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Immigration settlement services and gaps in Citizenship and Immigration Canada's western region: Focus on the Manitoba case



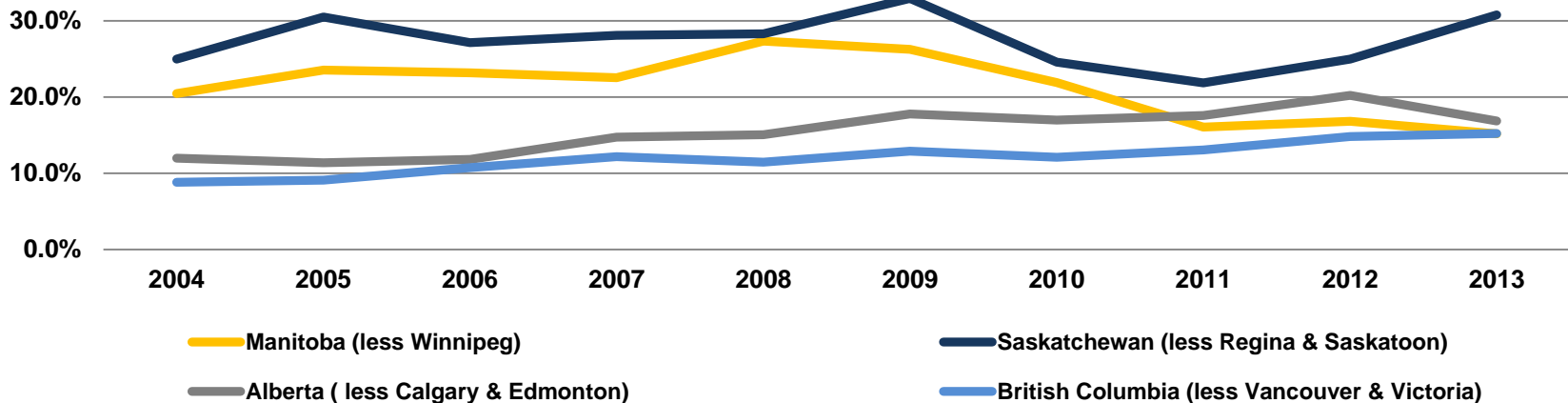
June 8th, 2015
Manitoba Immigrant and Refugee
Settlement Sector Association



Introduction

More immigrants are choosing to migrate to rural areas in Canada yet we know very little about the extent to which settlement services are available to them.

Percentage of Permanent Residents in BC, AB, SK, MB living outside the big cities, 2004-2013



Source: CIC Facts and Figures 2013



Introduction

This research project was funded by
Citizenship and Immigration Canada (CIC)
through
Immigration Research West (IRW) at the University of Manitoba
and was directed by
the **Rural Development Institute (RDI) of Brandon University**.

This project is made possible through partnerships with many individuals and organizations.

Five co-Principle Investigators, active immigration researchers from western Canadian Universities facilitated the planning, and research activities across the western provinces.



Research Objectives

- **Primary objective:** Inventory settlement services across Western Canada and to identify gaps, barriers and needs.
- **Secondary objective:** Determine existing partnerships and applicability of the Local Immigration Partnership (LIP).

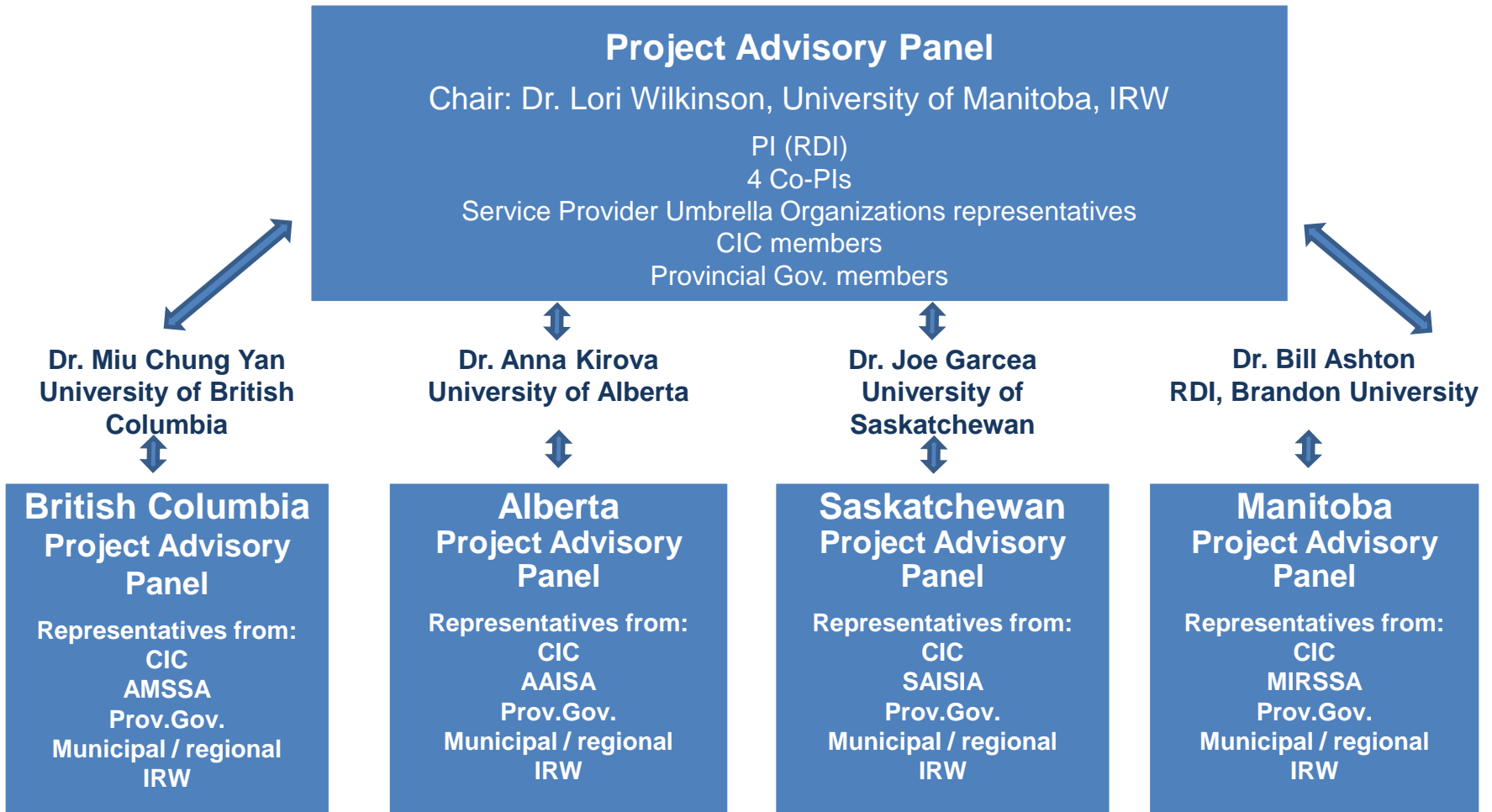
Newcomers 1) Permanent Residents, 2) Refugees, 3) Refugee Claimants, 4) Temporary Foreign Workers, 6) Naturalized Citizens, 7) International Students in Canada from 1 day to 5 years.

