E4 - Welcoming services for newcomers in rural and small towns across western Canada

March 28th, 2015 / 11.30am – 1.00pm
17th National Metropolis Conference
Vancouver
Welcoming services for newcomers in rural and small towns across western Canada

- Introduction by Dr. Lori Wilkinson
- Research Objectives, Design and Methods by Dr. Bill Ashton
- The British Columbia case by Dr. Miu Chung Yan
- The Alberta case by Oliver Kamau
- The Saskatchewan case by Dr. Joe Garcea
- The Manitoba case by Dr. Rachael Pettigrew
- Conclusion by Eleni Galatsanou
Research Objectives

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

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

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

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

Governance structure

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

Dr. Miu Chung Yan
University of British Columbia

Dr. Anna Kirova
University of Alberta

Dr. Joe Garcea
University of Saskatchewan

Dr. Bill Ashton
RDI, Brandon University

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

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

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

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

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

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

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

Max diversity of communities

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

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

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

<table>
<thead>
<tr>
<th>Province</th>
<th>Number of surveys completed</th>
<th>Number of people providing feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>BC</td>
<td>43</td>
<td>17</td>
</tr>
<tr>
<td>AB</td>
<td>37</td>
<td>23</td>
</tr>
<tr>
<td>SK</td>
<td>48</td>
<td></td>
</tr>
<tr>
<td>MB</td>
<td>19</td>
<td>29</td>
</tr>
<tr>
<td>Total</td>
<td>147</td>
<td>69</td>
</tr>
</tbody>
</table>
Research design and methods

x 29
community reports

x 4
provincial reports

x 1
regional report
Research design and methods

Limitations

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

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

- Challenges with long and short form of the survey. BC (long form) findings might show that BC offers a broader range of services.
Welcoming services for newcomers in rural and small towns across western Canada: *THE BC CASE*

17th Metropolis Conference

Dr. Miu Chung Yan
Jenny Francis
University of British Columbia
Immigration & BC: Some Facts

1. Majority PRs fall into Economic Immigrant Categories
2. Mainly from Asia and Pacific region
3. Temporary residents (TFW, Int Student, Refugee claimant and humanitarian) are *two times* more than PRs – e.g., 2012, PR 36,241 vs. TR 78,372.
5. Decreasing number of immigrants to BC but increasing number living outside the big cities (Vancouver and Victoria), 8.8% (2004) to 15.2% (2013).
<table>
<thead>
<tr>
<th>Region</th>
<th>Community</th>
<th>Pop’n 2011*</th>
<th>PR Arrivals 2008-13**</th>
<th>Surveys comp’d</th>
<th>FB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interior</td>
<td>Kamloops</td>
<td>98,754</td>
<td>1,420</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Cranbrook</td>
<td>25,037</td>
<td>268</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Kimberley</td>
<td>6,654</td>
<td>115</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Nelson</td>
<td>10,230</td>
<td>315</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Trail</td>
<td>7,681</td>
<td>68</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grand Forks</td>
<td>4,100</td>
<td>35</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kootenays</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Nelson</td>
<td>10,230</td>
<td>315</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Trail</td>
<td>7,681</td>
<td>68</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grand Forks</td>
<td>4,100</td>
<td>35</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vancouver Island</td>
<td>Nanaimo</td>
<td>98,021</td>
<td>1,423</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Port Alberni</td>
<td>17,743</td>
<td>170</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Northwest</td>
<td>Prince Rupert</td>
<td>12,508</td>
<td>171</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Terrace</td>
<td>15,569</td>
<td>157</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Kitimat</td>
<td>8,335</td>
<td>110</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Smithers</td>
<td>5,404</td>
<td>124</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sea to Sky</td>
<td>Squamish</td>
<td>17,479</td>
<td>642</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Whistler</td>
<td>9,824</td>
<td>1,242</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lower Mainland</td>
<td>Langley</td>
<td>104,109</td>
<td>3,490</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Sunshine Coast</td>
<td>Powell River</td>
<td>13,165</td>
<td>163</td>
<td>5</td>
<td>1</td>
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<tr>
<td></td>
<td>Sechelt</td>
<td>9,291</td>
<td>204</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gibsons</td>
<td>4,437</td>
<td>227</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BRITISH COLUMBIA</td>
<td></td>
<td>4,400,057†</td>
<td>43</td>
<td>17</td>
<td></td>
</tr>
</tbody>
</table>
Settlement and Integration

