Immigration Settlement Services and Gaps in 5 selected regional communities in Saskatchewan

This provincial report is part of the “Immigration Settlement Services and Gaps in CIC’s Western Region” study.

Data Sources: 48 surveys conducted with Service Provider Organizations; 11 participants validated the findings with providing feedback

- **Population of Major Urban Centers in Regional Communities in 2011**
- **Permanent Residents Destined to Major Urban Centers in Regional Communities 2009-2013**

### SETTLEMENT SERVICES

#### Top services offered
- Information and referrals for settlement and integration.
- Orientation to sectors and systems.
- Language assessment and training.
- Employment searches and referrals.
- Community networking and cultural bridging.
- Documents and applications access and processing.

#### Key gaps identified
- Information on and access to settlement and integration programs.
- Language training at all levels.
- Career planning and employment training and searches.
- International credential recognition.
- Services for spouses and newcomers ineligible for CIC funded services.
- Accessible and affordable transportation and driver training.

#### Barriers to access services
- Paucity or absence of service provider agencies in smaller communities.
- Insufficient information and awareness of all services available.
- Insufficient coordination in referring newcomers to service provider agencies.
- Ineligibility by some newcomers for services.
- Distance between where some newcomers live and where services are provided.
- Days and times when some services are available.

### Top services needed
The top needed services include job searches, international credentials recognition, language assessment and training, educational and skills upgrading, and orientation to various sectors and systems (e.g., housing, transportation, education, health, justice).

### Services needed by newcomers ineligible for CIC funded services
Need same services as other newcomers, but they also need information and support in accessing and processing applications related to their legal status in Canada, as well as their rights to study, work or receive any services or benefits.

### PARTNERSHIPS
Most organizations engage in partnership for purposes of consulting, coordinating and collaborating on settlement and integration programs and services. Partnerships are informal and non-institutionalized. Partnerships are valued and should be expanded and resourced. Most partnerships are with numerous governmental and non-governmental SPOs, regional colleges, and businesses.

### INTEGRATION IN COMMUNITY
The prevailing view is that settlement and integration is not problematic for many newcomers due to the availability of jobs and services. However, this is not true for newcomers who face challenges of getting either good jobs or any jobs at all or accessing services. Such challenges are most prevalent among newcomers living in smaller remote communities, and temporary residents regardless of where they live because they are not eligible for some services.

---

Copyright © May 2015

Rural Development Institute, Brandon University and Immigration Research West
Rural Development Institute, Brandon University

Brandon University established the Rural Development Institute in 1989 as an academic research centre and a leading source of information on issues affecting rural communities in Western Canada and elsewhere.

RDI functions as a not-for-profit research and development organization designed to promote, facilitate, coordinate, initiate and conduct multi-disciplinary academic and applied research on rural issues. The Institute provides an interface between academic research efforts and the community by acting as a conduit of rural research information and by facilitating community involvement in rural development. RDI projects are characterized by cooperative and collaborative efforts of multi-stakeholders.

The Institute has diverse research affiliations, and multiple community and government linkages related to its rural development mandate. RDI disseminates information to a variety of constituents and stakeholders and makes research information and results widely available to the public either in printed form or by means of public lectures, seminars, workshops and conferences.

For more information, please visit www.brandonu.ca/rdi.
Table of Contents

EXECUTIVE SUMMARY .......................................................................................................................... 1

1.0 INTRODUCTION .............................................................................................................................. 3
  1.1 Background to the report .................................................................................................................. 3
  1.2 Conceptualization of newcomers .................................................................................................... 3
  1.3 Objectives of the report .................................................................................................................. 3
  1.4 Geographic focus of the report ......................................................................................................... 3
  1.5 Data collection methodology for report .......................................................................................... 4
  1.6 Caveat regarding information ......................................................................................................... 5

2.0 PROFILE OF REGIONAL COMMUNITIES ......................................................................................... 6

3.0 IMMIGRATION FLOWS AND SETTLEMENT PATTERNS .................................................................. 7
  3.1 Immigration flows to Saskatchewan .................................................................................................. 7
  3.1.1 Permanent residents to Saskatchewan ....................................................................................... 7
  3.1.2 Temporary residents in Saskatchewan ......................................................................................... 9
  3.2 Immigration to five regions in Saskatchewan ................................................................................ 10
  3.3 Settlement patterns in Saskatchewan ............................................................................................. 10

4.0 SURVEY FINDINGS ON LEVELS & DETERMINANTS OF IMMIGRATION FLOWS ......................... 11
  4.1 Perceptions on levels of immigration flows .................................................................................... 11
  4.2 Perceptions on determinants of immigration flows ......................................................................... 11

5.0 SURVEY FINDINGS ON SETTLEMENT AND INTEGRATION ............................................................ 12
  5.1 Perceptions on ease of settlement and integration ......................................................................... 12
  5.2 Perceptions on factors affecting ease of settlement and integration .............................................. 12
  5.3 Perceptions on ease of getting jobs ............................................................................................... 13
  5.4 Perceptions on employment barriers for newcomers ...................................................................... 13
  5.5 Inventory of settlement and integration services provided for newcomers .................................... 14
  5.6 Perceptions on settlement services that should be expanded ....................................................... 15
  5.7 Perceptions on services most needed by all newcomers ............................................................... 16
  5.8 Perceptions on services most needed by newcomers ineligible for CIC funded services ................ 16

6.0 SURVEY FINDINGS ON ORGANIZATIONAL CAPACITY ................................................................. 19

7.0 SURVEY FINDINGS ON PLANNING AND TRACKING/ASSESSING NEWCOMER NEEDS ................ 20
  7.1 Prevalence of assessing newcomer needs ....................................................................................... 20
  7.2 Frequency and forms of assessing newcomer needs ....................................................................... 20
  7.3 Means of assessing newcomer needs ............................................................................................. 20

8.0 SURVEY FINDINGS ON COMMUNITY PARTNERSHIPS .................................................................. 21
  8.1 Existence and composition of partnerships .................................................................................... 21
  8.2 Types of partnerships ...................................................................................................................... 21
  8.3 Emergence of partnerships .............................................................................................................. 21
  8.4 Views on value of, and resource requirements for, partnerships ................................................... 22
  8.5 Views on models for facilitating, populating and resourcing partnership ...................................... 22

9.0 CONCLUSIONS ................................................................................................................................. 23
  9.1 Reflections on services provided for and needed by newcomers .................................................. 23
  9.2 Reflections on service gaps .............................................................................................................. 23
  9.3 Strategic directions in filling service gaps ....................................................................................... 24
  9.3.1 Enhancing availability & accessibility of newcomer services .................................................... 24
  9.3.2 Enhancing organizational capacity in providing services in the communities .......................... 24
  9.3.3 Aligning newcomer selection, services needs, and communities of destination ...................... 25

RESEARCH TEAM ................................................................................................................................ 26

APPENDICES ......................................................................................................................................... 28
Executive Summary

BASIS AND OBJECTIVES OF THE REPORT
This report is based on a survey of a select sample of members of service provider organizations in Saskatchewan regarding various facets of the settlement and integration of newcomers in several local communities within five regions of the province. The survey data for this provincial report was collected by telephone interviews with 48 members of various organizations in 22 different communities across the five regions. It is important to note that no newcomers were surveyed as part of this project.

OBJECTIVE AND FOCUS OF REPORT
The central objective of this report is to provide a summary and some observations based on the responses of service providers regarding several aspects of settlement and integration of newcomers in the five regions of Saskatchewan that were the focus of the survey. More specifically the objective is to identify the types and magnitude of settlement and integration service gaps service providers perceive to exist and to suggest what may be required to fill those gaps primarily from a service provider perspective. Toward that end the principal focus of this report is on the views of survey respondents on the following matters:

• The number of newcomers that settled in these regions in recent years.
• The settlement and integration challenges faced by newcomers.
• The settlement and integration services needed by newcomers.
• The inventory of settlement and integration services provided for newcomers.
• The capacity of organizations to provide services required to meet those newcomer needs.
• The extent to which organizations undertake assessments of the needs of newcomers.
• The extent to which organizations are involved in partnerships created to meet the needs of newcomers.

SUMMARY OF KEY FINDINGS OF REPORT

Perceptions on volume and determinants of newcomer flows
• Almost all respondents indicated that newcomer flows, consisting of permanent and temporary residents, to the five regions increased significantly during the past five years. Almost all respondents also indicated that the increase in the number of newcomers resulted largely from the economic boom across the province and the special promotion and recruitment efforts of various governmental and non-governmental stakeholders to attract newcomers.

Perceptions on experiences of newcomers in settling and integrating in communities
• The views of respondents on how easy it was for newcomers to settle and integrate in each of the five regional communities were mixed. Of the 43 respondents 28 indicated it was either easy or somewhat easy for newcomers to settle in their communities, 12 indicated it was somewhat difficult, and 3 indicated it was either difficult or very difficult. Despite those differences on their perceptions regarding the ease of settlement and integration for newcomers across the regions, the general consensus among the vast majority of respondents was that many newcomers face a wide range of challenges in settling and that many need services to facilitate their settlement.

Perceptions on employment opportunities for newcomers
• The vast majority of respondents in four regions indicated that it was easy or somewhat easy for newcomers to get jobs, but in the other region a slim majority indicated that it was difficult or very difficult. In all regions, however, there was a shared understanding that whereas some newcomers were unable to get jobs for which they were trained, some could only get entry level low paying jobs, and some could not get any jobs at any level.

Perceptions on Ease in Getting Jobs
• Respondents identified several barriers faced by newcomers in getting jobs. Among the most commonly cited barriers were: inadequate language skills for available jobs; getting international credentials recognition; the need for Canadian training, experience,
and references; and inadequate information and support in searching for jobs.

**Inventory of Settlement Services Provided to Newcomers**
- Respondents indicated that although many important settlement and integration services were provided, most of them were provided only in the very few larger urban communities that have at least one multi-function settlement service organization. The result is that they were more accessible for newcomers living in those particular communities, than for those living in the smaller urban and rural communities in the surrounding areas.

**Perceptions on Settlement Services That Should Be Expanded**
- The prevailing view among respondents is that settlement and integration services should be expanded in urban and rural areas in the five regions, especially for those living in communities where service provider organizations did not exist, and also for those who were not eligible for some CIC funded settlement services regardless of where they live.

**Perceptions on Services Most Needed For Settlement And Integration By Newcomers**
- Respondents indicated the services most needed by a large proportion of respondents were those needed for settlement purposes upon and after arrival, those needed for economic integration, and those needed for social/community integration.

**Perceptions on Services Most Needed By Newcomers Ineligible for CIC Funded Services**
- Respondents indicated that services most needed by newcomers ineligible for CIC funded services (i.e., temporary foreign workers, international students, privately sponsored refugees, refugee claimants, and recently naturalized citizens) and their spouses, were the same as those most needed by other newcomers. Two services of particular importance were guidance and support both for employment searches, and also for accessing, completing and submitting applications related to their legal status in Canada and their rights to study, work or receive some services and benefits.

**Organizational Capacity**
- Respondents were quite evenly divided on whether organizations had sufficient capacity to perform various functions related to the settlement and integration of newcomers. This includes sufficient staff and staff skills to provide and maintain current services, to create governance and strategic plans, and to mobilize the community to welcome and support newcomers. They also indicated that the majority of organizations needed more financial support from both governmental and non-governmental sources in building their organizational capacity to provide services.

**Planning and Assessing Needs**
- The majority of respondents indicated their organizations assessed the service needs of newcomers either on their own or jointly with other organizations on a semi-regular basis or an irregular basis, and on an informal and relatively non-systematic manner.

**Community Partnerships**
- The majority of respondents indicated their organizations had partnerships with other organizations in their respective local or regional communities to consult, coordinate and collaborate on settlement and integration programs and services. They also indicated that most of those partnerships were informal and non-institutionalized. The prevailing view among respondents was that partnerships were valued and should be expanded, but more resources were needed for that purpose.

**Strategic Directions to Consider**
- The report concludes that three broad strategic directions that should be considered in addressing the service gaps in the five regions: enhancing the availability and accessibility of settlement and integration services for newcomers; enhancing organizational capacity in the local and regional communities to provide services; and the need for aligning the selection of newcomers, the settlement and integration services and supports they need, and the services and supports that are provided in the communities to which they might be destined.
1.0 Introduction

1.1 BACKGROUND TO THE REPORT
This report is part of a larger project designed to better understand two aspects of settlement and integration services in Western Canada. The project was funded by Citizenship and Immigration Canada (CIC) and hosted by the Rural Development Institute (RDI) based in Brandon University. It was aimed at examining settlement and integration services provided, perceived service gaps, organizational capacities, and inter-organizational partnerships in providing such services for newcomers in selected small urban and rural communities across CIC’s Western Region, which comprises Manitoba, Saskatchewan, Alberta, British Columbia (BC), Yukon, Northwest Territories, and Nunavut.

1.2 CONCEPTUALIZATION OF NEWCOMERS
For the purposes of the study, “newcomers” are defined to include all Permanent Residents, Refugees, Refugee Claimants, Temporary Foreign Workers (TFW), Naturalized Citizens, and International Students that have been in Canada from 1 day to 5 years. “Newcomers ineligible for services” are defined as those newcomers who are generally ineligible for one or more of the settlement services funded by CIC, including TFWs, International Students, Refugee Claimants, and Naturalized Citizens.

1.3 BASIS AND OBJECTIVES OF THE REPORT
This report is based on a survey of a select sample of members of service provider organizations in Saskatchewan regarding various facets of the settlement and integration of newcomers in the province. This report has four principal objectives related to responses in that survey regarding the settlement and integration service provision for newcomers in Saskatchewan. The first objective is to provide an overview and analysis of the responses regarding the settlement and integration needs of newcomers and what is required to meet any of those needs. The second objective is to provide an overview and analysis the various capacities of organizations to offer services required to meet those newcomer needs. The third objective is to provide an overview and analysis of what is required to increase those organizational capacities in meeting those needs. The fourth objective is to provide an overview and analysis of the extent to which organizations are either involved or could become involved in partnerships in providing those services.

1.4 GEOGRAPHIC FOCUS OF THE REPORT
Pursuant to those objectives, this report provides a summary of the findings of a survey of settlement and integration services for newcomers in five ‘regional communities’ of Saskatchewan.

For purposes of this report the five regions have been labeled as follows: North West Region, North Central Region, North East Region, South West Region, and South East Region. The survey data for this provincial report was collected by telephone interviews with 48 members of service provider organizations located in 22 different communities across the five regions. This included various Regional Newcomer Gateways (also known as Newcomer Welcome Centres or Newcomer Information Centres), including the two located in Regina and Saskatoon, all of which are mandated to provide some services to newcomers living within a 150 kilometers radius of their respective offices. Although the cities of Saskatoon and Regina were not part of the survey, the Gateways located therein provided services to newcomers living in the regional communities within a 150 kilometers radius of their respective offices. The communities from which at least one organization was surveyed are listed in Figure 1.

Figure 1: Local Communities of Organizations Surveyed

**North Central Region:** Prince Albert, Warman

**North West Region:** North Battleford, Meadow Lake, Kindersley, Rosetown, Outlook

**North East Region:** Humboldt, Melfort, Tisdale

**South West Region:** Moose Jaw, Swift Current, Kenaston, Gravelbourg

**South East Region:** Yorkton, Estevan, Weyburn, Melville, Wynyard, Lanigan

*Note: The two Regional Newcomer Gateways in Regina and Saskatoon were also surveyed because they are mandated to provide services to newcomers in one or more of these five regions.*
The five regions exist between what is known as the Northern Administration District (NDA) and the Canadian-American border. The NDA was not included in this study because there are no newcomer settlement service agencies with or without CIC funding operating therein. Nevertheless, a substantial number of at least two categories of newcomers (i.e., permanent residents and temporary foreign workers) work in the natural resources sector within that district. The reason that a settlement service agency is not located within that district is that many of the newcomers who work within the district commute there from larger communities located south of that district (e.g., Saskatoon and Prince Albert). It should also be noted that this study does not include Lloydminster, the “border city” with subdivisions both in Saskatchewan and Alberta, which is governed under a special bi-provincial charter. The reason it was not included as part of the Saskatchewan research and report is that it was included as part of the Alberta research and report for this project.

Two major considerations led to the decision to adopt a broader ‘regional community’ approach, rather than a narrower ‘local community’ approach in producing this report. The first major consideration was ensuring that we would have at least a modestly sized sample of agencies to include in the survey. The challenge of getting a modestly sized sample in any single local community stemmed from the fact that very few of the local communities receiving newcomers in the province (other than Saskatoon and Regina) have a CIC funded settlement and integration services agency. That challenges was compounded by the fact that very few of the communities with CIC funded settlement agencies have many other service or stakeholder agencies that are either involved or even interested in providing services to newcomers. Adopting a regional approach made it possible to include more agencies in the sample from several local communities within each of the five regions.

The second major consideration for opting for the ‘regional community’ approach is that at least two types of organizations that provided services for newcomers do so on a regional rather than a local basis. These are the eleven Regional Newcomer Gateways and the eight Regional Colleges. The Regional Newcomer Gateways, which are co-funded by the federal and provincial governments, were established to maximize settlement service coverage across the province by mandating them to provide information and referral services to newcomers living within a 150 kilometers radius of their offices. Similarly, the eight Regional Colleges provide language training to eligible newcomers living within their respective regions.

