



BRANDON
UNIVERSITY

E4 - Welcoming services for newcomers in rural and small towns across western Canada



March 28th, 2015 / 11.30am – 1.00pm
17th National Metropolis Conference
Vancouver



Welcoming services for newcomers in rural and small towns across western Canada

- Introduction by Dr. Lori Wilkinson
- Research Objectives, Design and Methods by Dr. Bill Ashton
- The British Columbia case by Dr. Miu Chung Yan
- The Alberta case by Oliver Kamau
- The Saskatchewan case by Dr. Joe Garcea
- The Manitoba case by Dr. Rachael Pettigrew
- Conclusion by Eleni Galatsanou



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).

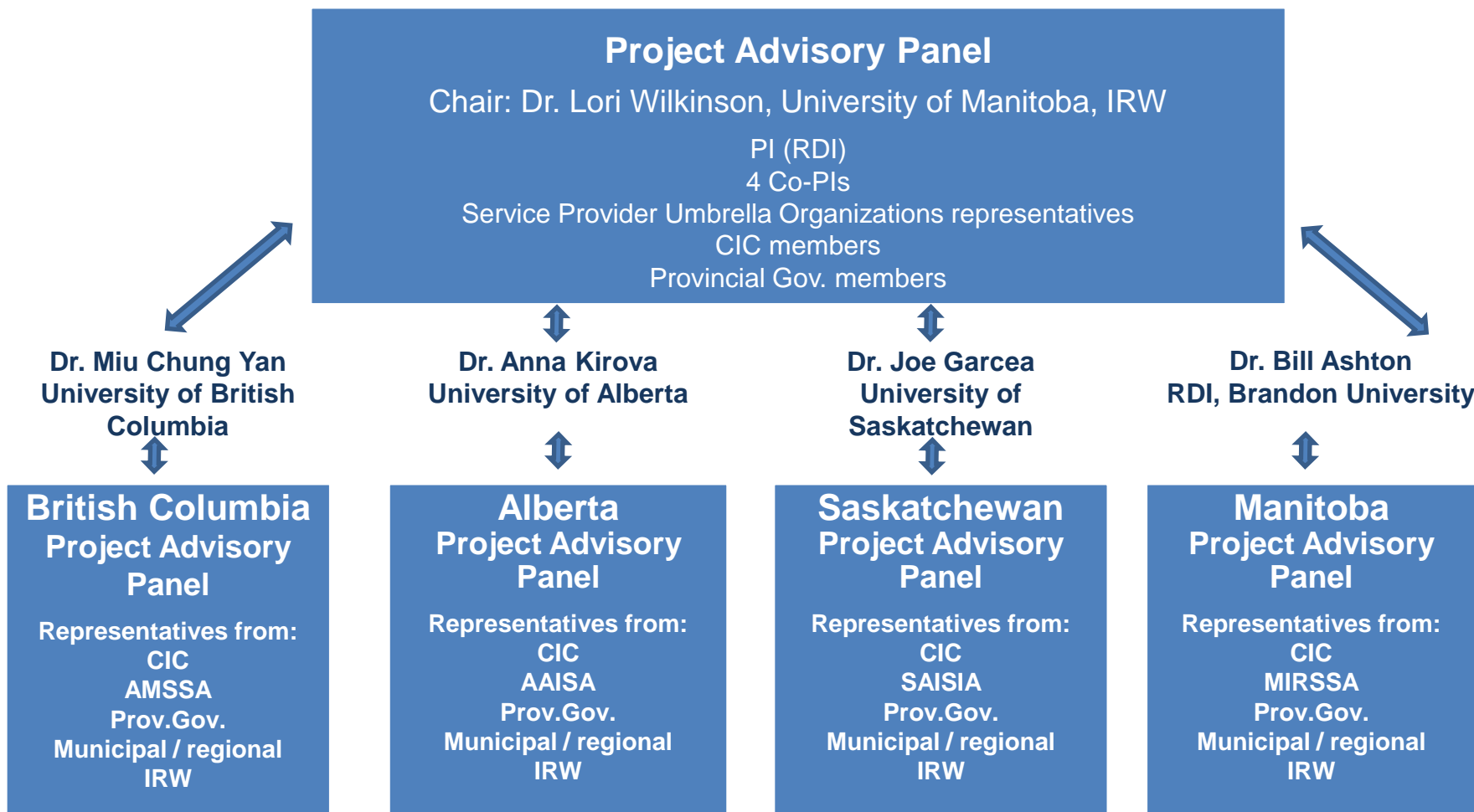
Newcomers 1) Permanent Residents, 2) Refugees, 3) Refugee Claimants, 4) Temporary Foreign Workers, 6) Naturalized Citizens, 7) International Students in Canada from 1 day to 5 years.

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
- Few to many newcomers

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

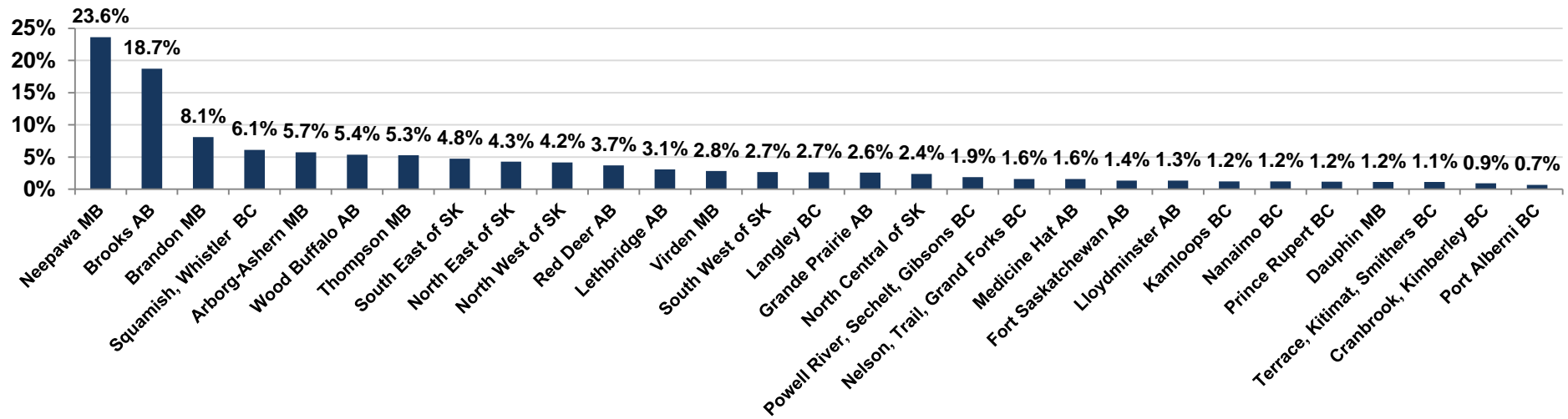


Research design and methods

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.
- Regional approach in SK.

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
- 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	
MB	19	29
Total	147	69



Research design and methods



FINAL DRAFT
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Immigration Settlement Services and Gaps in Nelson/ Trail/ Grand Forks, British Columbia

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

Population (2011): 10,230 residents in Nelson, 7,815 in Trail, 4,100 in Grand Forks.

Permanent Resident Landings, Nelson-Trail-Grand Forks 2008-2013

Year	Nelson	Trail	Grand Forks
2008	65	56	59
2009	43	56	54
2010	17	21	21
2011	21	21	21
2012	21	21	21
2013	21	21	21

SETTLEMENT SERVICES*

- Top services offered**
 - Help finding a job
 - Information and orientation
 - Most of the listed services are offered in the communities, but inadequately.
- Key gaps identified**
 - Lack of an organization that focuses specifically on immigrants.
 - Availability of services offered.
 - Recognition of foreign credentials, transportation support, information and orientation.
- Barriers to access services**
 - Low availability of services.
 - Lack of quality available information about services available.
 - Lack of ability to access services.
 - Financial concerns.
 - Minimal all listed concerns about access to services were reported.
- Top services needed**
 - Help finding a job, foreign credential recognition, language training, interpretation services, getting open articles, information and orientation, and integration supports.
- Services needed by newcomers ineligible for CIC funded services**
 - Help finding a job, information and orientation, getting open articles, language training, language assessment, integration support, recognition of foreign credentials.
- Partnerships**
 - Partnerships identified with councils, organizations, municipal offices, children/family services, business, churches of community, foundations, public libraries, and labour market services.
 - Settlement and subsiding activities are conducted in partnership.
 - Partnerships that do not currently exist but are desired: ethnic cultural groups or Francophone organizations.
- INTEGRATION IN COMMUNITY**
 - Perceptions: It is "somewhat difficult" for newcomers to settle in the communities. Lack of information services and lack of information; lack of public transportation and challenges of developing social networks are some of the main barriers that newcomers face.
 - Perceptions: It is "somewhat difficult" to access jobs in the communities, with language barriers and lack of recognition of foreign credentials presenting the most important challenges.

x 29
community reports

Final Draft
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Immigration Settlement Services and Gaps in 10 Selected rural communities in British Columbia

Draft
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Immigration Settlement Services and Gaps in 8 Selected rural communities in Alberta

Penultimate Draft
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Immigration Settlement Services and Gaps in 5 Selected regional communities in Saskatchewan

Final Draft
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Immigration Settlement Services and Gaps in 6 Selected rural communities in Manitoba

Final Draft
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UKAP 1 - Some feedback from the provincial panel members remains to be applied to the report.

SETTLEMENT SERVICES*

- Top services offered**
 - Language training (8)
 - Help with daily life (5)
 - Information and orientation (5)
 - Needs assessment and referral (5)
 - Help finding housing (5)
 - Help finding a job (2)
 - Cultural events (2)
- Key gaps identified**
 - Financial supports (6)
 - Planning specifically for youth, seniors and women (5)
 - Adapt all services in all communities need to respond (5)
 - Language assessment, computer services, help with foreign credential recognition (2)
 - Several areas of inadequate SPO organizational capacity (2)
- Barriers to access services**
 - Availability of services (9)
 - Language difficulties of newcomers (8)
 - Lack of childcare (8)
 - Transportation (5)
 - Hours of the day the services are offered (5)
 - Hours (2)
 - Lack of services (2)
- Top services needed**
 - Language training and assessment
 - Reading (letters, shortage, and affordability)
 - Information and orientation to community and Canadian culture
 - Help with daily life
 - Help finding a job
 - Membership / 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 (letters, shortage, and affordability)
 - Membership / social support/ networking
- Partnerships**
 - Partnerships exist in all communities, with 10 of the participant SPOs reporting working in partnership. All participants from Brandon, Dauphin and Ashcroft were engaged in partnership. Most frequently partnerships are with the Schools/School Boards, SPOs, language training providers, business and community of communities. There is a desire for more partnerships with the University, Chamber of Commerce, and all levels of government.
- INTEGRATION IN COMMUNITY**
 - Participants from all six communities had mixed perceptions of how easy it was for newcomers to settle and that was to their community. Language, finding affordable housing, childcare, transportation to work, lack of information about settlement services, and the harsh climate are the 7 most commonly cited barriers to success in settlement. Low educational level jobs are easy to get, however lack of recognition of foreign credentials and language barriers are the main challenges for newcomers to move to a profession.

x 4
provincial reports

DRAFT - Feb 24, 2015
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Immigration Settlement Services and Gaps in CIC's Western Region

FEBRUARY 2015

rdi BRANDON UNIVERSITY UNIVERSITY OF ALBERTA UNIVERSITY OF SASKATCHEWAN UBC

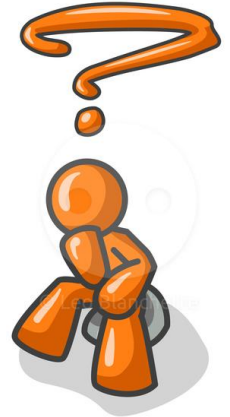
x 1
regional report



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.



