

# Highlights from the 2022 Settlement & Integration Sector Survey

## INTRODUCTION

Since the start of the global pandemic in 2020, the settlement and integration sector has undergone unprecedented change, adapting their services and service delivery methods to continue providing essential services to newcomers, while ensuring the health and safety of their staff and clients.

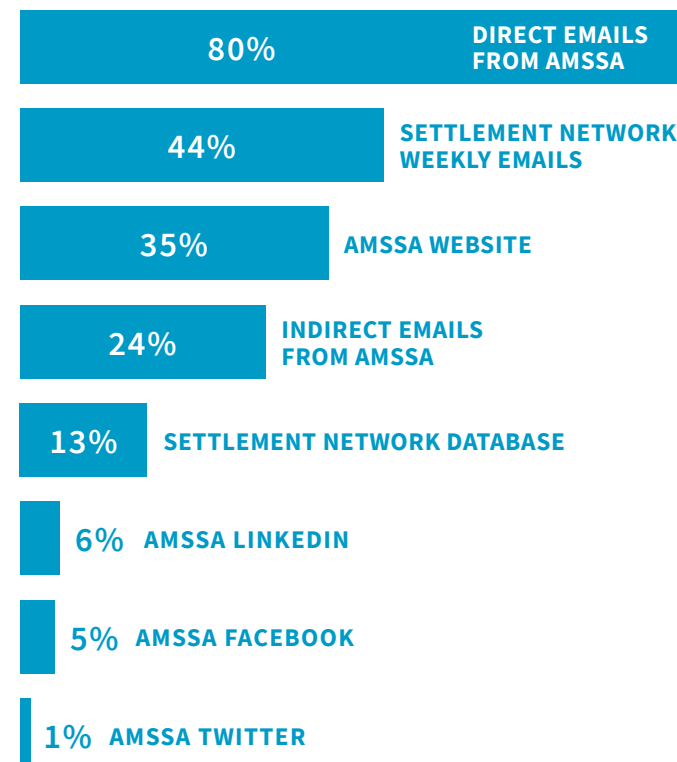
Consequently, the needs and experiences of the B.C. settlement sector too shifted. In order to properly evaluate these changing priorities, in September of 2022, AMSSA, in conjunction with IRCC, conducted a sector priority survey with an objective to ensure that the services AMSSA provides reflect the needs and priorities of the B.C. settlement sector.

## SERVICE DELIVERY

The survey revealed that hybrid service delivery (a combination of in-person and virtual) was the sector's preferred service delivery model. A staggering 63.28% of respondents indicated a strong preference towards hybrid service delivery of AMSSA programs. 26.56% of respondents preferred virtual access and 10.16% preferred in-person access.



### How service providing organizations (SPOs) receive updates about the sector



### Francophone Services

AMSSA's Francophone services are a relatively new feature and have slowly been growing in uptake.

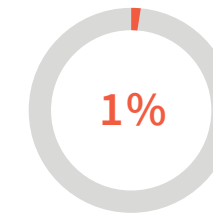
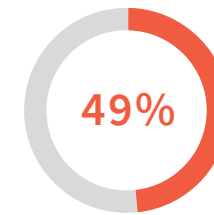
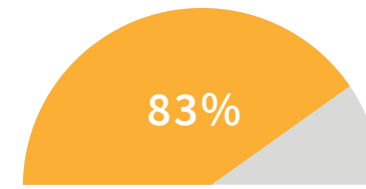


### Small Centres

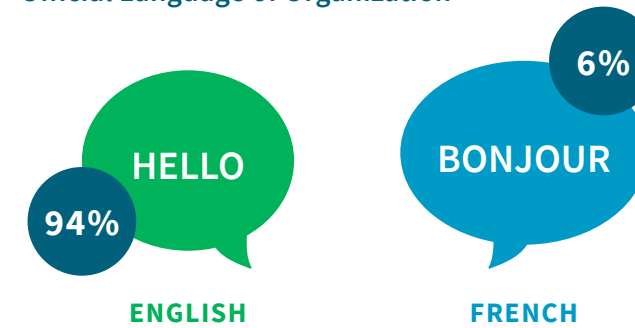


A theme that ran through many of the responses related to the unique struggles that small centres face that urban service providers often have limited experience with.

