

ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER  
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# A Profile of Service Use among Newcomers to Canada

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## Research Questions

- What are the characteristics of those who do not use settlement services?
- Why do they not use services?
- What post-arrival service would they be most likely to use?
- Can our observations be confirmed by examining more than one dataset?



# Pan Canadian, Alberta Settlement Survey, and Western Canada Settlement Survey Methodology

- Random samples drawn from a CIC data file
  - Included all immigrants over 18 years, who landed between January 1, 2007 and December 31, 2012.
  - Indicated intention to reside in target province or territory.
  - Telephone survey conducted in late 2012/early 2013
  - N: Alberta Survey = 1,006; Western Canada Survey = 3,006; Pan Canadian Survey = 20,818
- Newcomers must have arrived in one of the four western provinces or territories
- Response rates: between 24.6% and 38.0%

- **An important note on data interpretation**



# Literature Review

- Little recent research
  - Canadian Council for Refugees released in 1998.
- Studies on settlement service largely confined to Ontario.
  - Refugees in Toronto (Danso. 2001.)
  - York region (Lo, et al. 2010)
- Social supports and their impact on settlement
  - Linked to health outcomes (ex. Simich, et al. 2005).
- Specific settlement needs of particular groups
  - Service delivery needs of vulnerable groups (women, refugees, temporary or non-status).
  - Needs of specific ethno-cultural groups or source countries (ex. George. 2002).



	Used Services	Have Not Used Services
Alberta Settlement Survey	47.1%	52.9%
Western Canada Settlement Survey	33.3% <b>(n = 961)</b>	66.7% <b>(n = 1936)</b>
Pan Canadian Survey	Does not include questions about service usage.	

Significant provincial differences in percentage using services:

- Manitoba = 41.9%.
- British Columbia = 31.7%
- Saskatchewan & Alberta = 29.9%

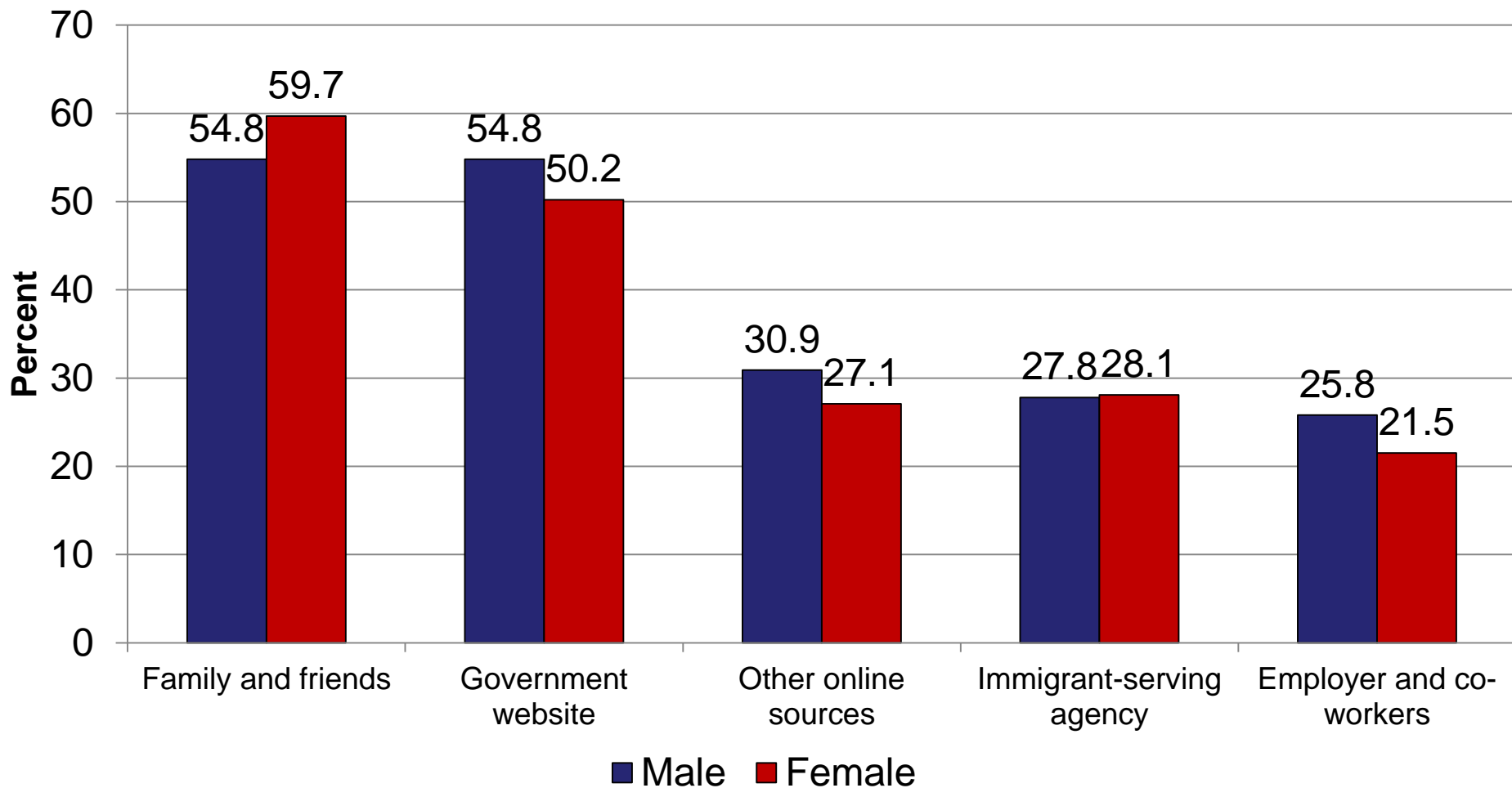


## Where do newcomers get information on settling?

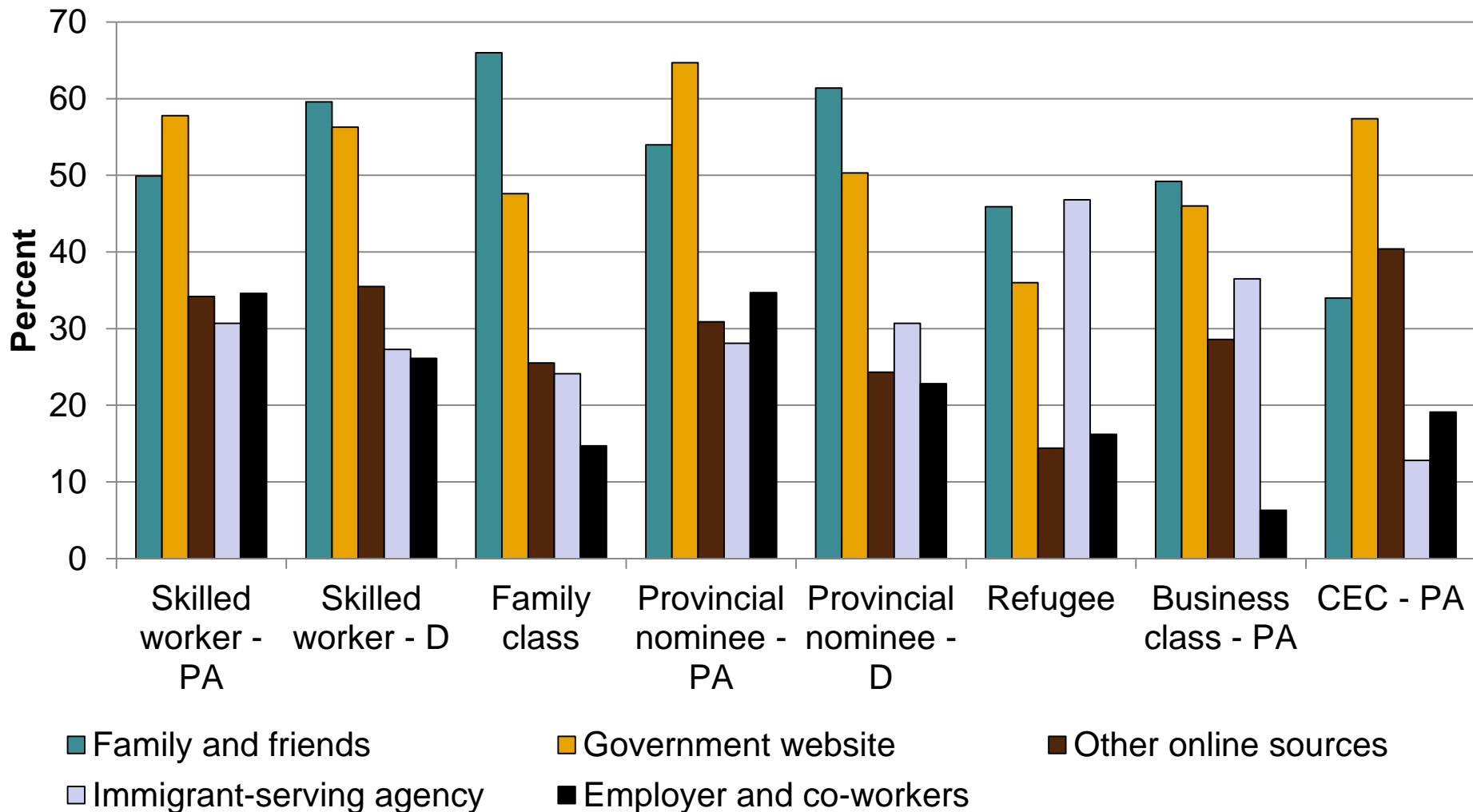
- Family and friends (57.3%)
- Government websites (52.5%)
- Other online sources such as websites, blogs, or online discussions (29%)
- Immigrant-serving agency (27.9%)
- Employer and co-workers (23.6%)