1. 59.5% (very difficult or somewhat difficult) vs. 40.5% (somewhat easy)
2. 76.2% agreed >25% of newcomers find it difficult to access services in their community.
3. All respondents indicated that it is difficult for newcomers to obtain employment
   – Lack of good job – high turnover and mobility
4. Environment factors:
   – Spreading out in a vast area, weather in Winter, and lack of public transportation
5. Four most cited barriers:
   1. Language
   2. Finding affordable housing and/or a job
   3. Confusion about where to get help
   4. Lack of local social connections
### Settlement Services for CIC Eligible PR

<table>
<thead>
<tr>
<th>Offered &gt;50%</th>
<th>To be expanded &gt;50%</th>
<th>Needed &gt;25%</th>
</tr>
</thead>
<tbody>
<tr>
<td>• help with daily life</td>
<td>• language training</td>
<td>• services for men</td>
</tr>
<tr>
<td>• cultural events</td>
<td>• childcare</td>
<td>• language training</td>
</tr>
<tr>
<td>• language training</td>
<td>• services for women</td>
<td>• foreign credentials recognition</td>
</tr>
<tr>
<td>• help finding housing</td>
<td>• mental health services</td>
<td>• job specific language training</td>
</tr>
<tr>
<td>• help finding a job</td>
<td>• cultural events</td>
<td>• Information &amp; orientation</td>
</tr>
<tr>
<td>• services for seniors</td>
<td>• help finding a job</td>
<td>• transportation supports</td>
</tr>
<tr>
<td>• services for women</td>
<td>• services for youth</td>
<td>• specialized literacy services for grade 12 students and adults</td>
</tr>
<tr>
<td>• social inclusion and integration support</td>
<td>• legal support/referrals</td>
<td></td>
</tr>
<tr>
<td>• needs assessment &amp; referrals</td>
<td>• Information &amp; orientation</td>
<td></td>
</tr>
<tr>
<td>• Information &amp; orientation</td>
<td>• social inclusion &amp; integration support</td>
<td></td>
</tr>
<tr>
<td>• services for seniors</td>
<td>• services for seniors</td>
<td></td>
</tr>
</tbody>
</table>
### CIC Ineligible Newcomers

70% of respondents reported following needs of TFW, Int Students, Refugee claimants and Naturalized citizens:

<table>
<thead>
<tr>
<th>Settlement</th>
<th>Economic</th>
<th>Social</th>
</tr>
</thead>
<tbody>
<tr>
<td>Needs assessment and referral</td>
<td>Help finding a job</td>
<td>Childcare</td>
</tr>
<tr>
<td>Information and orientation</td>
<td>Educational upgrading</td>
<td>Cultural Events</td>
</tr>
<tr>
<td>Greeting upon arrival/initial reception</td>
<td>Recognition of foreign credentials</td>
<td>Social inclusion/integration support</td>
</tr>
<tr>
<td>Interpretation services</td>
<td>Investment opportunities</td>
<td>Legal support/referral</td>
</tr>
<tr>
<td>Language assessment</td>
<td>Job-specific language training</td>
<td>Health Services</td>
</tr>
<tr>
<td>Language training</td>
<td>Help setting up a business</td>
<td>Mental Health Services</td>
</tr>
<tr>
<td>Help finding housing</td>
<td>Financial supports</td>
<td>Recreational services</td>
</tr>
<tr>
<td>Help with daily life</td>
<td>Occupational mentorship and networking</td>
<td>Services for seniors</td>
</tr>
<tr>
<td>Transportation support</td>
<td></td>
<td>Services for women</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Services for youth</td>
</tr>
</tbody>
</table>
## Organizational Capacity (>50%)

