



ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER

REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER

# Difficulties Accessing Settlement Services: What can organizations in Alberta do to respond to needs?

Presented by: Lori Wilkinson, Pallabi Bhattacharyya, Jill Bucklaschuk, Yi (Jack) Shen, Iqbal A. Chowdhury, & Tamara Edkins

*8<sup>th</sup> Biennial AAISA Conference,  
Edmonton  
22-23 October 2015*



UNIVERSITY  
OF MANITOBA



# Objectives of today's presentation

- **PROJECT OBJECTIVES**

- *To better understand the settlement experiences of immigrants in western Canada and how they compare to immigrants in other provinces.*
- *Labour market, service use, social integration and cohesion, language acquisition*

- **TODAY'S OBJECTIVES**

- *To understand the context of settlement services in Alberta. How well are we doing? Which parts of the population have difficulty accessing services?*





# What do we know about service use?

- Very little research on service access
  - None on services and rural areas
- About 1/3 newcomers access settlement services
- Among those not receiving services, most report receiving help from families but this causes problems
  - Burdensome for host families
  - Well meaning family members may not have the most accurate and current information or they may be unable to address all settlement needs





ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER

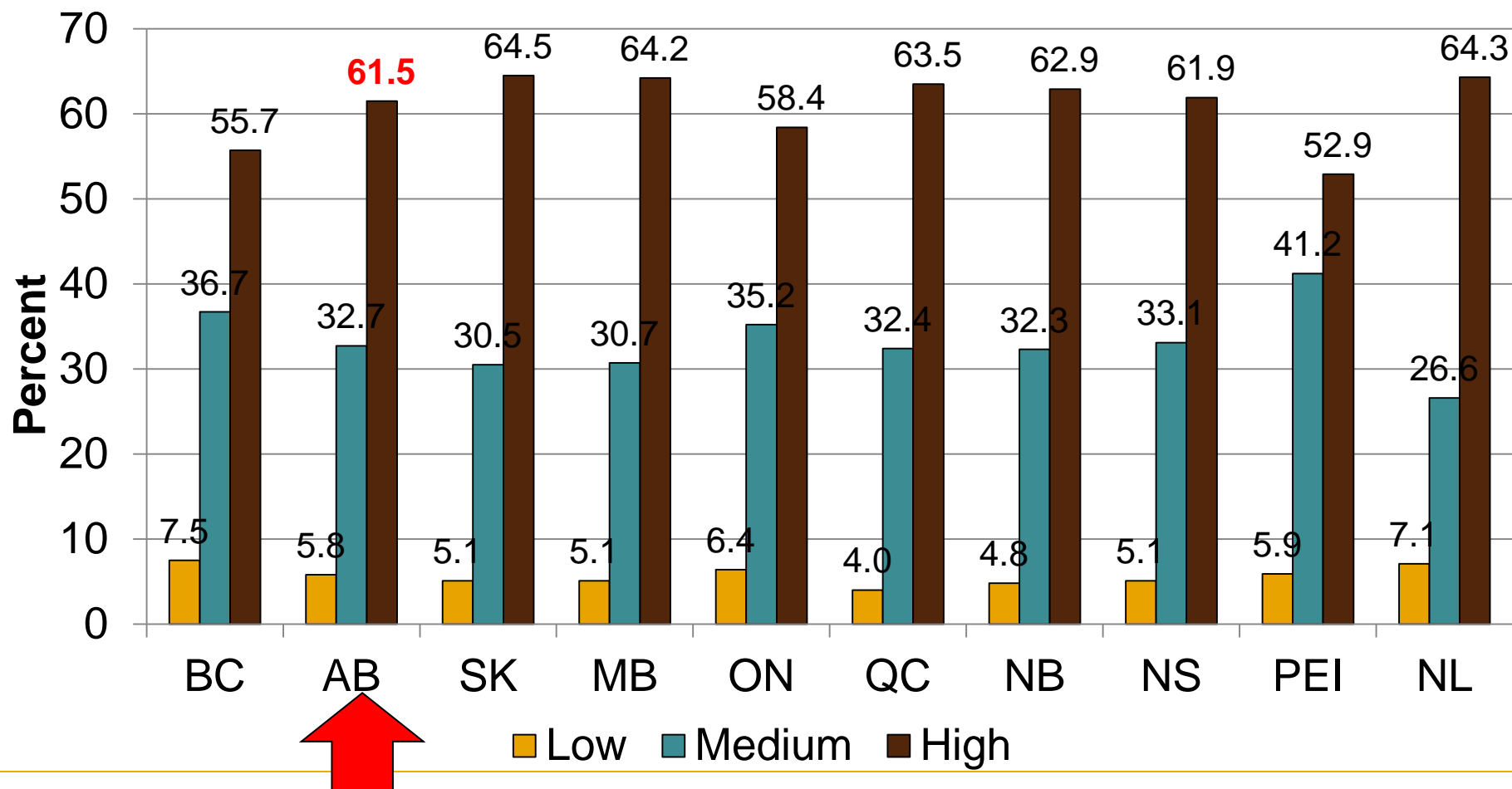
REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER

# Findings on Accessing Service



UNIVERSITY  
OF MANITOBA

# Satisfaction with services received by province



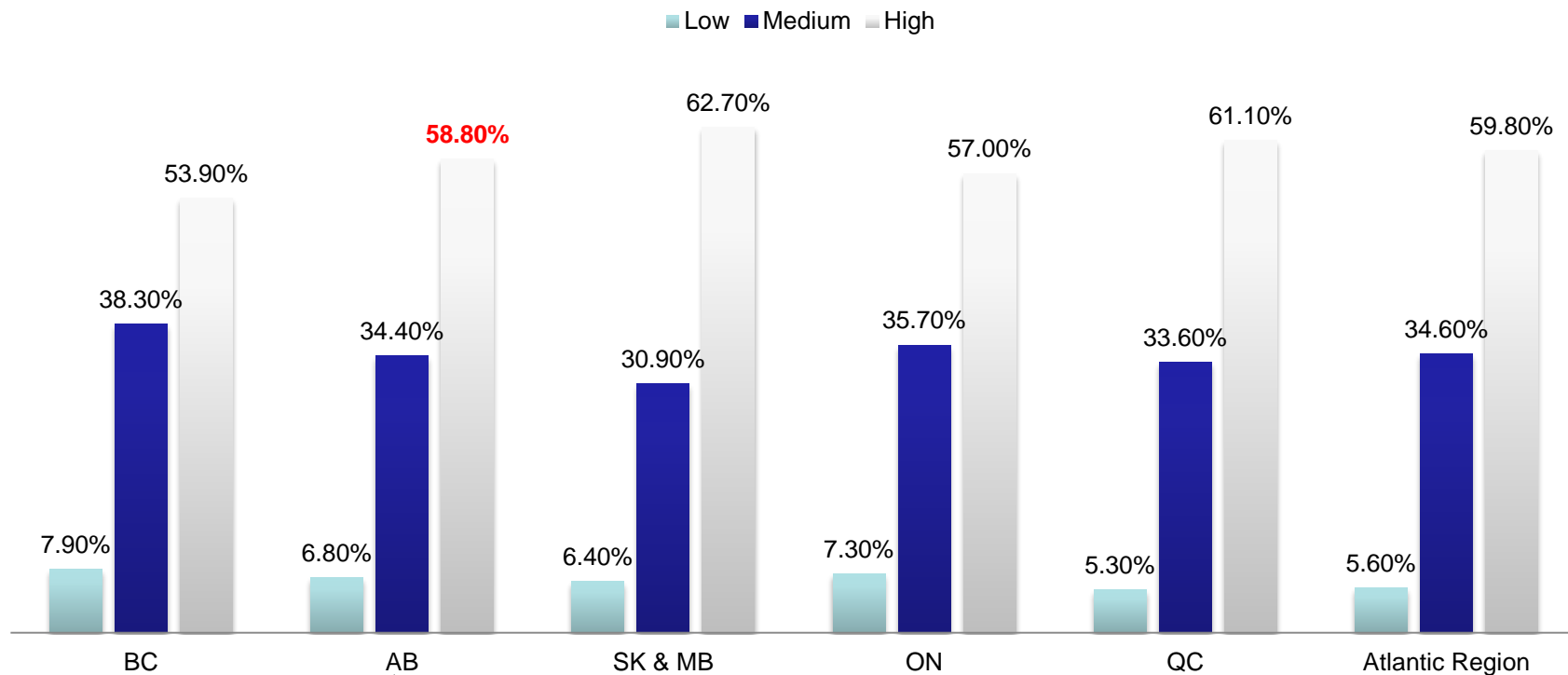
Source: Pan-Canadian Settlement Survey, 2012.  
 $\chi^2=74.581$ ,  $df=18$ ,  $P\leq 0.01$



