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Use of Settlement Services among Refugees in Canada-A View from the West

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*Home, Dignity: Human Rights-National Spring Consultations
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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 may compare to immigrants in other provinces*
 - *Labour market, service use, social integration and cohesion, language acquisition*
- **TODAY'S OBJECTIVES**
 - Examine the experiences of refugees with regard to access to services and need for services

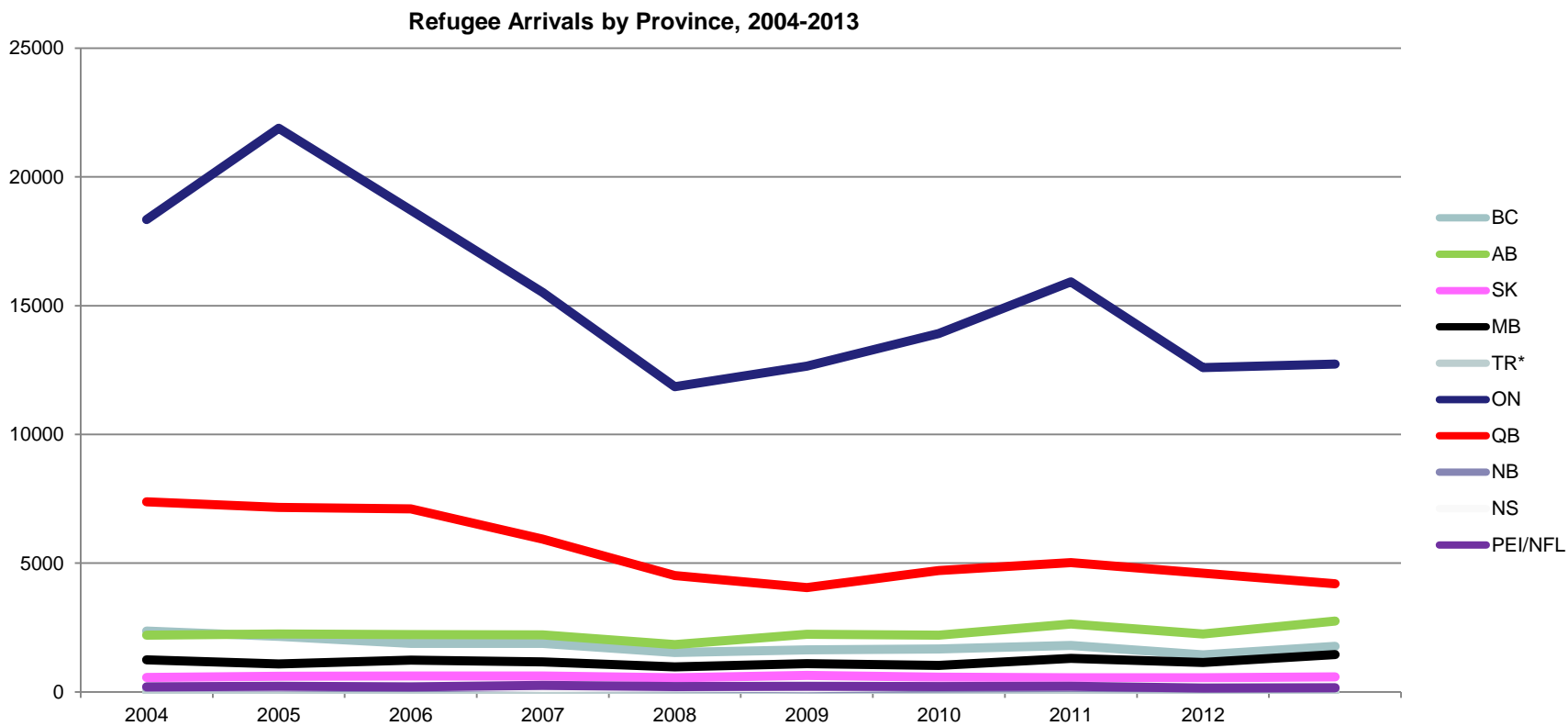
What research has been done to understand service needs of refugees

- Research still heavily weighted towards mental health problems and refugees
- 83% of all immigrants to Ontario have used one or more settlement services
 - 54.7% used language training
 - 50% used employment and skills training programs
 - 38.4% used general settlement and integration services
- Basic needs of Somali refugees in UK are met
 - Largest unmet needs involve housing, physician (for physical health needs), mental health needs, information about society, friends, reading/writing English

