

ON THE GROUND

REPORTED INSIGHTS FROM DIRECT SETTLEMENT SERVICE PROVIDER ORGANIZATIONS



611
ARPIOs
SUBMITTED

96% response rate

Where do we get this information?

The information in this report comes from the analysis of the Annual Report on Project Implementation and Outcomes (ARPIO), a mandatory year-end report completed by direct settlement service projects.

The ARPIO is an opportunity for all funded organizations to tell IRCC what they are seeing on the ground, challenges they face, and how they have adapted to meet those challenges. Insights gained provide key context to the story of how organizations contribute to client outcomes.



96%
IDENTIFY CLIENTS
PREFERRED OFFICIAL
LANGUAGE AND
REFER ACCORDINGLY

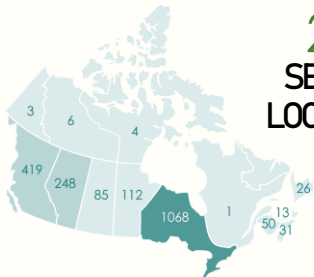


64%
REPORT
LONGSTANDING
ENGAGEMENT WITH
INDIGENOUS GROUPS



80%
APPLY GBA PLUS AND
ANTI-RACISM PRACTICES

However, a lack of
dedicated resources and
roles were a barrier



2K
SERVICE
LOCATIONS

Offering services in over 60 languages. Delivering services designed for target populations such as youth, children, or women.

66% *engage*
VOLUNTEERS

and say it is essential to service delivery, especially for Community Connections activities.

Recruitment and retention of volunteers can be a challenge.

1/4 *include*
SWIS

and are reporting improved intercultural understanding and appreciation in the school environment and broader student body!

SWIS = Settlement Workers in Schools

CHALLENGES

impeding client outcome achievement and service delivery

- High demand, increased client volumes, and long waitlists
- Clients with language barriers
- Staff burnout and poor retention
- Lack of support for clients (transportation, childcare, etc.)



INNOVATIONS

improving client outcome achievement and service delivery

- New and expanded programming, activities, and/or service delivery formats
- New partnerships, engagements, and collaborations
- Ability to offer services in additional languages



**98% OF PROJECTS
RELY ON
PARTNERSHIPS,**

most commonly with public institutions, other IRCC-funded SPOs and LIPs.

The main contributions of partnerships are:

- Service delivery
- Guest speakers
- Marketing and advertising



7K

MOBILE DEVICES WERE PURCHASED FOR LOAN TO CLIENTS TO HELP THEM ACCESS DIGITAL SERVICES/RESOURCES.

However, there are challenges in getting devices returned.



**80% OF EMPLOYMENT
PROJECTS ARE
ENGAGING EMPLOYERS.**

The top forms of employer engagement included:

- Job fairs and networking
- Mentoring and work placements
- Championing the benefits of hiring newcomers

RESETTLEMENT IN PRACTICE

REPORTED INSIGHTS FROM RESETTLEMENT ASSISTANCE PROGRAM (RAP) SERVICE PROVIDER ORGANIZATIONS



39
R-ARPIOs
SUBMITTED

95% response rate

Where do we get this information?

The information in this report comes from the analysis of the Resettlement - Annual Report on Project Implementation and Outcomes (R-ARPIO), a mandatory year-end report completed by resettlement assistance program service providers.

The R-ARPIO is an opportunity for all funded organizations to tell IRCC what they are seeing on the ground, challenges they face, and how they have adapted to meet those challenges. 2023-24 was the first year this report was implemented.

97% OF RAP PROVIDERS REPORTED AT LEAST ONE CHALLENGE

The most common challenges were:



- Securing accommodations for clients (especially permanent accommodations)



- Helping clients with disabilities, health, and/or mental health issues receive the care they need



- Issues with arrival timelines and the accuracy of information provided

SECONDARY MIGRATION

Nearly all projects (97%) are indicating that at least some GARs are leaving the community before receiving all immediate and essential services.