1.5 DATA COLLECTION METHODOLOGY FOR REPORT

The information for the report was collected through interviews conducted in November and December 2014 with representatives of 48 selected organizations in the five regions. As Figure 2 reveals, this included representatives of settlement and integration service organizations (13), educational organizations (8), mainstream community based organizations (6), governmental organizations (17), regional intersectoral committees (2), and the regional newcomer centres in Regina and Saskatoon (2).
Figure 2: Categories and Number of Organizations Surveyed By Region

<table>
<thead>
<tr>
<th>Region</th>
<th>Settlement &amp; Integration</th>
<th>Education</th>
<th>Mainstream CBOs</th>
<th>Governmental</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>North East Region</td>
<td>2</td>
<td>1</td>
<td>1 Municipal</td>
<td>Regional</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2 Provincial</td>
<td>Intersectoral Committee</td>
<td></td>
</tr>
<tr>
<td>North Central Region</td>
<td>3</td>
<td></td>
<td>1 Municipal</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1 Provincial</td>
<td></td>
<td></td>
</tr>
<tr>
<td>North West Region</td>
<td>1</td>
<td>3</td>
<td>1 Support Services</td>
<td>4 Provincial</td>
<td></td>
</tr>
<tr>
<td>South East Region</td>
<td>4</td>
<td>3</td>
<td>1 Literacy</td>
<td>3 Municipal</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1 Health Region</td>
<td>1 Provincial</td>
<td></td>
</tr>
<tr>
<td>South West Region</td>
<td>3</td>
<td>1</td>
<td>3 Chambers of Commerce</td>
<td>2 Municipal</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2 Provincial</td>
<td>1 Regional</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Intersectoral Committee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>13</td>
<td>8</td>
<td>6</td>
<td>17</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Special Note:** The number of organizations surveyed is 48, but the number of interviews that comprise the data set is 51. The reason for this is that 2 of the organizations surveyed (one in Saskatoon and one in Regina), are mandated to provide services to newcomers from more than one of the five regions. Thus, each of those interviews was included as part of the data set for either two or three of the five regions. More specifically, the interview with the official from the organization in Regina was used as part of the data set both for the South West and the South East regions, and the interview with the official from the organization in Saskatoon was used for the North West, North Central, and North East regions.

Eleven of those interviewed responded to the request to review and comment on the draft regional community reports. Of those 2 were from the North West region, 2 from the North Central region, 2 from the North West region, 1 from the South West region, 2 from the Southeast region, and 1 from each of the two regional service organizations located in Regina and Saskatoon with clients in multiple regions. Members of the Saskatchewan project advisory committee also responded to the request for comments on the draft regional reports and this particular report.

1.6 CAVEAT REGARDING INFORMATION

This report provides some valuable information and insights regarding the provision of services to newcomers in those five regions. However, it is important to note that the information is based on the perceptions and views of persons from service provider organizations within and beyond the settlement and integration centre, and not with newcomers per se. Furthermore, the information should be reviewed and used with some care due to differences in the types of service provider organizations that were included in the sample, as well as differences in the ways that some questions were interpreted and answered by respondents from those organizations.
2.0 Profile of Regional Communities

Each of the five Saskatchewan regional communities selected for this project consists of a mix of two to four cities, dozens of medium to small size towns and villages, and dozens of rural municipalities that encompass hamlets, farms and small acreages. Unlike the cities of Saskatoon and Regina, each of which has a population in excess of 200,000, the population of the cities that are the focus of this study ranges from approximately 4,500 to 43,000, the population of the towns ranges from approximately 500 to 5000, and the population of the villages and hamlets ranges between less than 100 and 500. The largest urban centres (i.e., cities and towns) in the five regions and their respective population according to the 2011 census are listed in Figure 3.

Figure 3: Population of Major Urban Centers in Regional Communities in 2011

**North Central Region**: Prince Albert 42,673, Warman 7,084, Martensville 7,716

**North West Region**: North Battleford 19,216, Meadow Lake 5,045, Kindersley 4,678

**North East Region**: Humboldt 5,678, Melfort 5,576

**South West Region**: Moose Jaw 33,274, Swift Current 15,503

**South East Region**: Yorkton 15,669, Estevan 11,054, Weyburn 10,484, Melville 4,517
3.0 Immigration Flows and Settlement Patterns

3.1 IMMIGRATION FLOWS TO SASKATCHEWAN

3.1.1 Permanent Residents To Saskatchewan

Figure 4 reveals that the number of immigrants to the two
CMAs in the province (i.e. Regina and Saskatoon) and to
the rest of the province increased substantially between
2004 and 2013. It also reveals that in 2013 the number
of permanent residents destined to the rest of the province
was approximately one third of the total. Clearly there was
a steady increase both in the number and proportion of
newcomers destined to communities in the five regions
that are the focus of this report. Most of the permanent
residents destined to communities outside the CMAs were
widely distributed primarily among approximately one
dozen small cities and towns in the five regions that are
the focus of this report.

Figure 4: Saskatchewan (Intended Province of Destination) - Admissions of Permanent Residents, 2004-2013*

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Regina</td>
<td>656</td>
<td>629</td>
<td>821</td>
<td>910</td>
<td>1,406</td>
<td>2,058</td>
<td>2,567</td>
<td>3,202</td>
<td>3,932</td>
<td>3,665</td>
</tr>
<tr>
<td>Saskatoon</td>
<td>802</td>
<td>844</td>
<td>1,164</td>
<td>1,618</td>
<td>2,061</td>
<td>2,564</td>
<td>3,176</td>
<td>3,796</td>
<td>4,457</td>
<td>3,739</td>
</tr>
<tr>
<td>Other Saskatchewan</td>
<td>485</td>
<td>646</td>
<td>739</td>
<td>988</td>
<td>1,368</td>
<td>2,268</td>
<td>1,872</td>
<td>1,957</td>
<td>2,790</td>
<td>3,286</td>
</tr>
<tr>
<td>Grand Total</td>
<td>1,943</td>
<td>2,119</td>
<td>2,724</td>
<td>3,516</td>
<td>4,835</td>
<td>6,890</td>
<td>7,615</td>
<td>8,955</td>
<td>11,179</td>
<td>10,680</td>
</tr>
</tbody>
</table>

Source: Citizenship & Immigration Canada, RDM as of January 2015.

Figure 5 reveals that the number of new permanent
residents increased approximately fivefold between 2004
and 2013. It also reveals that the number of permanent
residents who arrived as nominees under the SINP
increased approximately thirtyfold during that time, and
the new permanent residents who came as family class
immigrants doubled during that period, but the number of
‘federal economic class’ immigrants and ‘federal refugees’
did not change substantially during that period.

Figure 5: New Permanent Residents (Landings) to Saskatchewan by Immigration Category 2004-2013*

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SINP Nominees</td>
<td>323</td>
<td>468</td>
<td>960</td>
<td>1,837</td>
<td>3,037</td>
<td>5,031</td>
<td>5,354</td>
<td>6,959</td>
<td>9,021</td>
<td>8,182</td>
</tr>
<tr>
<td>Federal Economic Immigrants</td>
<td>560</td>
<td>550</td>
<td>622</td>
<td>509</td>
<td>628</td>
<td>507</td>
<td>889</td>
<td>699</td>
<td>715</td>
<td>630</td>
</tr>
<tr>
<td>Federal Family Class</td>
<td>456</td>
<td>456</td>
<td>477</td>
<td>514</td>
<td>552</td>
<td>628</td>
<td>726</td>
<td>689</td>
<td>827</td>
<td>1,219</td>
</tr>
<tr>
<td>Federal Refugees</td>
<td>560</td>
<td>614</td>
<td>626</td>
<td>617</td>
<td>552</td>
<td>646</td>
<td>574</td>
<td>547</td>
<td>549</td>
<td>590</td>
</tr>
<tr>
<td>Federal Other Immigrants</td>
<td>44</td>
<td>31</td>
<td>39</td>
<td>39</td>
<td>66</td>
<td>78</td>
<td>72</td>
<td>61</td>
<td>67</td>
<td>59</td>
</tr>
<tr>
<td>Grand Total</td>
<td>1,943</td>
<td>2,119</td>
<td>2,724</td>
<td>3,516</td>
<td>4,835</td>
<td>6,890</td>
<td>7,615</td>
<td>8,955</td>
<td>11,179</td>
<td>10,680</td>
</tr>
</tbody>
</table>

Source: Citizenship and Immigration Canada (CIC) Microdata, 2014
Originator of Report: Immigration Services Branch, Government of Saskatchewan
Figure 6 reveals that between 2004 and 2013 the most significant increase in permanent residents was from the Asia and the Pacific region. The number of permanent residents from that region increased from approximately 752 at the start of that period to approximately 7800 at the end of that period, a tenfold increase. By contrast the increase in the number of permanent residents from the other continents was not as dramatic. Differences in the increase from each region resulted in a situation where approximately two thirds of all permanent residents arrived from the Asia and the Pacific region in 2013 compared to just one-third from all the other regions combined.

**Figure 6: Saskatchewan: Entry of Permanent Residents by Source Region, 2008-2013**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Africa and the Middle East</td>
<td>578</td>
<td>557</td>
<td>618</td>
<td>646</td>
<td>896</td>
<td>1,046</td>
<td>1,201</td>
<td>1,133</td>
<td>1,327</td>
<td>1,150</td>
</tr>
<tr>
<td>Asia and Pacific</td>
<td>752</td>
<td>867</td>
<td>1,055</td>
<td>1,732</td>
<td>2,475</td>
<td>4,191</td>
<td>4,710</td>
<td>6,590</td>
<td>8,336</td>
<td>7,801</td>
</tr>
<tr>
<td>Europe and the U.K.</td>
<td>407</td>
<td>440</td>
<td>701</td>
<td>843</td>
<td>1,081</td>
<td>1,293</td>
<td>1,290</td>
<td>791</td>
<td>994</td>
<td>1,177</td>
</tr>
<tr>
<td>United States</td>
<td>109</td>
<td>115</td>
<td>142</td>
<td>133</td>
<td>162</td>
<td>184</td>
<td>176</td>
<td>131</td>
<td>151</td>
<td>208</td>
</tr>
<tr>
<td>South and Central America</td>
<td>89</td>
<td>138</td>
<td>201</td>
<td>173</td>
<td>215</td>
<td>170</td>
<td>233</td>
<td>296</td>
<td>365</td>
<td>334</td>
</tr>
<tr>
<td>Source area not stated</td>
<td>8</td>
<td>2</td>
<td>5</td>
<td>8</td>
<td>6</td>
<td>6</td>
<td>5</td>
<td>14</td>
<td>6</td>
<td>10</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1,943</td>
<td>2,119</td>
<td>2,724</td>
<td>3,516</td>
<td>4,835</td>
<td>6,890</td>
<td>7,615</td>
<td>8,955</td>
<td>11,179</td>
<td>10,680</td>
</tr>
</tbody>
</table>

Source: CIC Facts and Figures 2013

Figure 7 reveals the dramatic increase both in the overall number of immigrants to Saskatchewan between 2007 and 2013 and in the proportion of newcomers arriving through the Saskatchewan Immigrant Nominee Program (SINP) during that period.

**Figure 7: Saskatchewan - Immigration by Category**

---

Data Source: Citizenship and Immigration Canada, Microdata, 2014
Figure Produced by Government of Saskatchewan, Immigration Services Branch
3.1.2 Temporary Residents in Saskatchewan

Figures 8, 9 and 10 provide the data on the province of destination of three categories of temporary residents, namely temporary foreign worker permit holders, international mobility program work permit holders, and study permit holders between 2004 and 2013. Presenting the data for each category separately clarifies the number and proportion of each category of temporary residents living in Saskatchewan. What is notable for the three categories of temporary residents during that periods is the substantial increases in the numbers of temporary residents under the worker program (figure 8) and the international mobility program (Figure 9), but only very minor fluctuations in their numbers under the study program (Figure 10).

Figure 8: Saskatchewan (Intended Province of Destination) - Temporary Foreign Worker Program Work Permit Holders by Year in which Permit(s) became effective, 2004-2013*

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Regina</td>
<td>176</td>
<td>235</td>
<td>215</td>
<td>294</td>
<td>407</td>
<td>561</td>
<td>470</td>
<td>458</td>
<td>560</td>
<td>692</td>
</tr>
<tr>
<td>Saskatoon</td>
<td>291</td>
<td>352</td>
<td>297</td>
<td>507</td>
<td>701</td>
<td>826</td>
<td>408</td>
<td>475</td>
<td>634</td>
<td>885</td>
</tr>
<tr>
<td>Other Saskatchewan</td>
<td>430</td>
<td>431</td>
<td>474</td>
<td>614</td>
<td>762</td>
<td>903</td>
<td>731</td>
<td>765</td>
<td>1,268</td>
<td>1,778</td>
</tr>
<tr>
<td>Total unique**</td>
<td>890</td>
<td>1,011</td>
<td>974</td>
<td>1,404</td>
<td>1,855</td>
<td>2,281</td>
<td>1,602</td>
<td>1,685</td>
<td>2,447</td>
<td>3,323</td>
</tr>
</tbody>
</table>

* These are updated numbers and may differ from those of Facts and Figures 2013.
**The total unique count may not equal to the sum of permit holders in each program as an individual may hold more than one type of permit over a given period.

Source: Citizenship & Immigration Canada, RDM as of February 2015

Figure 9: Saskatchewan (Province of Destination) - International Mobility Program Work Permit Holders by Year in which Permit(s) became effective, 2004-2013*.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Regina</td>
<td>272</td>
<td>277</td>
<td>329</td>
<td>391</td>
<td>630</td>
<td>748</td>
<td>784</td>
<td>1,305</td>
<td>1,418</td>
<td>1,399</td>
</tr>
<tr>
<td>Saskatoon</td>
<td>416</td>
<td>533</td>
<td>660</td>
<td>795</td>
<td>895</td>
<td>1,015</td>
<td>1,226</td>
<td>1,409</td>
<td>1,411</td>
<td>1,411</td>
</tr>
<tr>
<td>Other Saskatchewan</td>
<td>402</td>
<td>612</td>
<td>671</td>
<td>686</td>
<td>994</td>
<td>981</td>
<td>1,129</td>
<td>1,579</td>
<td>1,623</td>
<td>2,731</td>
</tr>
<tr>
<td>Total unique**</td>
<td>1,086</td>
<td>1,420</td>
<td>1,651</td>
<td>1,863</td>
<td>2,505</td>
<td>2,729</td>
<td>3,135</td>
<td>4,282</td>
<td>4,425</td>
<td>5,464</td>
</tr>
</tbody>
</table>

* These are updated numbers and may differ from those of Facts and Figures 2013.
**The total unique count may not equal to the sum of permit holders in each program as an individual may hold more than one type of permit over a given period.

Source: Citizenship & Immigration Canada, RDM as of February 2015

Figure 10: Saskatchewan (Province of Destination) - Study Permit Holders by Year in which Permit(s) became effective, 2004-2013*.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Regina</td>
<td>969</td>
<td>1,087</td>
<td>841</td>
<td>845</td>
<td>846</td>
<td>1,046</td>
<td>1,008</td>
<td>1,008</td>
<td>973</td>
<td>918</td>
</tr>
<tr>
<td>Saskatoon</td>
<td>955</td>
<td>1,018</td>
<td>962</td>
<td>1,099</td>
<td>1,006</td>
<td>1,129</td>
<td>1,109</td>
<td>1,100</td>
<td>1,118</td>
<td>1,017</td>
</tr>
<tr>
<td>Other Saskatchewan</td>
<td>412</td>
<td>437</td>
<td>375</td>
<td>332</td>
<td>326</td>
<td>321</td>
<td>298</td>
<td>308</td>
<td>345</td>
<td>979</td>
</tr>
<tr>
<td>Total unique**</td>
<td>2,333</td>
<td>2,537</td>
<td>2,176</td>
<td>2,272</td>
<td>2,175</td>
<td>2,489</td>
<td>2,411</td>
<td>2,408</td>
<td>2,431</td>
<td>2,852</td>
</tr>
</tbody>
</table>

* These are updated numbers and may differ from those of Facts and Figures 2013.
**The total unique count may not equal to the sum of permit holders in each program as an individual may hold more than one type of permit over a given period.

Source: Citizenship & Immigration Canada, RDM as of February 2015.
3.2 IMMIGRATION FLOWS TO FIVE REGIONS

CIC immigration statistics for 2009-2013 reveal the arrival of approximately 700 to 2000 permanent residents to each of the five regions, for a total of approximately 6800 to 7000 permanent residents to those five regions over that five-year period (Figure 11).

**Figure 11: Permanent Residents Destined to Five Regions 2009-2013**

**North East Region:** Approximately 700 arrivals most of whom were destined to Humboldt (343), Tisdale (144), and Melfort (133).

**North West Region:** Approximately 1300 arrivals most of whom were destined to North Battleford (876), Kindersley (179), and Meadow Lake (156).

**North Central Region:** Approximately 1400 arrivals most of whom were destined to Prince Albert (1,149), Warman (139), and Martensville (72).

**South West Region:** Approximately 1400 arrivals most of whom were destined to Moose Jaw (667) and Swift Current (646).

**South East Region:** Approximately 2000 most of whom were destined to Estevan (796), Yorkton (667), and Weyburn (525).

3.3 SETTLEMENT PATTERNS IN SASKATCHEWAN

Figure 12 reveals that from 2009 to 2013 the bulk of immigrants were destined to the larger urban centres (cities and larger towns) in the five regions. It also reveals the location of the Regional Newcomer Gateways in some of the larger centres and the communities serviced by those organizations.

**Figure 12: Saskatchewan Landings by Community for 2009-2013**

Data Source: CIC Microdata 2014
Map Produced by Government of Saskatchewan, Immigration Services Branch
4.0 Survey Findings on Levels & Determinants of Immigration Flows

4.1 PERCEPTIONS ON LEVELS OF IMMIGRATION FLOWS

Almost all of the organizational officials interviewed from the five regions indicated that the number of newcomers in their respective local and regional communities increased in the past five years. Only two did not concur with the majority; one from the North West region indicated the number of newcomers had remained roughly the same, and one respondent from the North East Region indicated there had been a decrease in the number of newcomers. In answering this particular question none of the respondents distinguished between the different categories of newcomers in terms of either their residency status (i.e., permanent versus temporary) or their citizenship status.