Refugees to Canada: demographics

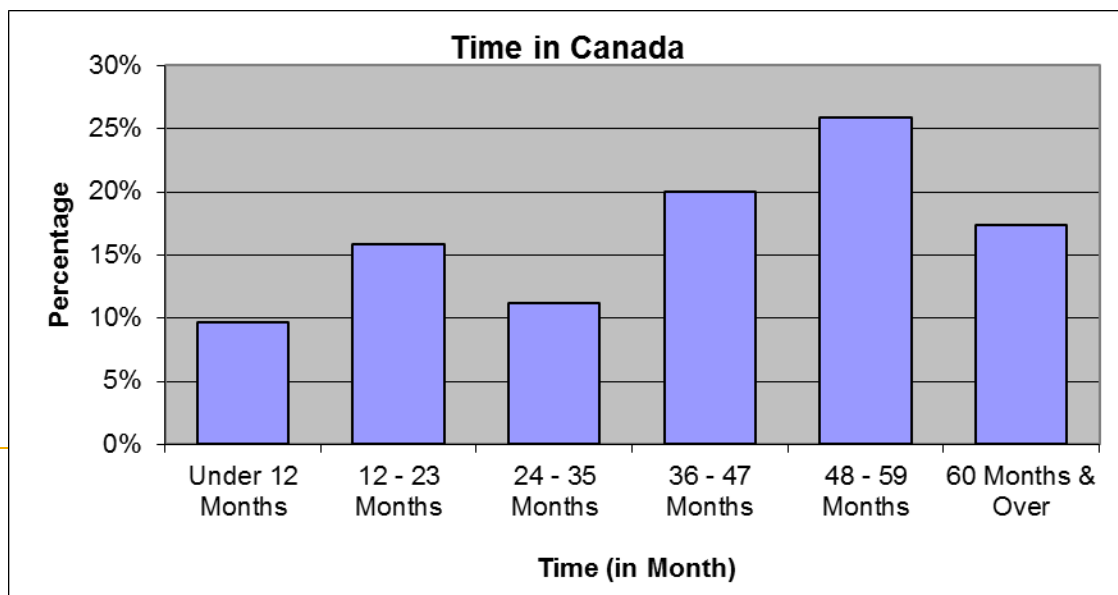
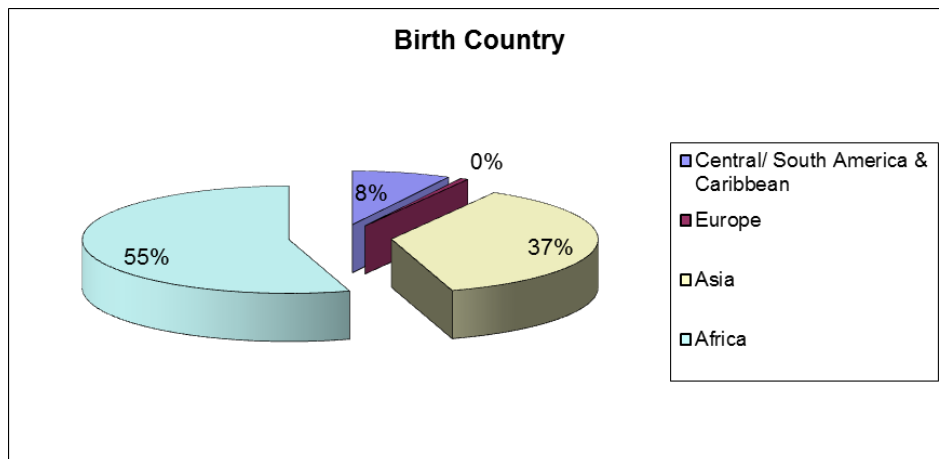
- Between 2009 and 2013 122,486 refugees arrived to Canada: the second highest of all industrialized nations
 - Less than 3% of all persons in refugee situations ever make it to an industrialized nation
- Between 15,000 and 25,000 refugees arrive per year
 - 24% government sponsored refugees
 - 18% privately sponsored (40% go to Winnipeg!)
 - 37% refugee claimants (but only 54% stay in Canada)
 - 21% are children
- Two-thirds arrive prior to their 29th birthday
 - 60% are female

Arrivals of Refugees by Province, 2004-13



Characteristics of refugees in our study

- 53% are male (so we weighted the data to bring the females higher)
- Refugees in Alberta over-represented
- 35.8% have (self-assessed) language difficulties
- 13% have French mother tongue



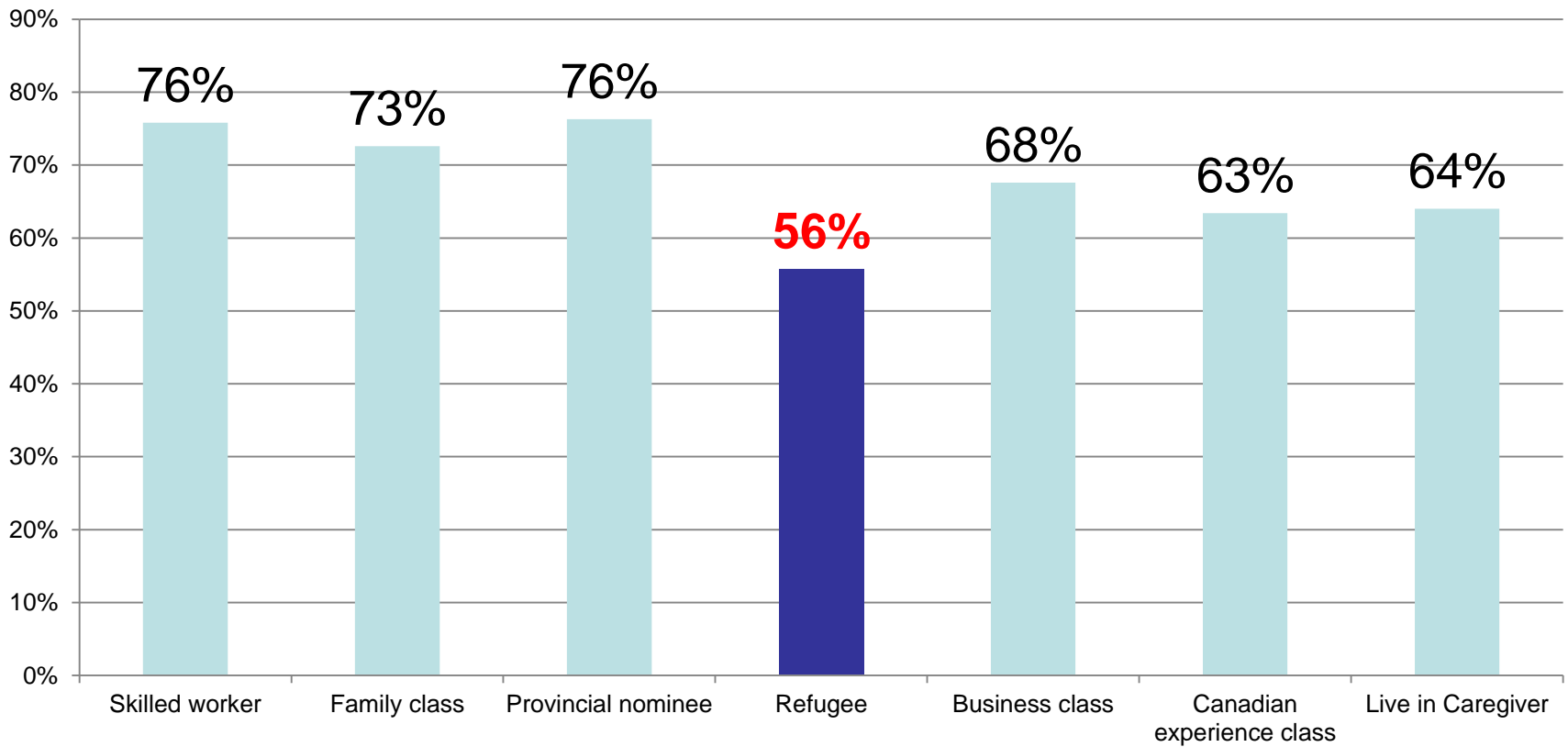
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Settlement Service Use Indicators