# Service satisfaction by province

## FEMALES

Service Satisfaction by Province of Residence (Female)



Source: PCSS

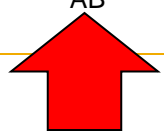
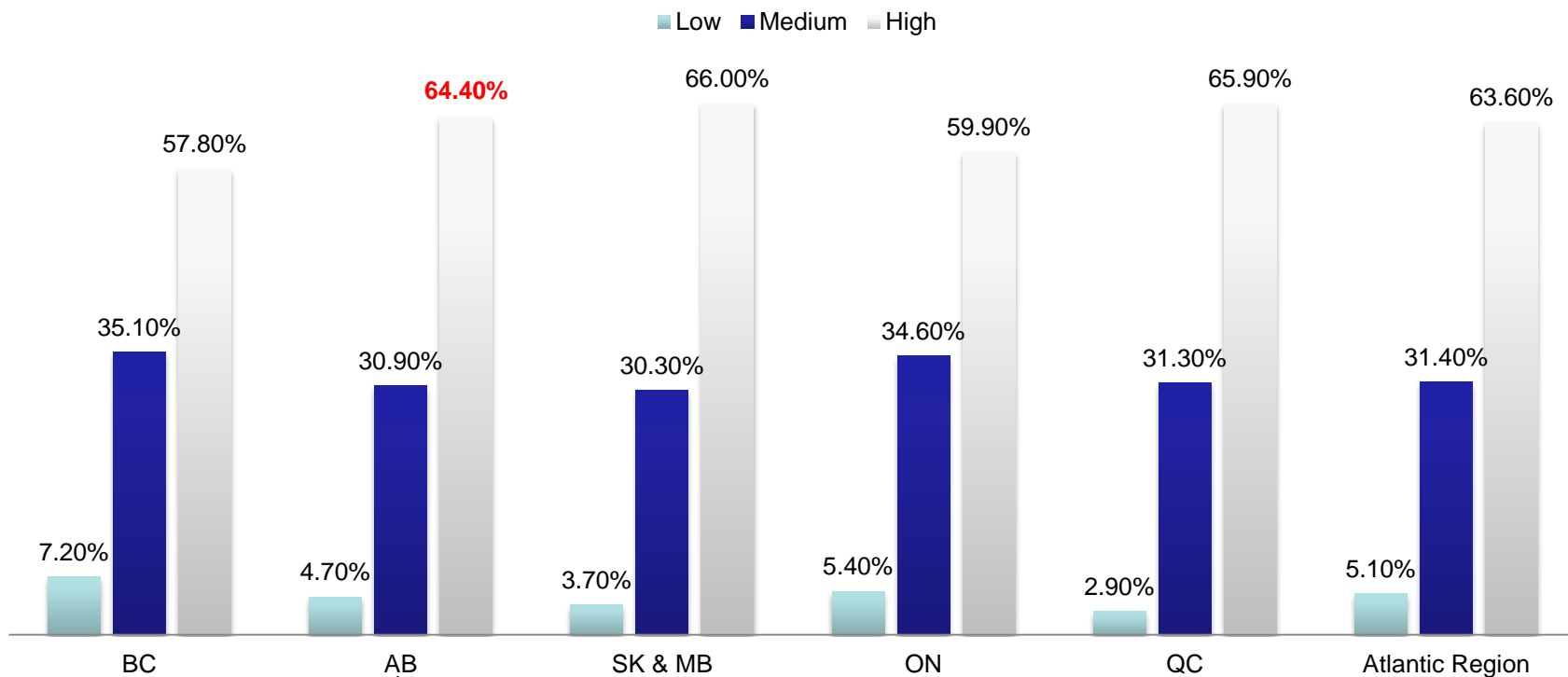
$\chi^2(\text{Male}) = 52.59, df=10, P \leq 0.00$ ;  $\chi^2(\text{Female}) = 27.06, df=10, P \leq 0.003$



# Service satisfaction by province

## MALES

Service Satisfaction by Province of Residence (Male)



Source: PCSS

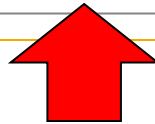
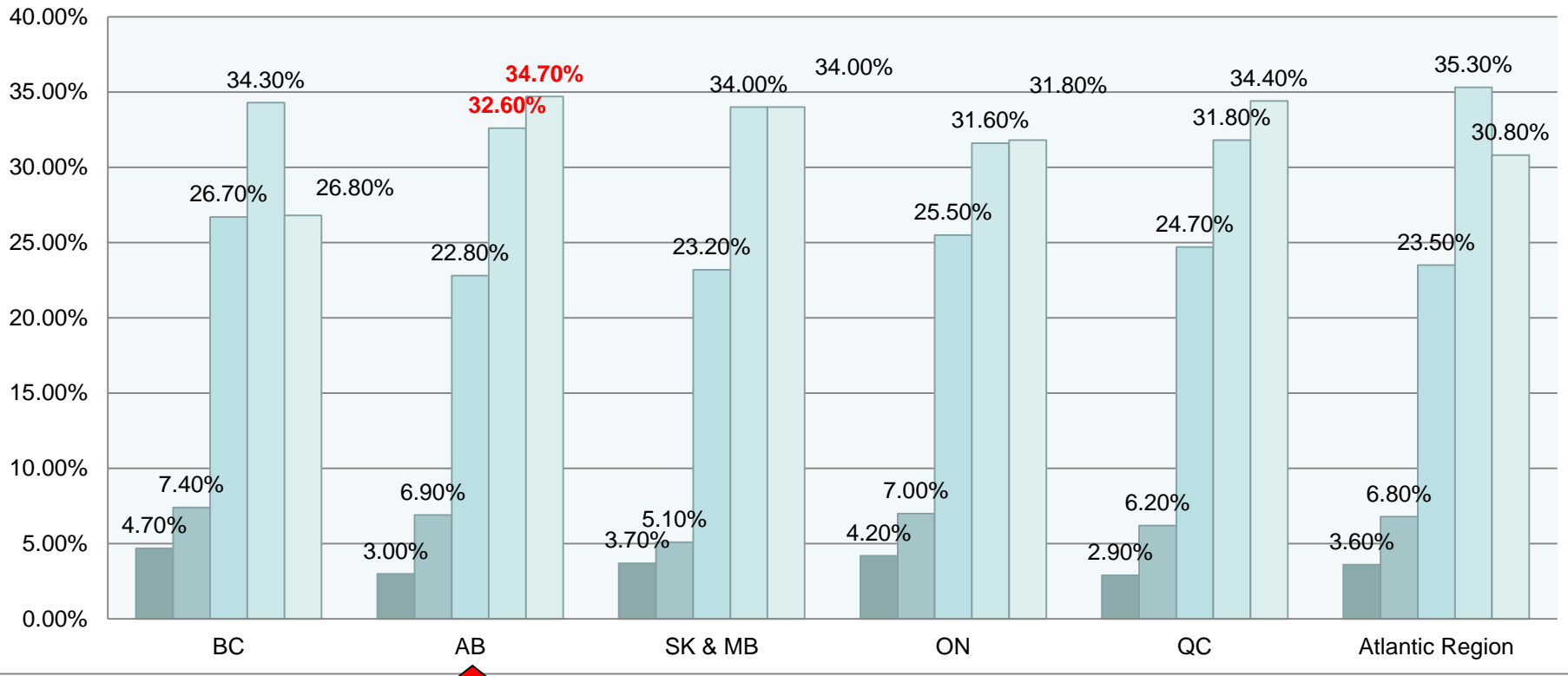
$\chi^2(\text{Male}) = 52.59, df=10, P \leq 0.00; \chi^2(\text{Female}) = 27.06, df=10, P \leq 0.003$