Newcomers ineligible for services - no access to CIC funded settlement services



Research design and methods

Governance structure



Research design and methods



29 communities
 Total Pop. 1,191,228
 Total PRs: 37,330 (2009-2013)

Criteria for selection:

- Receive newcomers
- No LIP
- 1+ CIC funded SPO
- No metro centre
- Full spectrum of rural, remote, small cities
- New & established SPOs

“Local Community” or
 “Regional Community”
 Broader regional community approach in SK.

BC = 10 AB = 9 SK = 5 MB = 6
 Selected communities

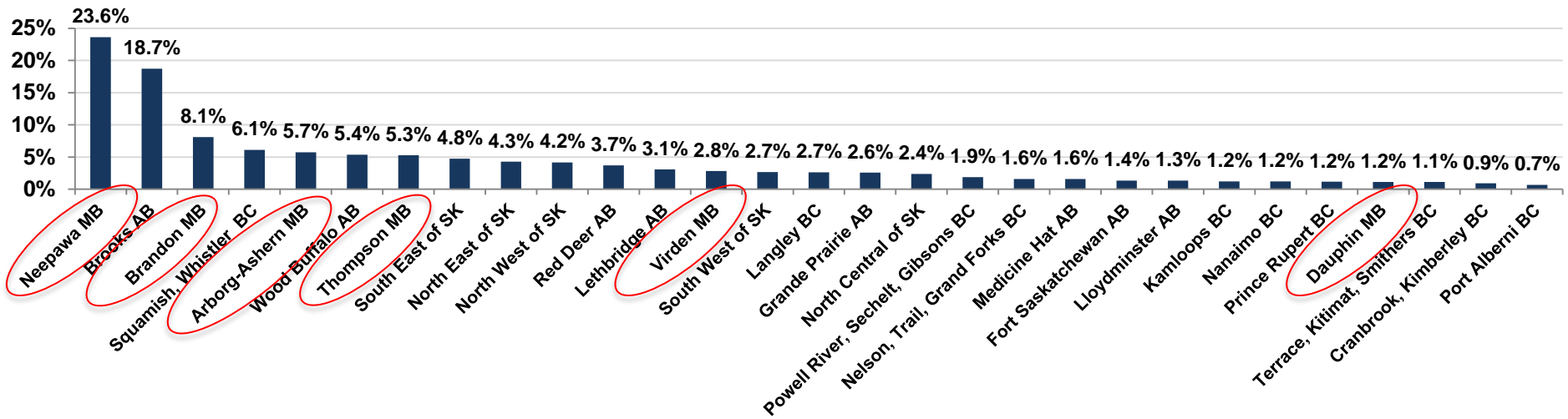


Research design and methods

Max diversity of communities

- Pop. 1,761 in Arborg – Ashern, MB to 104,109 in Langley, BC.
- Permanent Residents (2009-2013) 88 Virden, MB to 4,320 in Brandon, MB.

Permanent Resident arrivals (2009-2013) as % of Population in the 29 selected communities



Research design and methods

Phone survey of 147 SPO senior managers

- Available settlement and integration services
- Gaps in services
- Barriers to access services
- Newcomer needs for services
- Ease of newcomer settlement and finding employment
- Organizational partnerships
- Organizational capacity

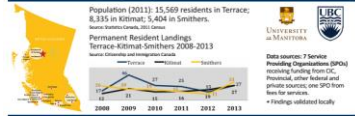
Province	Number of surveys completed	Number of people providing feedback
BC	43	17
AB	37	23
SK	48	11
MB	19	29
Total	147	80



Research design and methods



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Immigration Settlement Services and Gaps in Terrace/Kitimat/Smithers, British Columbia
 This community report is part of the "Immigration Settlement Services and Gaps in CIC's Western Region" study.



