

ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER  
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# Evidence backing the use of settlement-use typologies

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Metropolis Conference  
Gatineau, Quebec  
15 March 2014



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	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%



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

- **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%)



## Characteristics of Service Users

- Sex makes no difference<sup>^</sup> (33% use services)
- Age matters: 25-44 year olds use services more (36%)
- Entrance class matters (60% of refugees use service)
- 40% of provincial nominee dependents use service
- Those having difficulty understanding English access services more frequently
- Unemployed use services more frequently (48%)
- NOC B and D use services more frequently

<sup>^</sup> except in two instances

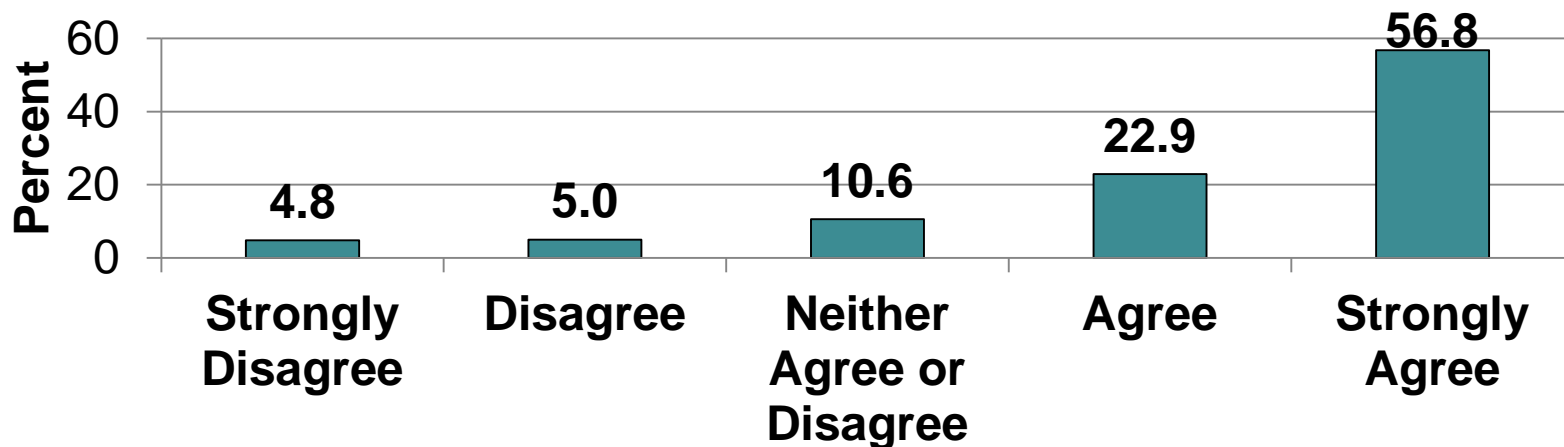


## Reasons for Not Using Services

- 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.