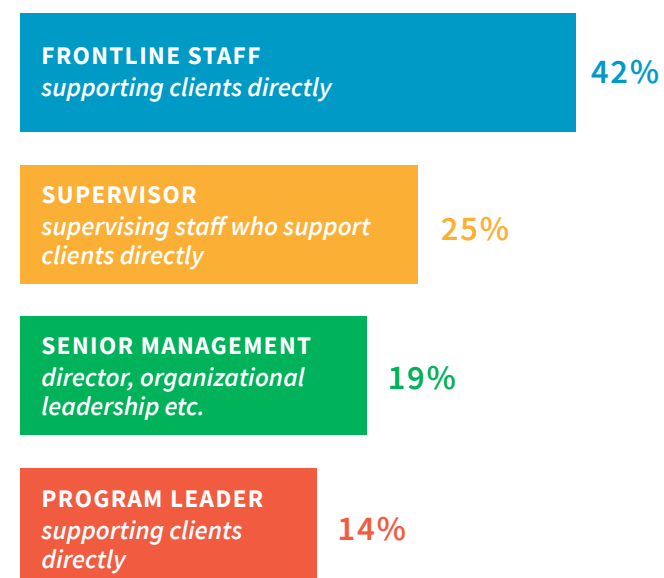
## RESPONDENT DEMOGRAPHICS



### Official Language of Organization



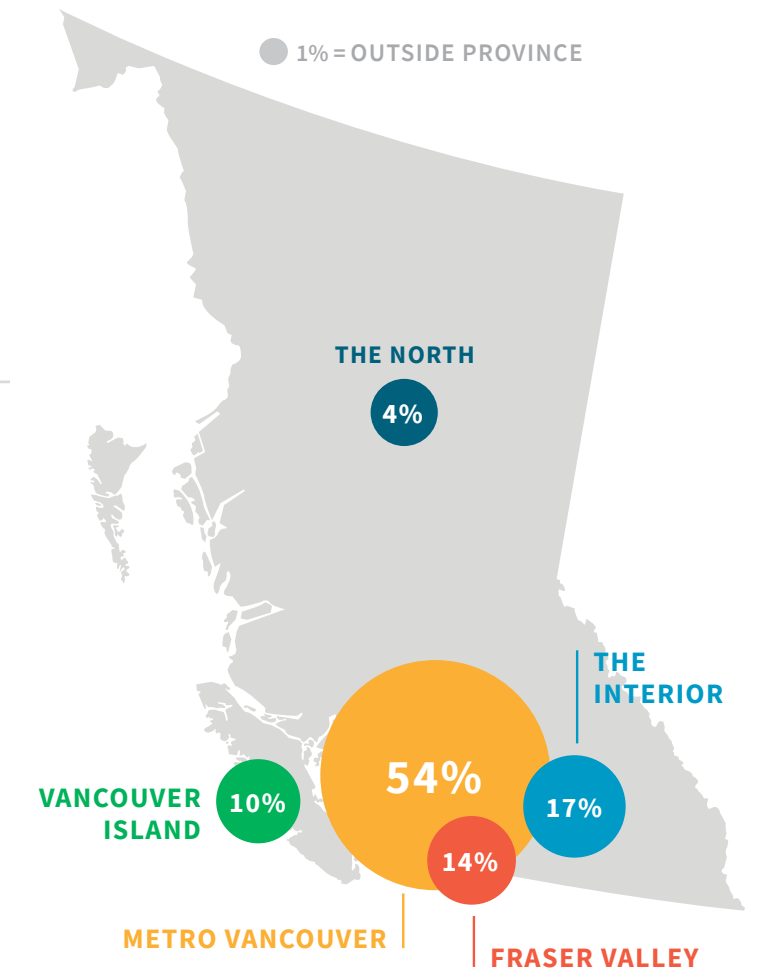
### Position in Organization



### About AMSSA

The Affiliation of Multicultural Societies and Service Agencies (AMSSA) is a provincial umbrella organization which supports more than 80 member agencies within BC's settlement and integration sector. AMSSA provides a number of supports to its member organization including providing opportunities for professional development, programming and knowledge mobilization, research and policy analysis and participation in and organizing numerous committees, and partnerships and working groups.