UNIVERSITY  
OF MANITOBA

# I know how to get the services I need by province

## I know how to get the services I need to settle in Canada By Province of Residence

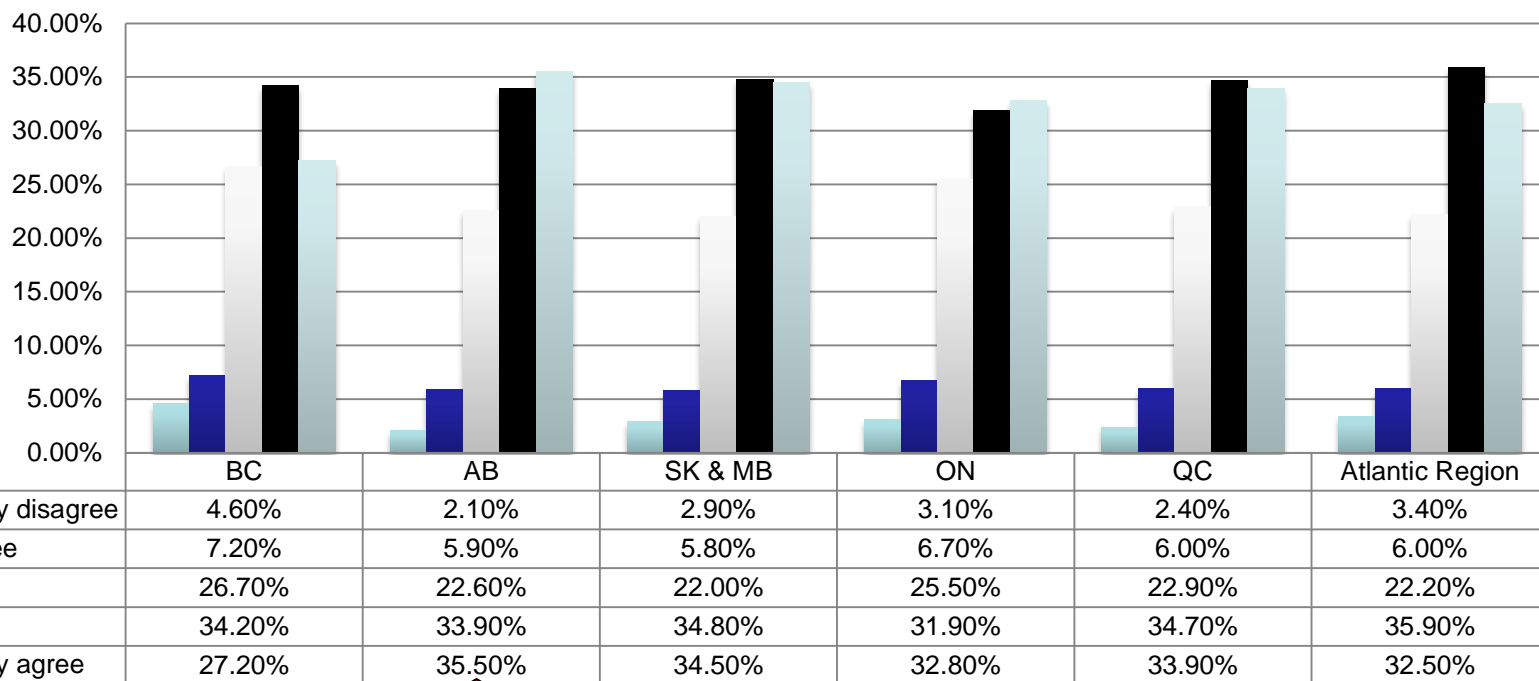


Source: PCSS  
 $\chi^2 = 80.8, df=20, P \leq 0.00$



# I know how to get the services I need by province MALES

## I know how to get the service I need to settle in Canada (Male)



Source: PCSS

$\chi^2(\text{Male}) = 50.23, df=20, P \leq 0.00$ ;  $\chi^2(\text{Female}) = 51.67, df=20, P \leq 0.00$

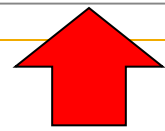
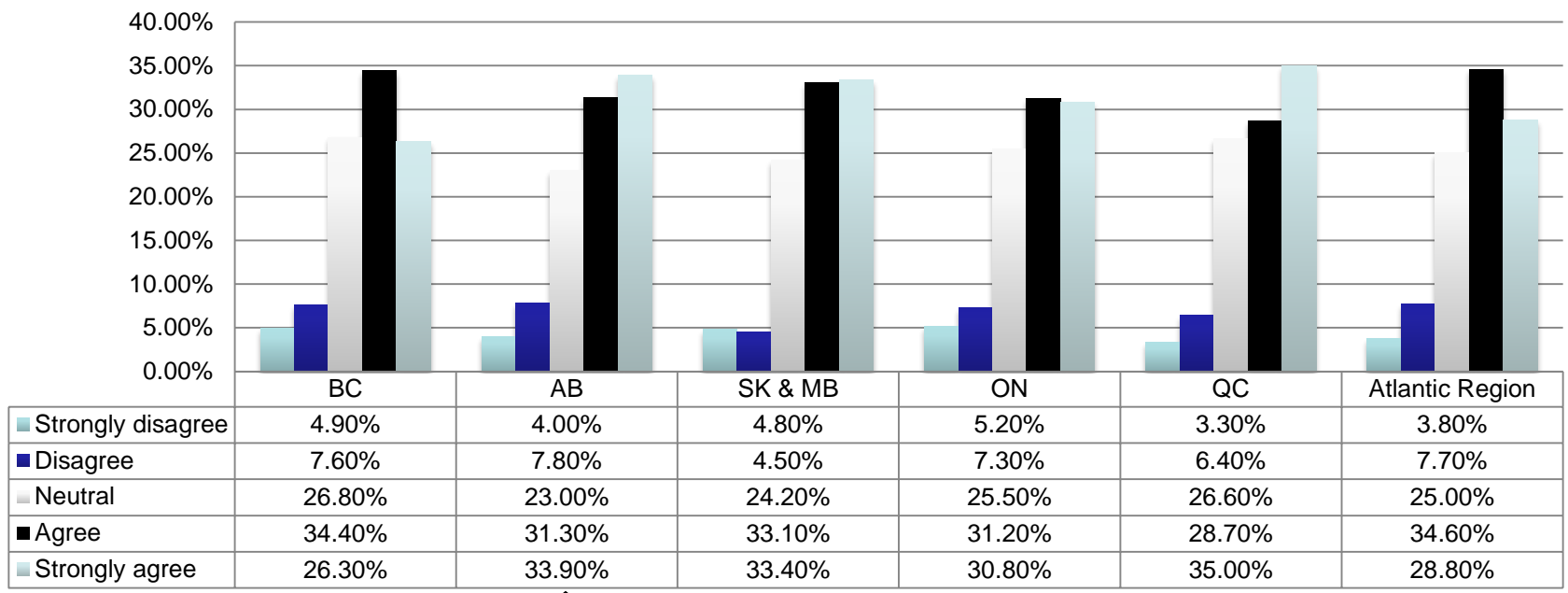


