Immigration settlement services and gaps in Citizenship and Immigration Canada’s western region: Focus on the Manitoba case
Introduction

More immigrants are choosing to migrate to rural areas in Canada yet we know very little about the extent to which settlement services are available to them.

Percentage of Permanent Residents in BC, AB, SK, MB living outside the big cities, 2004-2013

Source: CIC Facts and Figures 2013
Introduction

This research project was funded by **Citizenship and Immigration Canada (CIC)** through **Immigration Research West (IRW) at the University of Manitoba** and was directed by the **Rural Development Institute (RDI) of Brandon University**.

This project is made possible through partnerships with many individuals and organizations.

Five co-Principle Investigators, active immigration researchers from western Canadian Universities facilitated the planning, and research activities across the western provinces.
Research Objectives

➢ Primary objective: Inventory settlement services across Western Canada and to identify gaps, barriers and needs.

➢ Secondary objective: Determine existing partnerships and applicability of the Local Immigration Partnership (LIP).

Newcomers 1) Permanent Residents, 2) Refugees, 3) Refugee Claimants, 4) Temporary Foreign Workers, 6) Naturalized Citizens, 7) International Students in Canada from 1 day to 5 years.

Newcomers ineligible for services - no access to CIC funded settlement services
Research design and methods

Governance structure

Project Advisory Panel
Chair: Dr. Lori Wilkinson, University of Manitoba, IRW
PI (RDI)
4 Co-PIs
Service Provider Umbrella Organizations representatives
CIC members
Provincial Gov. members

Dr. Miu Chung Yan
University of British Columbia

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University of Alberta

Dr. Joe Garcea
University of Saskatchewan

Dr. Bill Ashton
RDI, Brandon University

British Columbia Project Advisory Panel
Representatives from:
CIC
AMSSA
Prov.Gov.
Municipal / regional IRW

Alberta Project Advisory Panel
Representatives from:
CIC
AAISA
Prov.Gov.
Municipal / regional IRW

Saskatchewan Project Advisory Panel
Representatives from:
CIC
SAISIA
Prov.Gov.
Municipal / regional IRW

Manitoba Project Advisory Panel
Representatives from:
CIC
MIRSSA
Prov.Gov.
Municipal / regional IRW
Research design and methods

29 communities
Total Pop. 1,191,228
Total PRs: 37,330 (2009-2013)

Criteria for selection:
• Receive newcomers
• No LIP
• 1+ CIC funded SPO
• No metro centre
• Full spectrum of rural, remote, small cities
• New & established SPOs

“Local Community” or “Regional Community”
Broader regional community approach in SK.

Selected communities
BC = 10
AB = 9
SK = 5
MB = 6
Research design and methods

Max diversity of communities

- Pop. 1,761 in Arborg – Ashern, MB to 104,109 in Langley, BC.
- Permanent Residents (2009-2013) 88 Virden, MB to 4,320 in Brandon, MB.

Permanent Resident arrivals (2009-2013) as % of Population in the 29 selected communities
Research design and methods

Phone survey of 147 SPO senior managers
- Available settlement and integration services
- Gaps in services
- Barriers to access services
- Newcomer needs for services
- Ease of newcomer settlement and finding employment
- Organizational partnerships
- Organizational capacity

<table>
<thead>
<tr>
<th>Province</th>
<th>Number of surveys completed</th>
<th>Number of people providing feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>BC</td>
<td>43</td>
<td>17</td>
</tr>
<tr>
<td>AB</td>
<td>37</td>
<td>23</td>
</tr>
<tr>
<td>SK</td>
<td>48</td>
<td>11</td>
</tr>
<tr>
<td>MB</td>
<td>19</td>
<td>29</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>147</strong></td>
<td><strong>80</strong></td>
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</table>
Research design and methods

x 29 community reports

x 4 provincial reports

x 1 regional report
Research design and methods

Limitations

- Community selection: Not exhaustive; based on criteria; and includes communities at various stages in the development of settlement services. Communities were purposely selected to maximize diversity.

- Data was collected from SPO representatives. Newcomers were not consulted. SPO’s perception about those newcomers who access or look for services.

