



# Outcomes, Data, and Reporting

## The importance of iCARE

Settlement and Integration Policy Branch, 2021



# Topics we'll cover

- Immigration & the Settlement Program
- Measuring & Reporting on the Settlement Program
- iCARE Data Collection
- Data Ecosystem & Measuring Success
- The Settlement Journey – Reality, Data & Outcomes
- The Larger Outcomes Landscape
- Strengthening IRCC's Abilities

## **But first, a question...**

Is it clear what IRCC does with all the data you spend so much time giving us?

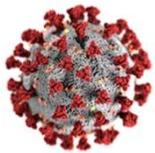
# Immigration in Canada

- In a Fall 2020 public opinion poll, 84% of Canadians agreed that immigration has a positive impact on the economy of Canada.
  - Immigrants fill jobs where there are gaps in labour, decreasing unemployment rates in important sectors, and create jobs by starting businesses.
  - They also contribute to the cultural richness of Canada, as artists, musicians, authors and chefs.



# Immigration in Canada (cont'd)

The Government of Canada is committed to sustaining and enhancing the vitality of Francophone Minority Communities (FMCs) and achieving a 4.4% share of French-speaking immigrants outside of Quebec by 2023.



- Going forward, immigration will be essential to working age population growth – without it, Canada's core working age population is projected to decrease in the next 20 years.
- As Canada rebuilds after COVID-19, immigration will play a vital role in both the economic and societal recovery of the country.

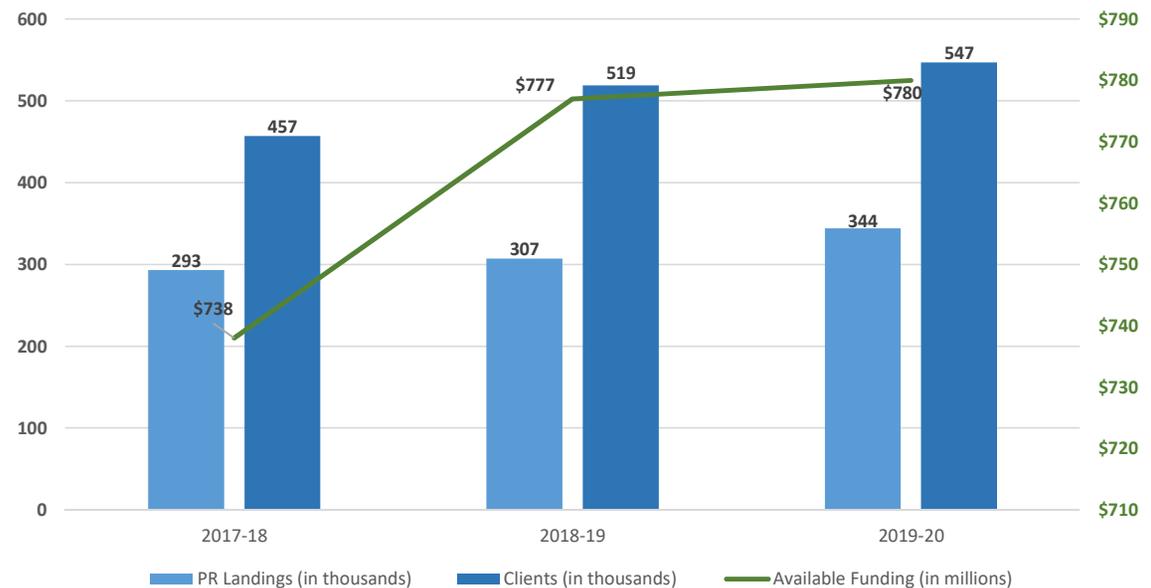
# Why is there a Settlement Program?

- The settlement and integration of newcomers is an integral part of Canada's present and future as a **diverse, inclusive and prosperous nation**.
- Settlement and integration in Canada is a **"whole-of-society" endeavour**, and while the Federal Government is a key and central player, it is a shared responsibility across all levels of government and civil society.
- By investing in and facilitating the settlement and integration of newcomers, the Government of Canada's objective is to help **maximize their social and economic contribution to Canada**.

