

ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER  
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# What do we know about service use among newcomers to Canada?

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# Research Questions

- Who uses settlement services?
  - Are existing services helpful?
  - Are they easy to find?
- Who doesn't use settlement services?
  - Why don't they use settlement services?
  - What are the characteristics of those who do not use services?
- Can our observations be confirmed by examining more than one dataset?



# Pan Canadian, Alberta and Western Canada Survey Methodology

- Random samples drawn from a CIC data file
  - Included all immigrants over 18 years, who landed between January 1, 2007 and December 31, 2012.
  - Indicated intention to reside in target province or territory.
  - Telephone survey conducted in late 2012/early 2013
  - N: Alberta Survey = 1,006; Western Canada Survey = 3,006; Pan Canadian Survey = 20,818
- Newcomers must have arrived in one of the four western provinces or territories
- Response rates: between 24.6% and 38.0%

- **An important note on data interpretation**



# Percentage of Newcomers Using Settlement Services

	Accessed Services	Have Not Used Services
Alberta Settlement Survey	47.1%	52.9%
Western Canada Settlement Survey	33.3%	66.7%
Pan Canadian Survey	NA	NA

Significant provincial differences in percentage using services:

- Manitoba highest at 41.9%.**
- Saskatchewan/Alberta at 29.9%

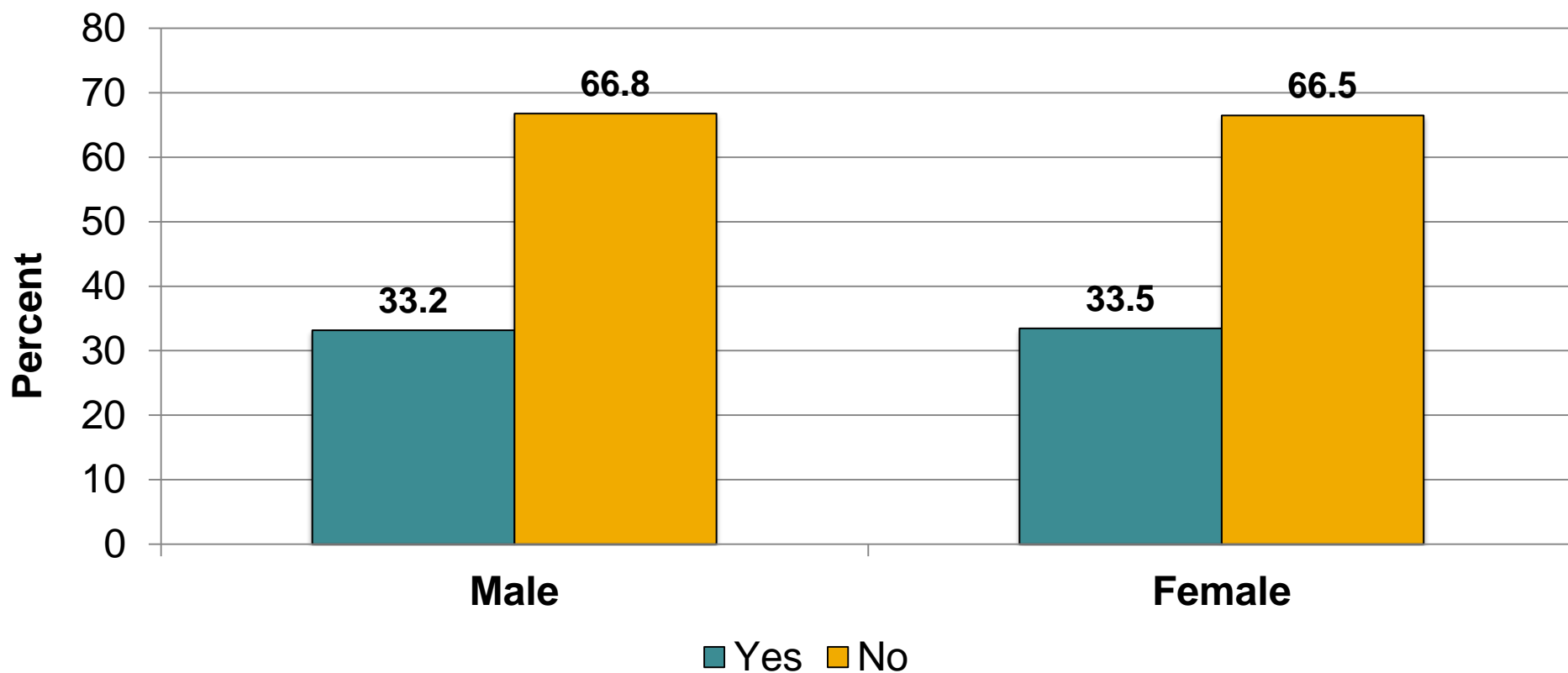


## Demographic: Who accesses services?

	Accessed services	Did not access services
Gender	Males: <b>49.3%</b> Females: <b>50.7%</b>	Males: <b>49.6%</b> Females: <b>50.4%</b>
Age	25-34 ( <b>42.1%</b> )	25-34 ( <b>46.5%</b> )
Highest level of education prior to arrival	'University undergraduate degree' ( <b>40.7%</b> )	'University undergraduate degree' ( <b>37.8%</b> )
Income	\$10.00-\$14.00/hour ( <b>31.9%</b> )	\$10.00-\$14.99/hour ( <b>29%</b> )
Total	N=953	N=1904



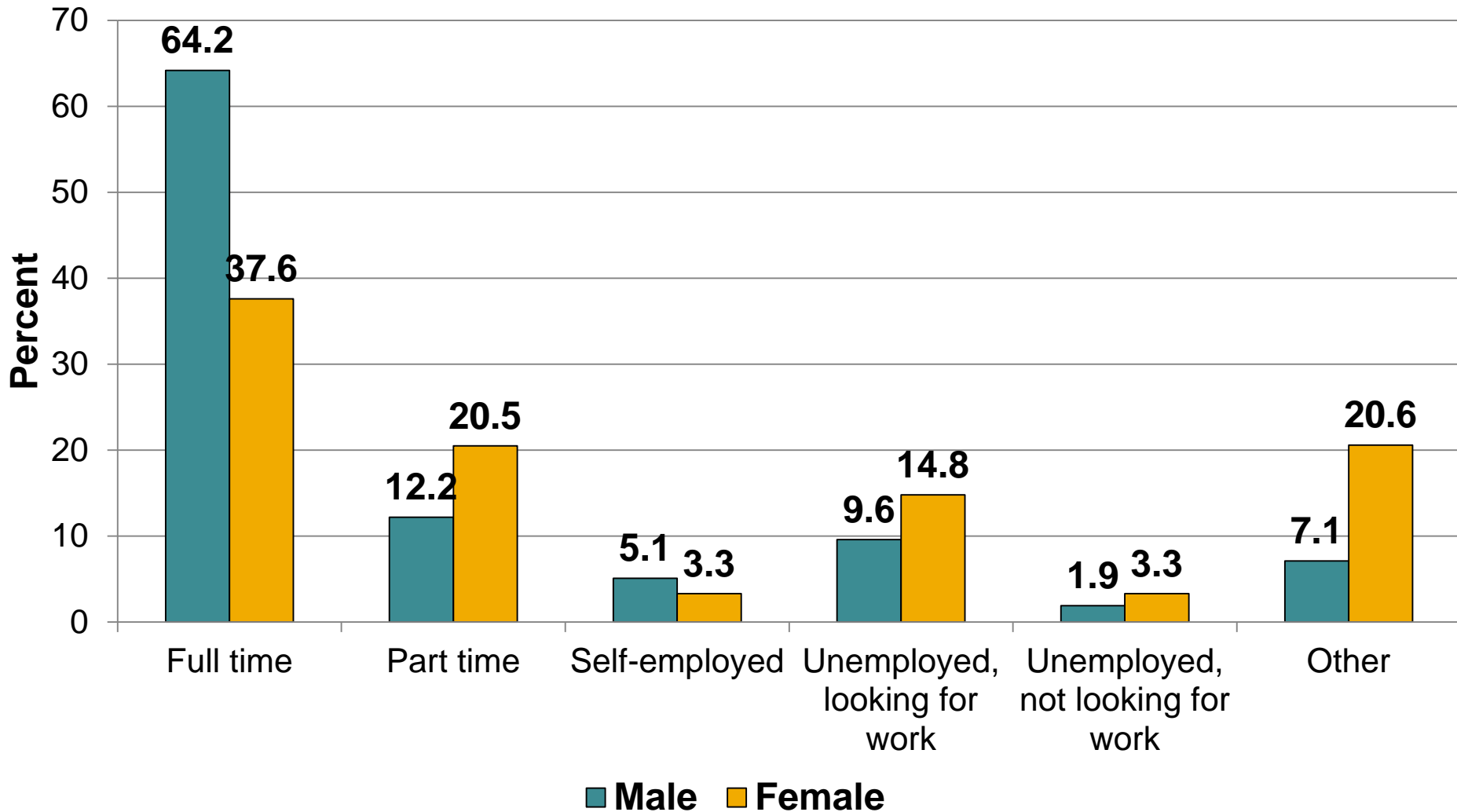
# Have you used settlement services from an organization in your Province?