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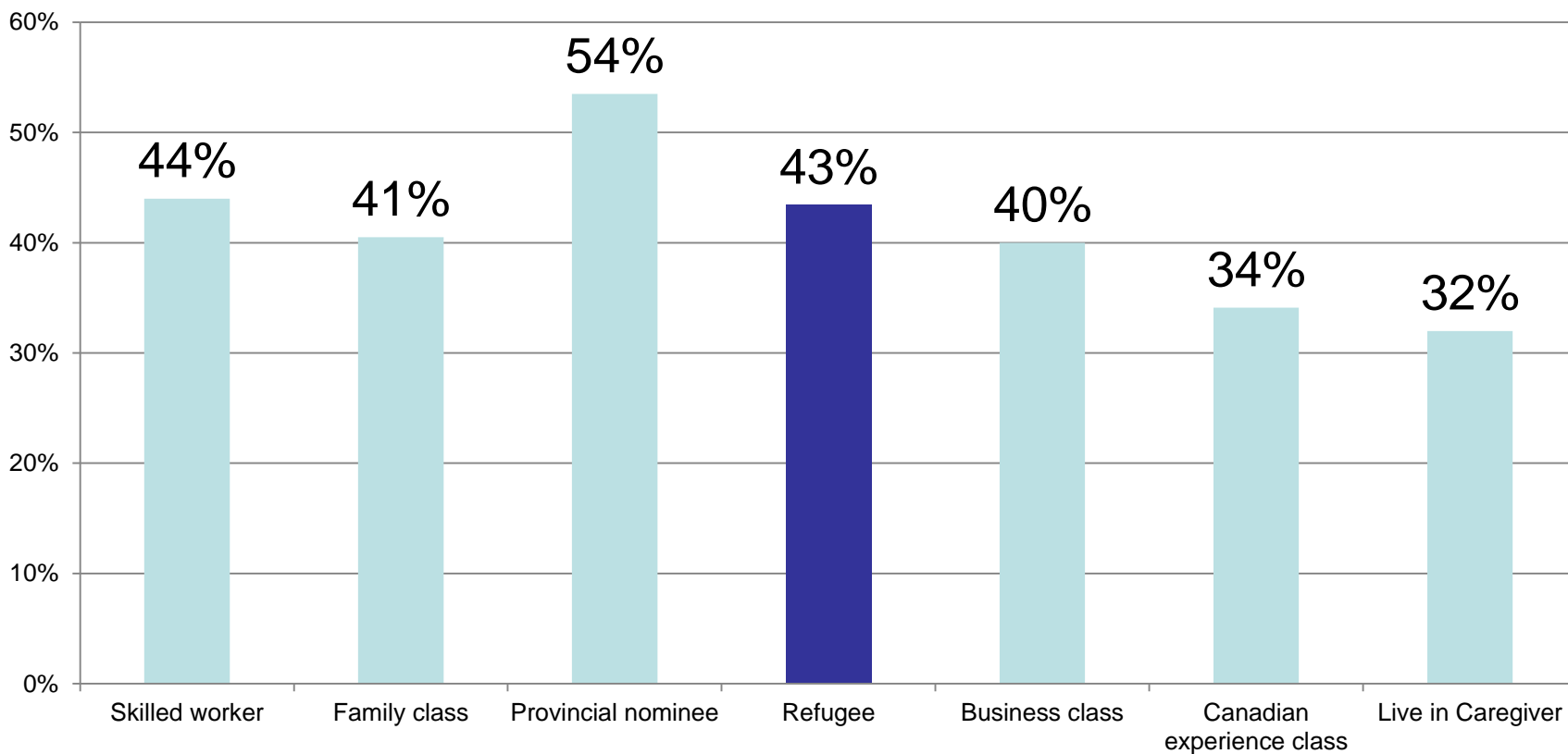
Do you prefer to get settlement services from a government website?