# Settlement Program

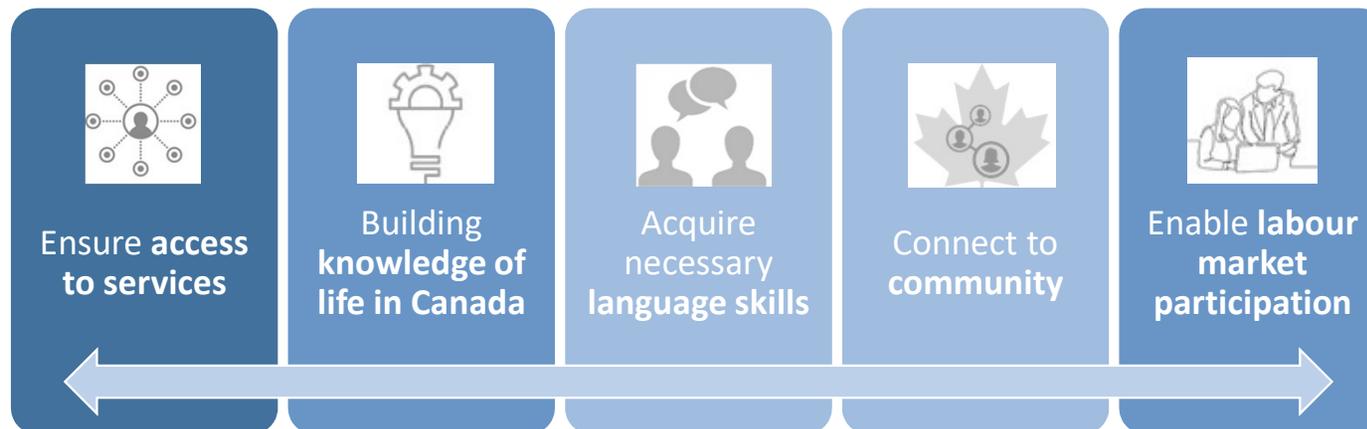
- The Settlement Program aims to assist newcomers to overcome barriers to participation in social, cultural, civic and economic life in Canada and help to foster an integrated society.
- Funding is allocated by province and territory and centrally managed national and pre-arrival funds. This does not include the transfer to Quebec.

Prior to COVID-19, the Settlement Program experienced increasing client volumes year over year.



# As you know...

- Services are funded through **contribution agreements** and delivered by third-party providers which:



To reach these objectives, IRCC also ensures sector capacity and professional development, standardization of best practices, and building knowledge of the Program's clients

# Why we need to measure and report

On the face of it, the answer to this is obvious!

**We all want the Program to be the best it can be.**

- Ensure it is meeting the needs of clients
- Delivering services in the best way possible
- Expanding best practices and learning from our challenges

IRCC and SPOs do a lot of work with this goal in mind.

- ✓ Research produced by IRCC, SPOs, and academics help to inform the direction of the Program, including policy changes.
- ✓ Important functions like Evaluation play a key role in providing periodic, in-depth insights into the Program.

# What goes on



Did you know? Almost all new money for the Settlement Program is accessed by a Memorandum to Cabinet and Treasury Board Submissions.



Politics

## Ottawa to spend \$113 million on pre-arrival services for new immigrants



The money is meant to make it easier for new Canadians to find work and settle in

[Elise von Scheel](#) - CBC News - Posted: Jan 03, 2019 3:09 PM ET | Last Updated: January 3, 2019

**Great!! In order to actually get money...→**

- 1) Write a Treasury Board Submission to access this funding. They require us to describe **intended outcomes** of the program and how we will report on the use of this money.

**But wait, that's not all...**

- 2) Yearly, IRCC is required to show how these outcomes are being achieved.

**AND:** The Settlement Program as a whole has to report to Parliament and the public through the Departmental Results Report. This includes things like number of clients per component, % of clients who increased their language skills, % of clients who participate in society, etc.



Let's Pause

Questions ?

# Where do we begin?

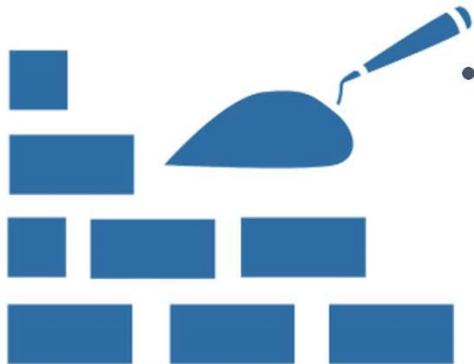
? Measuring the outcomes of **\$780 million** worth of funding is a daunting task, so where do we start?

## Outputs!

- Output information is the bedrock of our outcomes measurement process.

- What are outputs? Clients, services, durations, dates, locations, delivery methods, topics, organizations, funding, targets.