SETTLEMENT SERVICES

Top services offered

- Most of the settlement services are available to some extent
- Over the span of the communities, a large proportion of services are provided on a flexible, ad hoc basis

Key gaps identified

- There is an overall lack of resources and most services need to be requested
- Job-specific language training, mental health, foreign credential recognition, assistance finding housing
- There is a need for up to date demographic information for these communities

Barriers to access services

- Lack of services
- Language barriers
- Lack of information about services available and confusion about when to get help
- Reinstatement of services in small northern communities

Top services needed

- Language training, information and orientation, foreign credential recognition, granting open arrival, immigration supports, needs assessment and referrals, assistance finding a job and with daily life

Services needed by newcomers ineligible for CIC funded services

- Language training, foreign credential recognition, granting open arrival, integration support, information and orientation, interpretation services, legal support (referrals), and child care

PARTNERSHIPS

- Partnerships between and/or across all three partners, apart from francophone organizations, settlement, welcoming and integration activities were all reported in partnerships, but integration was the least common activity
- Participants reported a desire for a partnership with employers. From their perspective, employers are unwilling to take time away from work to attend settlement meetings

INTEGRATION IN COMMUNITY

- There is a small percentage of those who do so for newcomers to settle successfully and find employment in the communities
- Shortage of affordable housing, lack of information about the local labour market and culture, transportation, isolation from large urban centers and language barriers are some of the main challenges for newcomer settlement
- It is easier to find low skilled work than other employment in Terrace, Kitimat, and Smithers

x 29
community reports

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Immigration Settlement Services and Gaps in 10 selected rural communities in British Columbia
 This provincial report is part of the "Immigration Settlement Services and Gaps in CIC's Western Region" study.

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Immigration Settlement Services and Gaps in 8 selected rural communities in Alberta
 This provincial report is part of the "Immigration Settlement Services and Gaps in CIC's Western Region" study.

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Immigration Settlement Services and Gaps in 5 selected regional communities in Saskatchewan
 This provincial report is part of the "Immigration Settlement Services and Gaps in CIC's Western Region" study.

RURAL DEVELOPMENT INSTITUTE
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Immigration Settlement Services and Gaps in 6 selected rural communities in Manitoba
 This provincial report is part of the "Immigration Settlement Services and Gaps in CIC's Western Region" study.



SETTLEMENT SERVICES

Top services offered

- Language training (L)
- Help with daily life (L)
- Information and orientation (L)
- Needs assessment and referral (L)
- Assistance finding housing (L)
- Assistance finding employment (L)
- Cultural events (L)
- Social inclusion/integration support (L)

Key gaps identified

- Financial supports (L)
- Programming specifically for youth, seniors and women (L)
- Almost all services in all communities need to be requested (L)
- Language assessment, consider arrival, confusion with foreign credential recognition (L)
- Small number of multilingual organizational capacity (L)

Barriers to access services

- Ineligibility for services (L)
- Language difficulty of newcomers (L)
- Lack of childcare (L)
- Hours of the day the services are offered (L)
- Confusion about where to get help (L)
- Lack of services (L)

Top services needed

- Language training and assessment
- Housing (access, shortage and affordability)
- Information and orientation to community and Canadian culture
- Help with daily life
- Assistance finding employment
- Mentoring/social support/networking

Services needed by newcomers ineligible for CIC funded services

- Language training and assessment
- Information and orientation to community and Canadian culture
- Help with daily life
- Housing (access, shortage, and affordability)
- Mentoring/social support/networking

PARTNERSHIPS

- Partnerships exist in all communities, with 84% of the participants reporting working in partnership. All participants from Brandon, Douglas and Alton Place were engaged in partnerships. Local residents participated with the school/school boards, SPOs, language training providers, business and Chamber of Commerce. There is a desire for more partnerships with employers, Chamber of Commerce, and all levels of government.

INTEGRATION IN COMMUNITY

- Participants from all six communities have mixed perceptions of how easy it was for newcomers to settle and find work in their community. Language, finding affordable housing, isolation, acceptance by locals, and financial difficulties are some of the main challenges for newcomers to settle successfully and find employment in the communities. In each of the communities, about 20% of participants reported a desire for a partnership with employers. Low availability of well jobs are a key challenge for newcomers to settle successfully and find employment in the communities. Language barriers are the main challenges for newcomers to settle successfully and find employment in the communities.

x 4
provincial reports

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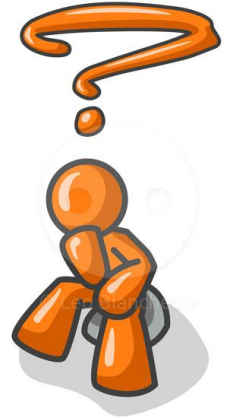
x 1
regional report



Research design and methods

Limitations

- Community selection: Not exhaustive; based on criteria; and includes communities at various stages in the development of settlement services. Communities were purposely selected to maximize diversity.
- Data was collected from SPO representatives. Newcomers were not consulted. SPO's perception about those newcomers who access or look for services.
- Challenges with long and short form of the survey. BC (long form) findings might show that BC offers a broader range of services.