4.2 PERCEPTIONS ON DETERMINANTS OF IMMIGRATION FLOWS

Respondents suggested the increase in newcomers during the past five years was due to several interrelated sets of factors, the most notable of which were: the economic conditions in the province, governmental policies and programs, strategic initiatives by various governmental and non-governmental stakeholders, and strategic considerations and calculations by newcomers. Specific factors most commonly cited by the respondents are summarized in Figure 13.

Figure 13: Perceptions on Determinants of Immigration Flows

<table>
<thead>
<tr>
<th>Key Factors</th>
<th>Number &amp; (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The increase in the number of newcomers to economic boom in the province and the resulting increase in employment business and farming opportunities</td>
<td>36 (78%)</td>
</tr>
<tr>
<td>The success of the Saskatchewan Immigrant Nominee Program (SINP) the Temporary Foreign Workers (TFW) program, the international student program, and the promotional and recruitment efforts of governmental and non-governmental stakeholders related to those programs.</td>
<td>14 (30%)</td>
</tr>
<tr>
<td>The pre-existing connections in the community (i.e. family members, ethnic enclaves, religious organizations etc.)</td>
<td>12 (26%)</td>
</tr>
<tr>
<td>The perceptions of newcomers, from abroad and other parts of Canada, regarding the communities in the five regions as good places to live and raise a family not only due to employment opportunities, but also due to cheaper housing, post-secondary institutions, their relatively supportive and safe nature.</td>
<td>7 (15%)</td>
</tr>
</tbody>
</table>

Those responses suggest, either explicitly or implicitly, that respondents believed that the increases in the number of immigrants in the five regions during the past five years resulted from a combination of economic conditions in the province and also the goals and efforts of various stakeholders. In the case of the goals and efforts of stakeholders they pointed to those of governments, employers, post-secondary educational institutions, and newcomers, which are presented in summary form in Figure 14.

Figure 14: Goals and Efforts of Key Stakeholders

- The goals and efforts of governments to foster economic and population growth.
- The goals and efforts of employers to recruit workers needed to operate their enterprises.
- The goals and efforts of post-secondary institutions to recruit international students.
- The goals and efforts of newcomers to find good jobs and a good quality of life.
5.0 Survey Findings on Settlement and Integration

5.1 PERCEPTIONS ON EASE OF SETTLEMENT AND INTEGRATION

The views of respondents on how easy it was for newcomers to settle and integrate in each of the five regional communities were mixed. Of the 43 respondents who answered this question 28 indicated it was either easy or somewhat easy for newcomers to settle in their communities, 12 indicated it was somewhat difficult, and 3 indicated it was either difficult or very difficult. Although many believed that it was easy or somewhat easy for newcomers to settle and integrate in the five regions, it should not be assumed that this is the basis for making a case that settlement and integration services are not needed; after all, many of the responses to other questions indicate that respondents continued to value such services for various categories of newcomers living in various types of communities.

5.2 PERCEPTIONS ON FACTORS AFFECTING EASE OF SETTLEMENT AND INTEGRATION

Respondents identified numerous factors that affected ease of settlement in the five regions (Figure 15). The multiplicity of factors identified as affecting the ease of settlement and integration can be grouped into four categories, namely employment related factors, programs and services related factors, housing and transportation factors, and community and social context factors.

Figure 15: Perceptions on Factors Affecting Ease of Newcomer Settlement and Integration

<table>
<thead>
<tr>
<th>Key Employment Factors</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Availability of jobs</td>
<td>36</td>
</tr>
<tr>
<td>• Alignment of the newcomers’ qualifications with available jobs</td>
<td>5</td>
</tr>
<tr>
<td>• Existence and effectiveness of employment related immigration programs such as Saskatchewan Immigrant Nominee Program and the Temporary Foreign Workers Program</td>
<td>4</td>
</tr>
<tr>
<td>• Existence of Canadian training, experience and references</td>
<td>3</td>
</tr>
<tr>
<td>• Existence of informed and enlightened employers who are positively predisposed, accepting, and supportive of newcomers as employers</td>
<td>4</td>
</tr>
<tr>
<td>• Existence and effectiveness of information and support for job searches programs</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Programs And Services Factors</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Availability and accessibility of settlement and integration programs and services</td>
<td>28</td>
</tr>
<tr>
<td>• Newcomers’ level of language skills and the availability of training programs to improve those skills</td>
<td>18</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Housing and Transportation Factors</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Availability, accessibility and affordability of housing and transportation</td>
<td>28</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Community/Societal Contextual Factors</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Warm, welcoming and supportive spirit of the community free of prejudice and discrimination</td>
<td>11</td>
</tr>
<tr>
<td>• Extent of social connections with family members and friends in any given community</td>
<td>8</td>
</tr>
<tr>
<td>• Size or community and the extent to which various types of supports and services are needed and available</td>
<td>1</td>
</tr>
<tr>
<td>• Weather of communities, especially during the winter, and the ability or willingness of newcomers to live in communities</td>
<td>3</td>
</tr>
</tbody>
</table>
5.3 PERCEPTIONS ON EASE OF GETTING JOBS

The vast majority of respondents indicated that it is easy for newcomers to get jobs. Of 44 respondents who addressed this issue 37 (84%) indicated that it was either somewhat easy or easy, and 8 (18%) indicated it was either somewhat difficult or difficult. In four of the five regions more than 80% of respondents indicated that it was either easy or somewhat easy for newcomers to get jobs, but in one of the regions only 40% indicated it was easy or somewhat easy for newcomers to get jobs.

The overall high percentage of respondents indicating that is either easy or somewhat easy for newcomers to get jobs is perceived to be based largely on two related factors: the first is the availability of jobs resulting from the economic boom throughout Saskatchewan; and the second is that during the past five years the vast majority of newcomers arrived through the Saskatchewan Provincial Nominee Program and the Temporary Foreign Worker program, both of which have a pre-arranged employment component to them.

Nevertheless, the fact that some respondents believed that it was difficult for some newcomers to get jobs is a reminder that there is some variation both in the perceptions and possibly also in the reality of how easy or difficult it is for newcomers to get jobs. Respondents suggested that not all newcomers are equally able to get jobs, and not all get the jobs that they want or are trained for and capable of performing. Simply stated, the perception among respondents was that although there have been more job opportunities in the five regions during the economic boom than prior to it, many newcomers still experience underemployment and unemployment. What is not clear or known in the case of the underemployed newcomers is how many immigrated to accept a pre-arranged job that rendered them underemployed and how may ended up underemployed for reason other than personal choice. Thus, a much closer analysis is required in the future to ascertain not only how many newcomers have jobs, but also how many would like jobs but encounter challenges in getting one, and particularly one for which they are qualified beyond the lower paying entry level jobs.

Some respondents indicated that jobs most readily available for many, though not all newcomers, tended to be concentrated at the entry level in the service sector, rather than at higher levels either in that sector or in other sectors. Consequently, even if they found jobs, many newcomers tended to be underemployed. Other respondents indicated that while many principal applicants were able to secure employment, in many cases their spouses tended to find it either more difficult or impossible to do so. At least one respondent also noted that some newcomers missed employment opportunities that arose over time. Some respondents suggested that this occurred largely because, given repeated challenges or setbacks newcomers have faced within the job market, some of them either stopped searching for jobs through formal and informal networks or they stopped applying for some types of jobs because they were not confident that they would be hired.

5.4 PERCEPTIONS ON EMPLOYMENT BARRIERS FOR NEWCOMERS

Respondents identified numerous barriers faced by newcomers in getting jobs. In Figure 16 those barriers have been grouped into five general categories of challenges: finding jobs, job application and qualification requirements, availability of jobs, perspectives of employers and other employees, and daily living needs. Two of the specific barriers most often cited by respondents were the challenges resulting from inadequate language skills for available jobs (24), and from international credentials recognition (19).
### Figure 16: Perceptions on Barriers Faced in Securing Employment by Newcomers

#### Challenges Related to Finding Jobs
- Challenges in accessing job search information.
- Challenge in accessing adequate support or assistance in searching for jobs.

#### Challenges Related to Job Application and Qualification Requirements
- Challenges resulting from inadequate language skills for available jobs.
- Challenges of international credentials recognition (e.g., time, costs, standards).
- Challenges resulting from importance attached to Canadian training and experience.
- Challenges for newcomers in getting references when they have not worked for very long or for many employers in Canada.
- Challenges posed by misalignment between skills requirements for jobs and skills possessed by newcomers thereby rendering newcomers either under-qualified or over-qualified.

#### Challenges Related to Availability of Jobs
- Challenges posed by insufficient jobs in some fields for which newcomers have the requisite qualifications and training, particularly at the higher levels in some fields or sectors.
- Challenges posed by newcomers being focused primarily on certain types or level of jobs and not others.

#### Challenges Related to Perspectives of Employers or Other Employees
- Challenges posed by employers’ concerns regarding safety issues and related insurance costs if any problems arise from deficits either in employee language skills and qualifications to perform a particular task or in Canadian training and experience.
- Challenges of insufficient knowledge by employers about hiring and mentoring newcomers, and the challenges some newcomers are likely to face after they hired.
- Challenges stemming from prejudice and discrimination by employers or other employees.

#### Challenges Related to Daily Living Needs
- Challenges in accessing convenient and affordable transportation between residence and job site.
- Challenges accessing adequate and affordable housing.
- Challenges in accessing adequate, affordable, and easily accessible childcare.

### 5.5 Inventory of Settlement and Integration Services Provided for Newcomers

Respondents identified many services provided by various organizations to newcomers across the five regions. Collectively these services constitute what might be described as ‘the settlement and integration services inventory’ for the five regional communities. The major types of services identified by respondents are listed in Figure 17. The four services most commonly cited as being provided in communities across the five regions were orientation to sectors and systems, language assessment and training, information and referrals for settlement and integration, and employment searches and referrals.
Figure 17: Inventory of Top Services Offered

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientation to Sectors and Systems (e.g., labour, health, financial, educational, municipal, justice, citizenship, elections and voting, etc.)</td>
<td>26</td>
</tr>
<tr>
<td>Language Assessment and Training</td>
<td>19</td>
</tr>
<tr>
<td>Information and Referrals for Settlement and Integration</td>
<td>17</td>
</tr>
<tr>
<td>Employment Searches and Referrals</td>
<td>12</td>
</tr>
<tr>
<td>Documents and Applications Access and Processing</td>
<td>11</td>
</tr>
<tr>
<td>Community Networking and Cultural Bridging</td>
<td>11</td>
</tr>
<tr>
<td>Childcare, and Student and Family Support</td>
<td>11</td>
</tr>
<tr>
<td>Initial Welcome and Reception</td>
<td>10</td>
</tr>
<tr>
<td>Interpretation and Translation</td>
<td>6</td>
</tr>
<tr>
<td>Orientation and Access to Information Technology</td>
<td>6</td>
</tr>
<tr>
<td>Driver Education Services</td>
<td>4</td>
</tr>
<tr>
<td>Citizenship Application and Exam Preparation</td>
<td>3</td>
</tr>
<tr>
<td>Collection and Distribution of Donated Household Items</td>
<td>3</td>
</tr>
<tr>
<td>Children Sports and Recreation</td>
<td>2</td>
</tr>
<tr>
<td>Support for Women Experiencing Abuse</td>
<td>2</td>
</tr>
</tbody>
</table>

5.6 PERCEPTIONS ON SETTLEMENT SERVICES THAT SHOULD BE EXPANDED

The prevailing view among 42 respondents was that settlement and integration services should be expanded across the five regions (Figure 18). Whereas 31 (74%) of those respondents indicated that such services should be expanded, 11 (24%) respondents indicated that they did not need to be expanded.

Figure 18: Views on the Need to Expand Services

<table>
<thead>
<tr>
<th>Region</th>
<th>Yes</th>
<th>No</th>
<th>Regional Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>North West</td>
<td>5</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>North Central</td>
<td>4</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>North East</td>
<td>4</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>South West</td>
<td>10</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>South East</td>
<td>8</td>
<td>4</td>
<td>12</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>31 (74%)</strong></td>
<td><strong>11 (26%)</strong></td>
<td><strong>42 (100%)</strong></td>
</tr>
</tbody>
</table>

A close reading of the explanations of responses regarding the need to expand services suggests respondents were referring to a few different dimensions of the service provision framework. First, whereas in some instances they were referring to expanding either the number or scope of services provided by their own organizations, in other instances they were referring to expanding either the number or scope of services provided by other organizations.

Second, generally they were not suggesting that there must be an expansion of inventory of services in terms of the number or the types of services that are generally provided within the settlement sector. Instead, they were suggesting that the ‘inventory of settlement and integration services’ should be expanded in terms of their availability and accessibility either for some types of newcomers, or for all newcomers living in some particular types of communities.

In the case of the types of newcomers for whom availability and accessibility of services should be
expanded, respondents seemed to be thinking of those ineligible for some CIC funded services, and particularly temporary foreign workers, international students, refugee claimants, and persons who recently qualified for citizenship. Such thinking among some respondents is intriguing given that the Saskatchewan provincial government devoted some financial resources either to provide some services to newcomers not eligible for CIC funded services, or to supplement some CIC funded services (e.g., employment related higher level language training). Such perceptions of service gaps for some newcomers, despite the supplementation by the provincial government, suggest that this issue should be explored in greater detail. In doing so, attention should be devoted to, among other things, determining precisely to which newcomers and service gaps respondents were referring, as well as in which communities any such gaps were perceived to exist or actually existed.

In the case of the types of newcomers living in certain types of communities, respondents seemed to be thinking of newcomers living in the smaller urban and rural communities in which most, if not all, settlement and integration services are not offered and those in nearby larger urban communities are not very accessible. Challenges in providing services to those living in small communities persist for three interrelated reasons: first, the absence of a critical mass of newcomers to warrant offering programs in all those communities; second, due to the shortage of convenient and affordable transportation between the small communities and the centres where services are offered; and third, the inconvenience and disruption in the daily life of newcomers to commute between those places regardless of the availability of transportation.

The suggestion by respondents that more must be done to ensure services are available and accessible to newcomers in smaller urban and rural communities is interesting and important. The reason for this is that challenges still persist despite some laudable efforts to mitigate challenges. This includes the efforts that led to the creation of regionally networked newcomer service systems (i.e., Regional Newcomer Gateways) in each of the five regions. It also includes the ongoing efforts undertaken, both on a formal and informal basis, by some other service provider organizations to connect with and provide services to newcomers living in such communities.

This does not mean that respondents were suggesting that neither the existence of the Regional Newcomer Gateways framework nor the special efforts of various service provider organizations are valuable. Rather, they seemed to be suggesting that more must be done in dealing with these particular gaps in services for newcomers living in those communities. Precisely what should be done in dealing with these particular service gaps, and how it should be done, was not addressed in a direct or explicit manner by respondents. Indirectly and implicitly, however, they seemed to be suggesting that the focus must be not only in enhancing the connectivity between newcomers and service provider organizations, but also in enhancing the actual logistics and supports related to making settlement and integration services more accessible for newcomers living in the smaller urban and rural communities. Also implicit in all of this is whether there should be some policy, or at least guidance, related to the services needed by newcomers and the types of communities in which they settle.

5.7 PERCEPTIONS ON SERVICES MOST NEEDED FOR SETTLEMENT AND INTEGRATION BY NEWCOMERS

Of all the services identified in the previous sections as part of the ‘settlement and integration services inventory’ respondents identified many of them as most needed by all newcomers. The array of services they identified as most needed, and may therefore be referred to as ‘core settlement and integration services’, can be grouped into three general categories: settlement and social integration services (48), language services (34), and economic integration services (26). Settlement and social integration services include numerous actual services, or at least orientation workshops or referrals, related to, among other things, housing, transportation, education, health, childcare, and justice. It also includes information and support in accessing and completing official forms required for various services and benefits for which they may qualify. Language services include those related primarily language assessment and training and to a very limited extent interpreter and translation services. Economic integration services include those related to career planning, job searches and referrals, international credentials recognition, and educational and skill upgrading.

5.8 PERCEPTIONS ON SERVICES MOST NEEDED BY NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES

In response to the question on services most needed by newcomers ineligible for CIC funded services (i.e., temporary foreign workers, international students, privately sponsored refugees, refugee claimants, new and returning Canadian citizens, and spouses of temporary foreign workers).

Most respondents noted that the services most needed by newcomers ineligible for CIC funded services,
including their spouses and children, were essentially the same as those needed by newcomers eligible for such services. Thus, they identified many of the same ‘core settlement and integration services’ listed in the previous subsection (Section 5.7). In addition to those services, however, in many cases they also identified some of the other services listed in the ‘inventory of settlement and integration services’ contained in a previous subsection of this report (Section 5.5). The most notable of those other services were those needed for settlement and economic and social integration purposes, and particularly the following:

- Guidance and support in finding and securing employment.
- Guidance and support in accessing, completing and submitting applications related to various matters, including their legal status as well as their rights to live, study, work, or receive some services or benefits in Canada.
- Family support services to help them deal with various aspects of daily life including settlement support in schools, social integration, and recreation for youth.
- Medical care services (including mental health services for any refugees and refugee claimants suffering from post-traumatic stress syndrome).
- Financial/income support to meet basic needs.

Some respondents reiterated that services needed most by this particular group of newcomers were more readily accessible in the larger centers with full–fledged settlement service organizations and key mainstream service organizations than in the smaller communities that did not have such organizations.

Some respondents also noted that while some organizations provide services to some of members of this particular group of newcomers, they did not provide them to many other newcomers for two interrelated reasons: first, because the availability of such services for those ineligible for CIC funding was not well publicized; and second, because the referral systems and linking of such individuals to organizations that provide those services was not always well coordinated.

Many respondents indicated that at least some, though by no means all, of the basic and less costly support services needed by individuals ineligible for CIC funded services were offered to them either by their own organizations or other organizations. They added that whereas in some cases those services were provided through the type and level of financial support extended to organizations either by provincial government agencies or some non-governmental funding agencies, in other cases they were being provided regardless of the type or level of financial support they received from any governmental or non-governmental funding agencies.