UNIVERSITY OF MANITOBA



# I know how to get the services I need by province FEMALES

## I know how to get the service I need to settle in Canada (Female)



Source: PCSS

$\chi^2$ (Male) = 50.23, df=20, P<0.00;  $\chi^2$ (Female) = 51.67, df=20, P<0.00

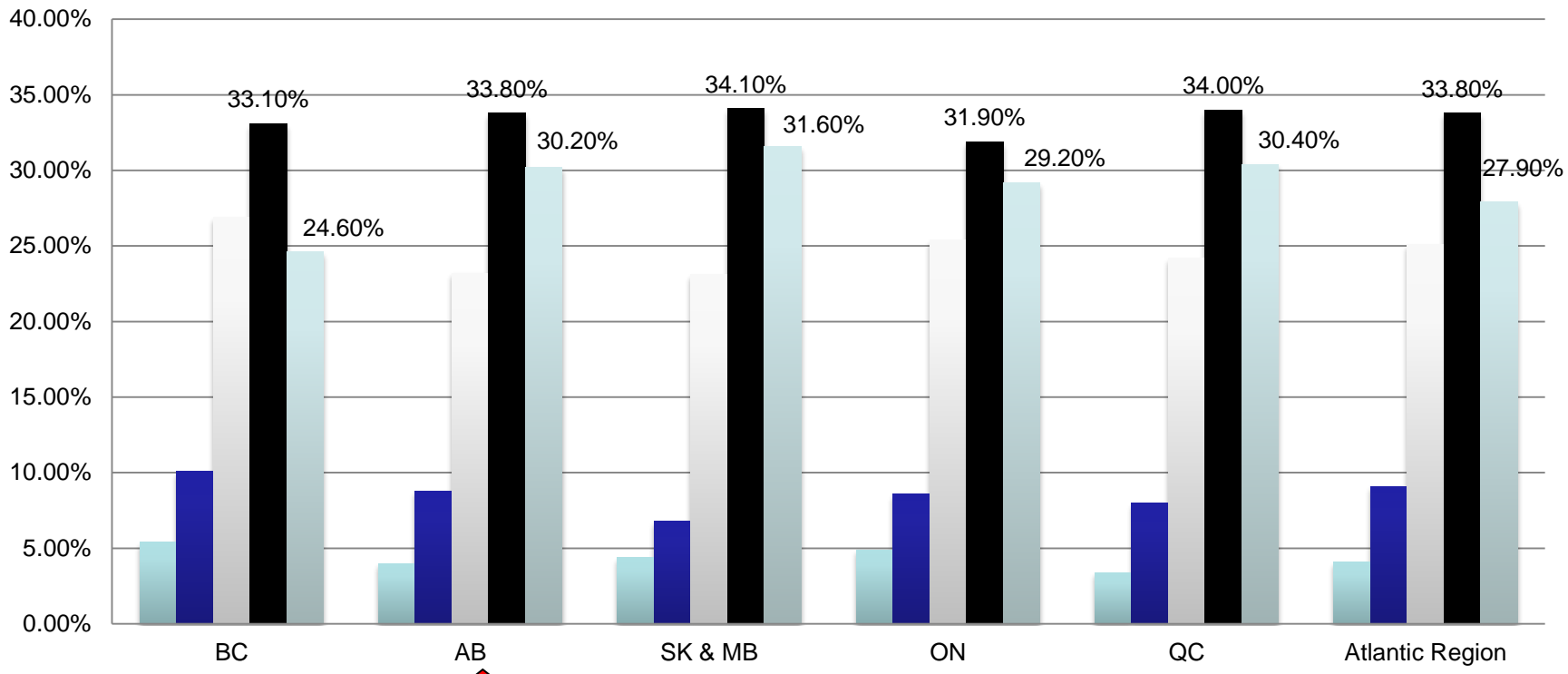


UNIVERSITY OF MANITOBA

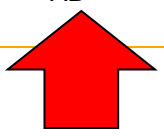


# Ease of finding services by province

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



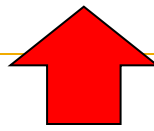
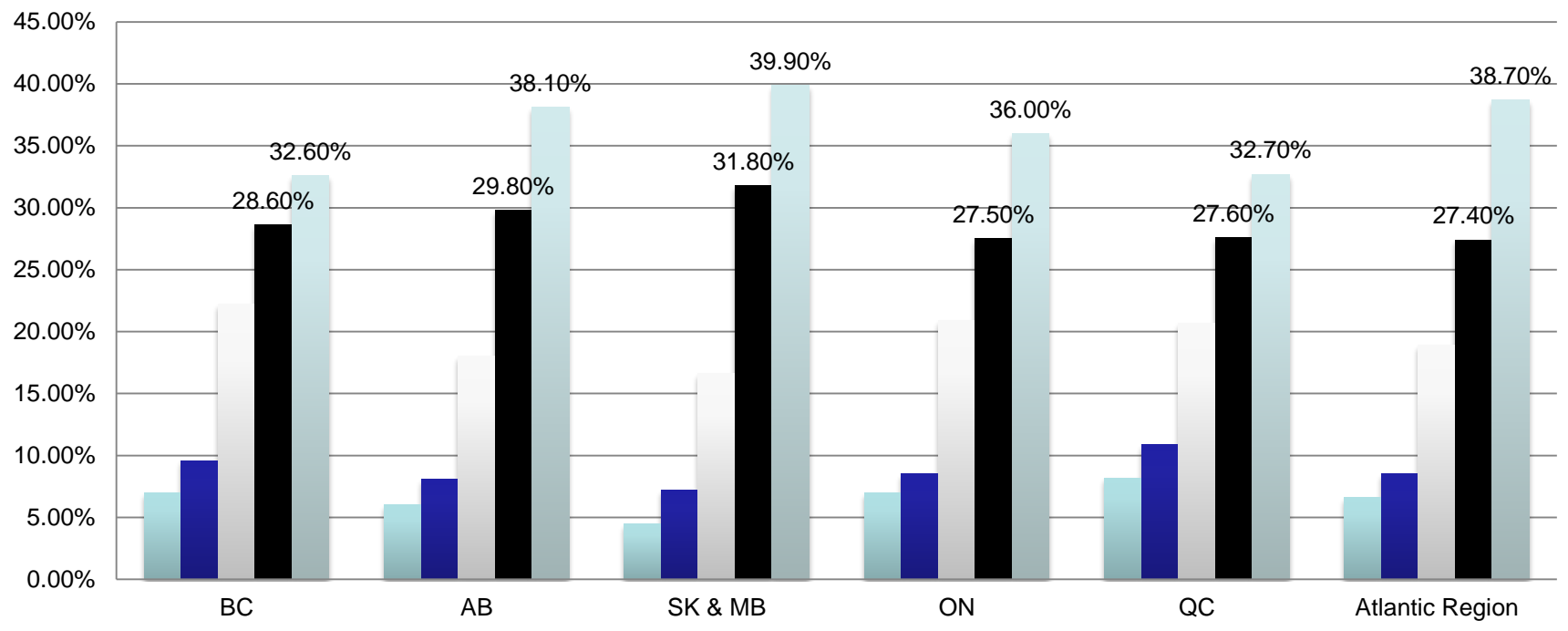
Source: PCSS  
 $\chi^2 = 66.39, df=20, P \leq 0.00$