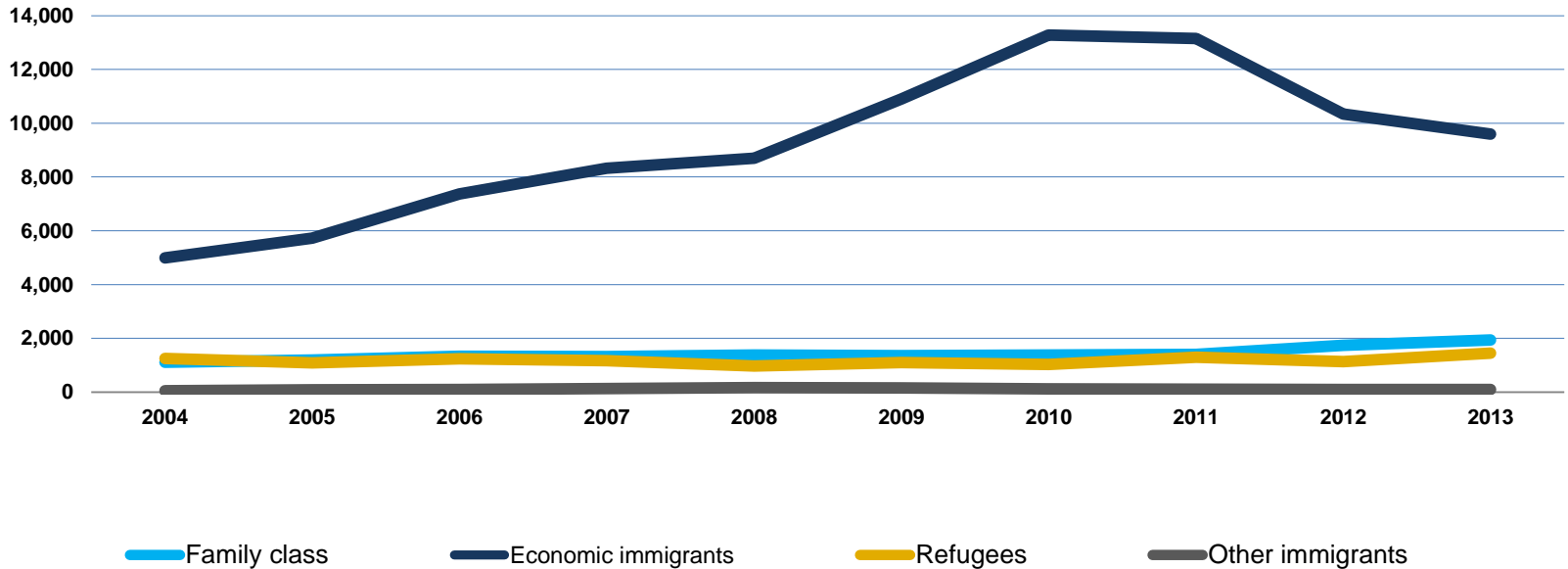


Focus on The Manitoba Case



Manitoba: Newcomer statistics

Permanent Residents by immigration class



Source: CIC Facts and figures 2013



Manitoba: Temporary residents

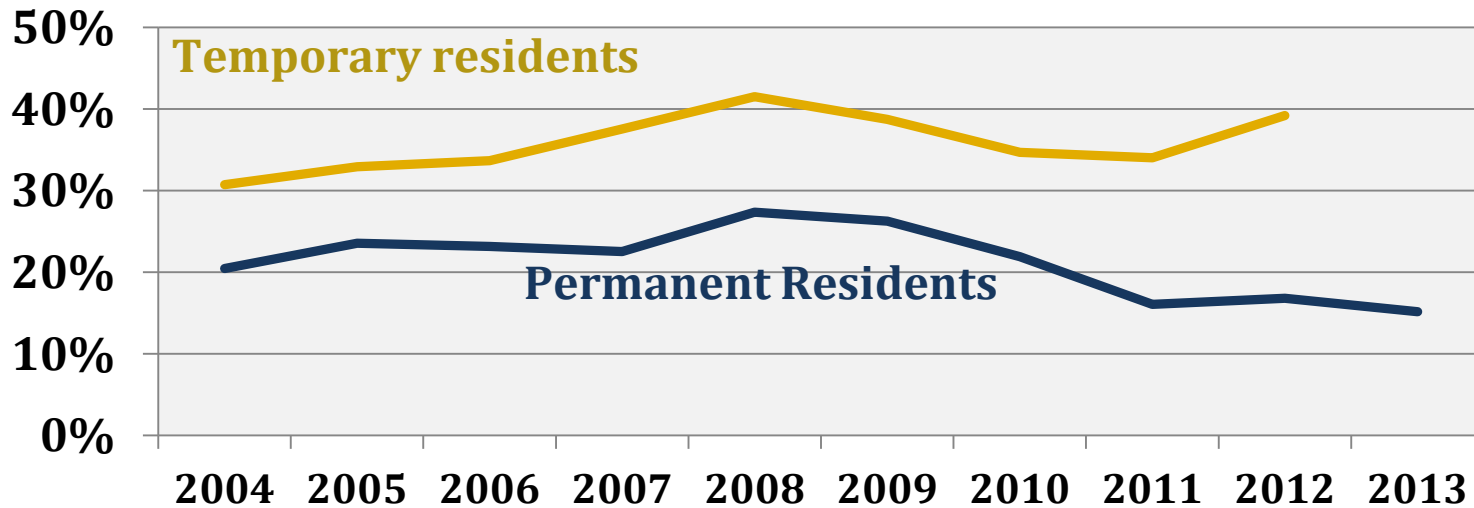
Temporary residents	2008	2009	2010	2011	2012
Foreign Workers	4,191	3,636	3,246	3,228	3,952
Foreign Students	1,723	2,046	2,088	1,772	2,635
Humanitarian population	154	161	155	151	107
Refugee claimants	133	138	141	143	93
Total	6,201	5,981	5,630	5,294	6,787

