

ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER

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# I need help but don't know where to find it: Identifying the settlement needs of newcomers to Canada

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## Objectives of today's presentation

- **PROJECT OBJECTIVES**

- *To better understand the settlement experiences of immigrants in western Canada and how they compare to immigrants in other provinces.*
- *Labour market, service use, social integration and cohesion, language acquisition*

- **TODAY'S OBJECTIVES**

- *To identify the characteristics of immigrants who access services, those who did not access services, and those who need services, but did not access them.*

# What do we know about service use?

- Very little research on service access
  - None on services and rural areas
- About 1/3 newcomers access settlement services
- Among those not receiving services, most report receiving help from families but this causes problems
  - Burdensome for host families
  - Well meaning family members may not have the most accurate and current information or they may be unable to address all settlement needs

## Datasets used

- **Pan Canadian Settlement Survey (PCSS)** (N=20,818) and **Western Canadian Settlement Survey (WCSS)** (N=3,006)
- Random samples drawn from a CIC data file
  - Telephone survey conducted in late 2012-early 2013
  - Response rates: between 24.6% and 38.0%
- **IMDB**
  - Landings records (LIDS) combined with tax files for all immigrants and refugees landing between 1980 and 2012
  - Census of the population
- **Longitudinal Survey of Immigrants to Canada (2004)**
  - Followed 5,000 immigrants for their first two years in Canada (landing between 2002-2004)

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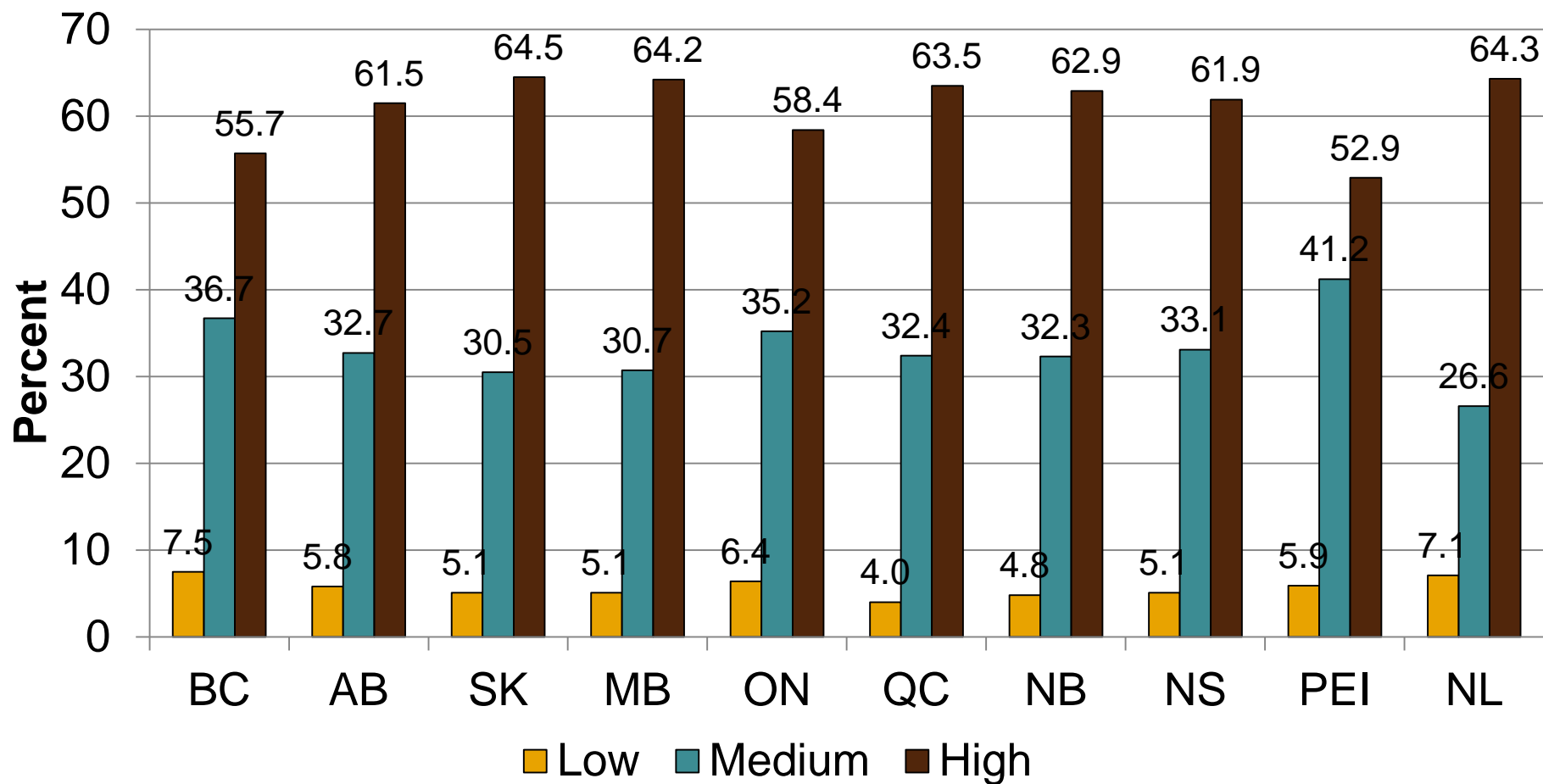
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# Findings on Accessing Service