# Where do newcomers get information on settling? (by sex)



# Where do newcomers get information on settling? (by entrance class)





## From what type of organization do newcomers receive services from?

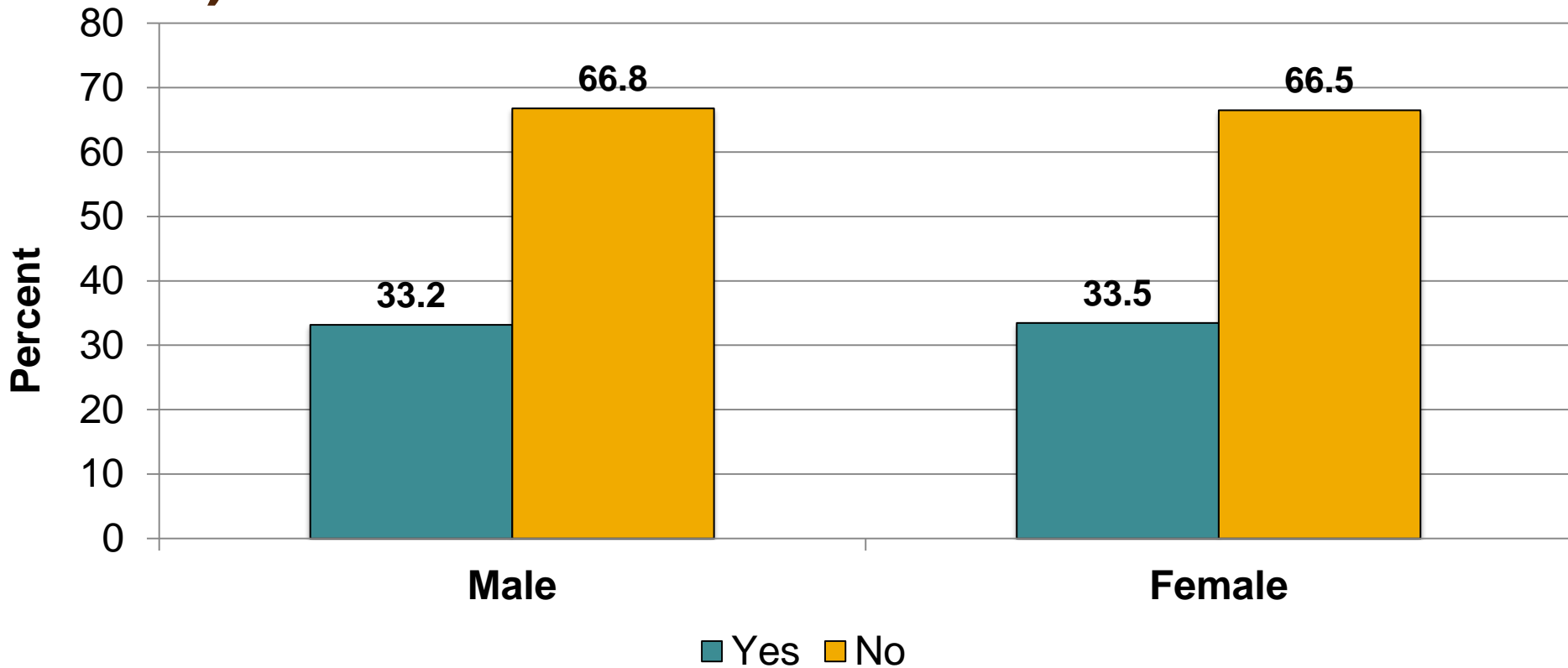
- Immigrant-serving agency (67.3%)
- Mainstream organization (not specifically for immigrants) (15.1%)
- Community centre (14.2%)
- Online service or program (13.2%)
- Library (10.6%)
- Ethnocultural or religious organization (10.5%)
- Other (9.2%)
- College/university (8.6%)



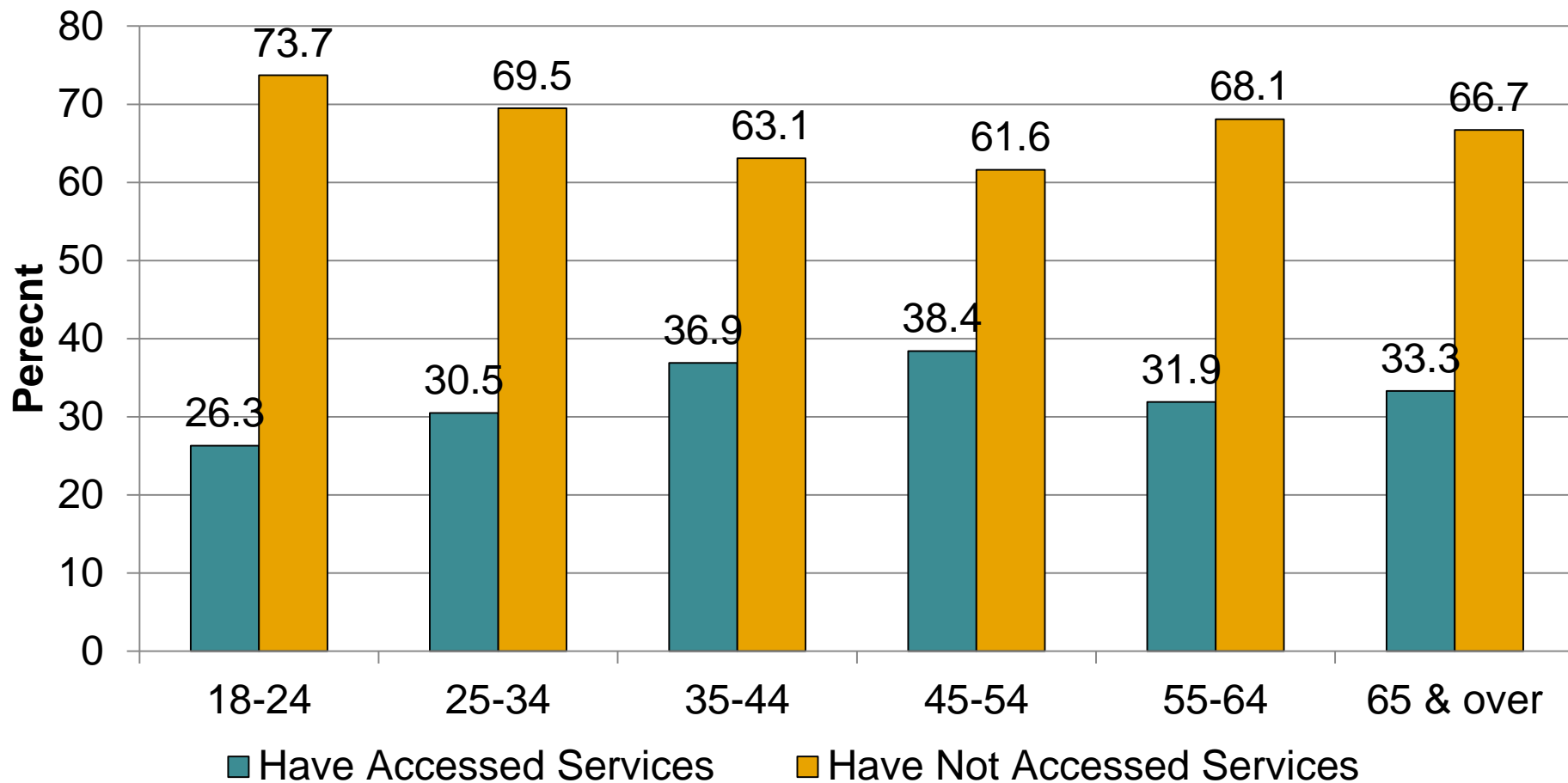
# Demographic characteristics of those who use services and those who do not use services



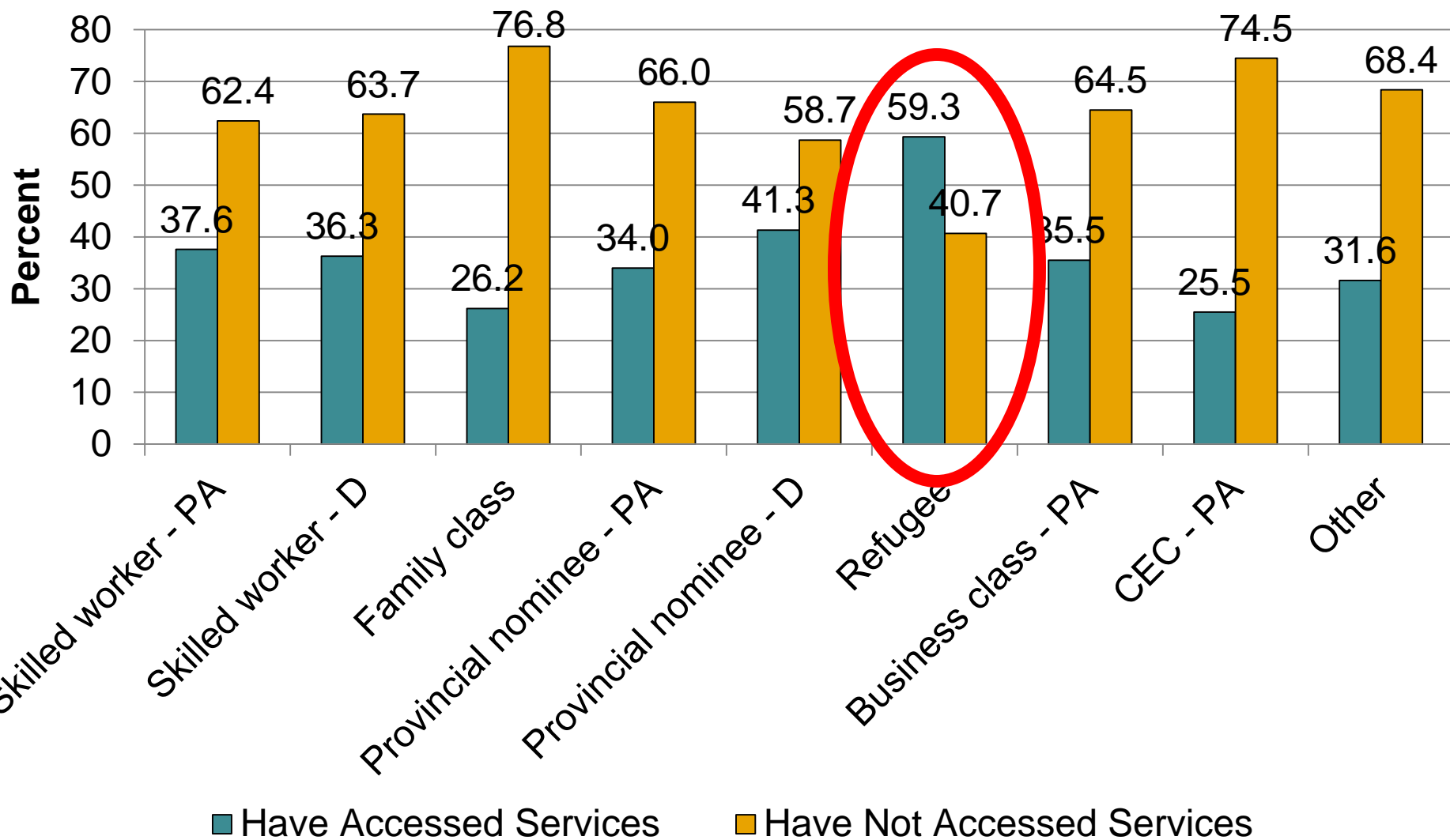
# Have you used settlement services from an organization in your Province? (by sex)