# It is easy for me to locate childcare

## Satisfaction with child care availability, by province of residence



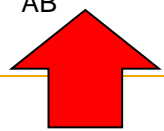
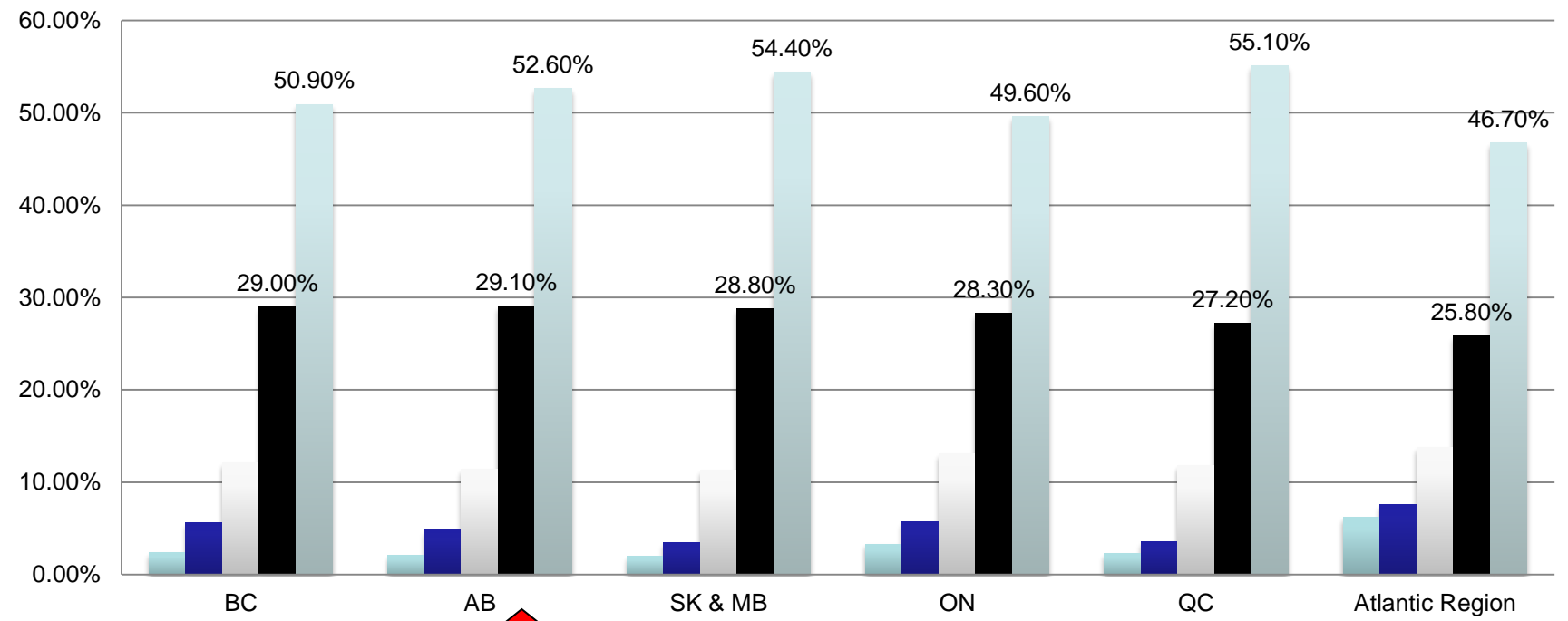
Source: PCSS  
 $\chi^2 = 48.99, df=20, P \leq 0.00$





# Satisfaction with transportation

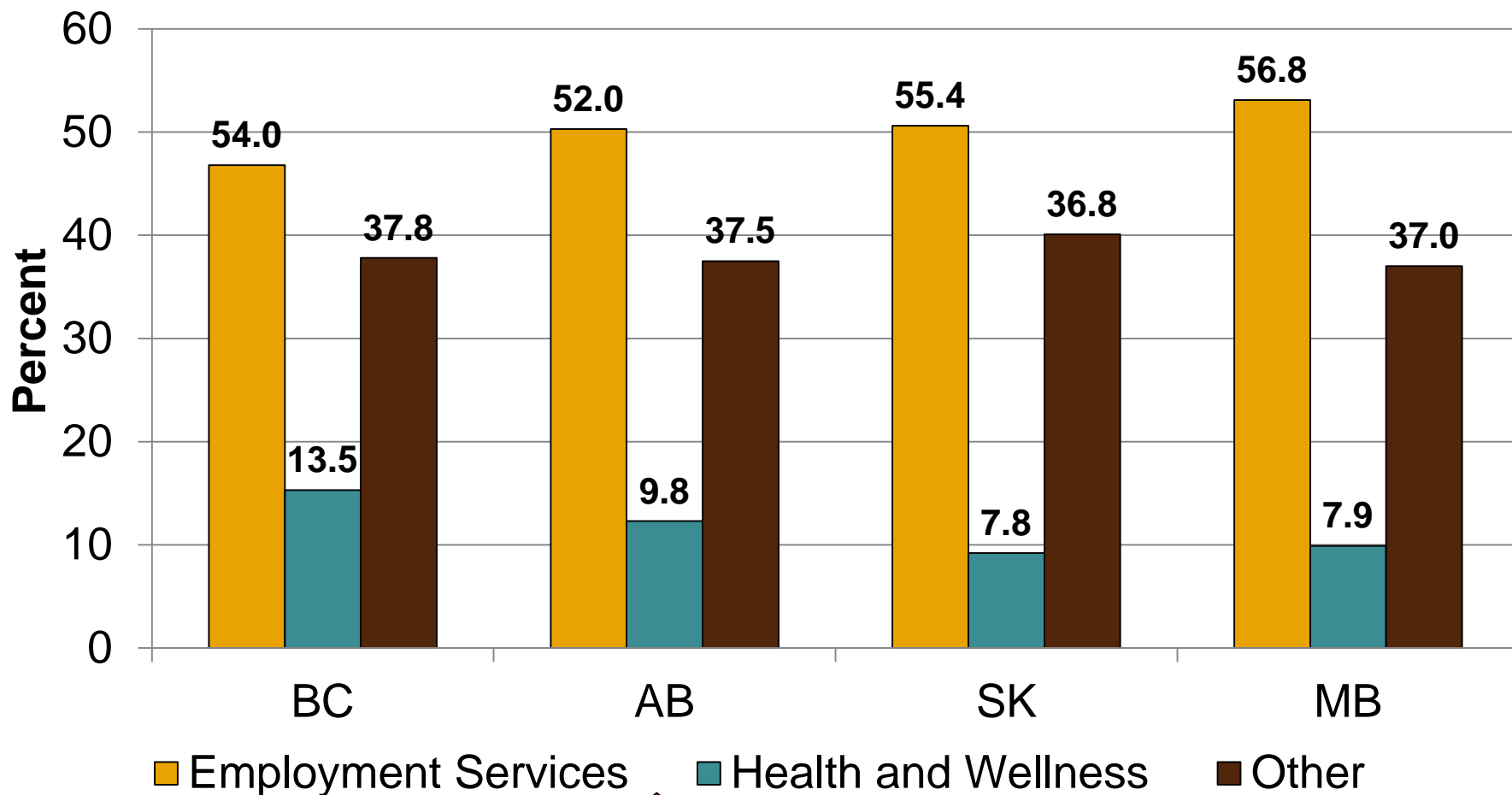
## Satisfaction with transportation options, by province of residence