Many respondents indicated that consideration should be given to expanding the eligibility to access some services by those who are not permanent residents and their dependents (e.g., temporary foreign workers, international students, refugee claimants). Their advocacy in this respect seemed to be related to moral and pragmatic imperatives. In terms of moral imperatives references were made to difficulties in refusing to provide services and supports to newcomers who needed help regardless of their precise immigration or citizenship status. In the case of pragmatic imperatives those interviewed alluded to potential benefits not only for newcomers and their family members, but also for service agencies and their communities. These potential benefits are not illusory given that, as Figure 19 reveals, many temporary residents tended to become permanent residents. Thus, receiving those services would help them integrate earlier and less likely to need these and other special services and supports in the future. Given these imperatives, respondents suggested that consideration should be given not only to what can be done to broaden the eligibility criteria for temporary residents to access services, but also to what can be done to ensure service providers have the requisite resources for that purpose.
Figure 19. Canada: Transition from Temporary to Permanent Residence, 2003-2012

6.0 Survey Findings on Organizational Capacity

Responses to the question on whether organizations had adequate capacity to perform various functions reveal considerable similarities across the five regions. In most cases respondents were relatively evenly divided between those indicating their organizations either had or did not have sufficient capacity to perform various functions. This includes the following functions:

- Organizations with adequate (23) or inadequate (21) staff levels to provide current services;
- Organizations with adequate (23) or inadequate (22) staff skills to provide and maintain some of the current services;
- Organizations with adequate (22) or inadequate (20) capacity to create governance and strategic plans; and
- Organizations with adequate (25) or inadequate (22) capacity to mobilize the community to support and welcome newcomers.

By contrast, there were substantial differences in the number of respondents indicating their respective organizations had or did not have sufficient capacity to perform other functions. This includes the following functions:

- Organizations with adequate (33) or inadequate (14) capacity to coordinate services with other service providers;
- Organizations with adequate (30) or inadequate (17) capacity to communicate with all stakeholders;
- Organizations with adequate (28) or inadequate (16) capacity to meet reporting requirements; and
- Organizations with adequate (16) or inadequate (31) capacity to offer the services in both official languages.

Of all the key functions identified, a much larger proportion of respondents indicated their respective organizations had the capacity to deal with relational and operational matters, than to provide the actual settlement and integration services.

Finally, there were also some notable differences in the responses to questions on whether organizations had adequate financial support from governmental and non-governmental sources to provide settlement and integration services. In the case of financial support from governmental sources the majority (20) indicated they had sufficient support and the minority (17) indicated they did not. By contrast, in the case of financial support from non-governmental sources only a minority (7) indicated they had sufficient financial support, and a majority (24) indicated that they did not. Collectively, however, their responses suggest that the majority of respondents believe their organizations need more financial support from both governmental and non-governmental sources to provide services.

The results regarding the capacity of the organizations surveyed to provide and maintain current services must be interpreted very carefully for two closely related reasons. The first reason is that not all respondents were from settlement service provider organizations. A substantial number of respondents were not affiliated with organizations that performed a multiplicity of settlement and integration service provision functions. This occurred because each region had only one or two organizations mandated specifically to provide multiple settlement and integration services. Others were primarily mainstream organizations mandated either to provide a single settlement or integration service or to provide mainstream services to anyone needing them, including newcomers.

The second reason is that in commenting on their respective organizations capacity to provide services to newcomers not all respondents were necessarily referring to what are conventionally thought of as the cluster of ‘settlement and integration’ services specifically for newcomers that are normally provided by what are generally known as ‘settlement service provider organizations’. Some of the respondents may have been thinking more broadly about services provided to all members of a community, including newcomers, by what are commonly known as ‘mainstream service organizations.’
7.0 Survey Findings on Planning and Tracking/Assessing Newcomer Needs

7.1 PREVALENCE OF ASSESSING NEWCOMER NEEDS

The majority of respondents (37) indicated their organizations assess the service needs of newcomers either on their own (22) and/or jointly with other organizations (15), and a minority (18) said they did not conduct any type of assessments (Figure 20). The majority of organizations that conducted assessments tended to be those directly involved in providing services either exclusively or primarily to newcomers. Mainstream organizations that provided services accessible to all members of the community were less likely to assess the needs of newcomers either on their own or jointly with others.

Figure 20: Assessing Service Needs of Newcomers

7.2 FREQUENCY AND FORMS OF ASSESSING NEWCOMER NEEDS

A careful reading of the responses on the extent to which those services were provided on a regular basis suggests that the majority of organizations tended to assess them on what might be termed a semi-regular and possibly even irregular basis. The responses also suggest that the majority of organizations assess the needs of newcomers largely on an informal and relatively non-systematic basis, rather than on a formal and relatively systematic basis.

7.3 MEANS OF ASSESSING NEWCOMER NEEDS

Organizations that conducted assessments of newcomer needs tended to do so through the following means: (a) observations by organizational officials; (b) discussions at weekly, monthly and annual meetings among organizational officials; (c) discussions and other modes of information sharing among officials of two or more service provider organizations; (d) discussions with newcomer clients either individually or in small groups; (e) tracking reports of needs or service gaps identified by newcomers clients; (f) reviewing information contained in client intake and service provision forms; (g) surveys of newcomers conducted by service provider organizations; and (h) strategic assessments and program reviews conducted either by service provider organizations or governmental funders.

These particular patterns of the prevalence, frequency, forms and means of assessing newcomer needs described above are likely related to the capacities (i.e., human and financial resources) of various types of service provider organizations. As noted in the previous section of this report, a substantial majority of the respondents indicated their organizations did not have sufficient capacity to engage in, among other things, formal and systematic strategic planning, an important component of which is a formal and systematic assessment of the needs of newcomers.
8.0 Survey Findings on Community Partnerships

8.1 EXISTENCE AND COMPOSITION OF PARTNERSHIPS

The majority of respondents indicated they had partnerships with other organizations in their respective local or regional communities to consult, coordinate and collaborate on settlement and integration programs and services.

Such partnerships tended to involve various combinations of several different types of organizations from several sectors including: settlement service organizations; ethno-cultural, religious, and Aboriginal organizations; primary, secondary and post-secondary educational organizations; libraries; literacy organizations; housing organizations; health organizations; social service organizations; justice organizations; municipal, provincial and federal governmental organizations; business organizations; labour organizations; rights advocacy organizations; media organizations; and regional service coordinating committees such as Regional Intersectoral Committees (RICs). The most frequently identified partner organizations are profiled in Figure 21.

Figure 21: Most Frequently Identified Partner Organizations

8.2 TYPES OF PARTNERSHIPS

Most partnerships settlement service agencies and/or mainstream agencies tended to be informal and non-institutionalized rather than formal and institutionalized. Indeed, in most, if not in all cases, they simply involved consultation, coordination and information sharing on an ad-hoc or on an as-needed basis, rather than formal, institutionalized, contributory partnerships per se. None of the respondents indicated that any of the partnerships involving community based organizations consisted of formal written contractual arrangements (comparable to those that some of them had with governmental agencies) outlining either the governance and management frameworks, the specific financial and non-financial contributions of each partner, the partnership protocols, and the reporting or assessment systems devoted exclusively to the partnership. The possible exceptions to this to some extent were at least some of the eleven regional newcomer gateways (i.e., newcomer welcome/information centres), which consisted of somewhat more formalized and institutionalized partnerships among several service provider agencies and governmental funding agencies. The principal purpose of those centres was to provide some information, assessment and referral services to newcomers living within a 150 kilometers radius from the community in which they were located.

8.3 EMERGENCE OF PARTNERSHIPS

Some partnerships have emerged in recent years at the local and regional levels involving a combination of settlement service provider agencies, mainstream service provider agencies, individual or umbrella ethno-cultural organizations and other stakeholder agencies. Two notable examples of partnerships that have been developed during the past decade are the following. The first is the East Central Community Settlement Committee (ECCSC), which was established in 2008 to provide an advisory role for the Partners in Settlement and Integration services agency in Yorkton. The second is the Weyburn Newcomers Advocacy Committee (WNAC), which was established in 2013 to provide advice and coordination for the development and delivery of settlement and integration services in Weyburn. Both partnerships consist of representatives of various non-governmental and governmental community service
provider organizations in various sectors (e.g., education, health, etc.), individual and umbrella ethnocultural and multicultural associations, labour organizations, and employers.

8.4 VIEWS ON VALUE OF, AND RESOURCE REQUIREMENTS FOR, PARTNERSHIPS

Many respondents indicated, either explicitly or implicitly, that they valued existing partnerships and that they wanted to expand and develop them more fully and formally. They also indicated that they favoured becoming involved and involving others either in existing partnerships or in new ones. Many noted that to facilitate either the expansion and development of existing partnership or the creation of new ones, additional resources were needed from various sources that were specifically targeted for those purposes. Several respondents from service provider organizations made two important observations:

(a) The first observation was that each of their respective organizations simply did not have sufficient resources to participate fully and effectively in partnerships.

(b) The second observation was that their partnerships did not have sufficient human and financial resources needed for maximizing their effectiveness either in collaborating on existing initiatives or in undertaking any new joint initiatives. Evidently, for some partnerships even designating employees or volunteers to apply for existing financial resources posed challenges.

8.5 VIEWS ON MODELS FOR FACILITATING, POPULATING AND RESOURCING PARTNERSHIP

Some respondents referred to partnerships that had been facilitated and resourced by the Welcoming Communities initiative in the past, and those that might be facilitated and resourced within the scope of the more recent Local Immigrant Partnerships (LIPs) initiative. Indeed, some respondents indicated that they were in the process of exploring whether they should and could pursue the consolidation of some existing partnerships or the creation of new ones within the scope of LIPs initiative. However, none of the respondents articulated or advocated any particular models or processes for creating, populating, or funding partnerships. They seemed to be open to any partnership that advanced their respective goals related not only to providing the requisite settlement and integration services needed by newcomers, but also to the sustainability of their respective organizations so that they could continue contributing to providing those services.
9.0 Conclusions

To reiterate, the central objective of this report has been to explore several aspects of the services provided to facilitate the settlement and integration of newcomers in five regional communities in Saskatchewan based on a survey of members of service provider organizations as well as other non-governmental and governmental organization located in those communities. The objective in this concluding section is to provide a brief synopsis and explanation of the findings regarding the views of respondents on the type of services provided, the services that are most needed by newcomers, the major service gaps that exist, and the strategic directions that should be considered in filling those gaps.

9.1 REFLECTIONS ON SERVICES PROVIDED FOR AND NEEDED BY NEWCOMERS

Collectively, respondents produced a long inventory of services provided to facilitate the settlement and the economic and social integration of newcomers. They included many, though by no means all, of the services that were considered either necessary or at least valuable for facilitating the settlement and integration of many newcomers. It is important to note, however, that although most of the important services were provided, many of them were only provided in a few of the largest urban communities that have not only multifunction settlement and integration service organizations, but also a multiplicity of other types of service provider agencies. By contrast, most of the settlement and integration services were not provided within the smaller urban and rural communities in the surrounding areas, and newcomers who lived there were constrained to access them in the larger urban centers.

Respondents also identified many of the services on that inventory as being needed by many newcomers. Generally respondents indicated that the services most needed by newcomers, regardless of their residency status (i.e., permanent or temporary), were those needed for settlement purposes after newcomers arrive in Saskatchewan, those needed for economic integration purposes, and those needed for social/community integration. This includes, for example, reception and welcome services, community orientation, assistance in accessing basic services needed for daily living, language training, recognition of international credentials, career planning, career training, and job searches.

Invariably, most respondents also indicated that the services most needed by newcomers ineligible for CIC funded services (e.g., temporary foreign workers and their spouses, international students, privately sponsored refugees, refugee claimants, and naturalized citizens), were essentially the same as those most needed by other newcomers. However, a majority of them indicated that the major of services of most importance to these particular newcomers included those related to economic integration (e.g., language training, career planning, employment searches, and credential recognition); finding information and processing applications required for clarifying or modifying their legal status and rights in Canada; and finding information and processing applications required to study, work or receive some support services and benefits in Canada (e.g., health services, social support services, etc.).

The survey responses profiled in this in this report give rise to the question of whether the proverbial glass is ‘half-full’ or ‘half-empty’. The survey responses suggest that regardless of how full the glass is it is not only fuller and more accessible for some newcomers than for others largely depending on where they live and their precise immigration, residency and citizenship status. Some survey respondents acknowledged that some measures, such as the creation and funding of various types of service provider agencies, including Regional Newcomer Gateways and some fledgling partnerships have contributed to increasing accessibility to at least some of the content of the proverbial glass for some newcomers living in smaller urban and rural communities. Nevertheless, the survey responses regarding the challenges that continue to be faced by some newcomers living in those particular communities in accessing information regarding services and support to avail themselves of the actual services suggests that more work must be done.

9.2 REFLECTIONS ON SERVICE GAPS

Notwithstanding the services available in various communities within each of the five regions, the consensus among the vast majority of respondents was that there are many gaps in the services needed by newcomers for settlement purposes as well as economic and social integration purposes. Before discussing the specific types of service gaps related to these particular purposes, it is useful to distinguish between two general types of gaps identified by respondents.
The first type consists of gaps in the availability of some services for all newcomers. These gaps are created by the fact that the entire inventory of services needed by newcomers is not available in all communities for all newcomers. The second type consists of gaps in the accessibility of some services for some newcomers. These gaps were created by the fact that although some services were offered in some of the communities in each region they were not accessible by all newcomers. Respondents identified several discrete reasons for this, but the two most commonly identified were the following:

- That some newcomers who are eligible for such services do not know the services exist either in their own community or in a neighbouring community.
- That for some newcomers who know such services exist there are some impediments to their ability in accessing them.
- That some newcomers are not eligible to access some of the existing services.

Respondents also suggested such gaps were particularly acute for the following three sub-groups of newcomers:

- Permanent residents and their family members living outside the larger urban centers where settlement and integration services were either not available within the actual community or they are not very accessible even if they were offered in nearby communities.
- Spouses and other family members of principal applicants who are permanent residents.
- Non-permanent residents and refugee claimants and their family members who were not eligible for some CIC funded services regardless of which communities they live.

**9.3 STRATEGIC DIRECTIONS IN FILLING SERVICE GAPS**

Either explicitly or implicitly respondents pointed to three interrelated broad strategic directions that should be considered in addressing the service gaps in the five regions.

**9.3.1 Enhancing Availability and Accessibility of Newcomer Services**

The first strategic direction that emerges from the survey responses is the need for enhancing the availability and accessibility of settlement and integration services for newcomers. Toward that end, the survey responses suggest that governmental and non-governmental organizations should focus on the following matters:

- Ensuring that the availability of services is maximized as much as possible in all regional and local communities.
- Ensuring that newcomers are aware of the services available to them and their family members either in their own local community or in neighbouring communities.
- Ensuring that newcomers are assisted in accessing the available services in those communities. In addition to providing them with guidance on what services available and how to register for such services, they also need assistance or logistical support such as transportation and childcare in order to be able to avail themselves of those services.
- Ensuring that the eligibility for newcomers to access some services is extended beyond permanent residents and their family members to include various categories of temporary residents and their family members.

**9.3.2 Enhancing Organizational Capacity in Providing Services in Communities**

The second strategic direction that emerges from the survey responses is the need for enhancing organizational capacity in the local and regional communities. Toward that end, the survey responses suggest that the focus should be on increasing the capacity of settlement and mainstream services organizations in each of the following areas:

- Engaging in various aspects of strategic planning, including newcomer needs assessments, for providing settlement and integration services needed by newcomers.
- Providing the requisite settlement and integration (i.e., economic and social) services to as many newcomers as possible in an efficient and effective manner.
- Creating and sustaining effective partnerships among various categories of governmental and non-governmental organizations from key sectors for strategic planning purposes and service provision purposes.

In considering how to enhance organizational capacity the critical questions relate not only to whether they simply need more resources, as suggested by many respondents, but also to whether some reforms are needed in the ways in which individually and collectively they provide services and supports, either on their own or in partnership arrangements, to newcomers in various regional and local communities.
9.3.3 Aligning Newcomer Selection, Services Needs, and Communities of Destination

The third strategic direction that emerges from the survey is the need to consider whether greater attention should be devoted to aligning three elements of the immigration, settlement and integration system: the selection of newcomers, the settlement and integration services and supports they need, and the services and supports that are provided in the communities to which they might be destined. In this regard consideration should be given to whether adjustments may be required either in the newcomer selection and admission policies to render them more ‘destination place-based’, or at least in the advice and guidance provided to newcomers (i.e., principal applicants and family members) regarding not only the services and supports they will need, but also the services and supports that are available in the different communities they may want to settle.
Research Team

Joe Garcea, Ph.D. (Co-Principal Investigator)
University of Saskatchewan
Tel: 306-966-5222, joe.garcea@usask.ca

Bill Ashton, Ph.D. (Principal Investigator)
Rachael Pettigrew, Ph.D. (Research Associate)
Eleni Galatsanou, MSc (Project Coordinator)
Rural Development Institute, Brandon University
Tel: 204-571-8513, Ashtonw@brandonu.ca

Lori Wilkinson, Ph.D. (Chair of Project Advisory Panel)
University of Manitoba
Tel: 204-474-8491, Lori.Wilkinson@umanitoba.ca


1. Special thanks to Bill Ashton, Eleni Galatsanou, Rachael Pettigrew, Rural Development Institute, Brandon University; Lori Wilkinson, University of Manitoba.
Appendix A
North Central Region of Saskatchewan
Immigration Settlement Services and Gaps in North Central Region of Saskatchewan

This community report is part of the “Immigration Settlement Services and Gaps in CIC’s Western Region” study.

The North Central Region of Saskatchewan includes the following three major urban centres together with dozens of medium to small size towns and villages, and dozens of rural municipalities consisting of hamlets, farms, and small acreages.