# WHO USES SETTLEMENT SERVICES?

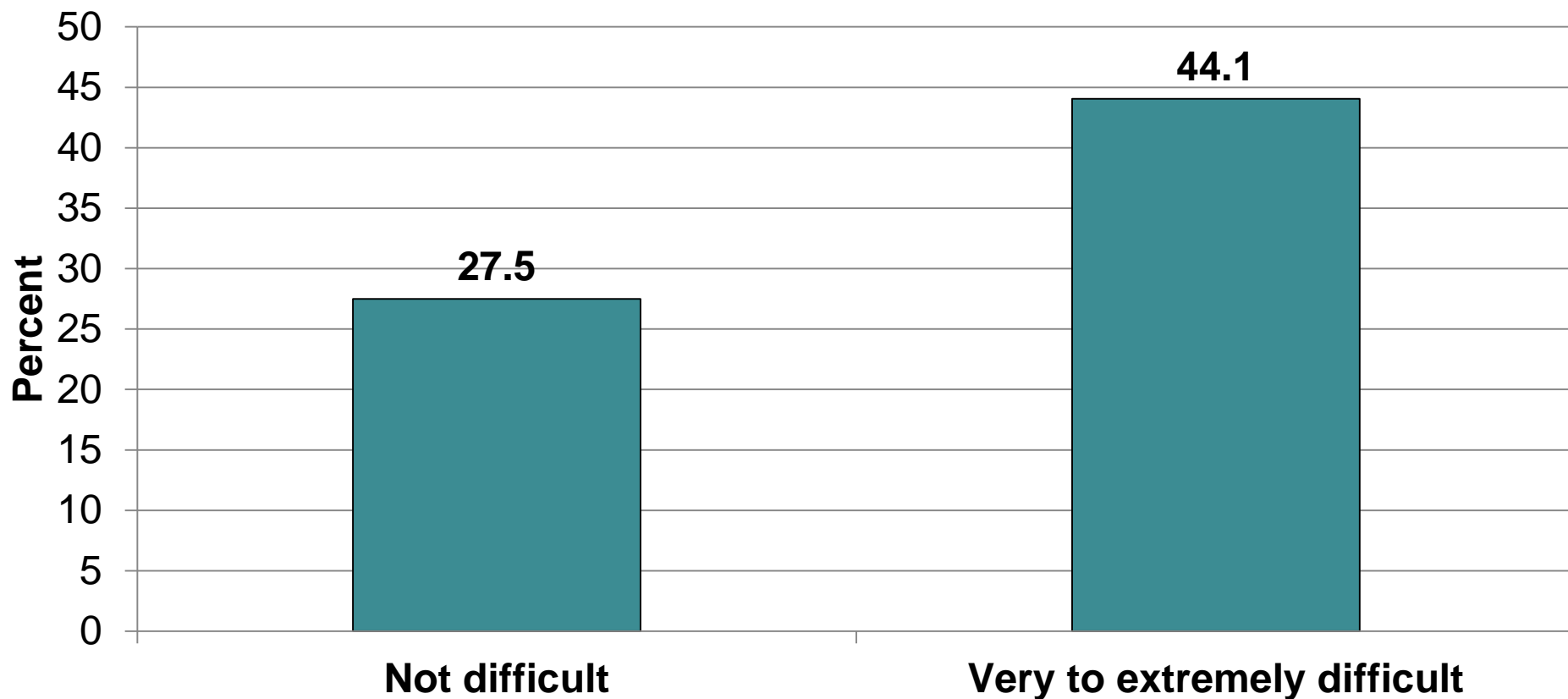


# Newcomers who use services by sex and employment status

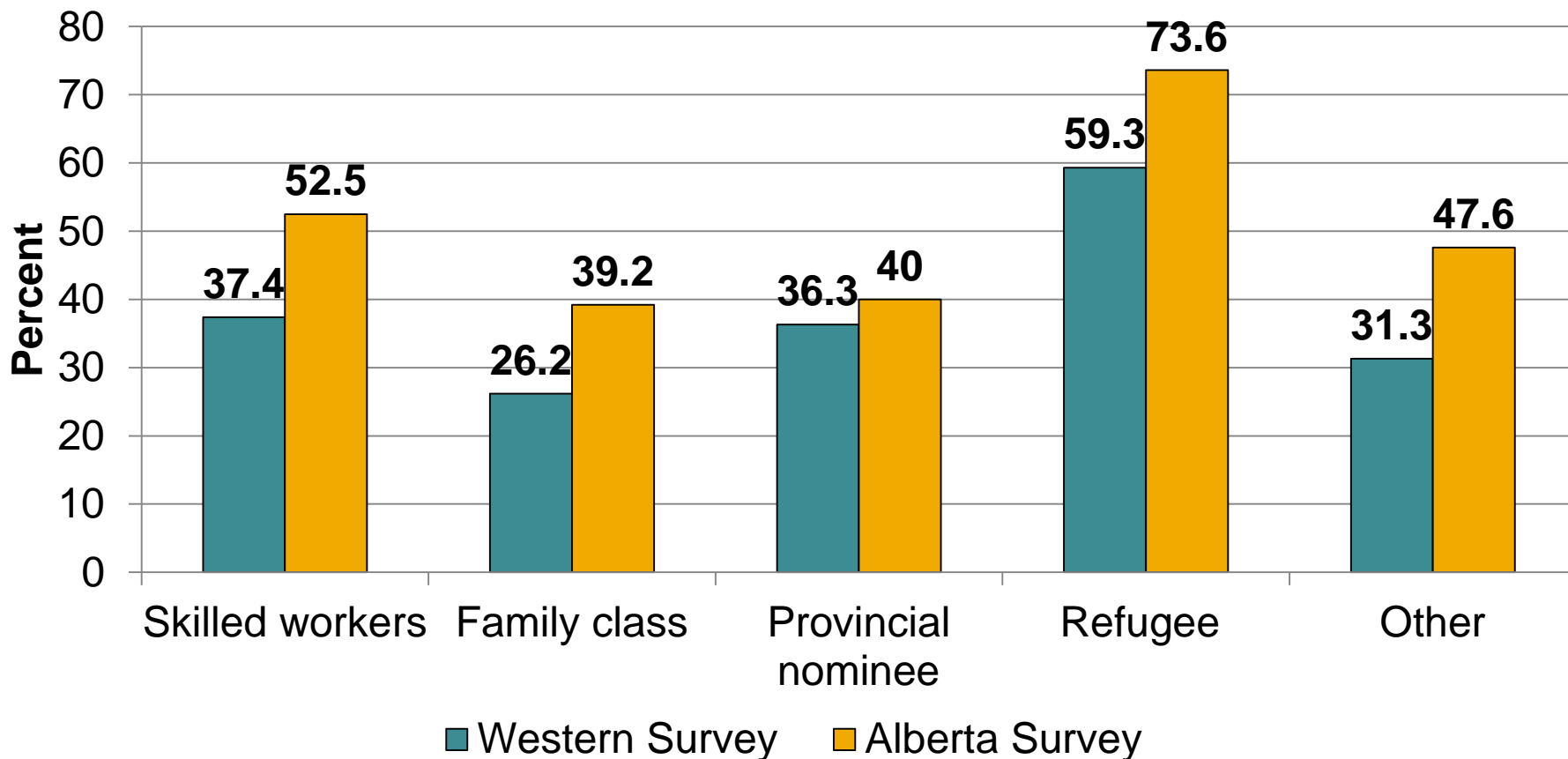




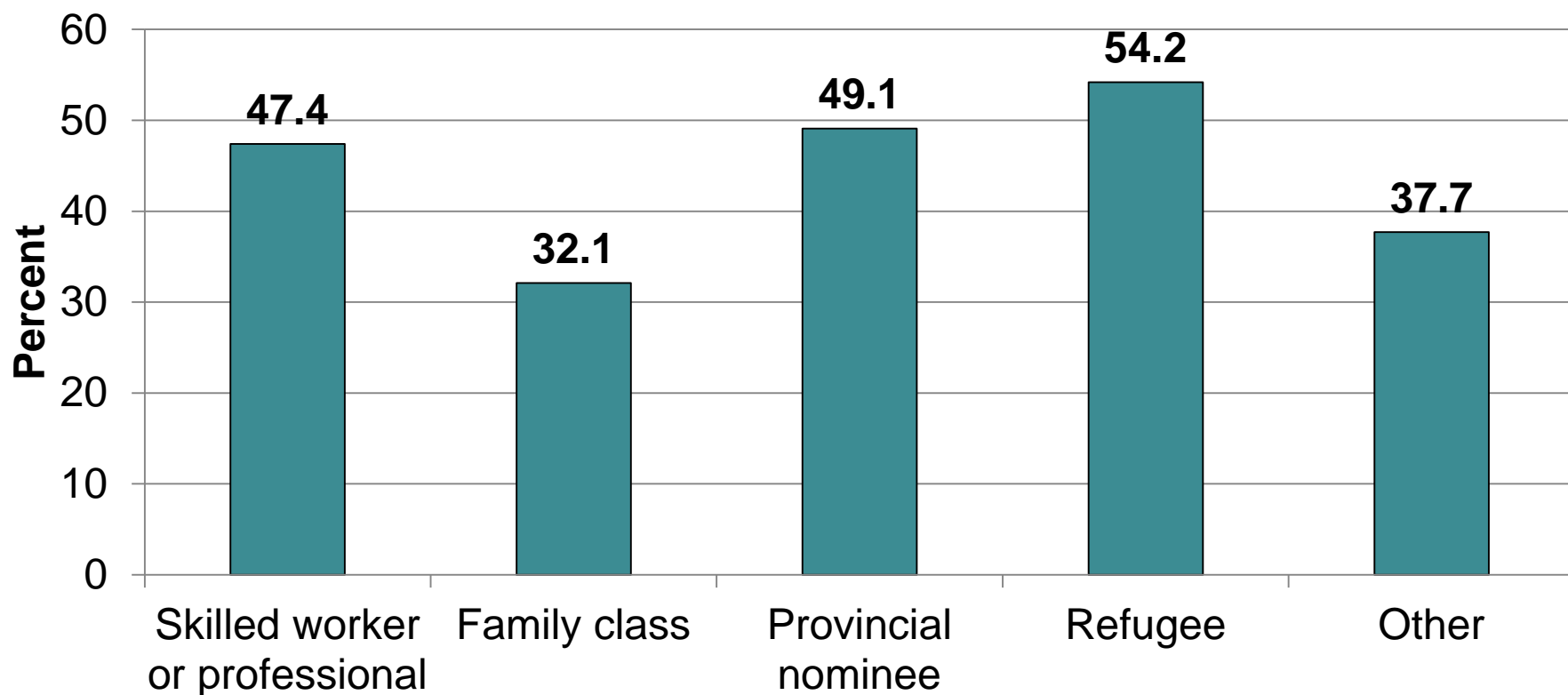
# Newcomers experiencing difficulty finding work are more likely to use services



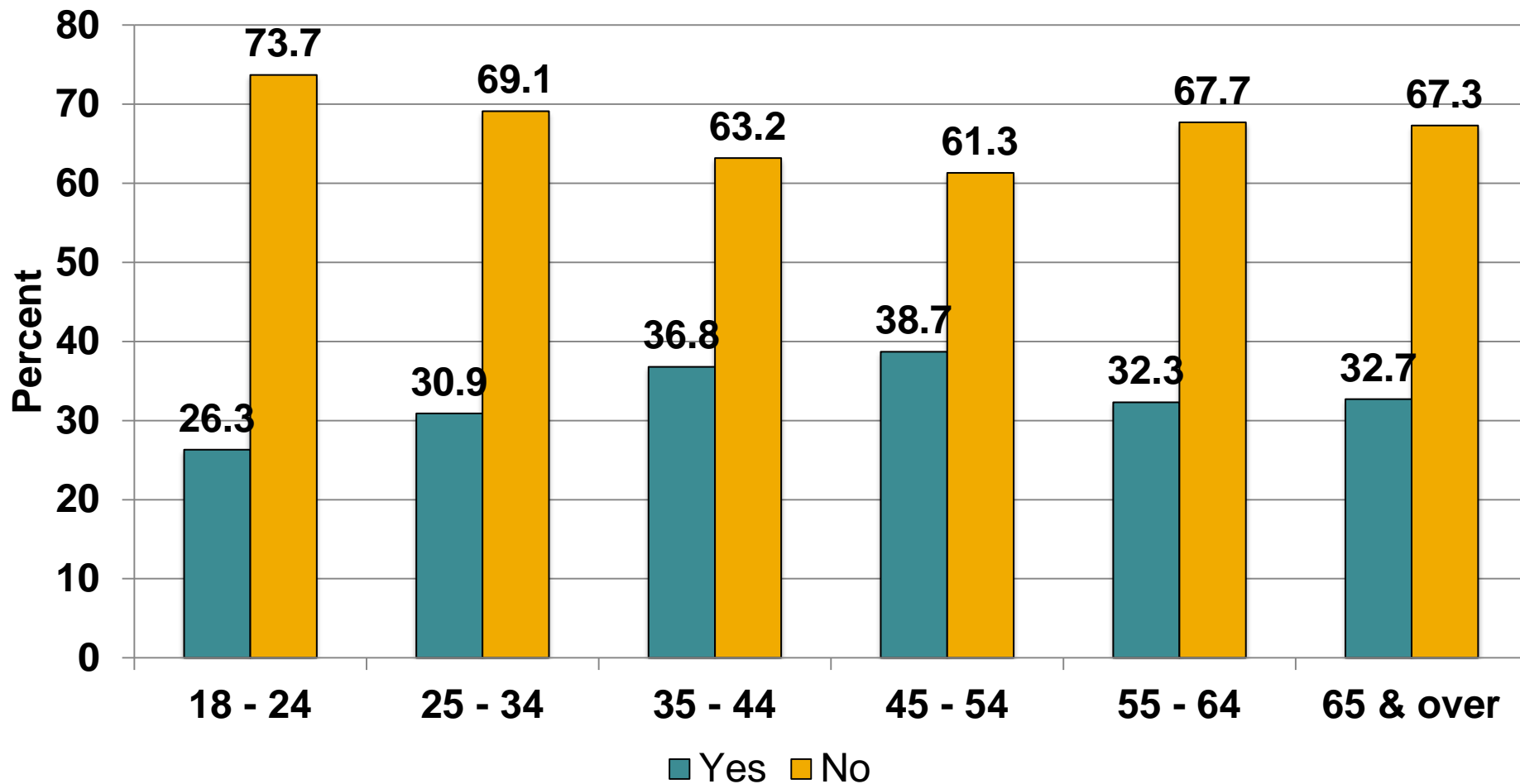
# Use of Settlement Services by Entrance Class



