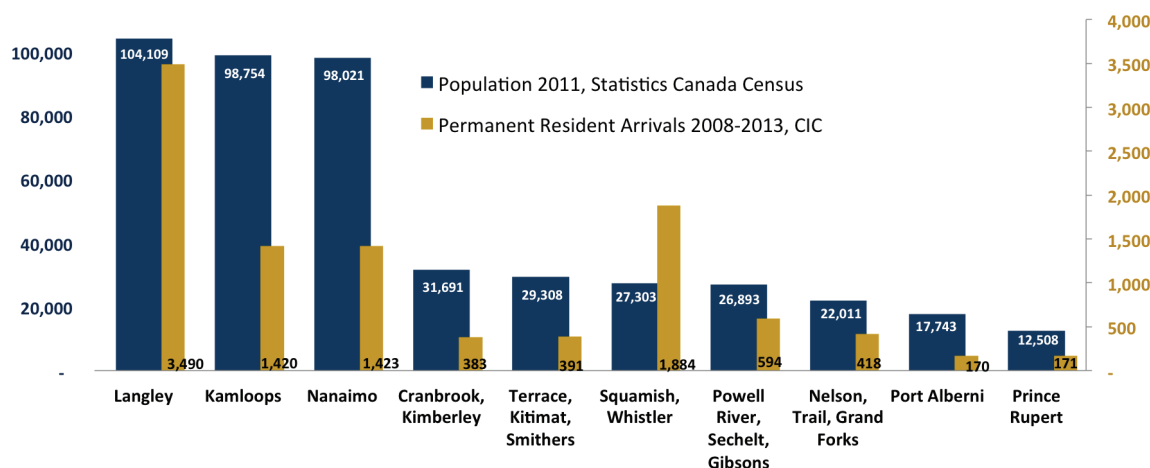




Immigration Settlement Services and Gaps in 10 selected rural communities in British Columbia

This provincial report is part of the “Immigration Settlement Services and Gaps in CIC’s Western Region” study.

Data Sources: 43 surveys conducted with Service Provider Organizations; 17 participants validated the findings with providing feedback



SETTLEMENT SERVICES



Top services offered

- Assistance with daily life
- Cultural events
- Language training
- Assistance finding housing
- Social inclusion/integration support
- Needs assessment and referrals
- Assistance finding a job



Key gaps identified

- Foreign credential recognition
- Job specific language and literacy training
- Transportation support
- Support for coordination among SPOs
- Services for CIC ineligible newcomers



Barriers to access services

- Language barriers
- Confusion where to get help
- Transportation
- Lack of information and awareness about services



Top services needed

- Language training
- Social inclusion/integration support
- Information and orientation
- Assistance finding employment
- Foreign credential recognition



Services needed by newcomers ineligible for CIC funded services

- Language training, social inclusion/integration support, information and orientation, assistance finding a job
- Newcomers are in desperate need of settlement and integration support; unmet settlement needs have negative effects on communities.

PARTNERSHIPS



All survey respondents reported that they partner formally and/or informally with other SPOs. Settlement (95%), welcoming (85%) and integration (76%) activities were all reported in partnership. Main partnerships identified with: schools/school boards, umbrella organizations, businesses, public libraries, labour market services. Desired partnerships with: employers, housing services, municipal offices, civil society groups, police force and ethno-cultural groups.



INTEGRATION IN COMMUNITY

- Language, finding affordable housing, finding a job, confusion about where to get help and lack of local social connections are the most commonly cited barriers to successful settlement and integration.
- Perception: It is “somewhat” to “very” difficult for newcomers to obtain employment in their community. Main challenges cited: language barriers, lack of recognition of foreign credentials and experience, lack of jobs, lack of social connections.



Rural Development Institute, Brandon University

Brandon University established the Rural Development Institute in 1989 as an academic research centre and a leading source of information on issues affecting rural communities in Western Canada and elsewhere.

RDI functions as a not-for-profit research and development organization designed to promote, facilitate, coordinate, initiate and conduct multi-disciplinary academic and applied research on rural issues. The Institute provides an interface between academic research efforts and the community by acting as a conduit of rural research information and by facilitating community involvement in rural development. RDI projects are characterized by cooperative and collaborative efforts of multi-stakeholders.

The Institute has diverse research affiliations, and multiple community and government linkages related to its rural development mandate. RDI disseminates information to a variety of constituents and stakeholders and makes research information and results widely available to the public either in printed form or by means of public lectures, seminars, workshops and conferences.

For more information, please visit www.brandonu.ca/rdi.

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Executive Summary

This project was funded by Citizenship and Immigration Canada (CIC) through Immigration Research West (IRW) at the University of Manitoba and was directed by the Rural Development Institute (RDI) of Brandon University. The objective of the study was to collect data on settlement services and gaps and examine the applicability of the Local Integration Partnership (LIP) model in rural communities in CIC's Western Region. Based on information gathered through a phone survey conducted with 43 immigrant service providers in October 2014, as well as additional feedback collected from 17 respondents in focus group meetings and by email, this provincial report describes current capacities and gaps in settlement services in 10 small urban centres and rural communities in British Columbia. Key findings from the survey include:

- Almost all (91%) respondents believe that the number of newcomers living in or near their community has increased in the past 5 years.
- Close to 60% of respondents reported that newcomers find it “very difficult” or “somewhat difficult” to access settlement services in their community, while 76% of respondents agreed that such difficulties apply to over 25% of newcomers to their community.
- 88% of respondents (36 out of 41 answering this question) indicated that it is “somewhat difficult,” “difficult,” or “very difficult” for newcomers to obtain employment in their community. Language barriers, lack of recognition of foreign credentials and experience, lack of jobs, and lack of social connections are the most commonly cited challenges that newcomers face when seeking employment.
- According to respondents, the 5 most needed services for all newcomers are, in order of frequency of selection: (1) language training; (2) social inclusion/integration support; (3) information and orientation; (4) help finding a job; (5) foreign credential recognition. The first four needs were also listed as the top 4 needs of CIC ineligible newcomers.
- In terms of organizational capacity, at least half of respondents reported adequate current capacity in each of five key areas (Table 8, Page 11). At the same time, at least half of respondents reported that they lack adequate capacity in five areas, including financial support from both government and non-governmental sources. With the exception of meeting reporting requirements, at least half of respondents reported that additional future capacity will be required in each of eight areas.

- 28 out of 43 (65%) respondents reported that their services to newcomers are guided by a strategic plan and that they regularly assess the service needs of newcomers in their community (33 out of 42 respondents answering this question), either internally or jointly with other service providing organizations (SPO). However, only one quarter of respondents were aware of an annual report on settlement achievements in their community.
- Approximately 95% of respondents provide settlement services in partnership with other SPOs, while 85% offer welcoming activities, and 76% provide integration supports in partnership.

In addition to validating the survey results, the 17 respondents who provided feedback on the draft community reports also contributed rich contextual information to aid in interpreting the findings. They emphasized that due to economic factors, many rural communities are experiencing rapid growth in the number of newcomers in their area, particularly temporary residents who are not eligible for CIC funded services. Although these newcomers share similar challenges to those faced by newcomers to urban areas, the remote geography and scattered populations in rural communities pose additional challenges for both newcomers and small, local SPOs.

Overall, the British Columbia findings underline the need for greater support for collaboration among SPOs, as well as the development of a more flexible model of service delivery that reflects the unique nature of needs and service provision in rural regions characterized by small populations of high needs newcomers who entered Canada through diverse immigration streams and are spread out over large geographical areas.

Introduction

This project was funded by Citizenship and Immigration Canada (CIC) through Immigration Research West (IRW) at the University of Manitoba and was directed by the Rural Development Institute (RDI) of Brandon University. It was aimed at examining gaps in settlement services and the applicability of the Local Integration Partnership (LIP) model in selected rural communities across the four western provinces (i.e., British Columbia, Alberta, Saskatchewan and Manitoba). Five Co-Principal Investigators (Co-PIs) facilitated the planning and research activities. Based on information gathered through a phone survey, the project determined organizational capacities and gaps in settlement services in 29 small urban centres and rural communities, of which 10 communities are located in British Columbia. The British Columbia findings underline the need for greater support for collaboration among service providing organizations (SPO) as well as the development of a more flexible model of service delivery which reflects the unique nature of needs and service provision in rural areas that are characterized by small populations of high needs newcomers who entered Canada through diverse immigration streams and are spread out over large geographical areas.

For the purposes of the study, “newcomers” are defined to include all Permanent Residents, Refugees, Refugee Claimants, Temporary Foreign Workers (TFW), Naturalized Citizens, and International Students that have been in Canada from 1 day to 5 years. “Newcomers ineligible for services” are defined as those newcomers who are generally ineligible for one or more of the settlement services funded by CIC, including TFWs, International Students, Naturalized Citizens, and Refugee Claimants.