Welcoming services for newcomers in rural and small towns across western Canada: *THE BC CASE*

17th Metropolis Conference

Dr. Miu Chung Yan
Jenny Francis
University of British Columbia



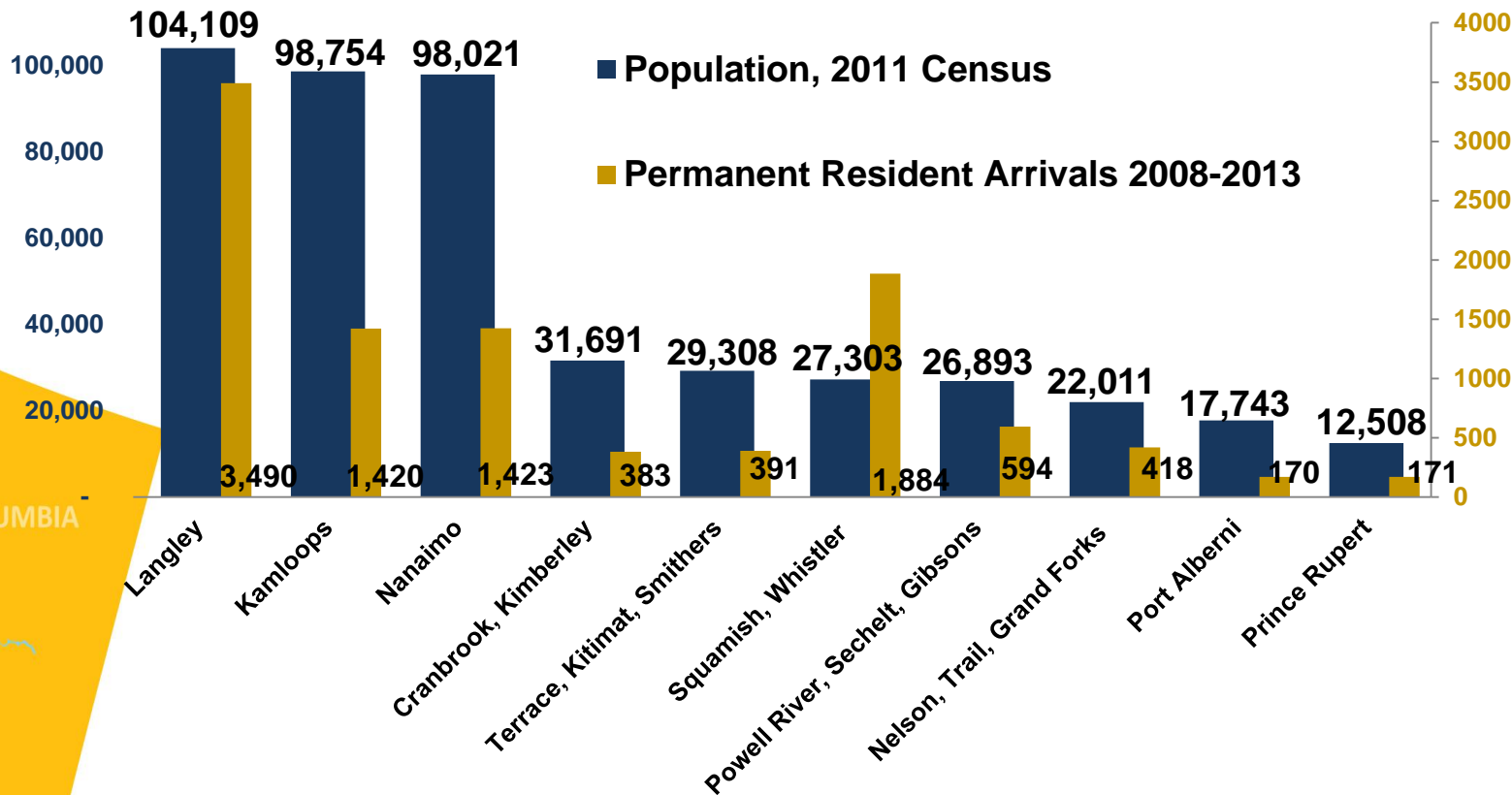
Immigration & BC: Some Facts

1. Majority PRs fall into Economic Immigrant Categories
2. Mainly from Asia and Pacific region
3. Temporary residents (TFW, Int Student, Refugee claimant and humanitarian) are *two times* more than PRs
– e.g., 2012, PR36,241 vs. TR78,372.
4. Canada: increasing number of transition from TR to PR, from 69,274 (2008) to 79,154 (2012)
5. Decreasing number of immigrants to BC but increasing number living outside the big cities (Vancouver and Victoria), 8.8% (2004) to 15.2% (2013).
6. Economic driven: jobs, housing, and study.



Region	Community	Pop'n 2011*	PR Arrivals 2008-13**	Surveys comp'd	FB
Interior	Kamloops	98,754	1,420	3	1
Kootenays	Cranbrook	25,037	268	4	2
	Kimberley	6,654	115		
	Nelson	10,230	315	3	0
	Trail	7,681	68		
	Grand Forks	4,100	35		
Vancouver Island	Nanaimo	98,021	1,423	3	1
	Port Alberni	17,743	170	2	0
Northwest	Prince Rupert	12,508	171	5	0
	Terrace	15,569	157	6	5
	Kitimat	8,335	110		
	Smithers	5,404	124		
Squamish	17,479	642			
Sea to Sky	Whistler	9,824	1,242	6	5
	Langley	104,109	3,490	6	2
Sunshine Coast	Powell River	13,165	163	5	1
	Sechelt	9,291	204		
	Gibsons	4,437	227		
BRITISH COLUMBIA		4,400,057 [†]		43	17





Settlement and Integration

1. 59.5% (very difficult or somewhat difficult) vs. 40.5% (somewhat easy)
2. 76.2% agreed >25% of newcomers find it difficult to access services in their community.
3. All respondents indicated that it is difficult for newcomers to obtain employment
 - Lack of good job – high turnover and mobility
4. Environment factors:
 - Spreading out in a vast area, weather in Winter, and lack of public transportation
5. Four most cited barriers:
 1. Language
 2. Finding affordable housing and/or a job
 3. Confusion about where to get help
 4. Lack of local social connections



Settlement Services for CIC Eligible PR

Offered >50%	To be expanded >50%	Needed >25%
<ul style="list-style-type: none"> • help with daily life 	<ul style="list-style-type: none"> • language training 	<ul style="list-style-type: none"> • services for men
<ul style="list-style-type: none"> • cultural events 	<ul style="list-style-type: none"> • childcare 	<ul style="list-style-type: none"> • language training
<ul style="list-style-type: none"> • language training 	<ul style="list-style-type: none"> • services for women 	<ul style="list-style-type: none"> • foreign credentials recognition
<ul style="list-style-type: none"> • help finding housing 	<ul style="list-style-type: none"> • mental health services 	<ul style="list-style-type: none"> • job specific language training
<ul style="list-style-type: none"> • help finding a job 	<ul style="list-style-type: none"> • cultural events 	<ul style="list-style-type: none"> • Information & orientation
<ul style="list-style-type: none"> • services for seniors 	<ul style="list-style-type: none"> • help finding a job 	<ul style="list-style-type: none"> • transportation supports
<ul style="list-style-type: none"> • services for women 	<ul style="list-style-type: none"> • services for youth 	<ul style="list-style-type: none"> • specialized literacy services for grade 12 students and adults
<ul style="list-style-type: none"> • social inclusion and integration support 	<ul style="list-style-type: none"> • legal support/referrals 	
<ul style="list-style-type: none"> • needs assessment & referrals 	<ul style="list-style-type: none"> • Information & orientation 	
<ul style="list-style-type: none"> • Information & orientation 	<ul style="list-style-type: none"> • social inclusion & integration support 	
	<ul style="list-style-type: none"> • services for seniors 	



CIC Ineligible Newcomers

70% of respondents reported following needs of TFW, Int Students, Refugee claimants and Naturalized citizens:

Settlement	Economic	Social
Needs assessment and referral	Help finding a job	Childcare
Information and orientation	Educational upgrading	Cultural Events
Greeting upon arrival/initial reception	Recognition of foreign credentials	Social inclusion/ integration support
Interpretation services	Investment opportunities	Legal support/referral
Language assessment	Job-specific language training	Health Services
Language training	Help setting up a business	Mental Health Services
Help finding housing	Financial supports	Recreational services
Help with daily life	Occupational mentorship and networking	Services for seniors
Transportation support		Services for women
		Services for youth



Organizational Capacity (>50%)

Has adequate current capacity:	Currently lacks adequate capacity:	Will require additional future capacity:
- communicate with stakeholders	- financial support from government sources to maintain current services	- financial support from government sources to maintain current services
- create governing & strategic plan	- financial support from nongovernmental sources to maintain current services	- financial support from nongovernmental sources to maintain current services
- staff skills for delivery & maintenance of services	- mobilize community to support newcomers	- mobilize community to support newcomers
- meet reporting requirements	- provide services in both official languages	- staff skills for delivery & maintenance of services
- staff to provide services	- coordinate services with other SPOs	- create governing/strategic plan
		- staff to provide services
Feedback: Lack of core funding to support strategic and systematic planning.		- communicate with stakeholders
		- coordinate services with other SPOs



Organizational planning and tracking

In our community...	Yes, internally		Yes, jointly with other SPOs		No		Don't know		Total
	#	%	#	%	#	%	#	%	
Our services for newcomers are guided by a strategic plan.	17	39.5	19	44.2	14	32.6	1	2.3	43
We regularly assesses the service needs of newcomers.	20	47.6	23	54.8	9	21.4	0	0.0	42
We have an annual report on settlement achievements.	7	16.3	4	9.3	22	51.2	10	23.3	43



Community Partnerships

1. Partnership with other SPOs are common particularly due to the previous Welcoming Community Initiative:
 1. 95.1% for services
 2. 85.4% for welcoming activities
 3. 75.6% for offering integration supports
 4. At least 75% with schools/school boards; umbrella organizations; businesses; public libraries; labour market services
 5. Strong desire
 1. To work with employers who are unwilling to take time to attend meetings
 2. Reactivate and expand previous WC initiative
 3. Organic partnership instead of formal and micromanaged process (or LIP)



Rural Uniqueness

1. Similar discriminatory conditions and practice: foreign credential, language and racial discrimination, lack of social connections, service and resource.
2. Unique to Rural communities
 1. *Geographic challenges*: newcomers widespread, lack of public transport, weather, concentration of services
 2. *Unfamiliar encounter*: influx of ethno-racial newcomers to ethno-racial homogeneous community, intensifying discriminatory practice
 3. *Small agencies*: multiple needs with limited programming and resource, blurred professional boundary
 4. *Economic driven*: low skills jobs, economic cycle fluctuation, opposite trend of economy and housing cost, high turnover
 5. *Rigid eligibility* for increasing number of temporary residents and secondary migrants (naturalized citizens)



Suggestions:

1. Flexible and contextualized funding model and service eligibility
 1. Creative and flexible service delivery model
 2. Organic partnership model
 3. Special services for non-eligible newcomers
2. Funding to support welcoming initiative that can bring people together
3. Further study on the short- and long-term impacts of economic driven increase of newcomers in rural communities



Thank you

- Acknowledgement:

1. Provincial Panel: Lucy Swib, Tiana Solares, Dominic Fung, Vicky Chiu, Lynn Moran, Alex Kang.
2. Special thanks to
 1. Jennifer Basu for conducting the telephone survey.
 2. Helen Galatsanou and Rachael Pettigrew of IRD for supporting data collection and analysis processes
 3. All the respondents and particularly those who also spent time to provide feedback to our community reports.