<table>
<thead>
<tr>
<th>Major Urban Centres</th>
<th>Population 2011 Census</th>
<th>Permanent Resident Landings 2009-2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prince Albert</td>
<td>42,673</td>
<td>1,149</td>
</tr>
<tr>
<td>Warman</td>
<td>7,084</td>
<td>139</td>
</tr>
<tr>
<td>Martensville</td>
<td>7,716</td>
<td>72</td>
</tr>
</tbody>
</table>

SETTLEMENT SERVICES

Top services offered
- Reception
- Information on and referrals to services
- Settlement
- Language training
- Economic Integration (employment)
- Social, cultural and sectors orientation
- Social inclusion/integration services
- Advocacy for individual newcomers

Key gaps identified
- Services for newcomers living outside main urban center
- Language assessment and training
- Stable funding for some programs and services
- Coordination between service providers

Barriers to access services
- Absence of service provider agencies in some communities
- Inadequate services in some communities
- Ineligibility for some CIC funded services
- Insufficient information about some services available
- Transportation challenges travelling to community where services exist

Top services needed
Language training, translation and interpreter services, credential recognition, employment training and mentorship, job searches, transportation, housing, health care and social networking.

Services needed by newcomers ineligible for CIC funded services
Language training, translation and interpreter services, recognition of international credentials, settlement support, health services, social and cultural orientation, family support and financial support services.

PARTNERSHIPS

Partnerships involved settlement and integration service provider organizations as well as other governmental and non-governmental organizations in several major sectors (e.g., employment, housing, education, health, family and child support, justice, culture, recreation, religion, business, and municipal). They also included various agencies of the three levels of government (i.e., federal, provincial, municipal). Whereas some partnerships operated formally, others operated informally. Existing and potential partnerships were valued, and providing them with additional resources to operate them was advocated.

INTEGRATION IN COMMUNITY

Facilitating economic and community integration was a principal goal of most organizations surveyed. Economic integration of a substantial number of immigrants was facilitated by the economic boom, and by the Saskatchewan Immigrant Nominee Program (SINP), which linked immigrants and employers. Nevertheless, many newcomers faced challenges in economic integration. Similarly, although community integration was facilitated by services provided to newcomers, challenges persisted due to a combination of factors including discrimination.

Data sources: 6 Service Provider Organizations (SPOs) receiving funding from governmental and non-governmental sources.
Introduction

This report is part of a larger project designed to better understand various aspects of newcomer settlement and integration services in Western Canada. This report provides a summary of the findings of a survey regarding the settlement and integration of newcomers in the North Central Region of Saskatchewan.

The report has four principal foci: the factors affecting the settlement and integration of newcomers in this region; the existing and needed settlement and integration services for newcomers; the capacities of service provider organizations to offer those services and what may be required to increase those capacities; and the existing and potential partnerships in planning and providing services for improving the settlement and integration prospects of newcomers.

The information for the report was collected through interviews conducted in November and December 2014 with 6 representatives of selected settlement and integration service provider organizations and some other types of service provider organizations in the region. Although 6 interviews were conducted, the actual number of respondents to each question in this report may vary because not all interviewees responded to all questions.

Background Information

PROFILE OF NORTH CENTRAL REGION

The North Central Region of Saskatchewan includes the following types of communities: three cities, dozens of medium to small size towns and villages, and several rural municipalities consisting of hamlets, farms, and small acreages. The three cities in the region are Prince Albert, Warman and Martensville. According to Statistics Canada, the population of Prince Albert in 2011 was 42,673, an increase of 4.7% from 2006. The population of Warman in 2011 was 7,084, an increase of 48.5% from 2006. The population of Martensville in 2011 was 7,716, an increase of 40.5% from 2006.

IMMIGRATION FLOWS TO NORTH CENTRAL REGION

CIC immigration statistics from 2009-2013 indicate the arrival of approximately 1400 permanent residents to this region. They also indicate that of all immigrants destined to Saskatchewan during that period most were destined to the three major urban centres in this region, namely Prince Albert (1,149), Warman (139), and Martensville (72). It is important to note that these statistics do not include temporary residents who in this region, as in other regions, constitute a substantial number of newcomers.

PERCEPTIONS OF CHANGES IN NUMBER OF NEWCOMERS

All respondents indicated that the number of newcomers destined to or living in the community has increased in the past 5 years. They speculated that this was due to four main factors: economic growth and industrial expansion; the Saskatchewan Immigrant Nominee Program (SINP); the arrival of an increasing number of Government Assisted Refugees (GARs) and family members sponsored by refugees and other categories of permanent residents; and governmental promotion and marketing efforts abroad.

Community Settlement

EASE OF SETTLEMENT IN COMMUNITIES

In response to the question on ease or difficulty of settlement experienced by newcomers, 3 respondents indicated it was ‘somewhat difficult’, 1 indicated it was ‘somewhat easy’, and 1 indicated it was ‘easy’. Despite those differences on the ease of settlement, the general consensus among respondents was that many newcomers faced a wide range of challenges in settling and that services are needed to facilitate their settlement.

FACTORS AFFECTING SETTLEMENT

Respondents highlighted several factors that either facilitated or hampered settlement. Interestingly, in some cases the same factors facilitated some aspects of settlement but hampered others (e.g., size of the community). Similarly, in some cases the existence of a particular factor facilitated settlement, but its absence hampered it (e.g. adequate and affordable housing). In other words, some factors are ‘Janus-like’ in that they have both positive and negative characteristics or effects,
and other factors are essentially ‘two sides of the same coin’.

The three major sets of factors cited as facilitating or hampering settlement in various communities are what might be referred to as services factors, economic and employment factors, and community factors.

The key service factors cited as facilitating settlement included: the existence of proactive settlement organizations including Regional Newcomer Gateways as well as ethnocultural organizations in some communities; the visibility and accessibility of such agencies in some communities (3); flexible client-centered programming schedules (1); eligibility for CIC funded services (e.g., government assisted refugees, temporary foreign workers, international students, etc.) (3); and adequate and accessible information for orienting newcomers to services and communities (2).

The key economic and employment factors cited as facilitating settlement were: availability of jobs due to economic boom (1); and pre-arranged employment and work permits (2).

The key community factors facilitating settlement were: small size of community that makes it easier for people get around the community and orient themselves to various service provider agencies and organizations (1); and in some communities there is a critical mass of newcomers that provide at least an initial base of support for newcomers to socialize and network (1).

The services factors cited as hampering settlement in communities include: insufficient settlement and integration services in smaller urban communities and rural areas (1); insufficient readily and easily accessible information regarding services available in various communities (1); insufficient services to help some newcomers overcome language barriers (4); insufficient transportation services (i.e., public transportation and easily accessible and affordable driver training services) (4); and insufficient services and supports for accessing affordable and adequate housing (3).

The economic and employment factors cited as hampering settlement included: lack of recognition of international education and credentials (1); difficulties obtaining employment beyond the entry level and in their fields of expertise (2); discrimination experienced by some newcomers in hiring processes and in the workplace (1); and health problems of some newcomers (2).

The community factors cited as hampering settlement included: the remoteness of some communities (2); isolation of some newcomers working and living in farms in rural communities (1); the racism that exists in some communities (1); high cost of living in some communities (1); absence of sizeable ethnocultural groups in some communities (1).

Several respondents indicated more could and should be done to welcome newcomers and to foster better social relations between various newcomer and non-newcomer groups.

**FACTORS AFFECTING GETTING JOBS**

In response to the question of how easy or difficult it was for newcomers to get jobs in their communities 3 respondents indicated that it was ‘somewhat difficult’, 1 indicated that it was ‘somewhat easy’, and 1 indicated it was ‘easy’.

Respondents noted several barriers for newcomers in getting jobs including: language barriers (1); insufficient international education and credentials recognition (2); industry accreditation standards (1); perception among employers regarding the importance of Canadian qualifications and experience (1); lack of jobs in some fields for which newcomers have the requisite qualifications and training (1); and challenges in accessing transportation between home and job site (1). Respondents also indicated that jobs most readily available for many newcomers tended to be concentrated at the entry level in the service sector, but that even those jobs are not readily available for all newcomers (2).

**Available Settlement Services**

**TYPES OF NEWCOMERS SERVED**

Respondents indicated their organizations served various types of newcomers. More specifically, 6 served permanent residents; 5 served temporary foreign workers, 5 served international students, 5 served new and returning naturalized citizens, 4 served refugees, and 4 served refugee claimants.

**INVENTORY OF SETTLEMENT SERVICES**

Respondents identified a broad range of services they provided newcomers. Most of these services fall within the scope of what are broadly defined as settlement services that can be grouped into the following sub-categories: initial welcome and reception services (2); information, orientation and referral services (5); language assessment and training (4); interpretation and translation services (1); employment search and referral services (2); community networking and cultural bridging services (2); student and family support services (2); citizenship application and exam preparation services (1); sectors orientation services (e.g., financial, labour, health, educational sectors); document and application access and processing services (e.g., official documents and application forms);
basic technology services (e.g., computers, copiers, faxes, and internet) (2); and furniture and appliances donations coordination services. A couple of respondents also noted that their organizations had ability to provide some services in both official languages and to some extent also in other languages.

In response to whether the services they provided needed to be expanded either in number or in their availability to a larger number and more categories of newcomers 4 respondents said yes and 1 respondent said no.

**SERVICES NEEDED MOST FOR SETTLEMENT AND INTEGRATION**

Respondents indicated that the services needed most for settlement and integration were those related to: welcoming reception and community integration (2); information on and access to various settlement and integration programs, but particularly language training (4); interpreter and translation services (2); employment training, mentorship and job searches (3); international credential recognitions for highly trained immigrants (2); accessing, completing and submitting documents and applications required for immigration, settlement, integration, and citizenship (1); finding adequate, appropriate and affordable housing (1); affordable and convenient transportation (1); recreational services for children and youth (1); social networking (1); and support and case management services for newcomers with special needs, especially for those with physical and mental health needs (2).

**SERVICES NEEDED MOST BY NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES**

Respondents noted that the services most needed by newcomers ineligible for CIC funded services were: language training; settlement support; cred- en tial recognition; family supports; and youth programs. One respondent indicated that more must be done to assist these newcomers upgrade their immigration status (i.e., helping those on visitor visas obtain work permits, or those on work permits to obtain permanent resident status, etc.).

Respondents indicated that among the services most need by this group of newcomers, the following were provided to some extent: language training (4); settlement support (2); information and orientation; employment searches (1); financial support to meet basic needs; medical services (2); and help with various other aspects of daily life.

**Assessment of Newcomer Needs**

All respondents indicated that their respective organizations regularly assessed the service needs of newcomers, albeit to varying extents and in different ways. Whereas 5 assessed needs internally, 1 assessed needs both internally and jointly with other SPOs. They also indicated that the organizations conducted assessments informally through various means, including: observations and conversations among staff members; consultations with SPOs; newcomer intake forms, interviews and surveys; and program reviews.

**Organizational Capacities**

All respondents who addressed this issue indicated their respective organizations had adequate capacity to meet the needs of newcomers (5), communicate with stakeholders (5), coordinate services with other service providers (5), and enough financial support from governmental sources to maintain their current services (5). Furthermore, a majority indicated their organizations had the following: adequate staff skills to deliver and maintain services (4); adequate capacity to create governance frameworks and strategic plans (4); adequate staff to provide the various services (3); adequate capacity to provide services in both official languages (3); and adequate capacity to mobilize the community to support and welcome newcomers (3).

Most respondents indicated, either explicitly or implicitly, that their organizations required more financial and human resources to expand the scope of existing services or to offer additional services. In responding to questions regarding the adequacy of financial resources from various sources to maintain services, 5 respondents indicated they were adequate from governmental sources, but none indicated they were adequate from non-governmental sources.
Partnerships

All respondents indicated their organizations were involved in partnerships with other service provider organizations in the region. All respondents working for non-governmental organizations indicated they had formal or informal partnerships with other service provider organizations in the region. Such partnerships involved several different types of organizations including: settlement service agencies at the local and the provincial level (e.g., SAISIA); educational organizations; health organizations; ethno-cultural organizations; religious organizations; literacy organizations; justice organizations; family and child services organizations; organizations serving people with disabilities; media organizations; and business organizations (e.g. hotels, taxi-cab companies).

Respondents indicated they valued the partnerships with all such organizations. Two existing partnerships were mentioned as being valuable. One involved a settlement agency, the local newspaper, and several local businesses and service provider organizations. This partnership produced a bi-monthly paper that focused on newcomer issues and cultural events. Another partnership initiative focused on “cultural bridging” events involving various organizations. One respondent indicated that some organizations were exploring the feasibility and value of developing a broad based local or regional immigrant settlement service partnership for the purpose of developing strategies to attract and retain newcomers.

Of the 5 respondents who answered the question regarding what kind of activities for the benefit of newcomers their organization partnered with other organizations, 5 indicated welcoming community activities, 3 indicated settlement activities, and 5 indicated integration activities.

Research Team

Joe Garcea, Ph.D. (Co-Principal Investigator)
University of Saskatchewan
Tel: 306-966-5222, joe.garcea@usask.ca

Bill Ashton, Ph.D. (Principal Investigator)
Rachael Pettigrew, Ph.D. (Research Associate)
Eleni Galatsanou, MSc (Project Coordinator)
Rural Development Institute, Brandon University
Tel: 204-571-8513, Ashtonw@brandonu.ca

Lori Wilkinson, Ph.D. (Chair of Project Advisory Panel)
University of Manitoba
Tel: 204-474-8491, Lori.Wilkinson@umanitoba.ca
Appendix B
North West Region of Saskatchewan
Immigration Settlement Services and Gaps in North West Region of Saskatchewan

This community report is part of the “Immigration Settlement Services and Gaps in CIC’s Western Region” study.

The North West Region of Saskatchewan includes the following three major urban centres together with dozens of medium to small size towns and villages, and dozens of rural municipalities consisting of small hamlets, farms, and small acreages.

Data Sources: 10 Service Provider Organizations (SPOs) receiving funding from governmental and non-governmental sources.

<table>
<thead>
<tr>
<th>Major Urban Centres</th>
<th>Population 2011 Census</th>
<th>Permanent Resident Landings 2009-2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Battleford</td>
<td>19,216</td>
<td>876</td>
</tr>
<tr>
<td>Meadow Lake</td>
<td>5,045</td>
<td>156</td>
</tr>
<tr>
<td>Kindersley</td>
<td>4,678</td>
<td>179</td>
</tr>
</tbody>
</table>

Top services offered
- Reception and settlement.
- Language assessment and training.
- Career counseling.
- Employment searches and applications.
- Community networking and cultural orientation.
- Access to technology (e.g. computers, faxes, internet).

Key gaps identified
- Insufficient services for newcomers living outside main urban centers, and for newcomers ineligible for some services.
- Insufficient organizational capacity to provide some services for SPOs.
- Insufficient capacity for strategic planning and partnerships for SPOs.

Barriers to access services
- Insufficient access to information.
- Insufficient appropriate employment opportunities.
- Insufficient language training and costs of services.
- Insufficient affordable housing and transportation services.
- Insufficient childcare.

Top services needed
Reception and welcome; language training; credential recognition; employment related training (career planning, job searches, job applications, and job referrals); transportation; housing; and social networking orientation and facilitation.

Services needed by newcomers ineligible for CIC funded services
Language training; housing; computer skills; job search and application skills; information on immigration and settlement services and immigration laws; financial support; and childcare.

PARTNERSHIPS
Many formal and informal partnerships exist involving various organizations in the region. Most partnerships tend to be informal rather than formal, and in many cases they simply involve informal consultations, coordination and information sharing on an ad-hoc or on an as needed basis, rather than formal, institutionalized, contributory partnerships per se.

INTEGRATION IN COMMUNITY
Economic integration of a substantial number of immigrants has been facilitated by the economic boom, and by the (SINP), which links immigrants and employers. Nevertheless, many newcomers face economic integration challenges in the form of unemployment, underemployment, or the need to work more than eight hours daily at two or more jobs. Community integration has been facilitated by services provided to newcomers, but some challenges persist because of insufficient services in some urban centres and rural areas.
Introduction

This report is part of a larger project designed to better understand various aspects of newcomer settlement and integration services in Western Canada. It provides a summary of the findings of a survey regarding the settlement and integration of newcomers in the North West Region of Saskatchewan.

The report has four principal foci: the factors affecting the settlement and integration of newcomers in this region; the existing and needed settlement and integration services for newcomers; the capacities of service provider organizations to offer those services and what may be required to increase those capacities; and the existing and potential partnerships in planning and providing services for improving the settlement and integration prospects of newcomers.

The information for the report was collected through interviews conducted in November and December 2014 with 10 representatives of selected settlement and integration service provider organizations and some other types of service provider organizations in the region. Although 10 interviews were conducted, the actual number of respondents to each question in this report may vary because not all interviewees respondent to all questions.

Background Information

PROFILE OF NORTH CENTRAL REGION

The North West Region of Saskatchewan includes the cities of North Battleford and Meadow Lake, and the town of Kindersley. It also includes numerous medium- to small-size towns and villages, and several rural municipalities consisting of small hamlets, farms, and small acres.

According to Statistics Canada, in 2011 the population of North Battleford was 19,216, an increase of 6.3% from 2006; the population of Meadow Lake was 5,045, an increase of 5.7% from 2006; and the population of Kindersley was 4,678, an increase of 6% from 2006.

IMMIGRATION FLOWS TO NORTH WEST REGION

CIC immigration statistics from 2009-2013 indicate the arrival of approximately 1500 permanent residents to this region, which constitutes approximately 3% of all immigrants destined to Saskatchewan during that period. Of these, most settled in the three major urban centres in the region, namely North Battleford 876, Kindersley 179, and Meadow Lake 156. It is important to note that these statistics do not include temporary residents who in this region, as in other regions, constitute a substantial number of newcomers.

