

IRCC Evaluation of the Settlement Program & Upcoming Language Training Evaluation

Language Training Learning Event
Edmonton, 2018

IRCC
Research and Evaluation Branch
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Purpose

- To provide an overview of the IRCC Settlement Evaluation
- To highlight main conclusions and findings
- Review and discuss IRCC's upcoming Language Training evaluation

Outline

- Settlement Evaluation Scope and Focus
- Summary of Conclusions and Findings
- Recommendations
- Next Steps
- Language Training Evaluation - Overview



Characteristics of Settlement Program Clients

- Socio-demographic characteristics of the 412,392 unique clients who received a Settlement service in FY 2016/17:
 - Age and Gender: 57% were female, and 63% were between 15 and 44 years of age.
 - Immigration Category: Refugees were the highest proportion of Settlement clients, representing 28%, followed by economic spouses and dependants (26%) and sponsored family (24%)
 - Self-declared knowledge of official languages: Over half of Settlement clients had declared a knowledge of English (53%), with 40% indicating no knowledge of French or English, 2% both English and French, and 2% French.
 - Education qualification: 35% had secondary or less, 17% had a Bachelor's degree, 16% had no education.
 - Countries of Citizenship: Most of the Settlement clients had a country of citizenship of China (16%), followed by India (11%), Philippines (9%), Syria (9%), and Iran (4%).
 - Settlement Services: 76% accessed Information and Orientation, 48% NARS, 27% IRCC-funded Language Training, 21% Language Assessment, 17% Community Connections, and 9% Employment-related Services.