Immigration Settlement Services and Gaps in 8 Rural Communities in Alberta

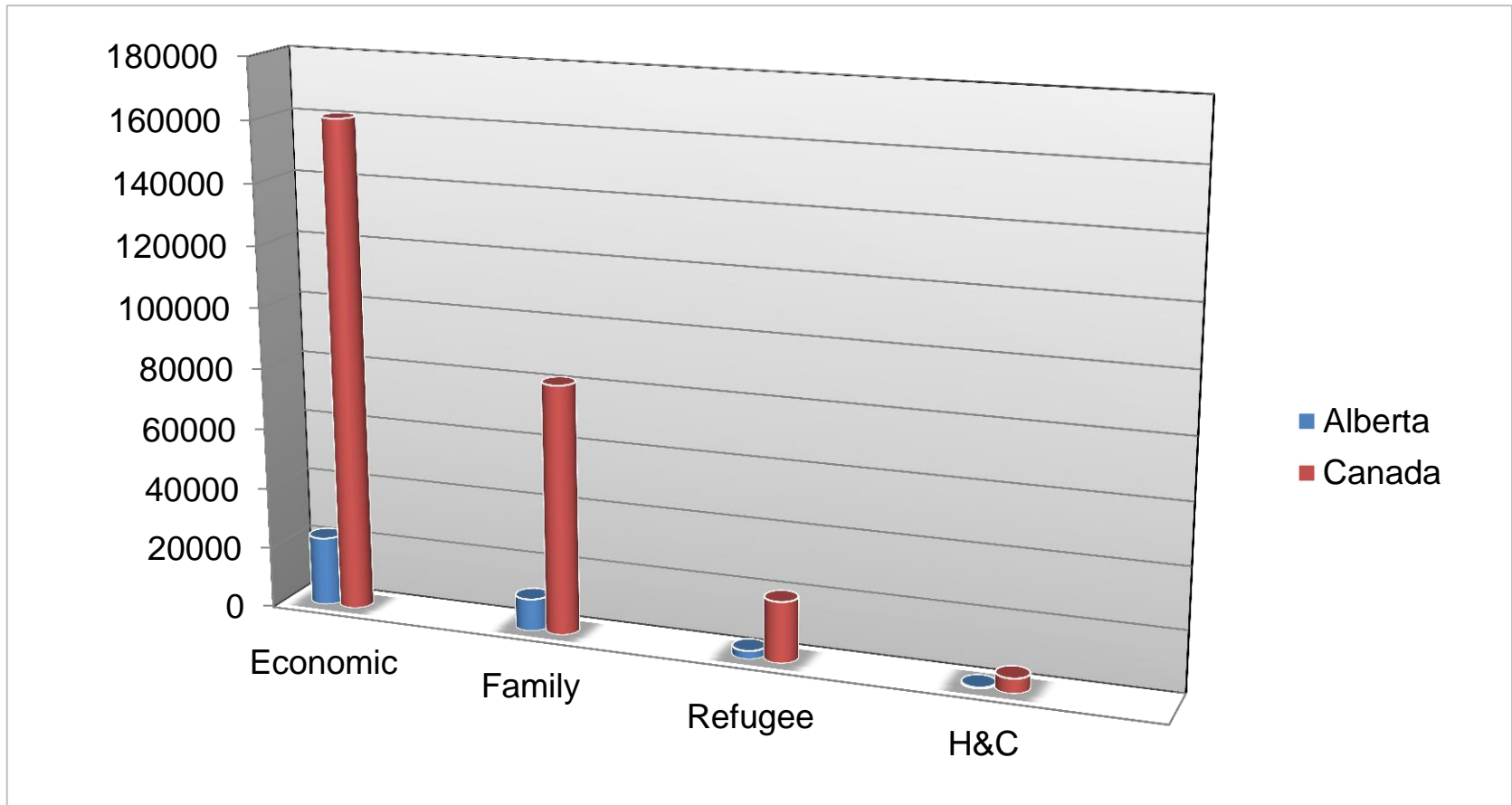
Dr. Anna Kirova & Oliver Kamau
March 25-28, 2015

National Metropolis Conference
Vancouver, Canada



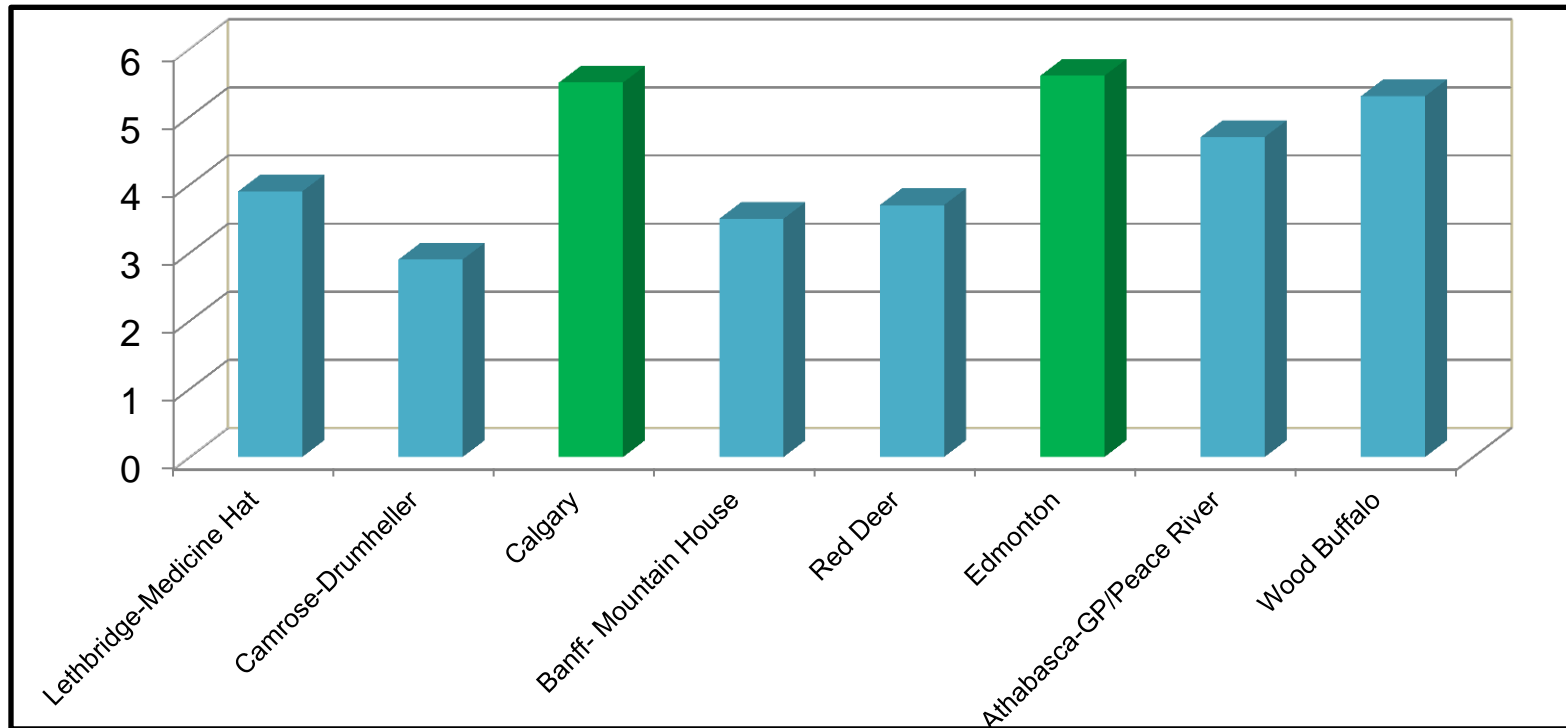
CONTEXT

Table 1: Permanent Resident admitted by class in AB and Canada 2013



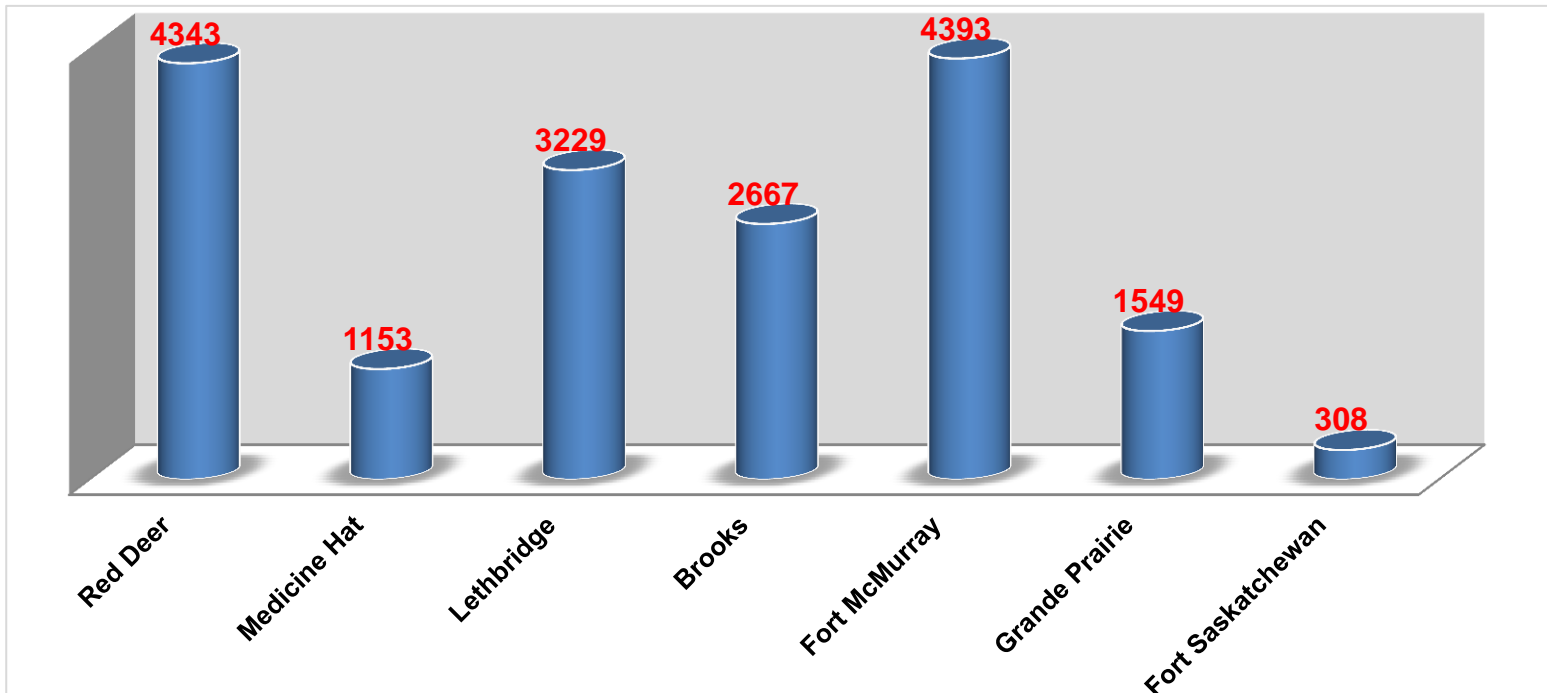
CONTEXT (cont.)

Table 2: Unemployment Rates (%)



CONTEXT (Cont.)