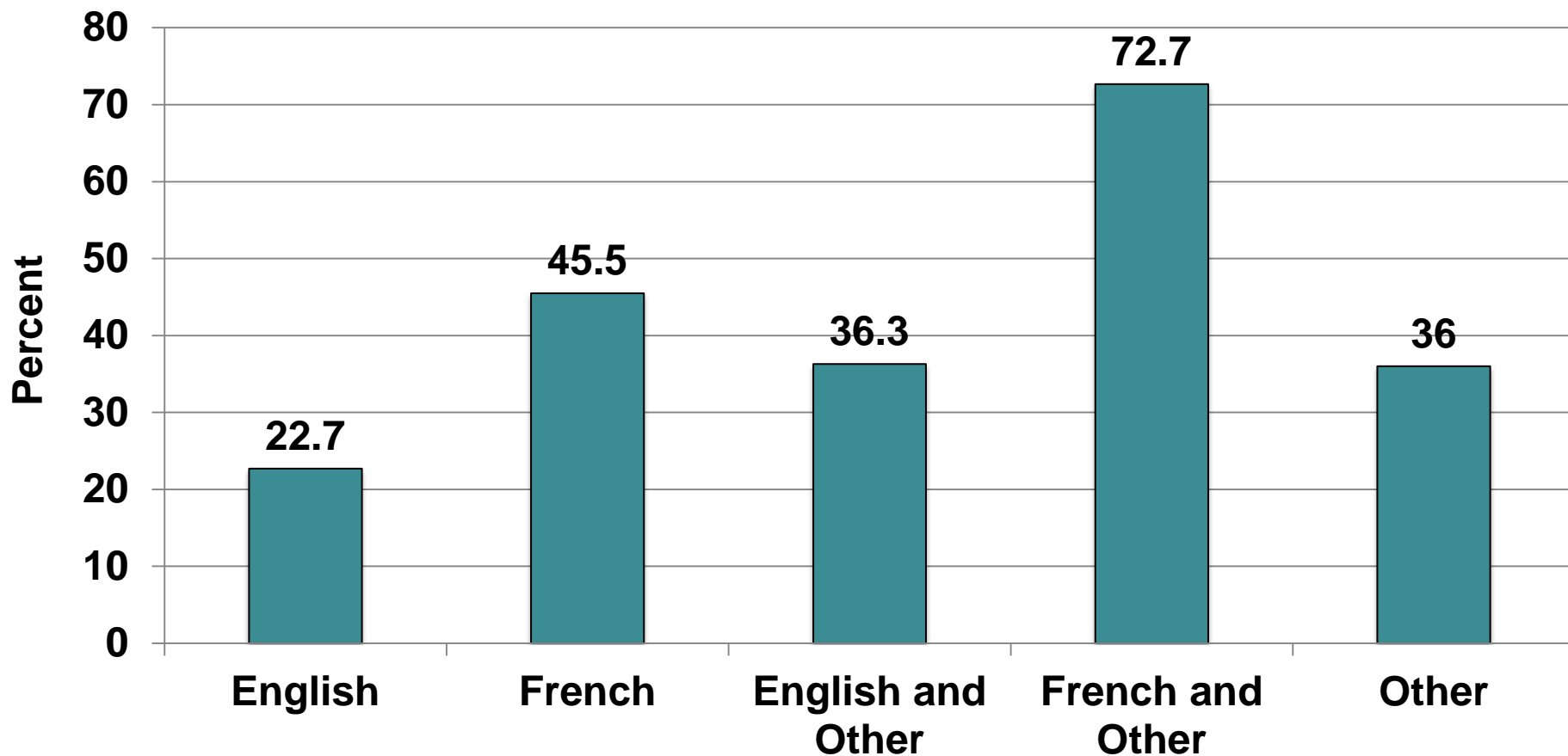
# Use of Settlement Services by Entrance Class, in Manitoba



