



# Newcomer Outcomes Survey (NOS) Essentials

2020 + 2021 Survey Waves

# NOS 2020+2021 Survey Wave Tombstone Information



Each year, the NOS is sent to all newcomers who were admitted to Canada in specific years:

*See Annex B for more information on the NOS*

Survey Year	Admission Years Surveyed			
2020 Survey Wave	2013	2015	2017	2019
2021 Survey Wave	2014	2016	2018	2020

Questions on resettlement are asked of refugees resettled in the most recent admission year surveyed

Number of admissions in the surveyed years	2,201,637
Number of NOS responses received	183,257
Response rate	8%

Clients	76,179	42%
Non-clients	107,078	58%

Response rate is less important with the large and robust sample size obtained for these surveys.

Demographics of NOS respondents are aligned with those of both the newcomer and client populations (+/- 5%), with the following exceptions:

	Newcomers	Clients
<b>Over-represented</b>	EC PAs, 35-64, university education or higher	EC PAs, 35-64, university education or higher, admitted in 2016
<b>Under-represented</b>	Neither official language, secondary education or less	Neither official language, secondary education or less, admitted in 2019

*Full details on survey representativeness are provided in Annex A*

# Awareness of & Satisfaction with IRCC-funded Settlement Services



<b>68%</b>
Aware of IRCC-funded settlement services

This includes:

- Clients
- Non-clients who were aware of the services available to them

<b>95%</b>	<b>82%</b>
Agreed that referrals or linkages received were useful	<i>Agreed that support services received met needs</i>

Agreement that services changed clients'	<b>87%</b>	<b>79%</b>	<b>45%</b>	<b>78%</b>
	Knowledge of Canada	English skills	French skills	Knowledge of employment in Canada

Agreement that services gave info that helped clients	<b>66%</b>	<b>60%</b>
	Choose groups to participate in	Meet people they consider close friends

All respondents	Clients	Non-clients	<i>Aggregated measure</i>
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# NOS 2020 + 2021 Survey Waves Resettlement Immediate Needs

**68%**

*Agreed that their needs during their first 6 weeks in Canada were met*

Help with immediate needs	<b>70%</b>
Support services received	<b>66%</b>
Information about living in Canada	<b>66%</b>
Help finding permanent housing	<b>55%</b>
Information about money & finances	<b>67%</b>
Help registering for government services	<b>85%</b>
Info about other settlement and community services for newcomers	<b>65%</b>

All respondents   Clients   Non-clients   *Aggregated measure*

# NOS 2020 + 2021 Survey Waves Settlement Immediate Outcomes



*Increased their knowledge of daily life in Canada*

**55%** **60%** **51%**

*Improved their English language skills*

**30%** **39%** **23%**

*Improved their French language skills*

**18%** **20%** **15%**

*Increased their knowledge of working in Canada*

**49%** **54%** **45%**



Did unpaid volunteer work in the prior 12 months

**22%** **24%** **21%**

Were a member or participant in a group or organization

**43%** **44%** **42%**

All respondents	Clients	Non-clients	Aggregated measure
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# NOS 2020 + 2021 Survey Waves

## Settlement Intermediate Outcomes



<i>Agreed that they had enough information to make decisions about life in Canada</i>	<b>92%</b>	<b>91%</b>	<b>92%</b>
<i>Agreed that they could communicate without help in English</i>	<b>96%</b>	<b>95%</b>	<b>97%</b>
<i>Agreed that they could communicate without help in French</i>	<b>86%</b>	<b>79%</b>	<b>88%</b>



Currently working in Canada	<b>77%</b>	<b>75%</b>	<b>78%</b>
Of these, currently working full-time	<b>84%</b>	<b>79%</b>	<b>87%</b>



<i>Confidence in Canadian institutions</i>	<b>93%</b>	<b>93%</b>	<b>93%</b>
<i>Strong sense of belonging</i>	<b>84%</b>	<b>86%</b>	<b>82%</b>
Agreed that their community is welcoming to newcomers	<b>92%</b>	<b>93%</b>	<b>91%</b>

All respondents	Clients	Non-clients	Aggregated measure
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# Annex A

Representativeness Analysis of NOS 2020+2021



# Newcomer Outcomes Survey 2020+2021 Survey Waves



- This analysis compares demographics across several data sources:
  - GCMS data on newcomers admitted to Canada in these years who would have been 18+ at the time of the survey
  - iCARE data on clients who were admitted to Canada in these years, who would have been 18+ at the time of the survey, and who accessed domestic settlement services at any point up to the end of the survey year
  - NOS data on respondents overall and clients specifically who were admitted in these years
- Comparing these demographic profiles tells us how representative the NOS responses are of newcomers overall and clients specifically
- This representativeness analysis assesses the following demographic characteristics at time of admission, indicating when the profile of NOS responses differs from the newcomer or client profile by 5% or more:



Immigration  
category



Gender



Age



Official  
language(s)  
spoken



Level of education



Admission year

# Newcomer Outcomes Survey 2020+2021 Survey Waves



	GCMS	NOS (everyone)	iCARE (clients)	NOS (clients)
<b>Count</b>	<b>1,830,667</b>	<b>183,257</b>	<b>807,657</b>	<b>76,179</b>
<b>Immigration Category</b>				
Economic Principal Applicant (PA)	629,459 (34%)	75,882 (41%)	213,107 (26%)	26,034 (34%)
Economic Spouse & Dependent (SD)	408,107 (22%)	34,330 (19%)	198,169 (25%)	16,831 (22%)
Sponsored Family	554,870 (30%)	50,032 (27%)	211,591 (26%)	17,567 (23%)
Government-Assisted Refugee (GAR)	45,482 (2%)	3,498 (2%)	39,816 (5%)	2,978 (4%)
Privately Sponsored Refugee (PSR)	71,704 (4%)	6,182 (3%)	55,564 (7%)	4,350 (6%)
Blended Sponsored Refugee (BSR)	4,993 (0%)	483 (0%)	4,915 (1%)	452 (1%)
Protected Persons	89,288 (5%)	10,382 (6%)	59,673 (7%)	7,070 (9%)
Other	26,764 (1%)	2,242 (1%)	11,243 (1%)	897 (1%)
Not Stated	0 (0%)	226 (0%)	8,944 (1%)	(0%)

Variance of +/- 5% or greater



# Newcomer Outcomes Survey 2020+2021 Survey Waves



	GCMS	NOS (everyone)	iCARE (clients)	NOS (clients)
<b>Gender</b>				
Male	882,847 (48%)	91,799 (50%)	362,545 (45%)	35,746 (47%)
Female	947,740 (52%)	91,221 (50%)	444,137 (55%)	40,430 (53%)
Gender X	80 (0%)	11 (0%)	24 (0%)	3 (0%)
Not Stated	0 (0%)	226 (0%)	951 (0%)	(0%)
<b>Age at Time of Admission</b>				
0-17	93,465 (5%)	5,666 (3%)	51,794 (6%)	3,288 (4%)
18-34	993,209 (54%)	95,187 (52%)	395,188 (49%)	34,976 (46%)
35-64	653,843 (36%)	<b>75,579 (41%)</b>	330,373 (41%)	<b>35,969 (47%)</b>
65+	90,135 (5%)	6,599 (4%)	30,261 (4%)	1,946 (3%)



Variance of +/- 5% or greater



# Newcomer Outcomes Survey 2020+2021 Survey Waves



	GCMS	NOS (everyone)	iCARE (clients)	NOS (clients)
<b>Official Language(s) at Admission</b>				
English	1,301,775 (71%)	135,226 (74%)	583,382 (72%)	58,608 (77%)
French	90,707 (5%)	8,792 (5%)	15,105 (2%)	1,635 (2%)
Both	147,867 (8%)	19,743 (11%)	31,379 (4%)	4,179 (5%)
Neither	267,310 (15%)	17,084 (9%)	166,165 (21%)	10,986 (14%)
Not Stated	23,008 (1%)	2,412 (1%)	11,626 (1%)	771 (1%)
<b>Level of Education at Admission</b>				
Secondary or less	524,028 (29%)	36,013 (20%)	271,470 (34%)	19,083 (25%)
Colleges/trades, etc.	307,833 (17%)	30,236 (16%)	124,581 (15%)	12,328 (16%)
University or higher	664,495 (36%)	81,507 (44%)	273,202 (34%)	34,367 (45%)
Not Stated	334,311 (18%)	35,501 (19%)	138,404 (17%)	10,401 (14%)

Variance of +/- 5% or greater



# Newcomer Outcomes Survey 2020+2021 Survey Waves



	GCMS	NOS (everyone)	iCARE (clients)	NOS (clients)
Admission Year				
2013	222,463 (12%)	16,738 (9%)	96,452 (12%)	8,009 (11%)
2014	223,805 (12%)	23,333 (13%)	102,507 (13%)	11,725 (15%)
2015	224,063 (12%)	20,503 (11%)	105,667 (13%)	10,306 (14%)
2016	237,215 (13%)	30,295 (17%)	113,686 (14%)	15,723 (21%)
2017	235,061 (13%)	18,835 (10%)	93,395 (12%)	6,891 (9%)
2018	262,845 (14%)	29,228 (16%)	115,733 (14%)	13,760 (18%)
2019	273,865 (15%)	26,505 (14%)	128,749 (16%)	3,196 (4%)
2020	151,350 (8%)	17,591 (10%)	51,468 (6%)	6,569 (9%)

Variance of +/- 5% or greater



# Newcomer Outcomes Survey 2020+2021 Survey Waves

- The NOS was only sent to those aged 18+ at time of survey
- Admission year and age at admission information was used to align the cohorts across data sources

<b>NOS 2020 Survey Wave</b>	<b>Admission Year</b>	<b>Minimum Age at Admission (to be 18 at the time of the survey)</b>
	2013	11
	2015	13
	2017	15
	2019	17

<b>NOS 2021 Survey Wave</b>	<b>Admission Year</b>	<b>Minimum Age at Admission (to be 18 at the time of the survey)</b>
	2014	11
	2016	13
	2018	15
	2020	17

# Annex B

What is the NOS?



