total	36,095	100.0%	36,640	100.0%

Government-Assisted Refugees	720	N/A	780	N/A
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Usage of Settlement Services

Data for 2013-14

- iCARE is very new and 2013-14 is a transition year. Some iCARE modules were launched at the end of the fiscal year so it is difficult to get aggregate data for all services by province.
- To preserve the integrity of the data, we are presenting the 2012-13 figures and the 2013-14 iCARE figures that are complete at this time. Starting in 2014-15, we will be able to present the analysis by province.

2012-2013		
Type of services	Usage of Settlement Services <small>(outside Quebec, Manitoba and British-Columbia)</small>	Alberta
Unique clients used at least one settlement service	205,869 44.6% from the economic class 26.1% from the family class 22.0% were refugees	39,023 51.7% from the economic class 20.3% from the family class 22.2% were refugees
Unique clients were enrolled in language training	59,388 38.3% from the economic class 34.2% from the family class 23.8% were refugees	10,312 34.5% from the economic class 34.8% from the family class 27.9% were refugees
Unique clients received information and orientation services	147,897 44.3% from the economic class 23.7% from the family class 23.7% were refugees	26,837 56.0% from the economic class 14.8% from the family class 23.0% were refugees

What is available for 2013-14

- In 2013-14, across the country (outside Quebec and BC) more than **260,000 permanent residents** used at least one settlement service.

Usage of Settlement Services	Number of Unique Clients	Number of Services	Number of clients who used support services
Needs Assessment and Referrals	20,945	32,830	9,814
Language Assessment	10,382	10,247	N/A
Language Training	15,195	36,854	N/A
Information and Orientation Services	31,082	88,534	10,526
Employment-Related Services - Total Count	6,606	25,746	341





General Information on Projects as Reported by Service Providers

- In 2013-14, CIC received 538 annual project performance reports (APPRs), representing 529 contribution agreements (CAs), from service provider organizations (SPOs) across Canada. Of these, 114 APPRs were held by Alberta SPOs.
- Most projects provided multiple components of the settlement program.

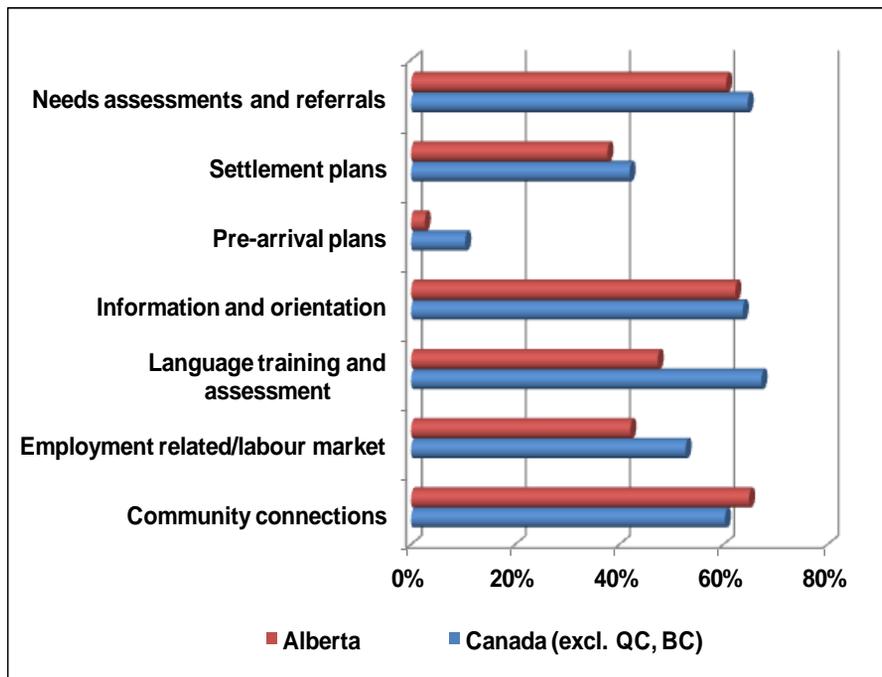
In Alberta...

The community connections component was the most frequently provided; it was included in almost 65% of the projects.

On the other hand, it appears that the development of settlement plans, as a project component, was less prevalent in projects in Alberta. It was included in approximately 38% of the projects.

There was a significant proportion of projects that included information and orientation. This was almost as important as the community connections.

It is worth noting that the language component was less prevalent than the national figure. This is probably related to the arrangement between CIC and Alberta for language training.





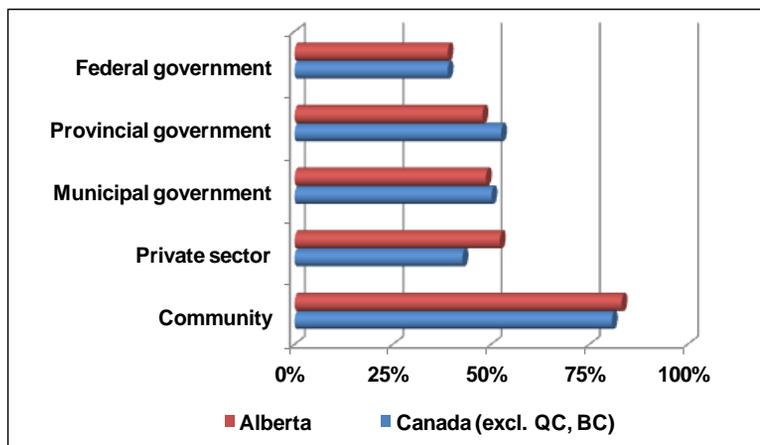
Resources for Projects

Over 95% of projects in Alberta were supported by partnerships.