# Service use & non-use, by age group

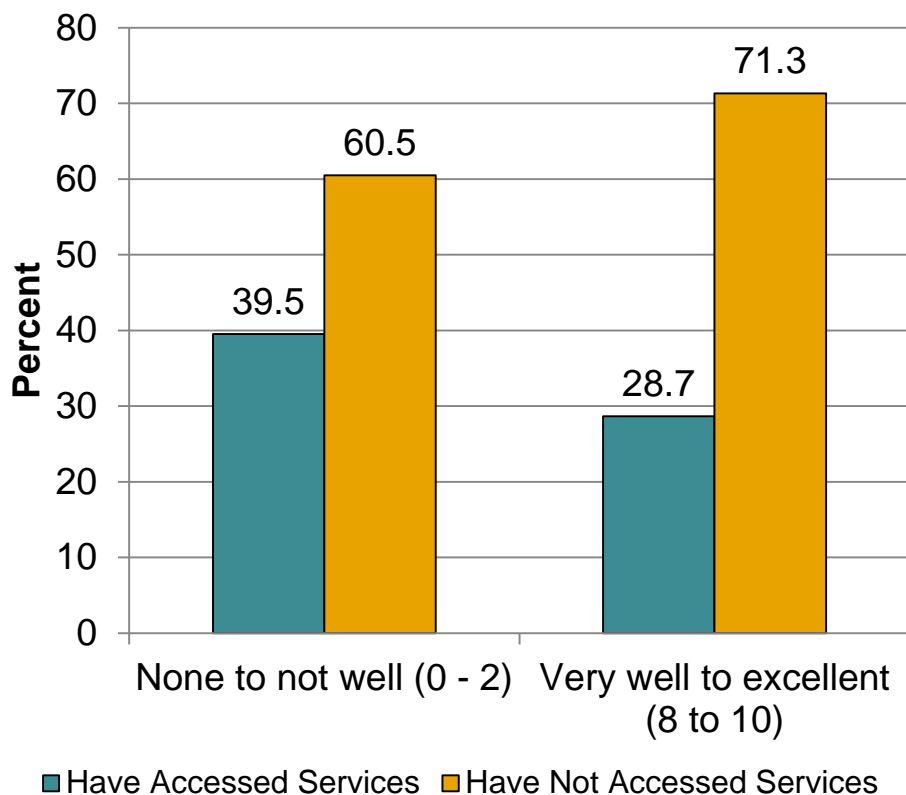


# Service use, by entrance class

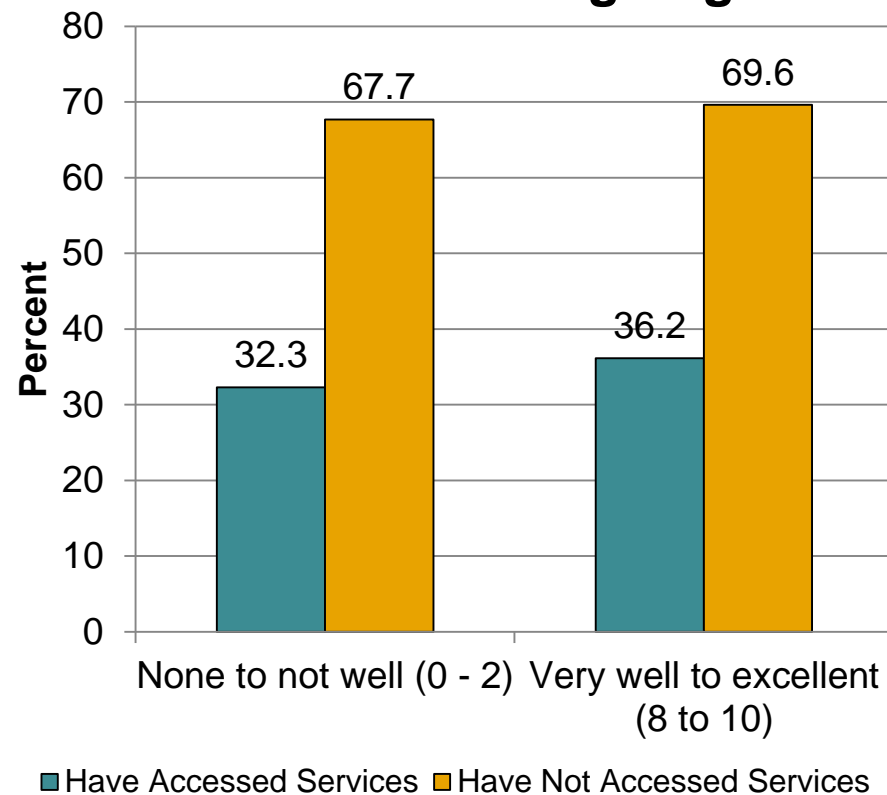


# Effect of Level of English on Service Use

## Speaking English



## Understanding English



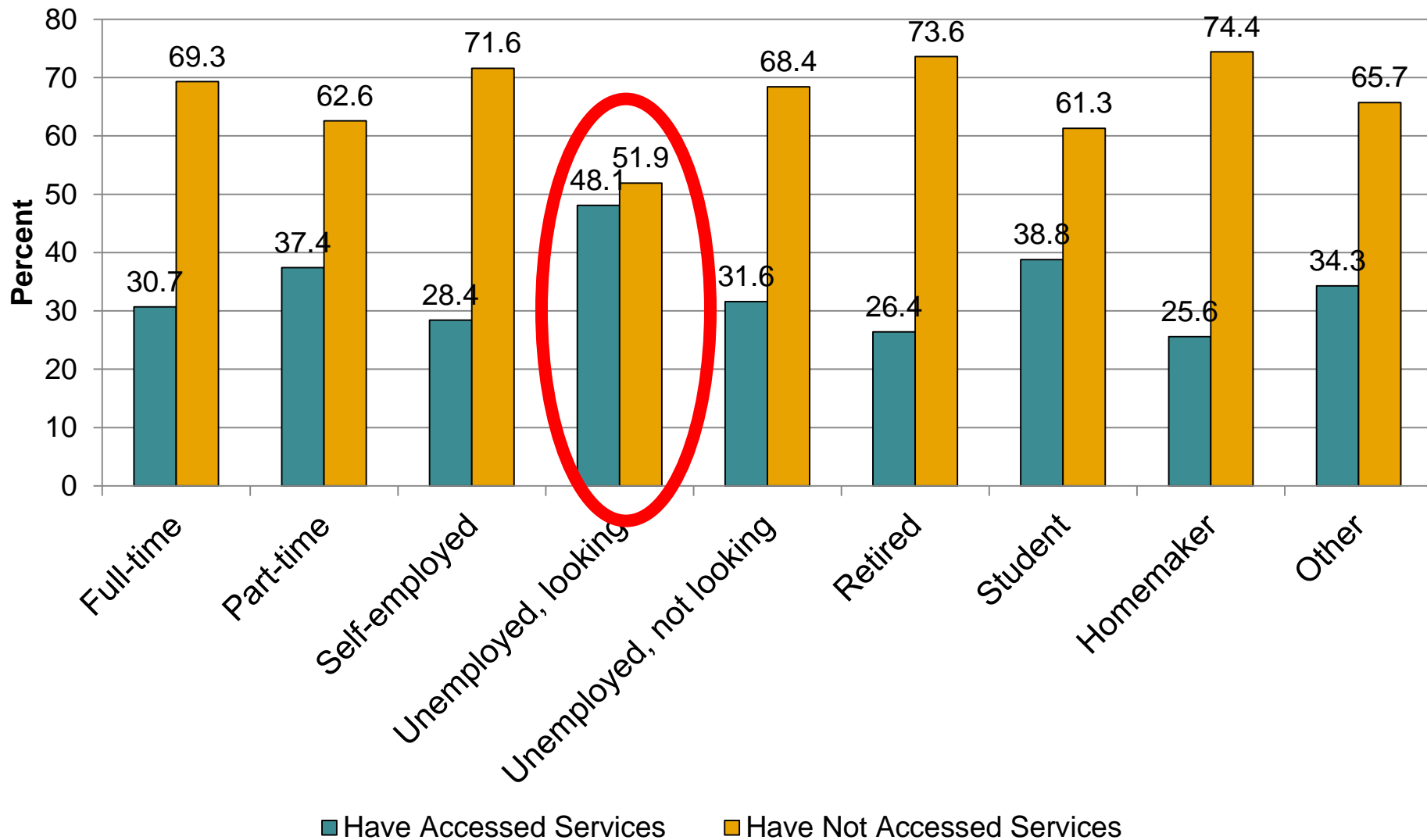
**\*\*Self-reported on a ten-point scale**