Source: PCSS  
 $\chi^2 = 83.69, df=20, P \leq 0.00$



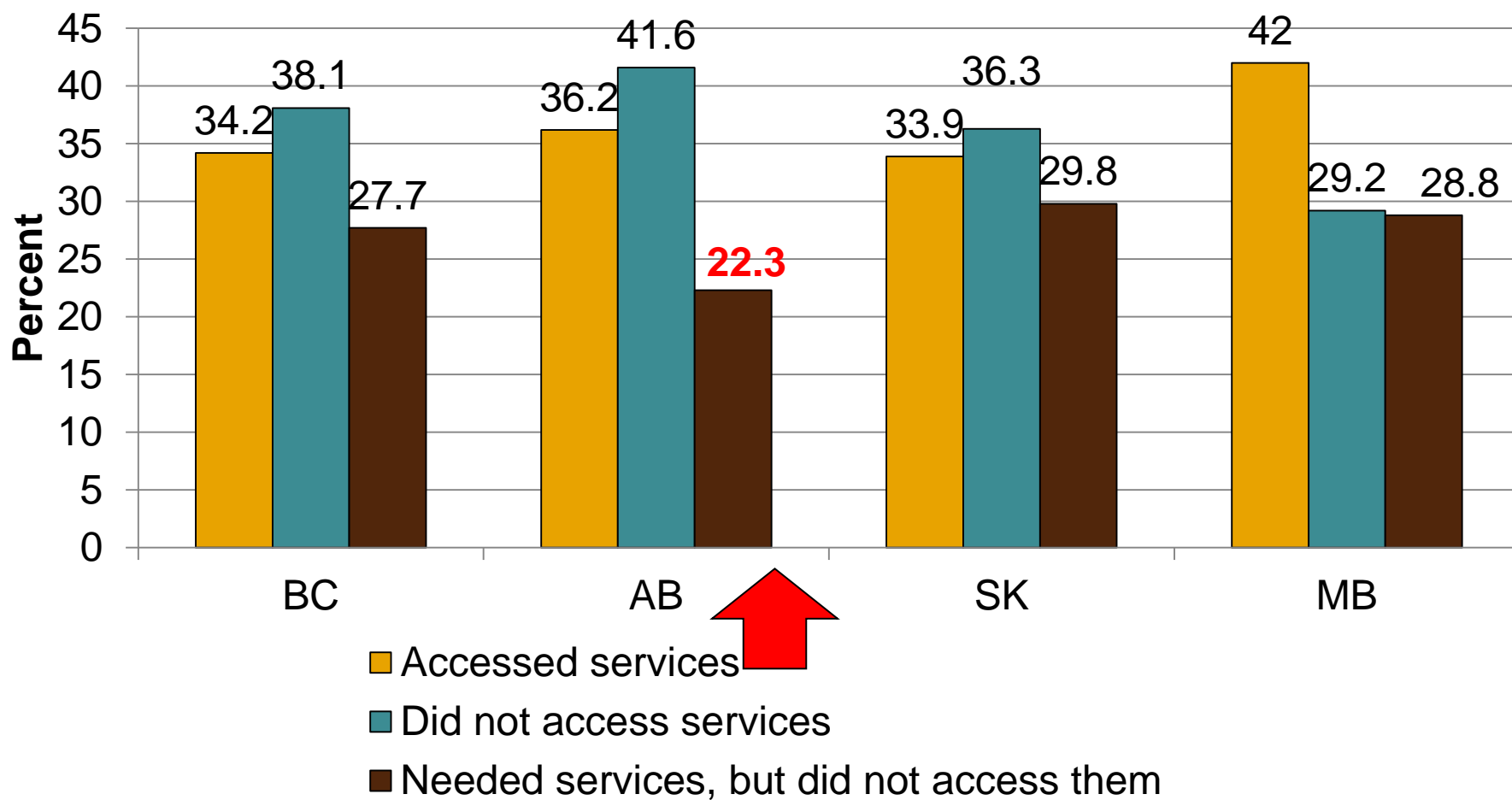
## Services most needed after arrival by province



Source: WCSS, 2013.  
 $\chi^2 = 16.133, df=6, P<0.013$



# Settlement service use by province



Note: Residents of the three territories excluded  
 Source: WCSS  
 $X^2=35.236$   $df=6$   $P<0.01$





ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER

REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER ADVENTURER EXPLORER TRAILBLAZER REBEL PIONEER CREATOR DEFENDER

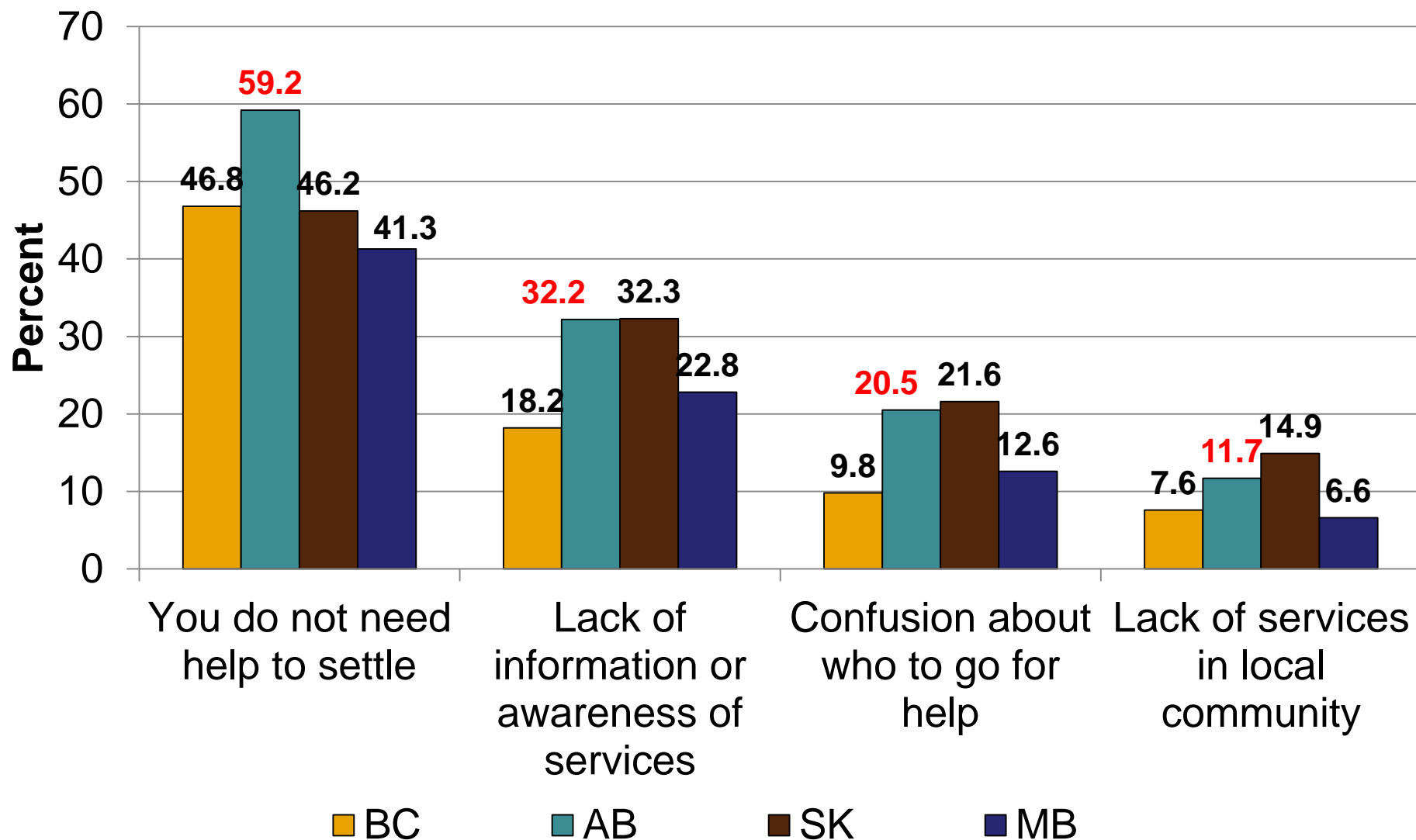
# A Profile of Those who Need but do not receive services