# Use of services by age group

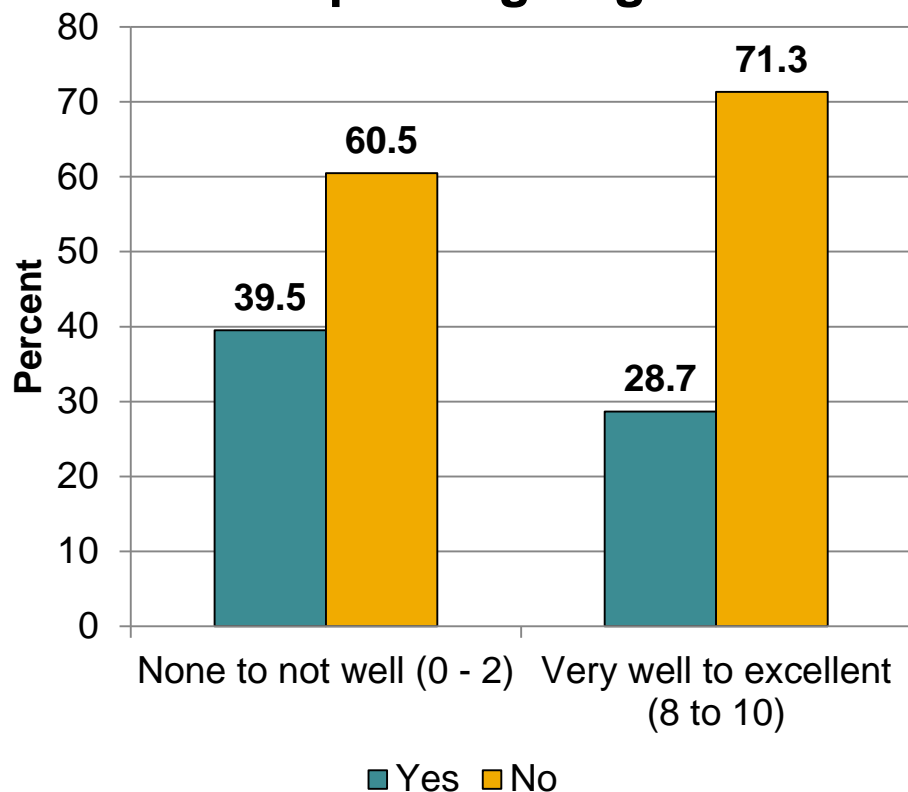


# Effect of Language Used at Home on Service Use

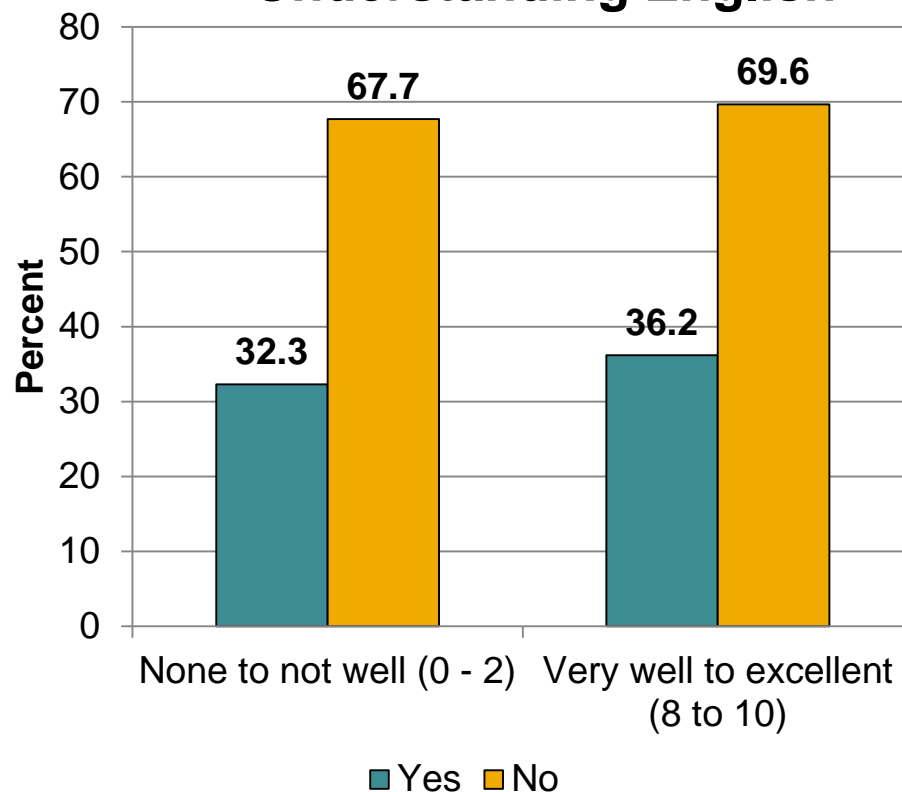


# Effect of English Level on Service Use

## Speaking English



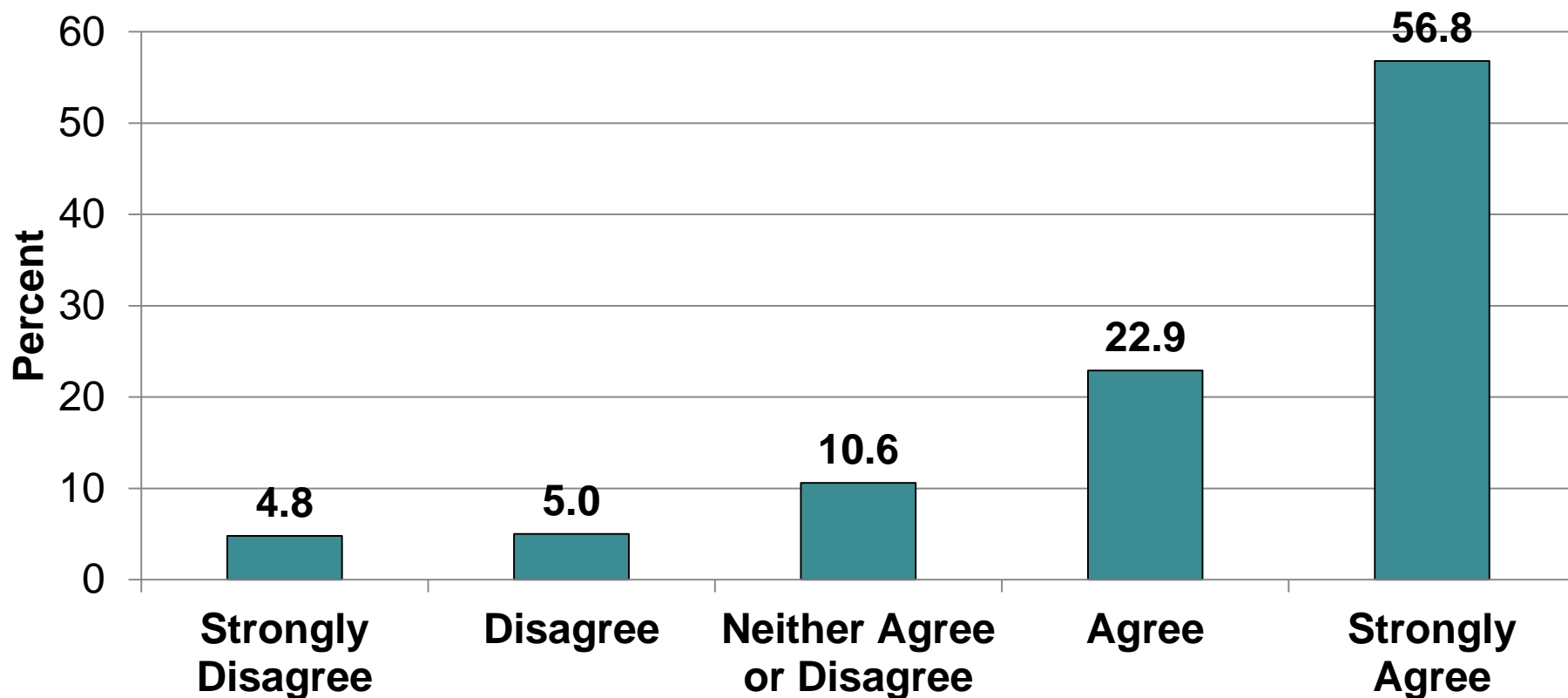
## Understanding English



**\*\*Self-reported on a ten-point scale**



# Pan-Canadian Survey: Language is not a barrier for me to get the services I need.