# Comparison of those who use services and those who do not use services

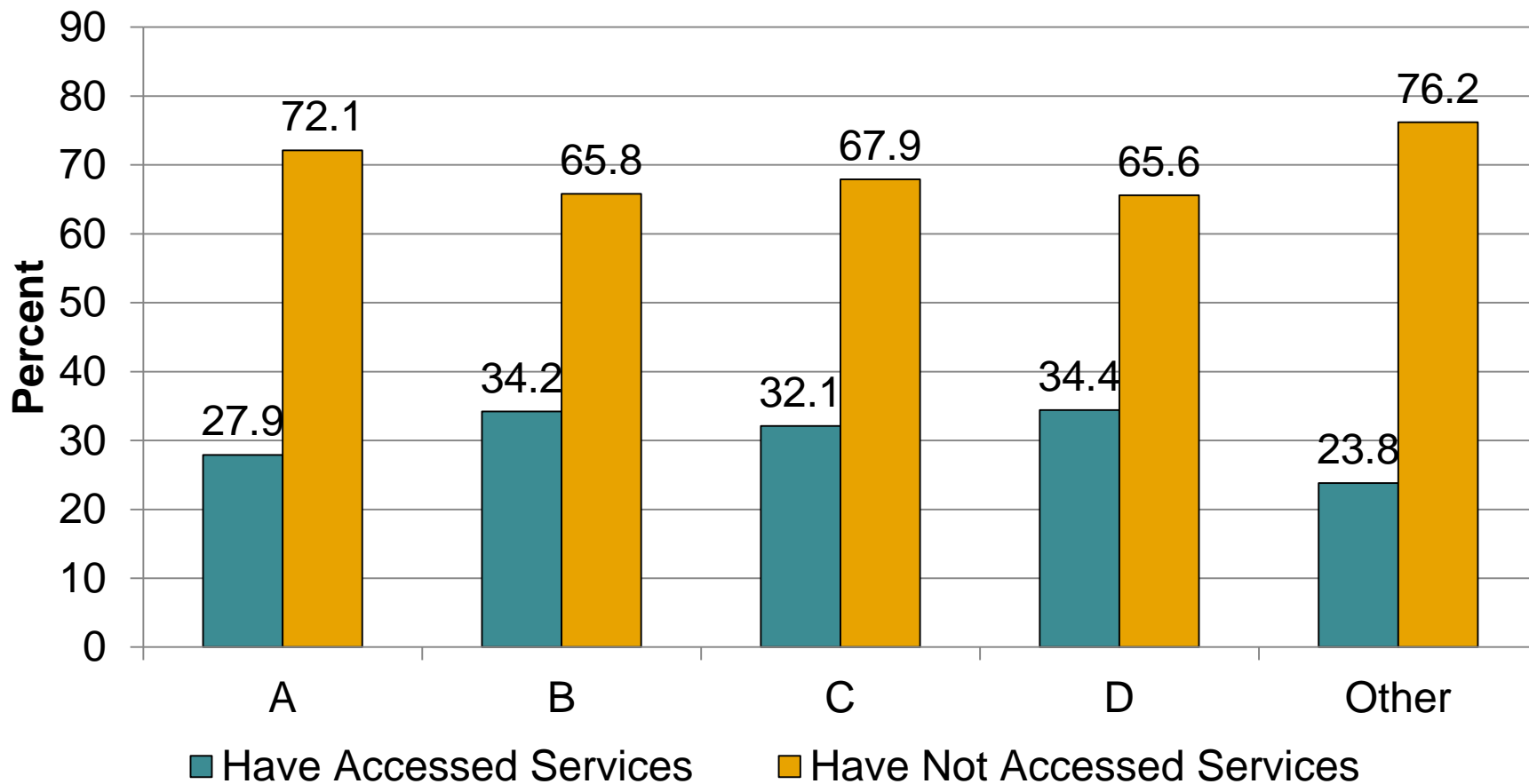


# Service use, by employment status



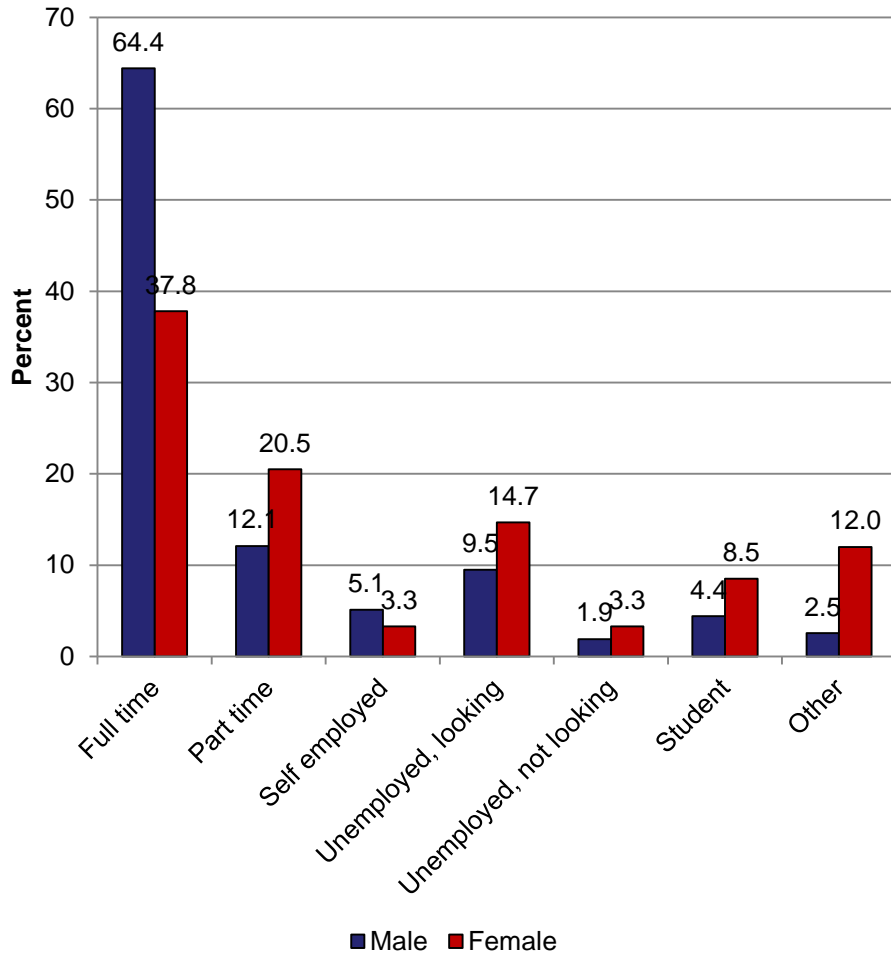


# Service use, by NOC skill level

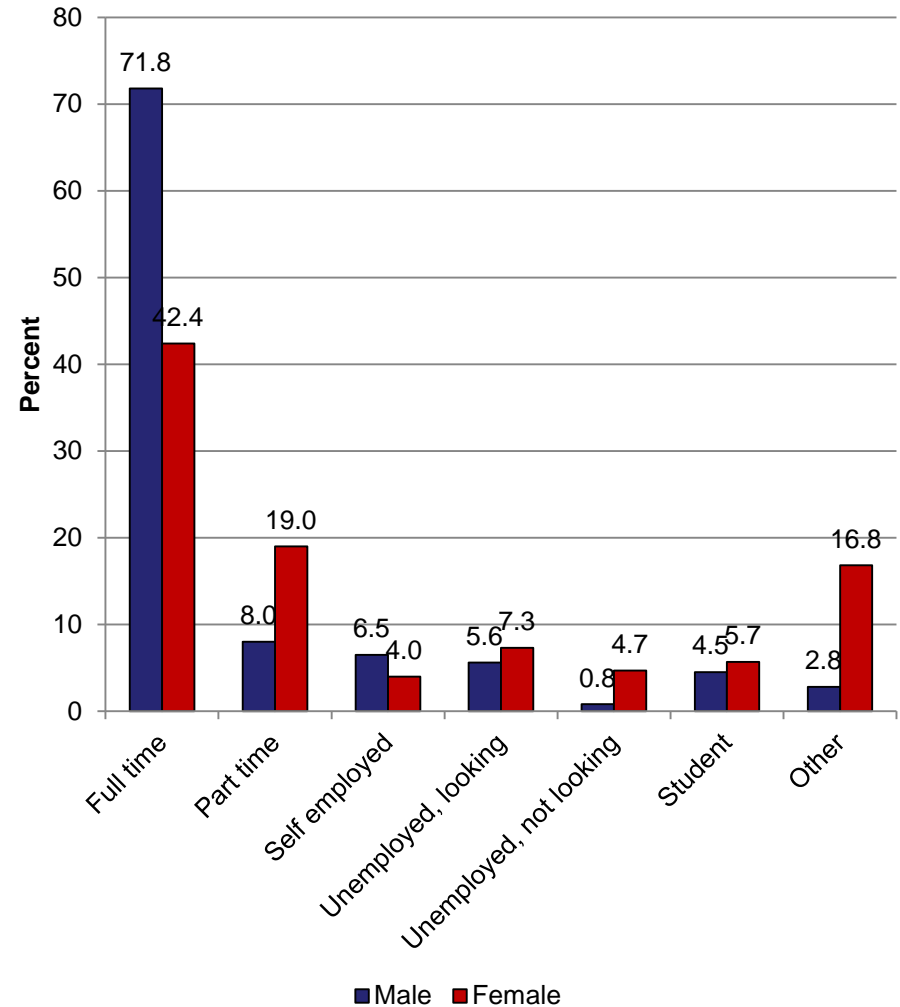


# Service use, by employment status and sex

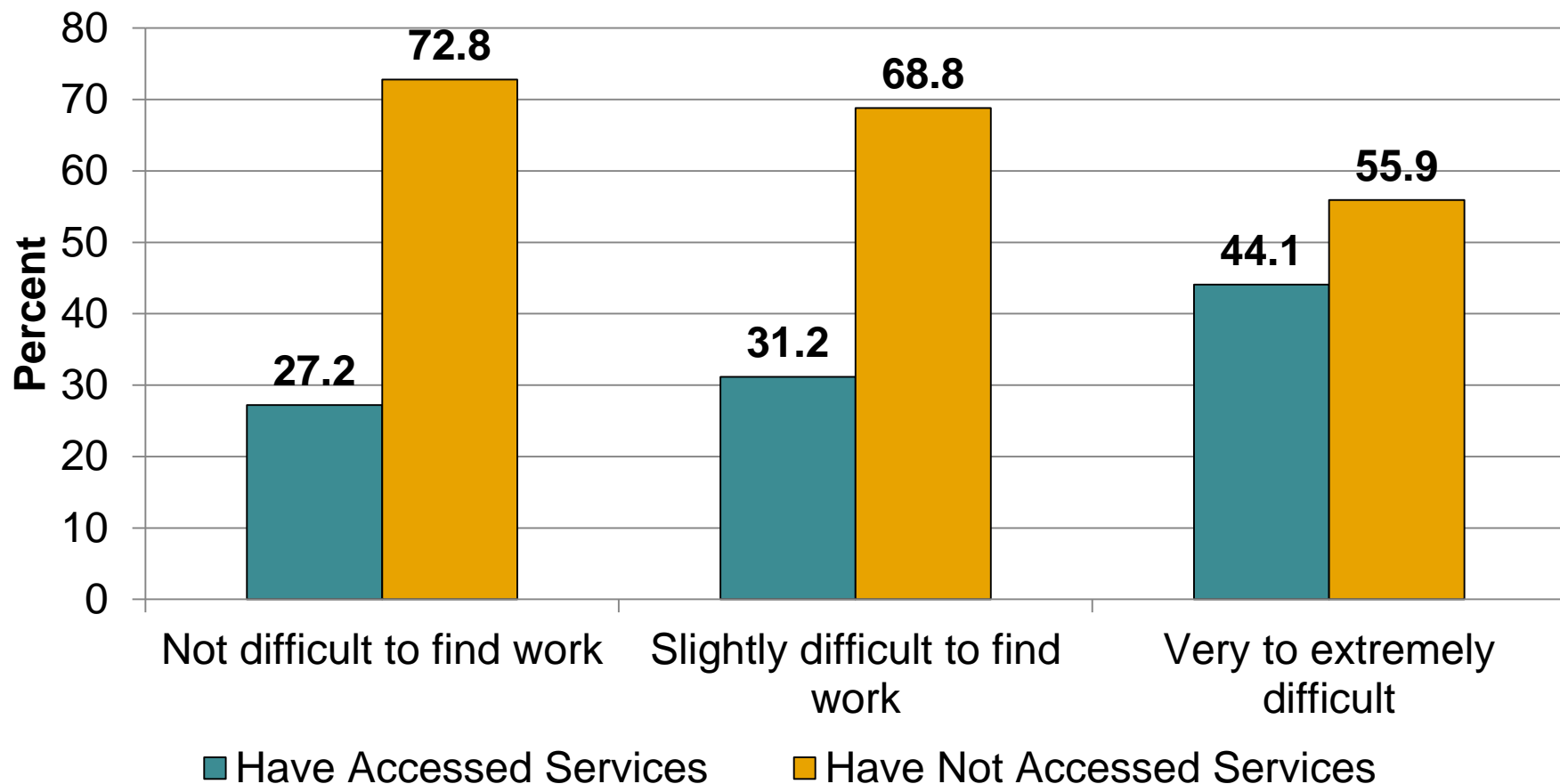
## Accessed Services



## Have Not Accessed Services



## Difficulty finding work, by service use

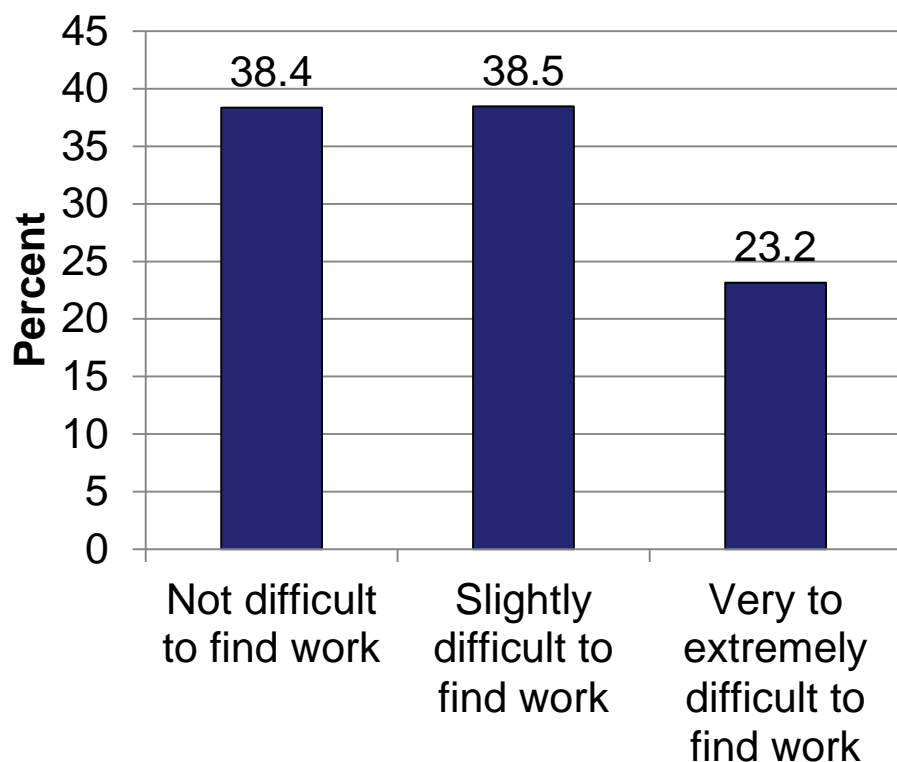


