

SASKATCHEWAN SETTLEMENT SECTOR ENGAGEMENT ANNUAL SURVEY

2017 – 2018 Fiscal Year

Report



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1 Introduction

In fulfillment of its contribution agreement with IRCC - **Schedule 1, activity number 1.6** requiring SAISIA to “conduct a yearly survey with settlement (and re-settlement) sector to ensure needs of sector are being met and to assist SAISIA with establishing their priorities for next fiscal year,” the Saskatchewan Association of Immigrant Settlement and Integration Agencies (SAISIA) coordinated the required activity in alignment with the purpose for which it was intended.

In order to obtain a robust and rich feedback, SAISIA included on its survey tools questions in relation to professional development needs and Performance Measurement Framework templates being used by service provider organizations across Saskatchewan.

The SAISIA annual settlement survey was distributed across Saskatchewan rural and urban settlement and integration sector - IRCC and none IRCC - funded agencies alike vis-à-vis resettlement, settlement, sponsorship agreement holder/private sponsors community, Francophone community and Gateway community.

This report represents Saskatchewan settlement and integration sector landscape for the 2017-2018 fiscal year.

2 Specific Themes

The survey tool was categorised into 3 main themes: settlement and integration programming scope; professional development needs of the sector; and government and community engagement strategy.

Settlement and Integration Programming Scope:

The intention of this theme is to capture information on IRCC-required as well as unique programs and services available across the sector as a way to identify program commonality, emerging gaps, and unique activities for service delivery improvement.

Professional Development:

As a community of practice, the need for ongoing professional development and competency framework cannot be over-emphasised. By providing the sector with an opportunity to share insights on Professional Development needs, SAISIA intends to obtain high priority information in this regard which will be useful as we proceed toward implementing a PNT regional Professional Development and competency framework.

Government and Community Engagement:

As the umbrella organization for Saskatchewan settlement and integration service providers, SAISIA is well placed as a conduit for relationship building and collaborative engagement with key stakeholders including the various levels of government. By including government and community engagement segment on the survey tool, SAISIA intends to garner insights from the sector on how best to achieve its object in this regard thereby furthering the mandate of SAISIA’s member agencies and achieving overarching service delivery impact.

