

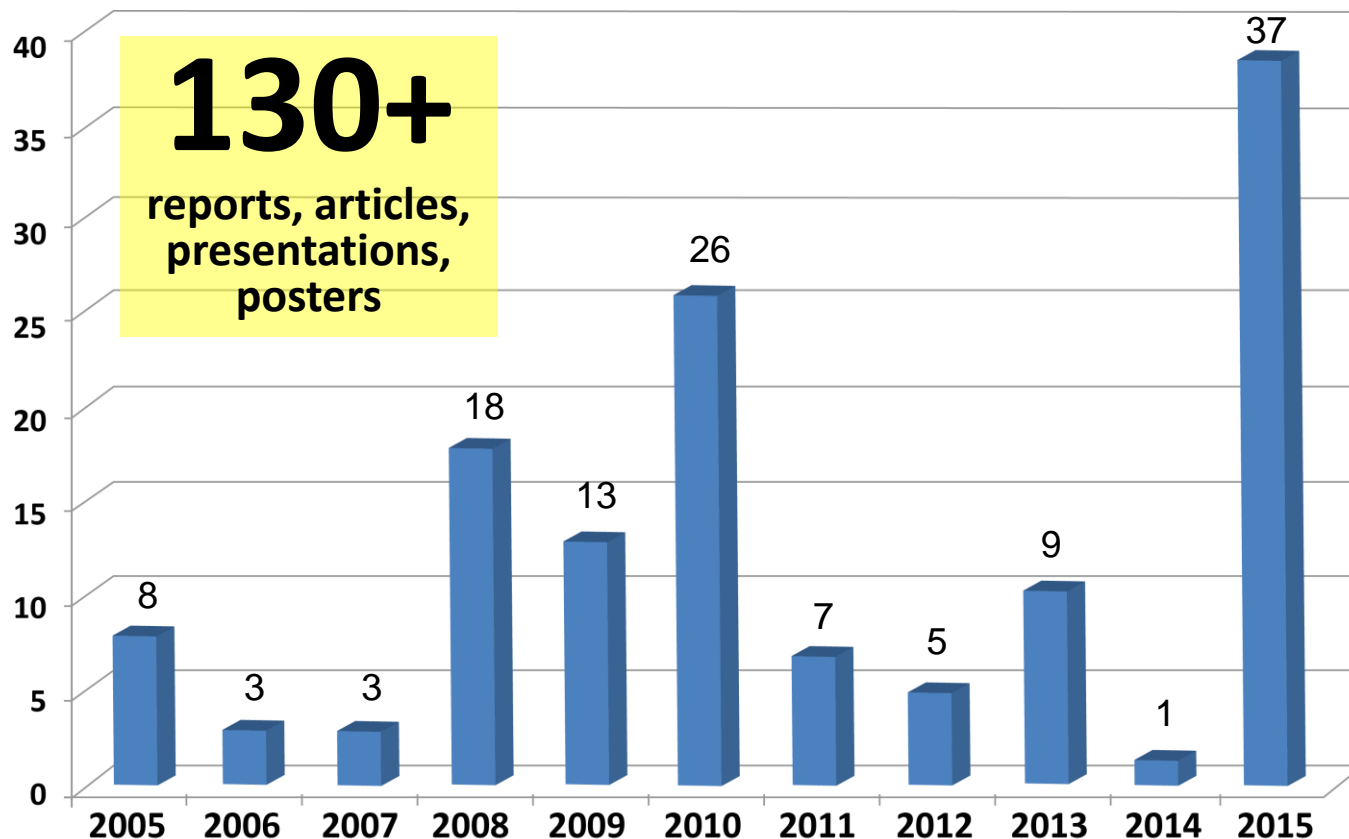
Immigration Settlement Service Delivery in Canada:
Rural/Urban Challenges & Public Policy Response
September 15, 2015 New Glasgow, Nova Scotia