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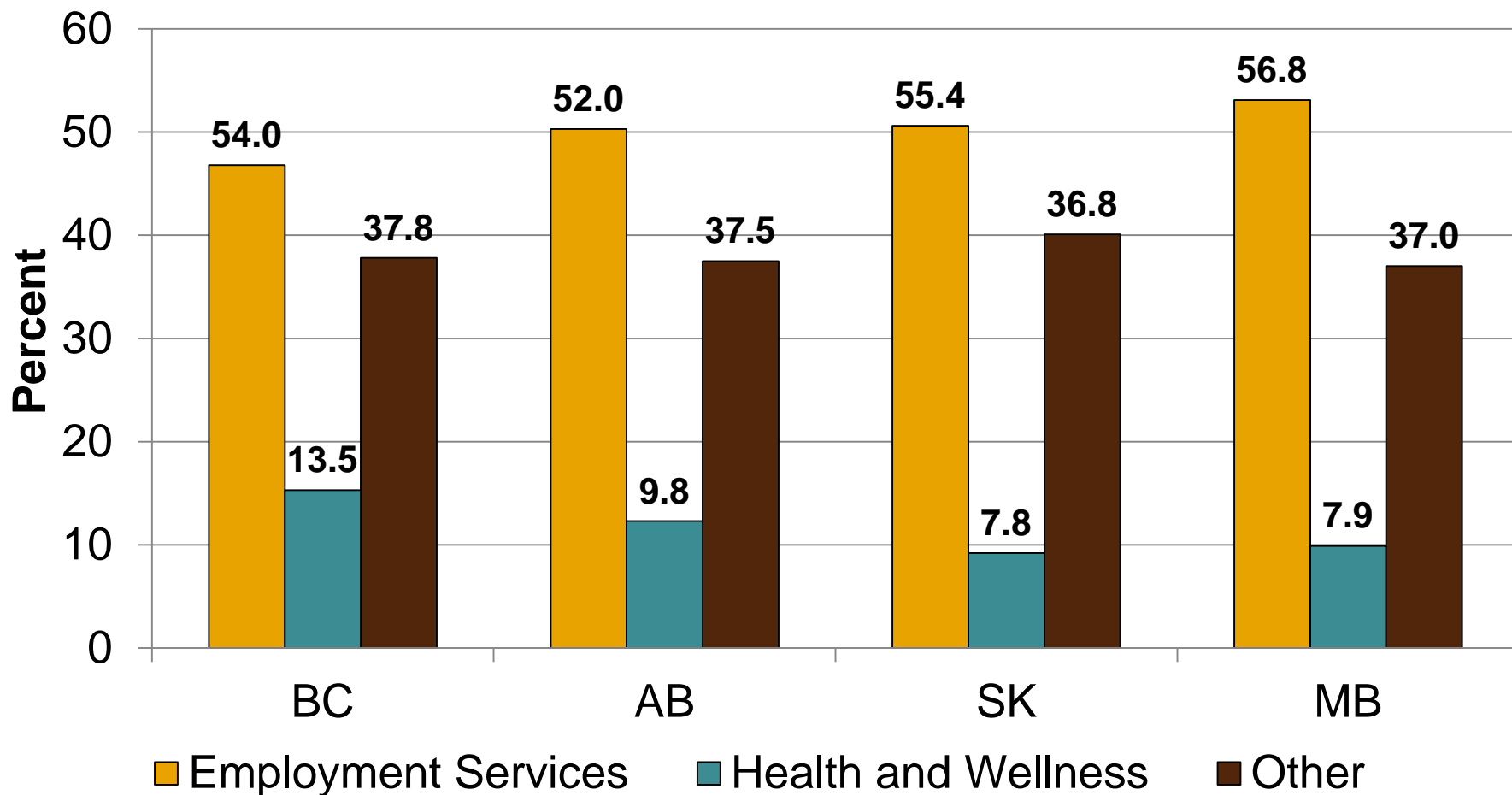
## Satisfaction with services received by province