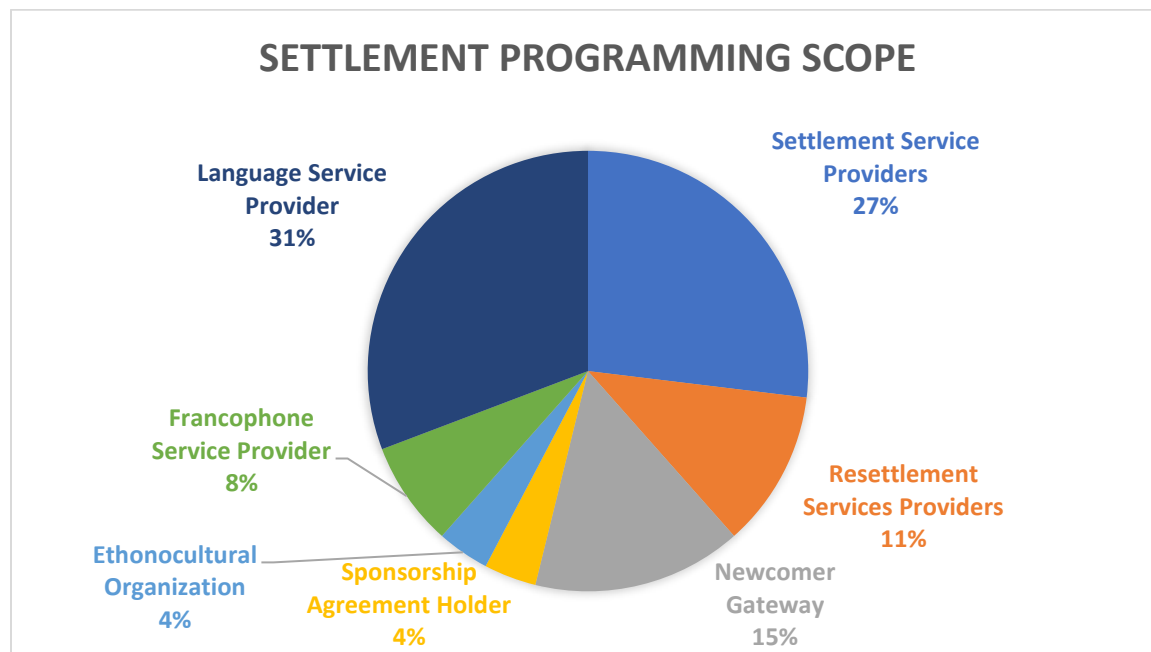
3 General Themes

In addition to the specific themes, there were general themes as captured on the survey tool. These will be explored under the following headings: Agency description; RAP Services – unique programming; Sector’s knowledge on related settlement network, Professional Development needs, and Performance Measurement Framework tools; Research development initiatives SAISIA’s communication strategy; Revenue Generation strategy; and SAISIA membership status.

3.1 Agency Description and Scope of Settlement Programming

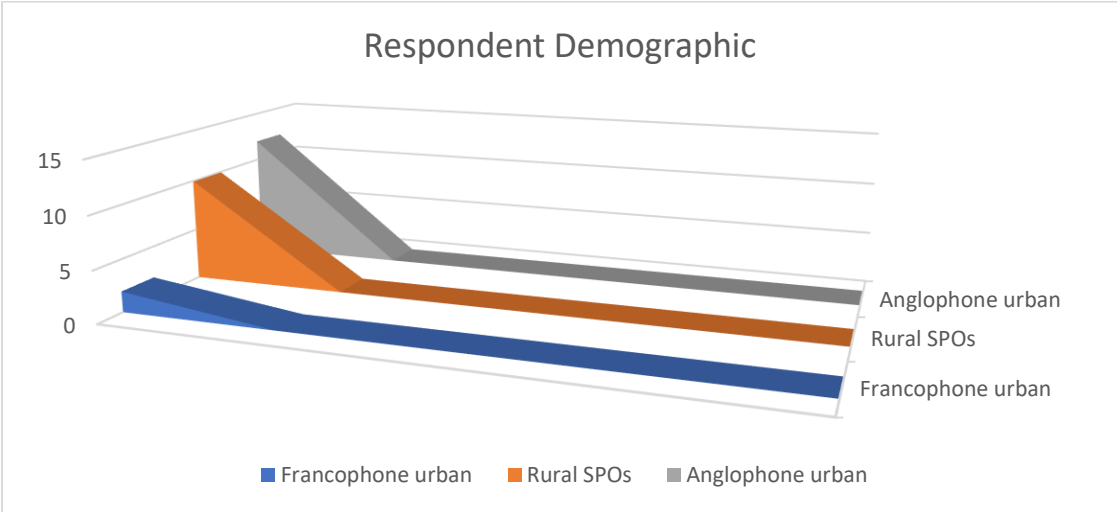
As per IRCC program definitions:

- Seven [7] of the respondents - 3 urban, 2 rural and 2 Francophone - identified as Settlement Service Providers
- Three [3] of the respondents - 2 urban and 1 - rural identified as Resettlement Service Providers
- Four [4] of the respondents - 2 rural and 2 urban - identified as Newcomer Gateway
- One [1] respondent - urban - identified as Sponsorship Agreement Holder
- One [1] respondent - rural - identified as Ethnocultural Organization
- Two [2] of the respondents - urban - identified as Francophone service providers
- Eight [8] of the respondents - 4 urban and 4 rural - identified as Language Service Providers



****Other related settlement programming includes:** Daycare services, Notary Public services

Respondent Demographic: Of the overall results, 12 respondents represent urban Anglophone service providers, 2 respondents represent Francophone community, and 10 as rural service providers.