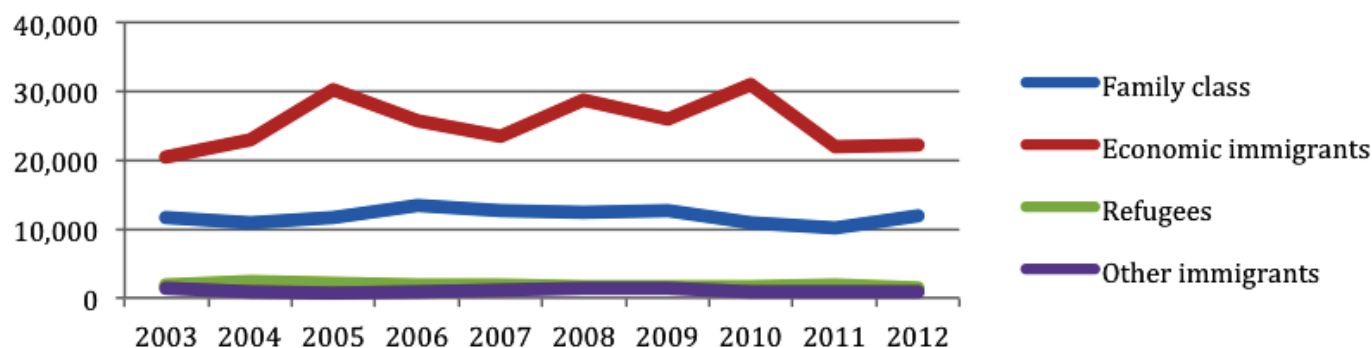
Context

IMMIGRATION TO BRITISH COLUMBIA

Permanent Residents

Relative to other provinces, British Columbia receives fewer humanitarian migrants and a greater proportion of economic immigrants. Economic immigrants comprise the majority of Permanent Residents (PR) to British Columbia (Figure 1; Table 1), and more PRs arrive to British Columbia from Asia than from all other source regions combined (Table 2).

Figure 1. British Columbia: Immigration by immigration class, 2003-2012



CIC 2014

Table 1. British Columbia: Entry of Permanent Residents by category, 2008-2012

	2008	2009	2010	2011	2012
Family class	12,424	12,613	10,867	10,130	11,855
Economic immigrants	28,719	25,916	30,877	21,903	22,115
Refugees	1,533	1,634	1,667	1,810	1,438
Other immigrants	1,317	1,276	776	944	833
TOTAL	43,993	41,439	44,188	34,787	36,241

CIC Facts and Figures 2012

Table 2. British Columbia: Entry of Permanent Residents by source region, 2008-2012

	2008	2009	2010	2011	2012
Africa and the Middle East	3,743	3,765	4,593	3,698	3,470
Asia and Pacific	30,148	27,742	30,316	23,669	24,888
South and Central America	5,812	6,192	5,624	4,205	4,343
United States	2,657	2,073	1,699	1,499	1,746
Europe and the U.K.	1,625	1,663	1,948	1,709	1,782
Source area not stated	8	4	8	7	12
TOTAL	43,993	41,439	44,188	34,787	36,241

CIC Facts and Figures 2012

Temporary Residents

The number of Temporary Residents (TR) entering British Columbia is approximately double that of PRs (Table 3). The number of TRs actually present is much larger as that figure is cumulative.

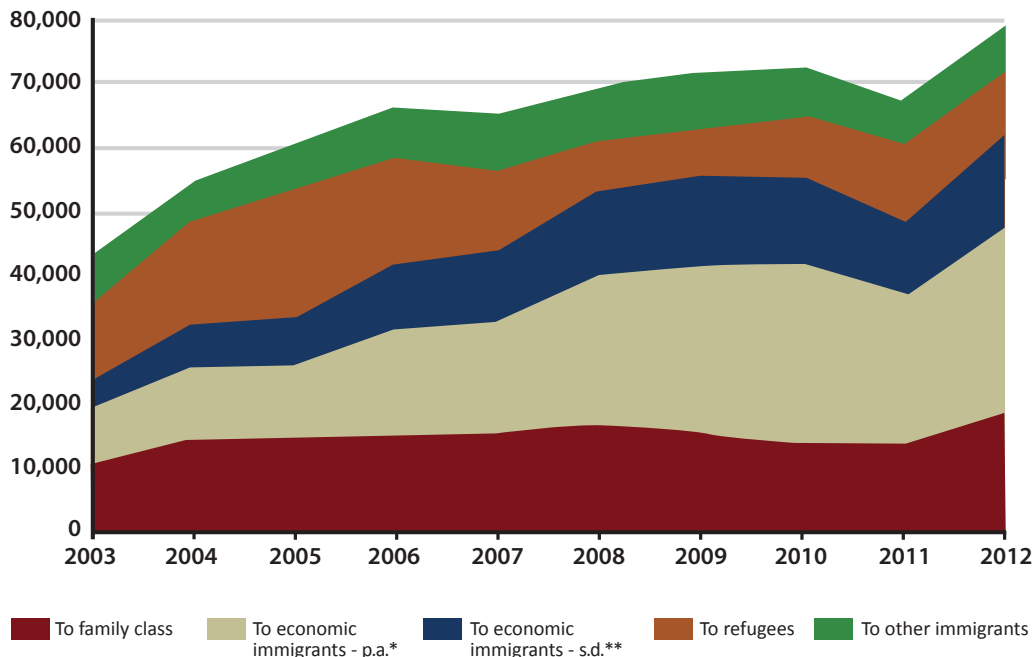
Table 3. British Columbia: Entry of Temporary Residents, 2008-2012

	2008	2009	2010	2011	2012
Foreign Workers	46,836	44,283	45,426	46,451	49,496
Foreign Students	25,613	26,484	27,281	29,575	26,647
Humanitarian entries	2,226	2,372	1,684	1,344	1,159
Refugee Claimant entries	2,102	2,203	1,578	1,197	1,070
TOTAL	76,777	75,342	75,969	78,567	78,372

CIC Facts and Figures 2012

It is important to understand that many Temporary Residents become permanent over time (Figure 2). Figures for British Columbia are not available, but Canadian figures are shown in Table 4 below.

Figure 2. Canada: Transition from Temporary to Permanent Residence, 2003-2012



CIC Facts and Figures 2012

Table 4. Canada: Transition from Temporary to Permanent Resident, by category, 2008-2012

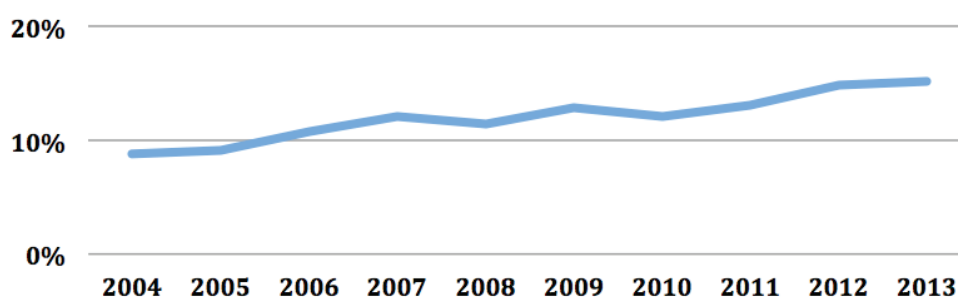
From:	2008		2009		2010		2011		2012	
	#	%	#	%	#	%	#	%	#	%
Foreign Worker	27,657	40	32,079	45	33,316	46	29,959	45	38,067	48
Foreign Student	11,228	16	9,713	14	8,865	12	6,738	10	7,797	10
Humanitarian	14,544	21	15,088	21	16,845	23	17,818	27	16,224	20
Other	15,845	23	14,893	21	13,353	18	12,699	19	17,066	22
To PR	69,274	100	71,773	100	72,379	100	67,214	100	79,154	100

CIC Facts and Figures 2012

Settlement patterns

Although most newcomers to British Columbia start their journey in Vancouver, immigrants are increasingly moving to other parts of the province (Figure 3). This important trend was noted by almost all study respondents.

Figure 3. Percentage of Permanent Residents in BC living outside Vancouver and Victoria, 2004-2013



Source: CIC Facts and Figures 2013

EMPLOYMENT PATTERNS IN BRITISH COLUMBIA

The current unemployment rate in British Columbia is approximately 6.1%. However, rates vary by region (Table 5).

Table 5. British Columbia: Regional unemployment rates, 2013

Region	Rate
Kootenays	5.2%
Northeast	4.9%
Vancouver Island	6.2%
Lower Mainland	6.7%
Interior	7.1%

British Columbia Stats, 2014

It is also relevant to note that British Columbia Stats reports an approximately 10% gap in employment rates between immigrants and the Canadian born, based on the population aged 15 and above with a job. The gap is significantly larger among women than among men, and among people aged 15-24 compared to those aged 25-44.