Source: CIC Facts and figures 2012 – Immigration overview



Manitoba: % of immigrants living outside Winnipeg

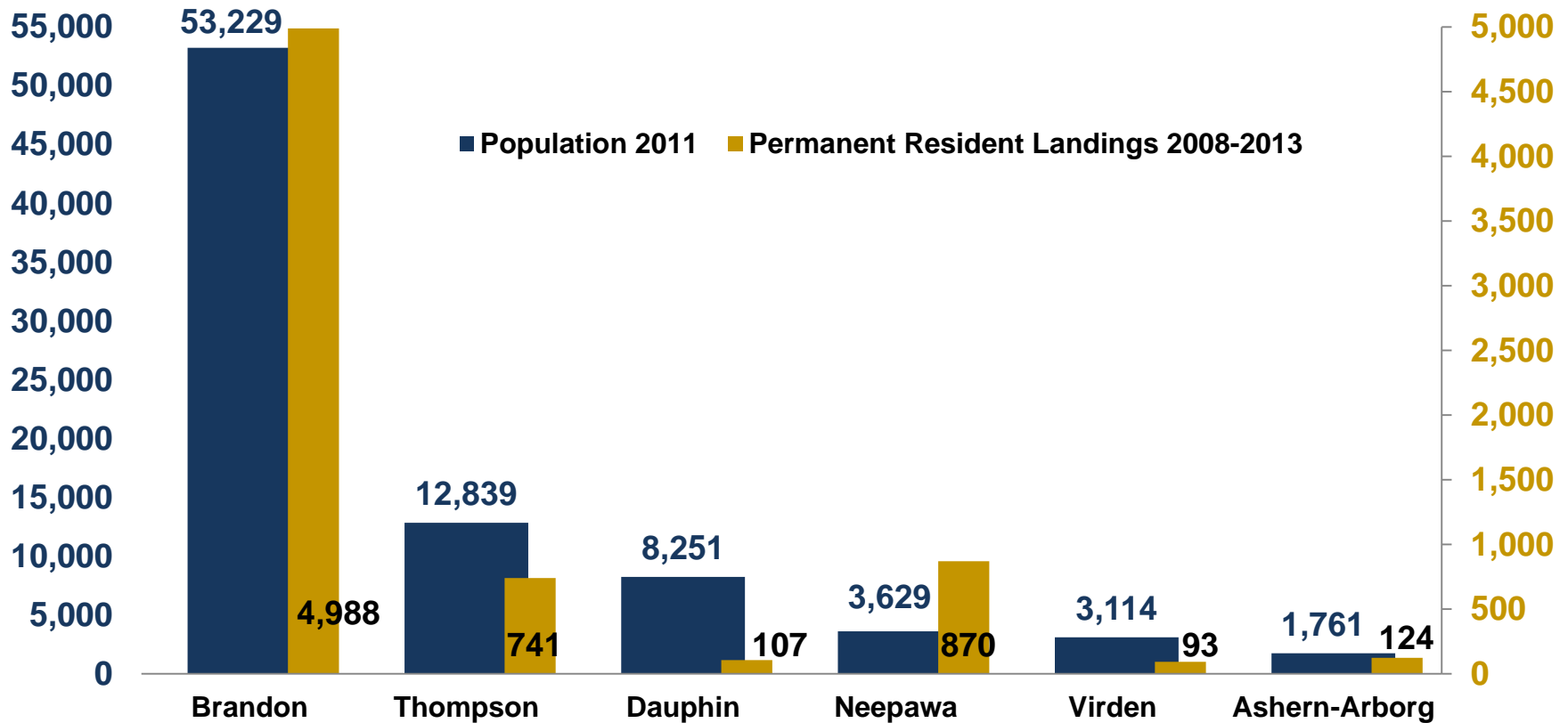
Percentage of PRs and TRs in Manitoba living outside Winnipeg



Source: CIC Facts and Figures -2012 and 2013



MB: Newcomer statistics for the communities sampled



MB: Settlement and integration

Ease of newcomer settlement (mixed perceptions)

- **10 participants: newcomer settlement was difficult**
WHY?
 - Newcomer language difficulties
 - Lack of housing (i.e., access, shortage and affordability), community childcare spots, & information about services available
 - Residents wary of newcomers
 - Harsh climate and lack of public transportation
- **9 participants: newcomer settlement was easy**
WHY?
 - Small communities = increased awareness of services
 - Easier if one has support of their ethno-cultural community
 - Community support
 - Settlement incentive packages (Interlake)
- **Within community consensus: Agreement within Brandon & Virden**
Newcomer settlement somewhat difficult