- Challenges with long and short form of the survey. BC (long form) findings might show that BC offers a broader range of services.
Focus on
The Manitoba Case
Manitoba: Newcomer statistics

Permanent Residents by immigration class

Source: CIC Facts and figures 2013
# Manitoba: Temporary residents

<table>
<thead>
<tr>
<th>Temporary residents</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreign Workers</td>
<td>4,191</td>
<td>3,636</td>
<td>3,246</td>
<td>3,228</td>
<td>3,952</td>
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<tr>
<td>Foreign Students</td>
<td>1,723</td>
<td>2,046</td>
<td>2,088</td>
<td>1,772</td>
<td>2,635</td>
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<td>Humanitarian population</td>
<td>154</td>
<td>161</td>
<td>155</td>
<td>151</td>
<td>107</td>
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<tr>
<td>Refugee claimants</td>
<td>133</td>
<td>138</td>
<td>141</td>
<td>143</td>
<td>93</td>
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<tr>
<td>Total</td>
<td>6,201</td>
<td>5,981</td>
<td>5,630</td>
<td>5,294</td>
<td>6,787</td>
</tr>
</tbody>
</table>

Source: CIC Facts and figures 2012 – Immigration overview
Manitoba: % of immigrants living outside Winnipeg

Percentage of PRs and TRs in Manitoba living outside Winnipeg

Source: CIC Facts and Figures - 2012 and 2013
MB: Newcomer statistics for the communities sampled

- Dauphin: Population 2011 = 8,251, Permanent Resident Landings 2008-2013 = 107
Ease of newcomer settlement (mixed perceptions)

- **10 participants**: newcomer settlement was difficult  
  WHY?
  - Newcomer language difficulties
  - Lack of housing (i.e., access, shortage and affordability), community childcare spots, & information about services available
  - Residents wary of newcomers
  - Harsh climate and lack of public transportation

- **9 participants**: newcomer settlement was easy  
  WHY?
  - Small communities = increased awareness of services
  - Easier if one has support of their ethno-cultural community
  - Community support
  - Settlement incentive packages (Interlake)

**Within community consensus**: Agreement within Brandon & Virden
Newcomer settlement somewhat difficult
MB: Newcomer employment

Ease of newcomer employment (mixed perceptions)

- 13 participants: finding employment was easy for newcomers
  WHY?
  • Availability of jobs / Mainly low skilled, low pay, and entry-level jobs
  • Presence of manufacturing companies in the communities
  • Easier for newcomers accessing settlement services

- 5 participants: finding employment was difficult for newcomers
  WHY?
  • Foreign credential recognition
  • Newcomer language proficiency
  • Availability of mostly low skilled, low pay, and entry-level jobs
  • Transportation/childcare
  • Possible employers fears of newcomers
  • Need for upgrading skills

- Within community consensus: Ashern-Arborg & Thompson (easy)
SK-MB(easy) vs AB-BC (difficult)
MB: Settlement services and gaps in rural Manitoba

MB - Top services offered

- Language training: 11
- Help with daily life: 9
- Information and orientation: 7
- Needs assessment and referral: 7
- Help finding housing: 7
- Help finding a job: 7
- Cultural Events: 7
- Social inclusion/integration support: 7
- Legal support/referral: 6
- Interpretation services: 5
- Transportation support: 5
- Childcare: 5

Items in red bars identified as the most needed services together with mentorship/social support/networking/orientation to Canadian culture.
MB: Barriers to accessing services

Barriers in Manitoba (consistent across western Canada)

- Ineligibility
- Language difficulties of newcomers
- Lack of childcare during service delivery
- Lack of (public) transportation
- Confusion about where to get help
- Hours of the day services are offered
- Lack of services offered
MB: SPO organizational capacity

Organizational Capacity for SPOs to serve newcomers in the 6 communities

- Coordinating services with other service providers
- Staff to provide services
- Meeting reporting requirements
- Staff skills for delivery and maintenance of services
- Financial support to maintain current services from government sources
- Financial support to maintain current services from other sources
- Creation of governing and strategic plan
- Provide services in both official languages
- Mobilization of community to support and welcome newcomers
- Communication with stakeholders
- Other: Ability to support ineligible newcomers
- Other: Support for staff for professional development