<table>
<thead>
<tr>
<th>Has adequate current capacity:</th>
<th>Currently lacks adequate capacity:</th>
<th>Will require additional future capacity:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- communicate with stakeholders</td>
<td>- financial support from government sources to maintain current services</td>
<td>- financial support from government sources to maintain current services</td>
</tr>
<tr>
<td>- create governing &amp; strategic plan</td>
<td>- financial support from nongovernmental sources to maintain current services</td>
<td>- financial support from nongovernmental sources to maintain current services</td>
</tr>
<tr>
<td>- staff skills for delivery &amp; maintenance of services</td>
<td>- mobilize community to support newcomers</td>
<td>- mobilize community to support newcomers</td>
</tr>
<tr>
<td>- meet reporting requirements</td>
<td>- provide services in both official languages</td>
<td>- staff skills for delivery &amp; maintenance of services</td>
</tr>
<tr>
<td>- staff to provide services</td>
<td>- coordinate services with other SPOs</td>
<td>- create governing/strategic plan</td>
</tr>
<tr>
<td>Feedback: Lack of core funding to support strategic and systematic planning.</td>
<td>- communicate with stakeholders</td>
<td>- coordinate services with other SPOs</td>
</tr>
<tr>
<td></td>
<td>- staff to provide services</td>
<td></td>
</tr>
</tbody>
</table>
## Organizational planning and tracking

<table>
<thead>
<tr>
<th>In our community...</th>
<th>Yes, internally</th>
<th>Yes, jointly with other SPOs</th>
<th>No</th>
<th>Don’t know</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>#</td>
<td>%</td>
<td>#</td>
<td>%</td>
<td>#</td>
</tr>
<tr>
<td>Our services for newcomers are guided by a strategic plan.</td>
<td>17</td>
<td>39.5</td>
<td>19</td>
<td>44.2</td>
<td>14</td>
</tr>
<tr>
<td>We regularly assesses the service needs of newcomers.</td>
<td>20</td>
<td>47.6</td>
<td>23</td>
<td>54.8</td>
<td>9</td>
</tr>
<tr>
<td>We have an annual report on settlement achievements.</td>
<td>7</td>
<td>16.3</td>
<td>4</td>
<td>9.3</td>
<td>22</td>
</tr>
</tbody>
</table>
Community Partnerships

1. Partnership with other SPOs are common particularly due to the previous Welcoming Community Initiative:
   1. 95.1% for services
   2. 85.4% for welcoming activities
   3. 75.6% for offering integration supports
   4. At least 75% with schools/school boards; umbrella organizations; businesses; public libraries; labour market services
   5. Strong desire
      1. To work with employers who are unwilling to take time to attend meetings
      2. Reactivate and expand previous WC initiative
      3. Organic partnership instead of formal and micromanaged process (or LIP)
Rural Uniqueness

1. Similar discriminatory conditions and practice: foreign credential, language and racial discrimination, lack of social connections, service and resource.

2. Unique to Rural communities
   1. *Geographic challenges*: newcomers widespread, lack of public transport, weather, concentration of services
   2. *Unfamiliar encounter*: influx of ethno-racial newcomers to ethno-racial homogeneous community, intensifying discriminatory practice
   3. *Small agencies*: multiple needs with limited programming and resource, blurred professional boundary
   4. *Economic driven*: low skills jobs, economic cycle fluctuation, opposite trend of economy and housing cost, high turnover
   5. *Rigid eligibility* for increasing number of temporary residents and secondary migrants (naturalized citizens)
Suggestions:

1. Flexible and contextualized funding model and service eligibility
   1. Creative and flexible service delivery model
   2. Organic partnership model
   3. Special services for non-eligible newcomers

2. Funding to support welcoming initiative that can bring people together

3. Further study on the short- and long-term impacts of economic driven increase of newcomers in rural communities
Thank you

• Acknowledgement:


2. Special thanks to
   1. Jennifer Basu for conducting the telephone survey.
   2. Helen Galatsanou and Rachael Pettigrew of IRD for supporting data collection and analysis processes.
   3. All the respondents and particularly those who also spent time to provide feedback to our community reports.
Immigration Settlement Services and Gaps in 8 Rural Communities in Alberta

Dr. Anna Kirova & Oliver Kamau
March 25-28, 2015

National Metropolis Conference
Vancouver, Canada
Table 1: Permanent Resident admitted by class in AB and Canada 2013
Table 2: Unemployment Rates (%)
Table 3: Permanent Resident Arrivals 2008-13

<table>
<thead>
<tr>
<th>Location</th>
<th>Arrivals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Deer</td>
<td>4343</td>
</tr>
<tr>
<td>Medicine Hat</td>
<td>1153</td>
</tr>
<tr>
<td>Lethbridge</td>
<td>3229</td>
</tr>
<tr>
<td>Brooks</td>
<td>2667</td>
</tr>
<tr>
<td>Fort McMurray</td>
<td>4393</td>
</tr>
<tr>
<td>Grande Prairie</td>
<td>1549</td>
</tr>
<tr>
<td>Fort Saskatchewan</td>
<td>308</td>
</tr>
</tbody>
</table>
DATA COLLECTION

• Focused on 8 small urban centres/rural communities in Alberta

• All survey respondents held executive/senior positions

• 37 fluid surveys were completed in October-December of 2014

• Data for each community were compiled into 8 community draft reports shared with each of the participating communities.

• Focus groups with 23 survey respondents

• The provincial report is based on the 8 community reports. Provincial Advisory panel provided feedback.
Table 4: Top Settlement Services

KEY FINDINGS
KEY FINDINGS (cont.)

Table 7: Key Gaps in Settlement Services in Small/Rural communities in AB

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language/Literacy Training</td>
<td>70%</td>
</tr>
<tr>
<td>Affordable Childcare</td>
<td>60%</td>
</tr>
<tr>
<td>Legal Services</td>
<td>50%</td>
</tr>
<tr>
<td>Foreign credential recognition</td>
<td>30%</td>
</tr>
<tr>
<td>Welcoming/information services</td>
<td>20%</td>
</tr>
</tbody>
</table>
KEY FINDINGS (cont.)

Table 5: Major Barriers to Accessing Services

<table>
<thead>
<tr>
<th>Barriers</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language/Literacy barriers</td>
<td>8</td>
</tr>
<tr>
<td>Ineligibility</td>
<td>7</td>
</tr>
<tr>
<td>Transportation</td>
<td>7</td>
</tr>
<tr>
<td>Confusion/Lack of awareness</td>
<td>6</td>
</tr>
<tr>
<td>Operational hours</td>
<td>2</td>
</tr>
</tbody>
</table>
KEY FINDINGS (cont.)

Table 6: Community Partnerships with Other Service Providers
KEY FINDINGS (cont.)

- Labor market demand in AB has contributed to increased pressures on SPOs.

Table 7: Operating Revenue Sources for SPOs
KEY FINDINGS (cont.)

- Integration challenges

Table 10: Integration and Settlement Perceptions

- Somewhat difficult: 54.3%
- Very difficult/difficult: 58.3%
KEY FINDINGS (cont.)

Integration challenges

Table 8: Major challenges to integration

- **Language proficiency**
- **Lack of transportation**
- **Affordable housing**
- **Credentialing**
- **High Living Cost/Housing**
- **Canadian experience**
KEY FINDINGS (cont.)

❖ Need to fill existing gaps in services provided

Table 9: Major gaps in service provision

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language/Literacy Training</td>
<td>70</td>
</tr>
<tr>
<td>Affordable Childcare</td>
<td>60</td>
</tr>
<tr>
<td>Legal Services</td>
<td>50</td>
</tr>
<tr>
<td>Foreign credential recognition</td>
<td>40</td>
</tr>
<tr>
<td>Welcoming/information services</td>
<td>30</td>
</tr>
</tbody>
</table>
KEY FINDINGS (cont.)

Need for a centralized yet flexible model of service delivery.