# NOS - Newcomer Outcomes Survey

## Q: WHAT IS THE NOS?

A: The NOS is an annual survey of newcomers to Canada that collects settlement outcomes information from both clients and non-clients of IRCC's Settlement Program. Each year, the survey is sent to all newcomers who became permanent residents in specific years. Two year's of survey data is combined to provide a response set from newcomers across eight landing years.

In 2020 and 2021, the NOS was sent to ~2.2M newcomers who became permanent residents between 2013-2020, were 18 or over at the time of the survey, and had a valid email address.



## Q: WHAT DOES THE NOS TELL IRCC?

A: Designed in collaboration with Statistics Canada, questions collect information specifically to measure the Settlement Program's immediate (knowledge gains), intermediate (behaviour changes), and long-term (integration) outcomes, as well as outcomes of the Resettlement Program. Sections include:



Life in Canada



Official Languages



Working in Canada



Social Engagement



Barriers, Awareness, and Impact



Additional demographic questions

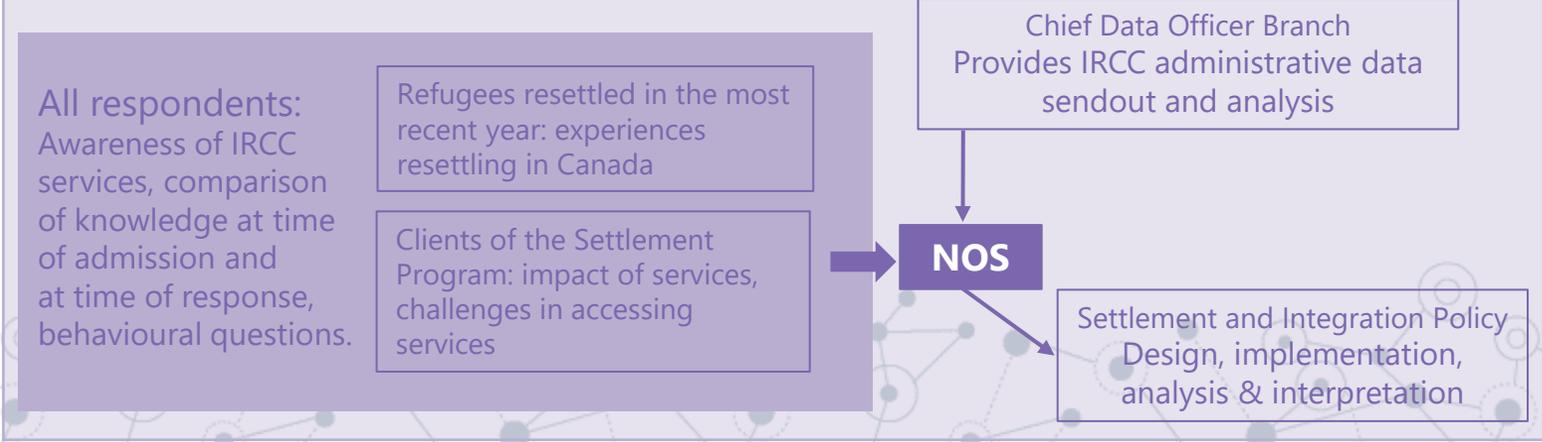
Responses are linked to IRCC's administrative and settlement service data to get a full picture of a respondent's demographics and Settlement Program use.

## Q: HOW HAS THE NOS EVOLVED?

A: IRCC consults annually on the questions asked in the NOS to ensure it meets evolving information needs. The following questions have been added over time:

- Optional disclosure of gender, 2SLGBTQI+ status, disability, household income, and number of children by age group (2022)
- City or community of residence (2020)
- Optional identification of racial or ethnic group (2020)
- Full-time or part-time status of employed respondents (2019)
- Reasons why non-employed respondents are not working (2019)

## Q: WHO DOES WHAT?



In 2020 and 2021, a total of 183,257 responses were received:



The demographics\* of NOS respondents generally align with those of both the newcomer and client populations (+/- 5%).

\*Demographics examined: age, gender, immigration category, family status, landing year, official language, level of education.

- Economic Principal Applicants & those with university or higher education are *slightly higher* in NOS respondents.
- Proportion of secondary or less & speaking neither official language is *slightly lower* in the respondent population.