Table 3: Permanent Resident Arrivals 2008-13



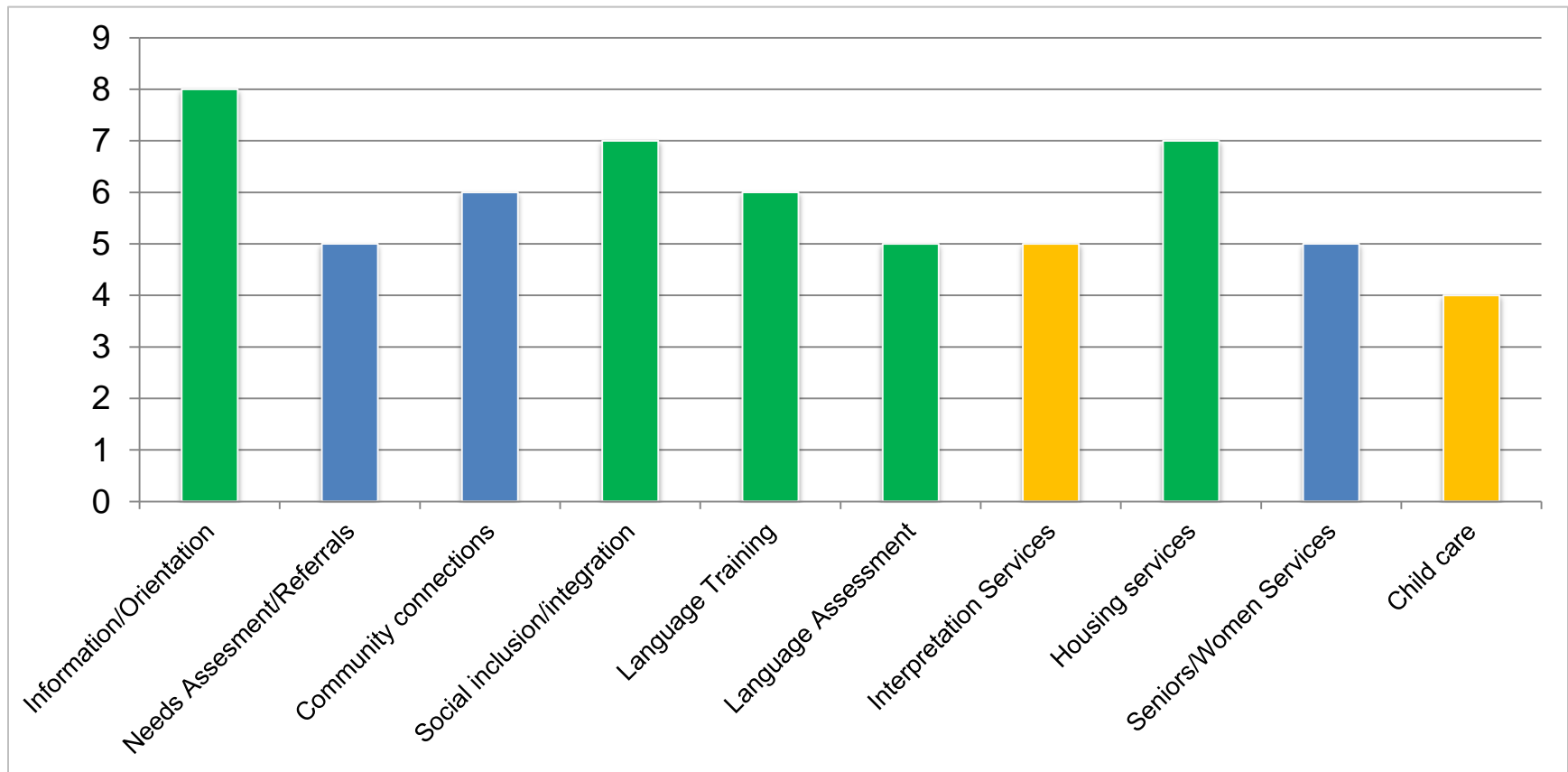
DATA COLLECTION

- **Focused on 8 small urban centres/rural communities in Alberta**
- **All survey respondents held executive /senior positions**
- **37 fluid surveys were completed in October-December of 2014**
- **Data for each community were compiled into 8 community draft reports shared with each of the participating communities.**
- **Focus groups with 23 survey respondents**
- **The provincial report is based on the 8 community reports. Provincial Advisory panel provided feedback.**



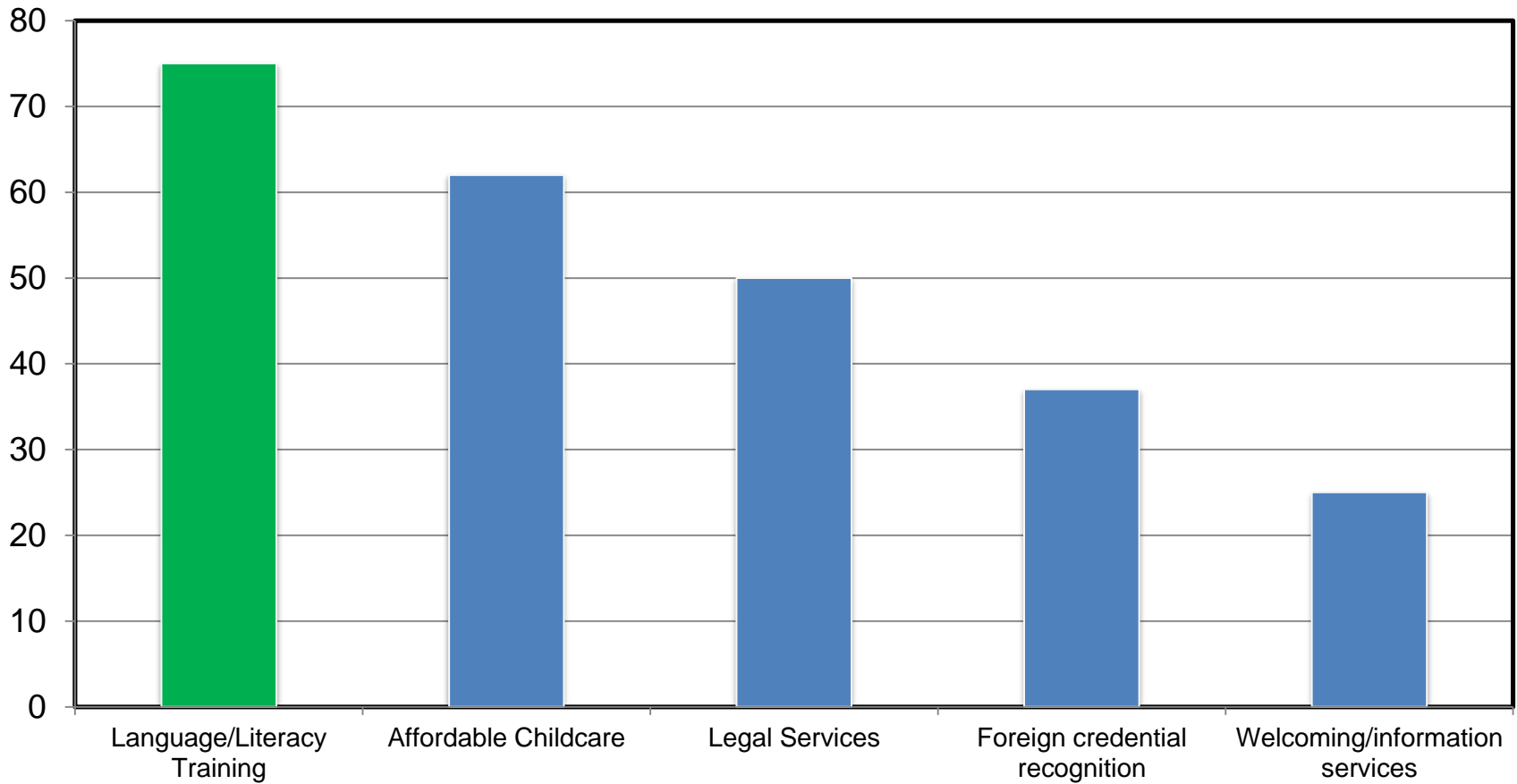
KEY FINDINGS

Table 4: Top Settlement Services



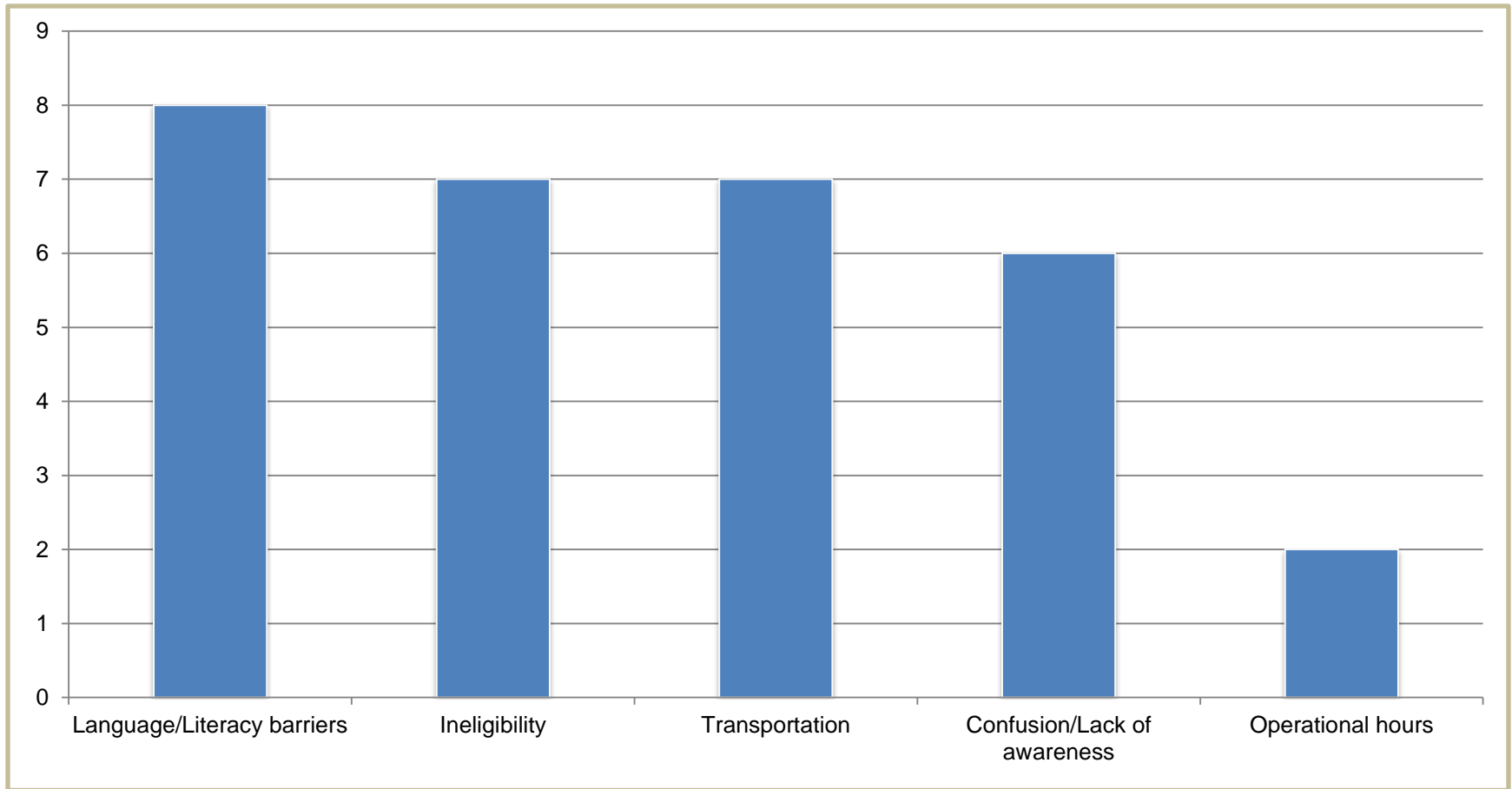
KEY FINDINGS (cont.)