Need for greater support for collaboration among the SPOs
Saskatchewan

Fragmentation and the Challenges of Settlement and Integration

Joe Garcea
Department of Political Studies
University of Saskatchewan
I. OBJECTIVE OF PRESENTATION
Challenges Faced by Saskatchewan
Strategic Directions for Minimizing Challenges

II. ORGANIZATION OF PRESENTATION
1. Statistical Profile of Immigration Flows in Saskatchewan
2. Focus of Saskatchewan Report
3. Findings of Saskatchewan Report
4. Key Points Emerging From Saskatchewan Reports
5 Regional Communities
Reasons for Regional Approach

Adopt a slightly broader ‘regional community’ approach, rather than a narrower ‘local community’ approach in producing this report.

1. Ensuring modestly sized sample of agencies to include in the survey.
2. Agencies provide services on a regional rather than local basis
   - 11 Regional Newcomer Gateways (150 km radius)
   - 8 Regional Colleges provide language training
II. STATISTICAL PROFILE OF SASKATCHEWAN

1. Newcomer Flows to Saskatchewan
2. Ratio of Permanent to Temporary Residents Admitted
3. Distribution of Newcomers Across Saskatchewan
4. Number of Newcomers Arriving Through Various Programs

<table>
<thead>
<tr>
<th>Saskatchewan (Intended Province of Destination)</th>
<th>Admissions of Permanent Residents, 2004-2013*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regina</td>
<td>656</td>
</tr>
<tr>
<td>Saskatoon</td>
<td>802</td>
</tr>
<tr>
<td>Other Saskatchewan</td>
<td>485</td>
</tr>
<tr>
<td>Saskatchewan Total</td>
<td>1,943</td>
</tr>
</tbody>
</table>
## 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>
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<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** persons</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.

Data request tracking number: RE-15-0296

Note: The table on temporary residents has been revised to reflect the June 20, 2014 changes to the Temporary Foreign Worker Program (TFWP). The reporting methodology has also been revised to count Temporary Residents (TR) based on the type of permit held by a TR (effective from the date that the permit was signed). As a result of the changes above, the reports for each permit holder type have been separated by permit type in order to enhance clarity.

For further information, please refer to the Facts and figures 2013 – Immigration overview: Temporary residents overview, and the glossary of terms and concepts.
Top 20 Destinations for Permanent Residents in Saskatchewan 2009-2013

<table>
<thead>
<tr>
<th>Community</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saskatoon</td>
<td>17,382</td>
</tr>
<tr>
<td>Regina</td>
<td>15,303</td>
</tr>
<tr>
<td>Prince Albert</td>
<td>1,149</td>
</tr>
<tr>
<td>Lloydminster</td>
<td>1,148</td>
</tr>
<tr>
<td>North Battleford</td>
<td>876</td>
</tr>
<tr>
<td>Estevan</td>
<td>796</td>
</tr>
<tr>
<td>Yorkton</td>
<td>667</td>
</tr>
<tr>
<td>Moose Jaw</td>
<td>667</td>
</tr>
<tr>
<td>Swift Current</td>
<td>646</td>
</tr>
<tr>
<td>Weyburn</td>
<td>525</td>
</tr>
<tr>
<td>Humboldt</td>
<td>343</td>
</tr>
<tr>
<td>Leroy</td>
<td>246</td>
</tr>
<tr>
<td>Kindersely</td>
<td>179</td>
</tr>
<tr>
<td>Esterhazy</td>
<td>162</td>
</tr>
<tr>
<td>Meadow Lake</td>
<td>156</td>
</tr>
<tr>
<td>Tisdale</td>
<td>144</td>
</tr>
<tr>
<td>Warman</td>
<td>139</td>
</tr>
<tr>
<td>Melfort</td>
<td>131</td>
</tr>
<tr>
<td>Biggar</td>
<td>129</td>
</tr>
<tr>
<td>Gravelbourg</td>
<td>103</td>
</tr>
</tbody>
</table>

Saskatchewan Landings By Community for 2009-2013

Source: CIC Micro data 2014 Saskatchewan Government
III. **MULTIPLE FRAGMENTATIONS: OVERVIEW**

[A] **Geographic Fragmentation**
- 850 municipalities in Saskatchewan,
- 90% very small

[B] **Newcomer Fragmentation**
- Different Categories of Permanent Res, Temporary Residents, etc.