Most are successfully transitioned to new service providers.

100% *IMPLEMENT* INNOVATIVE PRACTICES

Most often to expand and improve partnerships and to offer more staff training.

These innovations are allowing Providers to improve client access to community and settlement services.

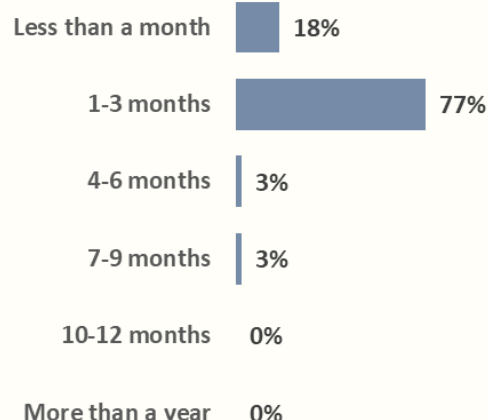
95% *rely on* PARTNERS

Most often partnerships are with other levels of governments and community organizations.

Service delivery and to provide guest speakers were the most common purposes for partnering.

95% OF RAP CLIENTS TRANSITIONED TO SETTLEMENT SERVICES WITHIN THREE MONTHS OF ARRIVAL IN CANADA

RAP SPOs noted that settlement SPO capacity limitations and RAP client relationships with RAP staff were challenges in that transition



BUILDING CAPACITY & FOSTERING COMMUNITIES

REPORTED INSIGHTS FROM INDIRECT SERVICE PROJECTS



Where do we get this information?

The information in this report comes from the analysis of the Annual Report on Umbrella Organizations (ARUO), a mandatory year-end report completed by each IRCC-funded umbrella organization as well as the Annual Project Report for Community Partnerships (APRCP), a mandatory year-end report completed by each IRCC-funded Local/Zonal Immigration Partnership (LIP/ZIP) and Réseaux en Immigration Francophone (RIF).

9
ARUOs
SUBMITTED **100%** response rate

86
LIP/ZIP APRCPs
SUBMITTED **97%** response rate

14
RIF APRCPs
SUBMITTED **42%** response rate

The ARUO is an opportunity for all umbrellas to tell IRCC about their membership characteristics as well as their work engaging with stakeholders, building capacity, and disseminating knowledge. The APRCP holds valuable insights into how partnerships conduct their work and how they contribute to client outcomes.

86% OF DIRECT IRCC-FUNDED ORGANIZATIONS REPORTED BEING A MEMBER OF AN UMBRELLA

78% OF UMBRELLAS REPORT ENGAGING WITH INDIGENOUS GROUPS

100% OF UMBRELLAS APPLY GBA PLUS IN PLANNING AND IMPLEMENTATION

\$55 — **\$2,400**
Range of annual rates reported

ALL UMBRELLAS APPLY A FEE STRUCTURE TO MEMBERSHIP. ANNUAL FEES ARE USUALLY A SLIDING SCALE BASED ON THE APPLYING ORGANIZATION'S ANNUAL REVENUE.



KNOWLEDGE DISSEMINATION & COORDINATION

- Dissemination activities allow Umbrellas to share information, updates, best practices, and research findings.
- Coordination activities allow Umbrellas to centralize resources and support the delivery of presentations and training.



LIPS AND ZIPS PRIMARILY OPERATE IN **ENGLISH**, WHILE RIFS PRIMARILY OPERATE IN **FRENCH**

84% *work closely with*
of direct projects **LIPS, ZIPS, RIFS**

COMMUNITY PARTNERSHIPS FELT THEY **INFLUENCED CHANGE** IN THEIR COMMUNITIES

83% SAID WORK IMPROVED ACCESSIBILITY OF SERVICES

65% SAID COMMUNITIES WERE MORE WELCOMING

34% SAID THEIR WORK ENCOURAGED INCLUSIVE HIRING PRACTICES



44%

of partnerships offered diversity & inclusion training



37%

of partnerships offered anti-racism training



29%

of partnerships offered cross cultural training