<table>
<thead>
<tr>
<th>Category</th>
<th>Adequate Capacity</th>
<th>Inadequate Capacity</th>
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<td>Coordinating services with other service providers</td>
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<tr>
<td>Staff to provide services</td>
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<td>5</td>
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<td>Communication with stakeholders</td>
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<td>8</td>
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<tr>
<td>Meet reporting requirements</td>
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<td>9</td>
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<tr>
<td>Staff skills for delivery and maintenance of services</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>Financial support to maintain current services from government sources</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>Financial support to maintain current services from other sources</td>
<td>6</td>
<td>7</td>
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<tr>
<td>Creation of governing and strategic plan</td>
<td>5</td>
<td>13</td>
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<tr>
<td>Provide services in both official languages</td>
<td>2</td>
<td>16</td>
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<tr>
<td>Mobilization of community to support and welcome newcomers</td>
<td>0</td>
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<tr>
<td>Communication with stakeholders</td>
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<td>0</td>
<td></td>
</tr>
</tbody>
</table>

- Adequate capacity: 13, Inadequate capacity: 6
- BC-AB 50%-50%
- All but BC: Inadequate in BC, AB, SK
- Total: Adequate 65, Inadequate 45
MB: Organizational partnerships

- Formal/informal in nature
- 16/19 SPOs reported active partnerships
- Community differences in partnership development

Most frequently reported partnerships:
- Schools and school boards
- Other SPOs
- Language training providers
- Businesses (however a more engaged relationship is desired) and Chambers of Commerce

Least reported partnerships:
- Police force
- Housing services
- Ethno-cultural organizations
- Francophone organizations
Integrating the research findings

x 29 community reports
Conclusion

- Increase in number of newcomers and newcomers from diverse backgrounds.
- Lack of large ethno-cultural groups
- Lack of infrastructure / community capacity
- Often lack of public transportation and large distances
- Smaller SPOs provide services in a flexible ad hoc basis; Smaller range of services offered / Limited specialized services
- Restricted job market

Northern and Remote: exacerbate the challenges faced by newcomers
Conclusion

14 Key Findings

Settlement and Employment

- Settlement: a challenge across much of Western Canada
- Small rural communities: Benefits versus lack key services
- Employment: Harder in the regions that are farther west
- Challenges to employment: Language, Foreign credential, transportation, childcare
Services and Gaps

- Newcomer needs: similar across western region and for either eligible or ineligible
- Expanding services: increase offering; eligibility; locations
- Range of language services can be quite limited
- Integration services are needed
- Secure funding critical for SPOs in rural areas
- Remote communities face additional challenges
- Language a barrier to accessing services

Partnerships

- Partnerships are key to service newcomers in rural areas
- LIPs are supported, but need to build upon existing partnerships – Provincial differences
- Private sector partnerships and involvement desired
Conclusion: Strategic directions

1. Expand available and accessible services

- More locations within geographic regions
- CIC’s eligibility criteria

Existing services

Integration services
Conclusion: Strategic directions

2. Enhancing organizational capacity and funding

- More flexible policies which consider rural issues
- Sharing beneficial practices
- Improving communication with CIC
- Core funding is needed for SPOs
Conclusion: Strategic directions

3. Increase SPO capacity with partnerships

- LIPs build upon existing partnerships
- LIPs vary with local SPO capacity
- LIPs different based on provincial practices
- LIPs engage employers in region
Thank you

Acknowledgement:

**Project Panel members:** Lori Wilkinson (chair), Robert Vineberg, Bill Ashton, Joe Garcea, Anna Kirova, Miu Chung Yan, Laurie Sawatsky, Getachew Woldeyesus, Fariborz Birjandian, Lynn Moran, Xiaoyi Xan, John Biles, Nita Jolly, Sophia Lee, Lucy Swib, Liz Robinson, Tim Helfrich, Alice Wong, Keith Godin, Vicki Chiu, Dominic Fung, Chris Garcia.

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**SK:** Joe Garcea (chair), Beulah Ghana, Sean McKenzie, Tim Helfrich, Carol Oliver, Lori Wilkinson.

**MB:** Bill Ashton (chair), Lori Wilkinson, Liz Robinson, Laurie Sawatzky, Benjamin Amoyaw, Bequie Lake, Wally Melnyk, Nita Jolly, Natasha Mohammed.

**Research Participants**
Questions

All reports are available at:
https://www.brandonu.ca/rdi/publications/immigration-services-and-gaps/
and
http://umanitoba.ca/reports_RIW.html

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