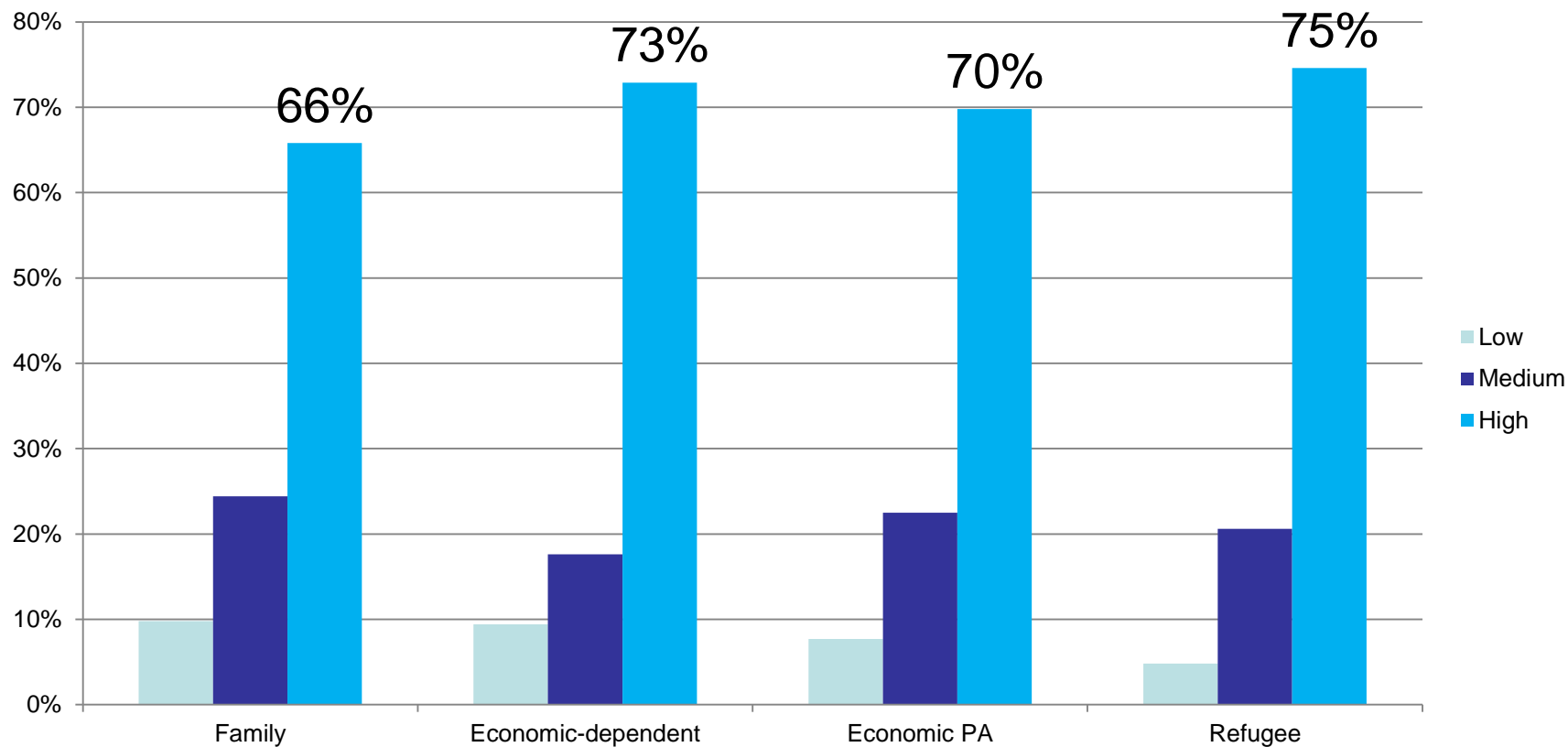
WCSS, 2013
Chi-square: 62.8, P<0.001



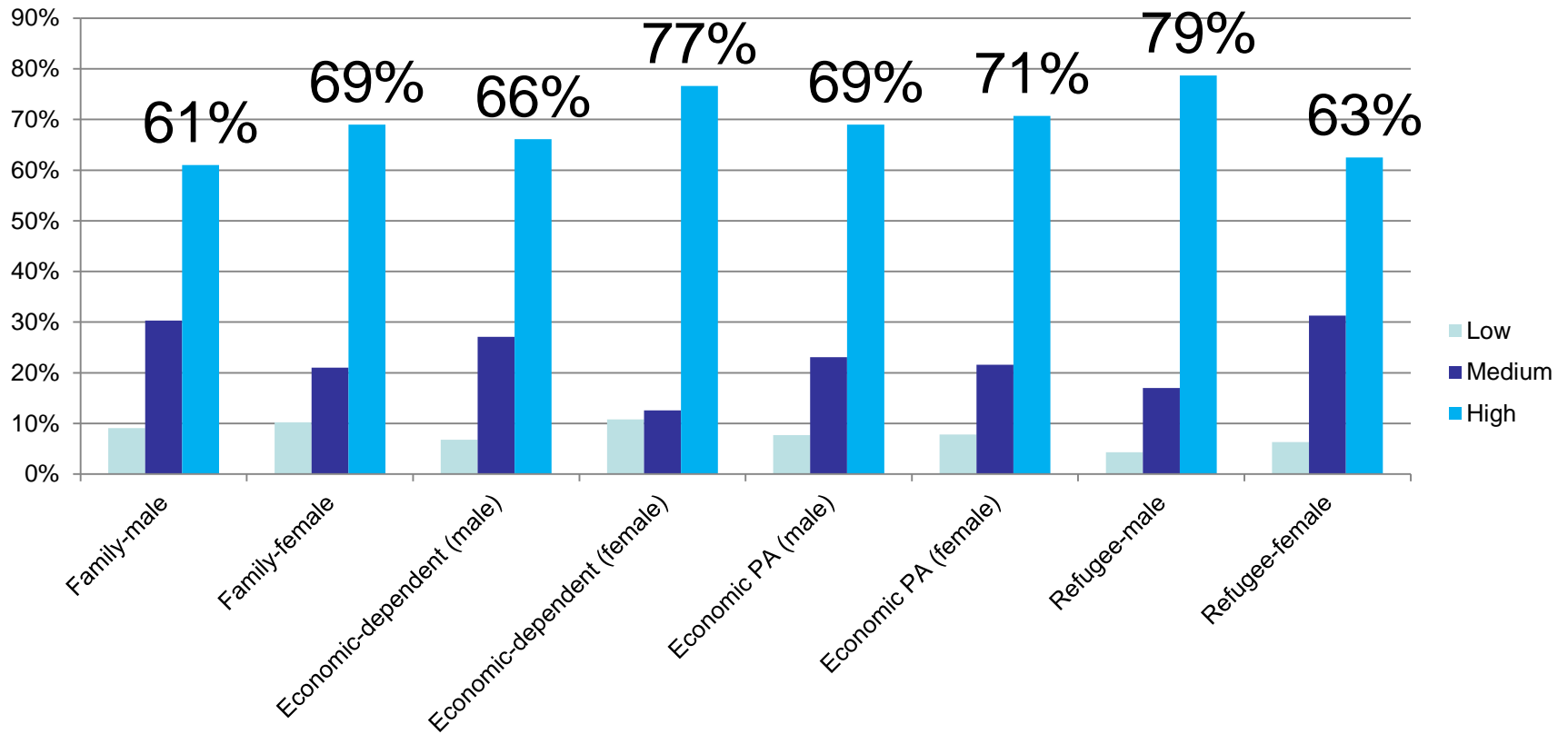
Do you prefer to get settlement information by email?