Settlement Services in Western Canada: Results from 29 Rural and Small Centres

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Immigration Publications

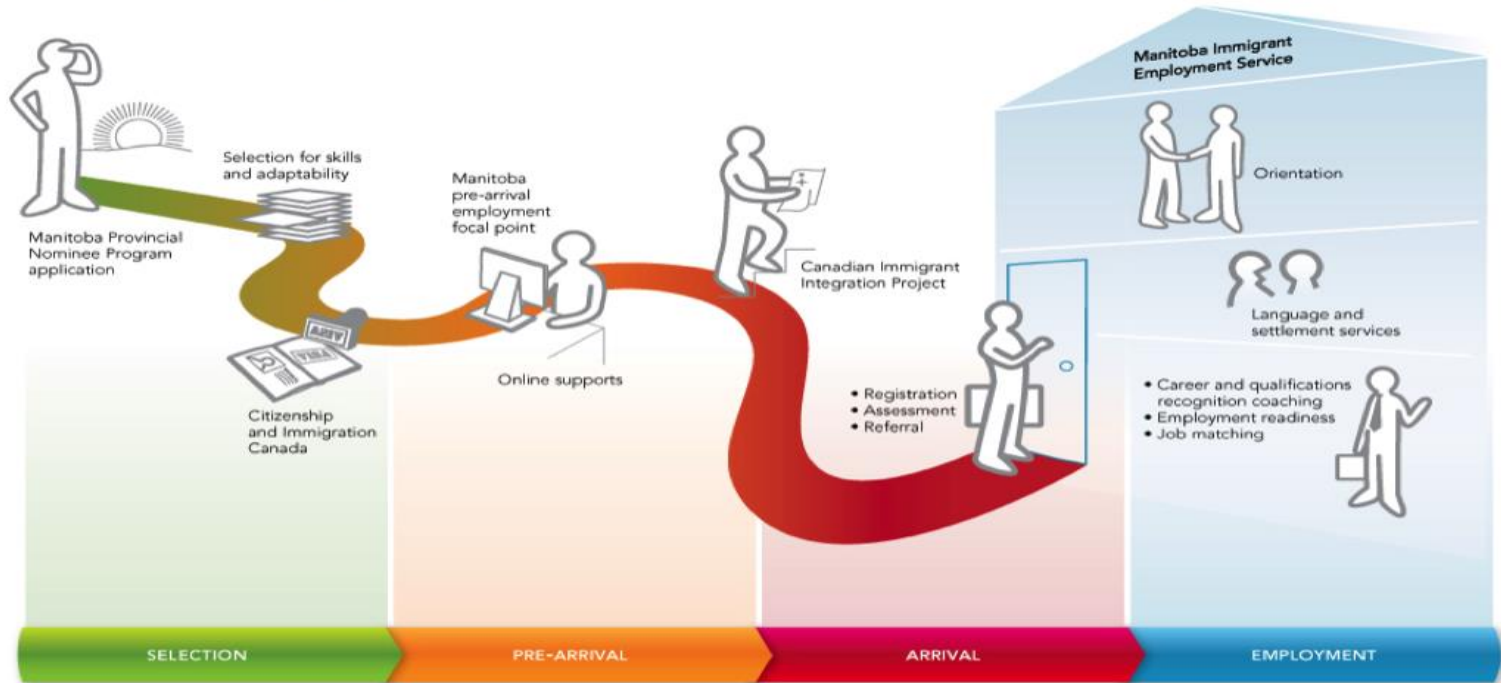


VISIT <https://www.brandonu.ca/rdi/publications/rural-immigrationrural-migration/>



Research Informing Decisions

Manitoba Immigration Service Continuum



- History of immigration
- Francophone
- Northern

8

- Hiring considerations
- Regional approaches
- Population changes

13

- Intercultural
- Housing
- Settlement
- Local capacity

17

- Labour issues
- Hiring TFW
- Employer direct stream
- Rapid growth

16

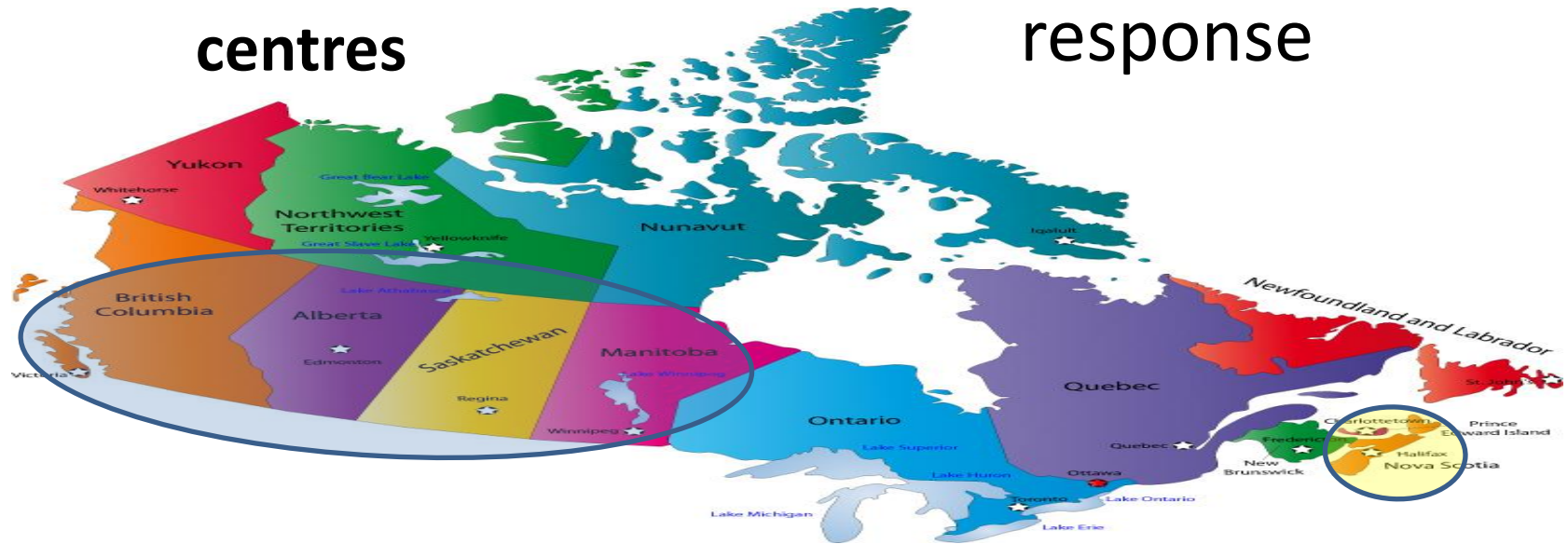
- Welcoming communities
- Integration
- Retention
- Policy impacts
- Case studies