The most commonly identified project partner was the community, followed by the private sector.

Partners' contributions facilitated project delivery by:

- Mutual client referrals;
- Providing guest speakers, facilitating workshops and information sessions;
- Sharing information, providing knowledge and expertise to SPO staff;
- Providing training/meeting space, door prizes, clothing and other in-kind supports;
- Supporting the development of clients' employment skills (e.g. participating in mock interviews, providing work placements).



In addition to partners' contributions, volunteers supported projects in many ways, for example by:

- Helping with the language development of clients;
- Providing assistance for clients' learning needs;
- Assisting clients' professional development;
- Forming partnerships in the community.





Enabling Factors and Promising Practices

SPOs in Alberta, as in many other provinces, report overlap between enabling factors and promising practices. The most common ones include:

- Leveraging partnerships with community organizations, such as employment services, educational facilities, and multicultural councils.
- Raising awareness about available services among potential partners and clients.
- Providing targeted training opportunities for clients, such as:
 - Language skills (e.g. ESL);
 - Employment skills (e.g. writing resumes); and
 - Life skills (e.g. parenting, knowledge of Canadian culture).
- Hiring and retaining well trained multi-lingual staff members, who are typically better able to:
 - Serve clients in a culturally sensitive manner; and
 - Develop and or administer more adapted and *innovative curricula* to correspond to specific learning needs, identified through needs assessments.
- Delivering holistic and blended services to clients (i.e., one-stop shop) to correspond to identified demands;
- Reaching multi-barriered populations, such as women, youth and seniors by providing classes based on these peer groups or through home visits, etc.



Clients Needs

- Analysis of the APPR revealed that newcomers in Alberta largely have the same needs and require the same services as other provinces.
- Notable differences in Alberta include:
 - The impact of a strong labour market on costs of living, and secondary migration from other provinces.
 - The impact of flooding in some areas on service provision and client demands

Language Training	<ul style="list-style-type: none"> • A wider range of class offerings (e.g. classes at higher CLB levels), availability of more classes overall to reduce waitlists and meet training demand • More opportunities to practice official language skills, conversations with native speakers of French and English • Workplace specific language training courses (e.g. job-specific terminology, workplace norms) • Longer class times per class, more classes a week
Employment	<ul style="list-style-type: none"> • Assistance with job search • Access to employment counselling and information about the Canadian workplace • Assistance with credentials, qualifications, licensure, and support finding employment in the same or similar profession
Support services	<ul style="list-style-type: none"> • Transportation assistance • Affordable child care options
Housing	<ul style="list-style-type: none"> • Access to affordable housing options
Community Services, Social Networks	<ul style="list-style-type: none"> • Awareness of, and access to community services • Activities to reduce social isolation, development of support networks in community
Peer Specific Activities (Youth)	<ul style="list-style-type: none"> • Employment services tailored to youth • Access to extracurricular activities and academic supports
Parenting supports	<ul style="list-style-type: none"> • Awareness of parental rights and responsibilities • Assistance navigating primary and secondary school systems

Moving Toward A More Strategic Approach to Settlement

The Past...

"Patchwork quilt" approach to programming

Continuous Intake for proposals

FPT meetings

Academic and Applied Research

Individual Program and Pilot Evaluations/Review



The Present...

Comprehensive Cycle of Continuous Improvement

National CFP 3 year cycle (including NSC and Summits)

Nationally comparable services with regionally specific interventions

Review of iCARE data and APPR

Results of Service Provider Surveys

Assessment of national and regional immigration trends

Multilateral Agreements with Provinces/Territories

LIPs, RiFs, IECs

Deepened Collaboration with FPT Partners (Pan-Canadian Helping Immigrants Succeed Action Plan, Pan Canadian Framework for the Assessment and Recognition of Foreign Qualifications, National Settlement Council)





Current Priorities

CFP 2012 Objective: To establish comparable services across Canada and enhance program standards.

- Newcomers have access to direct services:
 - Welcome to Canada
 - Standardized needs assessments and settlement plans
 - Living in Canada Tool
 - Portfolio-Based Language Assessment (PBLA) and Tutela.ca
 - Job-search workshops, job-bridging programs and mentoring
 - Care for Newcomer Children
 - The settlement sector and broader community are supported:
 - Expansion of LIP model across the country
 - Collaboration with settlement sector to explore staff training and engagement
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Focus on the Future : Settlement Reform

- Collaborative Approaches: Integrate collaborative and consultative practices into programming and engage partners and stakeholders early and often.
 - Employer engagement;
 - Community Partnership Planning;
 - FPT Language Strategy; and
 - FPT Action Plan
- Innovation Agenda: Seek to create new partnerships within the private and public sector, leverage new resources for integration and support broader engagement.
 - Social Innovation;
 - Use of Technology; and
 - Online Community of Practice
- Labour Market Focus in all areas of programming and all segments of the newcomer population.
 - Pre-arrival expansion and enhancement of services
 - Foreign Qualification Recognition (FQR)





Next Steps for Summit

- Discussions at this summit will be recorded by both the hosts and the CIC regional staff.
- Their reports will be shared with CIC, who will analyze the findings from each report and develop recommendations based on the reports.
- These recommendations will be reviewed as part of the national Call For Proposals (CFP) priority setting exercise, and used alongside other input (such as identified regional priorities, the Annual Project Performance Review, etc.) to finalize the priorities, guide funding decision, and advance CIC's programming.
- Once priorities are finalized, the national CFP will be ready to launch.

