



# Immigration Settlement Services and Gaps in Dauphin, Manitoba

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

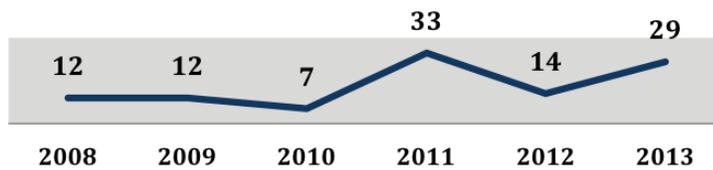


Population (2011): 8,251 residents

Source: Statistics Canada, 2011 Census

## Permanent Resident Landings Dauphin 2008-2013

Source: Citizenship and Immigration Canada



UNIVERSITY OF MANITOBA



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**Data sources: 3 Service Providing Organizations (SPOs)** receiving funding from CIC and provincial, sources.

- Findings validated locally

## SETTLEMENT SERVICES



### Top services offered

- Greeting, information and orientation
- Needs assessment and referral, language training, assistance finding housing, social inclusion
- Employment services (resume, job hunt, interview preparation)



### Key gaps identified

- Social inclusion and integration services
- Mental health services
- Childcare
- Coordination of settlement services need to increase
- Most services need to expand



### Barriers to access services

- Large geographic spread of the community and associated transportation difficulties
- Lack of child care
- Confusion about how to access services
- Language difficulties of newcomers
- Ineligibility for services



### Top services needed

- Language training
- Employment services
- Housing
- Cultural workshops focused on integration into Canadian society and workplace culture



### Services needed by newcomers ineligible for CIC funded services

- Housing
- Language training
- Employment services
- Assistance with daily life

## PARTNERSHIPS



Dauphin settlement service providers are engaged in a variety of partnerships.

- The most commonly identified partnerships exist with schools, children/family services, other SPOs, businesses, language training providers, chamber of commerce, libraries and health services.
- Settlement, welcoming and integration activities were conducted in partnership but integration was the least common one.

## INTEGRATION IN COMMUNITY



There is a mixed perception of how easy it is for newcomers to settle and find work in Dauphin.

- Housing, transportation and daycare were identified as the main barriers for newcomers to settle successfully in Dauphin.
- Transportation and employer concerns were cited as the main challenges for newcomers to find work.
- Early uptake of all services (settlement, assistance finding employment and English classes) increases early success rates and helps avoid frustration.

# IMMIGRATION SETTLEMENT SERVICES AND GAPS IN CIC'S WESTERN REGION: Dauphin, Manitoba

## Introduction

The purpose of this project is to better understand the settlement and integration services available to newcomers and to explore the service gaps and opportunities in Dauphin, Manitoba and 28 other rural communities across Western Canada. This research offers a current snapshot of Dauphin by providing information gathered from a sample of local service providers. It is not a comprehensive review of all settlement services in Dauphin. Data were collected through telephone survey in October and November of 2014 from organizational representatives of 3 organizations in Dauphin that serve newcomers. Participant organizations receive funding from CIC and the provincial government. After data collection was complete and data were analyzed, participants were asked to review a draft of the community report to ensure that the report accurately reflected their survey responses. A feedback session was held, by teleconference, and two of the three participants attended. Following the feedback session, 6 more community stakeholders were contacted to solicit feedback and 3 provided feedback.

## Background

Dauphin is a growing city in western Manitoba and is located north of Riding Mountain National Park. The city is also famous for the Dauphin's Countryfest and other festivals. Dauphin is a rural community and the city's industry is mainly focused on agriculture and related industries. Though Dauphin is nestled in the larger Parkland region, this report is specifically reviewing the settlement services offered in the city of Dauphin. In 2011, Dauphin had 8,251 residents and the population has increased 4.4% between 2006-2011 (Statistics Canada, 2014). Almost 20% of the city residents identify as Aboriginal (i.e., First Nations or Metis), but the city is otherwise quite homogenous, with less than 1% of the residents identifying as a member of a visible minority group.