Source: Pan-Canadian Settlement Survey, 2012.  
 $\chi^2=74.581$ ,  $df=18$ ,  $P\leq 0.01$



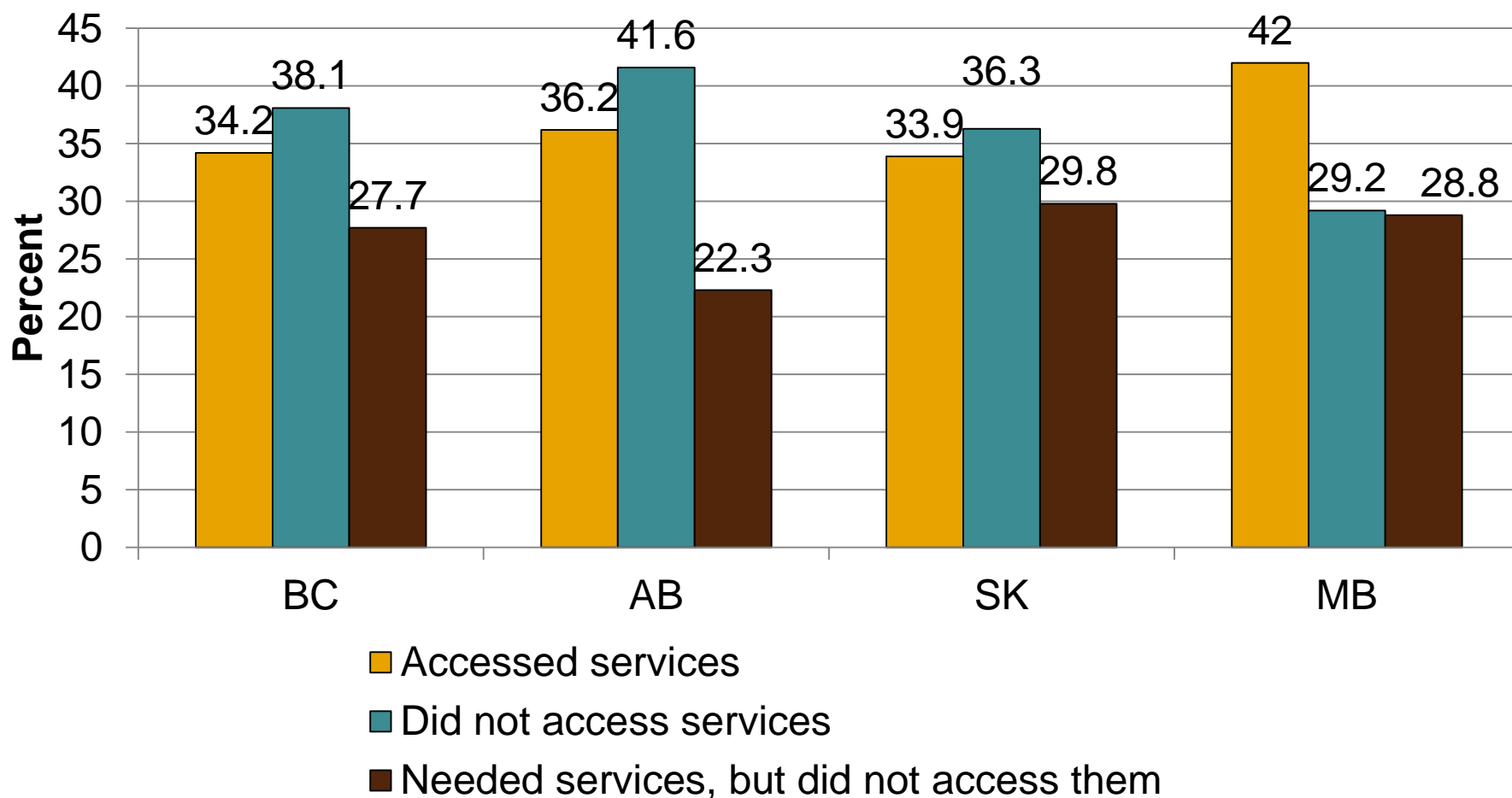
## Services most needed after arrival by province