Methods

DATA COLLECTION AND ANALYSIS

A provincial panel comprised of staff from CIC's British Columbia office, the British Columbia provincial government, and the Affiliation of Multicultural Societies and Service Agencies of British Columbia (AMSSA), the provincial umbrella organization for settlement in British Columbia, played a key role in the selection of communities and development of the survey tool. AMSSA also performed an instrumental role in selecting and contacting survey respondents, and administering the survey. Ten communities that do not currently have LIPs in place were selected in British Columbia, based on CIC figures of PR arrivals (Table 6). "Community" is conceptualized in geographic terms as a single municipality, or two or more neighboring municipalities and/or unincorporated areas. Participating SPOs who were chosen from within the selected communities include those funded by CIC as well as other organizations that perform key roles in the settlement of newcomers (Figure 4). Survey participants

are knowledgeable members of SPOs within each of the selected communities. In all, 43 surveys were completed in October 2014.

Survey data was entered into Fluid Surveys and collated using Fluid Survey algorithms. Data for each community was compiled into 10 Community Reports, drafts of which were submitted to survey respondents for feedback. Six communities were given one week to provide feedback by email. In addition, focus groups were held in 2 communities, and 2 communities had the opportunity to provide feedback via teleconference. During November 2014, a total of 17 respondents provided feedback on 7 draft community reports, which were revised accordingly (Table 6). Finally, information from the community reports was combined with the aggregated Fluid Survey data to create this provincial report.

For specific information about each community, please refer to the relevant Community Report (Appendices D-M).

Table 6. Survey: Sample overview

Region	Community	Population 2011*	PR Arrivals 2008-13**	Visible Minority population, 2006*		Surveys completed	Feedback received
				#	%		
Interior	Kamloops <i>See Appendix D</i>	98,754	1,420	5,210	5.3	3	1
Kootenays	Cranbrook Kimberley <i>See Appendix E</i>	25,037 6,654	268 115	330 90	1.3 1.3	4	2
	Nelson Trail Grand Forks <i>See Appendix F</i>	10,230 7,681 4,100	315 68 35	345 190 90	3.4 2.5 2.2	3	0
	Nanaimo <i>See Appendix G</i>	98,021	1,423	6,635	6.8	3	1
Vancouver Island	Port Alberni <i>See Appendix H</i>	17,743	170	1,110	6.2	2	0
Northwest	Prince Rupert <i>See Appendix I</i>	12,508	171	1,405	11.2	5	0
	Terrace Kitimat Smithers <i>See Appendix J</i>	15,569 8,335 5,404	157 110 124	1,000 600 260	6.4 7.2 4.8	6	5
	Squamish Whistler <i>See Appendix K</i>	17,479 9,824	642 1,242	2,345 1,110	13.4 11.3	6	5
Lower Mainland	Langley <i>See Appendix L</i>	104,109	3,490	2,565	25.0	6	2
Sunshine Coast	Powell River Sechelt Gibsons <i>See Appendix M</i>	13,165 9,291 4,437	163 204 227	495 385 130	3.7 4.1 2.9	5	1
BRITISH COLUMBIA		4,400,057†		1,008,860	25.0	43	17

* Statistics Canada

** CIC figures provided for this project

† British Columbia Stats

Figure 4. Survey: Sources of funding received by participating SPOs

	Percentage	Count
Citizenship and Immigration Canada	46.5%	20
Other federal	20.9%	9
Private	37.2%	16
NGOs	18.6%	8
Provincial	79.1%	34
Other: (municipal; service/membership fees; Vancouver Coastal Health; university; regional district)	37.2%	16
Total		43

STUDY LIMITATIONS

A number of challenges were associated with data collection. First, the project deadline was moved forward while the project was underway, leaving limited time for survey design, data collection, and analysis. A further difficulty arose in convincing busy SPO executives to participate in the survey, which required approximately 45 minutes to administer, in addition to the preparation time required to review the survey before the phone call. In British Columbia, the majority of CIC funded SPOs were new to working with CIC as it was only in 2014 that the repatriation to the federal government of services formerly funded by the provincial government took place. SPO representatives explained that this not only meant getting used to a new system, but also approximately triple the administration time that had been required under the province. On top of this, during the month that the survey was administered, CIC funded organisations had monitors and external financial auditors for the settlement contract in their offices to review all records and staff from 9am-3pm for at least 3 days. Agencies funded by WorkBC also had provincial monitors coming in during the same time period. Given these limitations, in addition to the 43 SPOs that participated in the survey, 30 agencies were contacted that were unable to respond during the month that the survey was administered. Finally, there was some confusion among participants regarding how to answer survey questions about the availability of services. For example, an organization might offer programs to seniors which are not focused on immigrants, and some organizations (e.g. libraries) provide services to everybody. Also, many services are provided informally, rather than as part of a well-defined program, and many respondents did not have accurate information about services provided by other SPOs. Therefore, the information about service

availability should be interpreted with considerable caution. Although they struggled to fit their complex reality into the limited response categories of the survey, most respondents appreciated the opportunity to take part and welcomed the initiative.

Findings

COMMUNITY CONTEXT

Almost all (91%) respondents believe that the number of newcomers living in or near their community has increased in the past 5 years. Economic development was generally perceived by respondents to be the major factor underlying the increasing number of newcomers to their communities. Commonly cited reasons for the perceived increase include: expansion of Provincial Nominee (PN) and TFW programs; lower housing/living costs than in larger urban centers (apart from Whistler, where housing costs rival that of the City of Vancouver); increasing numbers of International Students at the local university; economic opportunities; and the arrival of family members of immigrant families already living in the area. Participants emphasized that CIC's PR arrival figures do not take into account the significant secondary migration that is occurring in British Columbia (see Figure 3). Furthermore, participants from Terrace, Kitimat, and Smithers stressed that 2011 population figures do not accurately represent their current populations, which have exploded with resource development in the area since 2012. Prince Rupert is set to face a similar expansion with the development of the Liquid Natural Gas industry.



SETTLEMENT AND INTEGRATION

The majority of respondents (60%) reported that it is “very difficult” or “somewhat difficult” for newcomers to settle in their community, while 40% thought it “somewhat easy.” Respondents in the latter group attributed the positive outcomes they perceived to a strong referral network and effective marketing strategies among SPOs in their area. Related to these findings, 76% of respondents agreed with the observation that over 25% of newcomers to their community find it difficult to access the services they need. The 4 most commonly cited issues or barriers to successful settlement are: language, finding affordable housing and/or a job, confusion about where to get help, and lack of local social connections. Respondents elaborated on the difficulty of developing friendships and a social network in their small, homogenous, and relatively insular communities, using expressions such as “cliquey,” “old boys club,” “hard to make friends among long term residents,” and “discrimination.” The challenges are particularly difficult for visible minority newcomers who may not be easily accepted by local residents who have little experience of ethno-racial diversity. The exceptions to this are Squamish/Whistler and Prince Rupert, which are reported to be relatively more welcoming of such diversity.

Participants repeatedly emphasized that immigrant settlement work in rural communities differs from urban service provision due to the small numbers of diverse newcomers with high needs who are dispersed over a large geographic area. The combination of widely dispersed population and centralized service provision creates difficulties for newcomers who do not have access to transportation; according to Statistics Canada figures for 2006, in some of the communities surveyed, the number of people who travel to work by public transit is zero. At the same time, in many small communities, newcomers lack ethnic community support. Alongside language barriers, these conditions create a sense of social isolation. Furthermore, although many newcomers are highly skilled, their training is not recognized, and lower end jobs are easier to obtain than those that use their skills or training, especially where language skills are low. One effect of these conditions is that newcomers tend to be concentrated in low skill, low paying employment that lacks job security, and they also struggle to find affordable housing in towns with 0% vacancy rates.

Unfortunately, despite the need, many services are unavailable in small communities, and those that exist suffer from low visibility, lack of outreach, poor interagency communication, restricted eligibility criteria, lack of coherent and coordinated communications plans, and continual changes in service provider and location for services, all of which lead to a lack of information and awareness about services among both SPOs and newcomers. Respondents in Port Alberni noted that in their community there is no SPO focused on providing settlement services, and that as a result newcomers tend to rely on family members for support. Respondents also reported heavy reliance on family members in Prince Rupert. However, dependence on family members was perceived to be both a help and a hindrance as family members provide critical support to newcomers but may, themselves, be marginalised and therefore also lack accurate information. At least two thirds of respondents reported that all of the possible concerns listed in Appendix A about the ability of newcomers to access services have been raised in their community. In these contexts, respondents underlined the negative impact of stress and unmet needs on newcomers' self esteem and confidence, which can create a cycle of hardship.