PERCEPTIONS OF CHANGES IN NUMBER OF NEWCOMERS

With the exception of one respondent who reported the number of newcomers 'stayed the same', all respondents indicated the number of newcomers destined for or living in or near their respective community increased in the past 5 years. The major factors cited for the increase were: economic growth and industrial expansion; growing ethnocultural enclaves; the arrival of an increasing number of temporary foreign workers; special recruitment efforts for workers by the business and health sectors; family members of permanent residents and temporary workers coming at same time or after arrival of principal applicants.

Community Settlement

EASE OF SETTLEMENT IN COMMUNITIES

Respondents were divided on their perception of how easy it was for newcomers to settle in their community. The responses were as follows: ‘somewhat difficult,’ (3); ‘difficult’ (2); or ‘very difficult’ (1); ‘easy’ (2); and ‘somewhat easy’ (1). Despite those differences on the ease of settlement, the general consensus among respondents was that many newcomers faced a wide range of challenges in settling and that many needed services to facilitate their settlement.

FACTORS AFFECTING SETTLEMENT

Respondents highlighted several factors that either facilitated or hampered settlement. Interestingly, in some cases the same factors facilitated some aspects of settlement but hampered others (e.g., size of the community). Similarly, in some cases the existence of a particular factor facilitated settlement, but its absence hampered it (e.g. adequate and affordable housing).

The three major sets of factors cited as facilitating or
hampering settlement in various communities are what might be referred to as services factors, economic and employment factors, and community factors.

The key service factors cited as facilitating settlement included: the existence of settlement services organizations in some of the larger urban communities (3); establishing flexible client-centered programming schedules for some services both during days and evenings (1); adequate and easily accessible information on services available (1); eligibility for some categories of newcomers to access CIC funded services (e.g., government assisted refugees, temporary foreign workers, international students, etc.) (4); access to religion related services (1).

The key economic and employment factor noted either explicitly or implicitly by respondents not only for attracting newcomers to the region but also for facilitating their settlement and economic and social integration was a buoyant economy with ample employment opportunities in various sectors ranging from the entry level to the senior level (6).

The services factors cited as hampering settlement in communities included: the absence of settlement services organizations in some of the smaller urban and surrounding rural communities (3); the absence of many types of settlement and integration as well as mainstream services in many small urban and rural areas (4); challenges faced by those living in such small urban and rural communities in accessing settlement service organizations (including the Regional Newcomer Gateways) that exist in the larger urban centres (3); insufficient language training (7);

The economic and employment factors cited as hampering settlement: lack of employment opportunities for some newcomers (2); and insufficient knowledge on the part of employers on hiring and managing newcomers as employees (1).

The community factors cited as hampering settlement included: geographic and social isolation (4); inadequate public transportation services for people without vehicles or without drivers licenses (2); insufficient adequate or affordable housing (2); complete absence or very limited number and size of ethnocultural and religious communities valued by newcomers (2); insufficient inclination among individuals in the community, including officials of governmental agencies (e.g., municipal, policing, etc.) and non-governmental agencies to welcome and help newcomers (2); and insufficient interest and involvement by municipal officials in the settlement and integration of newcomers (1).

**FACTORS AFFECTING GETTING JOBS**

The majority of respondents indicated it was ‘somewhat easy’ (7) or ‘easy’ (1) for newcomers to get jobs in their community, and only a small minority indicated it was ‘somewhat difficult’ (1). Respondents also indicated that some of the major barriers for newcomers in getting jobs included: language barriers (7); challenges related to foreign credentials recognition (2); insufficient job opportunities (2); insufficient transportation services (1); insufficient childcare (1); insufficient awareness in the business community regarding how to hire and mentor newcomers (1); racial stereotypes (1).

**Available Settlement Services**

**TYPES OF NEWCOMERS SERVED**

In response to the question regarding which categories of newcomers their organizations provide services, respondents indicated that: (9) provided services to permanent residents, (6) provided services to TFWs, (5) provided services to naturalized citizens, (4) provided services to refugees, (3) provided services to international students, and (2) provided services to refugee claimants. Three respondents reported that their organizations also provided some services to “other” newcomers including SINP applicants, people on work/holiday visas, and children of various categories of newcomers.

**INVENTORY OF SETTLEMENT SERVICES**

Respondents identified a broad range of services their organizations provided newcomers. Most of these services fall within the scope of what are broadly defined as settlement services that can be grouped into the following sub-categories: information, orientation and general referral services; (1); language assessment and training (3); career counselling (3); employment search and job referral services; community networking and cultural bridging services (1); student and family support services (1); sectors orientation services (e.g., financial, labour, health, educational sectors) (2); access to technology services (e.g., computers, copiers, faxes, and internet) (2); and mental and physical health services (2).

In response to whether the services they provided needed to be expanded either in number or in their availability to a broader and larger number of newcomers not only in larger urban communities but also in smaller urban and rural areas, they were divided as (5) said yes and (3) said no. Some indicated that the need to expand services in the future depends on immigration trends in relation to economic trends. Others indicated that some of the existing services must be refined, rather than expanded.
At least one respondent indicated that the number of active client files for one organization actually decreased over time and speculated that this may have resulted in growth in family and friendship circles among newcomers and the growth of newcomer communities resulting from substantial increases in immigration flows and immigrant retention in recent years. However, at least one respondent indicated that retention is by no means 100% and that there is still an outmigration of newcomers who choose to move to other regions of the province or elsewhere in Canada in pursuit of employment opportunities and communities that they believe provide them with better quality of life.

**SERVICES NEEDED MOST FOR SETTLEMENT AND INTEGRATION**

Respondents indicated that the services needed most for settlement and integration were those related to: reception and especially community integration (e.g., welcome wagon) (3); information on and access to various settlement and integration programs (2); language training at all levels (5); educational and skill upgrading (2); employment training and searches for lower skilled immigrants (2); international credential recognitions for highly trained immigrants (2); help with immigration related matters (1); finding adequate, appropriate and affordable housing (3); affordable and convenient transportation (1); driver training (1); and promoting immigrant and diversity orientation and awareness among employers and other members of their communities (1).

**SERVICES NEEDED MOST BY NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES**

Respondents noted that the services needed most by newcomers ineligible for CIC funded services were: information on immigration and settlement services (2); information on immigration law and the rights of citizens, permanent residents, and visitors (2); language training (3); upgrading computer skills; improving job search and job application skills (3); housing (3); financial support (1); and child care (1).

**Assessment of Newcomer Needs**

Of the eight respondents answering the question regarding assessments of newcomer needs, four indicated their organizations assessed the service needs of newcomers either on their own (3) or jointly with other organizations (1), and the others (4) indicated their organizations did not assess those needs regularly. One organization indicated it conducted surveys both internally and jointly with other organizations. The organizations that assessed internally or jointly did so largely informally, rather than formally, through one or more of the following means: observations by organizational officials; conversations with members of other organizations; conversations with newcomers individually and in groups; client file reviews; and surveys.

**Organizational Capacities**

Respondents were divided on whether their organizations had adequate organizational capacities to perform their functions. Areas in which the majority of respondents indicated their organization had adequate capacity included: staff with key skills to provide services (6 yes and 3 no); communication with stakeholders (6 yes and 2 no); coordinate services with other service providers (6 yes and 3 no); and mobilizing of community to support and welcome newcomers (3 yes and 5 no). Areas in which a minority of respondents indicated their organizations had adequate capacity included: creating a governance and strategic plan (4 yes and 3 no); meeting reporting requirements (5 yes and 2 no); and providing services in both official languages (2 yes and 6 no).

Most respondents indicated, either explicitly or implicitly, that their organizations required more financial and human resources to expand the scope of existing services or to offer additional services. In responding to questions regarding the adequacy of financial resources from various sources a larger number of respondents indicated they were adequate from governmental sources (7 yes and 2 no), than the number who indicated they were adequate from non-governmental sources (2 yes and 2 no).
Partnerships

The majority of respondents (6) indicated they had formal or informal partnerships with other organizations in the regional community, and the minority (3) indicated they did not have such partnerships. Most partnerships tended to be informal and non-institutionalized, rather than formal and institutionalized. Generally, they involved consultation, coordination and information sharing on an ad-hoc or on an as-needed basis, rather than in a regularized or systematic basis. Such partnerships involved educational, health, social services, employment, business, and parenting organizations.

Of the 4 respondents who answered the question regarding what kind of activities for the benefit of newcomers their organizations partnered with other organizations, 2 indicated integration activities, 3 indicated settlement activities, and 3 indicated welcoming community activities.

Research Team

Joe Garcea, Ph.D. (Co-Principal Investigator)
University of Saskatchewan
Tel: 306-966-5222, joe.garcea@usask.ca

Bill Ashton, Ph.D. (Principal Investigator)

Rachael Pettigrew, Ph.D. (Research Associate)

Eleni Galatsanou, MSc (Project Coordinator)
Rural Development Institute, Brandon University
Tel: 204-571-8513, Ashtonw@brandonu.ca

Lori Wilkinson, Ph.D. (Chair of Project Advisory Panel)
University of Manitoba
Tel: 204-474-8491, Lori.Wilkinson@umanitoba.ca
Appendix C
North East Region of Saskatchewan
Immigration Settlement Services and Gaps in North East Region of Saskatchewan

This community report is part of the “Immigration Settlement Services and Gaps in CIC’s Western Region” study.

The North East Region of Saskatchewan includes the following three major urban centres together with dozens of medium to small size towns and villages, and dozens of rural municipalities consisting of hamlets, farms, and small acreages.

<table>
<thead>
<tr>
<th>Urban Centres</th>
<th>Population 2011 Census</th>
<th>Permanent Resident Landings 2009-2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Humboldt</td>
<td>5,678</td>
<td>343</td>
</tr>
<tr>
<td>Melfort</td>
<td>5,576</td>
<td>133</td>
</tr>
<tr>
<td>Tisdale</td>
<td>3,185</td>
<td>144</td>
</tr>
</tbody>
</table>

Data Sources: 8 Service Provider Organizations (SPOs) receiving funding from governmental and non-governmental organizations.

### SETTLEMENT SERVICES

#### Top services offered
- Reception and orientation
- Settlement
- Information and referrals related to various services
- Language training
- Employment searches and training
- Cultural orientation
- Social inclusion/integration support

#### Key gaps identified
- Services for newcomers living outside main urban center
- Lack of services for family of TFWs and other categories of newcomers
- Stable funding for some programs and services
- Coordination between service providers

#### Barriers to access services
- Absence of service agencies in some communities
- Services not readily accessible in some communities
- Transportation challenges make it difficult to commute to where services are provided
- Eligibility criteria for some services
- Insufficient childcare services when accessing other services

#### Top services needed
Language training; international credentials recognition; employment training; transportation and driver training; housing; childcare; submitting documents and applications required for immigration, settlement, integration, and citizenship.

#### Services needed by newcomers ineligible for CIC funded services
Language training; supports for refugees and refugee claimants with post-traumatic stress; supports for families and for children of temporary foreign workers; and settlement support workers in schools (SSWIS).

### PARTNERSHIPS

Several partnerships existed involving settlement various organizations in the region. Most partnerships were informal rather than formal, and in many cases they simply involved informal consultation, coordination and information sharing on an ad-hoc basis. The partnerships involved organizations within the settlement and integration sector as well as an array of other sectors that were of importance for newcomers (e.g., education, health, housing, justice, employment).

### INTEGRATION IN COMMUNITY

Economic and community integration of newcomers was a principal goal of most organizations surveyed. Economic integration was facilitated by the economic boom, and by the Saskatchewan Immigration Nominee Program (SINP), which linked immigrants and employers. Community integration of newcomers was facilitated by services provided to newcomers by settlement service provider organizations. Despite the factors that contributed to the economic and community integration of many newcomers, some challenges persisted for some of them because of insufficient integration services in some communities.
**Introduction**

This report is part of a larger project designed to better understand various aspects of newcomer settlement and integration services in Western Canada. It provides a summary of the findings of a survey regarding the settlement and integration of newcomers in the North East Region of Saskatchewan.

The report has four principal foci: the factors affecting the settlement and integration of newcomers in this region; the existing and needed settlement and integration services for newcomers; the capacities of service provider organizations to offer those services and what may be required to increase those capacities; and the existing and potential partnerships in planning and providing services for improving the settlement and integration prospects of newcomers.

The information for the report was collected through interviews conducted in November and December 2014 with 8 representatives of selected settlement and integration service provider organizations and some other types of service provider organizations in the region. Although 8 interviews were conducted, the actual number of respondents to each question in this report may vary because not all interviewees responded to all questions.

**Background Information**

**PROFILE OF NORTH EAST REGION**

The North East Region of Saskatchewan includes the following types of communities: a few major urban centres, dozens of medium to small size towns and villages, and dozens of rural municipalities consisting of hamlets, farms, and small acreages. The three major urban centres in the region are the cities of Humboldt and Melfort, and the town of Tisdale. According to Statistics Canada, the population of Humboldt in 2011 was 5,678, an increase of 13.6% from 2006; and the population of Melfort in 2011 was 5,576, an increase of 7.4% from 2006; and the population of Tisdale in 2011 was 3,185, an increase of 6.2% from 2006.

**IMMIGRATION FLOWS TO THE NORTH EAST REGION**

CIC immigration statistics from 2009-2013 indicate the arrival of approximately 700 permanent residents to this region, which constitutes approximately 2% of all immigrants destined to Saskatchewan during that period. Of these most settled in the three major centres in the region, namely Humboldt 343, Tisdale 144, and Melfort 133. It is important to note that these statistics do not include temporary residents who in this region, as in other regions, constitute a substantial number of newcomers.

**PERCEPTIONS OF CHANGES IN NUMBER OF NEWCOMERS**

All but one of the 8 respondents indicated that the number of newcomers destined for or living in this regional community has increased in the past 5 years. They suggested that this was due to four main factors: economic growth and industrial expansion; a skills shortage; the Saskatchewan Immigrant Nominee Program (SINP); the arrival of an increasing number of family sponsored newcomers; and promotional efforts to attract immigrants by governments and businesses.

**Community Settlement**

**EASE OF SETTLING IN COMMUNITIES**

When asked for their perception regarding how easy it was for newcomers to settle in their respective communities, 3 respondents indicated it was ‘somewhat easy’, 2 indicated it was ‘easy’, and 1 indicated it was ‘somewhat difficult’.

**FACTORS AFFECTING SETTLEMENT**

Respondents highlighted several factors that either facilitated or hampered settlement. Interestingly, in some cases the same factors facilitated some aspects of settlement but hampered others (e.g., size of the community). Similarly, in some cases the existence of a particular factor facilitated settlement, but its absence hampered it (e.g. adequate and affordable housing).

The three major sets of factors cited as facilitating or hampering settlement in various communities are what might be referred to as services factors, economic and employment factors, and community factors.

The key service factors cited as facilitating settlement included: the existence of settlement and mainstream agencies in some of the larger urban centres (3), and the ability of staff of service provider organizations who speak several languages (1).
The key economic and employment factors cited as facilitating settlement were: the availability of jobs in various sectors (e.g., manufacturing, construction, health, religious institutions, etc.) (4); newcomers arriving to pre-arranged employment (2).

The key community factors cited as facilitating settlement included: smaller communities make it easier for newcomers to get direct, personal and timely social support because people know them and they know people (1); various types of organizations and facilities are located in close proximity of each other (1); and local service provider organizations are well connected with each other as well as other organizations in the local or regional community and can therefore help newcomers find services, employment, and other things they may need (1).

The services factors cited as hampering settlement in communities include: inadequate settlement services in some of the smaller urban and surrounding rural communities that did not have settlement service organizations located within their boundaries (2); the challenges faced by newcomers living in small remote communities in finding and accessing settlement service organizations, including the Regional Newcomer Gateways, that existed in the larger urban centres (2); insufficient language training for all who needed it (4); insufficient settlement and support services for spouses of principal applicants (2); insufficient childcare services (2); insufficient driver training opportunities, especially for winter driving (3); and insufficient training and orientation for understanding Canadian laws (1).

The economic and employment factors cited as hampering settlement included: inadequate and increased costs of foreign credentials recognition (3); and the tendency of newcomers to be shy and deferential and do not make a sufficiently clear and strong case regarding their abilities and personal qualities to be very good employees (1).

The community factors cited as hampering settlement included: geographic isolation and lack of religious and cultural agencies or communities (4); insufficient adequate and affordable housing (1); insufficient accessible or affordable transportation services (5); absence of religious institutions and communities valued by newcomers (1); racism and preconceived notions among Canadians regarding newcomers and vice-versa (1); and preconceived notions and prejudice of newcomers towards Aboriginal people (1).

FACTORS AFFECTING GETTING JOBS

In response to the questions of how easy it was for newcomer to get jobs, 4 respondents indicated it was ‘somewhat easy’, 1 indicated it was ‘easy’, and indicated it was ‘difficult’.

Respondents indicated that difficulties experienced by newcomers in getting jobs was largely due to several factors, including: language barriers (4); challenges related to foreign credential recognition (e.g., time, costs, standards) (1); requirements for Canadian experience (2); challenges related to transportation (2); and childcare (1). Some also indicated that there was an abundance of entry-level work for newcomers, but not much higher level work that aligned with the special training and skills of some newcomers (2).

Available Settlement Services

TYPES OF NEWCOMERS SERVED

The answers provided by respondents to the question on services their organizations provided to various categories of newcomers were as follows: permanent residents (6), temporary foreign workers (6), new and returning citizens (6), refugees (3), refugee claimants (3), and international students (3).

INVENTORY OF SETTLEMENT SERVICES

Respondents identified a broad range of services they provide newcomers. Most of these services fall within the scope of what are broadly defined as settlement services that can be grouped into the following sub-categories: initial welcome and reception services (2); information, orientation and referral services (5); language assessment and training (3); interpretation and translation services (3); employment search and referral services (3); community networking and cultural bridging services (2); student and family support services (1); citizenship application and exam preparation services (1); basic technology services (e.g., computers, copiers, faxes, and internet) (2); workshops on a wide range of settlement and integration issues such as Canadian laws, rights and duties, emergency services, etc. (2); support for children to participate in sports (2); sectors orientation services (e.g., financial, labour, health, educational sectors) (1); document and application access and processing services (e.g., official documents and application forms) (1); driver education (1); and collection and distribution of donated furniture and other materials (1).