Table 7: Key Gaps in Settlement Services in Small/Rural communities in AB



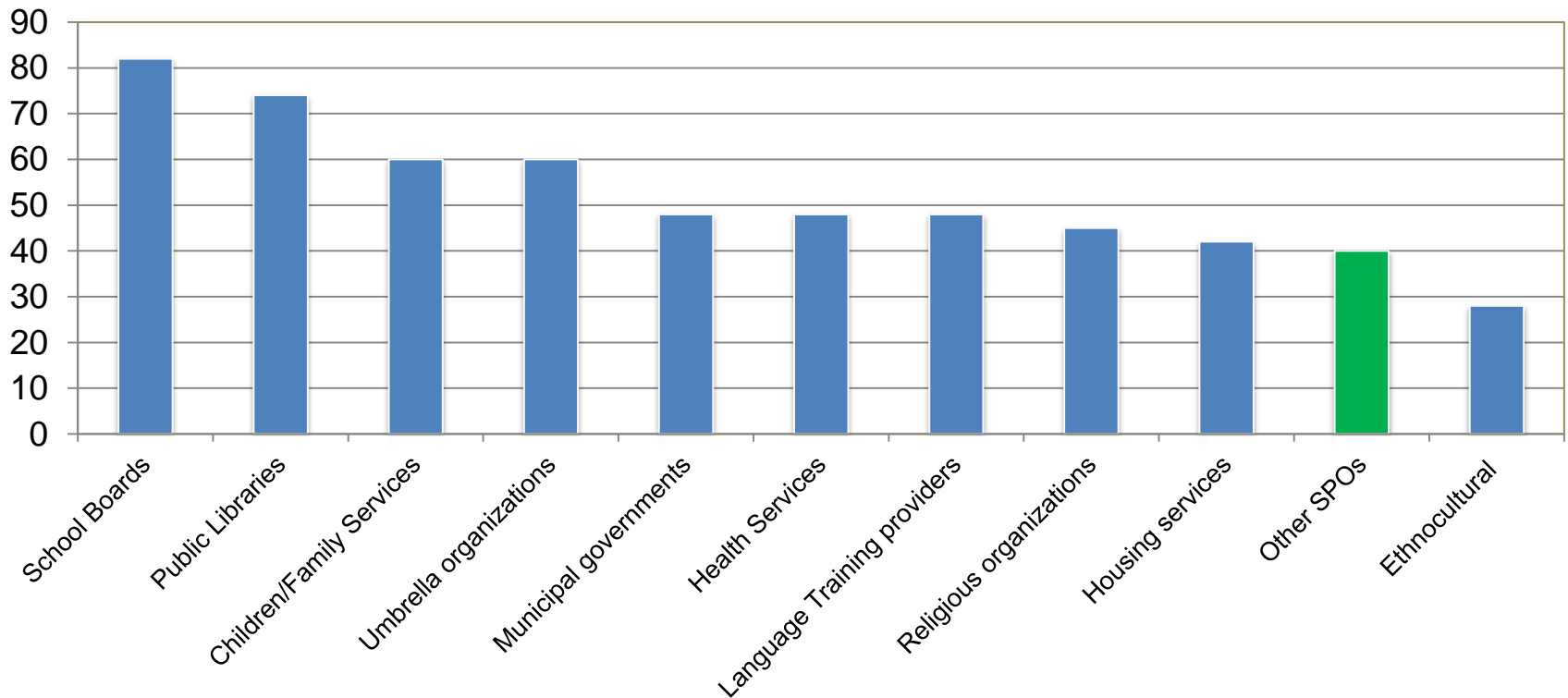
KEY FINDINGS (cont.)

Table 5: Major Barriers to Accessing Services



KEY FINDINGS (cont.)

Table 6: Community Partnerships with Other Service Providers



KEY FINDINGS (cont.)

- ❖ Labor market demand in AB has contributed to increased pressures on SPOs.

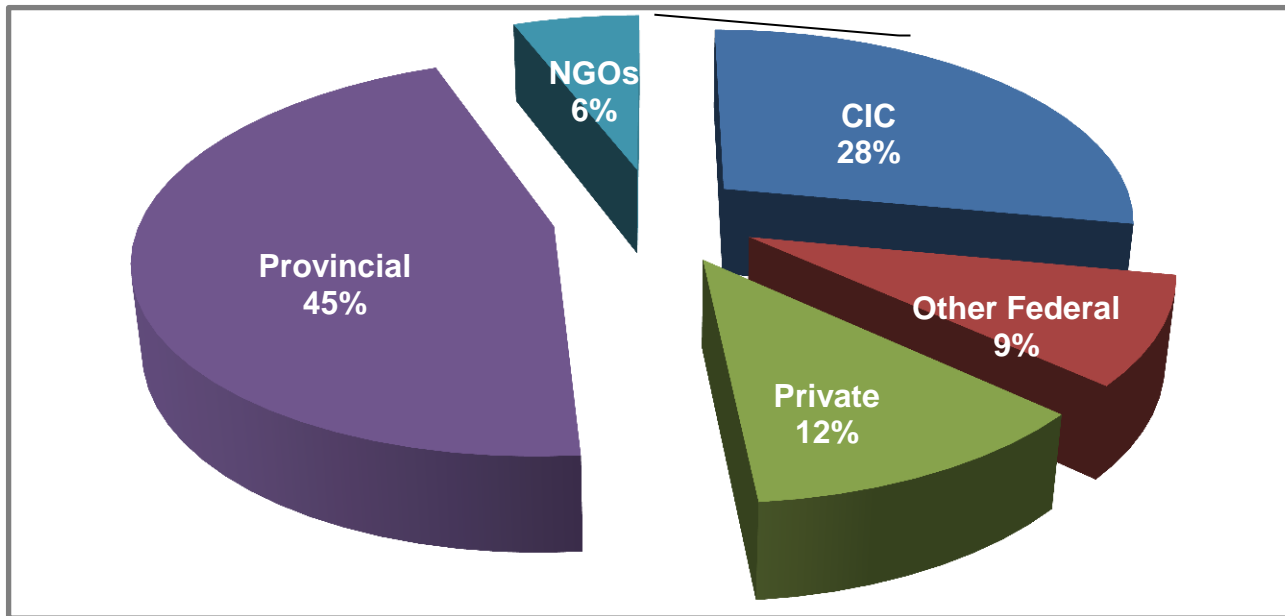
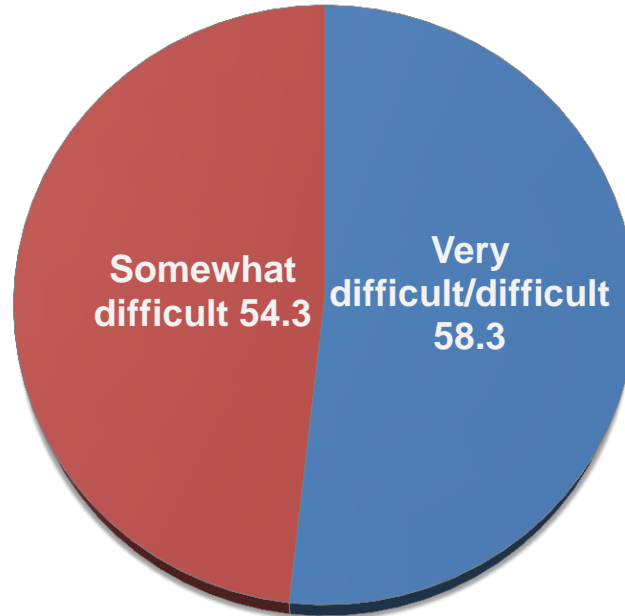


Table 7: Operating Revenue Sources for SPOs

KEY FINDINGS (cont.)

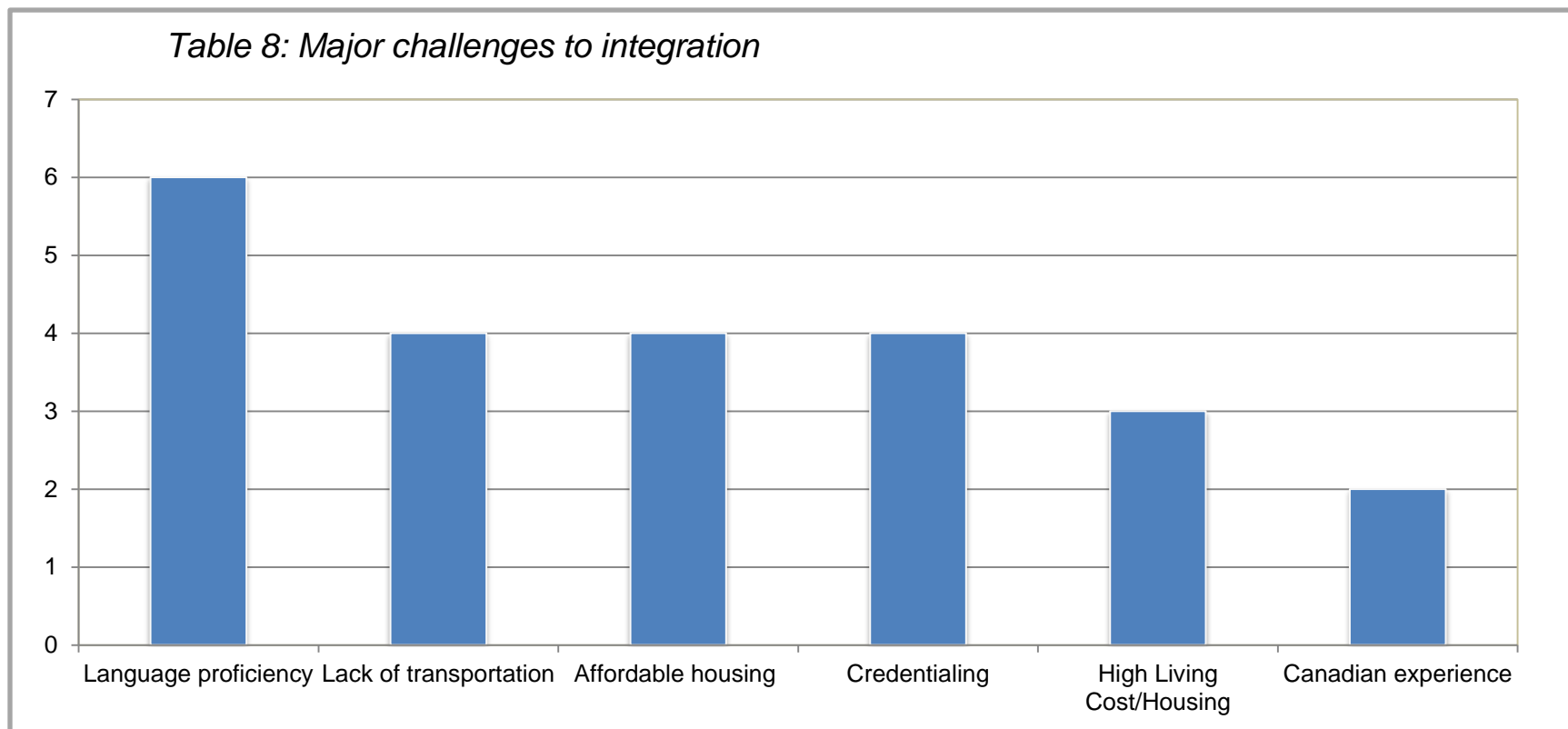
❖ Integration challenges

Table 10: Integration and Settlement Perceptions



KEY FINDINGS (cont.)