Settlement services in Western Canada: results from 29 rural and small centres

Two Parts

1 Settlement services in Western Canada: results from 29 rural and small centres

2 Rural/Urban challenges & public policy response



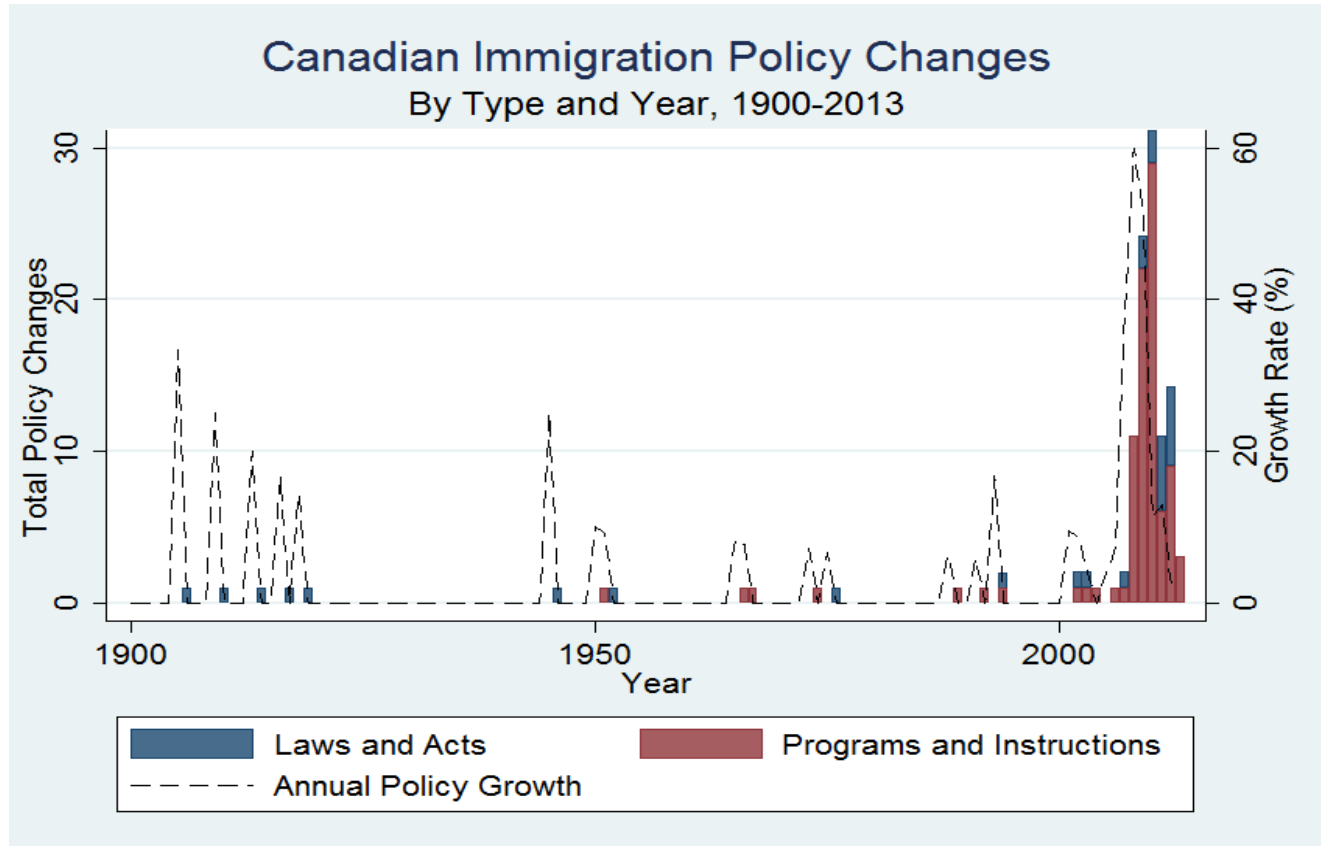
Manitoba & Nova Scotia

	Manitoba	Nova Scotia
Total Pop	1,148, 000	940,000
Area	70,000 km ² 649,000 km ²	55,284 km ²
Permanent Residences 2014	15,419 (5.2%)	2,772 (0.9%)
All Immigrants RST	6.9%	3.8%
New Immigrants RST	1.7%	0.4%

Source: Rural and Small Town
Canada Analysis Bulletin
Catalogue no. 21-006-X. Vol. 8,
No. 2 (June 2009)



Why a Study?



Source: Seeing the Forest Through the Trees

Unprecedented policy changes

Why a Study?

**APRIL
2012**

Manitoba angry about federal immigration changes

[CBC News](#) Posted: Apr 12, 2012 7:35 AM CT



Wendy Wollcock
Thunder Bay, ON

Federal cuts put pressure on multicultural group

Executive director wonders how services will be provided after local Citizenship and Immigration office closes

[CBC News](#) Posted: Apr 13, 2012 11:47 AM ET

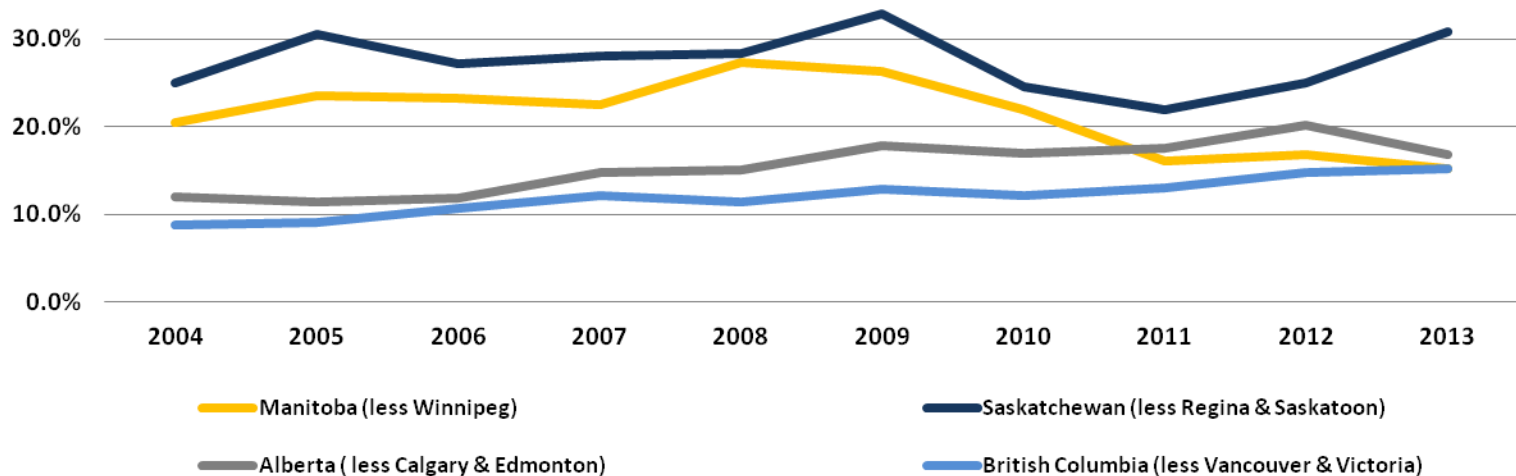
NEW DEAL!

Immigration funding re-structured

Why a Study?

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



Why is Study?

- **Federal cutbacks**
 - Reorganizations, Retirements, Re-staffing
- **2012-2014 Citizen and Immigration Canada**
 - Knowledge gaps, outside of metros?



Immigration is complicated. We can help.

Immigration Direct has empowered thousands of immigrants to successfully prepare their immigration applications. We make it easy so you can do it yourself. You could work through CIC forms and requirements on your own, but using Immigration Direct is easier, more accurate and less stressful.