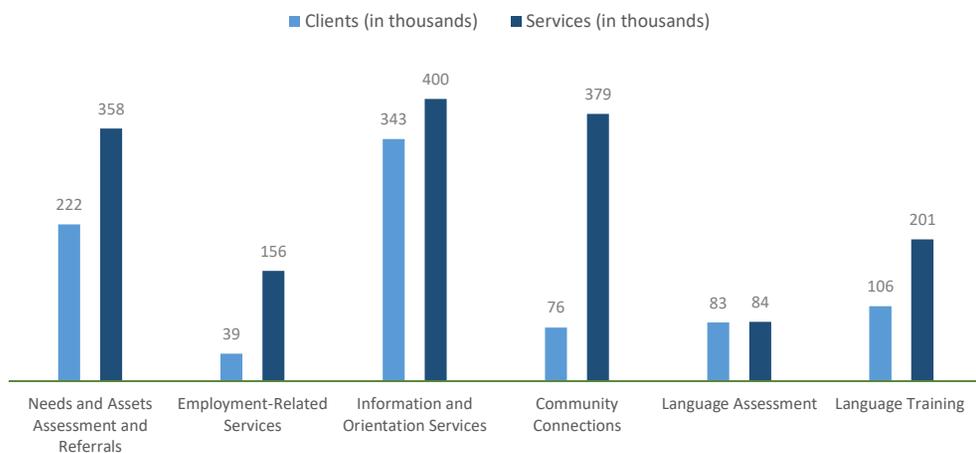
**iCARE** provides us with all of the output information related to clients and the services they receive.



# iCARE

- Used by Service Provider Organizations to record the details of (re)settlement services delivered to clients (identified by their PR number).
- Organized by Program stream:
  - Needs and Assets Assessment & Referrals (NAARS)
  - Employment-Related Services (ER)
  - Information & Orientation (IO)
  - Community Connections (CC)
  - Language Assessment (LA) and Language Training (LT)
  - Resettlement Assistance Program (RAP)

# Key settlement information from iCARE



- 1) Clients – knowing who our clients are allows us understand **who is taking our services** and who benefits the most from them
- 2) Services – knowing which services are provided allows us to understand which populations use which services

*2017-18 client and service numbers*

**Additional key details** provide us with the ability to more fully understand the nuances in a client's service use and how it may have impacted their outcomes:

- Durations
- Dates
- Location
- Delivery methods
- Topics covered
- Organization providing the service



Let's Pause

Questions ?

# What does success look like?

## Settlement Program Direct Services Expected Outcomes

### Immediate outcomes

Access to IRCC-funded settlement services is facilitated  
Increase understanding of client settlement needs and appropriate linkages to other services  
Clients increase knowledge of life in Canada  
Clients improve official language skills  
Clients acquire knowledge, skills, and connections to prepare for the Canadian labour market  
Clients increase participation in communities and social networks

### Intermediate outcomes

Clients:

- access services that meet their needs
- make informed decisions about life in Canada
- use an official language to function in Canadian society
- participate in the Canadian labour market
- are connected to communities and institutions

**Canada benefits from the settlement and integration of clients**

# Context is important

It is important to note that the “starting line” and the “finish line” are different for each newcomer.

- Newcomer knowledge, skills and abilities differ upon arrival.
- Our expectations of the services a newcomer should receive, and the outcomes they should reach differ.



**The key to understanding outcomes is leveraging data from different places to form a cohesive story...**

# The settlement data ecosystem

## Data about newcomers

**GCMS**

*Immigration Application Data*

GCMS provides key demographic information about respondents

**Newcomer Outcomes Survey**

*Respondent Outcome Data*

GCMS provides key demographic information about clients

iCARE provides data on services used by respondents, including key service characteristics and dates

**iCARE**

*Settlement Program Service Data*

iCARE contributes various flags to the IMDB database, including client and service flags

**IMDB**

*Income Tax Data*

## Data about SPOs

**GCS**

*Settlement Program Funding and Project Data*

GCS provides key information about SPOs and funding & provides important context to iCARE data

The APPR provides key information about how SPOs contribute to client outcomes and other key data

**APPR**

*SPO Activity and Project Data*

When these data sources are linked, it allows for the analysis of different issues and populations.

# The Settlement Journey – Newcomer Perspective



**Rashad Khaled**  
(age 36)

The **Khaled family**, who are GARs, complete **pre-arrival services** that help prepare them for their arrival in Toronto.