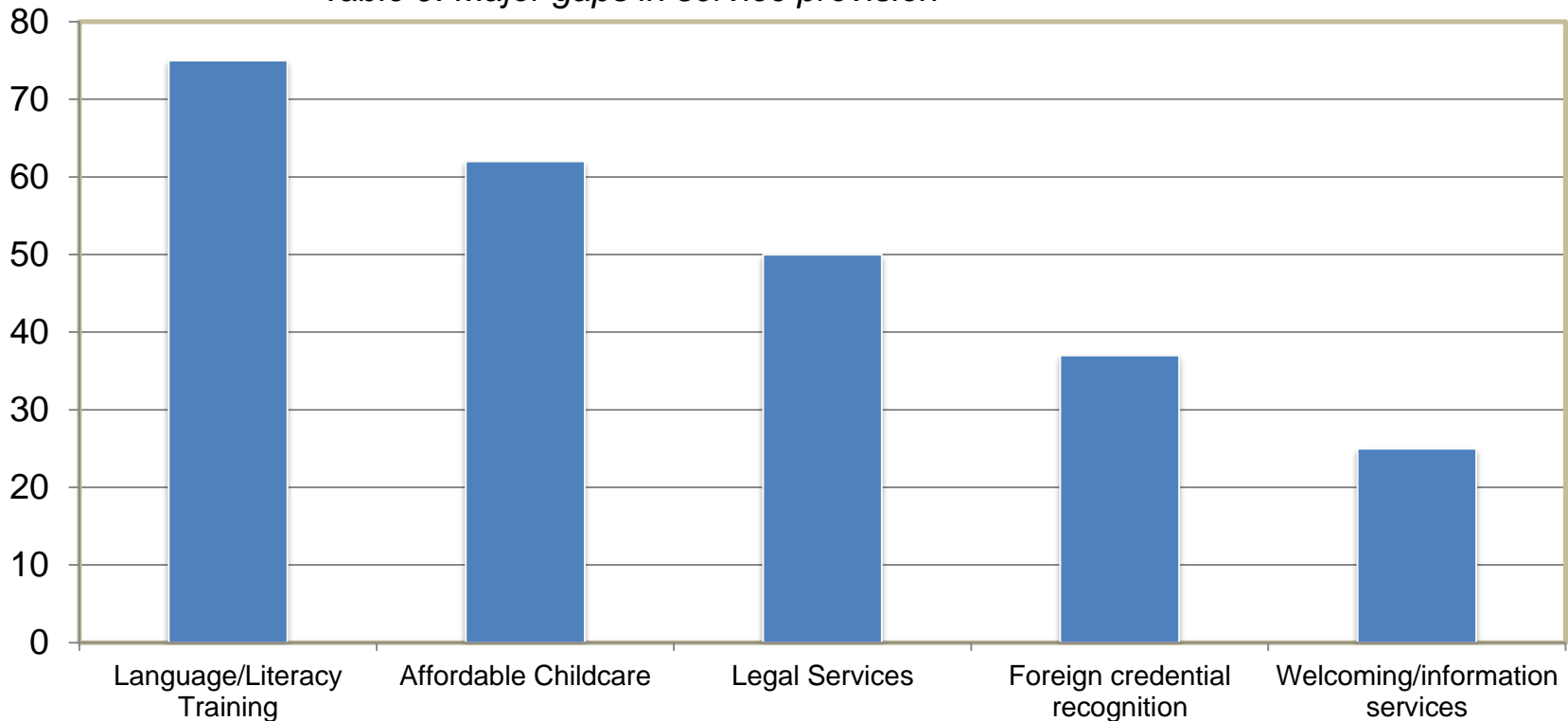
❖ Integration challenges



KEY FINDINGS (cont.)

❖ Need to fill existing gaps in services provided

Table 9: Major gaps in service provision



KEY FINDINGS (cont.)

Need for a centralized yet flexible model of service delivery.

Need for greater support for collaboration among the SPOs



Saskatchewan

Fragmentation and the Challenges of Settlement and Integration

*Joe Garcea
Department of Political Studies
University of Saskatchewan*



I. OBJECTIVE OF PRESENTATION

Challenges Faced by Saskatchewan Strategic Directions for Minimizing Challenges

II. ORGANIZATION OF PRESENTATION

- 1. Statistical Profile of Immigration Flows in Saskatchewan***
- 2. Focus of Saskatchewan Report***
- 3. Findings of Saskatchewan Report***
- 4. Key Points Emerging From Saskatchewan Reports***



5 Regional Communities



Reasons for Regional Approach

Adopt a slightly broader ‘regional community’ approach, rather than a narrower ‘local community’ approach in producing this report.

1. Ensuring modestly sized sample of agencies to include in the survey.
2. Agencies provide services on a regional rather than local basis
 - 11 Regional Newcomer Gateways (150 km radius)
 - 8 Regional Colleges provide language training



II. STATISTICAL PROFILE OF SASKATCHEWAN

- 1. Newcomer Flows to Saskatchewan**
- 2. Ratio of Permanent to Temporary Residents Admitted**
- 3. Distribution of Newcomers Across Saskatchewan**
- 4. Number of Newcomers Arriving Through Various Programs**

Saskatchewan (Intended Province of Destination) - Admissions of Permanent Residents, 2004-2013*

Immigration Category	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Regina	656	629	821	910	1,406	2,058	2,567	3,202	3,932	3,655
Saskatoon	802	844	1,164	1,618	2,061	2,564	3,176	3,796	4,457	3,739
Other Saskatchewan	485	646	739	988	1,368	2,268	1,872	1,957	2,790	3,286
Saskatchewan Total	1,943	2,119	2,724	3,516	4,835	6,890	7,615	8,955	11,179	10,680



Saskatchewan (Intended Province of Destination) - Temporary Foreign Worker Program Work Permit Holders by Year in which Permit(s) became effective, 2004-2013*

Destination	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Regina	176	235	215	294	407	561	470	458	560	692
Saskatoon	291	352	297	507	701	826	408	475	634	885
Other Saskatchewan	430	431	474	614	762	903	731	765	1,268	1,778
Total unique** persons	890	1,011	974	1,404	1,855	2,281	1,602	1,685	2,447	3,323

Saskatchewan (Province of Destination) - International Mobility Program Work Permit Holders by Year in which Permit(s) became effective, 2004-2013*

Destination	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Regina	272	277	329	391	630	748	784	1,305	1,418	1,399
Saskatoon	416	533	660	795	895	1,015	1,226	1,409	1,411	1,411
Other Saskatchewan	402	612	671	686	994	981	1,129	1,579	1,623	2,731
Total unique** persons	1,086	1,420	1,651	1,863	2,505	2,729	3,135	4,282	4,425	5,464

Saskatchewan (Province of Destination) - Study Permit Holders by Year in which Permit(s) became effective, 2004-2013*

Destination	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Regina	969	1,087	841	845	846	1,046	1,008	1,000	973	918
Saskatoon	955	1,018	962	1,099	1,006	1,129	1,109	1,100	1,118	1,017
Other Saskatchewan	412	437	375	332	326	321	298	308	345	979
Total unique** persons	2,333	2,537	2,176	2,272	2,175	2,489	2,411	2,408	2,431	2,852

* These are updated numbers and may differ from those of Facts and Figures 2013.

**The total unique count may not equal to the sum of permit holders in each program as an individual may hold more than one type of permit over a given period.

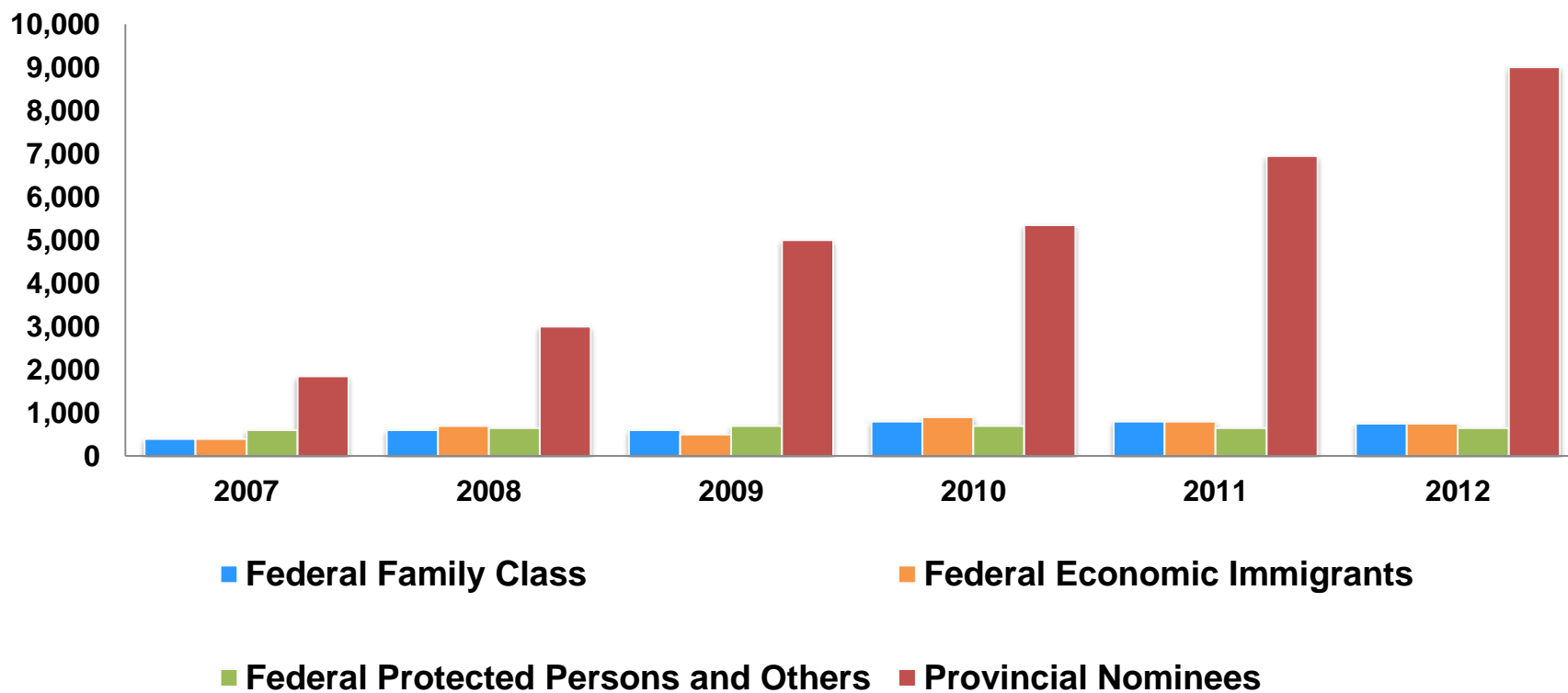
Source: Citizenship & Immigration Canada, RDM as of February 2015.

Data request tracking number: RE-15-0296

Note: The table on temporary residents has been revised to reflect the June 20, 2014 changes to the Temporary Foreign Worker Program (TFWP). The reporting methodology has also been revised to count Temporary Residents (TR) based on the type of permit held by a TR (effective from the date that the permit was signed). As a result of the changes above, the reports for each permit holder type have been separated by permit type in order to enhance clarity.

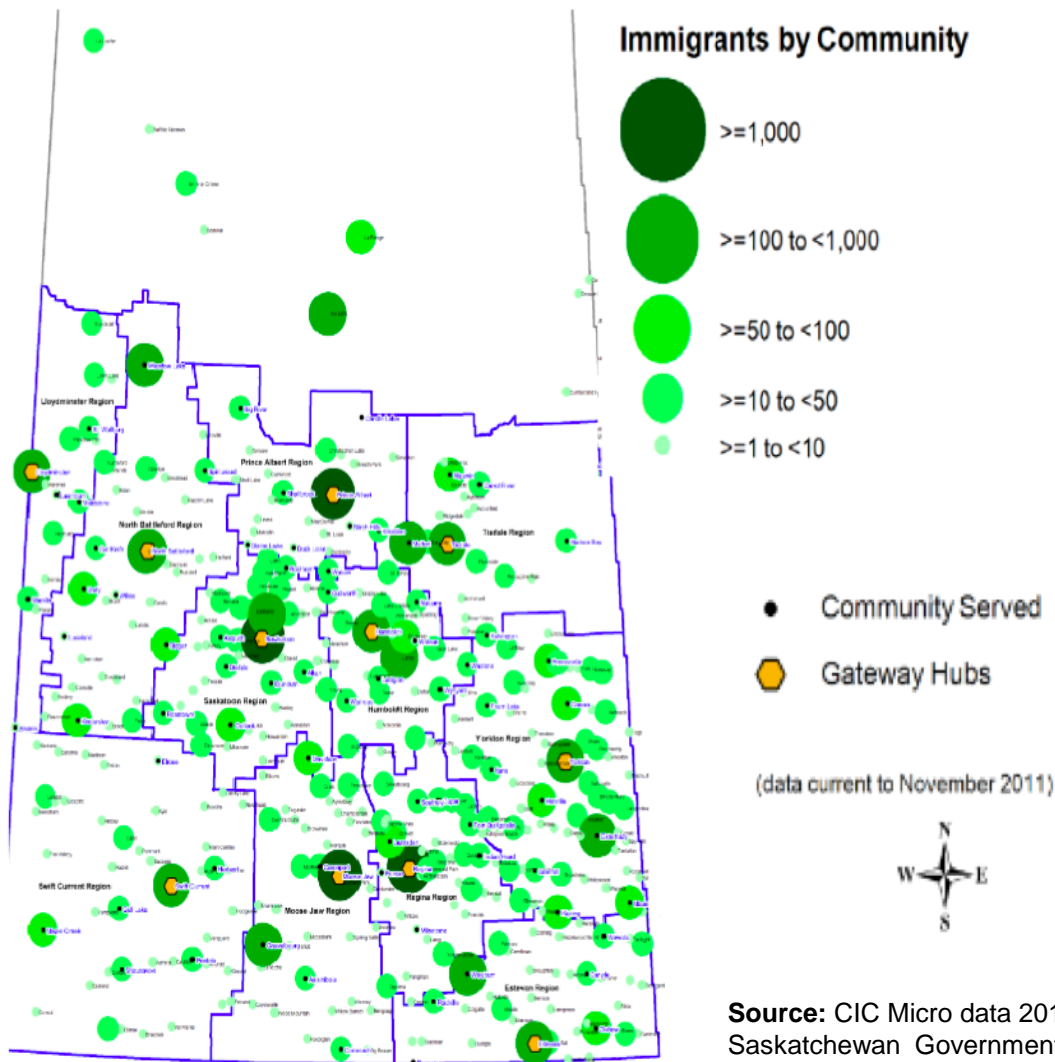
[For further information, please refer to the Facts and figures 2013 – Immigration overview: Temporary residents overview, and the glossary of terms and concepts.](#)