- Step-by-step guidance leads you through each question
- Customer Service Team available 24 hours a day, 7 days a week
- Guaranteed safe and secure - Protecting your personal information is our top priority

Become a Canadian Citizen 

Permanent Resident Card (PR Card) 

Overview

- Research objectives and design
- Manitoba focus
- Settlement services gaps & barriers
- Importance of partnerships
- Conclusions & strategic directions
- **Implications for Nova Scotia**



Research Objectives

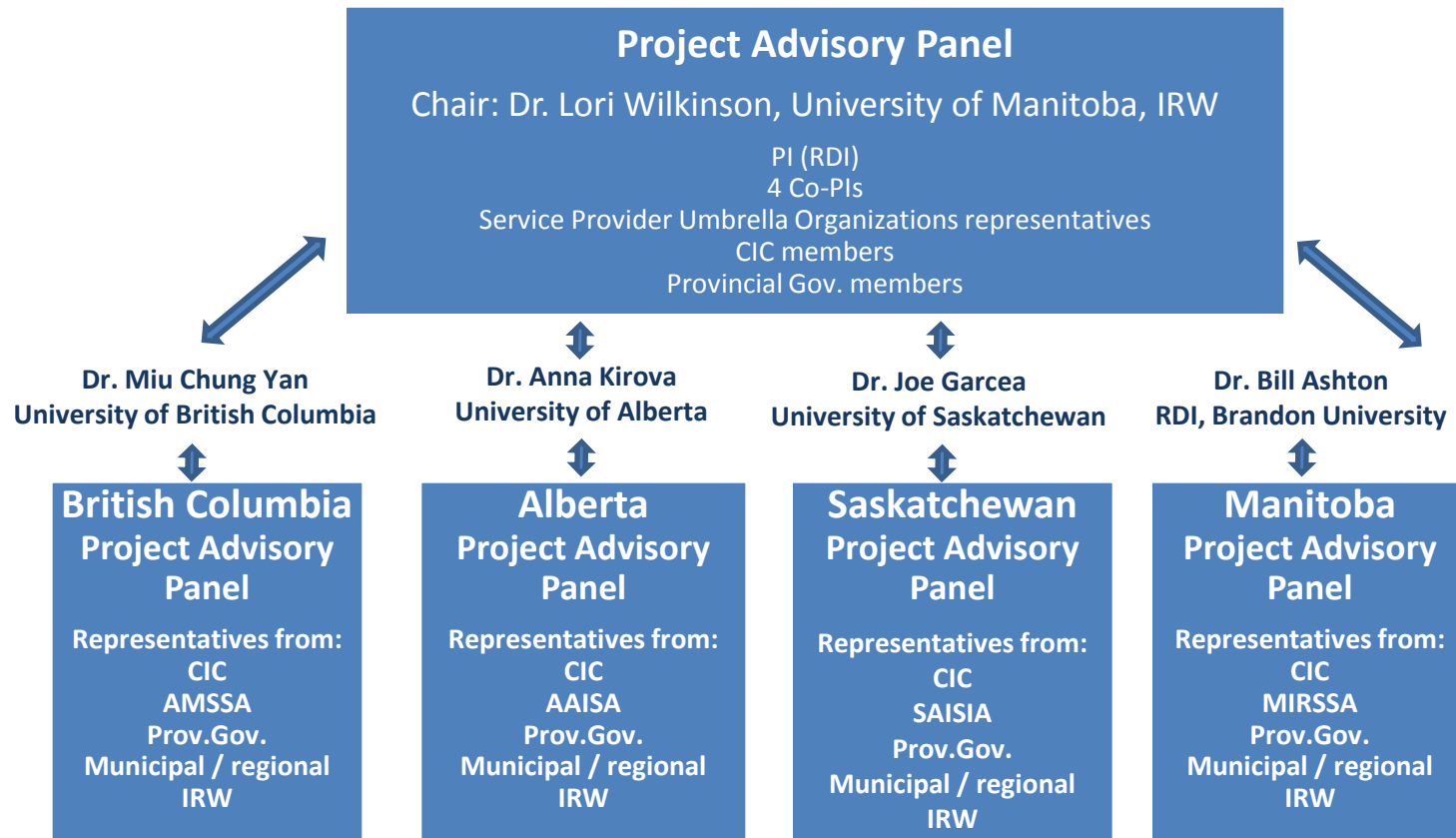
- **Inventory settlement services across Western Canada and to identify gaps, barriers and needs.**
- Determine existing partnerships and applicability of the Local Immigration Partnership (LIP).

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 & Methods

Governance structure



Research Design & Methods



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

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

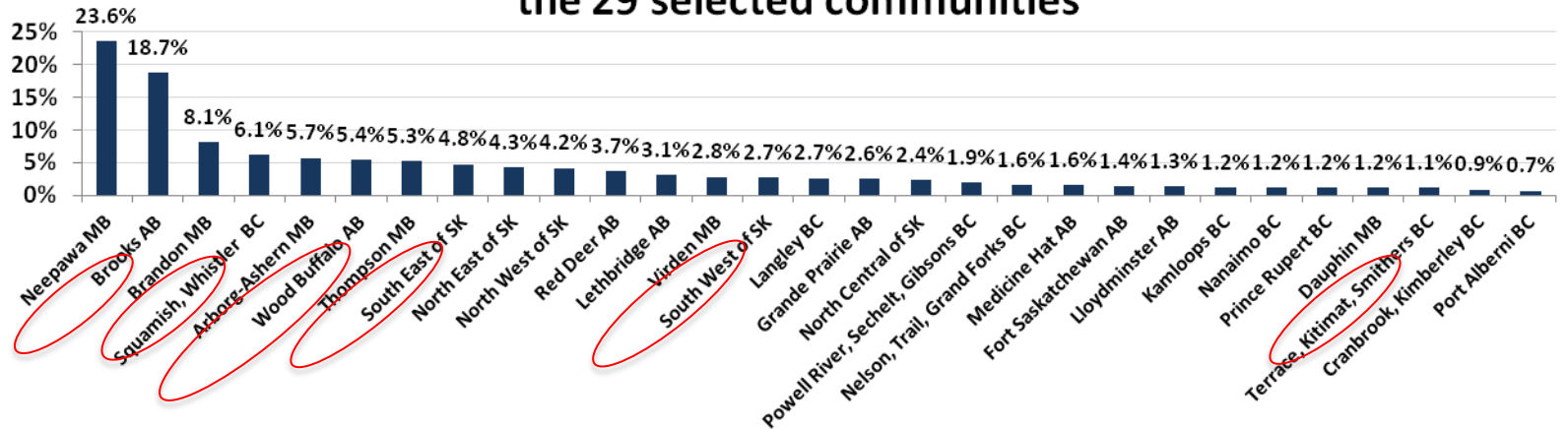
“Local Community” or
“Regional Community”
Broader regional
community approach in SK.