# Characteristics of those who DO NOT use services

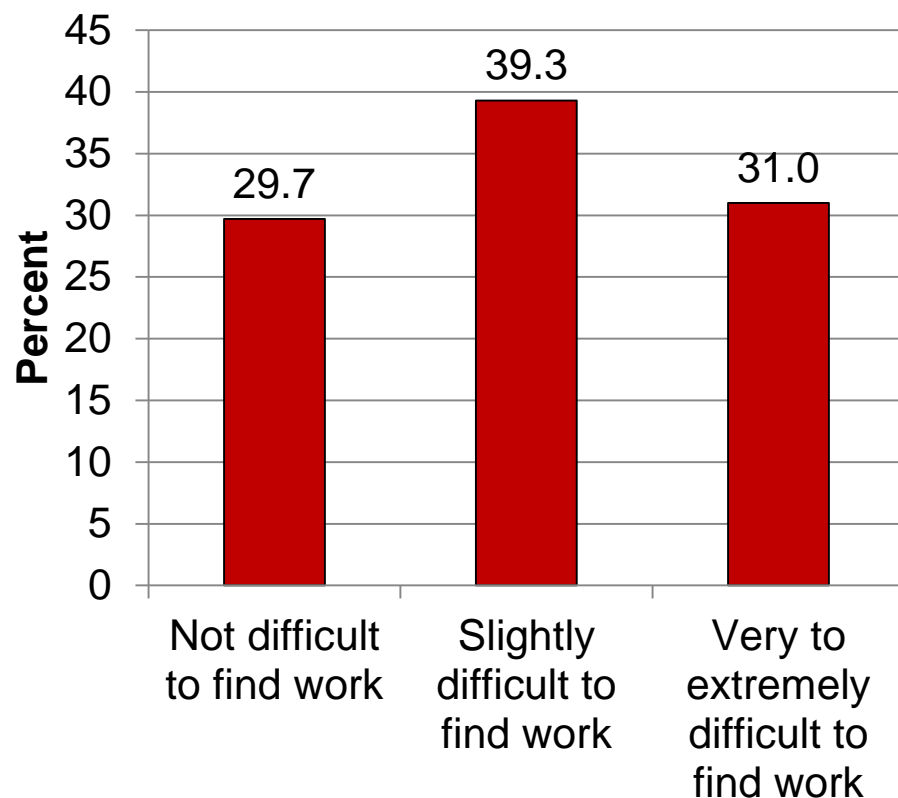


# Non-service users, by sex & difficulty finding work

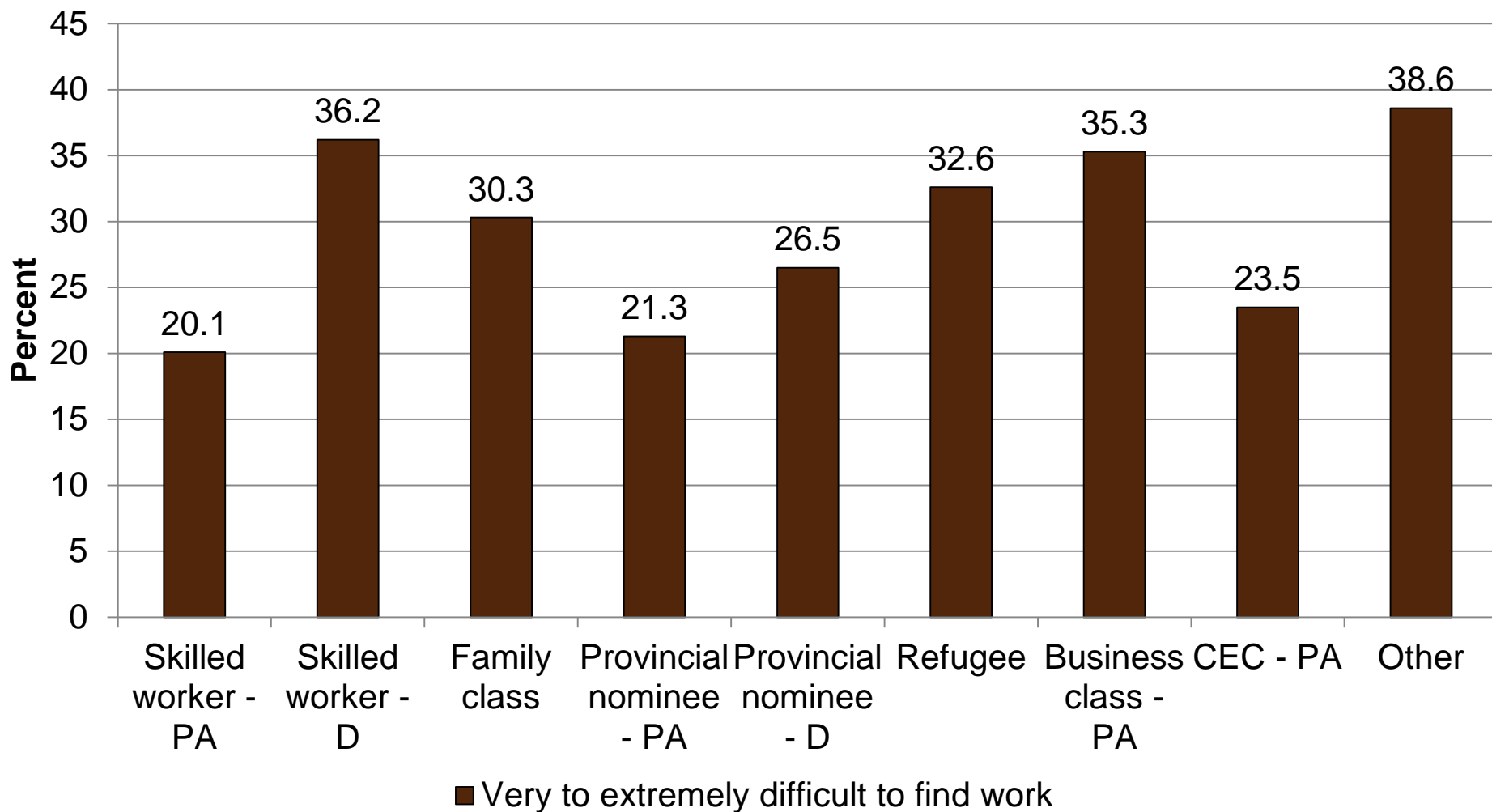
### Male



### Female



## Non-service users: Difficulty finding work by entrance class

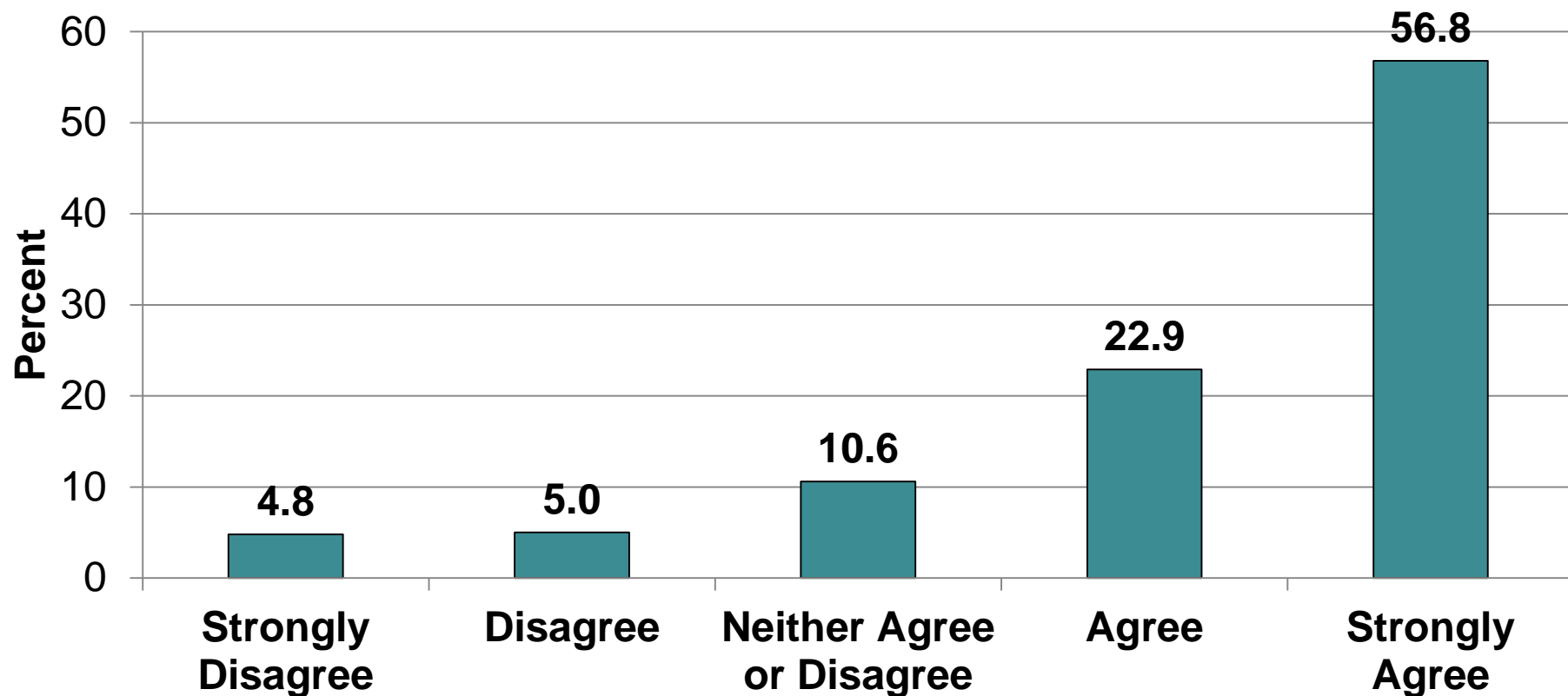


## Reasons for Not Using Services

- You feel that you do not need help to settle (51%)
- Lack of information or awareness of services (26.6%)
- Confusion about who to go to in order to get help (17.4%)