Satisfaction with Settlement Services by Class



Satisfaction with Services by class and sex



Refugees most likely to access services

- Family Class
 - Accessed Services: 26.6%
 - Did not need services: 44.3%
 - Needed but did not use services: 29.0%
- Economic Class
 - Accessed Services: 37.6%
 - Did not need services: 34.5%
 - Needed but did not use services: 27.9%
- Refugee
 - **Accessed Services: 57.1%**
 - Did not need services: 25.1%
 - **Needed but did not use services: 17.8%**



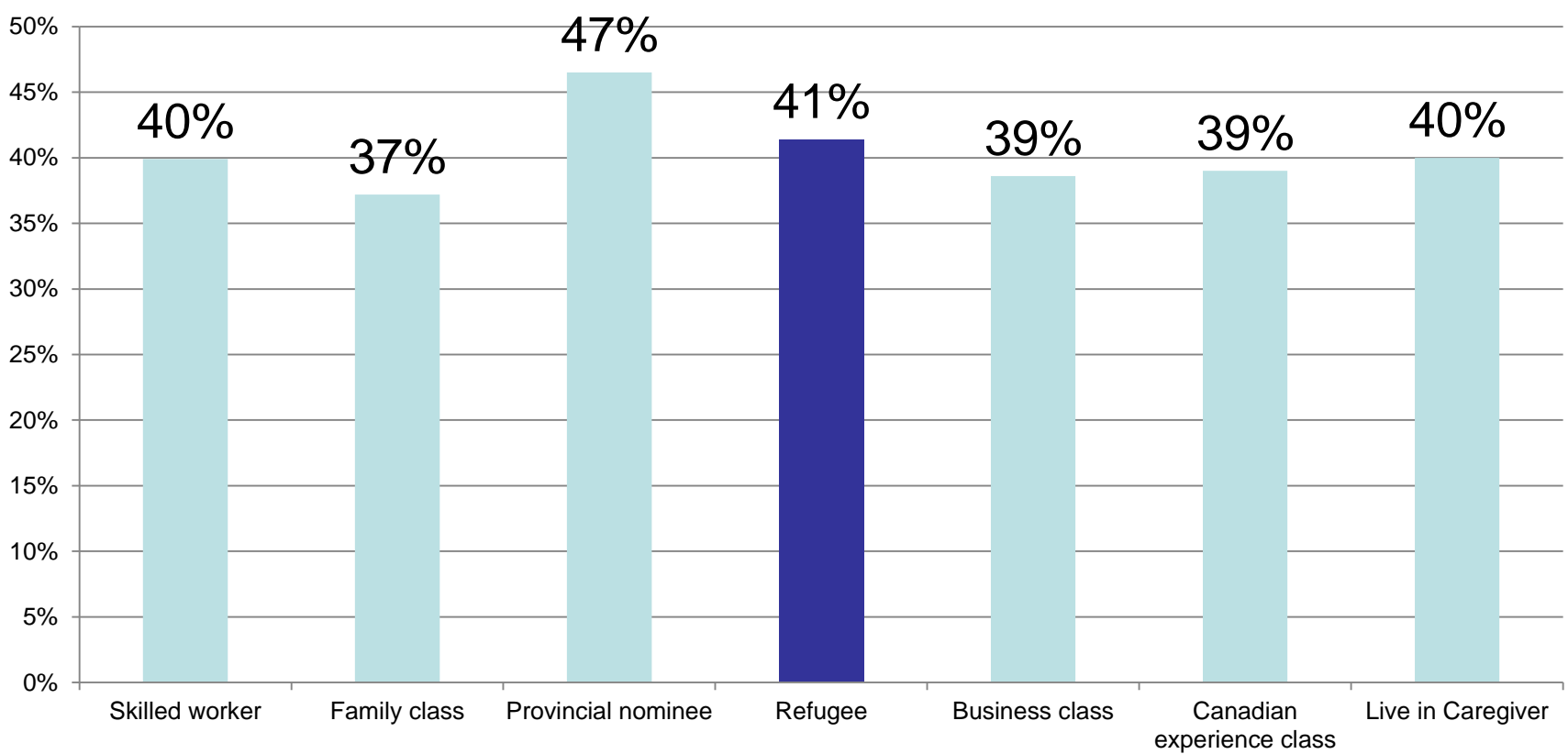
Refugees most likely to access services but 1/5 in MB & SK have difficulty accessing them

Use of Services by Province of Residence and Entrance Class						
Entrance Class	Use of Services	Province of Residence				Total
		BC	AB	SK	MB	
Family Class	Yes	24.5%	24.2%	28.0%	31.8%	26.8%
	No	44.8%	48.5%	43.5%	38.3%	44.0%
	No, but needed	30.7%	27.3%	28.6%	29.9%	29.2%
Economic Class	Yes	37.7%	36.7%	30.1%	45.2%	37.8%
	No	35.4%	40.4%	38.0%	25.8%	34.4%
	No, but needed	27.0%	22.8%	31.9%	29.0%	27.8%
Refugee	Yes	58.1%	56.0%	65.8%	50.0%	57.1%
	No	22.6%	32.8%	11.8%	26.3%	24.8%
	No, but needed	19.4%	11.2%	22.4%	23.8%	18.1%

Source: WCSS, 2013

χ^2 (FC)= 6.159, df=6, P≤0.406; χ^2 (EC)= 36.451, df=6, P≤0.01; χ^2 (Refugee)= 15.840, df=6, P≤0.015