Through **RAP**, The Khaleds receive help navigating federal and provincial systems to obtain necessary documents and services.

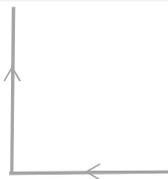
**The Khaleds** complete **RAP** and are referred to **settlement services** to continue the settlement process.

**The Khaled family** receives a **NAARS** which includes a detailed and individualized settlement plan.

**Rashad** participates in a **certification workshop** to work towards meeting the licensing requirements in his field.

**Rashad** attends a **one-on-one information session** on employment and income to better understand the Canadian job market.

**Rashad** receives a **Language Assessment** which identifies the need for him to improve his literacy as part of his **Language Training**.



# The Settlement Journey – Data Perspective



**Rashad Khaled**  
(age 36)

## **iCARE:** Pre-Arrival I&O record

- Topics covered



## **iCARE:** RAP record

- Receipt of translation, interpretation, transportation
- Accommodations received
- Type(s) of orientation provided
- Assessments and service linkages provided

**RAP → SETTLEMENT**

## **iCARE:** NAARS record

- Needs and assets identified, associated referrals provided
- Indication of support services required moving forward
- Settlement plan completed

## **iCARE:** ERS record

- Current employment status
- The occupation for which preparation for licensure/certification was received

## **iCARE:** Language Assessment record & Language Training course enrollment

- Assessment tool used and results
- Previous training, training requirements/needs
- Referred to a training provider
- What course Rashad was enrolled in and when - identifies all of the characteristics of that course (schedule, format, location, levels, etc.)

All iCARE records tell us the date, duration, organization, location, and language of service as well as support services received

## **iCARE:** I&O record

- 1-on-1 or as part of a group.
- Specific topics covered during the session and referrals

# The Settlement Journey – Outcomes Perspective



**Rashad Khaled**  
(age 36)

**Pre-Arrival I&O:** Rashad's information may be part of a study that compares the outcomes of newcomers who did and didn't receive pre-arrival services.



**RAP:** Rashad's responses to the **Newcomer Outcomes Survey** help IRCC understand the extent to which GARs are achieving the outcomes set out for RAP.

**Language Assessment:** Rashad's language assessment results will allow IRCC to better understand the "starting line" of GARs.

**Language Training:** Rashad's **iCARE** language course information combined with his progress may be part of a study designed to understand the effectiveness of various training formats on literacy learners.

+ Qualitative Research

After a few years in Canada, Rashad has **filed taxes**, filled out the **census**, and responded to the **Newcomer Outcomes Survey**

**NAARS:** Rashad's **iCARE** service data may be part of an outcomes comparison study between newcomers who did and did not receive centralized NAARS services.

+ Qualitative Research

**I&O:** Rashad's **iCARE** data may be used as part of an intervention-level analysis to understand what information is most needed for GARs and at which point in their journey.

+ Qualitative Research

**ERS:** Rashad's **iCARE** and **IMDB** information may be part of an analysis of economic outcomes of newcomers who received employment-related services vs those who didn't.



Let's Pause

Questions ?



# The Larger Outcomes Landscape

- ✓ The outcomes you contribute to are larger than what we've discussed today.
- ✓ Your work has huge benefit not only to the clients, but to the community in which you work.
- ✓ On a national scale, it isn't possible to capture all the individual nuances present within your organizations.
- ✓ Work like evaluations, research, and intervention-level analysis are better able to capture these important results.

# Strengthening IRCC'S Ability

## Outcomes Analysis Unit (OAU)

- In late 2018, the OAU was established to tell the story of the impacts of the Settlement Program.
- The OAU is mandated to:
  - Use existing and develop new methodologies to report on client outcomes in an accurate and coherent way
  - Improve the evidence base available to attribute client outcomes to IRCC-funded programming and report on value for money
  - Equip program and policy officers with useful information to inform funding and other decisions

**Findings from the OAU's work will be used to inform ongoing program improvements, and to shape new initiatives/pilots.**

# Key Takeaways

1. iCARE data provides the **foundation for outcomes measurement** and understanding the path a client follows in reaching particular outcomes.
2. The data we collect is important, useful, and vital to **accounting for, rationalizing and protecting the Program's funding.**

Your **timely and accurate data entry** is critical to this important work.

# iCARE Helpdesk



## Hours

Monday - Friday  
9am-6pm AST  
8am-5pm EST  
7am-4pm CST  
6am-3pm MST  
5am-2pm PST



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