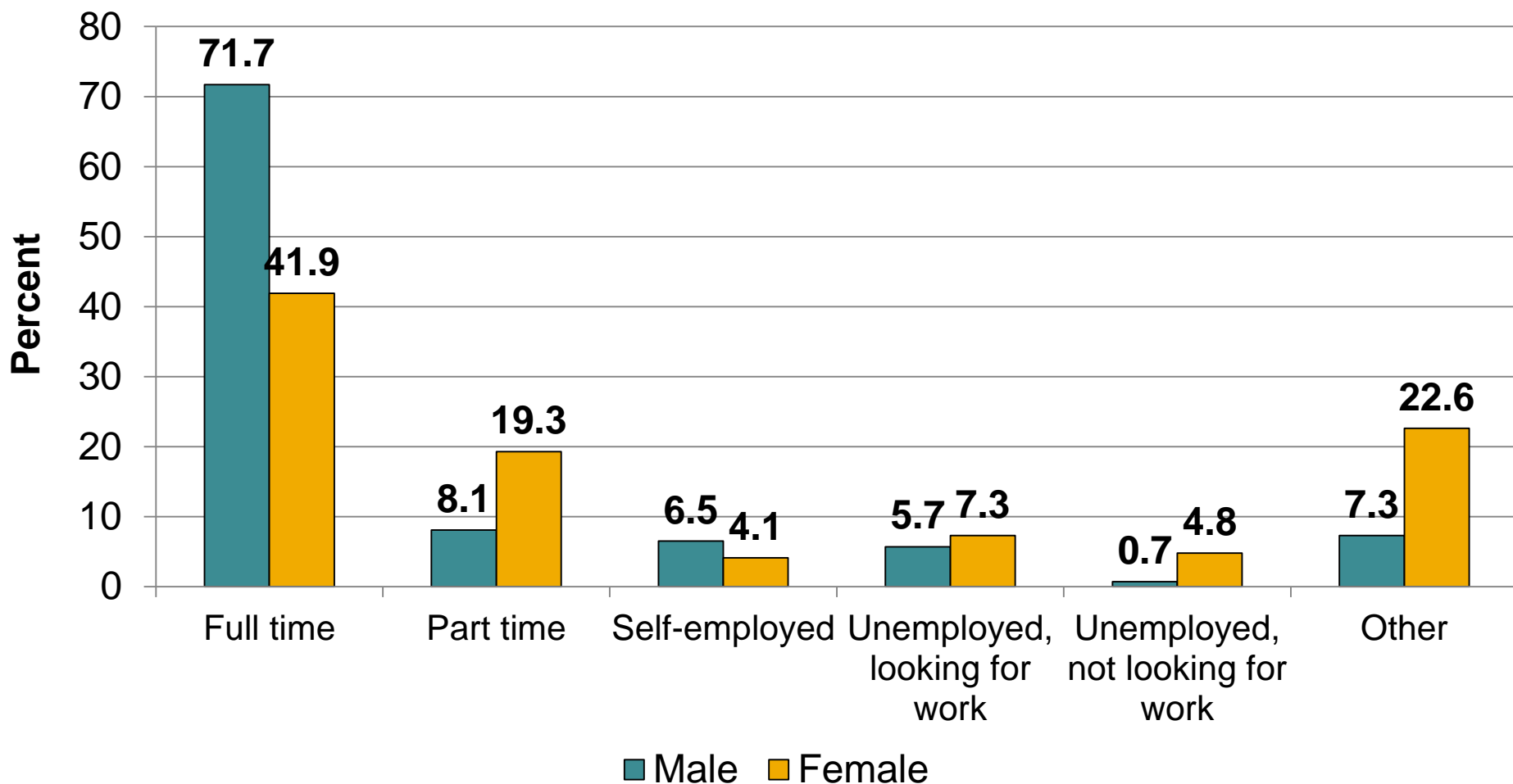


# WHO DOES NOT USE SETTLEMENT SERVICES?

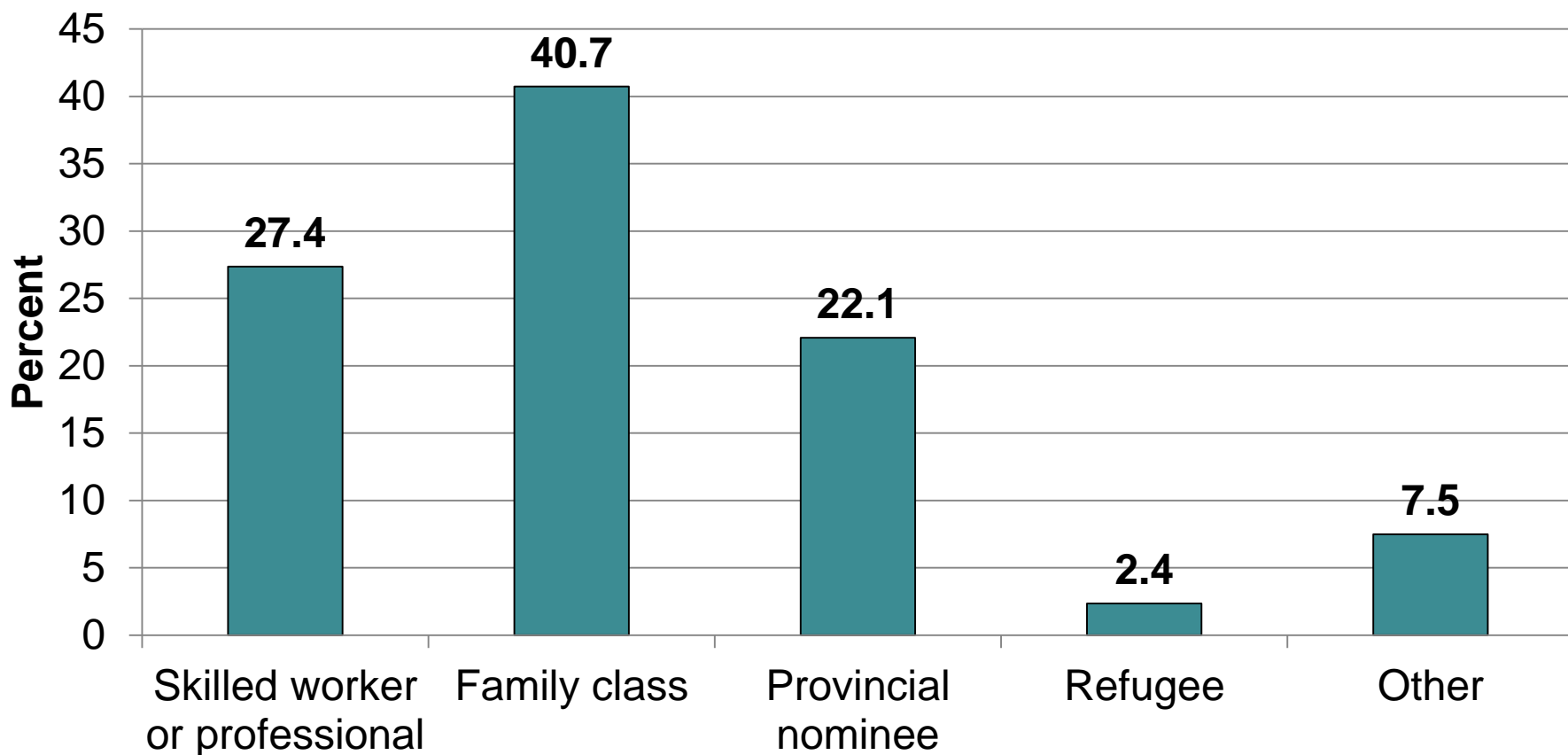




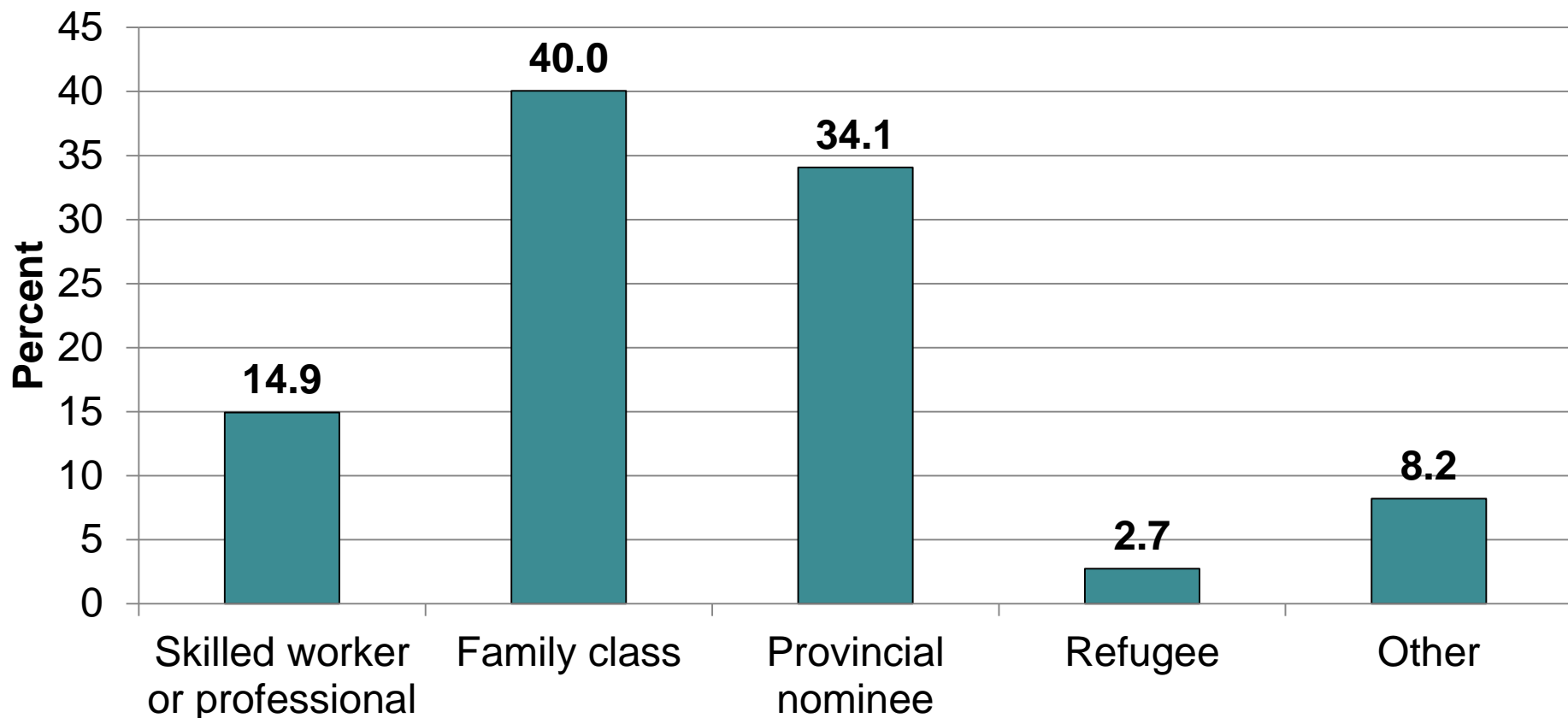
# Newcomers who do not use services by sex and employment status



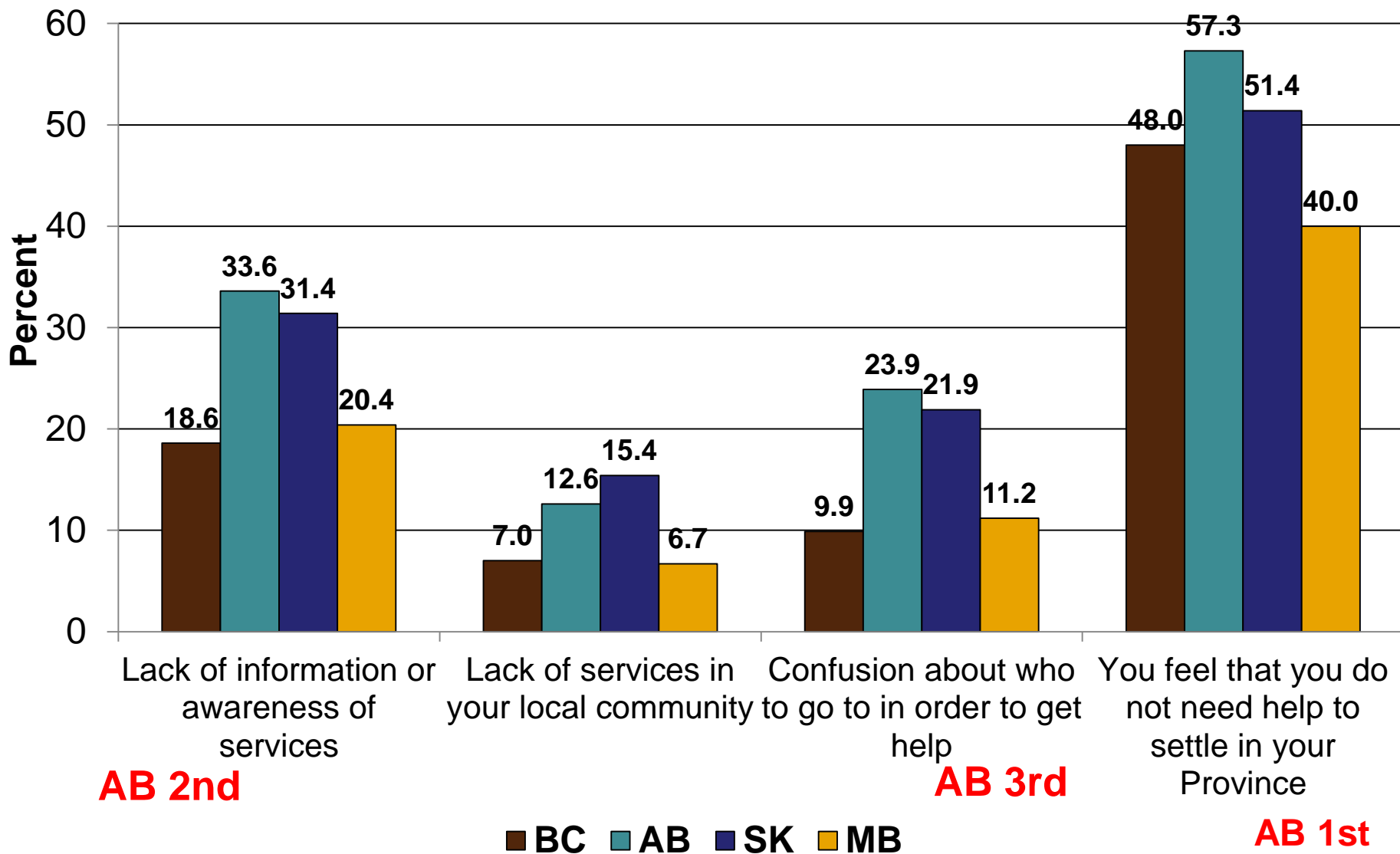
# Newcomers who do not use services by entrance class