## Community Settlement Concerns

All of the service provider representatives felt that the number of newcomers settling in Dauphin had increased in the last 5 years. Not only have the number of newcomers increased, but the diversity of backgrounds of the newcomers has increased as well. Employment opportunities and family reunification or sponsorship has contributed to the growth in the newcomer population in Dauphin. In addition, participants suggest that the increase is rooted in the fact that the city is small, welcoming, employment is available, and there is also a lower cost of living than in larger cities in Manitoba. However, participants were divided in their perception of how easily newcomers could settle in the community, with one participant feeling it was difficult and others feeling it was easy or somewhat easy to settle. Housing, childcare, and transportation were identified as the main concerns for the ease of settlement. It was suggested that settlement services needed to be advertised or promoted more heavily, with both newcomers and local employers, so both are aware of the services available in Dauphin. In contrast, other participants felt the small size of the community actually facilitated the increased awareness of available services.

Participants also offered divergent views on how easy or hard it was for newcomers to find jobs, with both very difficult and somewhat easy responses selected. Several challenges identified for newcomers looking for employment were needing assistance with the application process (e.g., resume, cultural difference in the interview process), transportation to and from employment (i.e., rural farms), limited employment opportunities, and overcoming employers' concerns regarding cultural differences, language difficulties, and turnover. There is a perception that newcomers will only stay in Dauphin for a short period of time and employers are concerned about the long-term commitment of potential employees. In contrast, despite the efforts of the settlement providers, participants suggest that there is often a gap between newcomers' employment expectations and their current situations or capabilities. Newcomers who engage a variety of services (i.e., settlement, English classes, and assistance finding employment) experience more immediate success in gaining employment, sustaining employment, and often suffer less frustration in the long run.

## Available Settlement Services

Dauphin is a small community that is meeting the needs of their current newcomer population, but has been able to do so by being adaptive and creative with their resources. Currently there are employment assistance services, which provide newcomers with help developing their resumes, conducting a job hunt, and preparing them for interviews. There are also a variety of services being offered in the community (for a list of possible settlement services see Appendix A): greeting and orientation services, language training and job specific training, needs assessment, conversation groups, and computer/Wi-Fi/printing services. Two out of the 3 participants indicated that all services needed to be expanded to meet future demand and that more resources, specifically staff, were needed in order to meet the needs of newcomers effectively. In Dauphin, the settlement service gaps are social inclusion and integration services, mental health services, childcare, and the need to increase the coordination of settlement services.

The top services that were identified by participants as needed by newcomers were language training and supports, employment assistance, housing, and orientation to Canadian culture. In regards to newcomers who are ineligible for CIC-funded services, participants indicated that temporary foreign workers (TFW), new and returning naturalized citizens, refugee claimants and international students were all in need of settlement services. English as Additional Language (EAL), employment services, housing, and assistance with daily life were all listed as the services most needed by newcomers who are ineligible for services. It was suggested that the definition of a newcomer, as defined by CIC, should be broadened to include all newcomers arriving in the area, which would allow SPOs in Dauphin to utilize their capacity to support all newcomers.

Several barriers to accessing services were identified by participants. In Dauphin, the community is spread over a large geographic region and there is no public transportation system. Taxis are quite expensive and in winter walking is not an option for citizens, especially those living outside of city or in the surrounding farming community. Due to these limitations, transportation can be a real barrier to employment, accessing services, and settlement into the community. Lack of childcare spaces and confusion around how to access services were also highlighted as potential barriers for newcomers in Dauphin. In addition, given the homogenous nature of the city's population, it was mentioned that some residents need to overcome their preconceived notions of both new residents and newcomers alike, but that overall Dauphin was quite welcoming and supportive.

## Tracking and Planning

Two of the three participating service providers reported that their organization, in partnership, regularly assessed the service needs of the newcomers in their community. These needs assessments were informal and utilized the tracking of services provided and mapping client outcomes. Participants felt as though more help from CIC could be provided in this area. In regards to information that might help with planning, perhaps some instructional or supplemental information could be provided by CIC to settlement service providers in the form of a "Settlement Service Manual," which highlights best practices and policies. The Dauphin service providers would like a more engaged relationship with CIC, other than the 1-800 number, which often has long wait times and no specific CIC support person.