Research Design & 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 & Methods

147 SPO senior managers interviewed

- 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 & Methods



RURAL DEVELOPMENT INSTITUTE

BRANDON UNIVERSITY

Immigration Settlement Services and Gaps in Terrace/Kittimat/Smithers, British Columbia

This community report is part of the "Immigration Settlement Services and Gaps in CIC's Western Region" study.

Population (2011): 15,569 residents in Terrace; 8,335 in Kittimat; 5,404 in Smithers. Source: Statistics Canada.

Permanent Resident Landings Terrace-Kittimat-Smithers 2008-2013

SETTLEMENT SERVICES

Top services offered:

- Most of the settlement services are available to some extent.
- Due to the size 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 expand.
- Job search, language training, mental health, foreign credential recognition, insurance finding, housing.
- There is a need for up to date demographic information for these communities.

Barriers to access services:

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

Top services needed:

- Language training, information and orientation, foreign credential recognition, mentoring upon arrival, integration supports, needs assessment and referrals, assistance finding a job and with daily life.

Services needed by newcomers eligible for CIC funded services:

- Language training, information and orientation, integration supports, legal supports/referrals, and child care.

PARTNERSHIPS

- Partnerships developed with almost all local partners, apart from franchise 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 experiences, employers are unwilling to take time away from work to attend settlement meetings.

INTEGRATION IN COMMUNITY

- There is a mixed generation of those able to fit for newcomers to settle successfully and find employment in the communities.
- Shortage of affordable housing, lack of information about the business market and culture, transportation, isolation from large urban centres 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, Kittimat, and Smithers.

x 29
community reports

RURAL DEVELOPMENT INSTITUTE

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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.

RURAL DEVELOPMENT INSTITUTE

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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

BRANDON UNIVERSITY

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 (D)
- Needs assessment and information and orientation (I)
- Assistance finding employment (E)
- Cultural events (C)
- Social inclusion/integration support (S)

Key gaps identified:

- Financial supports (F)
- Programs specifically for youth, seniors and women (W)
- Almost all services in all communities need to expand (E)
- Language assessment, computer services, assistance with foreign credential recognition (R)
- Several areas of language/POD organizational capacity (O)

Barriers to access services:

- Language difficulties for services (L)
- Lack of childcare (C)
- Transportation (T)
- Hours of the day the services are offered (H)
- Confusion about where to get help (I)
- Lack of services (I)

Top services needed:

- Language training and assessment (L)
- Information and orientation to community and Canadian culture (I)
- Help with daily life (D)
- Assistance finding employment (E)
- Mentorship / social support / networking (M)

Services needed by newcomers eligible for CIC funded services:

- Language training and assessment (L)
- Information and orientation to community and Canadian culture (I)
- Help with daily life (D)
- Assistance finding employment (E)
- Mentorship / social support / networking (M)

PARTNERSHIPS

- Participants reported all of their partners, with both of the participant DPOs reporting working in partnerships. All participants from Brandon, Dauphin and Ashby-Arbogast were engaged in partnerships. Most frequently partnerships are with the school/food banks, DPOs, language training organizations, business and Chamber of Commerce. There is a needs for more partnerships with the employers, Chamber of Commerce, and all levels of government.

INTEGRATION IN COMMUNITY

- Participants reported that as newcomers, they missed perceptions of how easy it was for newcomers to settle and find work in their community. Language finding affordable housing, childcare, acceptance services, and the health care are the 7 most commonly cited barriers to successful settlement.
- One challenge that participants are able to get, however lack of recognition of foreign credential and language barriers are the main challenges for newcomers to move to a profession.

x 4
provincial reports

RURAL DEVELOPMENT INSTITUTE

BRANDON UNIVERSITY

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

MAY 2015

Partnerships: Participants reported all of their partners, with both of the participant DPOs reporting working in partnerships. All participants from Brandon, Dauphin and Ashby-Arbogast were engaged in partnerships. Most frequently partnerships are with the school/food banks, DPOs, language training organizations, business and Chamber of Commerce. There is a needs for more partnerships with the employers, Chamber of Commerce, and all levels of government.

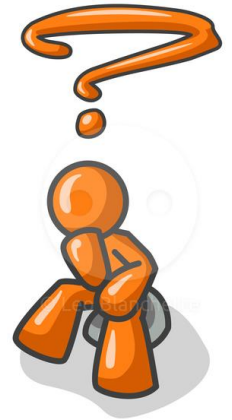
Integration in Community: Participants reported that as newcomers, they missed perceptions of how easy it was for newcomers to settle and find work in their community. Language finding affordable housing, childcare, acceptance services, and the health care are the 7 most commonly cited barriers to successful settlement. One challenge that participants are able to get, however lack of recognition of foreign credential and language barriers are the main challenges for newcomers to move to a profession.

x 1
regional report

Research Design & Methods

Limitations

- **Not all communities** selected. Communities purposely selected to maximize diversity using criteria;
- **No newcomers included.** Focus on SPOs
- **Reduced complexity of survey.** Challenges with long survey in BC, shifted to shorter version. More data on BC but same topics. Longer BC case studies.