EMPLOYMENT

Despite increased economic activity in some regions, challenges associated with employment were a commonly voiced concern. 36 out of 41 (88%) respondents to this question indicated that it is “somewhat difficult,” “difficult,” or “very difficult” for newcomers to obtain employment in their community. The most commonly mentioned challenges include: language barriers; lack of recognition of foreign credentials and experience; lack of jobs; and lack of social connections. A number of respondents indicated that finding a job depends on “who you know, rather than what you know.” It is well known that approximately 75% of jobs in Canada are found through word of mouth. Discrimination by employers is another concern, especially in Port Alberni, Nanaimo, and Kamloops. Respondents indicated that employer discrimination tends to be based on perceived cultural differences and not speaking English as a first language. Furthermore, overseas training and experience is not recognized by employers who believe that without Canadian experience, newcomers are unsuited for Canadian work, regardless of their qualifications. However, respondents pointed out that obtaining recognition of foreign credentials is costly, time consuming, and not always successful.

Respondents from Vancouver Island, Sunshine Coast, and the Kootenays report that lack of jobs is a key challenge in their communities. However, in other places, such as Whistler/Squamish, the problem is the lack of good jobs given that most are low skill, low pay, part time, and temporary. The concern is that the lack of desirable employment opportunities creates a very high turnover of TRs as people leave the area to seek better work. The continual arrival of high needs newcomers who are not eligible for services has a disruptive and divisive effect on local communities. Similarly, communities in the north that are experiencing rapid and fluctuating demographic transitions driven by economic development report that low end and service industry jobs are easier to come by, yet do not provide a living wage and thereby create marginalised populations who are unable to meet their housing and other needs. As indicated by the relative numbers of permanent and temporary arrivals to British Columbia (see Tables 2 & 3), many of the newcomers arriving to these remote regions are not eligible for CIC funded services, yet their needs must be met somehow.



SETTLEMENT SERVICES

The 5 most needed services for all newcomers, in order of frequency of selection are: (1) language training; (2) social inclusion/integration support; (3) information and orientation; (4) help finding a job; (5) foreign credential recognition. In addition, respondents provided information about the services they offer, indicated which services need to expand, and described services that are needed but not currently offered (Table 7).

Table 7. Survey: Inventory of available and needed services

Services that are offered by at least 50% of respondents
Help with daily life
Cultural events
Language training
Help finding housing
Social inclusion/integration support
Needs assessment and referrals
Information and orientation
Help finding a job
Services for seniors
Services for women

Services that at least 50% of respondents indicated should expand
Language training
Childcare
Services for women
Mental health services
Social inclusion/integration support
Information and orientation
Services for seniors
Cultural events
Help finding a job
Services for youth
Legal support/referrals

Services that at least 25% of respondents report to be needed but not offered
Foreign credentials recognition
Job specific language training
Information and orientation
Transportation supports
Specialized literacy services for grade 12 students and adults
Language training
Services for men

Participants explained that in their small communities a large proportion of services are provided on a flexible, ad hoc basis. As one participant suggested, “in a small community you have to be a jack of all trades.” However, respondents stressed that such informal service provision is difficult to describe in standardized funding applications and reports, and that therefore much of the work they do is not reported. An example of this would be that their organization is only open for a few hours a day, and a newcomer stops them on the street or in a shop to ask a question that takes 30 minutes to answer. Many respondents in the feedback sessions highlighted that a one-size-fits-all service delivery approach and standard does not adequately take into account the flexible nature of rural service provision.



CIC ineligible newcomers

The top 4 needs for CIC ineligible newcomers are, in order of frequency of selection:

(1) language training; (2) social inclusion/integration support; (3) information and orientation; (4) help finding a job. At least 70% of respondents reported that Naturalized Citizens, TFWs, International Students, and Refugee Claimants need all of the possible services listed in Appendix B, with the exception of being slightly less likely to indicate that TFWs and International Students require services for seniors and those listed under the “economic” category.

SPOs in small communities find themselves assisting relatively small numbers of people from diverse origins and immigration categories, including PNPs who do not yet have PR, Naturalised Citizens who do not speak English despite many years in Canada and who may also struggle with literacy, people on working holiday visas, TFWs, and International Students and their parents. Respondents insisted that although these newcomers are not eligible for CIC funded services, they are in desperate need of settlement and integration support and that unmet settlement needs have negative effects on communities. Eligibility restrictions mean that small organizations staffed by caring people whose resources are already stretched end up providing services for free. In addition to the stress put on their organizations and personal lives, participants lamented the inadequacy of such service provision for people in need and the communities they inhabit. Given the large proportion of TRs who become PRs and citizens (see Figure 2), respondents emphasized the need to provide settlement services to newcomers when they require those services, whatever their current status, arguing that settlement challenges that are not met early on are likely to have long lasting negative effects. This is evidenced by the significant number of Naturalized Citizens

who, despite having been in Canada for many years, are still unable to speak English, struggle with literacy, and are not integrated in the wider community.

ORGANIZATIONAL CAPACITY

Respondents described the capacity of their organization to undertake various activities (Table 8).

Table 8. Organizational capacity reported by at least 50% of respondents

Has adequate current capacity:
communicate with stakeholders
create governing/strategic plan
staff skills for delivery & maintenance of services
meet reporting requirements
staff to provide services

Currently lacks adequate capacity:
financial support from government sources to maintain current services
financial support from nongovernmental sources to maintain current services
mobilize community to support newcomers
provide services in both official languages
coordinate services with other SPOs

Will require additional future capacity:
financial support from government sources to maintain current services
financial support from nongovernmental sources to maintain current services
mobilize community to support newcomers
staff skills for delivery & maintenance of services
create governing/strategic plan
staff to provide services
communicate with stakeholders
coordinate services with other SPOs

Capacity to provide services is an issue for all non-profit organizations that serve immigrants, yet SPOs in the north that are already operating at maximum capacity expressed particular concern about the reduction of services by 7% in the second year that is required under CIC funding guidelines. However, all respondents agreed that CIC funding based on an urban model of service delivery does not account for rural realities and that the reporting

requirements are exceedingly onerous for small SPOs. It is worth noting that the 50% of respondents who reported adequate capacity for reporting requirements includes few of the agencies that are funded by CIC. None of the organizations who took part in this study receive core funding for immigration services. Given that they provide vital community services on behalf of the government, some respondents questioned the fairness of this situation, declaring that “working for a nonprofit should not mean taking an oath of poverty.”

PLANNING AND TRACKING

Although most respondents report that their organization regularly assesses the service needs of newcomers in their community, almost one third of the organizations

surveyed do not use a strategic plan to guide their services to newcomers and almost one quarter do not regularly assess the needs of newcomers (Table 9). In addition, most of those that assess needs do so informally, through observation, client feedback, and SPO meetings. Respondents related challenges associated with organizational planning and tracking to the lack of core funding. Instead, funding tends to be for service delivery, making it difficult for organizations to plan, strategize, and collaborate. Finally, almost 75% of respondents do not have access to annual reports on settlement achievements in their community. However, if SPOs lack information about local service provision, then it is not surprising that newcomers also lack information.

Table 9. Organizational planning and tracking

<i>In our community...</i>	Yes, internally		Yes, jointly with other SPOs		No		Don't know		Total
	#	%	#	%	#	%	#	%	
Our services for newcomers are guided by a strategic plan.	17	39.5	19	44.2	14	32.6	1	2.3	43
We regularly assess the service needs of newcomers.	20	47.6	23	54.8	9	21.4	0	0.0	42
We have an annual report on settlement achievements.	7	16.3	4	9.3	22	51.2	10	23.3	43

COMMUNITY PARTNERSHIPS

All survey respondents reported that they partner formally and informally with other SPOs; 95% partner to offer settlement services; 85% provide welcoming activities; and 76% work with partners to offer integration supports. At least 75% of respondents partner with: schools/school boards; umbrella organizations; businesses; public libraries; and labour market services. At least 50% of respondents partner with all of the possible partners listed in Appendix C except housing services and francophone organizations. At least 25% of respondents desire a partnership with: housing services; municipal offices; civil society groups; francophone organizations; police force; and ethnocultural groups. Participants also indicated a desire to connect with employers but find that, although employers bring large numbers of newcomers to the community, they are unwilling to take time away from work to attend meetings aimed at addressing the settlement needs of

those newcomers, which they do not tend to connect to “the bottom line.” The least needed and least desired partnership is with francophone organizations.

Participants explained that the overall lack of resources means that collaboration must be done “off the corner of one’s desk,” thereby limiting its effectiveness. Respondents also stressed that collaboration requires a funding allocation process that takes into account expertise and experience rather than focusing on the lowest bid in order to identify which organisations should provide particular services. A large number of respondents suggested that to facilitate collaboration among SPOs and ensure the adequate provision of services, there is also a need for funding that is not restricted to certain groups, and which is offered on a less competitive basis than currently occurs, since competition among agencies inhibits partnership development and information sharing. Although many

organizational partnerships exist, these are arranged without dedicated funding and in most communities there is no community table devoted to immigration concerns. Respondents noted the need for dedicated, long term funding to support such collaborative efforts and strengthen partnership initiatives.