Source: WCSS, 2013.  
 $\chi^2 = 16.133$ ,  $df=6$ ,  $P \leq 0.013$



## Settlement service use by province



Note: Residents of the three territories excluded

Source: WCSS

$X^2=35.236$   $df=6$   $P<0.01$





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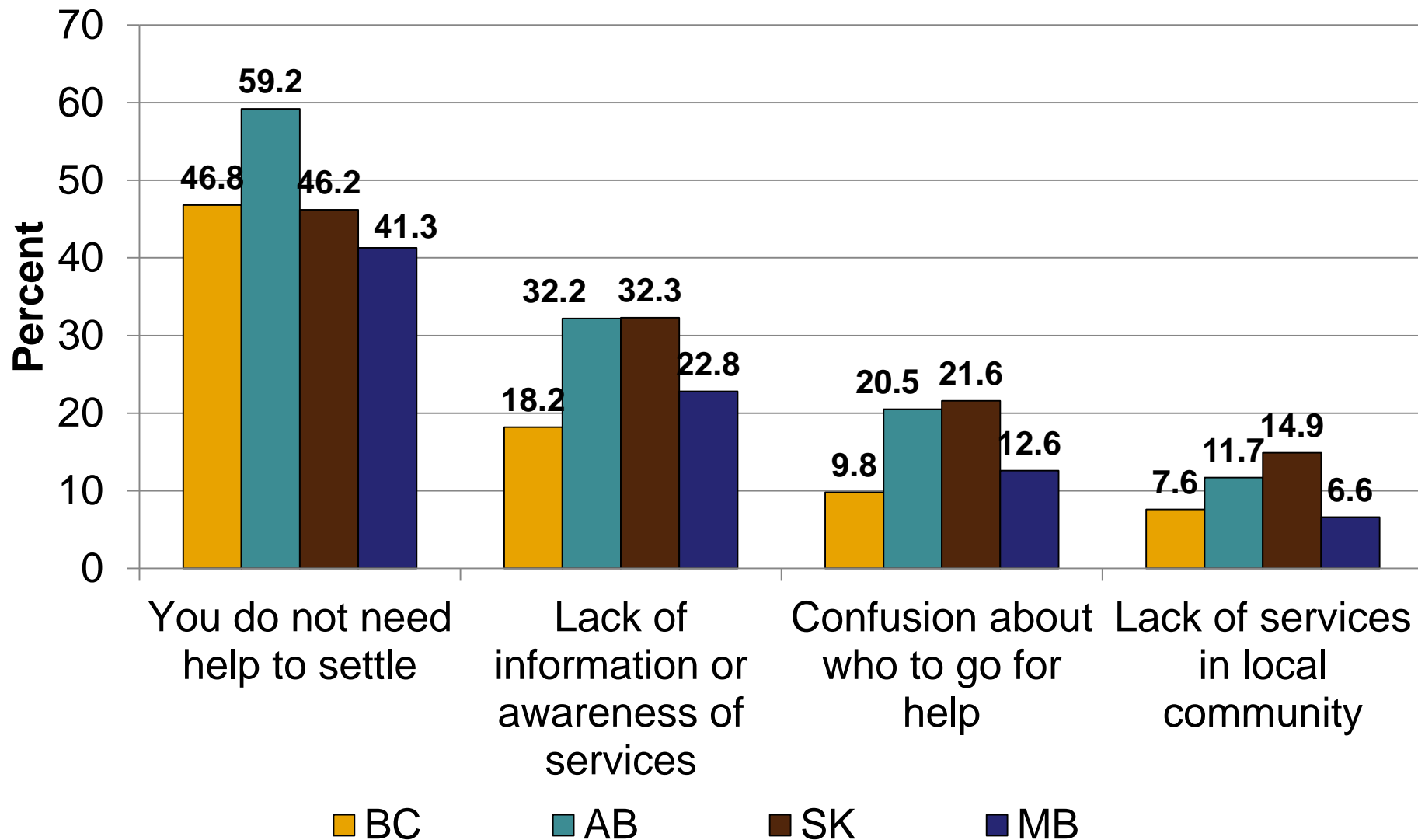
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# A Profile of Those who Need but do not receive services