### 234 SPOs participated from across B.C.



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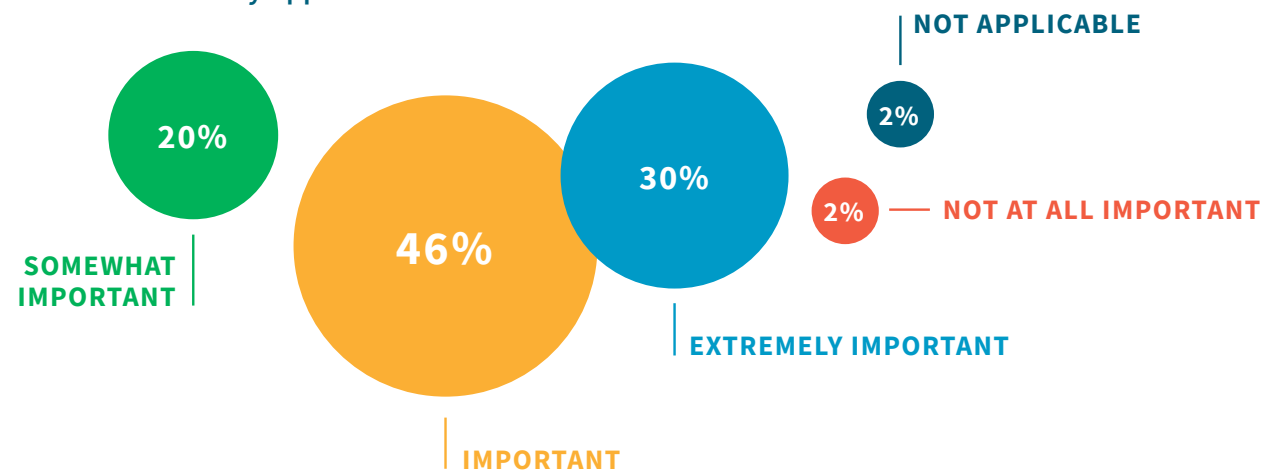
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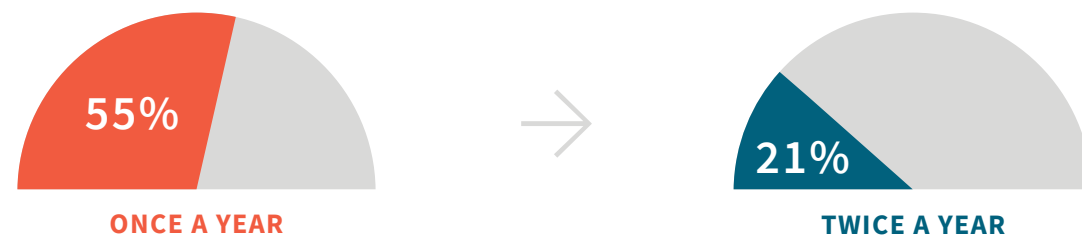
## COMMUNITY APPROACH

Service providers have expressed interest in meeting with and learning from colleagues at organizations who are similar in size, service delivery and are geographically close emphasizing the value of learning from one another regarding how to address similar client issues and best practices in general.