3.2 RAP Services - Unique Programming

According to the survey result, the following unique RAP programming are offered at agencies having RAP agreement with IRCC:

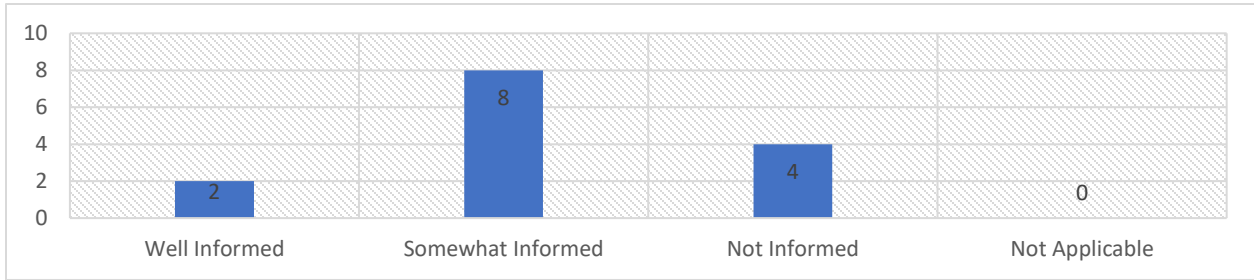
- In-House Needs Assessment and Referrals
- Crisis Counselling
- Life-Skills Training
- Children and Youth Support and/or Intensive Home Visits
- Income Tax preparation
- 1 Year Window (Family Reunification) Support
- Providing Access to Healthcare
- Refugee Engagement And Community Health – REACH Program
- RAP Exit

3.3 Settlement Network

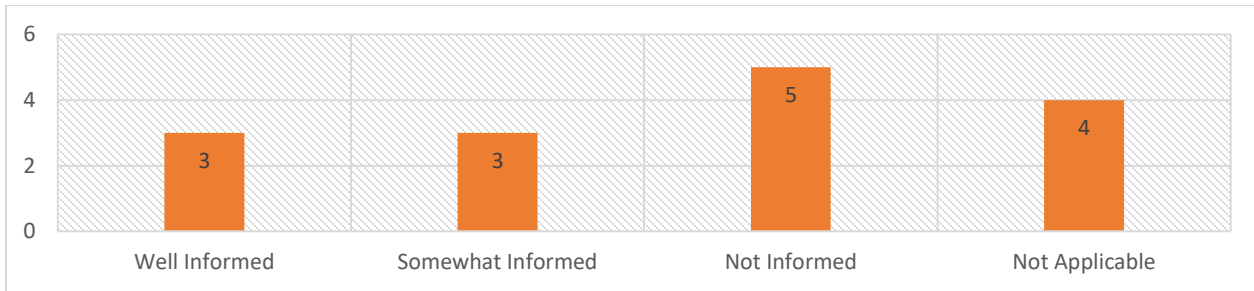
Settlement Network:

In order to gain a better understanding as to how well informed is the Saskatchewan settlement sector in relation to national, regional and provincial bodies to which SAISIA is involved, please see the following respondents’ feedback:

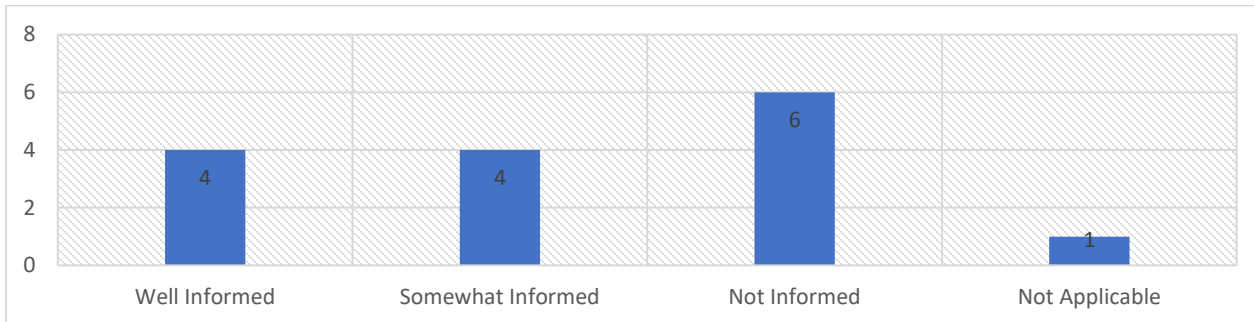
National Settlement Council:



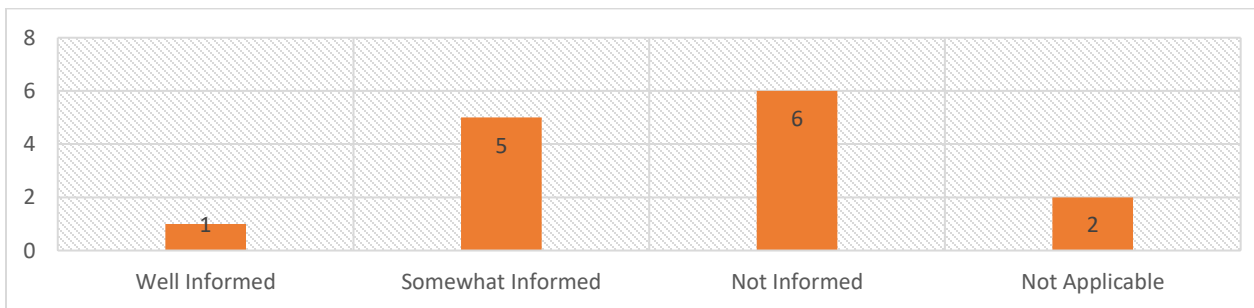
National Resettlement Assistant Program Working Group:



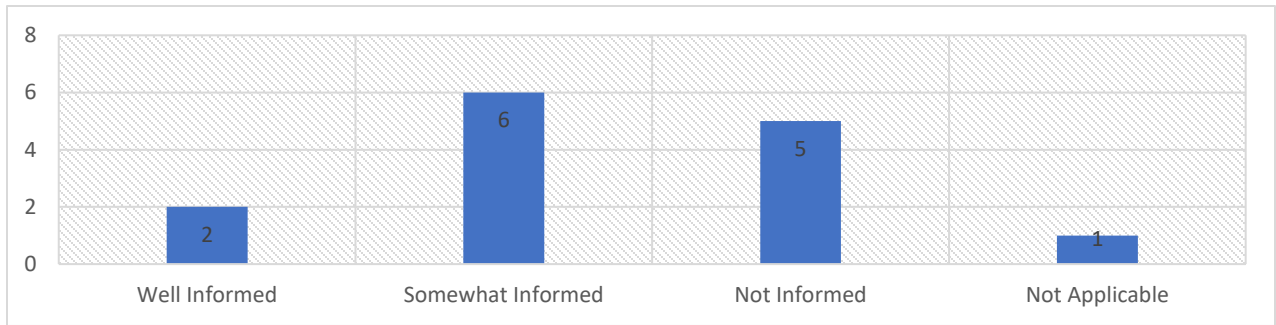
Newcomer Language Advisory Board:



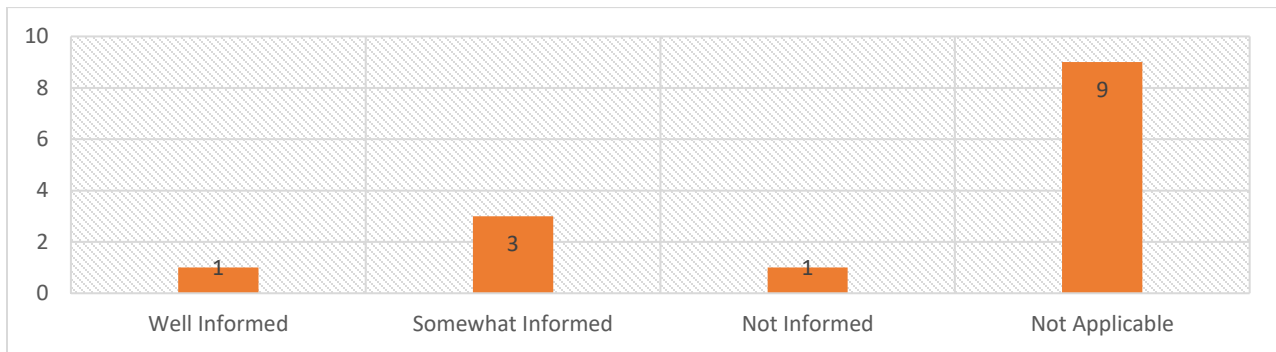
CISA - ACSSI



Canadian Council for Refugees [CCR]