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## Reasons for not accessing services by province



## Service use highest in MB & women most likely to need but not receive services

		Province of Residence				Total
		BC	AB	SK	MB	
Male	Accessed services	31.8%	41.8%	35.6%	41.4%	538 (37.9%)
	Did not access services	37.3%	37.8%	35.0%	32.9%	507 (35.7%)
	Needed services, but did not access them	30.9%	20.4%	29.4%	25.7%	374 (26.4%)
	Total	330 (100%)	378 (100%)	337 (100%)	374 (100%)	1419 (100%)
Female	Accessed services	36.3%	30.5%	31.7%	42.7%	513 (35.6%)
	Did not access services	38.8%	45.4%	37.9%	25.7%	528 (36.6%)
	Needed services, but did not access them	24.9%	24.1%	30.4%	31.6%	400 (27.8%)
	Total	353 (100%)	377 (100%)	306 (100%)	405 (100%)	1441 (100%)

Source: WCSS, 2013

$\chi^2(\text{Male}) = 16.989, df=6, P \leq 0.009$ ;  $\chi^2(\text{Female}) = 37.271, df=6, P \leq 0.01$



## Refugees most likely to access services

- Family class
  - Accessed Services: 26.6%
  - **Did not need services: 44.4%**
  - **Needed but did not use services: 29.1%**
- Refugee
  - **Accessed Services: 57.0%**
  - Did not need services: 25.0%
  - Needed but did not use services: 18.0%
- Economic class
  - Accessed Services: 37.6%
  - Did not need services: 34.5%
  - **Needed but did not use services: 27.9%**

## Who is most likely to need services but not access them in each province?

- Family class immigrants living in BC (30.7%) & AB (27.3%) and MB (29.9%)
- Economic immigrants living in SK (31.9%)
- In all provinces, refugees are the most likely to receive the services they need.

Source: WCSS, 2013

$\chi^2$  (BC)= 29.441, df=4,  $P \leq 0.01$ ;  $\chi^2$  (AB)= 37.138, df=4,  $P \leq 0.01$ ;  
 $\chi^2$  (SK)= 43.456, df=4,  $P \leq 0.01$ ;  $\chi^2$  (MB)= 16.021, df=4,  $P \leq 0.003$



## Rural dwellers least likely to access services

	Rural or Urban		Total
	Rural	Urban	
Accessed services	28.9%	37.5%	1044 (36.6%)
Did not access services	42.6%	35.8%	1043 (36.5%)
Needed services, but did not access them	28.5%	26.7%	768 (26.9%)
Total	305 (100%)	2550 (100%)	2855 (100%)