- Lack of services in your local community (10.9%)
- You do not think that the services being offered are useful (8.8%)
  
- Language difficulties, transportation difficulties, & the hours when services are offered are the next most common (7.2% - 7.5%)



# Language is not a barrier for me to get the services I need.



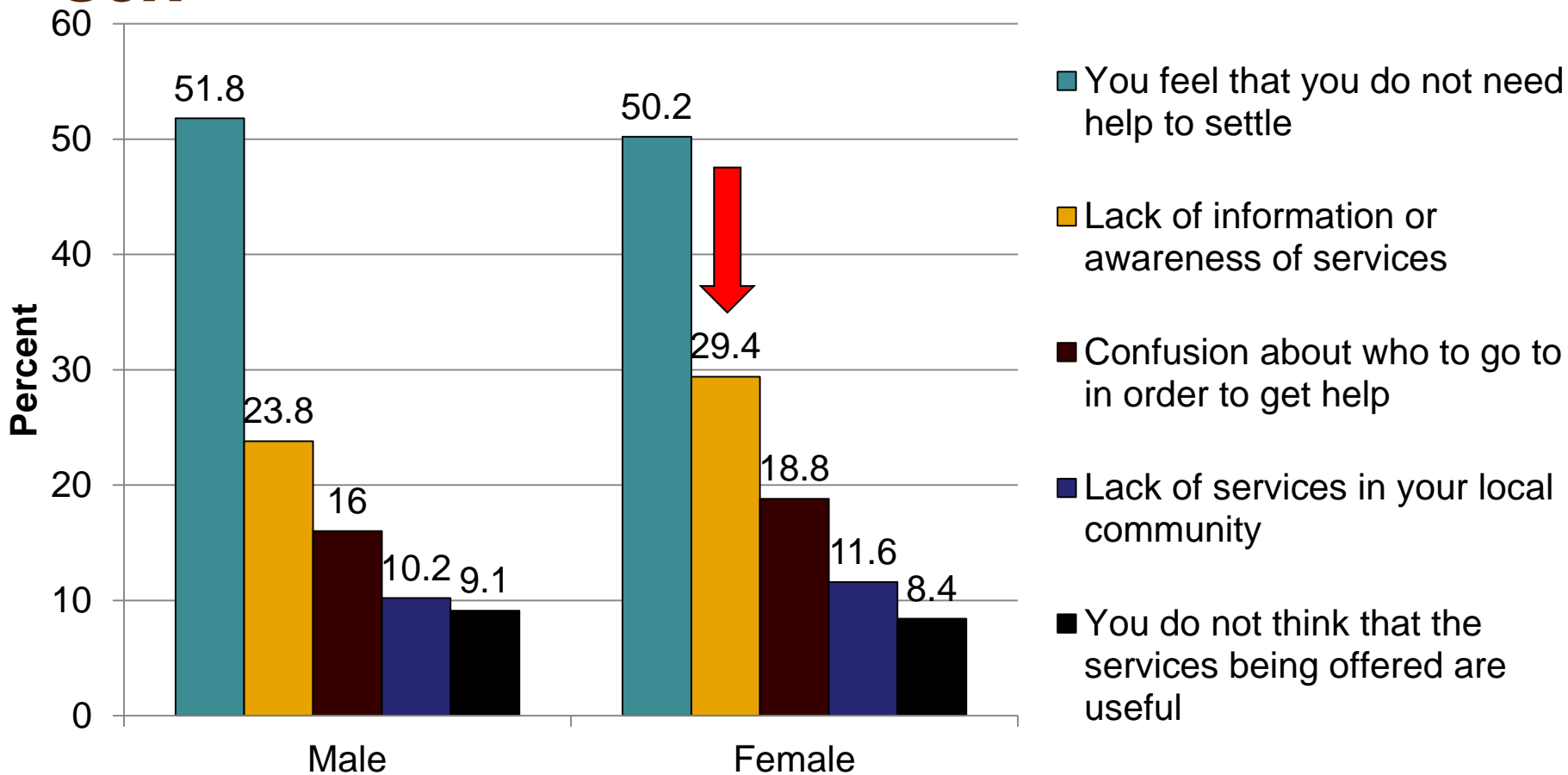
**\*Pan-Canadian Survey**



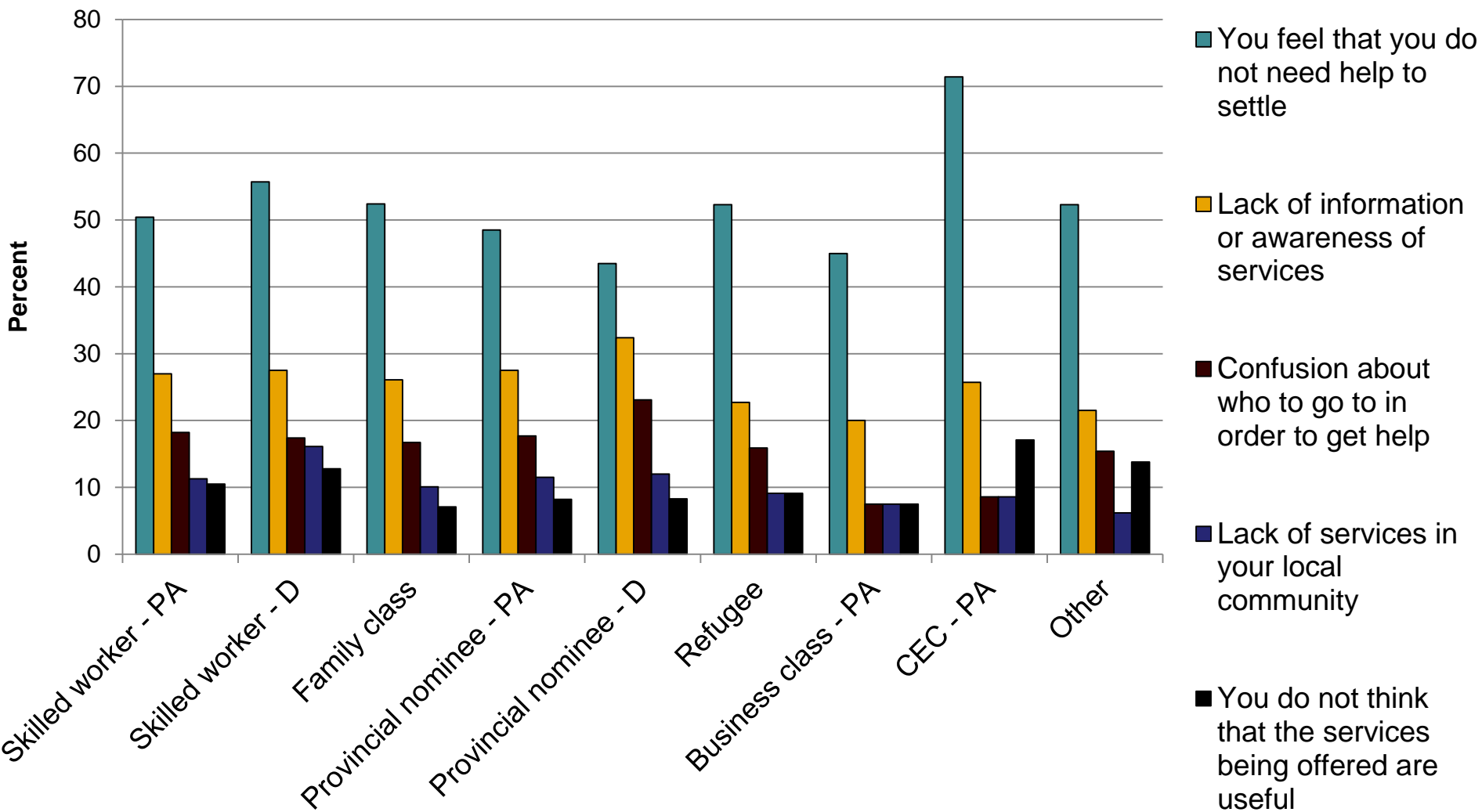
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# Reasons for not accessing services, by sex