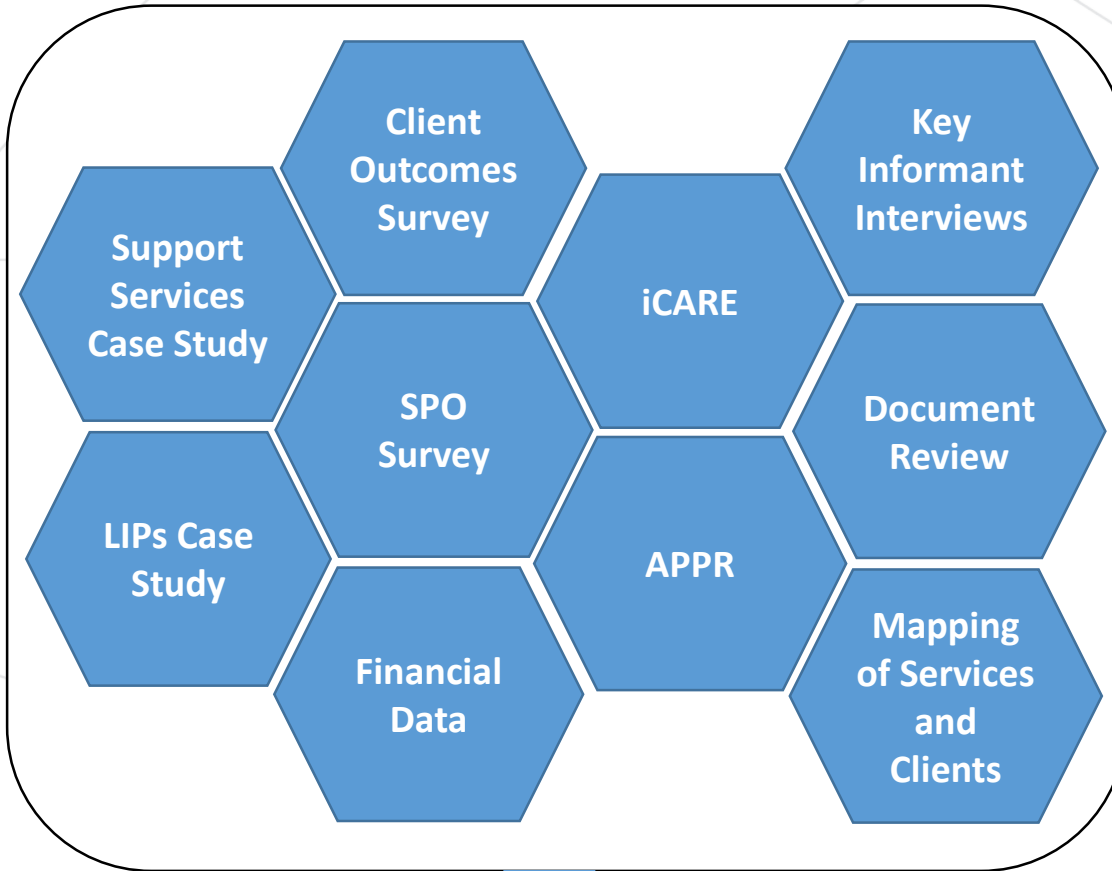
Evaluation Scope and Focus

- National evaluation covering 2011-2016 period
 - Includes Manitoba & British Columbia, excludes Quebec
- Primary focus:
 - Client outcomes
 - Support Services (childminding, transportation, translation, etc.)
 - Local Immigration Partnerships (LIPs)
 - Settlement Service usage and profiles
- Secondary areas of focus:
 - Internal program management
 - Indirect services (other than LIPs)
 - Resource utilization
- Outside of scope:
 - Pre-arrival services (evaluated in 2013, recent CFP)
 - Official Language Minority Communities (OLMC) Initiative & Resettlement Assistance Program (RAP) - both recently evaluated separately

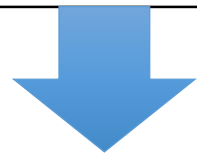
Expected Outcomes of the Settlement Program



Lines of Evidence and Approach



- Evaluation of the Settlement Program was comprised of numerous complementary components.
- Analysis cut across the various components to allow for a fuller description of program and client outcomes stories.



**Settlement Program
Results Story**

Settlement Program Outcomes

Key Overall Evaluation Conclusions

- The Settlement Program has been effective at meeting a growing demand, providing settlement services to an increasing number of newcomers each year along their integration path.
- Settlement services coverage is very widespread, with IRCC-funded SPOs offering services in all provinces and territories, both rural and urban centres within IRCC's jurisdiction.
- Among the key, basic expected outcomes being met, the Program has been successful in assessing clients' settlement and integration needs and providing appropriate referrals and services.
- The majority of Settlement clients are gaining knowledge about life in Canada, improving their language ability, finding employment, and forming connections to communities.
- The evaluation found that the impact of Settlement services differed by client type and characteristics (e.g.: those with high human capital).

Settlement Program Outcomes

Evaluation Findings – Selected Highlights

- Over two-thirds of clients who received a Settlement service between January 2014 and March 31, 2016 received at least one needs assessment and referral service.
 - Most commonly identified need by clients: for knowledge of community and government services, knowledge of life in Canada, and knowledge of education in Canada.
 - 30% of referrals received by clients were to non-IRCC services.
- Overall, nearly 60% of language training clients increased by at least 1 Canadian Language Benchmark (CLB) level in at least one of the four language components (listening, speaking, reading and writing).
- Among IRCC-funded services, employment-related ones had the greatest impact on language skills improvement and use; whereas language training seems to play a smaller role in language skills improvement and use.
- Younger age and higher levels of education have the biggest impact on language skills improvement and on more frequent use of language outside of the home.
 - Younger clients are more likely to improve and need the fewest number of hours of instruction, on average, to improve 1 CLB level.

Settlement Program Outcomes

Evaluation Findings – Selected Highlights

- *Information and Orientation Services (I&O)* positively impacted clients' gaining awareness of community and other resources.
- *Community Connections (CC)* had a positive impact on clients' participation in broader communities.
- LIPs have broadened the collaboration on, and profile of, newcomer issues in most communities by effectively engaging non-traditional newcomer service providers (“mainstream” services).
- The support services provided through IRCC are generally appropriate, however there are challenges with providing support for mental health issues through *crisis counselling* and in addressing clients' support service needs beyond what IRCC funds.

The final report will contain detailed evaluation findings

Key Evaluation Survey Results – Language Outcomes (skills improvement and use)

Overall, settlement clients reported improving their language skills and frequently using official languages outside their home.

- Of all Settlement clients who needed to improve their official language skills*, 96% reported improvement since arriving in Canada.
 - Felt that their language skills had *somewhat improved* (23%), *improved quite a lot* (39%) or *a great deal* (33%) since coming to Canada.
 - Clients that had taken IRCC-funded language training reported high levels of language improvement (72%), as did those that had not (73%).
- * This population was identified as those who had English/French as mother tongue and who were not planning to use the second official language and those who indicated that they did not need to improve their language skills.
- The majority (88%) of Settlement clients reported using English or French outside their home around half of the time or more.
 - Used it *some of the time* (19%), *most of the time* (28%) or *always* (41%).
 - Clients who had taken IRCC-funded language training reported a lower level of language use outside their home compared to those who did not (59% vs. 78%).
- * For self-reported language use outside the home, all Settlement clients were included.