Source: WCSS, 2013  
 $\chi^2 = 9.361$ ,  $df=2$ ,  $P \leq 0.009$



## Urban dwellers in MB & SK most likely to need but not receive services

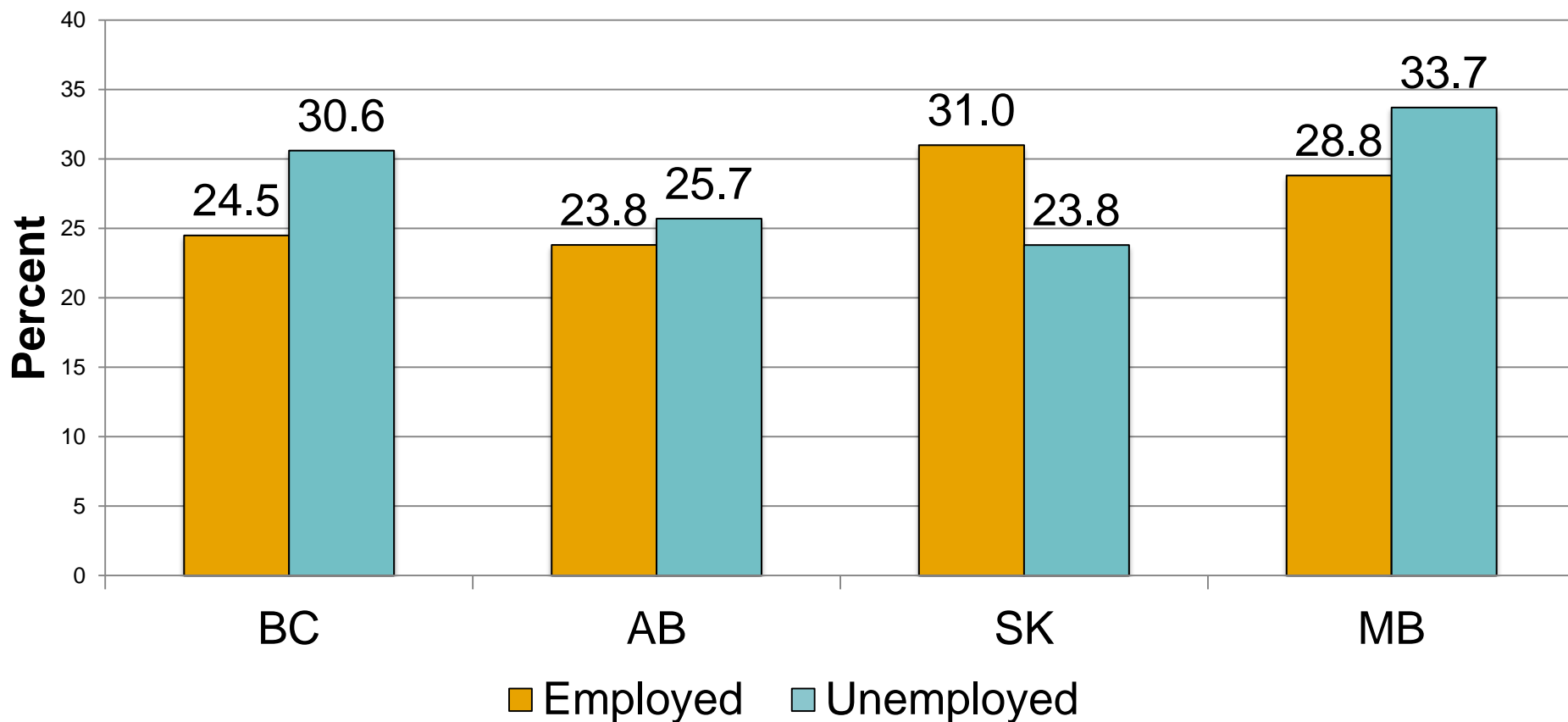
		Province of Residence				Total
		BC	AB	SK	MB	
Urban	Accessed services	35.5%	37.3%	34.7%	42.5%	951 (37.7%)
	Did not access services	37.7%	41.1%	35.3%	28.9%	898 (35.6%)
	Needed services, but did not access them	26.8%	21.7%	30.0%	28.6%	672 (26.7%)
	Total	631 (100%)	655 (100%)	533 (100%)	702 (100%)	2521 (100%)

Source: WCSS, 2013

$\chi^2$  (Urban)= 30.798, df=6, P<0.01; not statistically significant for rural dwellers