In response to whether the services they provided needed to be expanded either in number or in their availability to a broader and larger number of newcomers both in larger urban communities and in smaller urban and rural areas, 4 said yes and 2 said no.
SERVICES NEEDED MOST FOR SETTLEMENT AND INTEGRATION

Respondents indicated that the services needed most for settlement and integration were those related to: information on and access to various settlement and integration programs (1); language training at all levels (3); educational upgrading; (1) employment training and searches for principal applicants and their spouses (3); international credentials recognition (1); accessing, completing and submitting documents and applications required for immigration, settlement, integration, and citizenship (1); orientation to laws (1); finding adequate, appropriate and affordable housing (2); affordable and convenient transportation (1); driver training, especially winter driving (3); childcare services (2); and student and parent assistance provided by Settlement Support Workers in Schools (SSWIS) program (1).

SERVICES NEEDED MOST BY NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES

Respondents noted that the services most needed by newcomers ineligible for CIC funded services were: language training (2); supports for refugees experiencing post-traumatic stress (1); supports for families and for children of temporary foreign workers (2); and settlement support workers in schools (SSWIS) (1).

Assessment of Newcomer Needs

Of the respondents from eight organizations, seven indicated their organization regularly assessed the service needs of newcomers either on their own or jointly with other organizations. The organizations that assessed such needs either internally or jointly did so largely informally, rather than formally, through the following means: observations by organizational officials; conversations with members of other organizations periodically; conversations with newcomers individually and in groups; and intake forms.

Organizational Capacities

In response to the question of their assessment of the capacity of their respective organizations to perform various functions the results were as follows: adequate capacity to communicate with stakeholders (7 yes and 0 no); coordinate services with other service providers (7 yes and 0 no), and meet reporting requirements (7 yes and 0 no); capacity to produce governance and strategic plans (5 yes and 2 no); to mobilize the welcoming of newcomers (5 yes and 2 no); sufficient staff for delivery and maintenance of services (5 yes and 2 no); capacity to provide such services in both official languages (4 yes and 3 no).

Most respondents indicated, either explicitly or implicitly, that their own organization as well as other organizations required more financial and human resources either to expand the scope of existing services, or to offer additional services needed by newcomers living either in their communities or in nearby communities.

Most respondents indicated, either explicitly or implicitly, that their organizations required more financial and human resources to expand the scope of existing services or to offer additional services. In responding to questions regarding the adequacy of financial resources from various sources to maintain current services, most respondents indicated they were adequate from governmental sources (5 yes and 2 no), but only one indicated they were adequate from non-governmental sources (1 yes and 1 no).
Partnerships

Seven respondents indicated their organizations were involved in partnerships with other service provider organizations in the region. Most partnerships tended to be informal and non-institutionalized, rather than formal and institutionalized. Generally, they simply involved consultation, coordination and information sharing on an ad-hoc or on an as-needed basis, rather in a regularized or systematic manner.

Such partnerships involved several different types of organizations from various sectors including: settlement service organizations; primary, secondary and post-secondary educational organizations; housing organizations; justice organizations; business organizations; ethno-cultural organizations; museum organizations; municipal, provincial and federal service provider organizations; Regional Intersectoral Committee (RIC); and community based Integrated Services Committees.

Of the 6 respondents who answered the question regarding what kind of activities for the benefit of newcomers their organizations partnered with other organizations, 5 indicated integration activities, 4 indicated settlement activities, and 3 indicated welcoming community activities.

Research Team

Joe Garcea, Ph.D. (Co-Principal Investigator)
University of Saskatchewan
Tel: 306-966-5222, joe.garcea@usask.ca

Bill Ashton, Ph.D. (Principal Investigator)
Rachael Pettigrew, Ph.D. (Research Associate)
Eleni Galatsanou, MSc (Project Coordinator)

Rural Development Institute, Brandon University
Tel: 204-571-8513, Ashtonw@brandonu.ca

Lori Wilkinson, Ph.D. (Chair of Project Advisory Panel)
University of Manitoba
Tel: 204-474-8491, Lori.Wilkinson@umanitoba.ca
Appendix D
South West Region of Saskatchewan
Immigration Settlement Services and Gaps in South West Region of Saskatchewan

This community report is part of the “Immigration Settlement Services and Gaps in CIC’s Western Region” study.

The South West Region of Saskatchewan includes the following two major urban centres together with dozens of medium to small size towns and villages, and dozens of rural municipalities consisting of farms, small acreages and small hamlets.

<table>
<thead>
<tr>
<th>Major Urban Centres</th>
<th>Population 2011 Census</th>
<th>Permanent Resident Landings 2009-2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moose Jaw</td>
<td>33,274</td>
<td>667</td>
</tr>
<tr>
<td>Swift Current</td>
<td>15,503</td>
<td>646</td>
</tr>
</tbody>
</table>

Data sources: 13 Service Provider Organizations (SPOs) receiving funding from governmental and non-governmental sources.

SETTLEMENT SERVICES

Top services offered:
- Information, orientation and referrals related to settlement services
- Community networking and cultural bridging services
- Language assessment and training
- Career planning and employment search and referrals
- Training in accessing and using technology
- Orientation to communities and various sectors
- Accessing and processing documents and applications

Key gaps identified:
- Information on and access to settlement and integration programs
- Language training at all levels
- Career planning and employment training and search
- International credential recognition
- Services for spouses and newcomers ineligible for CIC funded services
- Accessible and affordable transportation and driver training

Barriers to access services:
- Absence of service provider agencies in smaller communities
- Paucity or absence of information on availability and eligibility for services
- Ineligibility for accessing some services
- Insufficient number eligible newcomers to make it possible to offer some services
- Lack of internet service for some newcomers to access online services
- Fees charged for some services

Top services needed:
- Language training and translation/interpretation
- Career planning, job searches, and job related training
- International credential recognition
- Family support services for daily living
- Orientation and support for social networking

Services needed by newcomers ineligible for CIC funded services:
- Settlement services
- Housing
- Language training
- Social and cultural orientation
- Health

PARTNERSHIPS

Most, but not all, organizations are involved in partnerships.
- Partnerships exist in all three functional areas (i.e., settlement, integration, and warm and welcoming communities).
- Partnerships include settlement service provider organizations as well as other non-governmental and governmental organizations in several major sectors (e.g., employment, housing, education, health, family and child support, justice, culture, recreation, religion, business, and municipal).

INTEGRATION IN COMMUNITY

- Perceptions of the ease and difficulty for newcomers to integrate vary, but generally fall within the somewhat easy to somewhat difficult range.
- Economic and community integration are facilitated or hampered by a combination of three sets of factors:
  - The extent to which newcomers are able to access settlement and integration services,
  - The aptitudes and attitudes of newcomers, and
  - The ways community members view and treat newcomers.
Introduction

This report is part of a larger project designed to better understand two aspects of settlement and integration services in Western Canada. This report provides a summary of the findings of a survey of settlement and integration services for newcomers in the South West Region of Saskatchewan.

The report has four principal foci: the factors affecting the settlement and integration of newcomers in this region; the existing and needed settlement and integration services for newcomers; the capacities of service provider organizations to offer those services and what may be required to increase those capacities; and the existing and potential partnerships in planning and providing services for improving the settlement and integration prospects of newcomers.

The information for the report was collected through interviews conducted in November and December 2014 with 13 representatives of selected settlement and integration service provider organizations and some other types of service provider organizations in the region. Although 13 interviews were conducted, the actual number of respondents to each question in this report may vary because not all interviewees responded to all questions.

Background Information

PROFILE OF SOUTH WEST REGION

The South West Region of Saskatchewan includes the following types of communities: two cities, dozens of medium to small size towns and villages, and dozens of rural municipalities consisting of small hamlets, farms, and acreages. The two cities in the region are Moose Jaw and Swift Current. According to Statistics Canada, the population of Moose Jaw in 2011 was 33,274, an increase of 3.6% from 2006. The population of Swift Current in 2011 was 15,503, an increase of 3.7% from 2006.

IMMIGRATION FLOWS TO SOUTH WEST REGION

CIC immigration statistics from 2009-2013 indicate the arrival of approximately 1500 permanent residents to this region, which constitutes approximately 3% of all immigrants destined to Saskatchewan during that period. They also indicate that of all immigrants destined to Saskatchewan during that period the majority were destined to the two major centres in the region namely, Moose Jaw (667) and Swift Current (646) immigrants.

PERCEPTIONS OF CHANGES IN NUMBER OF NEWCOMERS

All respondents indicated that the number of newcomers destined for or living in the community increased in the past 5 years, and speculated that this was due to the following factors: increased employment, business and farming opportunities resulting from the rapid economic growth; promotion and recruitment efforts of the provincial government and employers through the Saskatchewan Immigrant Nominee Program (SINP); success of Saskatchewan Polytechnic in attracting international students; the arrival of an increased number of family members of principal applicants; the influx of Filipino immigrants because of the substantial and expanding size of the Filipino community in the region; the migration of newcomers from larger centres from other parts of Canada who value the quality of life and lower cost of living in smaller communities in the region.

Community Settlement

EASE OF SETTLEMENT IN COMMUNITIES

When asked for their perceptions regarding how easy it was for newcomers to settle in their communities, the majority of respondents indicated it was easy (6) or somewhat easy (4), and a small minority indicated it was somewhat difficult (1).

FACTORS AFFECTING SETTLEMENT

Respondents highlighted several factors that either facilitated or hampered settlement. Interestingly, in some cases the same factors facilitated some aspects of settlement but hampered others (e.g., size of the community). Similarly, in some cases the existence of a particular factor facilitated settlement, but its absence hampered it (e.g. adequate and affordable housing). In other words, some factors are ‘Janus-like’ in that they have both positive and negative characteristics or effects, and other factors are essentially ‘two sides of the same coin’.
The three major sets of factors cited as facilitating or hampering settlement in various communities are what might be referred to as, economic and employment factors, services factors, and community factors.

The economic and employment factors identified by respondents as facilitating settlement are the economic boom and the resulting large number of jobs available (9).

The services factors identified by respondents as facilitating settlement in communities include: the existence of newcomer information centers and settlement serving agencies that provide services and link newcomers with other agencies in the community (schools, health, etc.) (3); the adequacy of services, amenities and activities in the larger communities (2); the promitional initiatives of such centers and agencies and the ease of locating them in smaller communities (1); and the information, orientation, and supports provided by settlement agencies, schools and religious institutions to newcomer students and families (4).

The community factors identified by respondents as facilitating settlement in communities include: the existence of ethnocultural communities (3); the spirit of receptive, and supportive and close- knit communities (3); the availability of adequate and affordable housing (4); and donations to newcomers by employers and other members of the community to help with initial settlement (1).

The major barriers respondents perceived to adversely affect settlement the most include: insufficient language skills (5); insufficient employment opportunities for some newcomers based on several factors, including being either under or over qualified and problems related to international credential recognition (5); challenges of community or social integration (1); insufficient adequate and affordable housing (2); challenges of distances between communities where newcomers live, work or services are located and challenges faced by some newcomers in accessing transportation (1); insufficient information regarding services available (1); insufficient capacity by some service providers in newcomers with various needs (1); insufficient anonymity and privacy for newcomers in need of special services or support (1); the lack of a critical mass of members from newcomers ethnocultural communities (1); and the cold weather (2).

Although respondents indicated that each of those factors constituted major barriers to settlement in communities, it is important to note that many, though by no means all, stem from the fact that many newcomers with a wide range of needs are living in smaller urban and rural communities that do not have either the various types of services or the community contexts required to meet those needs.

**FACTORS AFFECTING GETTING JOBS**

Of 10 respondents who commented on the degrees of ease or difficulty faced by newcomers in getting jobs, the majority indicated that it was either somewhat easy (5) or easy (3), and the minority indicated that it was either somewhat difficult (1) or very difficult (1). Some respondents also indicated that employment opportunities for newcomers tended to be concentrated in entry level jobs (especially in the service sector), which were relatively easier to obtain than other types of jobs.

The barriers for newcomers in getting jobs noted by respondents include: inadequate language skills (7); alignment of qualifications to jobs (i.e., under- or over-qualified, etc.) (1); perceptions among employers regarding the importance of Canadian training and experience (2); challenges in getting references when they have not worked for very long or for many employers (1); challenging or inappropriate accreditation standards (1); inadequate international credential recognition (2); challenges of insufficient knowledge by employers about hiring newcomers and the challenges they are likely to face after they are hired (1); challenges in finding affordable childcare (1); transportation challenges for those who cannot afford or drive vehicles (1); finding adequate affordable housing (1); culture of the workplace that either makes it difficult for newcomers either to get or to keep a job (1); insufficient number or types of jobs in some communities for which newcomers are qualified (3); and newcomers being focused primarily on certain types or levels of jobs and not others (2).

**Available Settlement Services**

**TYPES OF NEWCOMERS SERVED**

Respondents from ten service provider organizations that addressed this issue indicated their respective organizations served one or more of the following major groups: permanent residents (8); temporary foreign workers (8); refugees (7); refugee claimants (6); new and returning naturalized Canadian citizens (7); international students (4); and visitors (2).

**INVENTORY OF SETTLEMENT SERVICES**

Respondents identified a broad range of settlement and integration services their organizations provided newcomers. This includes: initial welcome and reception services (4); information, orientation and referral services (5); language assessment and training (4); interpretation and translation services (2); employment search and referral services (4); community networking and cultural bridging services (5); student and family support services (3); citizenship application and exam preparation services.
(1); sectors orientation services (e.g., financial, labour, health, educational sectors) (4); document and application access and processing services (e.g., official documents and application forms) (2); basic technology services (e.g., computers, copiers, faxes, and internet) (3); and furniture and appliances donations coordination services (1). In response to whether any one or more of the services they provided should be expanded, 10 respondents said yes and only 1 said no. It must be noted that whereas in some cases those responses focused only on expanding the number or scope of some services, in other cases they were also referring to their expansion in making them available to larger number of newcomers who are either eligible or ineligible for CIC funded services.

SERVICES NEEDED MOST FOR SETTLEMENT AND INTEGRATION

Respondents indicated that the services needed most for settlement and integration were those related to: reception and community integration (4); information on and access to various settlement and integration programs (3); language training at all levels (open to all and accessible at various times through the entire week during days and evenings) (6); interpreter and translation services (1); employment training and searches for lower skilled immigrants (2); international credential recognition for highly trained immigrants (1); career planning (1); accessing, completing and submitting documents and applications required for immigration, settlement, integration, and citizenship (1); information and support in finding adequate, appropriate and affordable housing (7); information and support in accessing affordable and convenient transportation (2); recreational services for children and youth (2); student and parent assistance provided by Settlement Support Worker in Schools Program (SSWIS) (1); and promoting immigrant and diversity orientation and awareness among employers and other members of their communities (3).

SERVICES NEEDED MOST BY NEWCOMERS

Respondents indicated that the services needed most by newcomers are: all settlement services currently offered (2); reception and community orientation (3); social integration services (1); language training services (6); translation and interpreter services (1); international credential recognition services (1); SSWIS services for students and their families (1); case management services for newcomers who either have special needs or are part of the ‘vulnerable population’ (1); information and support services for employment searches, especially for lower skilled newcomers (2); orientation to workplace culture services (1); information and support services in dealing with immigration and citizenship matters (2); recreation services for children (1); information and support services in finding adequate and affordable housing, including rental housing and condos for seniors (6); and information and support services in accessing adequate and affordable transportation services (2).

In the case of housing and transportation respondents seemed to be alluding not only to the need to provide information and support directly to individual newcomers to meet their needs, but also to making housing and transportation more accessible and affordable for newcomers.

SERVICES NEEDED MOST BY NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES

Respondents noted that the services needed most by newcomers ineligible for CIC funded services are those related to: settlement (5); language training (5); social and cultural integration (2); health (3); housing (3); and income support (2).

Assessment of Newcomer Needs

Representatives of four service provider organizations indicated that their organizations regularly assessed the needs of newcomers in their community either on their own and/or jointly with other service providers, representatives of six other organizations indicated they did not engage in such assessments regularly, and two indicated that they did not engage in such assessments at all.

Responses of representatives of the organizations that assessed newcomer needs either on a regular or sporadic basis, indicated they did so to varying extents, and in different ways. Four service provider organizations assessed such needs both internally and jointly with other SPOs. Such assessments were conducted in various ways, including: discussions with clients; information contained in intake forms collected through interviews with newcomers on their needs; informal discussions with newcomers; tracking services gaps in the community reported by newcomers; discussions at monthly meetings; sharing information with service providers to assess and exchange information; and strategic assessments.

Organizational Capacities

The majority of respondents indicated that their organizations did not have sufficient capacity to provide many settlement and integration services. The major reason for this is that several respondents were from organizations mandated to provide mainstream services, rather than settlement or integration services per se. With this in mind, it is important to note that in this region there
was only one full-fledged settlement and integration service provider organization (i.e., the one in Moose Jaw).

The only three areas in which the majority of organizations indicated they had sufficient capacity was in coordinating services with other service providers (8 yes and 3 no), in communicating with stakeholders (6 yes and 5 no), and in mobilizing the community to welcome and support newcomers (6 yes and 5 no).

The areas in which the majority of respondents indicated their organizations did not have sufficient organizational capacity include meeting the reporting requirements (4 yes and 6 no), staff skills for delivering and maintaining services (3 yes and 7 no), creation of governing and strategic plans (3 yes and 6 no); and providing services in both official languages (2 yes and 9 no).

In the case of level of financial support from various sources, the respondents were evenly divided on whether they had sufficient financial resources from governmental sources to provide services (5 yes and 5 no), but very few indicated they had sufficient financial resources from non-governmental sources to provide services (2 yes and 7 no).