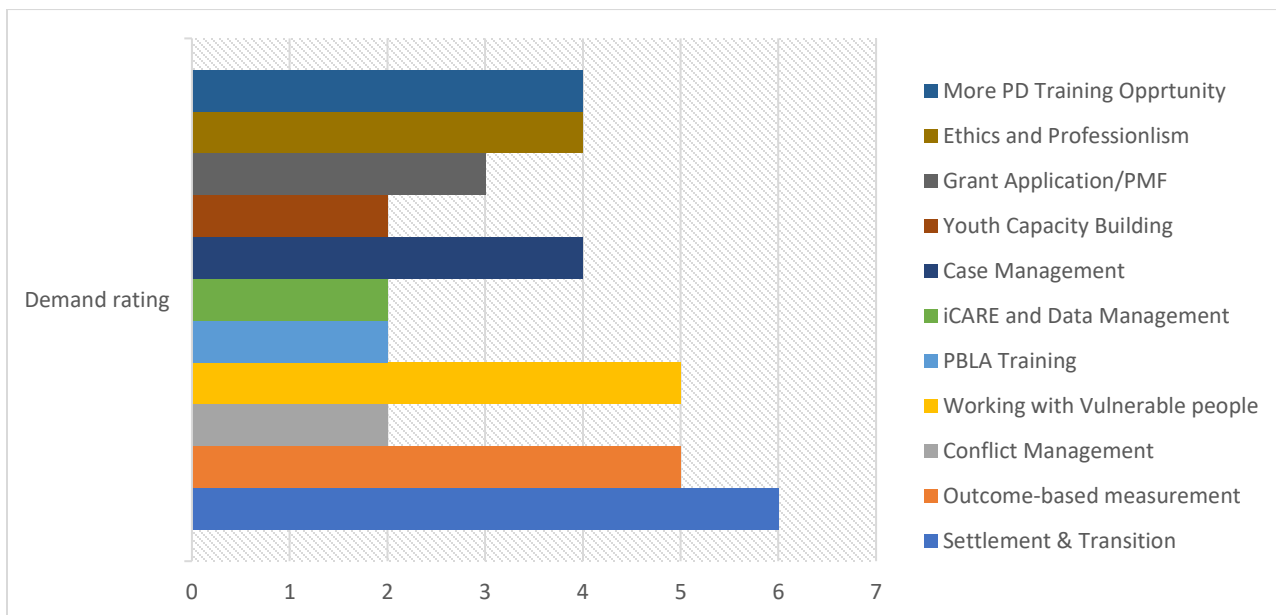


Western Region Working Group/Prairie Umbrella Groups



4 Professional Development

Survey results revealed an overarching interest by the Saskatchewan settlement sector for Professional Development. The chart below represents the 2017-2018 sector Professional Development demand for possible implementation in the 2018-2019 fiscal year



4.1 Recommendations for SAISIA – Tools and Templates

Another important component of SAISIA annual survey tool is the respondent’s opportunity to provide recommendations to SAISIA with regards to important tools and templates SAISIA should be developing for the sector. Result of the 2017-2018 survey revealed the under listed as key tools for SAISIA’s attention:

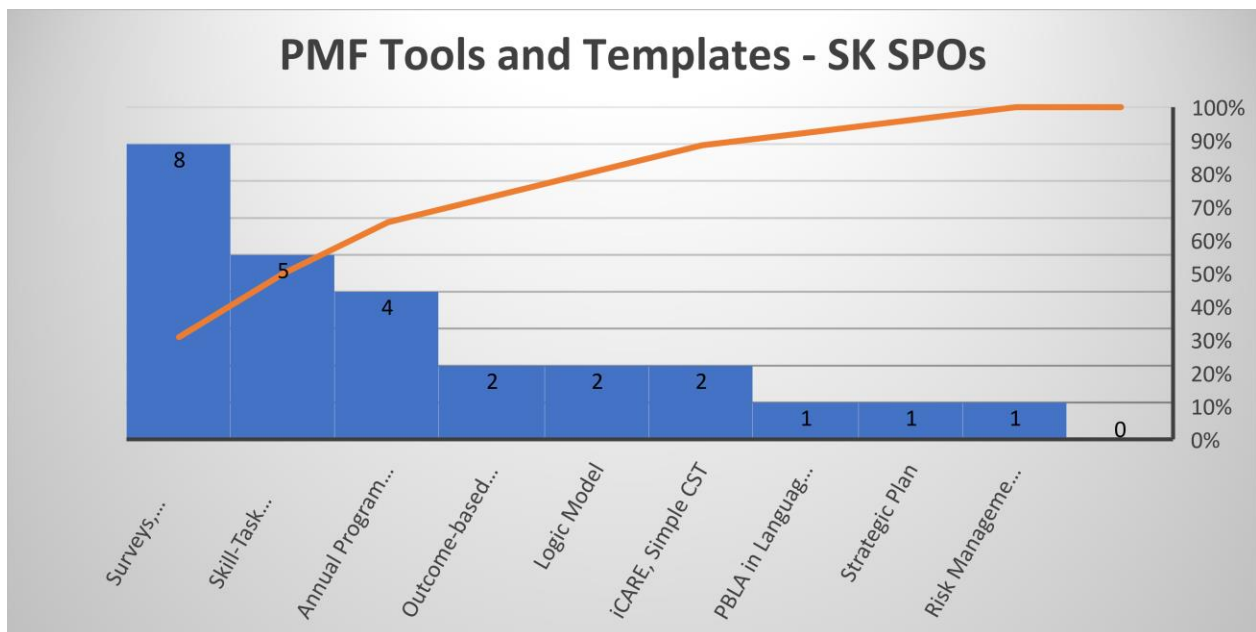
1. Create settlement program and resource library
2. Develop data analysis and impact assessment tools for the sector
3. Develop standardised intake forms – including waitlist templates, EAL student satisfaction survey, needs assessment resources and external referral forms
4. Create Performance Measurement Framework template for the sector
5. Develop Newcomer Handbook for Saskatchewan GAR and PSR arrivals
6. Develop Settlement program handbook and training manual for the sector

4.2 Performance Measurement Framework Tools and Templates - SPOs

With respect to competency framework and best practises around program/service delivery, respondents were asked questions in respect to the aforementioned. According to the survey result, not many agencies are knowledgeable about and/or using Performance Measurement Framework as viable tool for program evaluation and process improvement leading to quality assurance.

Below is the listing and graphical representation of PMF tools and templates being utilized by a few of the respondents:

- | | |
|--|-----------------------------|
| 1. Surveys, Interviews, Self-Assessment | 5. Logic Model |
| 2. Skills-Task Alignment, Testing, Balance Scorecard | 6. iCare, Simple CST |
| 3. Annual Program Evaluation Template | 7. PBLA in Language Program |
| 4. Outcome-based measurement framework | 8. Strategic Plan |
| | 9. Risk Management Registry |



4.3 Government and Community Engagement

As the umbrella organization for Saskatchewan settlement and integration service providers, SAISIA is well placed as the conduit for relationship building and collaborative engagement with key stakeholders including the various levels of government. Including government and community engagement component on the survey tool availed SAISIA an opportunity to garner insights from the sector on how best to achieve its role as lead and promoter of united voice for the Saskatchewan settlement and integration sector. Please see below respondents' perspective for SAISIA's attention in regards to government and community engagement:

1. Facilitate public education on difference between Government Assisted Refugees and Privately Sponsored Refugees
2. Ensure increased visibility of SAISIA in communities across Saskatchewan
3. Build and maintain relationships with all levels of government
4. Provide online training opportunities for settlement and integration workers
5. Promote blended federal and provincial funding and integrated services for service providers
6. Build and maintain rich and robust website and social media platform

Respondents were also able to provide other suggestions to SAISIA, many of which fell into the Community or Sector Engagement category:

1. Be more active as lead for the Saskatchewan settlement and integration sector
2. Become Saskatchewan voice on trends, successes and challenges of settlement and integration services
3. Enhance Francophone sector engagement and resource sharing
4. Connect with employers and the Saskatchewan Chambers of Commerce
5. Conduct immigration impact campaign in collaboration with service providers
6. Host public workshops on cultural awareness, settlement challenges, etc
7. Conduct community engagement forums with focus groups
8. Develop settlement sector program database and resource map
9. Maintain active site visit to service provider agencies
10. Create centralized language classes waitlist accessible by all SPOs