MB: Newcomer employment

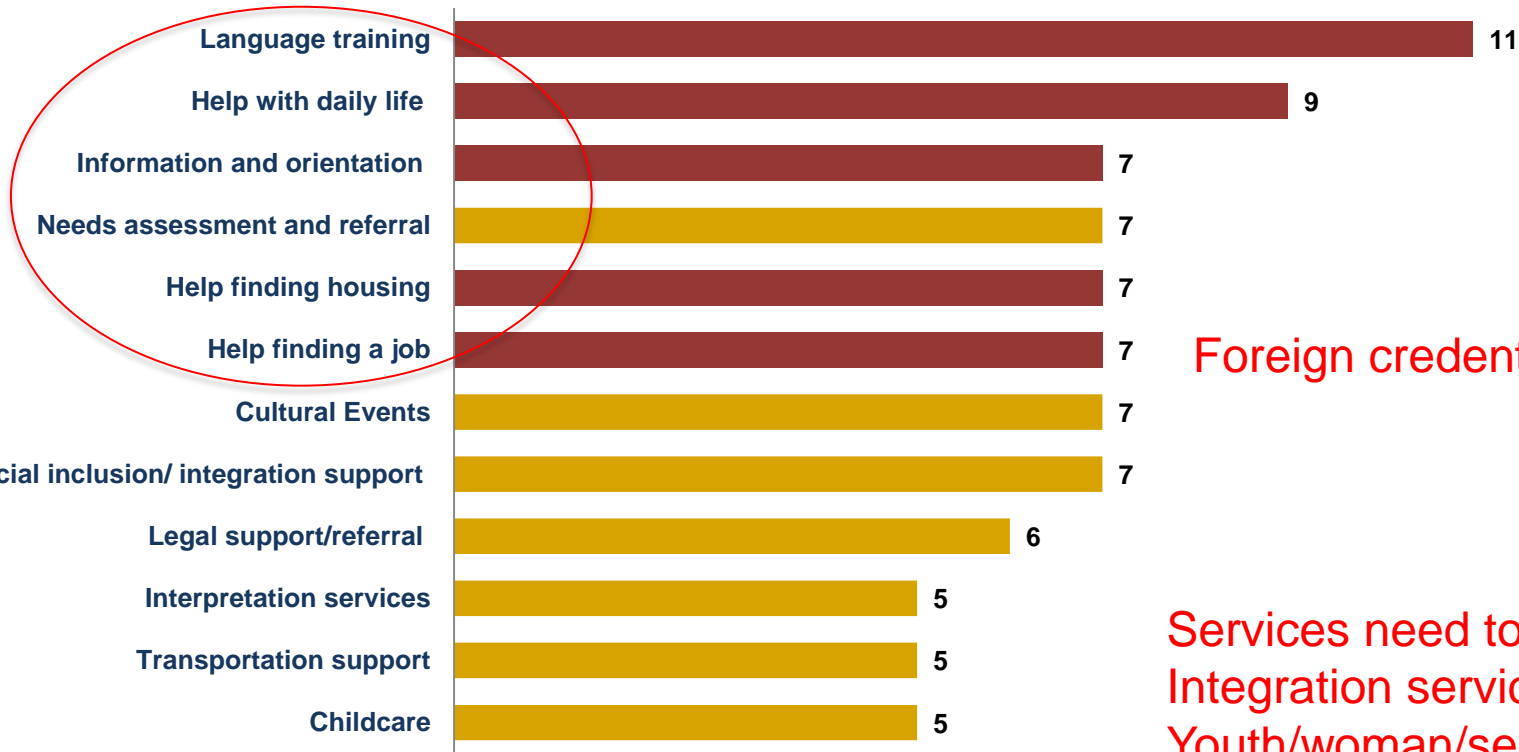
Ease of newcomer employment (mixed perceptions)

- **13 participants: finding employment was easy for newcomers**
WHY?
 - Availability of jobs / **Mainly low skilled, low pay, and entry-level jobs**
 - Presence of manufacturing companies in the communities
 - Easier for newcomers accessing settlement services
- **5 participants: finding employment was difficult for newcomers**
WHY?
 - **Foreign credential recognition**
 - **Newcomer language proficiency**
 - **Availability of mostly low skilled, low pay, and entry-level jobs**
 - **Transportation/childcare**
 - Possible employers fears of newcomers
 - Need for upgrading skills
- **Within community consensus: Ashern-Arborg & Thompson (easy)**
SK-MB(easy) vs AB-BC (difficult)



MB: Settlement services and gaps in rural Manitoba

MB - Top services offered



Mostly basic/language assessment

Foreign credential recognition

Services need to expand
Integration services
Youth/woman/senior programs

Items in red bars identified as the most needed services together with mentorship/social support/networking/ orientation to Canadian culture