[C] **Service Fragmentation**
- Many Different Services (Settlement/Integration & Mainstream)
- Many Different Service Providers (Several in Large Cities, One or two in medium sized cities, and essentially none in all EXCEPT A FEW towns).
[D] **Jurisdictional Fragmentation**

- Both Vertical and Horizontal Jurisdictional Fragmentation Exists
- Governments---Federal-Provincial-Municipal governments
- Regional and Local Authorities-- Health Education, etc. etc.)

[E] **Compounding Problem:**

- Service system is a **Voluntary Opt-in System** (Many Do Not Opt In)
- **Haphazard** Voluntary Opt in System
- **Serendipitous** Service System
- Newcomers end up at service agencies or accessing services haphazardly serendipitously.
- Insufficient deliberateness, coordination, encouragement
- Equally true in large urban hubs and small rural and remote centres

•
IV. WHAT IS REQUIRED TO MEET SERVICE NEEDS IN A FRAGMENTED SYSTEM?

Many things are required to deal with challenges in the system
Two general strategic directions to fill service gaps

**Strategic Direction #1:**
*Enhancing Availability & Accessibility of Newcomer Services*

- Systematic efforts to assist newcomers in identifying, accessing and registering for various settlement and integration programs/services.
- Providing logistical support for newcomers to participate (transportation, childcare)

**Strategic Direction #2:**
*Enhance Organizational Capacity in the Communities*

- 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.
- Enhancing various aspects of strategic planning in settlement and integration, including newcomer needs assessments, for providing settlement and integration services needed by newcomers.
CONCLUDING POINTS

Filling the current gaps in a highly fragmented system requires some careful attention to a wide range of policy and program issues and options.

1. At a systems level greater attention should be devoted to aligning the selection of newcomers, the services and supports they need, and the services and supports that are provided in any community.

2. Furthermore, toward that end the focus should be not only on the needs of newcomers, but also on the needs of organizations that provide various types of services.

3. In the case of the needs of organizations 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 to newcomers in various regional and local communities.

4. Other critical questions relate to the types of partnerships that may be required to facilitate coordination and collaboration in planning and providing settlement and integration services.
The Manitoba Case

Dr. Rachael Pettigrew
Helen Galatsanou
Manitoba: Newcomer statistics

Permanent Residents by immigration class

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

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

Source: CIC Facts and figures 2012 – Immigration overview
Manitoba: Communities sampled

6 Communities
Brandon
Thompson
Dauphin
Neepawa
Virden
Ashern-Arborg

- Completed surveys 19
- Additional feedback 29
MB: Newcomer statistics by community

- **Brandon**: 53,229
- **Thompson**: 12,839
- **Dauphin**: 8,251
- **Neepawa**: 3,629
- **Virden**: 3,114
- **Ashern-Arborg**: 1,761

- **Population 2011**
- **Permanent Resident Landings 2008-2013**
Settlement and integration

Ease of newcomer settlement

• **10 participants: newcomer settlement was difficult**
  WHY?
  • Newcomer language difficulties
  • Lack of housing, community childcare spots, & information about services available
  • Residents wary of newcomers
  • Harsh climate

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

• **Within community consensus: Agreement within Brandon & Virden**
Ease of newcomer employment

- **5 participants: employment was difficult for newcomers**
  - WHY?
    - Foreign credential recognition
    - Newcomer language proficiency
    - Possible employers fears of newcomers
    - Need for upgrading skills

- **13 participants: employment was easy for newcomers**
  - WHY?
    - Mainly low skilled, low pay, and entry-level jobs
    - Service industry
    - Presence of large rural employers

- Within community consensus: Ashern-Arborg & Thompson (easy)
### Settlement services in rural Manitoba