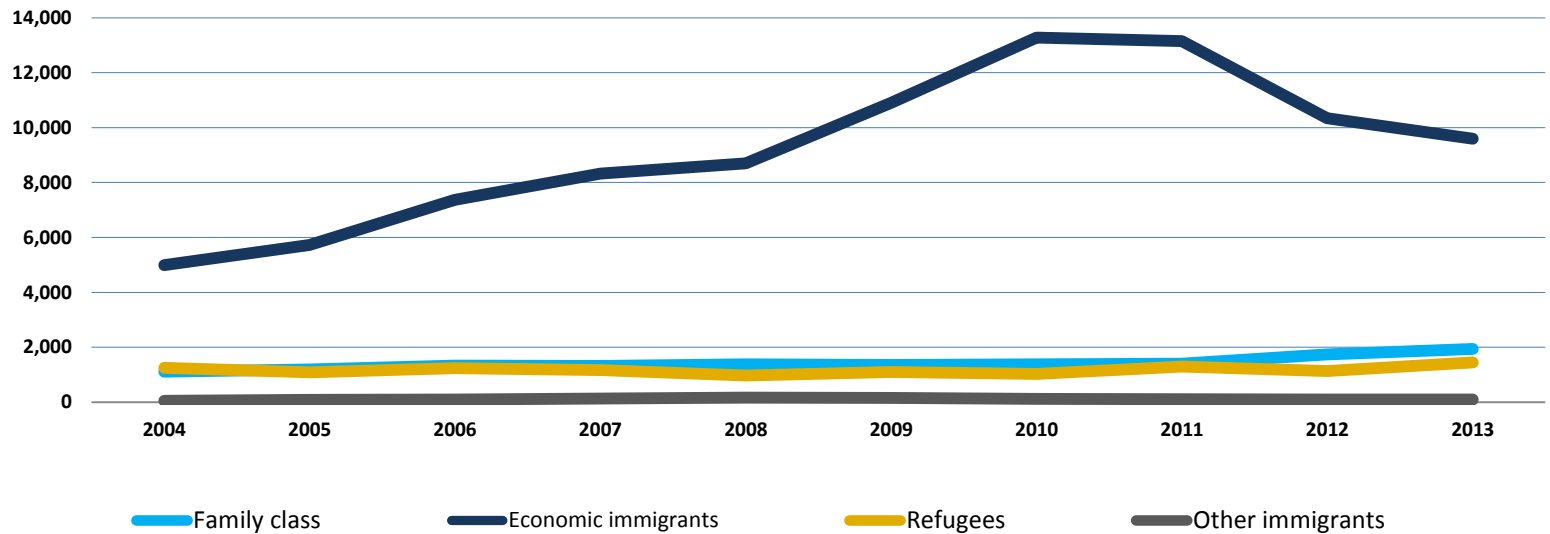
Focus on the Manitoba Case

IMMIGRATION SETTLEMENT



Manitoba: Newcomer Stats

Permanent Residents by immigration class



Source: CIC Facts and figures 2013

Manitoba: Temporary Residents

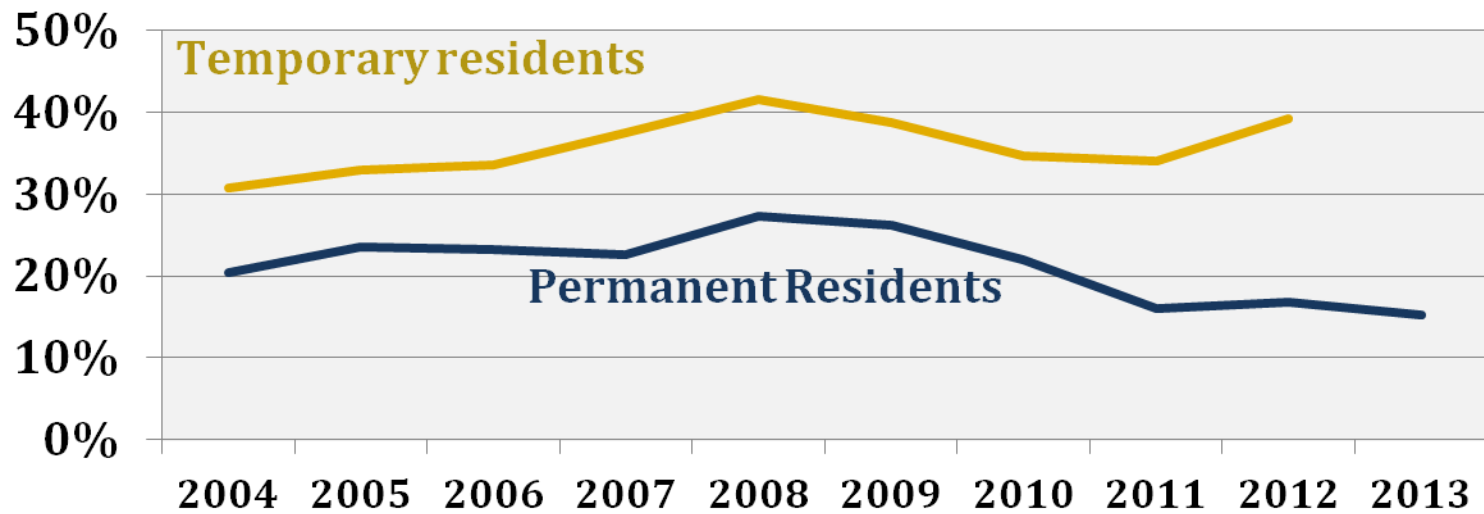
Temporary residents	2008	2009	2010	2011	2012
Foreign Workers	4,191	3,636	3,246	3,228	3,952
Foreign Students	1,723	2,046	2,088	1,772	2,635
Humanitarian population	154	161	155	151	107
Refugee claimants	133	138	141	143	93
Total	6,201	5,981	5,630	5,294	6,787