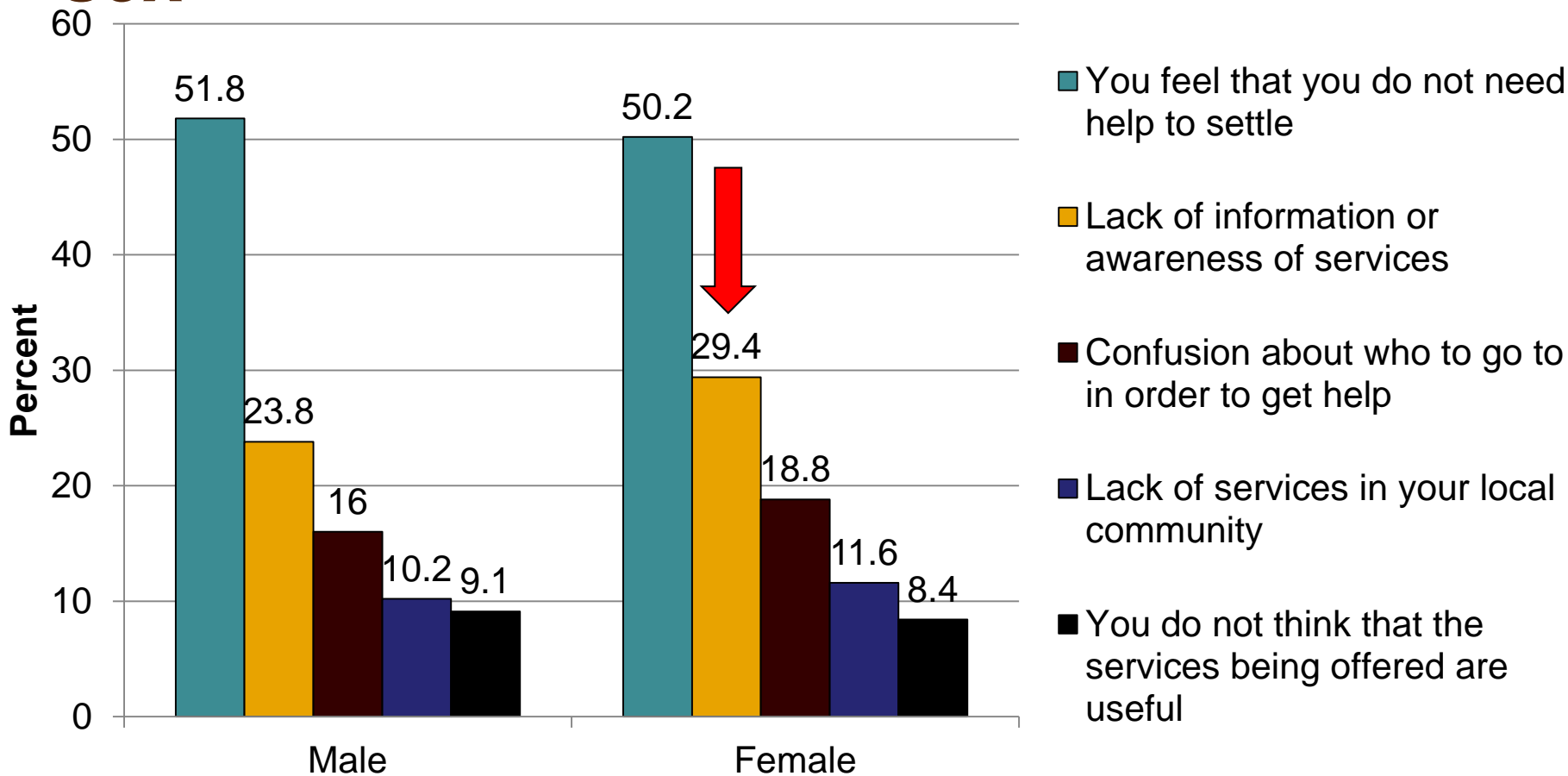
But those whose fluency in English or French is poor, service usage increases

\*Pan-Canadian Survey



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# Reasons for not accessing services, by sex



# Which groups use services? **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)	





## General Comments on Typology & Research

- The 25-44 year age group are the heaviest users of services
- Self-assessment of language gives mixed results
- Health needs might be examined in greater detail
  - Among those **in greatest need** of physical and mental health assistance, those needs are likely great



# Are Typologies Supported by Research?

Variable	Typology Characteristic	Research Results
Sex	Women more	None (Asian-French men)
Age	15-24; 55+	15-24
Entrance class	Refugees	Refugees
Dependents	Yes	Yes
English difficulty	Yes	Yes
Education level	Less education	Mixed
Employment status	Unemployed	Unemployed
Skill level	Low skilled	Mixed
Difficulty finding work	Yes	Yes



## Next steps

- Need to change the dependent variable in my study to match the CIC typology
- See if typologies match our hypotheses and anecdotal observations regarding the three population subgroups
- Use typologies to identify areas of need for each subgroup
- Design programs to assist those who are having difficulty



## 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.



## Acknowledgements

- Citizenship and Immigration Canada, Western Region
- Citizenship and Immigration Canada, National Headquarters
- Project Coordinator: Martin Gaal, University of Saskatchewan
- Project Facilitator: Dr Joseph Garcea, University of Saskatchewan
- 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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