UNIVERSITY  
OF MANITOBA



# Reasons for not accessing services by province



## Service use highest in MB & women most likely to need but not receive services

		Province of Residence			
		BC	AB	SK	MB
Male	Accessed services	31.8%	41.8%	35.6%	41.4%
	Did not need services	37.3%	37.8%	35.0%	32.9%
	Needed services, but did not access them	30.9%	20.4%	29.4%	25.7%
	Total	330 (100%)	378 (100%)	337 (100%)	374 (100%)
Female	Accessed services	36.3%	30.5%	31.7%	42.7%
	Did not need services	38.8%	45.4%	37.9%	25.7%
	Needed services, but did not access them	24.9%	24.1%	30.4%	31.6%

Source: WCSS, 2013  
 $\chi^2(\text{Male}) = 16.989, df=6, P \leq 0.009$ ;  $\chi^2(\text{Female}) = 37.271, df=6, P \leq 0.01$





# Refugees most likely to access services

- Family class
  - Accessed Services: 26.6%
  - **Did not need services: 44.4%**
  - **Needed but did not use services: 29.1%**
- Refugee
  - **Accessed Services: 57.0%**
  - Did not need services: 25.0%
  - Needed but did not use services: 18.0%
- Economic class
  - Accessed Services: 37.6%
  - Did not need services: 34.5%
  - **Needed but did not use services: 27.9%**

Source: WCSS, 2013  
 $\chi^2 = 105.231, df=4, P \leq 0.01$



## Who is most likely to need services but not access them in each province?

- Family class immigrants living in BC (30.7%) & AB (27.3%) and MB (29.9%)
- Economic immigrants living in SK (31.9%)
- In all provinces, refugees are the most likely to receive the services they need.

Source: WCSS, 2013

$\chi^2$  (BC)= 29.441, df=4,  $P \leq 0.01$ ;  $\chi^2$  (AB)= 37.138, df=4,  $P \leq 0.01$ ;  
 $\chi^2$  (SK)= 43.456, df=4,  $P \leq 0.01$ ;  $\chi^2$  (MB)= 16.021, df=4,  $P \leq 0.003$





# Urban dwellers in MB & SK most likely to need but not receive services

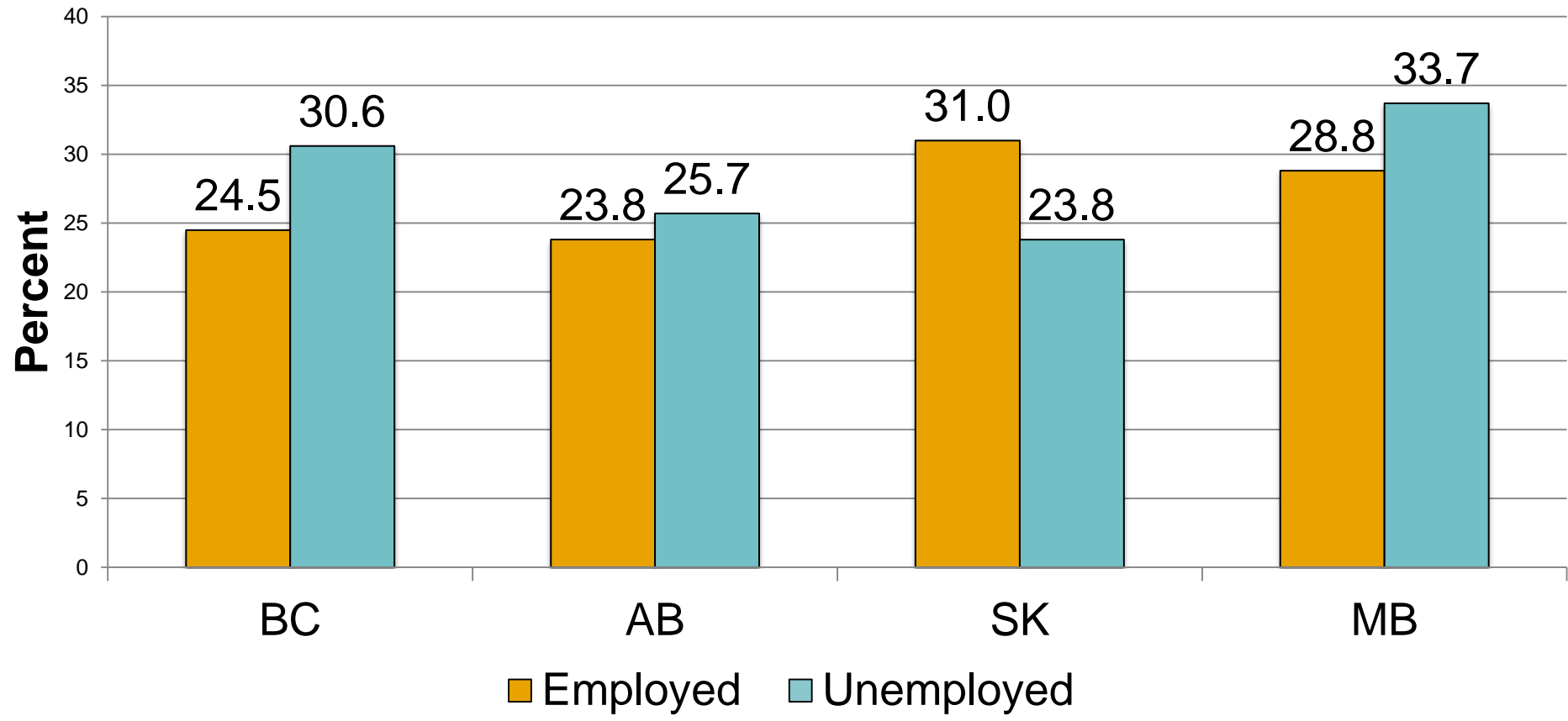
		Province of Residence			
		BC	AB	SK	MB
Urban	Accessed services	35.5%	37.3%	34.7%	42.5%
	Did not need services	37.7%	41.1%	35.3%	28.9%
	Needed services, but did not access them	26.8%	21.7%	30.0%	28.6%