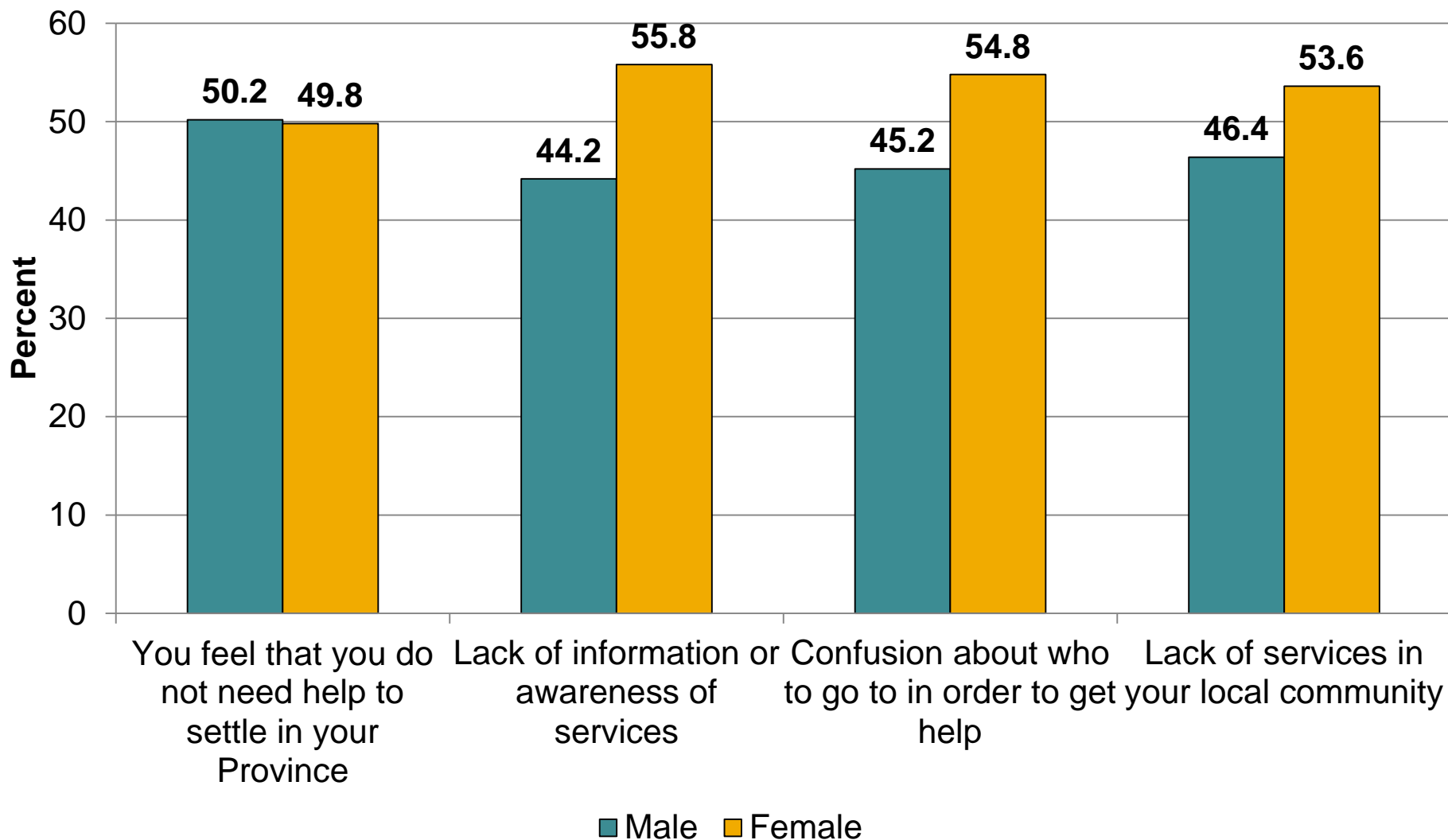
# Newcomers who do not use services by entrance class, in Manitoba



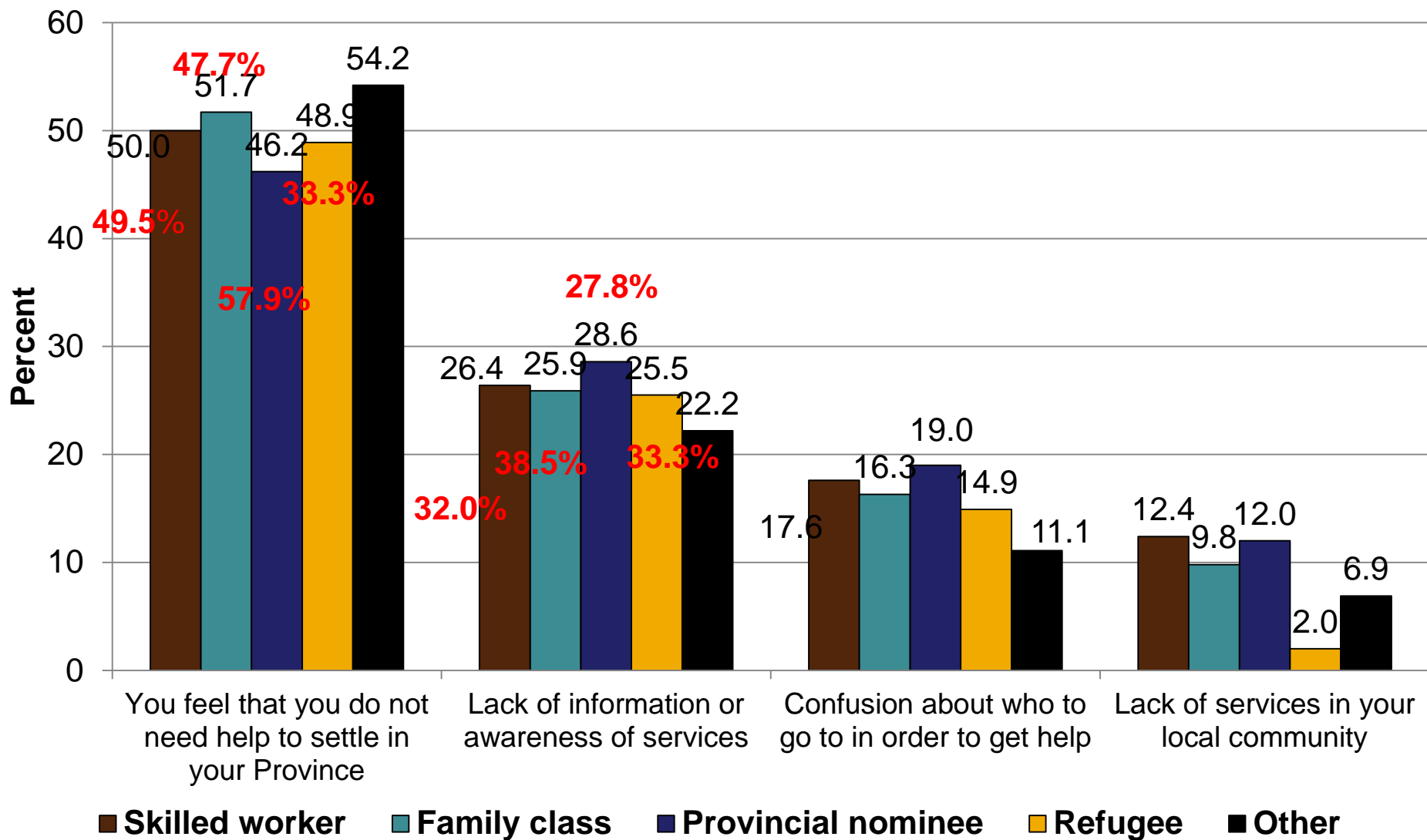
## Reasons for Not Using Services, by Province



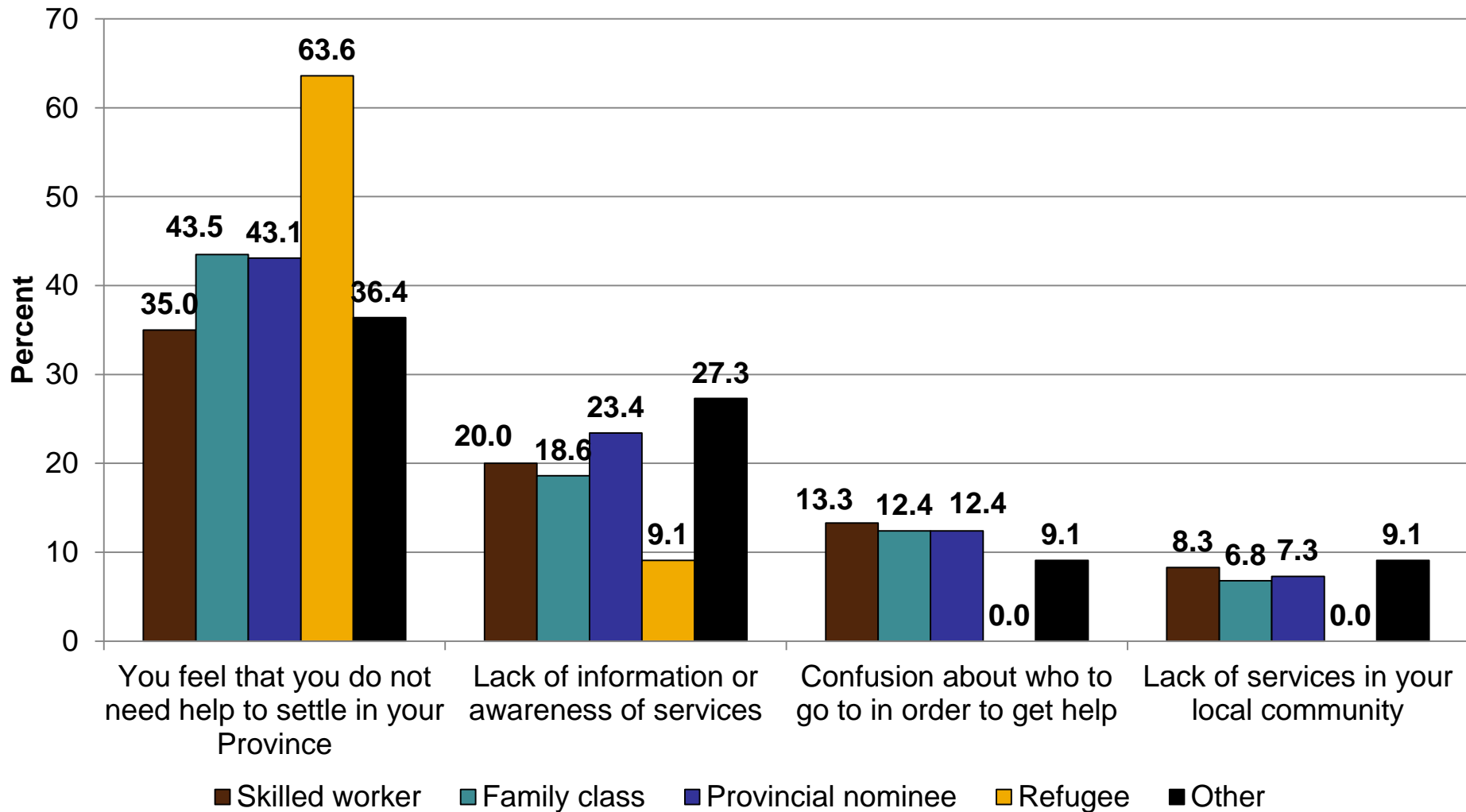
## Reasons for Not Using Services, by Sex