Saskatchewan – Immigration by category



Saskatchewan Landings By Community for 2009-2013

Top 20 Destinations for Permanent Residents in Saskatchewan 2009-2013	
Saskatoon	17,382
Regina	15,303
Prince Albert	1,149
Lloydminster	1,148
North Battleford	876
Estevan	796
Yorkton	667
Moose Jaw	667
Swift Current	646
Weyburn	525
Humboldt	343
Leroy	246
Kindersely	179
Esterhazy	162
Meadow Lake	156
Tisdale	144
Warman	139
Melfort	131
Biggar	129
Gravelbourg	103



III. MULTIPLE FRAGMENTATIONS: OVERVIEW

[A] Geographic Fragmentation

- ***850 municipalities in Saskatchewan,***
- ***90% very small***

[B] Newcomer Fragmentation

- ***Different Categories of Permanent Res, Temporary Residents, etc.***

[C] Service Fragmentation

- ***Many Different Services (Settlement/Integration & Mainstream)***
- ***Many Different Service Providers (Several in Large Cities, One or two in medium sized cities, and essentially none in all EXCEPT A FEW towns).***



[D] Jurisdictional Fragmentation

- **Both Vertical and Horizontal Jurisdictional Fragmentation Exists**
- **Governments---Federal-Provincial-Municipal governments**
- **Regional and Local Authorities-- Health Education, etc. etc.)**

[E] Compounding Problem:

- **Service system is a Voluntary Opt-in System (Many Do Not Opt In)**
- **Haphazard Voluntary Opt in System**
- **Serendipitous Service System**
- **Newcomers end up at service agencies or accessing services haphazardly serendipitously.**
- **Insufficient deliberateness, coordination, encouragement**
- **Equally true in large urban hubs and small rural and remote centres**
-



IV. WHAT IS REQUIRED TO MEET SERVICE NEEDS IN A FRAGMENTED SYSTEM?

Many things are required to deal with challenges in the system
Two general strategic directions to fill service gaps

Strategic Direction #1:

Enhancing Availability & Accessibility of Newcomer Services

- Systematic efforts to assist newcomers in identifying, accessing and registering for various settlement and integration programs/services.
- Providing logistical support for newcomers to participate (transportation, childcare)

Strategic Direction #2:

Enhance Organizational Capacity in the Communities

- Creating and sustaining effective partnerships among various categories of governmental and non-governmental organizations from key sectors for strategic planning purposes and service provision purposes.
- Enhancing various aspects of strategic planning in settlement and integration, including newcomer needs assessments, for providing settlement and integration services needed by newcomers.



CONCLUDING POINTS

Filling the current gaps in a highly fragmented system requires some careful attention to a wide range of policy and program issues and options.

1. At a systems level greater attention should be devoted to aligning the selection of newcomers, the services and supports they need, and the services and supports that are provided in any community.
2. Furthermore, toward that end the focus should be not only on the needs of newcomers, but also on the needs of organizations that provide various types of services.
3. In the case of the needs of organizations the critical questions relate not only to whether they simply need more resources, as suggested by many respondents, but also to whether some reforms are needed in the ways in which individually and collectively they provide services and supports to newcomers in various regional and local communities.
4. Other critical questions relate to the types of partnerships that may be required to facilitate coordination and collaboration in planning and providing settlement and integration services.



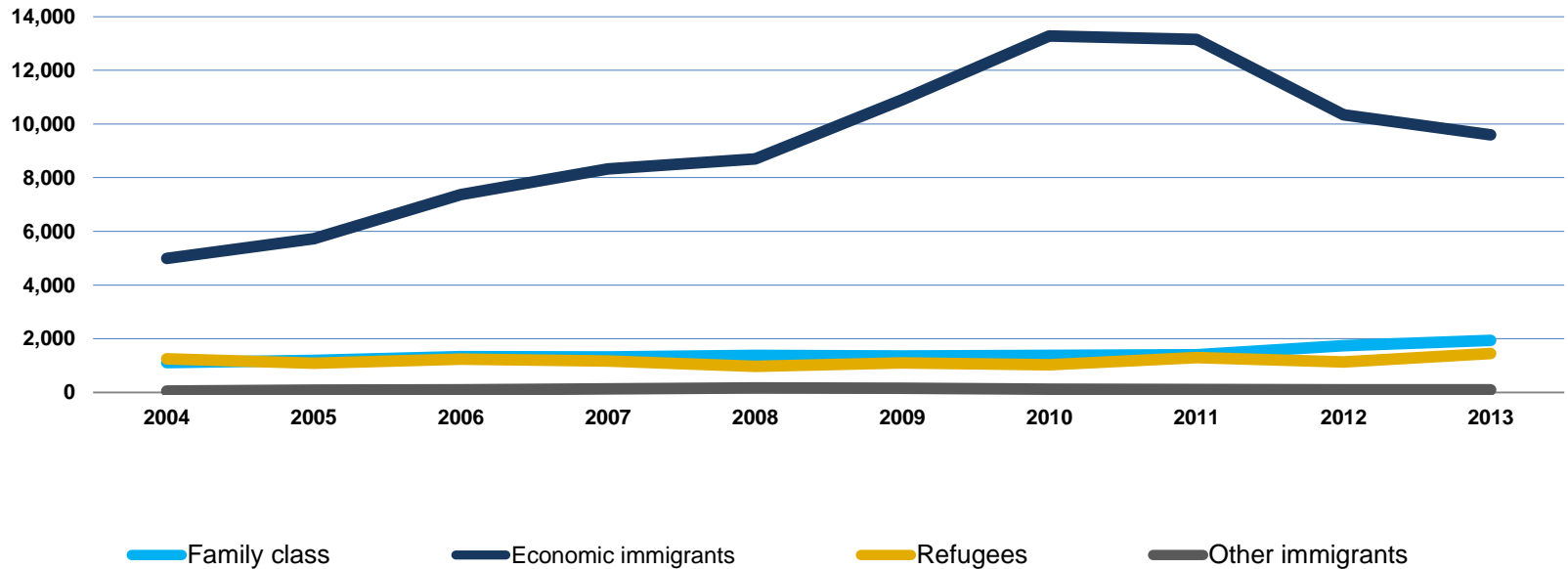
The Manitoba Case

Dr. Rachael Pettigrew
Helen Galatsanou



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: Communities sampled



6 Communities

Brandon

Thompson

Dauphin

Neepawa

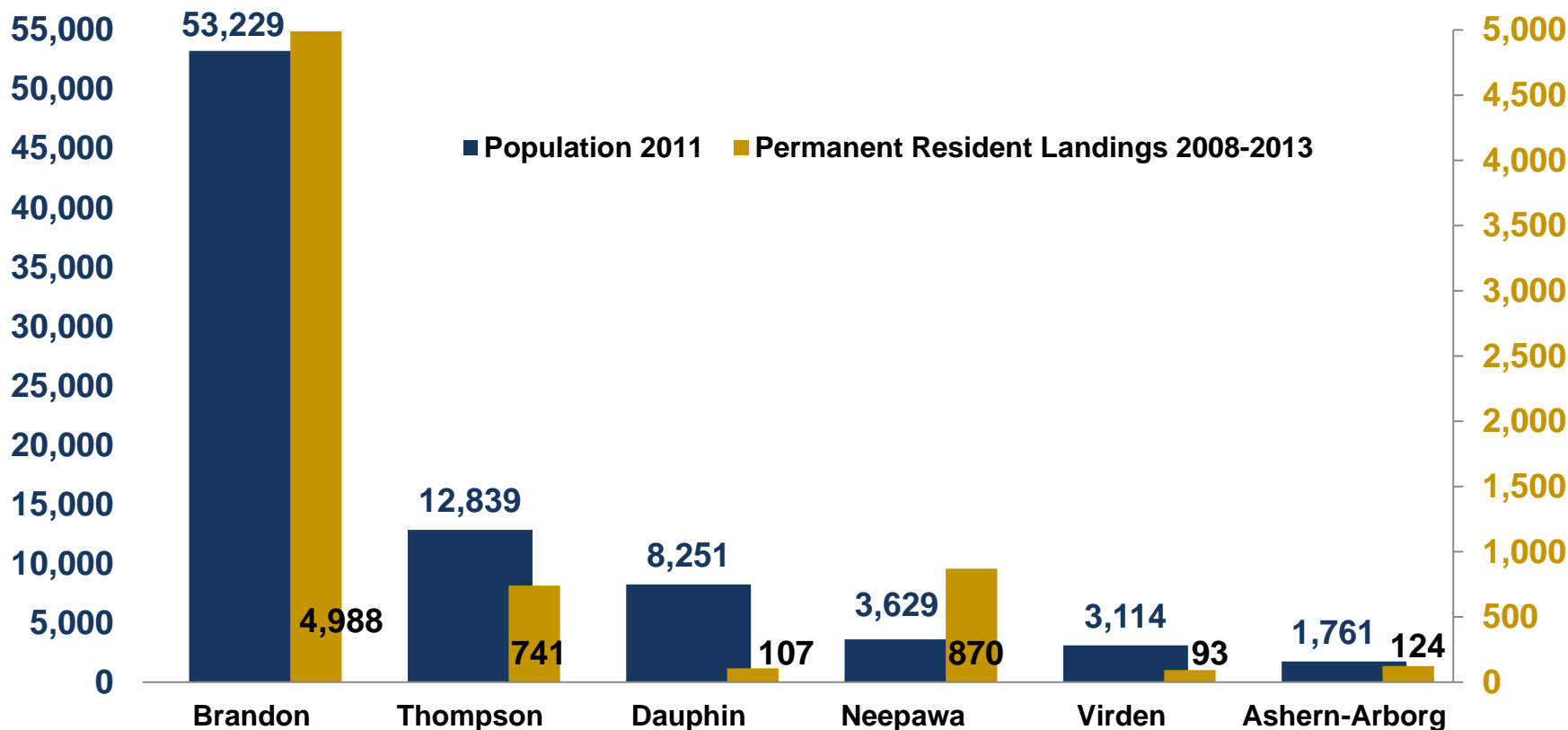
Virден

Ashern-Arborg

- Completed surveys 19
- Additional feedback 29



MB: Newcomer statistics by community



Settlement and integration

Ease of newcomer settlement

- **10 participants: newcomer settlement was difficult**
WHY?
 - Newcomer language difficulties
 - Lack of housing, community childcare spots, & information about services available
 - Residents wary of newcomers
 - Harsh climate
- **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
- **Within community consensus: Agreement within Brandon & Virden**