Source: CIC Facts and figures 2012 – Immigration overview



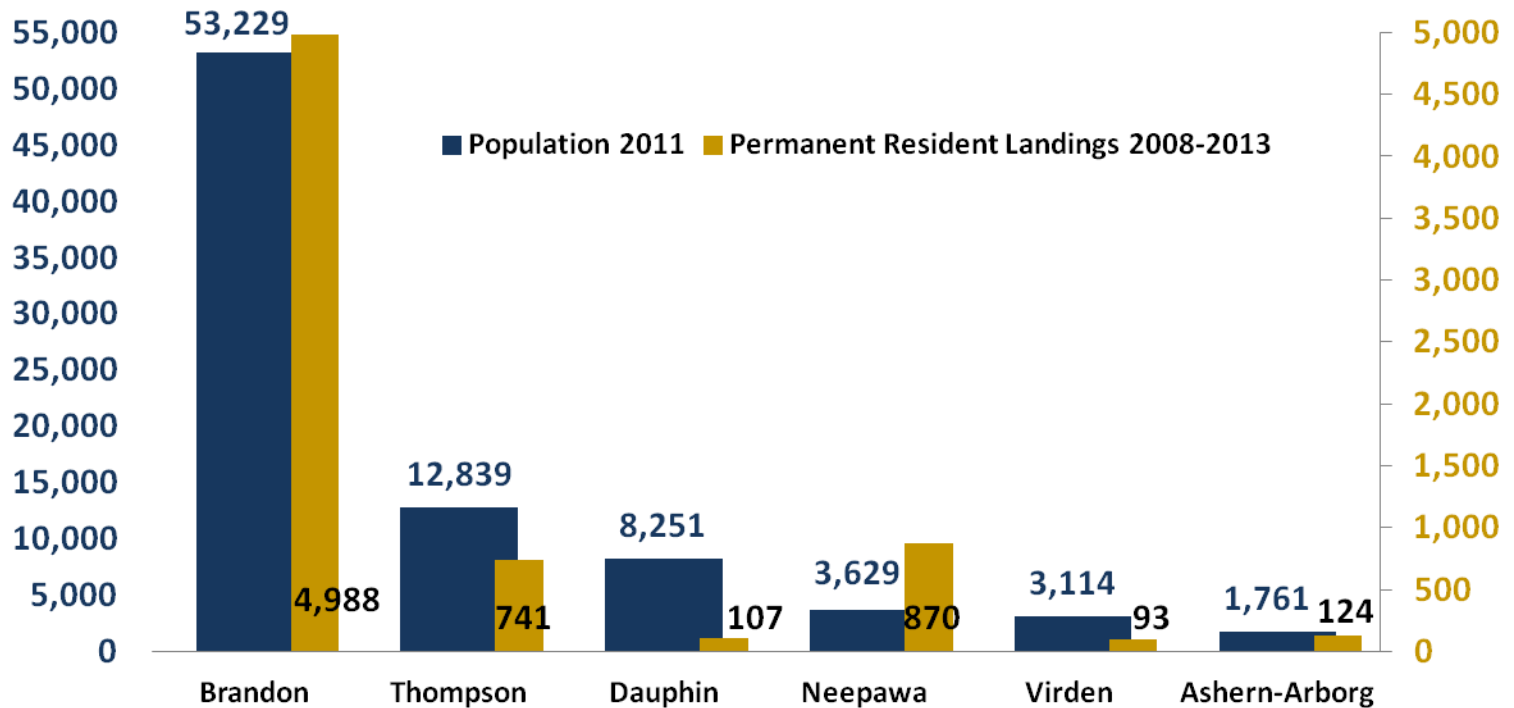
Manitoba: % of Immigrants living Outside Winnipeg

Percentage of PRs and TRs in Manitoba living outside Winnipeg



Source: CIC Facts and Figures -2012 and 2013

MB: Newcomer in Communities Sampled



MB: Settlement & Integration

Ease of newcomer settlement (mixed perceptions)

- Newcomer settlement **difficult** (10/19 participants)

WHY?

- Newcomer language difficulties
- Lack of housing (i.e., access, shortage and affordability), childcare spots, & information about services available
- Residents wary of newcomers
- Harsh climate and lack of public transportation

- Newcomer settlement **easy** (9/19 participants)

WHY?

- Small communities = increased awareness of services
- Easier with ethno-cultural community support
- Community support
- Settlement incentive packages (Interlake)

- Newcomer settlement **somewhat difficult** (5/19 participants)

SK-MB(easy) vs AB-BC (difficult)

MB: Newcomer Employment

Ease of newcomer employment (mixed perceptions)

- **Finding employment easy** (13/19 participants)

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

- **Finding employment difficult** (5/19 participants)

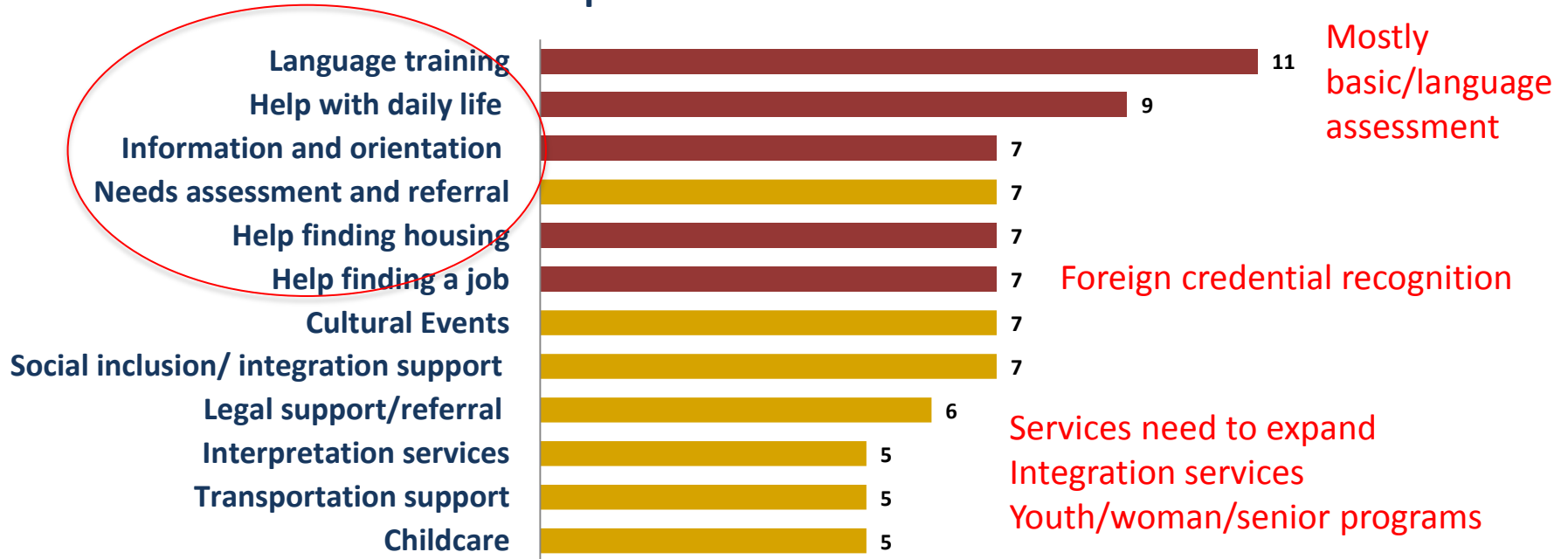
WHY?