# Reasons for Not Using Services, by Entrance Class



# Reasons for Not Using Services, by Entrance Class in Manitoba

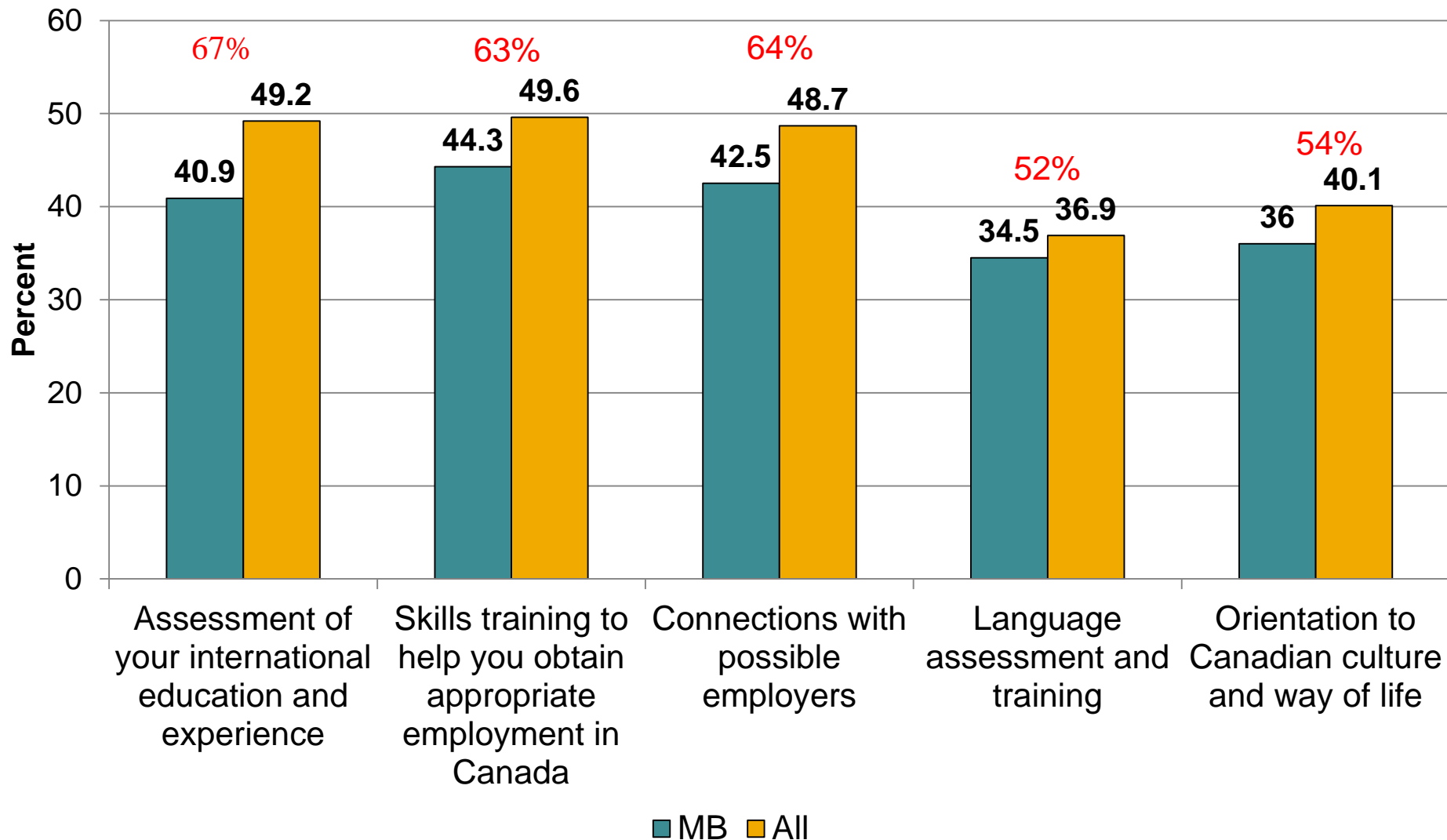


# Service needs pre and post arrival

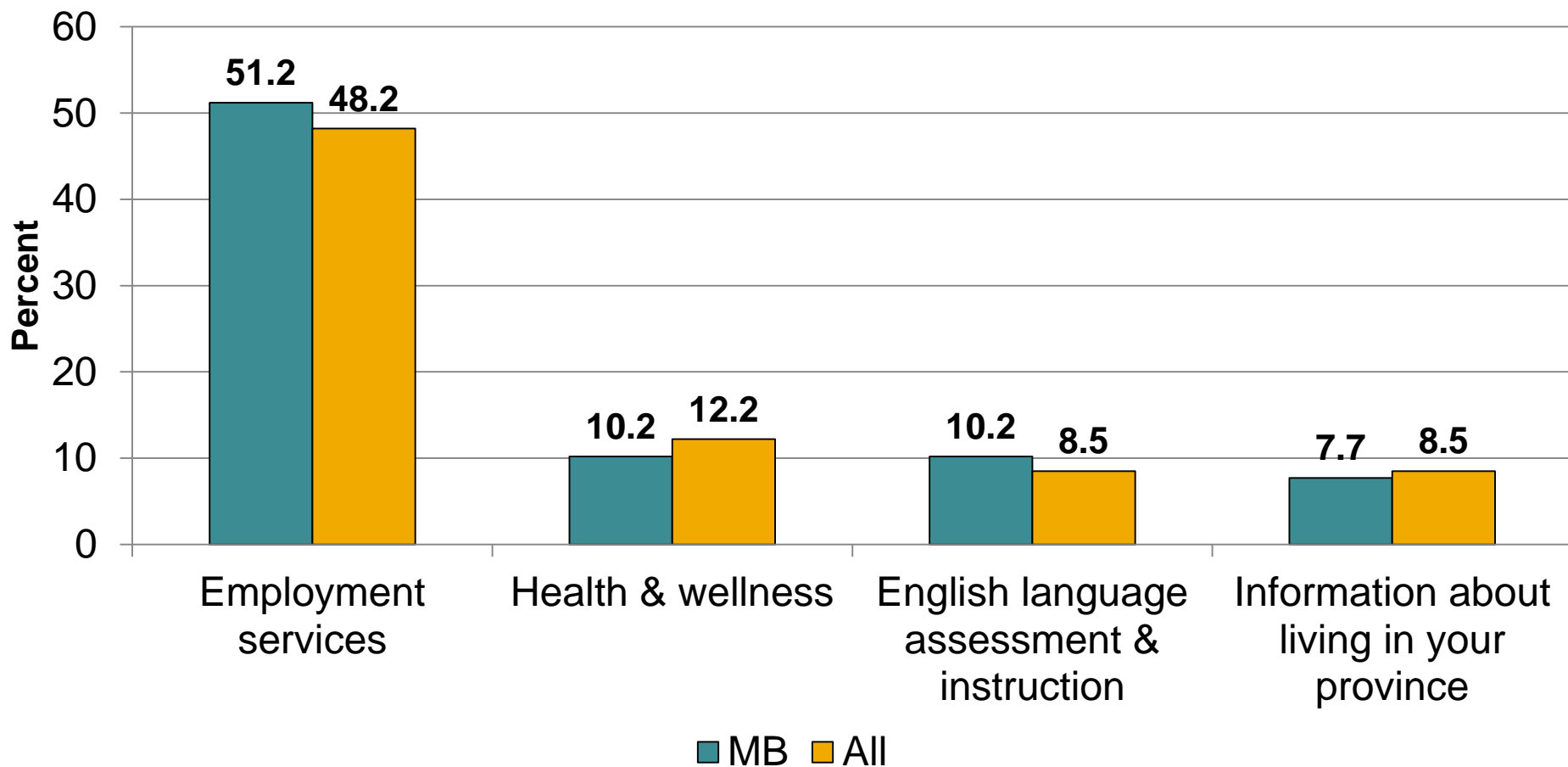




# Services Needed Prior to Arrival



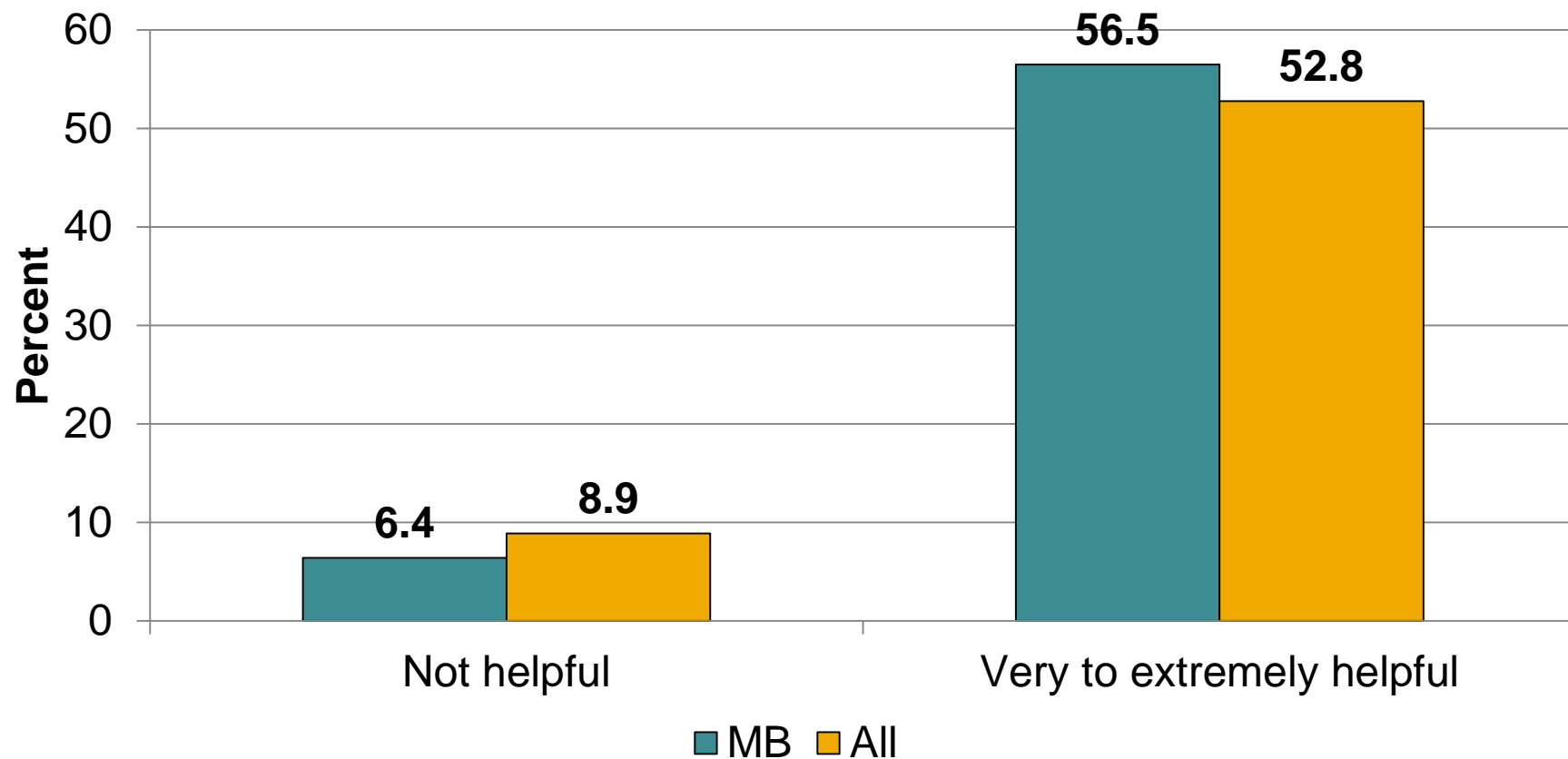
# Services Most Needed After Arrival



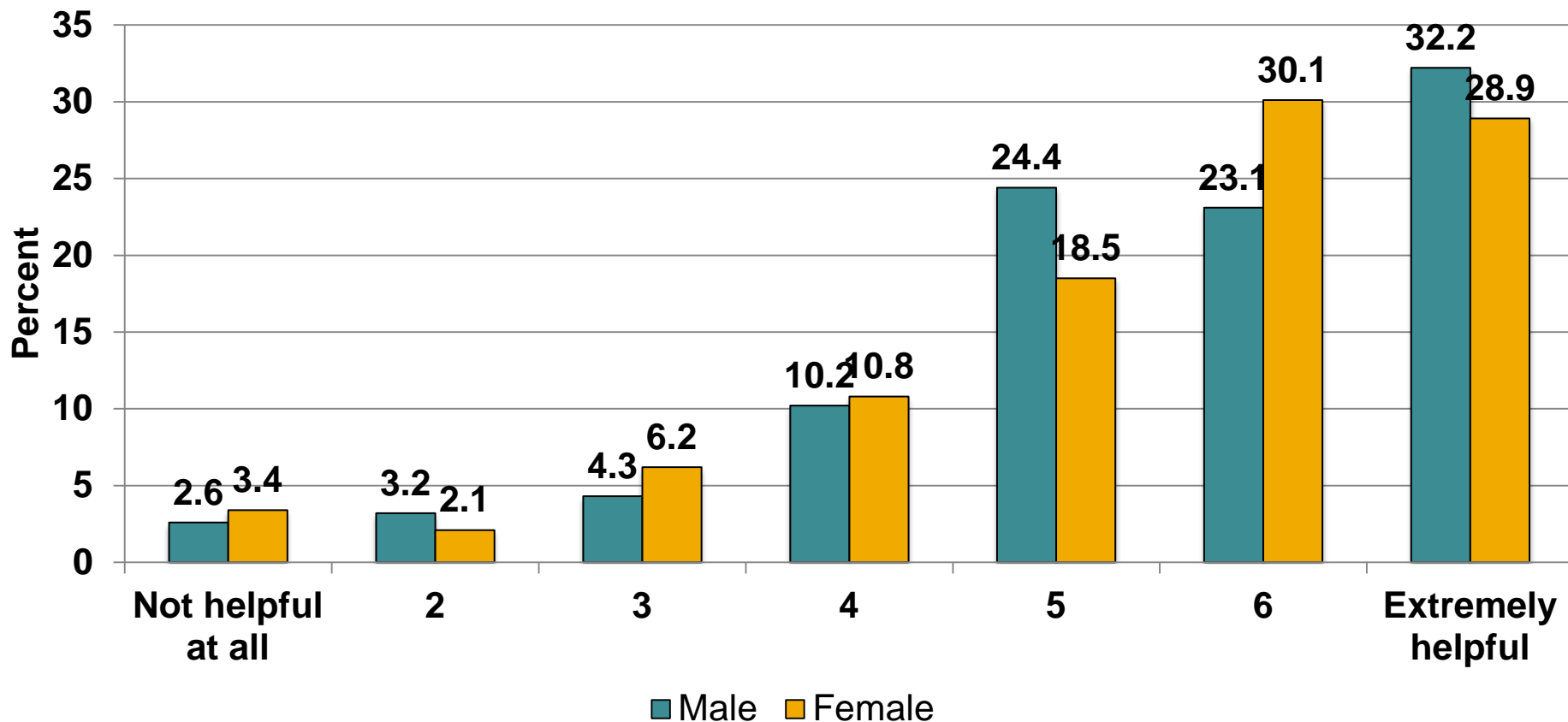
# Helpfulness of Services or Programs



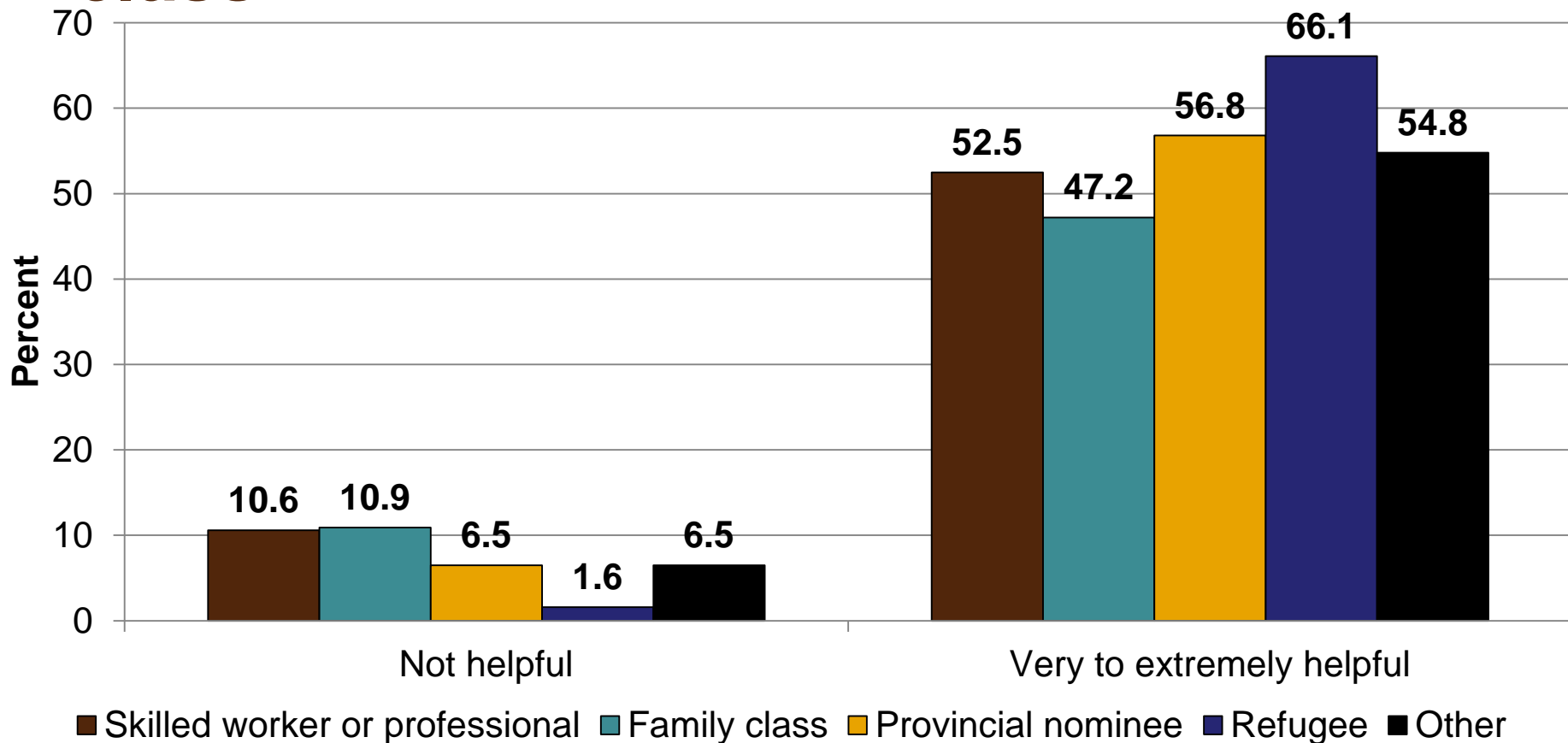
# How helpful were the services you accessed?



# How helpful were the services you accessed? *(by sex)*



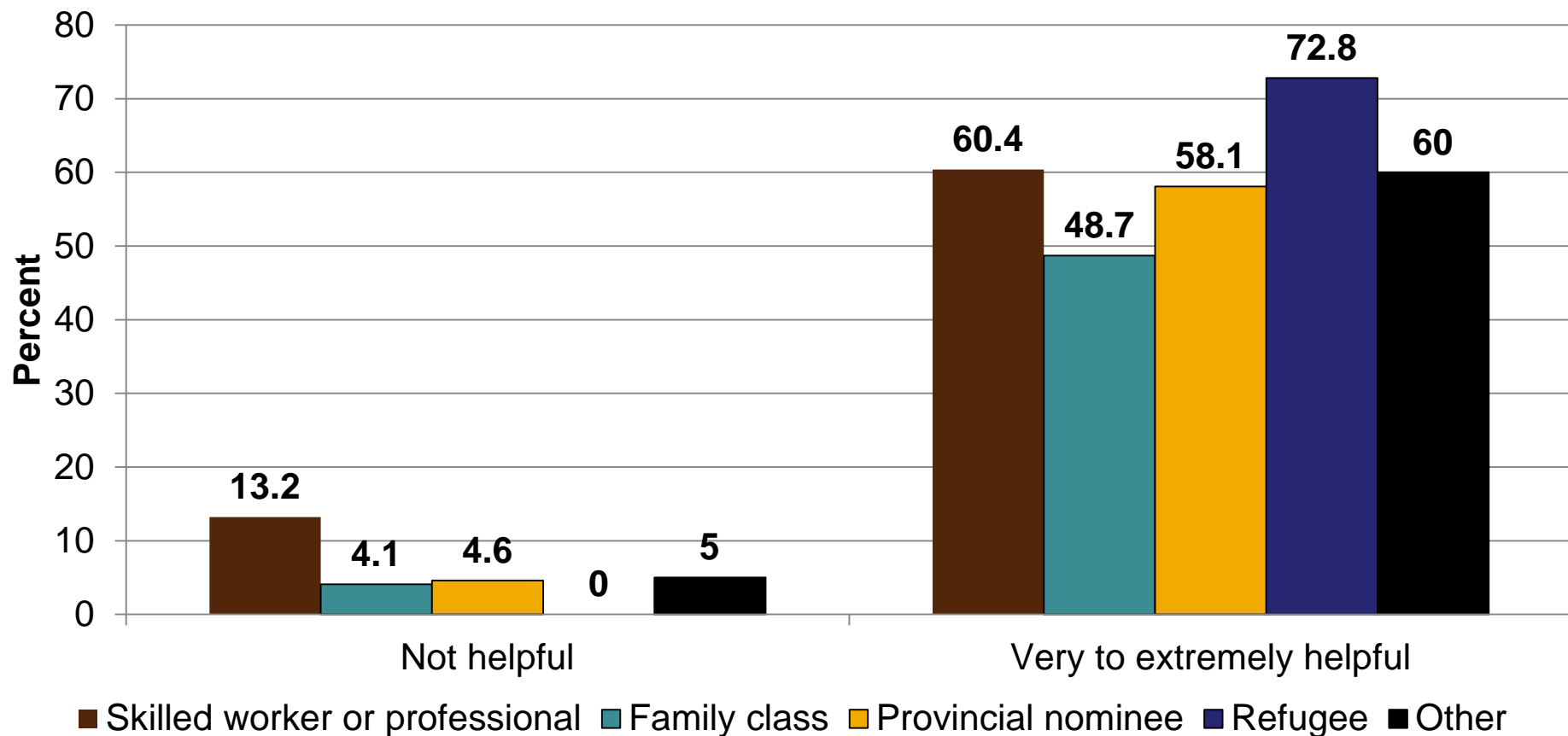
# Helpfulness of services, by entrance class



Provincial Nominees & Canadian Experience Class were the most satisfied in the Alberta Survey