Respondents reported that under provincial Welcoming Communities funding, SPOs came together in large tables that focused productively on immigration, but when the funding dried up, the partnerships withered away. There is a strong desire to reactivate and expand partnerships that were developed under Welcoming Communities. However, participants emphasized the need for effective support for organic partnerships while avoiding the imposition of formal, micromanaged processes that lead to agency burnout and create friction among SPOs. It was noted that in the absence of adequate funding for administration, a formalized structure such as a LIP is impractical and undesirable in the communities surveyed (with the exception of Squamish/Whistler, where a LIP is desired, and Langley, where respondents indicated a desire for a municipal-based LIP). Instead, most respondents called for flexible funding offered along the lines of the provincial model, which they insist was more effective in promoting partnership and collaboration, and more cost-effective with regard to the time and management required by the agencies involved.

Conclusion

A number of key points may be distilled from the findings described above. First, newcomers need support to integrate into small communities that have traditionally received few immigrants, and communities need help to welcome and support newcomers. Small communities require immigrants to perform economic functions, provide services, and revitalize aging populations. For example, the median age on the Sunshine Coast and some parts of the Kootenays is over 50 years, compared to approximately 42 elsewhere, and 33 in Whistler/Squamish. Without immigrants, some communities will literally die out. Furthermore, many small, rural communities are heavily dependent on economic activity based in a single sector that creates cycles of economic boom and bust, yet many of the employees brought by local industry to work in dynamic economies are ineligible for CIC funded services. Although two thirds of newcomers to British Columbia arrive as TRs, there are at least two important reasons to provide them with services. First, many will become PRs and citizens, and there is already a concern in many communities about large numbers of Naturalized Citizens who do not speak English, who are not literate, and who are not integrated, and yet are not eligible for services. The second reason is that TRs and Naturalized Citizens live and work alongside other community residents, or may return year after year. In order to avoid conflict with long term residents and ensure a positive experience for all, sufficient settlement, integration and welcoming supports must be in place.

Overall, the most needed services for newcomers are language training, social inclusion/integration support, information and orientation, help finding a job, and foreign credential recognition. Although these and a large number of other services may be available to some extent in many communities, the responses point to the overall inadequacy of current offerings. It is vital to recognize that in smaller centers the group of people needing services is diverse in their needs as well as the path they took to get there, and they live scattered across large, remote areas, often with no access to transportation. SPOs have to be versatile and work closely with one another to provide needed services.

Given that all agencies are already stretched to their limits, it is critical to both minimize administration time and also provide core funding to ensure sufficient support for collaboration. The traditional urban model of service provision is inadequate in rural areas. A new, innovative model is needed that can address rural realities in ways that permit the creative and flexible delivery of services, while also fostering and supporting the organic partnerships that characterize small communities and make them pleasant and desirable places to live.

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Reference: Chung Yan, M., Francis, J. 2015. Immigration Settlement Services and Gaps in 10 selected rural communities in British Columbia¹. Brandon Manitoba. Immigration Research West and Rural Development Institute.

1. Special thanks to Bill Ashton, Eleni Galatsanou, Rachael Pettigrew, Rural Development Institute, Brandon University; Lori Wilkinson, University of Manitoba.

Appendices A-M

Appendix A

List of possible raised concerns about the ability of newcomers to access services

- Lack of services in community
- Confusion about where to get help
- Not being eligible for services
- Language difficulties
- Lack of childcare
- Transportation difficulties
- Hours of the day that services are offered
- Financial difficulties
- Discrimination because of being a newcomer
- Discrimination because of race or ethnicity

Appendix B

List of possible Services/needs

SETTLEMENT

- Needs assessment and referral
- Information and orientation
- Greeting upon arrival/initial reception
- Interpretation services
- Language assessment
- Language training
- Help finding housing
- Help with daily life
- Transportation support

ECONOMIC

- Help finding a job
- Educational upgrading
- Recognition of foreign credentials
- Investment opportunities
- Job-specific language training
- Help setting up a business
- Financial supports
- Occupational mentorship and networking

SOCIAL

- Childcare
- Cultural Events
- Social inclusion/ integration support
- Legal support/referral
- Health Services
- Mental Health Services
- Recreational services
- Services for seniors
- Services for women
- Services for youth

Appendix C

List of possible community partners

- School/School Boards
- Umbrella organizations
- Newcomers (individuals)
- Housing services
- Settlement service providers
- Health services
- Municipal offices/ EDO
- Civil society groups
- Francophone organizations
- Language training providers
- Children/Family services
- Businesses
- Chambers of Commerce
- Police Force
- Universities/Research Networks
- Ethno cultural groups
- Religious organizations
- Public libraries
- Foundations

Appendix D

Kamloops Community Report



Immigration Settlement Services and Gaps in Kamloops, British Columbia

This community report is part of the "Immigration Settlement Services and Gaps in CIC's Western Region" study.

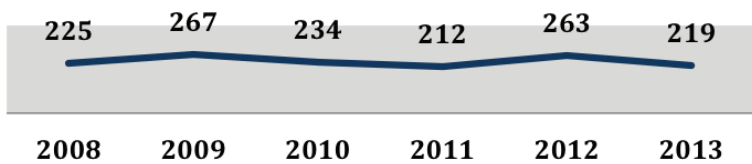


Population (2011): 98,754 residents

Source: Statistics Canada, 2011 Census

Permanent Resident Landings Kamloops 2008-2013

Source: Citizenship and Immigration Canada



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Data sources: 3 Service Providing Organizations (SPOs) receiving funding from Provincial, CIC, other federal sources. One SPO receives tuition from students

- Findings validated locally

SETTLEMENT SERVICES



Top services offered

- Information and orientation, interpretation services, language training, cultural events, assistance finding a job, recreational services, and help with daily life.
- Almost all services were indicated to be offered to some extent in Kamloops.



Key gaps identified

- A large number of services require expansion
- Lack of adequate organizational capacities for service provider organizations



Barriers to access services

- Lack of information about services available and where to get help
- Ineligibility for services
- Language and financial difficulties of newcomers
- Discrimination because of being a newcomer
- Transportation difficulties



Top services needed

Assistance finding a job, educational upgrading, occupational mentorship and networking, language training, interpretation services, greeting upon arrival, information and orientation.



Services needed by newcomers ineligible for CIC funded services

Language training, educational upgrading, assistance finding a job, information and orientation, integration support, foreign credential recognition.

PARTNERSHIPS



Kamloops service providers partner with other SPOs to deliver services to newcomers.

Most participants were engaged in a limited number of partnerships.

Participants reported a desire for a partnership with most of the listed partners.

Provincial funding was more effective than current CIC funding in promoting partnership and collaboration among SPOs.



INTEGRATION IN COMMUNITY

- Perception: It is "somewhat difficult" for newcomers to settle in Kamloops due to language barriers and discrimination.
- Low levels of English, lack of information about the Canadian job market and employer discrimination make it "somewhat difficult" for newcomers to find jobs in Kamloops.

IMMIGRATION SETTLEMENT SERVICES AND GAPS IN CIC'S WESTERN REGION: Kamloops, British Columbia

Introduction

The purpose of this project is to better understand the settlement and integration services available to newcomers and to explore the service gaps and opportunities in Kamloops, British Columbia and 28 other rural communities across Western Canada. This research offers a current snapshot of Kamloops by providing information gathered from a sample of local service providers. It is not a comprehensive review of all settlement services in Kamloops. Data was collected in October 2014 from 3 organizations that serve newcomers in Kamloops through a telephone survey completed by a representative from each organization. All of the organizations receive provincial funding. In addition, one receives funding from CIC, one receives tuition from students, and the third receives other federal funding. One participant provided feedback by telephone on the preliminary survey findings contained in the draft report.

Background

Kamloops is located in the interior of British Columbia. According to Statistics Canada, the 2011 population was 98,754, a 6.4% increase from 2006. CIC figures indicate that 1,420 Permanent Residents (PRs) arrived to Kamloops from 2008-2013.

Community Settlement Concerns

Survey respondents unanimously agreed that the number of newcomers living in or near Kamloops has increased in the last five years, and speculated that possible reasons for this could include increasing numbers of international students choosing to study in Kamloops, and the tough economic situation in the lower mainland that may have led some newcomers to seek work in the BC interior where the cost of living is slightly lower. However, when asked how easy it is for newcomers to settle in Kamloops, 2 respondents indicated that it is "somewhat difficult" due to language barriers and perceived cultural differences among newcomers and long term residents.