#### MB - Top services offered

<table>
<thead>
<tr>
<th>Service</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language training</td>
<td>11</td>
</tr>
<tr>
<td>Help with daily life</td>
<td>9</td>
</tr>
<tr>
<td>Information and orientation</td>
<td>7</td>
</tr>
<tr>
<td>Needs assessment and referral</td>
<td>7</td>
</tr>
<tr>
<td>Help finding housing</td>
<td>7</td>
</tr>
<tr>
<td>Help finding a job</td>
<td>7</td>
</tr>
<tr>
<td>Cultural Events</td>
<td>7</td>
</tr>
<tr>
<td>Social inclusion/integration support</td>
<td>7</td>
</tr>
<tr>
<td>Legal support/referral</td>
<td>6</td>
</tr>
<tr>
<td>Interpretation services</td>
<td>5</td>
</tr>
<tr>
<td>Transportation support</td>
<td>5</td>
</tr>
<tr>
<td>Childcare</td>
<td>5</td>
</tr>
</tbody>
</table>

Items in red identified as the most needed services.
Barriers to accessing services

Barriers in Manitoba

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

Organizational Capacity for SPOs to serve newcomers in the 6 communities

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Adequate Capacity</th>
<th>Inadequate Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinating services with other service providers</td>
<td>13</td>
<td>6</td>
</tr>
<tr>
<td>Financial support to maintain current services from gov’t sources</td>
<td>12</td>
<td>5</td>
</tr>
<tr>
<td>Mobilization of community to support and welcome newcomers</td>
<td>11</td>
<td>8</td>
</tr>
<tr>
<td>Staff to provide services</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td>Communication with stakeholders</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>Meet reporting requirements</td>
<td>10</td>
<td>7</td>
</tr>
<tr>
<td>Staff skills for delivery and maintenance of services</td>
<td>8</td>
<td>11</td>
</tr>
<tr>
<td>Financial support to maintain current services from other sources</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>Creation of governing and strategic plan</td>
<td>5</td>
<td>13</td>
</tr>
<tr>
<td>Provide services in both official languages</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>Other: Ability to support ineligible newcomers</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Other: Support for staff for professional development</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
Organizational partnerships

• 16/19 SPOs reported active partnerships
• Community differences in partnership development

Most frequently reported partnerships:
• Schools and school boards
• Other SPOs
• Language training providers
• Businesses and Chambers of Commerce

Least reported partnerships:
• Police force
• Housing services
• Ethno-cultural organizations
• Francophone organizations
Conclusion

In Manitoba

- Increase focus on integration
- More professional development for SPO staff opportunities in rural areas
- More partnership with employers
- A better understanding of the challenge of service delivery in both rural and remote areas
- “One size fits all” policy does not work for rural areas
Conclusion

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

14 Key Findings

Settlement and Employment

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

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

Partnerships

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

1. Expand available and accessible services

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

Existing services

Integration services
Conclusion: Strategic directions

2. Enhancing organizational capacity and funding

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

3. Increase SPO capacity with partnerships

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

Acknowledgement:


**Provincial Panel members**:
- **BC**: Miu Chung Yan (chair), Lucy Swib, Tiana Solares, Dominic Fung, Vicky Chiu, Lynn Moran, Alex Kang, Lori Wilkinson.
- **AB**: Anna Kirova (chair), John Biles, Alice Wong, Jennifer Fowler, Shahriyar Khan, Christina Nsaliwa, Mohhamed Y. Idriss, Sarah Amies, Abdie Kazemipur, Lori Wilkinson.
- **SK**: Joe Garcea (chair), Beulah Ghana, Sean McKenzie, Tim Helfrich, Carol Oliver, Lori Wilkinson.
- **MB**: Bill Ashton (chair), Liz Robinson, Laurie Sawatzky, Benjamin Amoyaw, Bequie Lake, Wally Melnyk, Nita Jolly, Natasha Mohammed, Lori Wilkinson.

**Research Participants**

**Immigration Research West (IRW)**
Questions

All reports will soon be available at:
https://www.brandonu.ca/rdi/publications/immigration-services-and-gaps/