Additional Language and Employment Outcomes

- Further analyses were conducted to analyze results by **immigration category**.
- **Language Improvement**
 - Analyses by immigration categories demonstrated that *language training* had a **greater impact on language skills improvement for economic immigrants** (FSW, CEC, PNP)* than for immigrants from other immigration categories (GARs, PSRs and Family Class).
 - **Principal applicants and Spouses and Dependants*
- **Language Use**
 - **Regardless of their immigration category**, clients who have received *employment services* used official languages outside their home more frequently compared to those who have not received such services.



Additional Language and Employment Outcomes (2)

- Analyses were conducted to assess the effects of taking combinations of IRCC-funded settlement services for each of the expected client outcomes.
- **Key Results:**
 - Taking **both** IRCC-funded *language training* and *employment-related services* had a greater impact on language skills improvement and knowledge about working in Canada than employment-related services or language training alone.

Language Progression Using iCARE data

Overall, nearly 60% language training clients increased by at least 1 CLB level in at least one of the four language components (listening, speaking, reading and writing).

- *18% advanced in all 4 skills*

• Results by key factors:

- **Immigration category:** Economic immigrants require the least number of hours of language training on average to increase by 1 CLB level in all four language components, compared to refugees and family class immigrants.
- **Age:** Younger clients are more likely to improve at least 1 CLB level and need the fewest number of hours of instruction, on average, to improve 1 CLB level.
- **Hours of training:** The more hours of language training, the greater the proportion of clients who improve by at least 1 CLB level.
- **Education level:** The likelihood of improving by at least 1 CLB level is positively related to clients' level of education. Clients who have a bachelor degree and above need fewer hours of training, on average, to increase 1 CLB level.
- Using iCARE data, a preliminary analysis of language progression of language training users was undertaken* (using Canadian Language Benchmarks and for users (89, 957) who landed between January 1, 2014 and March 31, 2016).

Settlement Evaluation Recommendations

Based on the findings, the evaluation recommended that the Department should:

- *review and assess its language training delivery and implement appropriate changes to improve its effectiveness*
- *develop and implement a plan to optimize the benefits of its Employment-Related Services and employment specific language training*
- *review access to and duration of Settlement Services that achieve a balance between meeting the specific needs of different clients and available resources*
- *clarify its expectations regarding the provision, use and reporting of Support Services*
- *develop and implement a strategic plan to make best use of the potential contributions of Local Immigration Partnerships*
- *review its Settlement Program reporting requirements and systems*
- *administer an outcomes survey on an ongoing basis to settlement users and non-users.*
- The Department agrees with the evaluation recommendations.

Settlement Evaluation- Next Steps

- The resulting action items support future program improvements and reflect the input received from recent consultations.
- The action items are also well aligned with the new Program directions and pilots being devised, and
 - will inform the next Settlement call for proposals process.
- Publication of report and management response by end March 2018.
- Further analysis of data and findings from evaluation to inform policy work and ongoing program improvements
- Implement action items and monitor progress
- Undertake an in-depth evaluation of language training

Language Training Evaluation Recommendation

- Based on the findings around language training and the need to examine further, the evaluation recommended that:

IRCC should review and assess its language training delivery and implement appropriate changes to improve its effectiveness. The assessment should consider:

- *the needs of different groups of learners and respective determinants of success;*
- *the strengths and weaknesses of existing approaches (curricula, modes of training, etc.)*
- *best practices from adult education theory and practice, and the field of teaching English and French as a second language to adults; and,*
- *new and innovative approaches to language training for adult immigrants.*
- *Response: Complete a targeted evaluation of IRCC-funded Language Training provide recommendations to further improve language training delivery and effectiveness.*
 - *Timeline: complete by Q4 2018/19*

Language Training Evaluation - Overview

- Currently in scoping and planning phase
 - Developing an evaluation terms of reference
- Scope planned to include formal, informal and employment-specific LT
 - Looking at what works for whom and under what conditions
 - Learner needs, objectives, motivations
 - Effectiveness of delivery models
- Methodology to potentially include:
 - Review of administrative data (ie: iCARE, GCMS)
 - Survey of LT clients
 - Use of Milestones Test
 - Expert Panel
 - Survey of Providers
 - Other ?

Questions?

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IRCC Evaluations

<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/reports-statistics/evaluations.html>

<https://www.canada.ca/fr/immigration-refugies-citoyennete/organisation/rapports-statistiques/evaluations.html>