ACCESSING SETTLEMENT SERVICES

In terms of accessing services, 2 respondents agreed that over 25% of newcomers to Kamloops find it difficult to locate the services they need, either because services are not available or because newcomers lack accurate information about available services. Further to this, respondents indicated that a number of concerns have been raised about the ability of newcomers to access services, including: confusion about where to get help, not being eligible for services, language difficulties, financial difficulties, and discrimination because of being a newcomer. Two respondents also mentioned transportation difficulties, hours of the day that services are offered, and discrimination based on race or ethnicity.

GETTING JOBS

All respondents reported that it is "somewhat difficult" to find jobs. Low levels of English and lack of information about the Canadian job market are considered to be key factors. Discrimination by employers is another concern. Employer discrimination tends to be based on perceived cultural differences and not speaking English as a first language.

Available Settlement Services

CURRENT SERVICE PROVIDER CAPACITY

One respondent provided information about the number of newcomers they serve. That organisation serves 30 PRs, 8 Temporary Foreign Workers (TFW), 2 Refugees, 3 International Students, and 15 Naturalized Citizens. In addition, in the month before the survey was carried out, 6 Visitors requested but did not receive services.

INVENTORY OF SETTLEMENT SERVICES

All of the organisations surveyed provide the following services: information and orientation, interpretation services, language training, cultural events, help finding a job, recreational services, and help with daily life. The only service listed in Appendix A that is not provided by any respondent is investment opportunities. However, 1 respondent indicated that this service is provided by another SPO. Overall, every service listed in Appendix A was indicated by at least 1 respondent to be offered to some extent in Kamloops.

Respondents reported that the most needed services for newcomers are related to employment (help finding a job, educational upgrading, and occupational mentorship and networking), language (language training, interpretation services), and initial settlement (greeting upon arrival and information and orientation). Although these services are thought to be available to some extent in Kamloops, in many cases respondents lacked specific information about the adequacy of the services available. However, there was general agreement about the need to expand the following services: services for women and seniors, integration support, mental health services, health services, legal support, childcare, job-specific language training, educational upgrading, help finding a job, transportation supports, help finding housing, and language assessment. The large number of services requiring expansion seems to point to an overall inadequacy of services for newcomers.

NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES

Respondents reported that the services most needed by newcomers ineligible for CIC funded services include: language training, educational upgrading, help finding a job, information and orientation, integration support, and foreign credential recognition. Turning to services needed by specific groups of ineligible newcomers, almost all respondents indicated that almost all of the services listed in Appendix A are needed by TFWs, Naturalized Citizens, Refugee Claimants, and International Students.

Tracking and Planning

Two respondents reported that their services for newcomers are guided by an internal strategic plan and that they regularly assess the service needs of newcomers in their community using staff and client feedback, CIC reports, and internal reports. Additional sources of information include reports released by other local SPOs. One organisation indicated that they are aware of a report on settlement achievements which is released by Kamloops Immigrant Services every 2-3 months.

Specific Capacities

For the most part, respondents felt that their organisations currently lack adequate capacity for all of the capacities listed in Appendix B, and that additional future capacity in all areas will also be needed. The feedback participant emphasized the mismatch between the need for flexibility in funding criteria for service provision and the rigid protocols that characterize CIC funding, including damaging penalties on admin fees, and onerous reporting requirements that, together with the competitive funding environment, ultimately undermine capacity for collaboration and service delivery.

Partnerships

The activities conducted in partnership were categorized into three groups; settlement (e.g., getting jobs and housing, daily functioning), integration (e.g., teaching labour rules and human rights), and welcoming (e.g., orientation to community, civic events). All survey participants reported that their organization partners with other community organizations to provide welcoming services, and 2 organisations provide integration and settlement services in partnership. Looking at specific partnership relations, at least 1 responding organisation partners with each of the potential partners listed in Appendix C except for Chambers of Commerce, although 2 organisations desire such a partnership. At least 1 respondent also mentioned that partnerships are desired with labour market services, public libraries, universities/research networks, businesses, children/family services, language training providers, civil society groups, municipal offices, health services, housing services, and school/school boards. In feedback, the participant stressed the need for effective support for the partnerships that already exist while avoiding the imposition of formal, micromanaged processes that lead to agency burnout and create friction among SPOs. It was noted that in the absence of adequate funding for administration, a formalized structure such as a LIP is wholly impractical in Kamloops. In contrast to current CIC funding, provincial funding was more effective in promoting partnership and collaboration, and more cost effective in terms of realistic support with regard to the time and management required by the agencies involved.

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Appendix A – Possible Concerns about Access to Services

- Lack of services in community
- Confusion about where to get help
- Not being eligible for services
- Language difficulties
- Lack of childcare
- Transportation difficulties
- Hours of the day that services are offered
- Financial difficulties
- Discrimination because of being a newcomer
- Discrimination because of race or ethnicity

Appendix B – List of Possible Services

SETTLEMENT

- Greeting upon arrival/initial reception
- Information and orientation
- Needs assessment and referral
- Interpretation services
- Language assessment
- Language training
- Help finding housing
- Help with daily life (e.g., registering for school, getting a bank account)
- Transportation support

ECONOMIC

- Help finding a job
- Educational upgrading
- Recognition of foreign credentials
- Investment opportunities
- Job-specific language training
- Help setting up a business
- Occupational/business mentorship and networking
- Financial supports

SOCIAL

- Childcare
- Cultural Events
- Recreational services
- Legal support/referral
- Health Services
- Mental Health Services
- Social inclusion/ integration support
- Services for seniors
- Services for women
- Services for youth

Appendix C – Possible Organizational Capacities

- Staff to provide services
- Financial support from government sources to maintain current services
- Financial support from non-government sources to maintain current services
- Communication with stakeholders
- Coordinating services with other service providers
- Staff skills for delivery and maintenance of services
- Mobilization of community to support and welcome newcomers
- Creation of governing and strategic plan
- Meet reporting requirements
- Provide services in both official languages

Appendix E

Cranbrook - Kimberley Community Report



Immigration Settlement Services and Gaps in Cranbrook and Kimberley, British Columbia

This community report is part of the "Immigration Settlement Services and Gaps in CIC's Western Region" study.

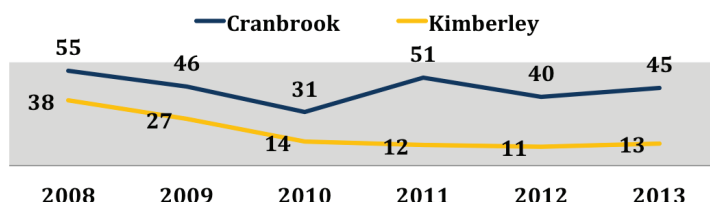


Population (2011): 25,037 residents in Cranbrook and 6,654 in Kimberley.

Source: Statistics Canada, 2011 Census

Permanent Resident Landings Cranbrook & Kimberley 2008-2013

Source: Citizenship and Immigration Canada



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Data sources: 4 Service Providing Organizations (SPOs) receiving funding from CIC, Provincial, NGO, and private sources. Some SPOs receive no funding.

- Findings validated locally.

SETTLEMENT SERVICES



Top services offered

- Information and orientation, language training, help finding a job, cultural events, legal support/referrals, social inclusion/integration support



Key gaps identified

- Recognition of foreign credentials
- Almost all of the services need to expand
- Lack of an accessible "one-stop-shop" for newcomer services
- Inadequate funding



Barriers to access services

- Lack of services as a result of inadequate funding
- Language difficulties of newcomers
- Lack of information about services available



Top services needed

Information and orientation, social inclusion/integration support, assistance finding housing and with daily life, health services (including mental health), occupational mentorship and networking, and language training and assessment.



Services needed by newcomers ineligible for CIC funded services

- Information and orientation
- Language training
- Help finding a job and help with daily life.
- Financial support

PARTNERSHIPS



The most commonly identified partnerships exist with school boards, umbrella organizations, newcomers, health services, municipal offices, civil society groups, children/family services, businesses, ethno-cultural groups and others. Participants reported a desire for a partnership with universities, police force, and language training providers.

INTEGRATION IN COMMUNITY



- Perception: It is "very difficult" or "somewhat difficult" for newcomers to obtain employment due to lack of jobs, language barriers, lack of recognition of foreign credentials, and the perceived need among employers for Canadian qualifications and experience.
- Lack of ethnic community groups, difficulty accessing the labour market, language barriers, and a high overall unemployment rate makes it challenging for newcomers to settle in the two communities.