# Helpfulness of services, by entrance class in Manitoba



# Ease in Accessing Services



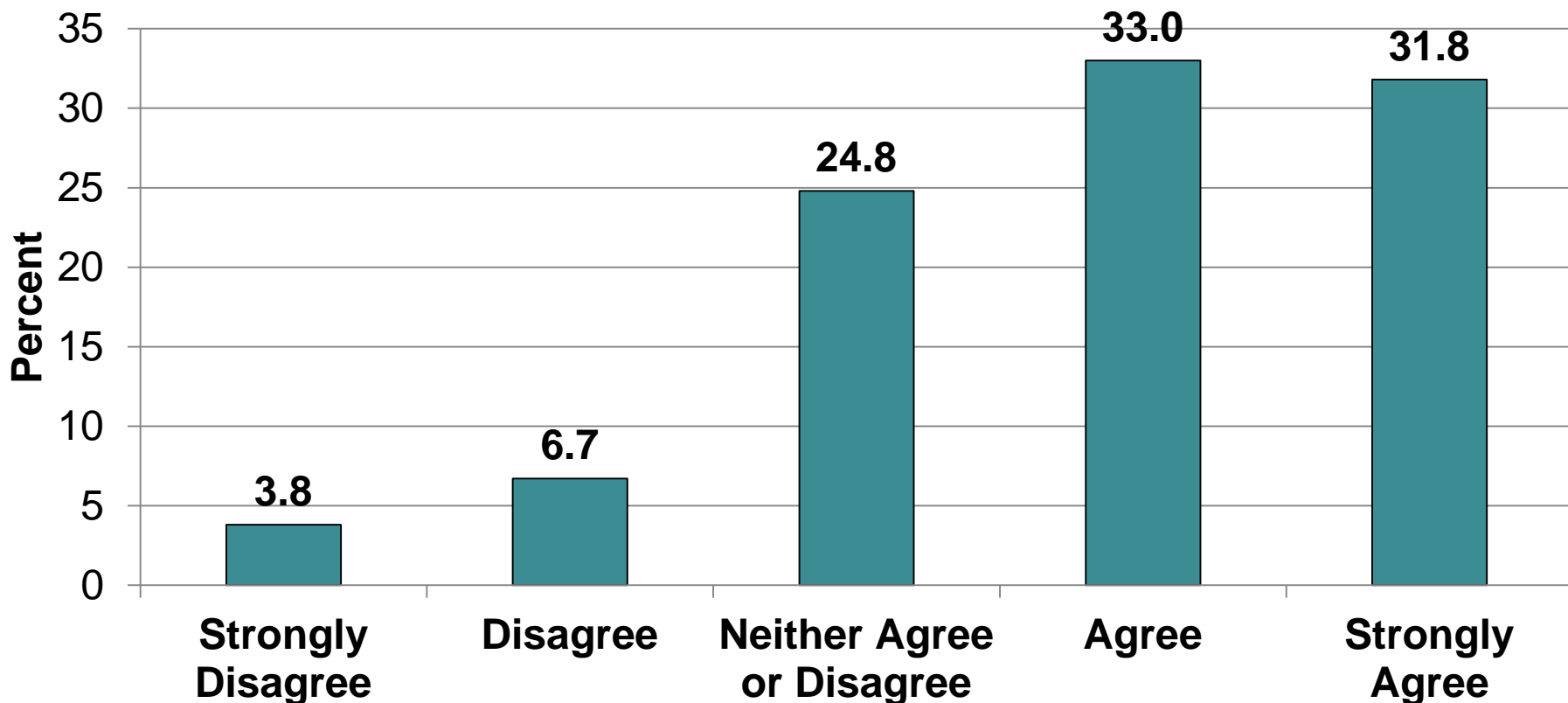


# It is easy for me to get the services I need to settle in Canada

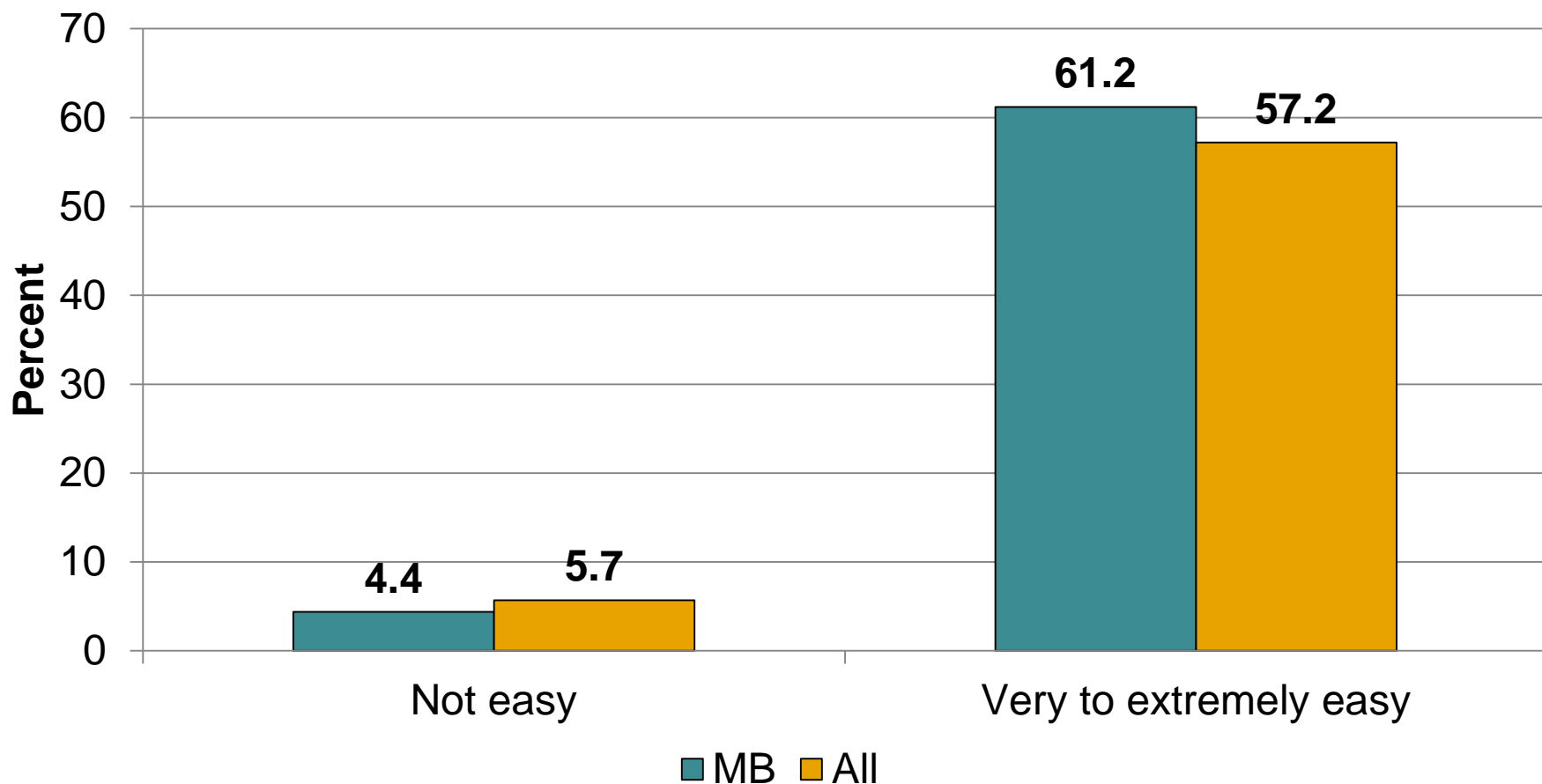
- Pan Canadian Survey: 61.9% (strongly agree/agree)
- Alberta Survey: not comparable at this time
- Western Canada Survey: 57.1%



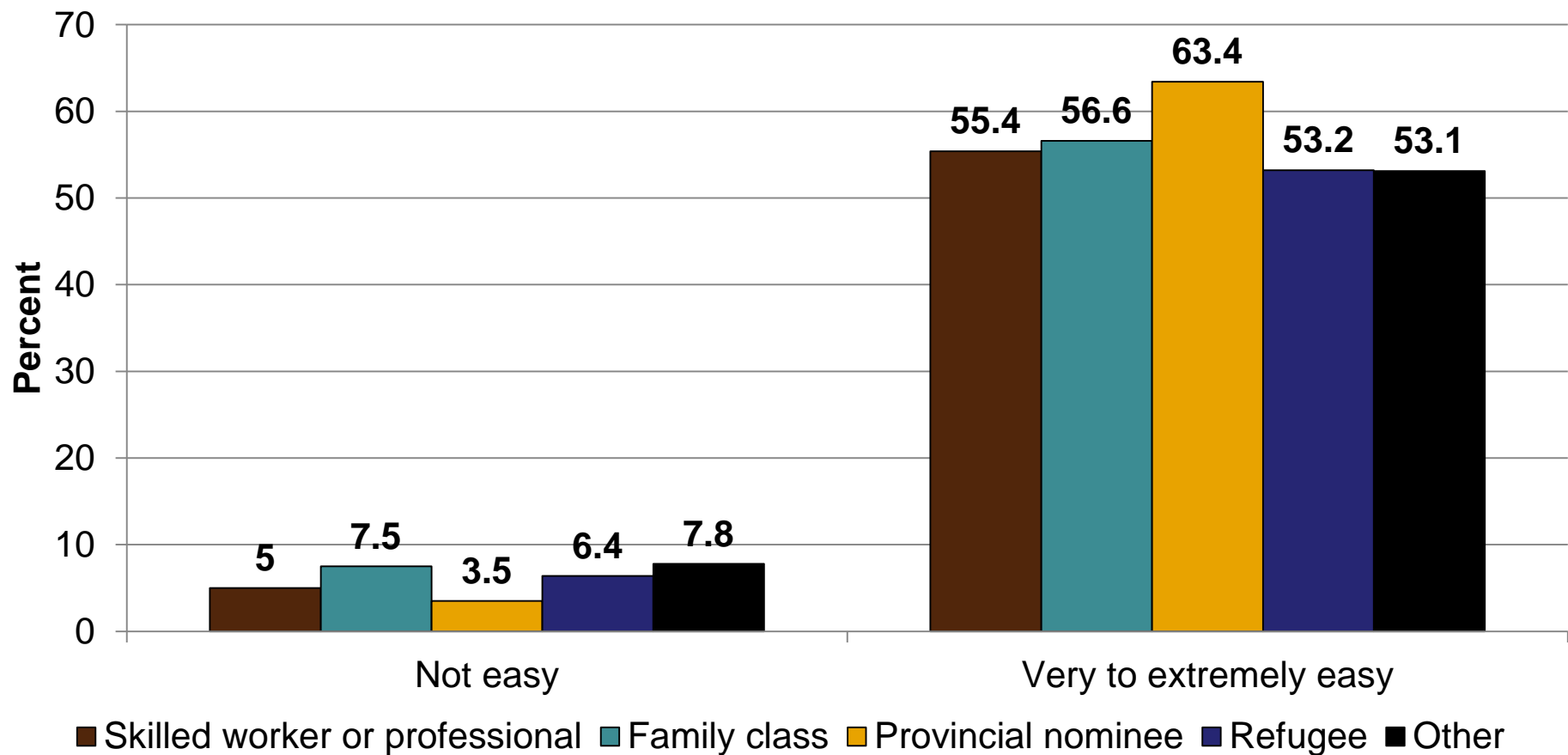
# Pan Canadian Survey: I know how to get the services I need to settle in Canada.



# Ease of getting services needed to settle



# Ease of getting services needed to settle, by entrance class



71%

65%

67%



# Summary of Observations

Dependent variable	Survey
Use of Services	Service usage higher among Alberta survey than Western survey
Who does not use services?	Alberta and Western results similar
Helpfulness of Services	Alberta and Western results similar
Ease of locating services	Western and Pan Canadian results similar

**Note: we can expand our analysis of many of the findings for all three studies.**

## Future Directions

- Understand how sex, place of birth, urban/rural and other aspects influence access to services
- Develop a multivariate model to control for external and internal factors
- Confront and triangulate our findings against other data:
  - LSIC
  - IMDB
- Develop an index for successful integration
- New study to obtain a fuller picture of settlement use in Canada



## Sources

- V. Esses, M. Burstein, Z. Ravanera, S. Hallman and S. Medianu, *Alberta Settlement Outcomes Survey*. Edmonton: Alberta Human Services, March 2013
- V. Esses, L. Hamilton, L. Wilkinson, L. Zong, J. Bucklaschuk and J. Bramadat. *Western Canada Settlement Outcomes Survey*. Calgary: Citizenship and Immigration Canada, Western Region Office, June 2013.
- Citizenship and Immigration Canada. *Evidence from the Pan-Canadian Settlement Outcomes Survey, 2012*. Ottawa: Citizenship and Immigration Canada, January 2013.



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- Population Research Laboratory, University of Alberta
- Advisory Committee



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