Need for additional pre-arrival orientation to Canadian culture and way of life



Source: WCSS, 2013.
 $\chi^2 = 14.582, df=7, P \leq 0.04$



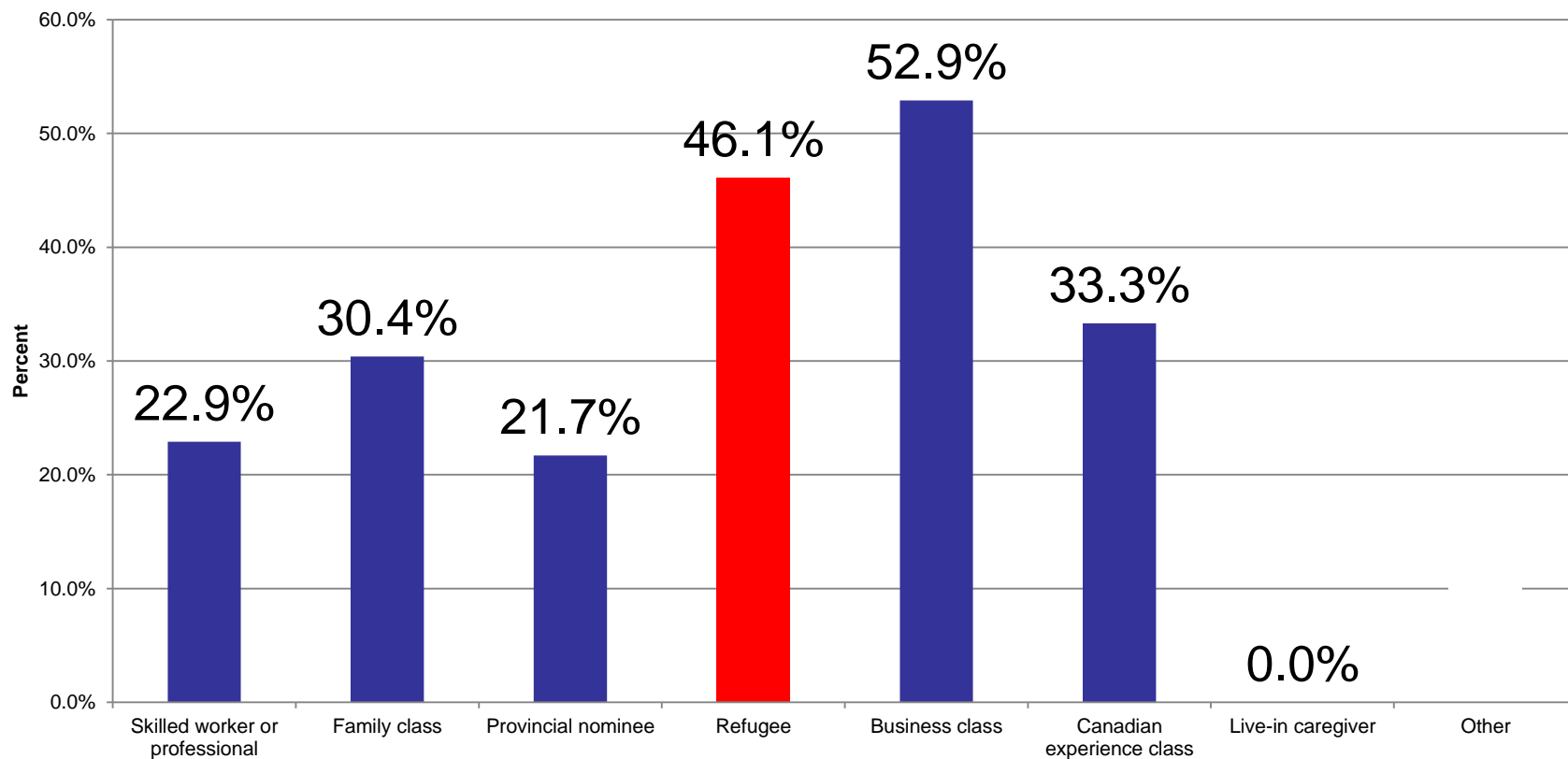
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Difficulties accessing services



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Experienced Language Difficulties in obtaining Settlement Help by Immigration Class



Source: WCSS

Notes: Chi-square=50.714, df=7, p<.001



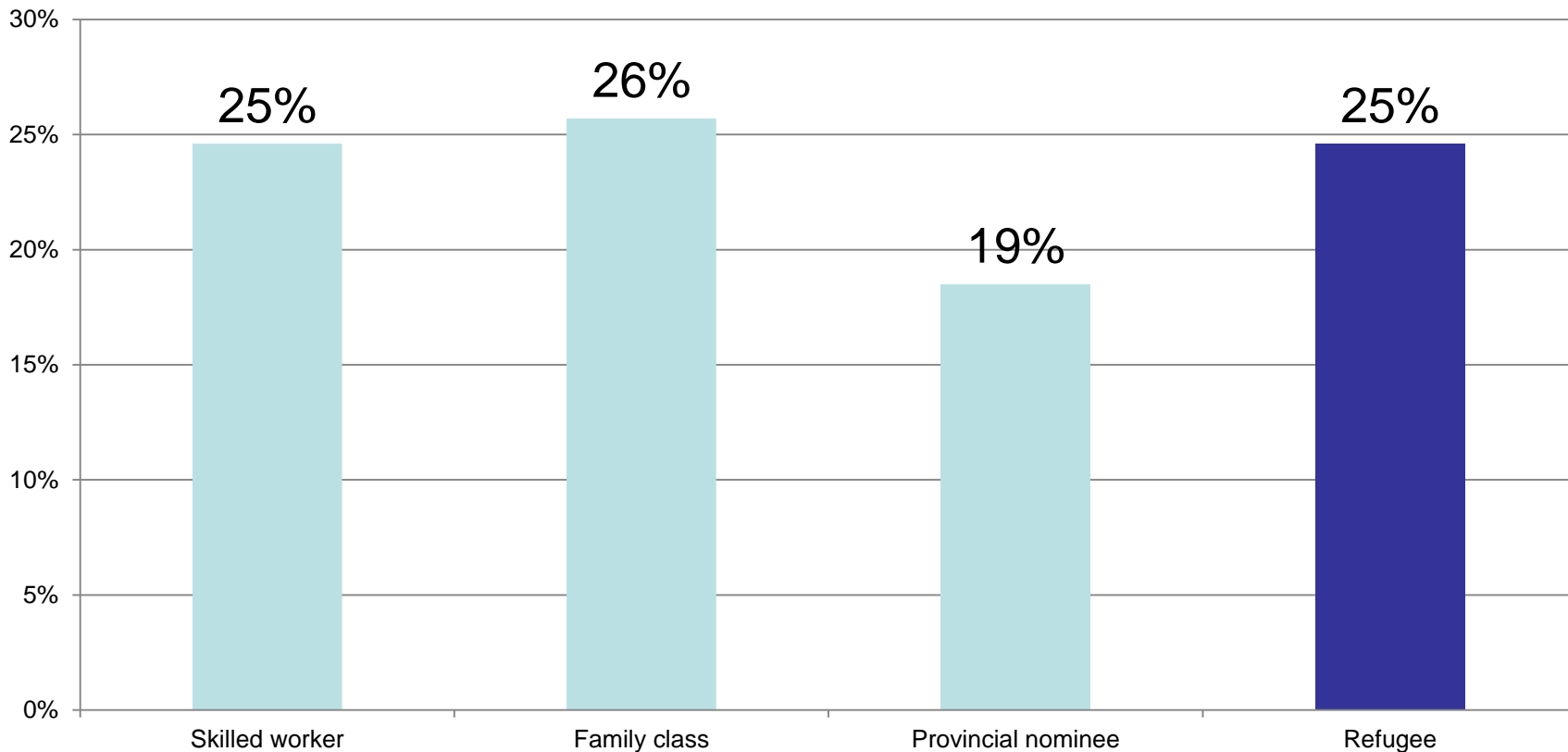
Among those who needed but did not received help, percentage who were **unsure where to get help**