IMMIGRATION SETTLEMENT SERVICES AND GAPS IN CIC'S WESTERN REGION: Cranbrook & Kimberley, British Columbia

Introduction

The purpose of this project is to better understand the settlement and integration services available to newcomers and to explore the service gaps and opportunities in Cranbrook and Kimberley, British Columbia and 28 other rural communities across Western Canada. This research offers a current snapshot of Cranbrook and Kimberley by providing information gathered from a sample of local service providers. It is not a comprehensive review of all settlement services in Cranbrook and Kimberley. Data was collected in October 2014 from 4 organizations that serve newcomers in Cranbrook and Kimberley through a telephone survey completed by a representative from each organization. One participant is a CIC funded agency that also receives provincial, private, and NGO funding. A second organization receives federal, private, and provincial funding, while a third agency receives no funding at all. The fourth respondent did not provide information about funding. Two survey respondents provided email feedback on the preliminary survey findings contained in the draft report.

Background

Cranbrook and Kimberley are small communities located in the south east corner of BC, in an area known as the Kootenays. According to Statistics Canada, the population of Cranbrook in 2011 was 25,037, a 3.7% increase from 2006. The 2011 Kimberley population was 6,654 which represents an 8.4% increase from 2006. CIC figures from 2008-2013 indicate the arrival of 268 Permanent Residents to Cranbrook and 115 to Kimberley.

Community Settlement Concerns

ACCESSING SETTLEMENT SERVICES

Of those surveyed, 3 respondents thought that the number of newcomers in their area had increased in the past 5 years, and speculated that this was due to industrial expansion and arrival of increasing numbers of TFWs. When asked for their perception about how easy it is for newcomers to settle, 3 respondents reported that it is "somewhat difficult" while the fourth respondent suggested that it is "somewhat easy." Respondents

suggested that difficulties stem from the reduction in funding that occurred as a result of the recent shift from provincial to CIC funding and the lack of an accessible "one-stop-shop" for newcomer services. The barriers perceived to most inhibit settlement include: lack of ethnic community groups, difficulty accessing the labour market, language barriers, and a high overall unemployment rate. Most respondents also drew attention to the difficulties of making social connections and fitting into small, homogenous, and relatively insular local communities. Further, 3 respondents agreed that over 25% of newcomers find it difficult to locate the services they need in their communities. This was perceived to be mainly due to lack of services as a result of inadequate funding, language barriers, and lack of information about services. However, respondents also noted that the small size of their communities may assist newcomers as the limited number of service providers means they are relatively simple to locate. For the most part, respondents indicated that all of the concerns listed in Appendix A have been raised.

GETTING JOBS

All respondents reported that it is "very difficult" or "somewhat difficult" for newcomers to obtain employment due to lack of jobs, language barriers, lack of recognition of foreign credentials, and the perceived need among employers for Canadian qualifications and experience. Respondents indicated that newcomers tend to be concentrated in low paying, low skill, part time work.

Available Settlement Services

CURRENT SERVICE PROVIDER CAPACITY

Three respondents provided information about the number of newcomers they serve. Together, these three agencies serve 50 PRs, 21 Refugees, 15 International Students, and 12 Naturalized Citizens each month. In the month before the survey was conducted, 11 PRs and 6 International Students requested but did not receive services from these organisations.

INVENTORY OF SETTLEMENT SERVICES

Respondents indicated that all of the services listed in Appendix B are available in their community except for recognition of foreign credentials. Specifically, apart from investment opportunities and recognition of foreign credentials, all of the services listed are offered to some extent by at least 1 respondent as well as another SPO. All respondents indicated that they provide integration support, legal support, and childcare.

The most needed services for newcomers were reported to be information and orientation, integration support, help with daily life, help finding housing, health services (including mental health), occupational mentorship and networking, and language training and assessment. At least 2 respondents indicated a need for expansion in all of the service areas listed in Appendix B

NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES

Respondents reported that the most needed services for newcomers ineligible for CIC funded services are information and orientation, language training, help finding a job, financial support, and help with daily life. Turning to specific categories of ineligible newcomers, respondents were unanimous that Refugee Claimants require all of the services listed in Appendix B, and TFWs require all the services listed except occupational mentorship and networking, help setting up a business, recognition of foreign credentials, and educational upgrading. At least 2 respondents indicated that Naturalized Citizens need each of the services listed in Appendix B, and 1-2 respondents indicated that International Students need each of the services listed.

Tracking and Planning

Although only one respondent's services for newcomers are guided by an internal strategic plan, all respondents reported that their organization regularly assesses the service needs of newcomers. Two assess needs internally, 2 assess needs jointly with other SPOs, and 1 assesses needs both internally and jointly. Assessments are done informally through observation and conversation. Additional sources of information include community tables and other SPOs. Respondents were not aware of annual reports on settlement achievements in their area.

Specific Capacities

Almost all survey respondents reported that their organisation currently has adequate capacity to meet reporting requirements, coordinate services with other service providers, communicate with stakeholders, create

governing and strategic plans, and staff skills for delivery and maintenance of services. At least 2 respondents stated that they lack adequate capacity for: provision of services in both official languages, mobilization of community to support newcomers, financial support to maintain current services from government and nongovernmental sources, and staff to provide services. At least 2 respondents indicated that additional future capacity will be needed for: staff to provide services, staff skills for delivery and maintenance of services, financial support to maintain current services from government and nongovernmental sources, mobilization of community to support newcomers, provision of services in both official languages, and creation of governing and strategic plan.

Partnerships

The activities conducted in partnership were categorized into three groups; settlement (e.g., getting jobs and housing, daily functioning), integration (e.g., teaching labour rules and human rights), and welcoming (e.g., orientation to community, civic events). All respondents reported active partnerships with other SPOs to provide settlement and welcoming, while 2 respondents also partner to provide integration services. At least 3 respondents report partnerships with school/school boards, umbrella organizations, newcomers, health services, municipal offices, civil society groups, children/family services, businesses, ethno-cultural groups, labour market services, religious organizations, foundations, and public libraries. Two organisations desire partnerships with universities, police force, and language training providers. In feedback, 1 respondent drew attention to the need for stronger partnerships between service providers and SAHs to ensure the adequate provision of services to sponsored refugees. The respondent emphasized that this would involve inclusion of SAHs in funding applications. Another respondent stressed that collaboration requires a funding allocation process that takes into account expertise and experience rather than lowest bids to identify which organisations should provide which services. There is also a desire to reactivate and expand partnerships developed under Welcoming Communities with a new focus on developing regional strategies to attract and retain newcomers. However, as in other communities, respondents noted the need for dedicated funding to support such collaborative efforts.

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Appendix A – Possible Concerns about Access to Services

CONCERNS ABOUT ACCESS TO SERVICES

- Lack of services in community
- Confusion about where to get help
- Not being eligible for services
- Language difficulties
- Lack of childcare
- Transportation difficulties
- Hours of the day that services are offered
- Financial difficulties
- Discrimination because of being a newcomer
- Discrimination because of race or ethnicity

Appendix B – List of Possible Services

SETTLEMENT

- Greeting upon arrival/initial reception
- Information and orientation
- Needs assessment and referral
- Interpretation services
- Language assessment
- Language training
- Help finding housing
- Help with daily life (e.g., registering for school, getting a bank account)
- Transportation support

ECONOMIC

- Help finding a job
- Educational upgrading
- Recognition of foreign credentials
- Investment opportunities
- Job-specific language training
- Help setting up a business
- Occupational/business mentorship and networking
- Financial supports

SOCIAL

- Childcare
- Cultural Events
- Recreational services
- Legal support/referral
- Health Services
- Mental Health Services
- Social inclusion/ integration support
- Services for seniors
- Services for women
- Services for youth

Appendix C – Possible Organizational Capacities

- Staff to provide services
- Financial support from government sources to maintain current services
- Financial support from non-government sources to maintain current services
- Communication with stakeholders
- Coordinating services with other service providers
- Staff skills for delivery and maintenance of services
- Mobilization of community to support and welcome newcomers
- Creation of governing and strategic plan
- Meet reporting requirements
- Provide services in both official languages

Appendix F

Nelson - Trail - Grand Forks Community Report



Immigration Settlement Services and Gaps in Nelson/Trail/Grand Forks, British Columbia

This community report is part of the "Immigration Settlement Services and Gaps in CIC's Western Region" study.

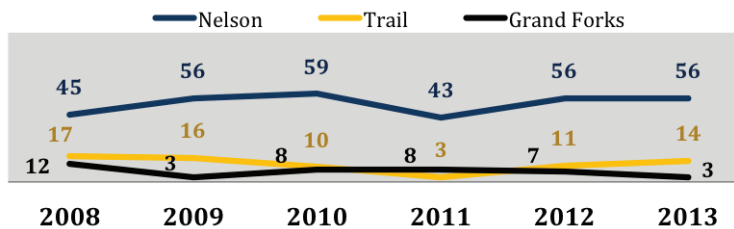


Population (2011): 10,230 residents in Nelson, 7,681 in Trail, 4,100 in Grand Forks.

Source: Statistics Canada, 2011 Census

Permanent Resident Landings Nelson-Trail-Grand Forks 2008-2013

Source: Citizenship and Immigration Canada



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Data sources: 3 Service Providing Organizations (SPOs) receiving funding from CIC, Provincial, NGO, other federal, municipal, regional district and private sources.