5 Revenue Generation for SAISIA

To better advance its capacity and sustainability, below is the list of suggestions for SAISIA as per 2017-2018 survey result:

Revenue Generation:

1. Explore multiple funding opportunities
2. Develop resources for sale
3. Expand SAISIA membership to include non-settlement sector organizations
4. Host cultural events
5. Consider corporate event sponsorship
6. Become a registered charity

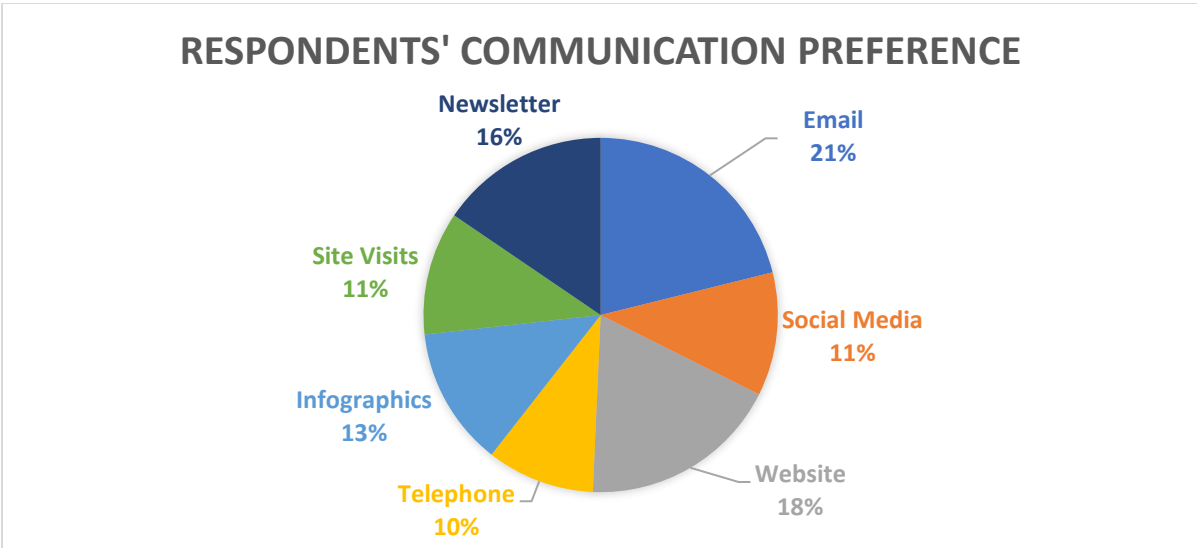
6 Research Development Initiatives

To further advance the knowledge-base of Saskatchewan settlement and integration sector practitioners - as well as the general public - some overarching recommendations emerged from SAISIA's 2017-2018 annual sector survey. Below is the list of suggested priority research topics:

1. Needs Assessment and Referrals: Impact and Effectiveness Analysis
2. Identifying service gaps within Saskatchewan settlement and integration communities
3. Study on Francophone immigrants in Saskatchewan in the last 5 years
4. Social integration of Newcomers in Saskatchewan: Guide on Multiculturalism and Treaty Relations
5. Vulnerable Newcomers: Interrupted education of Newcomer children and youth, Newcomer crime rates and mitigation strategy
6. Language for Employment program for Newcomers i.e. stage 1 learners
7. Labour market integration of newcomers: Immigrant women workforce
8. Benefits of immigration i.e. government and private sponsorship
9. Statistics of Saskatchewan Anglophone and Francophone immigration trends
10. Mental health, trauma and family violence: Effects and support strategy

7 Communication Strategy

To better serve the Saskatchewan settlement and integration sector, SAISIA inquired from survey respondents their preferred communication channel. Below is the survey result in this regard:



8 Committees and Discussion Tables for SAISIA’s Attention

Below is the list of community committees and discussion tables identified by survey respondents for SAISIA’s involvement and active engagement:

1. Local Immigration Partnership Committee; Municipal offices across Saskatchewan
2. Private Sponsorship Community i.e. SAHs, PSRs, CGs, G5s
3. Cultural Diversity Advisory Committee
4. Saskatchewan Health Region
5. Saskatchewan Housing Authority
6. IRCC Clusters
7. Indigenous Community and Reconciliation tables
8. SWISS Steering/Advisory Committee
9. Anti-Racism Coalition; Refugee Coalition Tables
10. Community Organizations: e.g. Police Services, Fire Department, Food Bank etc.