# Reasons for not accessing services, by entrance class

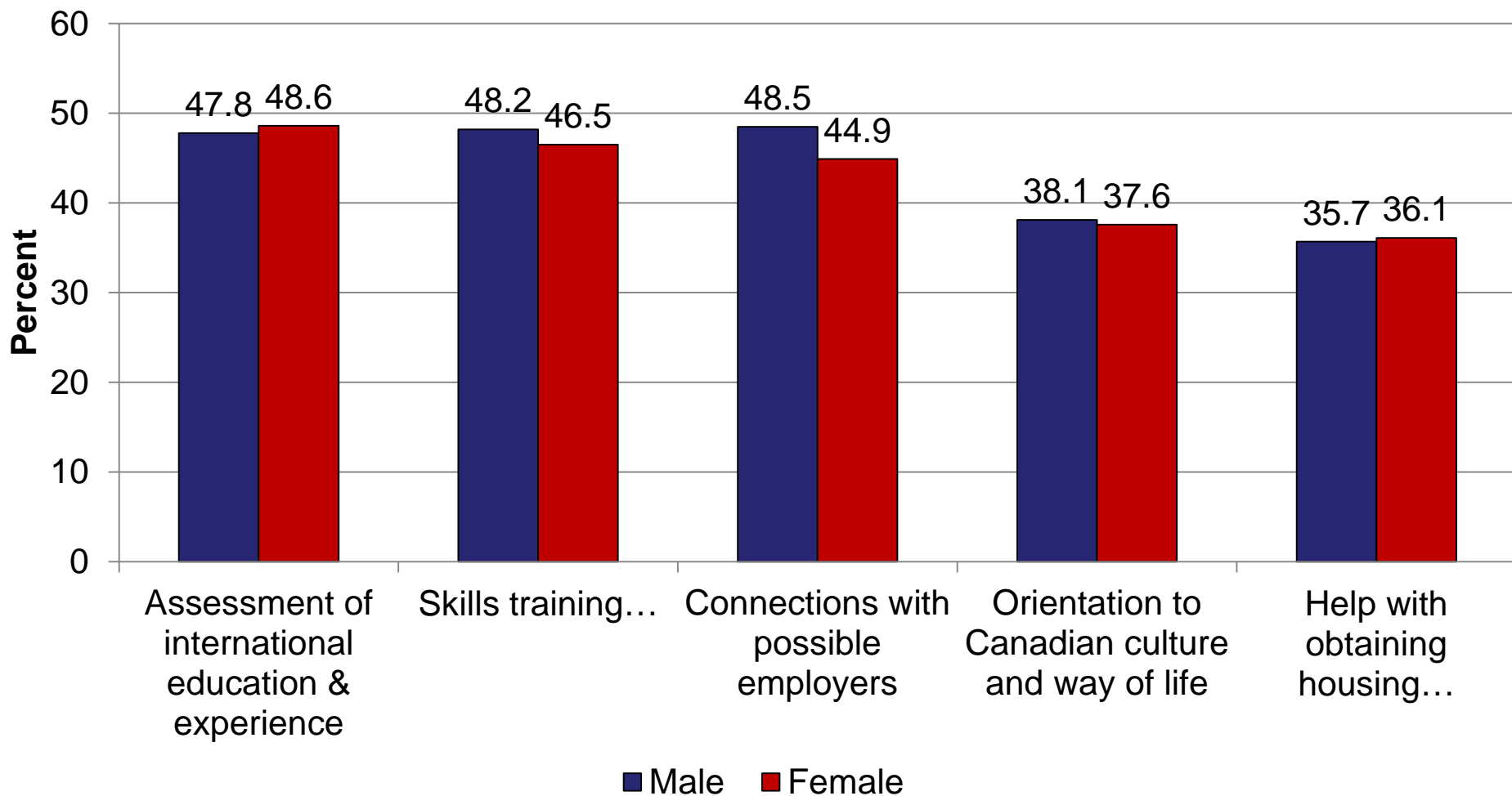


## Of those who **DID NOT** access services, which services would be helpful **prior to arrival**?

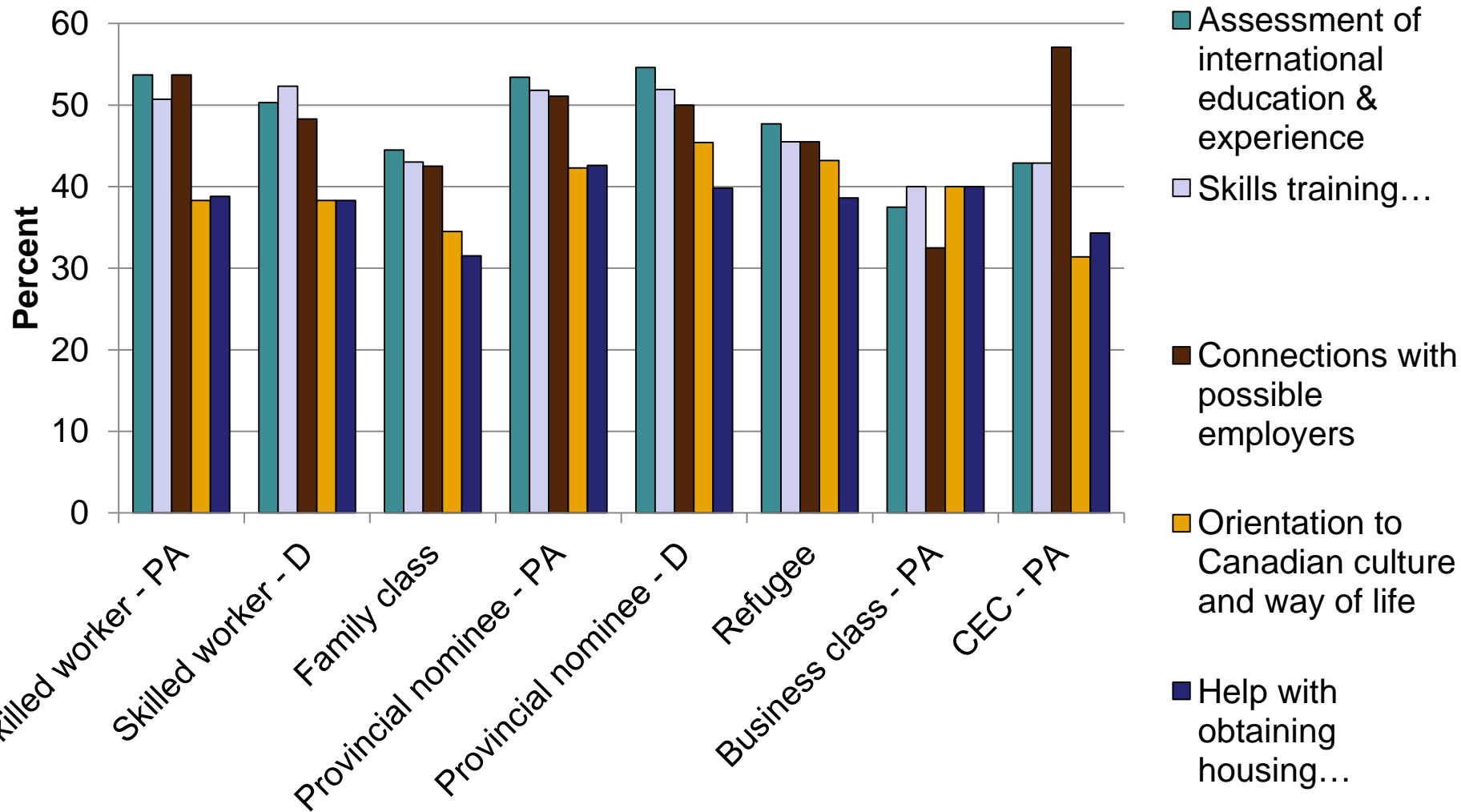
- Assessment of international education & experience (48.2%)
- Skills training to help you obtain appropriate employment in Canada (47.4%)
- Connections with possible employers (46.7%)
- Orientation to Canadian culture and way of life (37.9%)
- Help with obtaining housing for you and your family (35.9%)