MB: Barriers to accessing services

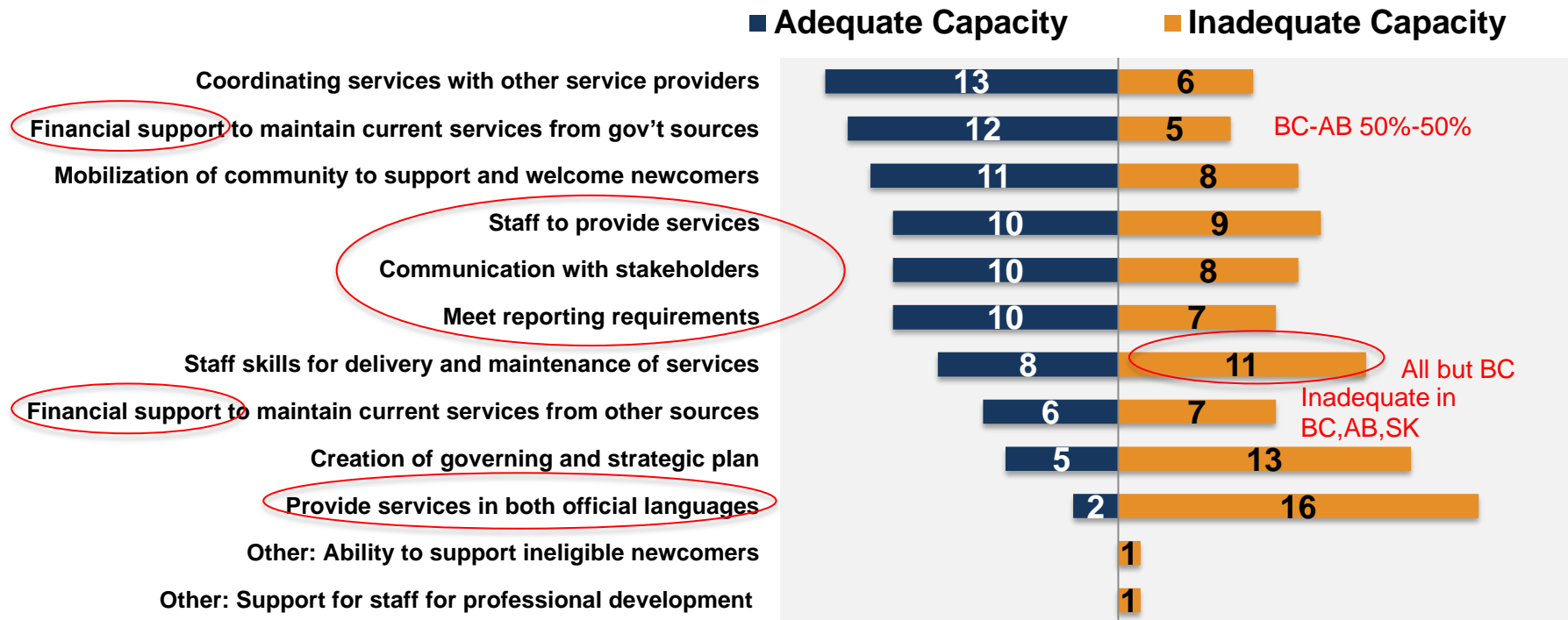
Barriers in Manitoba (consistent across western Canada)

- Ineligibility
- Language difficulties of newcomers
- Lack of childcare during service delivery
- Lack of (public) transportation
- Confusion about where to get help
- Hours of the day services are offered
- Lack of services offered



MB: SPO organizational capacity

Organizational Capacity for SPOs to serve newcomers in the 6 communities



MB: Organizational partnerships

- Formal/informal in nature
- 16/19 SPOs reported active partnerships
- Community differences in partnership development

Most frequently reported partnerships:

- Schools and school boards
- Other SPOs
- Language training providers
- Businesses (however a more engaged relationship is desired) and Chambers of Commerce

Least reported partnerships:

- Police force
- Housing services
- Ethno-cultural organizations
- Francophone organizations



Integrating the research findings



x 29 community reports

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Immigration Settlement Services and Gaps in Citizenship and Immigration Canada's Western Region

MAY 2015

Immigration 6 select

This province's Western Region

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Logos: RDI, Brandon University, University of Manitoba, University of Saskatchewan, University of Alberta, UBC, Canada.



Conclusion



- Increase in number of newcomers and newcomers from diverse backgrounds.
- Lack of large ethno-cultural groups
- Lack of infrastructure / community capacity
- Often lack of public transportation and large distances
- Smaller SPOs provide services in a flexible ad hoc basis; Smaller range of services offered / Limited specialized services
- Restricted job market

□ Northern and Remote: exacerbate the challenges faced by newcomers



Conclusion

14 Key Findings

Settlement and Employment

- Settlement: a challenge across much of Western Canada
- Small rural communities: Benefits versus lack key services
- Employment: Harder in the regions that are farther west
- Challenges to employment: Language, Foreign credential, transportation, childcare



Services and Gaps

- Newcomer needs: similar across western region and for either eligible or ineligible
- Expanding services: increase offering; eligibility; locations
- Range of language services can be quite limited
- Integration services are needed
- Secure funding critical for SPOs in rural areas
- Remote communities face additional challenges
- Language a barrier to accessing services