## Specific Capacities

In Dauphin, the organizations that participated in the survey expressed adequate organizational capacity on many items (for a list of possible organizational capacities see Appendix C). Organizations felt they had adequate capacity to communicate with stakeholders, amount of staff, to meet reporting requirements, coordinate services with other SPOs, communicate with stakeholders, and financial support from government sources to maintain current services. In regards to funding, it was stated that the restriction of core funding to a specific class of newcomers makes the implementation of services by SPOs less effective.

The three organizations identified that they did not have adequate capacity to provide services in both official languages. The next most common area that participants felt their current capacity was inadequate was related to capacity to writing a strategic plan and staff skills for delivery and maintenance of services. In order to continuously improve service, Dauphin service providers expressed interest in more professional development opportunities in rural areas or alternatively funding to travel to development opportunities in major centers. CIC information and/or workshops specifically focused on the unique challenges of providing settlement services in rural communities would be appreciated, because policies and approaches that are effective in large city centers (e.g., Winnipeg) are not always applicable in a rural setting. In addition, service providers are encouraging CIC to improve its knowledge dissemination, regarding policies and best practices, in rural areas. For example, being aware of settlement programs in other communities that have been particularly successful would benefit SPOs in Dauphin. Learning from the successes of others in different regions would assist in the continuous improvement of Dauphin's SPOs.

## Partnerships

All service provider participants reported being engaged in partnership with other community organizations. Cooperation between organizations is often found in smaller communities, such as Dauphin. A variety of partnerships were identified (Appendix B): schools, children/family services, SPOs, businesses, language training, chamber of commerce, libraries, Manitoba justice, and health services.

The activities conducted in partnership were categorized into three groups; settlement (e.g., getting jobs and housing, daily functioning), integration (e.g., teaching labour rules and human rights), and welcoming (e.g., orientation to community, civic events). The activities identified by participants as being conducted in partnership included settlement, welcoming, and integration activities but integration was the least common one. Though SPOs stretch their funding dollars by using creativity and strategic partnerships, it was suggested that there is an opportunity for even more coordination between SPOs and other community stakeholders. It was highlighted, that as the population and diversity of newcomers grows a stronger partnership with and more engagement from the city office (e.g. Economic Development department) will be needed. In addition, settlement service providers need to increase communication with local employers to ensure that they are aware of the services available in Dauphin. Therefore, there is an opportunity to improve the partnership and coordination of services in Dauphin and perhaps the creation of a Local Immigration Partnership (LIP) would assist with this.

## Research Team

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## Appendix A – List of Possible Services

### SETTLEMENT

- a. Greeting upon arrival/initial reception
- b. Information and orientation
- c. Needs assessment and referral
- d. Interpretation services
- e. Language assessment
- f. Language training
- g. Help finding housing
- h. Help with daily life (e.g., registering for school, getting a bank account)
- i. Transportation support

### ECONOMIC

- j. Help finding a job
- k. Educational upgrading
- l. Recognition of foreign credentials
- m. Investment opportunities
- n. Job-specific language training
- o. Help setting up a business
- p. Occupational/business mentorship and networking
- q. Financial supports

### SOCIAL

- r. Childcare
- s. Cultural Events
- t. Recreational services
- u. Legal support/referral
- v. Health Services
- w. Mental Health Services
- x. Social inclusion/ integration support
- y. Services for seniors
- z. Services for women
- aa. Services for youth

## Appendix B – Possible Organizational Partnerships

- School/School Boards
- Umbrella organizations
- Newcomers (individuals)
- Housing services
- Settlement service providers
- Health services
- Municipal offices/ EDO
- Civil society groups
- Francophone organizations
- Language training providers
- Children/Family services
- Businesses
- Chambers of Commerce
- Police Force
- Universities/Research Networks
- Ethno-cultural groups
- Religious organizations
- Public libraries
- Foundations

## Appendix C – Possible Organizational Capacities

- Staff to provide services
- Financial support from government sources to maintain current services
- Financial support from non-government sources to maintain current services
- Communication with stakeholders
- Coordinating services with other service providers
- Staff skills for delivery and maintenance of services
- Mobilization of community to support and welcome newcomers
- Creation of governing and strategic plan
- Meet reporting requirements
- Provide services in both official languages
- Creation of governing and strategic plan
- Meet reporting requirements
- Provide services in both official languages