9 Respondents’ Membership Status with SAISIA

Most of the survey responses came from current SAISIA member agencies. Only a few of the respondents indicated interest in becoming SAISIA member.

Total Respondents	20
Current SAISIA Members	12
Respondents Interested in SAISIA Membership	3

10 Survey Distribution Analysis

2017-2018 annual settlement sector survey was distributed to a total of 45 agencies and community-based organizations vis-à-vis rural and urban, IRCC and none-IRCC funded, traditional and non-traditional settlement service providers. SAISIA received a total of 20 responses across the survey distribution parameters or a 44% response rate.

11 Action Items Arising from Survey Report

In light of the robust and rich responses received from the 2017-2018 annual survey, below is the summary of action items arising from the survey result and SAISIA's strategy towards addressing identified actions:

2017-2018 SETTLEMENT SECTOR ANNUAL SURVEY – ACTION PLAN		
Activity	SAISIA Action Steps	Timeline
1. Become visible in communities across Saskatchewan	<ul style="list-style-type: none"> A. Enhance SAISIA's presence in communities across Saskatchewan B. Improve engagement with service providers especially in small centers across Saskatchewan C. Improve engagement with Saskatchewan Francophone settlement sector D. Build and maintain relationship with various levels of government E. Participate in committees and discussion tables across Saskatchewan relevant to settlement and integration services F. Host an annual event in consultation with an advisory committee that meets the needs of the Sector and produces a report to drive future work 	<ul style="list-style-type: none"> A. Ongoing B. Ongoing C. Ongoing D. Ongoing E. Quarterly F. Annually
2. Advance sector's capacity through Professional Development training opportunities and competency frameworks	<ul style="list-style-type: none"> A. Establish Saskatchewan Professional Development Advisory Committee and facilitate Professional Development training opportunities for the sector B. Represent Saskatchewan settlement sector at the Regional Professional Advisory Committee C. Develop tools and templates toward improving competency framework of the sector i.e. standardised reporting tools, Performance Measurement Framework templates, external referral forms D. Develop settlement handbook and training manual for the sector E. Facilitate research initiatives in conjunction with Research Coordinator for the PNT umbrella groups 	<ul style="list-style-type: none"> A. Jan 2018 B. Quarterly C. Annually D. Annually E. Annually
3. Advance communication and information sharing across the sector	<ul style="list-style-type: none"> A. Improve communication strategy by adopting information and communication best practises i.e. availability of resources and materials in French and English B. Increase site visit to better understand and overcome service providers needs C. Develop and maintain a rich and robust website with features including SK settlement service map, Service Provider Organizations directory, Resource Page with bilingual materials, Online discussion forum with restricted access to urban and rural service provider agencies 	<ul style="list-style-type: none"> A. Ongoing B. Ongoing C. Launch in March 2018, then ongoing

Appendix A:

Acronyms and meaning

SAISIA	-	Saskatchewan Association of Immigrant Settlement and Integration Agencies
MJMC	-	Moose Jaw Multicultural Council
SODS	-	Saskatoon Open Door Society
RODS	-	Regina Open Door Society
GGP	-	Global Gathering Place
YWCA	-	Young Women Christian Association, Prince Albert
SPOs	-	Service Provider Organizations
SAHs	-	Sponsorship Agreement Holders
CGs	-	Constituent Groups
G5s	-	Group of 5s
PSRs	-	Privately Sponsored Refugees
GARs	-	Government Assisted Refugees
IRCC	-	Immigration, Refugees and Citizenship Canada
RAP	-	Resettlement Assistance Program
PBLA	-	Portfolio Based Language Assessment
PMF	-	Performance Measurement Framework
CISA – ACSSI	-	Canadian Immigrant Settlement Sector Alliance – Alliance canadienne du secteur de l'établissement des immigrants
CCR	-	Canadian Council for Refugees