Partnerships

All except one of ten respondents on this issue indicated their respective organizations were involved in one or more partnerships with other organizations on initiatives related to the three categories identified in the survey questionnaire (welcoming communities, settlement, or integration). Their responses regarding their involvement in each of these areas are as follows: welcoming communities (9), settlement (8), and integration (6).

Respondents indicated that partnerships tended to involve settlement service provider organizations as well as other non-governmental and governmental organizations that either dealt with or potentially could deal with settlement and integration matters either directly or indirectly. They also indicated that organizations for which settlement service provision has not been either their sole or principal responsibility, but have been involved in partnerships include various types of local and regional mainstream service organizations in several major sectors (e.g., business, employment, economic development, housing, education, health, family and child support, justice, culture, recreation, religion, business, and municipal).

Research Team

Joe Garcea, Ph.D. (Co-Principal Investigator)
University of Saskatchewan
Tel: 306-966-5222, joe.garcea@usask.ca

Bill Ashton, Ph.D. (Principal Investigator)
Rachael Pettigrew, Ph.D. (Research Associate)
Eleni Galatsanou, MSc (Project Coordinator)
Rural Development Institute, Brandon University
Tel: 204-571-8513, Ashtonw@brandonu.ca

Lori Wilkinson, Ph.D. (Chair of Project Advisory Panel)
University of Manitoba
Tel: 204-474-8491, Lori.Wilkinson@umanitoba.ca
Appendix E
South East Region of Saskatchewan
Immigration Settlement Services and Gaps in South East Region of Saskatchewan

This community report is part of the “Immigration Settlement Services and Gaps in CIC’s Western Region” study.

The South East Region of Saskatchewan includes the following four major urban centres together with dozens of medium to small size towns and villages, and dozens of rural municipalities consisting of farms, small acreages and small hamlets.

<table>
<thead>
<tr>
<th>Major Urban Centres</th>
<th>Population 2011 Census</th>
<th>Permanent Resident Landings 2009-2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yorkton</td>
<td>15,669</td>
<td>667</td>
</tr>
<tr>
<td>Estevan</td>
<td>11,054</td>
<td>796</td>
</tr>
<tr>
<td>Weyburn</td>
<td>10,484</td>
<td>525</td>
</tr>
<tr>
<td>Melville</td>
<td>4,517</td>
<td>25</td>
</tr>
</tbody>
</table>

Data Sources: 14 Service Provider Organizations (SPOs) receiving funding from governmental and non-governmental sources.

SETTLEMENT SERVICES

**Top services offered**
- Information, orientation and referrals related to settlement services
- Language assessment and training
- Career planning and employment search and referrals
- Training in accessing and using technology
- Orientation to communities and various sectors
- Accessing and processing documents and applications

**Key gaps identified**
- Information on and access to settlement and integration programs
- Language training at all levels
- Career planning and employment training and searches
- International credential recognition
- Services for spouses and for newcomers ineligible for CIC funded services
- Accessible and affordable transportation and driver training

**Barriers to access services**
- Absence of settlement and mainstream service provider agencies in smaller communities
- Insufficient information on availability and eligibility for services
- Transportation challenges (e.g., lack of public transportation)
- Ineligibility by some newcomers to access some services

**Top services needed**
- Language training
- Career planning, job searches, and job related training
- International credential recognition
- Community and sectorial orientation
- Family support services for daily living
- Orientation and support for social networking

**Services needed by newcomers ineligible for CIC funded services**
- Reception/welcoming and community orientation
- Accessing, completing and submitting applications
- International credential recognition
- Language training
- Health and dental
- Education and training for employment purposes

**PARTNERSHIPS**
- Most, but not all, organizations are involved in partnerships.
- Partnerships exist in all three functional areas (i.e., settlement, integration, and warm and welcoming communities).
- Partnerships include settlement service provider organizations as well as other non-governmental and governmental organizations in several major sectors (e.g., employment, housing, education, health, family and child support, justice, culture, recreation, religion, business, and municipal).

**INTEGRATION IN COMMUNITY**
- Perceptions of the ease and difficulty for newcomers to integrate vary, but generally fall within the somewhat easy to somewhat difficult range.
- Economic and community integration are facilitated or hampered by a combination of three sets of factors:
  - The extent to which newcomers are able to access settlement and integration services,
  - The aptitudes and attitudes of newcomers, and
  - The ways community members view and treat newcomers.
Introduction

This report is part of a larger project designed to better understand two aspects of settlement and integration services in Western Canada. This report provides a summary of the findings of a survey of settlement and integration services for newcomers in the South East Region of Saskatchewan.

The report has four principal foci: the factors affecting the settlement and integration of newcomers in this region; the existing and needed settlement and integration services for newcomers; the capacities of service provider organizations to offer those services and what may be required to increase those capacities; and the existing and potential partnerships in planning and providing services for improving the settlement and integration prospects of newcomers.

The information for the report was collected through interviews conducted in November and December 2014 with 14 representatives of selected settlement and integration service provider organizations and some other types of service provider organizations in the region. Although 14 interviews were conducted, the actual number of respondents to each question in this report may vary because not all interviewees responded to all questions.

Background Information

PROFILE OF SOUTH EAST REGION

The South East Region of Saskatchewan includes the following types of communities: four cities (Yorkton, Estevan, Melville, and Weyburn), dozens of medium to small size towns and villages, and dozens of rural municipalities consisting of small hamlets, farms, and acreages. The four cities in the region are Yorkton, Estevan, Weyburn and Melville). According to Statistics Canada, the population of Yorkton in 2011 was 15,669 compared to 15,038 in 2006. The population of Estevan in 2011 was 11,054 compared to 10,084 in 2006. The population of Weyburn was 10,484 in 2011 compared to 9,433 in 2006. The population of Melville was 4,517 in 2011 compared to 5,149 in 2006.

IMMIGRATION FLOWS TO SOUTH EAST REGION

CIC of immigration statistics from 2009-2013 indicate the arrival of approximately 2000 permanent residents to this region, which constitutes approximately 4% of all immigrants destined to Saskatchewan during that period. They also indicate that of all immigrants destined to Saskatchewan during that period the majority were destined to the three major centres in that region namely: Estevan (796), Yorkton (667), and Weyburn (525).

PERCEPTIONS OF CHANGES IN NUMBER OF NEWCOMERS

All respondents indicated that the number of newcomers living in the community increased in the past 5 years. Almost all speculated that this was due to the economic boom and the resulting extensive opportunities for employment in the resources and services sectors. One respondent also indicated that it was due to the perception among newcomers that the community provided a safe environment in which to raise a family.

Community Settlement

EASE OF SETTLEMENT IN COMMUNITIES

The fourteen respondents were divided on their perception of how easy it was for newcomers to settle in their community. Whereas 67% of the respondents reported it was either ‘somewhat easy’ (6) or ‘easy’ (2), 43% reported it was ‘somewhat difficult’ (6). Despite those differences on the ease of settlement, the general consensus among respondents was that many newcomers faced a wide range of challenges in settling and that services are needed to facilitate their settlement.

FACTORS AFFECTING SETTLEMENT

Respondents highlighted several factors that either facilitated or hampered settlement. Interestingly, in some cases the same factors facilitated some aspects of settlement but hampered others (e.g., size of the community). Similarly, in some cases the existence of a particular factor facilitated settlement, but its absence hampered it (e.g. adequate and affordable housing). In other words, some factors are ‘Janus-like’ in that they have both positive and negative characteristics or effects, and other factors are essentially ‘two sides of the same coin’.
The three major sets of factors cited as facilitating or hampering settlement in various communities are what might be referred to as services factors, economic and employment factors, and community factors.

The services factors cited as facilitating settlement in communities include: the readily available information on settlement services provided (1); the existence of newcomer information centres and settlement organizations (3); and the proximity and accessibility to some settlement services (1).

The economic and employment factors that facilitate settlement identified by respondents include: the economic boom and the resulting large number of jobs available (1), the skill sets newcomers have (2), and the willingness of newcomers to take whatever jobs are available (3).

The community factors identified by respondents include: smaller communities are easier to settle in because, among other things, people are willing to help all neighbours, including newcomers (2); settlement supports provided by employers (1); many newcomers who come to the region know some other newcomers who had already settled there (1); and some, though not all newcomers, find members from their own ethnocultural communities who provide them with support and help them establish social networks (1).

Respondents also identified several related factors that hampered the settlement of newcomers, including the following: the paucity of settlement service agencies and settlement services provided (3); the relatively ad-hoc manner in which newcomers are referred from one agency to another, without any tracking of where they have been or where they are being referred, which sometimes results in an unproductive, confusing and frustrating circular services search for newcomers (1); the challenges of unemployment or underemployment faced by some newcomers (2); the paucity of adequate and affordable housing (2); the difficulties in establishing social groups for a variety of reasons including language barriers and ‘culture shock’ (1); the transportation challenges to access various types of services due to long distances between smaller rural and urban communities and larger urban centres (2); and the absence of members of newcomers families or ethnocultural communities (1).

When asked what issue or barrier makes it most difficult for newcomers to settle successfully in their communities, respondents pointed to the following: the paucity or absence not only of readily available information on settlement services, but also of readily available and accessible settlement services and other services (e.g. health care) (5); the shortage of adequate and affordable housing (4); the inability of some newcomers to access convenient or affordable accessible transportation (1); and the cultural differences and insufficient mutual acceptance both by newcomers and non-newcomers (2). A key point made in relation to the last factor by one respondent was that in some cases there was insufficient acceptance of newcomers by the community and in some cases there was insufficient acceptance of the community by newcomers.

Although respondents indicated that each of those factors constituted major barriers to settlement in communities, it is important to note that many, though by no means all, stem from the fact that many newcomers with a wide range of needs are living in smaller urban and rural communities that do not have either the various types of services or the community contexts required to meet those needs.

**FACTORS AFFECTING GETTING JOBS**

Of the 14 respondents who commented on the degree of ease or difficulty faced by newcomers in getting jobs, the majority indicated that was either easy (7) or somewhat easy (5), and the minority indicated that it was difficult (2).

Respondents also noted that the barriers that made it most difficult for newcomers in getting jobs include: inadequate language skills (10); challenging or inappropriate accreditation standards and inadequate international credential recognition (6); insufficient information and supports in finding jobs (1); transportation challenges for some newcomers (2); lack of awareness by employers who need employees of existence of unemployed newcomers (1); prejudice among employers (1); newcomer pride which gets in the way of accepting some entry level or non-professional jobs (1); and the inappropriate visa status for eligibility to work (1).

Some respondents underscored that the effects of various factors on the prospects newcomers getting jobs vary among individuals. Others noted that while most principal applicants are able to find jobs, their spouses often find it more difficult to find jobs. Some respondents also indicated that employment opportunities for newcomers tend to be concentrated in entry level positions in the service sector which do not pay high wages, and added that this makes it difficult for such newcomers to afford living in some areas where others are making very high wages (e.g., areas with industries in the natural resources sector).

One respondent also noted that some newcomers miss employment opportunities that arise over time because they either stop searching for jobs through formal and informal networks, or they stop applying for some types of jobs.
Available Settlement Services

TYPES OF NEWCOMERS SERVED

The respondents of service provider organizations indicated their organizations tended to serve five major groups, namely: permanent residents (12); temporary foreign workers and their families (13); refugees (4); refugee claimants (3); new and returning naturalized Canadian citizens (8); international students (4); and none (1).

INVENTORY OF SETTLEMENT SERVICES PROVIDED

Respondents identified a broad range of services they provide newcomers. The list of services includes the following: initial settlement needs assessment and counselling (1); information, orientation and referral (2); language assessment and training (6); interpretation and translation (1); career planning and employment search and referrals (4); adult basic education (1); community networking and cultural bridging (e.g., community suppers) (1); student and family support (1); child care (2); citizenship application and exam preparation (1); sectors orientation (e.g., financial, labour, health, education sectors) (2); document and application access and processing (e.g., official documents and application forms) (2); and training in using and access to basic technology (e.g., computers, copiers, faxes, and internet) (3).

Whereas 8 of respondents indicated that in some communities an expansion of settlement services provided is required, 4 indicated that an expansion is not required. Some of those who indicated an expansion of services was required pointed out that more human and financial resources would be required to facilitate the expansion.

It must be noted that whereas in some cases those responses focused only on expanding the number or scope of some services, in other cases they also focused on their expansion in making them available to larger number of newcomers who are either eligible or ineligible for CIC funded services. For example, at least one respondent indicated that community businesses and organizations should consider doing more to provide supports for settlement of many other categories of newcomers comparable to what is sometimes provided for professionals in the health care sector.

SERVICES NEEDED MOST FOR SETTLEMENT AND INTEGRATION

Respondents indicated that the services needed most for settlement and integration are: language training at all levels (open to all and accessible at various times through the entire week during days and evenings) (10); career planning and employment training and searches, especially for the unemployed and lower skilled newcomers (5); information on and access to various settlement and integration programs (4); finding adequate, appropriate and affordable housing (3); international credential recognition (2); affordable and convenient transportation (1); more easily accessible health services (1); religious services (1); support and case management services for newcomers with special needs (1); health services (1); and assistance on immigration matters (1).

Furthermore, some respondents noted that to ensure the availability and accessibility of many of those services within some local communities, it is imperative to do the following: establish and support some organizations (e.g., settlement service agencies, newcomer welcome centres, and Regional Newcomer Gateways) (4); centralize settlement services (1); establish offices either within or very close to communities in the region that could deal with immigration issues faced by newcomers (1); increase the involvement by municipal governments in settlement and integration (2); and establish an “immigrant leadership program” (1).

SERVICES NEEDED MOST BY NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES

Respondents noted that the services most needed by newcomers ineligible for CIC funded services are essentially the same as those needed by newcomers who are eligible for such services. This includes: language training (7); reception/welcoming and community orientation (3); accessing, completing and submitting application forms related to various matters (e.g., immigration, citizenship, education and training, etc.) (2); health and dental services (2); career training (1); international credential recognition (1); and education and training (1).

Some respondents identified temporary foreign workers and refugee claimants as two distinct groups that should be eligible for some settlement and integration services (e.g., applications related to their legal status and their rights to live, work, and receive services and social benefits in Canada) (3).

Several respondents indicated that they provide as many services as possible to anyone who needs them regardless of whether they are considered eligible for federally funded programs or services, and that they are able to do this partly because they receive some funding from the provincial governments and to a lesser extent also from other sources.

Most, if not all, of the services most needed by this group of newcomers are more readily accessible in the larger centres with full-fledged settlement service agencies than in smaller communities.
Assessment of Newcomer Needs

Respondents were relatively evenly divided between those who indicated their organizations assessed the needs of newcomers on a regular basis and those who indicated they did not assess those needs on a regular basis. A total of 10 organizations conducted such assessments either on a regular or irregular basis. Of those organizations 6 indicated that they assessed those needs on their own, and 4 indicated they assessed those needs jointly with other SPOs. Furthermore, respondents also indicated their organizations conducted such assessments in several different ways including: weekly/monthly staff meetings; preparation of quarterly business plans; annual board meetings; conducting surveys of newcomers using Survey Monkey; discussions and information-sharing with other service provider organizations; and reliance on various types of assessments conducted by governmental funders.

Organizational Capacities

Responses to the question on whether organizations had adequate capacity to perform various functions were mixed. In the case of each function some organizations indicated they had enough capacity and some indicated they did not. The four areas in which the majority of organizations indicated they had sufficient capacity are: the staff skills for delivery and maintenance of services (8 yes and 5 no); staff to provide services (7 yes and 6 no); creation of governing and strategic plan (7 yes and 6 no); meet reporting requirements (8 yes and 4 no).

The areas in which the majority of respondents indicated their organizations did not have sufficient organizational capacity include the following: communication with stakeholders (6 yes and 7 no); mobilization of community to support and welcome newcomers (5 yes and 7 no); coordinating services with other service providers (5 yes and 8 no); and provide services in both official languages (5 yes and 8 no).

In the case of level of financial support from various sources, the respondents were relatively divided on whether they had sufficient financial resources from governmental sources to provide services (8 yes and 5 no), but very few indicated they had sufficient financial resources from non-governmental sources to provide services (2 yes and 7 no).

Partnerships

Approximately two thirds of respondents indicated their organizations had partnerships with other organizations, and approximately one third indicated they did not.

Their responses indicate that organizations involved in partnerships are relatively evenly divided across the three functional areas in which partnering occurred: settlement (7), integration (7), and warm and welcoming communities (5).

They also indicated that organizations for which settlement service provision has not been either their sole or principal responsibility, but have been involved in partnerships include various types of local and regional mainstream service organizations in several major sectors (e.g., business, employment, economic development, housing, education, health family and child support, justice, culture, recreation, religion, business, and municipal). Within the economic development sector they identified some key organizations such as what are known as community development agencies and the Immigrant Access Fund.

Two notable examples of partnerships are those developed in the region during the past decade. The first was the East Central Community Settlement Committee (ECCSC), which was established in 2008 to provide an advisory role for Partners in Settlement and Integration services agency in Yorkton. The second was the Weyburn Newcomers Advocacy Committee (WNAC), which was established in 2013 to provide advice and coordination for the development and delivery of settlement and integration services in Weyburn. Both partnerships consisted of representatives of various non-governmental and governmental community service providers in various sectors (e.g., education, health, etc.), individual and umbrella ethnocultural and multicultural associations, employers, and labour).

Research Team

Joe Garcea, Ph.D. (Co-Principal Investigator)
University of Saskatchewan
Tel: 306-966-5222, joe.garcea@usask.ca

Bill Ashton, Ph.D. (Principal Investigator)

Rachael Pettigrew, Ph.D. (Research Associate)
Eleni Galatsanou, MSc (Project Coordinator)

Rural Development Institute, Brandon University
Tel: 204-571-8513, Ashtonw@brandonu.ca

Lori Wilkinson, Ph.D. (Chair of Project Advisory Panel)
University of Manitoba
Tel: 204-474-8491, Lori.Wilkinson@umanitoba.ca