Purpose

- To present highlights from the Evaluation of Pre-Arrival Settlement Services and discuss next steps for the Department.

Outline

- Evaluation Scope and Focus
- Overview of Pre-Arrival Services
- Characteristics of Pre-Arrival Clients
- Summary of Conclusions
- Recommendations
- Next Steps
Evaluation Scope and Focus

- To inform program delivery and IRCC Intake Process 2018
- Included pre-arrival settlement services provided to immigrants and refugees since 2015/16 (expansion)
  - Includes Quebec
- Focus:
  - Achievement of expected outcomes
  - Efficacy of delivery models (e.g., web-based vs in-person)
  - Uptake, achievement of targets and cost per client
  - Program management

**Expected Outcomes of Pre-Arrival Services**

- Clients receive appropriate information and services to address settlement needs
- Clients attain awareness of community and other resources to deal with settlement needs
- Clients gain knowledge of life in Canada, including laws, rights, and responsibilities
- Clients acquire knowledge, skills and connections related to the Canadian work
- Clients make informed decisions about life in Canada, enjoy rights and act on their responsibilities
- Clients participate in local labour markets, broader communities and social networks
Lines of Evidence and Approach

- Evaluation of Pre-Arrival Services comprised of several complementary components.
- Analysis cut across the various components to allow for a fuller description of program and client outcomes stories.

Pre-Arrival Results Story
Overview of Pre-Arrival Services – Evolution

- IRC begins funding Canadian Orientation Abroad (COA) for refugees
  (in countries where the International Organization for Migration is involved in refugee processing)

- 2001
  COA expanded to immigrants (Colombia, Egypt, Ethiopia, Ghana, Jordan, Kenya, Lebanon, Nepal, Pakistan, Philippines, Russia, Sri Lanka, Sudan and Turkey)

- 2005
  Canadian Immigration Integration Pilot (CIPI) begins* (China, India, Philippines)

- 2008
  IRC begins funding Active Engagement and Integration Project (AEIP)
  (South Korea, Taiwan)

- 2010
  CIPI* transferred to IRC (China, India, Philippines, United Kingdom + mobile sites)

- 2015
  Expansion to 27 service providers including both in-person and online services (Global online delivery with permanent in-person services in 15+ countries)

- 2017
  23 service providers currently funded

* CIPI initially funded by ESDC
** CIPI renamed as Canadian Immigrant Integration Program
Overview of Pre-Arrival Service – Profile of Projects

Legend:
- Francophone SPO
- Occupation-Specific SPO
- Regional-Specific SPO

Generalist

In-person

Online

Targeted
Characteristics of Pre-Arrival Service Clients

Socio-demographic characteristics of the 30,163 unique clients who received at least one pre-arrival service and admitted to Canada between April 2015 and August 2017

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Non-Refugees (n=19,726)</th>
<th>Refugees (n=10,437)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>54% male</td>
<td>52% male</td>
</tr>
<tr>
<td>Family Status</td>
<td>55% principal applicants</td>
<td>54% principal applicants</td>
</tr>
<tr>
<td>Age</td>
<td>76% between 25 and 44</td>
<td>66% between 25 and 44</td>
</tr>
<tr>
<td>Self-declared knowledge of official languages</td>
<td>87% English only</td>
<td>28% English only</td>
</tr>
<tr>
<td></td>
<td>4% French only</td>
<td>3% French only</td>
</tr>
<tr>
<td></td>
<td>2% English and French</td>
<td>0.2% English and French</td>
</tr>
<tr>
<td></td>
<td>6% Neither English or French</td>
<td>63% Neither English or French</td>
</tr>
<tr>
<td>Education Qualification</td>
<td>13% Secondary or Less</td>
<td>75% Secondary or Less</td>
</tr>
<tr>
<td></td>
<td>53% Bachelor or Masters</td>
<td>9% Bachelor or Masters</td>
</tr>
<tr>
<td>Country of Citizenship</td>
<td>42% Philippines</td>
<td>40% Syria</td>
</tr>
<tr>
<td></td>
<td>15% India</td>
<td>14% Iraq</td>
</tr>
<tr>
<td></td>
<td>15% China</td>
<td>14% Eritrea</td>
</tr>
<tr>
<td></td>
<td>5% Nigeria</td>
<td>9% Afghanistan</td>
</tr>
<tr>
<td></td>
<td>3% Pakistan</td>
<td>4% Democratic Republic of Congo</td>
</tr>
<tr>
<td>Intended Province of Destination</td>
<td>32% Ontario</td>
<td>44% Ontario</td>
</tr>
<tr>
<td></td>
<td>14% Alberta</td>
<td>15% Quebec</td>
</tr>
<tr>
<td></td>
<td>13% Quebec</td>
<td>12% Alberta</td>
</tr>
<tr>
<td>Pre-Arrival Services</td>
<td>97% Information and Orientation</td>
<td>100% Information and Orientation</td>
</tr>
<tr>
<td></td>
<td>83% Needs Assessment and Referral</td>
<td>2% Needs Assessment and Referral</td>
</tr>
<tr>
<td></td>
<td>30% Employment-Related</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12% Community Connections</td>
<td></td>
</tr>
</tbody>
</table>

This analysis excluded:
• those with Temporary Residence status in Canada at time of Confirmation of Permanent Residence
• protected persons in Canada
• those below 10 years old
Characteristics of Pre-Arrival Service Clients (continued)

- Half (50%) of the non-refugee clients received services in-person only, 34% received services online only and 16% received services both in-person and online.
  - Almost all refugees (98%) received in-person services only.

- A small portion (19%) of French-speaking non-refugee clients (161/853 clients) were served by one of the 4 Francophone pre-arrival service providers.
  - However, over 90% of clients indicating an official language preference for services in French were served either in French or in a non-official language.