# Immigrants who need services, but do not access them, by province & employment status



Source: WCSS, 2013

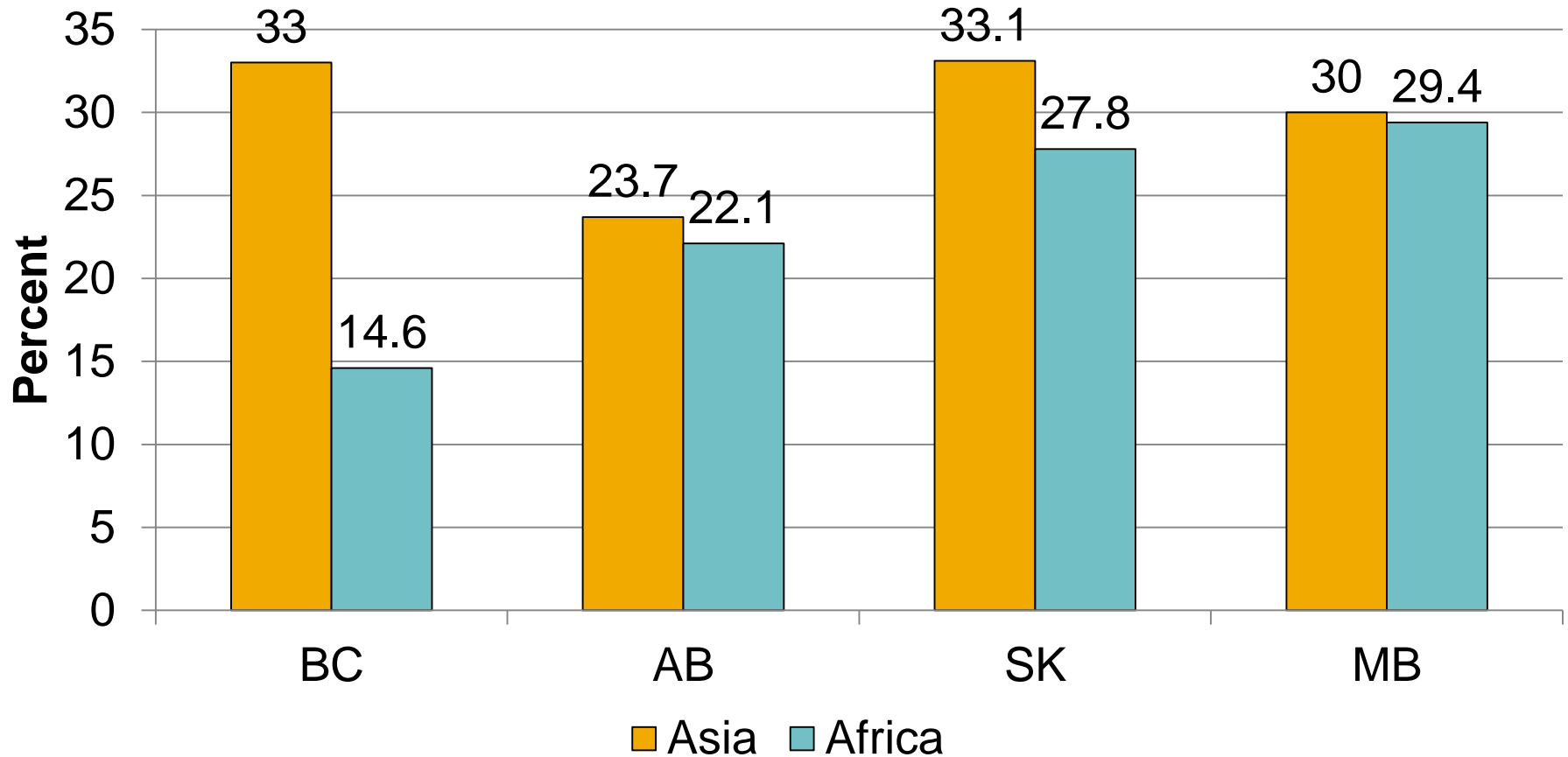
$\chi^2$  (BC)= 24.026, df=4,  $P \leq 0.01$ ;  $\chi^2$  (AB)= 9.595, df=4,  $P \leq 0.048$ ;  $\chi^2$  (SK)= 18.730, df=4,  $P \leq 0.001$ ;  $\chi^2$  (MB)= 7.345, df=4,  $P \leq 0.119$

The relationship between service use, employment status, & province of residence is not statistically significant for Manitoba





# Immigrants who needed services, but did not access them by region of origin



Source: WCSS, 2013  
 $\chi^2(\text{Asia}) = 34.672, df=6, P \leq 0.01$ ;  $\chi^2(\text{Africa}) = 25.680, df=6, P \leq 0.01$



## Immigrants with low levels of English fluency are most likely to need but not access services

- Weak English ability
  - **Accessed Services: 49.4%**
  - Did not need services: 20.3%
  - **Needed but did not use services: 30.4%**
- Moderate English ability
  - Accessed Services: 43.2%
  - Did not need services: 30.2%
  - Needed but did not use services: 26.7%
- Excellent English ability
  - Accessed Services: 35.0%
  - **Did not need services: 38.3%**
  - Needed but did not use services: 26.7%

## Policy and Practical Suggestions

- Vulnerable groups include: women, family class, African, Asian, unemployed and those with low English fluency. A special effort is needed to reach these groups
- Policy and service providers need to think creatively in terms of how they reach out to those in need
- Assist families and communities in providing information about settlement to other newcomers
- Recognize that good settlement service provision early in the integration process results in a happier and healthier economy and society



## Acknowledgements



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## Additional Findings, Reports and Information

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