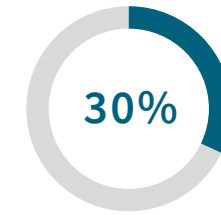
### Importance of Community Approach



### Frequency of meeting with similar service providing organizations



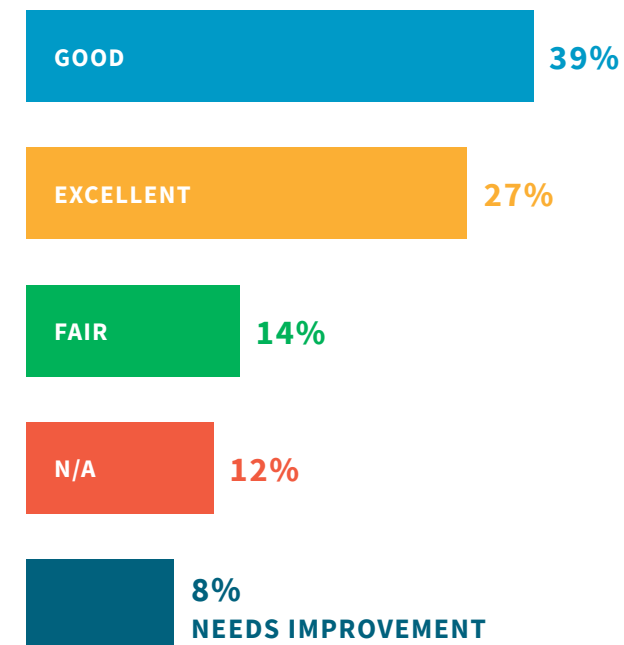
## SERVICE PROVIDING ORGANIZATION'S RELATIONSHIP WITH IRCC



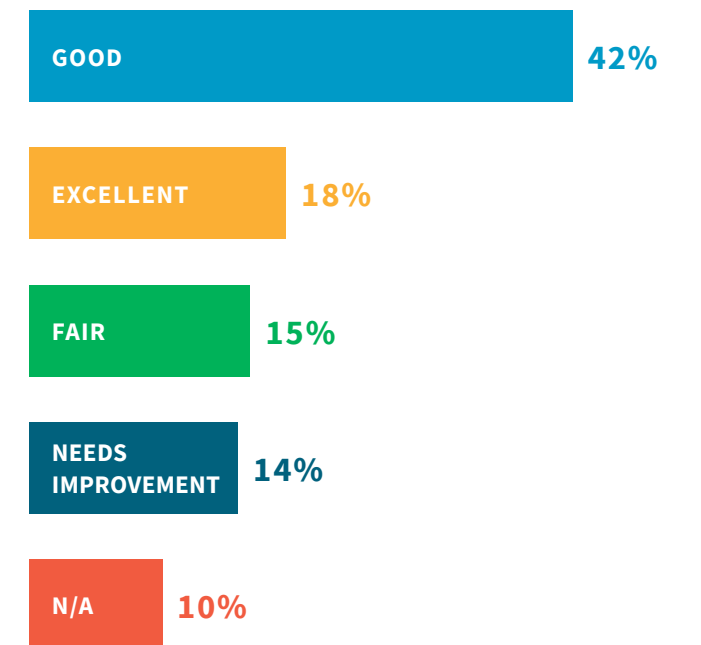
The most common form of interaction organizations had with IRCC was through their Program Office (30.23%).

Most respondents indicated having a positive relationship with their Program Officer, highlighting behaviors such as timely and open communication, knowledge of subject matter and providing valuable feedback. In fact, even in situations where a new Program Officer would take over a file, 52.23% of respondents indicated that their new Program Officer would have moderate to extreme familiarity with discussion and previous actions related to their file.

### How would you rate your IRCC Officer's decisions made in response to proposals for new activities and/or funding?



### How would you rate your IRCC Officer's knowledge of settlement services offered by your organization?



## KEY RECOMMENDATIONS AND INSIGHTS

Several recommendations became evident in the analysis of the wide-ranging responses of the settlement sector priorities survey.

- RECOMMENDATION 1**  
 Increase opportunities for the Anglophone and Francophone sector to collaborate and learn from one another.
- INSIGHT 2**  
 Improving AMSSA's communication with the sector.
- RECOMMENDATION 3**  
 Increase professional development opportunities, particularly in relation to learning about anti-racism strategies, trauma-informed practices and decolonization approaches.
- RECOMMENDATION 4**  
 Highlight the unique challenges that service providers in smaller centres face.
- RECOMMENDATION 5**  
 Provide training on trauma-informed practice and mental health support to language providers.
- RECOMMENDATION 6**  
 Work on improving service providers' relationships with IRCC as well as increasing AMSSA's role as a convener.

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