- Most non-refugees received pre-arrival services from only one service provider (78%), while 14% received pre-arrival services from 2 service providers and 8% received services from 3+.
  - Refugees received only Canadian Orientation Abroad (COA) delivered by the International Organization for Migration.

- Non-refugee pre-arrival clients begin taking pre-arrival services at different times:
  - With just over half (39%) taking services between 1-4 weeks before admission.
Summary of Conclusions

- Pre-arrival services are needed and have been effective at providing newcomers with key knowledge, information and referrals that have helped them prepare for their settlement before departing for Canada.

- **Non-refugee** clients felt more prepared for the trip to Canada and had greater awareness about life in Canada (e.g., understanding rights, freedoms and responsibilities) than non-clients.
  - As a result of taking pre-arrival services, many non-refugees are taking actions to prepare for their settlement in Canada.

- **Refugees** also found pre-arrival services helpful to prepare for their trip and to form realistic expectations about their life in Canada.

- **Non-refugee** clients were better informed about employment in Canada than non-clients, particularly in areas such as credentials assessment, job searching and skills matching, and understanding workplace culture and norms. Non-refugee clients also felt more prepared for the Canadian labour market than non-clients.

- Pre-arrival services have been effective at providing referrals and linking clients with in-Canada settlement services, and these clients have been accessing IRCC-funded settlement services in Canada at a higher rate than non-users.
Summary of Conclusions (2)

• The lack of an effective promotion strategy to make newcomers aware of pre-arrival services and difficulties in rolling out service expansion have had a significant impact on client uptake, the achievement of SPO targets and cost per client.

  • The majority (71%) of eligible newcomers surveyed were not aware of the existence of pre-arrival services.

  • A small proportion (7.3%) of eligible newcomers that were admitted to Canada between April 2015 and August 2017 used a pre-arrival service (41% of expected targets in FY2015/16 and FY2016/17).

  • The overall cost per client to provide pre-arrival services was $1,910, however costs per client varied significantly by SPO (i.e., from $48 and $27,779).

• There is a lack of clarity within IRCC regarding the specific roles to lead and support the delivery of pre-arrival services in unison.

• Several key success factors were identified for service providers, including: having an established delivery infrastructure, strong pre-existing partnerships with domestic organizations/employers and offering services in local languages.
Recommendations (1)

**Recommendation 1:** IRCC should develop a comprehensive program framework and guidance for pre-arrival services that provides a clear strategic direction for program delivery. This framework should:

- Articulate the vision for IRCC pre-arrival services, including objectives and expected results;
- Consider the appropriate mix of the various delivery models and approaches;
- Consider the alignment of service offerings and delivery approaches with the differing profiles and needs of various client types;
- Include a strategy to identify and prioritize the optimal locations for the delivery of in-person services; and,
- Consider the cost of services and value for money.

**Recommendation 2:** IRCC should develop and implement a pre-arrival services promotion strategy to significantly increase awareness and uptake. This strategy should:

- Outline the key activities and guidance needed to improve awareness and increase program participation;
- Clarify the roles and responsibilities for IRCC (including Missions abroad) and SPOs with respect to promotion; and,
- Consider earlier opportunities for informing potential clients to help ensure they have sufficient time to access services.
Recommendations (2)

**Recommendation 3:** IRCC should clarify and strengthen its **governance** to lead and coordinate pre-arrival services by:

- Establishing clear roles and responsibilities across NHQ, regions and International Network; and,
- Clarifying the role of Missions in the delivery and monitoring of in-person pre-arrival services and SPOs.

**Recommendation 4:** IRCC should establish a **mechanism to promote collaboration, cross-referrals and sharing of best practices** among pre-arrival SPOs and between pre-arrival and domestic settlement SPOs.

**Recommendation 5:** IRCC should **strengthen performance measurement and reporting** for pre-arrival services, by:

- Developing key indicators and data strategies to support collection of performance information; and,
- Considering developing a targeted Performance Information Profile for pre-arrival services which aligns with IRCC’s Settlement Program and Resettlement Program Performance Information Profiles.

The evaluation also contains a detailed set of lessons to inform the Pre-Arrival Services expression of Interest and intake process.
Departmental Response to the Evaluation Recommendations and Next Steps

Recommendation 1
- Addressed primarily through the funding guidelines and the next project cycle.

Recommendation 2
- Client uptake has noticeably increased as a result of the automatic notification sent to all eligible pre-arrival clients.

Recommendation 3
- Internal processes will be reviewed and adjusted where necessary.

Recommendation 4
- Through the expression of interest (EOI) process, IRCC is seeking to fund a national coordinating body.
- IRCC will develop and implement a performance measurement and data strategy, strengthen the reporting of pre-arrival services for refugees, and create a performance tool.

Recommendation 5

Program Vision:
High quality, client-centered, and measurable pre-arrival settlement services, aligned with and in collaboration with key partners, including provinces and territories, to facilitate economic and social integration of all immigrants.
Pre-Arrival Program: Future Policy Direction

Client group

- Refugees
- Economic/Family
- Francophon

Level 1: Intake & Core Services Overseas
- Group Refugee Orientation
- Information & Orientation
- Francophone Information & Orientation
- Needs Assessment & Referrals
- Needs Assessment & Referrals

Level 2: Tailored Services Overseas
- Needs Assessment & Referrals
- Client info profile
- Employment services
- Employment services
- Community Connections
- Community Connections

Level 3: In-Canada Resettlement/Settlement Services & Community Support
- Settlement Services
- Francophone Services
- Community Supports

Legend:
- : referrals
- : as-needed referrals