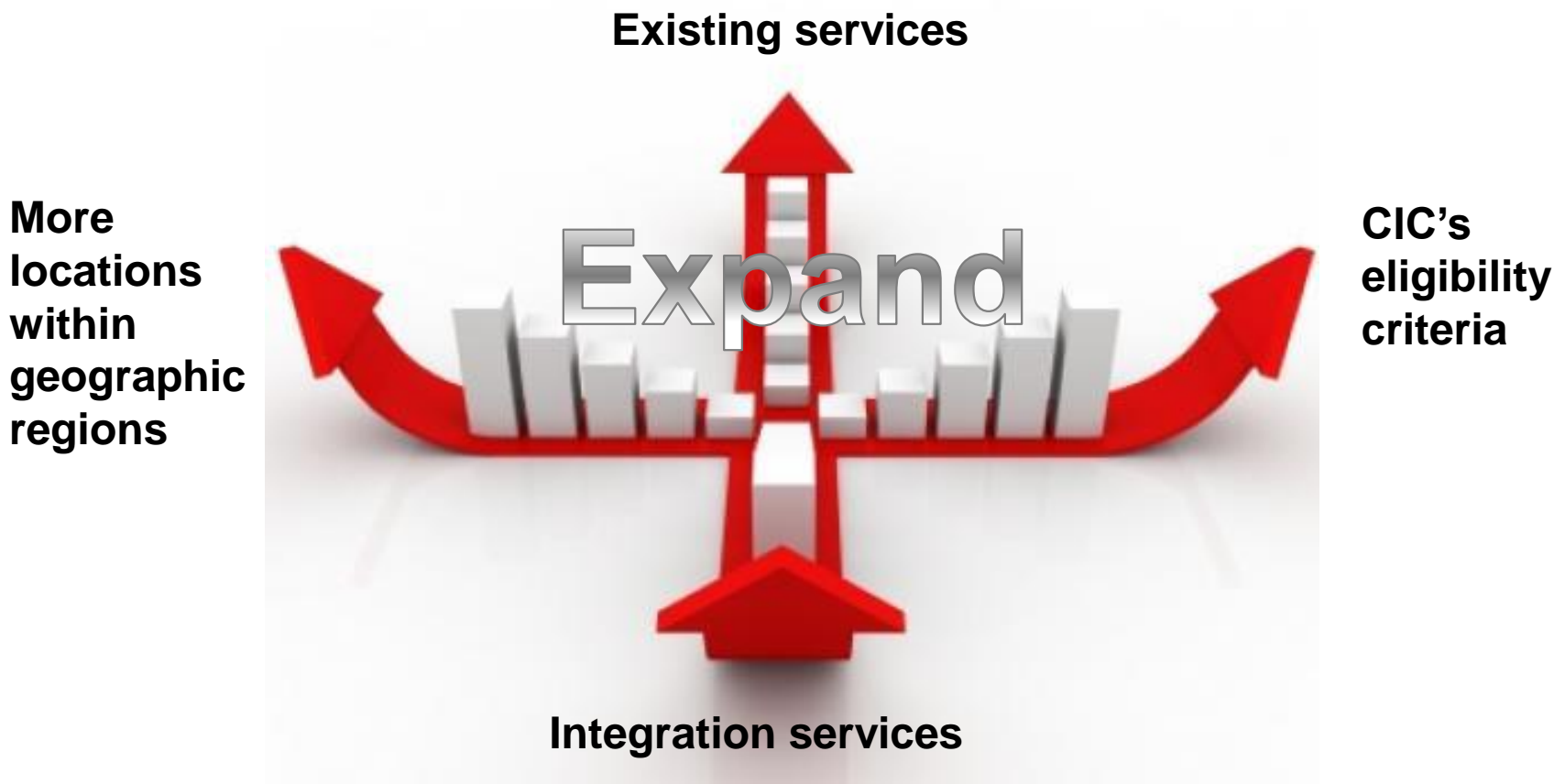
Partnerships

- Partnerships are key to service newcomers in rural areas
- LIPs are supported, but need to build upon existing partnerships – Provincial differences
- Private sector partnerships and involvement desired



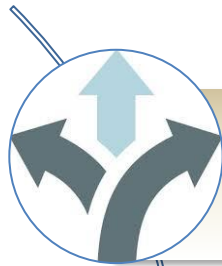
Conclusion: Strategic directions

1. *Expand available and accessible services*



Conclusion: Strategic directions

2. *Enhancing organizational capacity and funding*



More flexible policies which consider rural issues



**Sharing beneficial practices
Improving communication with CIC**



Core funding is needed for SPOs



Conclusion: Strategic directions

3. Increase SPO capacity with partnerships

Local Immigration Partnerships (LIPs)



LIPs build upon existing partnerships

LIPs vary with local SPO capacity

LIPs different based on provincial practices

LIPs engage employers in region



Thank you

Acknowledgement:

Project Panel members: Lori Wilkinson (chair), Robert Vineberg, Bill Ashton, Joe Garcea, Anna Kirova, Miu Chung Yan, Laurie Sawatzky, Getachew Woldeyesus, Fariborz Birjandian, Lynn Moran, Xiaoyi Xan, John Biles, Nita Jolly, Sophia Lee, Lucy Swib, Liz Robinson, Tim Helfrich, Alice Wong, Keith Godin, Vicki Chiu, Dominic Fung, Chris Garcia.

Provincial Panel members:

BC: Miu Chung Yan (chair), Lucy Swib, Tiana Solares, Dominic Fung, Vicky Chiu, Lynn Moran, Alex Kang, Lori Wilkinson.

AB: Anna Kirova (chair), John Biles, Alice Wong, Jennifer Fowler, Shahriyar Khan, Christina Nsaliwa, Mohhamed Y. Idriss, Sarah Amies, Abdie Kazemipur, Lori Wilkinson.

SK: Joe Garcea (chair), Beulah Ghana, Sean McKenzie, Tim Helfrich, Carol Oliver, Lori Wilkinson.

MB: Bill Ashton (chair), Lori Wilkinson, Liz Robinson, Laurie Sawatzky, Benjamin Amoyaw, Bequie Lake, Wally Melnyk, Nita Jolly, Natasha Mohammed.

Research Participants





Questions

All reports are available at:

<https://www.brandonu.ca/rdi/publications/immigration-services-and-gaps/>
and

http://umanitoba.ca/reports_RIW.html

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