- **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

SK-MB(easy) vs AB-BC (difficult)

MB: Settlement Services & Gaps in Rural Manitoba

MB - Top services offered



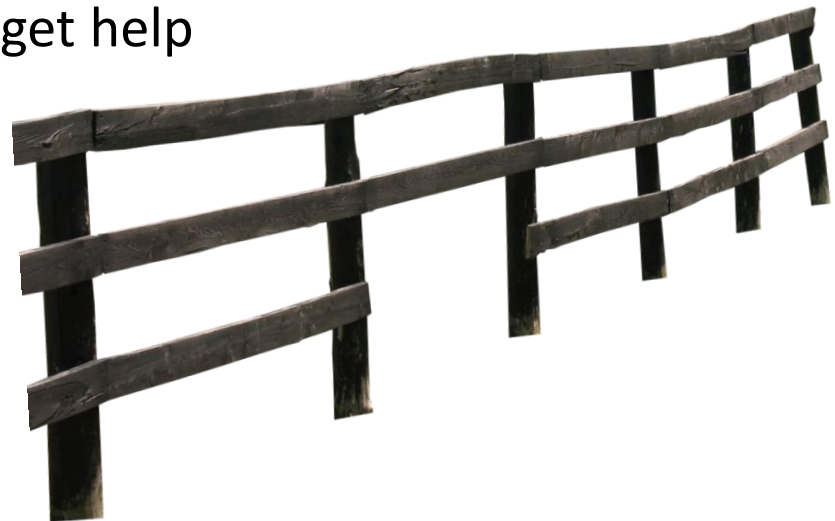
Red bars identify most needed services together with mentorship/social support/networking/ orientation to Canadian culture



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



Research Objectives

- Inventory settlement services across Western Canada and to identify gaps, barriers and needs.
- 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

MB: Partnerships

Formal/informal in nature

- 16/19 SPOs reported active partnerships
- Many differences in partnership development

Most frequently reported partnerships

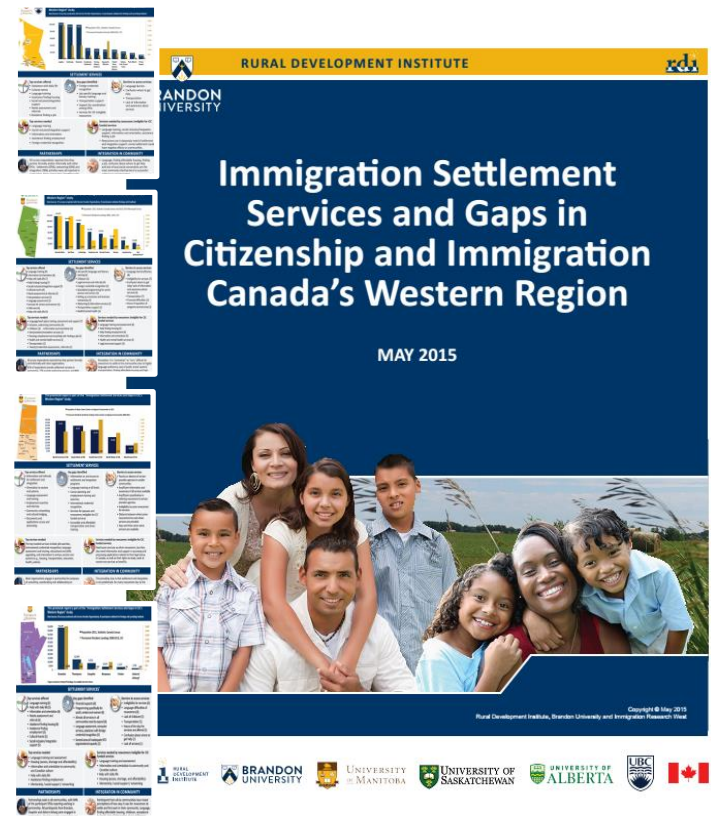
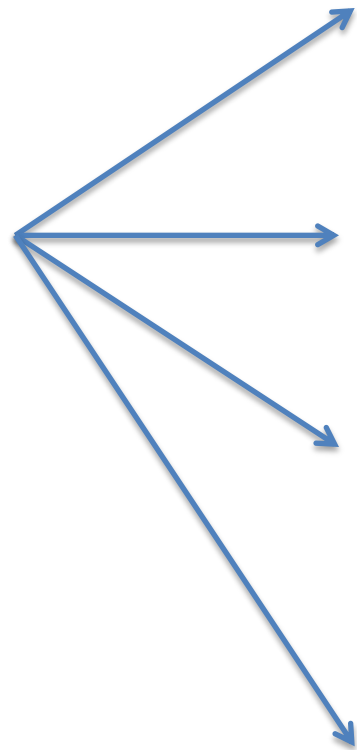
- Schools and school boards
- Other SPOs
- Language training providers
- Businesses and Chambers of Commerce

Least reported partnerships

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



Integrating Research Findings



Summary- challenges



- More newcomers
- More diverse backgrounds
- Ltd ethno-cultural groups
- Lack of infrastructure / local capacity
- Lack public transport, long distances
- Smaller SPOs more flexible, fewer services, ltd specialization, may appear ad hoc
- Restricted job market
- Northern and Remote: exacerbate service provision challenges for newcomers

Conclusion - 15 Key Findings

Settlement and Employment (5)

- 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 (7)

- 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 (3)

- 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 services - available and accessible

Existing services

More locations within geographic regions

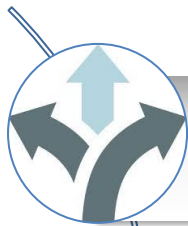


CIC's eligibility criteria

Integration services

Conclusion: Strategic Directions

2. Enhancing SPO 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: 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