	<u>Skilled worker or professional</u>	<u>Family class</u>	<u>Provincial nominee</u>	<u>Refugee</u>	
No confusion	74.3%	68.7%	69.5%	67.5%	710 (68.7%)
Unsure where to get help	25.7%	31.3%	30.5%	32.5%	323 (31.3%)

Source: WCSS, 2013
 $\chi^2 = 17.670, df=4, P \leq 0.001$



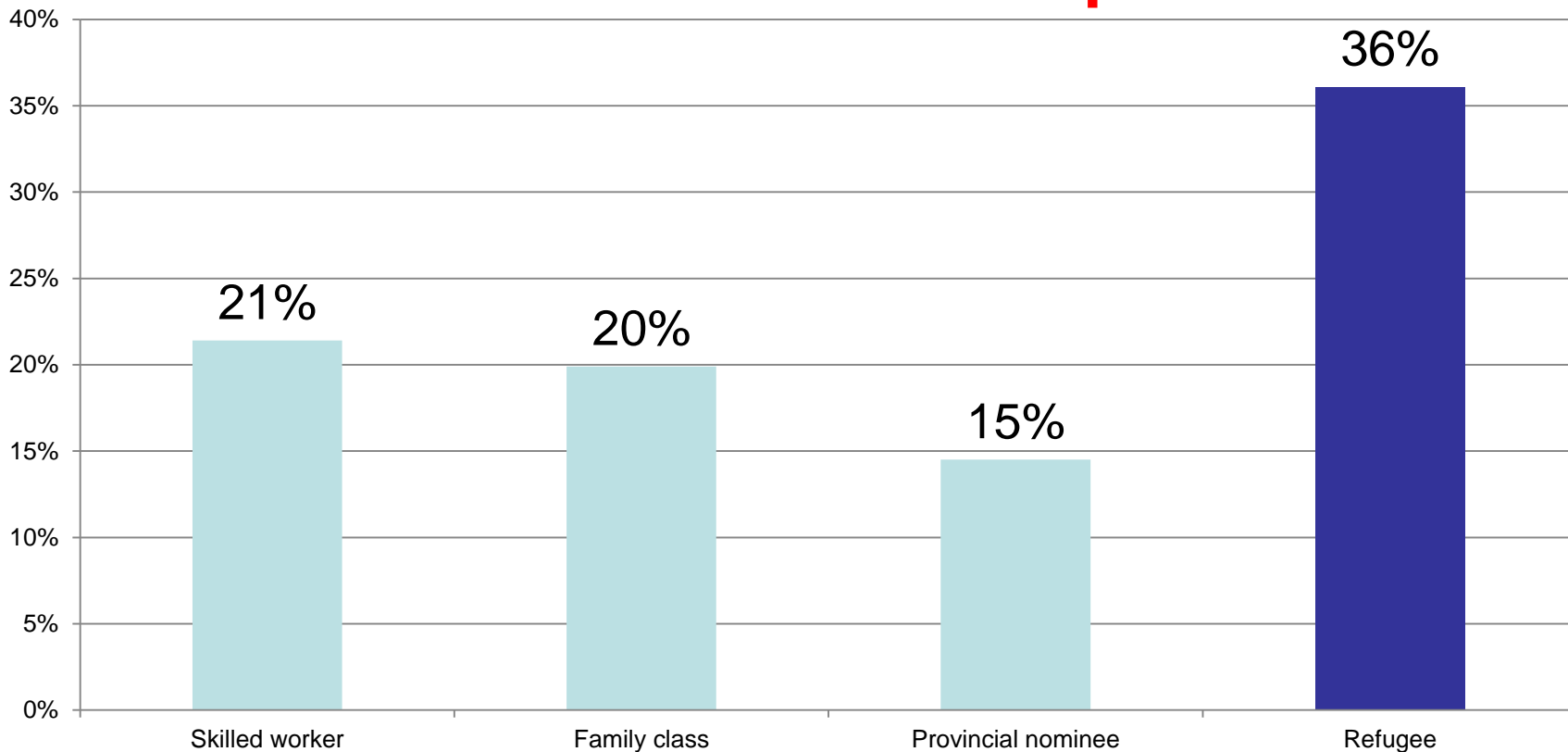
Among those who needed but did not received help, percentage who were **unaware of existing services**