# Non-service users: Helpful pre-arrival services, by sex



# Non-service users: Helpful pre-arrival services, by entrance class

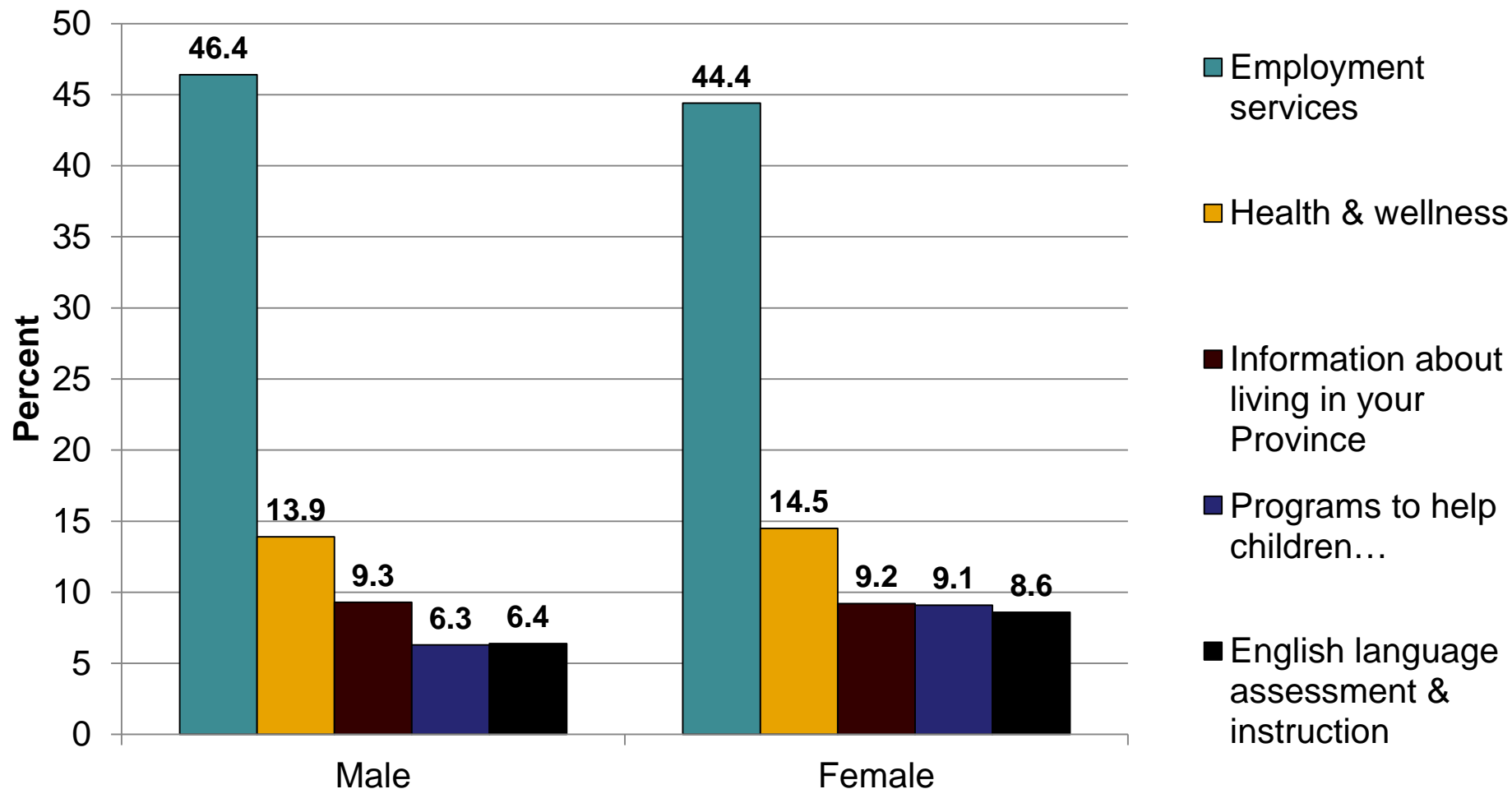


## Of those who **DID NOT** access services, what is the **ONE** most needed **post-arrival** service?

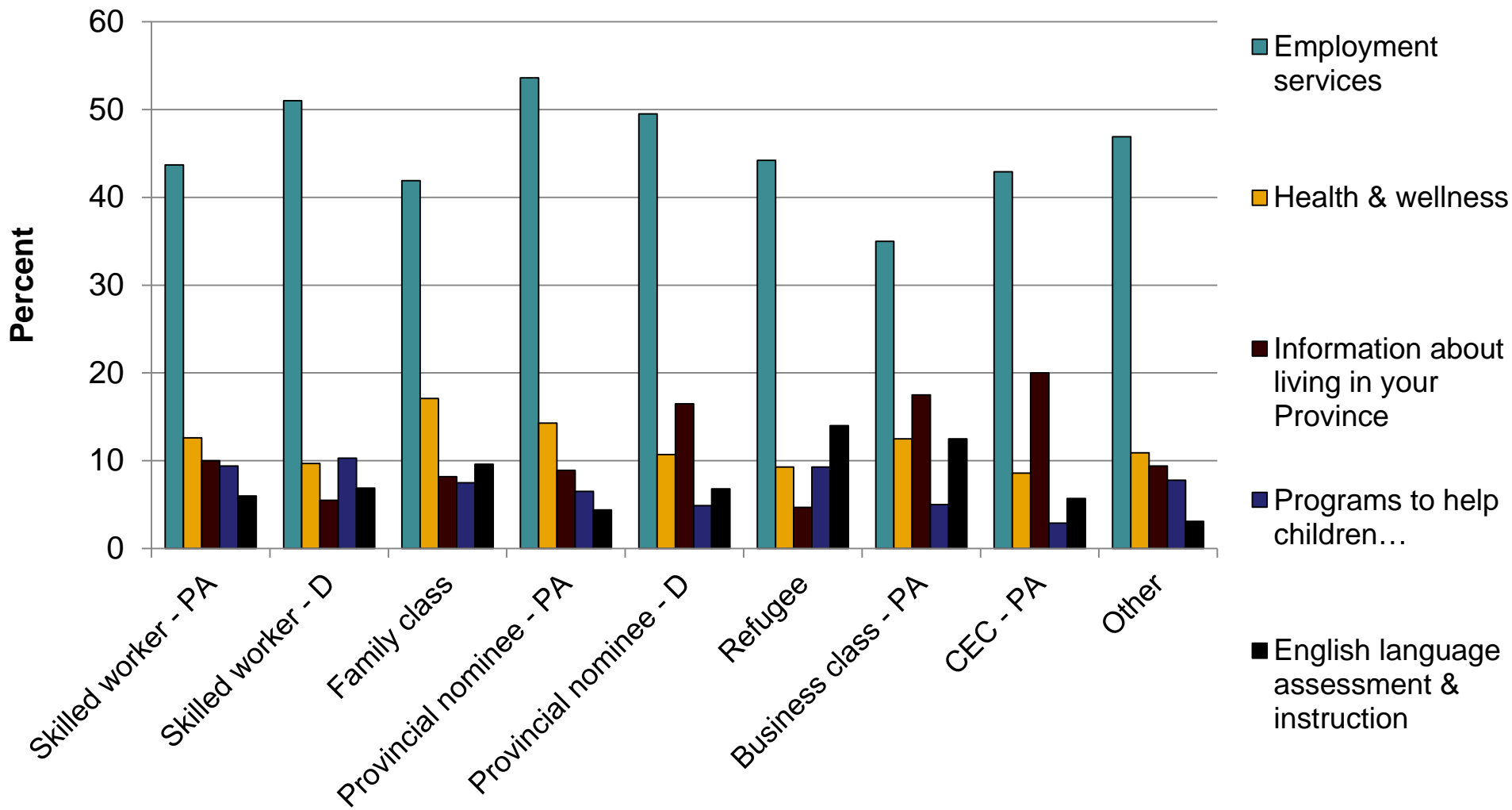
- Employment services (45.4%)
- Health & wellness (14.2%)
- Information about living in your Province (9.3%)
- Programs to help your children & youth become part of the local community, connecting to schools, & supporting you as a parent (7.7%)
- English language assessment & instruction (7.5%)



# Non-service users: Most needed post-arrival service, by sex



# Non-service users: Most needed post-arrival service, by entrance class





# Factors influencing service use-DRAFT

<b>AFRICAN NEWCOMERS</b>	<b>ASIAN NEWCOMERS</b>	<b>European Newcomers</b>
French speaking (3.3X)	Age (1.0)	Age (0.97)
Refugee class (2.6X)	Refugee class (4.3 X)	
Male^ (1.7X)	University education outside Canada (1.4X)	University education outside Canada (2.2X)
Most recent arrival^ (0.6)	Recent arrival (0.7)	Recent arrival (0.60X)
	Trouble speaking, understanding, writing and reading English (0.98)	Trouble speaking, understanding, writing and reading English (0.6X)
	Rural (1.0X) Urban (French speaking only 0.734X)	



## Summary of Observations

- Refugees are more likely to access services than any other entrance class.
- Women access services at similar rates to men
- Immigrants who are unemployed and looking for work are more likely to access services.
- Immigrants with difficulty finding work are more likely to use services.
- Most common reason to not use services is the feeling that services are not needed.
  - Confusion about where to go to get help is most common amongst Provincial Nominee dependents and women
- Pre-arrival assessment of education & experience is needed.



## Future Directions

- Understand how sex, place of birth, urban/rural and other aspects combined influence access to services
- Develop a multivariate model to control for external and internal factors
- Confront and triangulate our findings against other data:
  - LSIC
  - IMDB
  - Western Settlement Survey
  - Pan Canadian Settlement Survey
- Develop an index for successful integration
- New study to obtain a fuller picture of settlement use in Canada



## Data Sources

- V. Esses, M. Burstein, Z. Ravanera, S. Hallman and S. Medianu, *Alberta Settlement Outcomes Survey*. Edmonton: Alberta Human Services, March 2013
- V. Esses, L. Hamilton, L. Wilkinson, L. Zong, J. Bucklaschuk and J. Bramadat. *Western Canada Settlement Outcomes Survey*. Calgary: Citizenship and Immigration Canada, Western Region Office, June 2013.
- Citizenship and Immigration Canada. *Evidence from the Pan-Canadian Settlement Outcomes Survey, 2012*. Ottawa: Citizenship and Immigration Canada, January 2013.



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- Social Science Research Laboratory, University of Saskatchewan
- Population Research Laboratory, University of Alberta
- Advisory Committee
- **Immigration Research West**
- **Pathways to Prosperity**



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REBEL PIONEER CREATOR EXPLORER TRAILBLAZER INNOVATOR

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