Source: WCSS, 2013  
 $\chi^2$  (Urban)= 30.798, df=6,  $P \leq 0.01$ ; not statistically significant for rural dwellers





# Immigrants who need services, but do not access them, by province & employment status

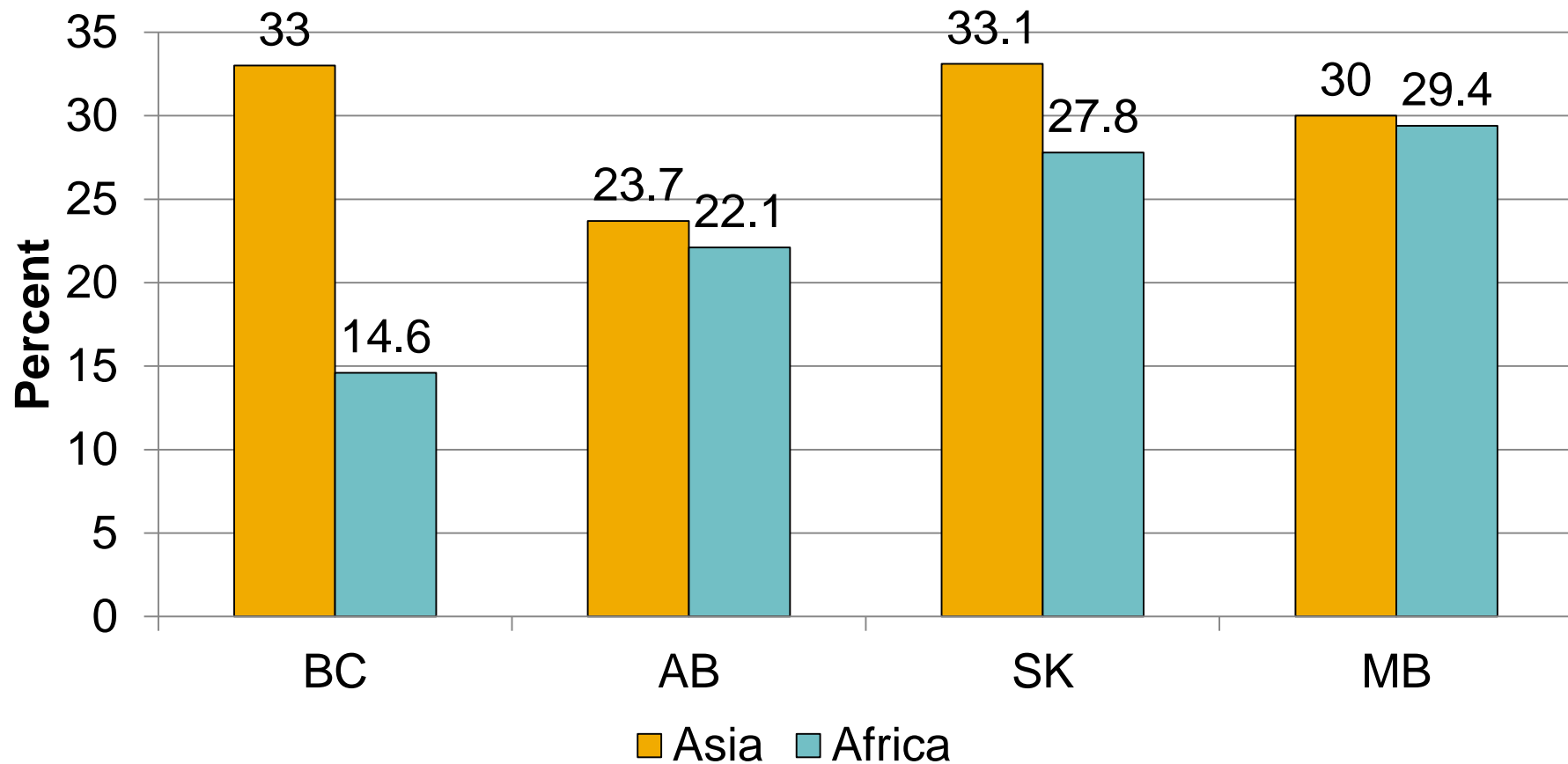


Source: WCSS, 2013

$\chi^2$  (BC)= 24.026, df=4, P≤0.01;  $\chi^2$  (AB)= 9.595, df=4, P≤0.048;  $\chi^2$  (SK)= 18.730, df=4, P≤0.001;  $\chi^2$  (MB)= 7.345, df=4, P≤0.119



# Immigrants who needed services, but did not access them by region of origin



Source: WCSS, 2013  
 $\chi^2(\text{Asia}) = 34.672, df=6, P \leq 0.01$ ;  $\chi^2(\text{Africa}) = 25.680, df=6, P \leq 0.01$





# Immigrants with low levels of English fluency are most likely to need but not access services

- Weak English ability
  - Accessed Services: **49.4%**
  - Did not need services: 20.3%
  - **Needed but did not use services: 30.4%**
- Moderate English ability
  - Accessed Services: **43.2%**
  - Did not need services: 30.2%
  - Needed but did not use services: 26.7%
- Excellent English ability
  - Accessed Services: 35.0%
  - **Did not need services: 38.3%**
  - Needed but did not use services: 26.7%

Source: WCSS, 2013  
 $\chi^2 = 30.073, df=4, P \leq 0.01$







## Policy and Practical Suggestions

- **Alberta:** has fewer newcomers with difficulty accessing services, biggest issues is confusion about where to get help and not realizing help is available.
- **Vulnerable groups include:** women, family class, African, Asian, unemployed and those with low English fluency. A special effort is needed to reach these groups
- Policy and service providers need to think creatively in terms of how they reach out to those in need
- Assist families and communities in providing information about settlement to other newcomers





## Some Considerations for Alberta

- Needed but could not access services: must target women, family and business classes, urban dwellers, Asian, African, poor English ability
  - Likely need different outreach and promotional activities
  - Have differing needs depending on group membership
  - 1/3 of those accessing services have difficulties
- **Transportation**: especially difficult for rural dwellers and spouses
- **Employment services** most popular 'need' followed by **English language training** and additional information about living in province
- **Childcare** is an issue for 3/10 families



## Acknowledgements



- Immigration Research West
- Citizenship and Immigration Canada, Western Region
- Citizenship and Immigration Canada, National Headquarters
- Western Settlement Survey University of Saskatchewan: Martin Gaal, Joe Garcea and SSRL
- Population Research Laboratory, University of Alberta
- Western Settlement Survey researchers: Victoria Esses (Western University), Leah Hamilton (Mount Royal University) and Li Zong (University of Saskatchewan)
- Research assistants: Janine Bramadat, Palak Dhiman, Kaitlyn Fraser, University of Manitoba



## Additional Findings, Reports and Information

Immigration Research West  
92 Dysart Road  
University of Manitoba  
Winnipeg, MB Canada R3T 3M5  
Email: [Lori.Wilkinson@umanitoba.ca](mailto:Lori.Wilkinson@umanitoba.ca)  
[irw@umanitoba.ca](mailto:irw@umanitoba.ca)



[http://umanitoba.ca/about\\_IRW.html](http://umanitoba.ca/about_IRW.html)