Source: WCSS, 2013
 $\chi^2 = 11.572, df=4, P \leq 0.021$



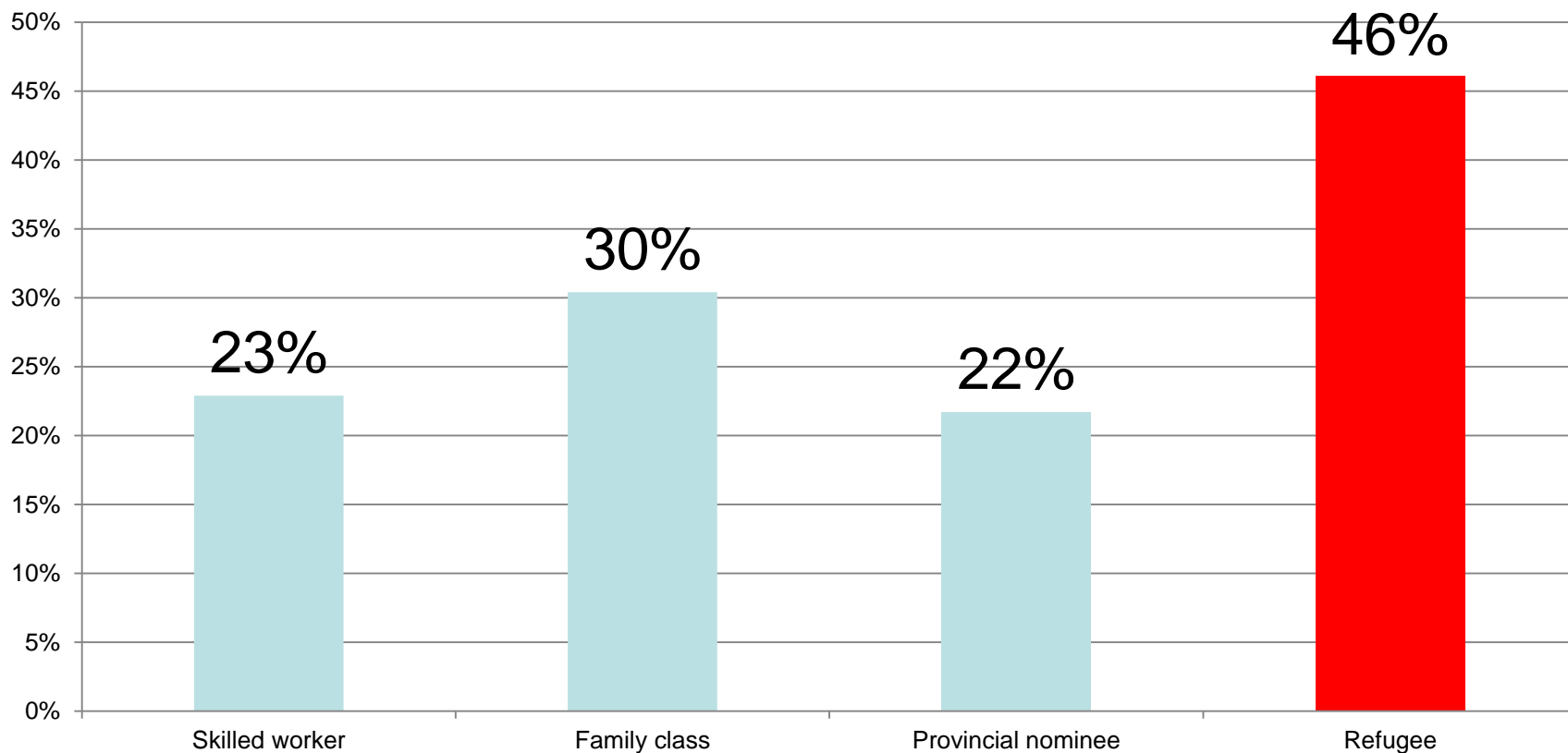
Among those who needed but did not received help, percentage who **could not access services due to financial hardship**



Source: WCSS, 2013
 $\chi^2 = 34.223$, $df=4$, $P \leq 0.01$



I have experienced language difficulties when trying to obtain services



Source: WCSS, 2013
 $\chi^2 = 39.498$, $df=4$, $P \leq 0.01$



Other issues affecting refugees and accessing services

- 29% of refugees ran out of eligibility before they felt they were fully settled
- 22% of refugees reported difficulties accessing services due to transportation issues
 - 47% of refugees in BC report this as a primary reason for not accessing services (primarily a problem in the rural areas)
 - No refugees in Manitoba reported transportation issues



Labour Market Service Needs of Refugees

- 45% wanted pre-arrival assessment of skills, education and work experience
- 51% wanted pre-arrival assessment of English/French language
- 48% wanted post-arrival skills and job training
- 44% wanted additional connections with employers
- Refugees are the most likely to have precarious employment or to be unemployed
- They have lower job satisfaction than other newcomer groups
- Refugee women and those with language proficiency problems are the most vulnerable to unemployment and underemployment
- The degree of job status decline is greatest among refugees



Observations

- In general, refugees are the most likely to access services but almost 1/5 have difficulty getting the help they need
 - Due to financial hardship, transportation difficulties, language difficulties
- Language, sex and (sometimes) province of residence affect access to services among refugees
- Refugees prefer the 'hands on'/personal approach to receiving information about settlement services
 - But almost half are agreeable to receiving internet/emailed information



Challenges of collecting data on service use

- What is a service? Would a newcomer know what the researcher means by service?
- Funding: how do we get funding for this type of research? Do we REALLY want to know the answer to who accesses and who does not access service?
- What do results mean for service providers? Are we providing enough services? Do we need to provide more services to more people with the same or less money?

How are results interpreted? Will they affect my agency's funding for next year?



Additional Findings, Reports and Information

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Selected Data Sources

- Alberta Labour. *Immigrants in the Labour Force*. Edmonton: Government of Alberta, 2014
- Citizenship and Immigration Canada. *Evidence from the Pan-Canadian Settlement Outcomes Survey, 2012*. Ottawa: CIC, January 2013.
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- V. Esses, L. Hamilton, L. Wilkinson, L. Zong, J. Bucklaschuk and J. Bramadat. *Western Canada Settlement Outcomes Survey*. Calgary: CIC Western Region Office, June 2013.
- Statistics Canada *Longitudinal Survey of Immigrants to Canada*. Ottawa: Statistics Canada, 2007.
- Statistics Canada *Annual Labour Force Survey*, Ottawa: Statistics Canada, 2014
- Statistics Canada *National Household Survey*, Ottawa: Statistics Canada, 2014

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- Research assistants: Janine Bramadat, Palak Dhiman, Kaitlyn Fraser, Jack Shen, Jill Bucklaschuk, Pallabi Bhattacharyya, Tamara Edkins, Iqbal Chowdhury

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