Newcomer employment

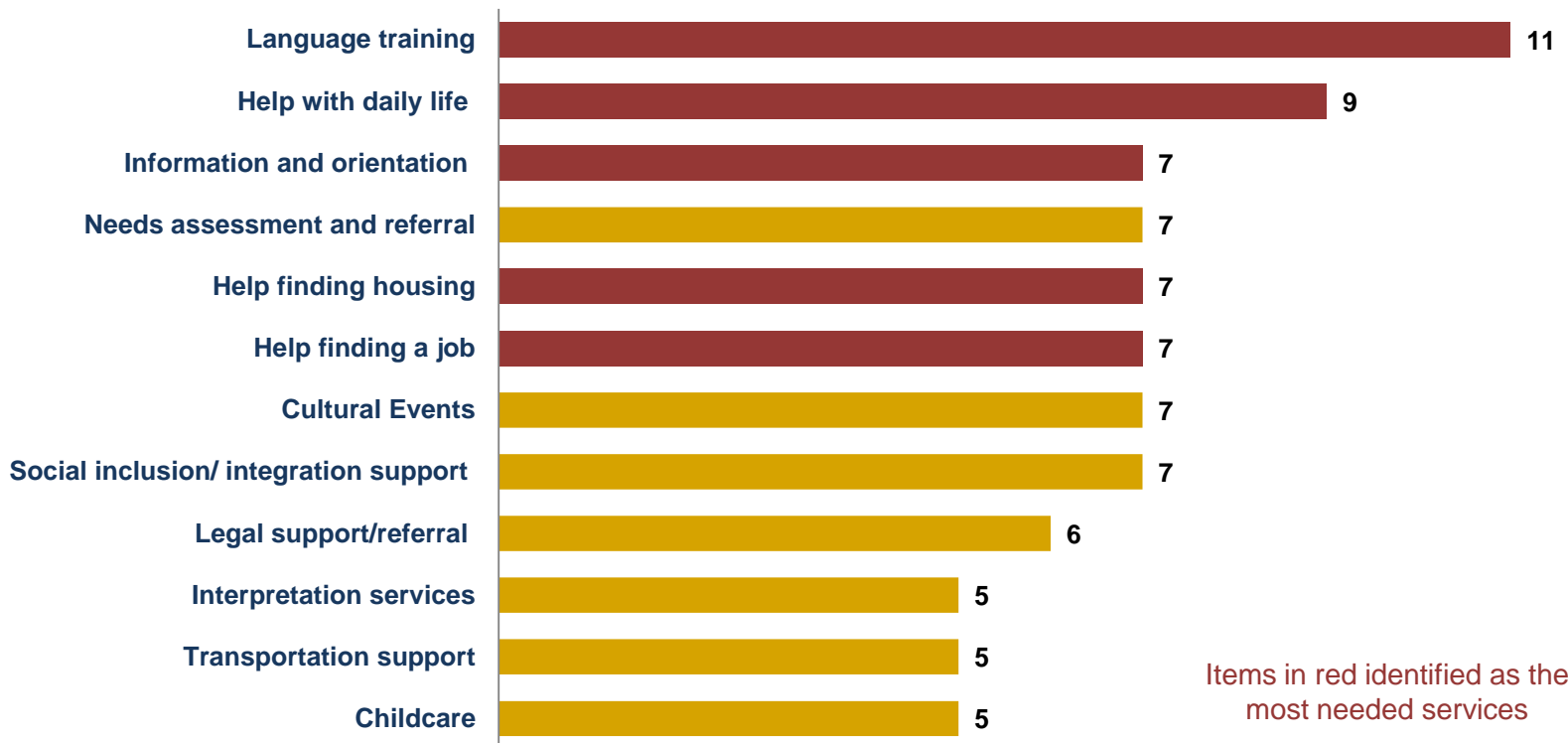
Ease of newcomer employment

- **5 participants: employment was difficult for newcomers**
WHY?
 - Foreign credential recognition
 - Newcomer language proficiency
 - Possible employers fears of newcomers
 - Need for upgrading skills
- **13 participants: employment was easy for newcomers**
WHY?
 - Mainly low skilled, low pay, and entry-level jobs
 - Service industry
 - Presence of large rural employers
- **Within community consensus: Ashern-Arborg & Thompson (easy)**



Settlement services in rural Manitoba

MB - Top services offered



Barriers to accessing services

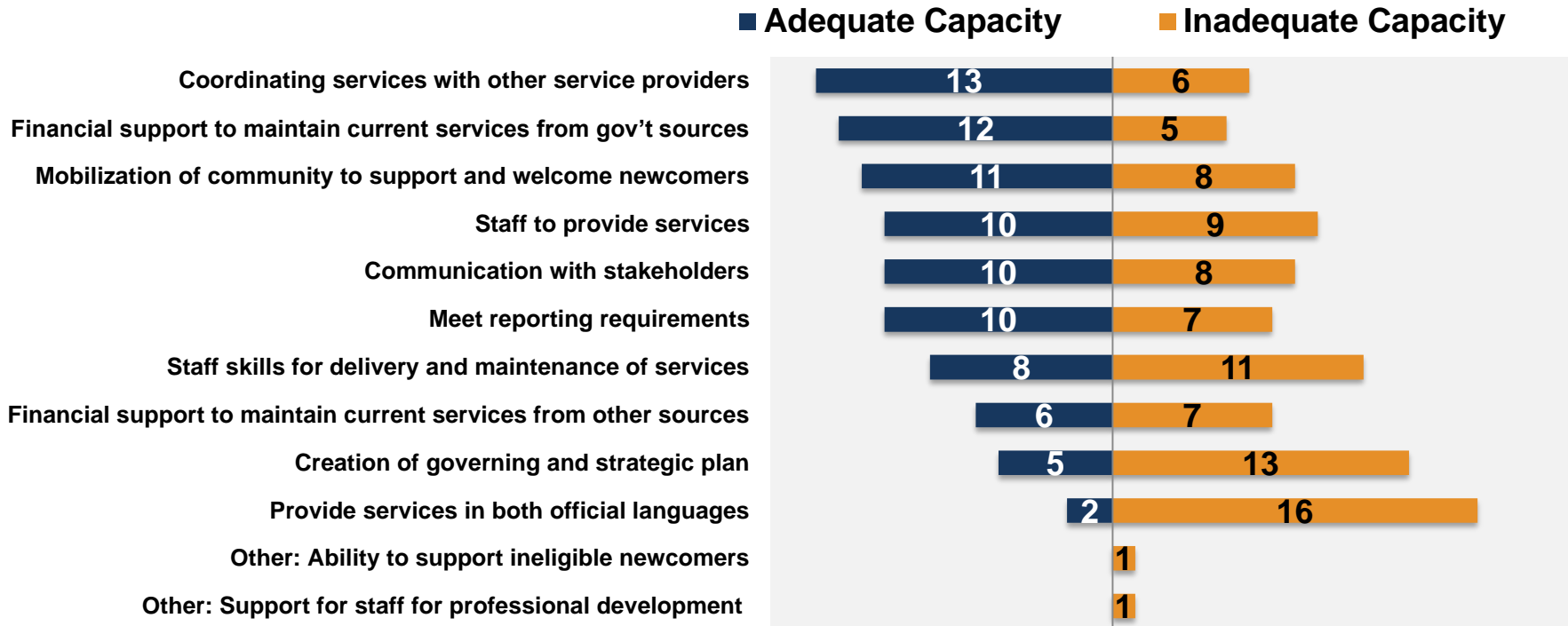
Barriers in Manitoba

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



SPO organizational capacity

Organizational Capacity for SPOs to serve newcomers in the 6 communities



Organizational partnerships

- 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 and Chambers of Commerce

Least reported partnerships:

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



Conclusion

In Manitoba

- Increase focus on integration
- More professional development for SPO staff opportunities in rural areas
- More partnership with employers
- A better understanding of the challenge of service delivery in both rural and remote areas
- “One size fits all” policy does not work for rural areas



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



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

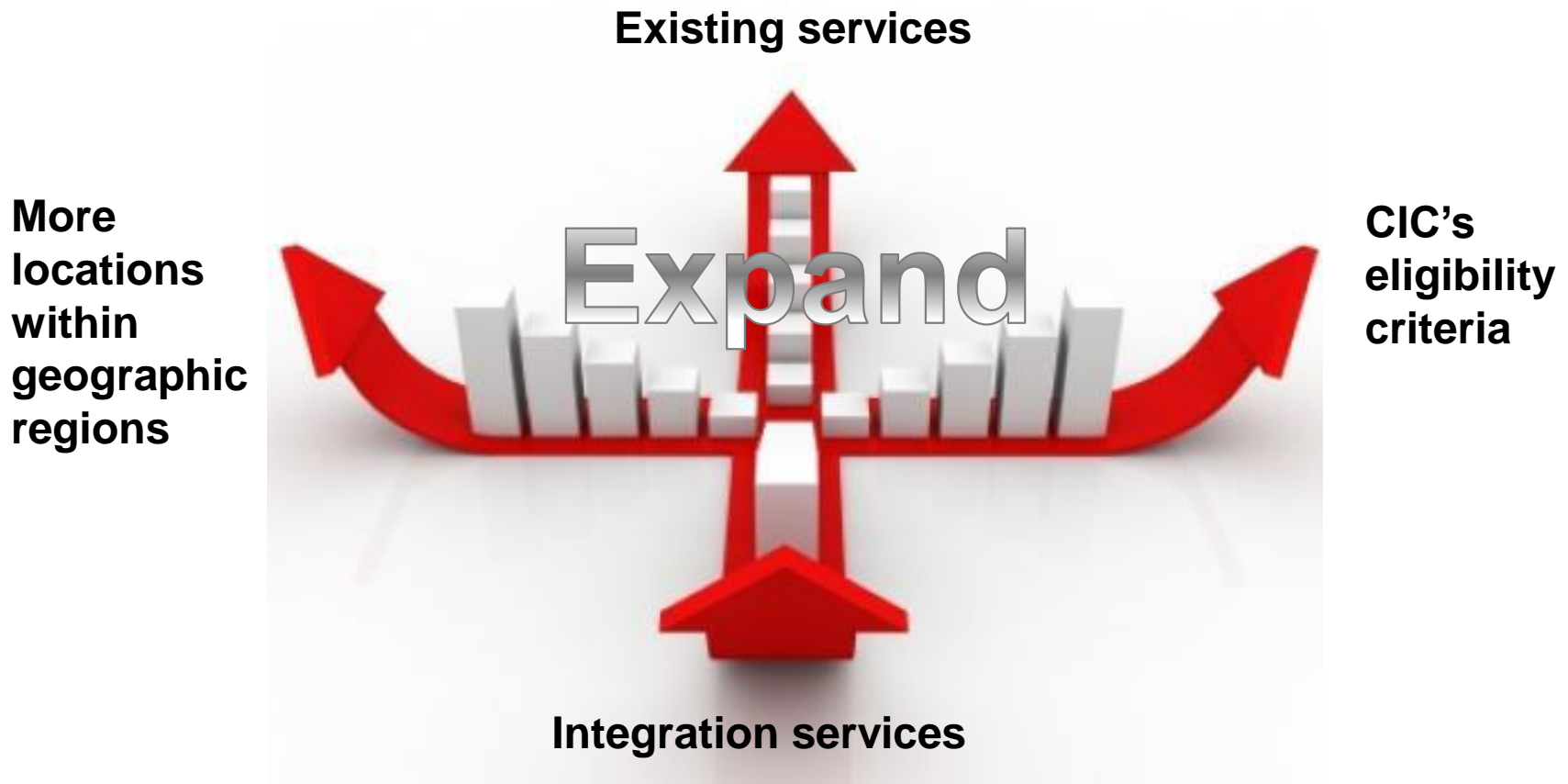
Partnerships

- 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



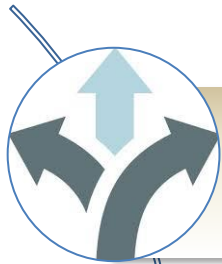
Conclusion: Strategic directions

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



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Research Participants

Immigration Research West (IRW)





Questions

All reports will soon be available at:

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

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17th National Metropolis Conference
Vancouver