SETTLEMENT SERVICES



Top services offered

- Assistance finding a job
- Information and orientation
- Most of the listed services are offered in the communities, but inadequately.



Key gaps identified

- Lack of an organization that focuses specifically on immigrants.
- Inadequacy of services offered.
- Recognition of foreign credentials, transportation supports, information and orientation.



Barriers to access services

- Low availability of services.
- Lack of readily available information about services available.
- Lack of stable locations to access services.
- Almost all listed concerns about access to services were reported.



Top services needed

Assistance finding a job, foreign credential recognition, language training, interpretation services, greeting upon arrival, information and orientation, and integration supports.



Services needed by newcomers ineligible for CIC funded services

Assistance finding a job, information and orientation, greeting upon arrival, language training, language assessment, integration support, recognition of foreign credentials.

PARTNERSHIPS



Partnerships identified with umbrella organizations, municipal offices, children/family services, businesses, chambers of commerce, foundations, public libraries, and labour market services.

Settlement and welcoming activities are conducted in partnership.

Partnerships that do not currently exist but are desired: ethno-cultural groups or francophone organizations.



INTEGRATION IN COMMUNITY

- Perception: It is "somewhat difficult" for newcomers to settle in the communities. Lack of settlement services and lack of information, lack of public transportation, and challenges of developing social networks are some of the main barriers that newcomers face.
- Perception: It is "somewhat difficult" to access jobs in the communities, with language barriers and lack of recognition of foreign credentials presenting the most important challenges.

IMMIGRATION SETTLEMENT SERVICES AND GAPS IN CIC'S WESTERN REGION: Nelson/Trail/Grand Forks, British Columbia

Introduction

The purpose of this project is to better understand the settlement and integration services available to newcomers and to explore the service gaps and opportunities in Nelson, Trail, and Grand Forks, British Columbia and 28 other rural communities across Western Canada. This research offers a current snapshot of Nelson, Trail, and Grand Forks by providing information gathered from a sample of local service providers. It is not a comprehensive review of all settlement services in Nelson, Trail, and Grand Forks. Data was collected in October 2014 from 3 organizations that serve newcomers in Nelson, Trail, and Grand Forks through a telephone survey completed by a representative from each organization. One participant is a CIC funded organisation that also receives provincial, private, and NGO funding. A second organisation receives other federal, provincial, municipal, private, and NGO funding. The third receives other federal, provincial, and regional district funding. Although provided with one week to do so, no participant provided feedback on the preliminary survey findings contained in the draft report.

Background

Nelson, Trail, and Grand Forks are located in the Kootenay Boundary region of southern BC. According to Statistics Canada, Nelson had a 2011 population of 10,230, a 10.5% increase from 2006; the 2011 population of Trail was 7,681, a 6.1% increase from 2006; and Grand Forks maintained a relatively steady population from 2006-2011 of approximately 4,100. CIC figures indicate that from 2008-2013, 315 Permanent Residents (PRs) arrived to Nelson, 68 went to Trail, and 35 arrived in Grand Forks.

Community Settlement Concerns

All respondents reported that the number of newcomers to their area has increased in the past 5 years due to overall population growth and increased labour market demand. However, when asked how easy or difficult it is for newcomers to settle successfully, all respondents indicated that it is "somewhat difficult," with the main reasons being that there is no organization that focuses specifically on immigrants, the lack of stable locations to access services, lack of services, lack of information and confusion about

program eligibility, lack of transportation, and the challenges of developing social networks in small communities that are primarily composed of long term residents.

ACCESSING SETTLEMENT SERVICES

All respondents agreed that that over 25% of newcomers find it difficult to locate the services they need in their community, primarily due to the low visibility of services and lack of readily available information. Respondents were almost unanimous that all of the concerns listed in Appendix A about the ability for newcomers to access services have been raised in their community.

GETTING JOBS

Respondents also agreed that it is "somewhat difficult" to access jobs, with language barriers and lack of recognition of foreign credentials presenting the most important barriers. Respondents explained that many newcomers are highly skilled, but their training is not recognized, and that lower end jobs are easier to come by than those that use newcomers' skills or training. A related problem noted by some respondents is that the spouses and family members of employees brought to the area by local industrial concerns also experience difficulty obtaining employment for the reasons mentioned above.

Available Settlement Services

CURRENT SERVICE PROVIDER CAPACITY

Only one respondent provided detailed information about the number of newcomers served in their organisation. That organisation serves approximately 35 PRs, 2 Refugee Claimants, 16 Naturalized Citizens, and 1 Visitor per month. Another organisation indicated that approximately 12 people whose status is not known receive services each month, and that around 25 people whose status is not known requested but did not receive services in the month prior to the survey.

INVENTORY OF SETTLEMENT SERVICES

All of the organisations surveyed provide assistance finding a job, as well as information and orientation, while none provide interpretation services, investment opportunities, health services, or mental health services. The remaining

services listed in Appendix B are provided by 1-2 respondents. Respondents indicated that all of the services listed in Appendix B are provided by at least one other local SPO except recognition of foreign credentials, transportation supports, and assistance finding housing.

According to survey respondents, the top needs of newcomers include assistance finding a job, foreign credential recognition, language training, interpretation services, greeting upon arrival, information and orientation, and integration supports. The challenges related to successful settlement may point to the inadequacy of service offerings. Accordingly, at least 1 respondent indicated that each of the services listed in Appendix B needs to expand except assistance finding housing.

NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES

Respondents indicated that the main settlement needs of ineligible newcomers include: assistance finding a job, information and orientation, greeting upon arrival, language training, language assessment, integration supports, and recognition of foreign credentials. With regard to specific categories of ineligible newcomers, respondents were almost unanimous that Temporary Foreign Workers (TFWs) and Naturalized Citizens experience all of the needs listed in Appendix B. Two respondents indicated that Refugee Claimants experience each of the needs listed, and 1-2 respondents indicated that International Students experience each of the needs listed in Appendix B.

Tracking and Planning

Services for newcomers are guided by an internal strategic plan in 1 responding organization, and in another by a strategic plan created jointly with other SPOs. Similarly, 2 respondents reported that they regularly assess the service needs of newcomers in their community; one assesses needs internally, while the other assesses needs jointly with other SPOs. Assessments are based on information gathered through partner feedback, information from participants, and community planning sessions. Additional sources of information include WorkBC, feedback from community partners, and Welcome Map and Mat websites. One respondent indicated that their agency produces an annual report on settlement achievements and releases it to the community.

Specific Capacities

All respondents reported that they currently have adequate capacity in the following areas: meet reporting requirements, staff skills for delivery and maintenance of services, and staff to provide services. Conversely, none

report adequate capacity with respect to: mobilization of community to support newcomers, creation of governing and strategic plan, and provision of services in both official languages. Respondents were almost unanimous that all of the organizational capacities listed in Appendix C will need to be expanded in the future.

Partnerships

All respondents report active SPO partnerships. All respondents report active SPO partnerships. The activities conducted in partnership were categorized into three groups; settlement (e.g., getting jobs and housing, daily functioning), integration (e.g., teaching labour rules and human rights), and welcoming (e.g., orientation to community, civic events). All respondents provide settlement and welcoming activities in partnership, and two also provide integration services in partnership. All respondents reported that they enjoy partnerships with umbrella organizations, municipal offices, children/family services, businesses, chambers of commerce, foundations, public libraries, and labour market services. In contrast, no respondent partners with ethno cultural groups or francophone organizations, although such partnerships are desired. At least 1 respondent also indicated a desire for partnership with each of the following: school/school boards, newcomers, housing services, health services, civil society groups, police force, and universities/research networks.

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Appendix A – Possible Concerns about Access to Services

- Lack of services in community
- Confusion about where to get help
- Not being eligible for services
- Language difficulties
- Lack of childcare
- Transportation difficulties
- Hours of the day that services are offered
- Financial difficulties
- Discrimination because of being a newcomer
- Discrimination because of race or ethnicity

Appendix B – List of Possible Services

SETTLEMENT

- Greeting upon arrival/initial reception
- Information and orientation
- Needs assessment and referral
- Interpretation services
- Language assessment
- Language training
- Help finding housing
- Help with daily life (e.g., registering for school, getting a bank account)
- Transportation support

ECONOMIC

- Help finding a job
- Educational upgrading
- Recognition of foreign credentials
- Investment opportunities
- Job-specific language training
- Help setting up a business
- Occupational/business mentorship and networking
- Financial supports

SOCIAL

- Childcare
- Cultural Events
- Recreational services
- Legal support/referral
- Health Services
- Mental Health Services
- Social inclusion/ integration support
- Services for seniors
- Services for women
- Services for youth

Appendix C – Possible Organizational Capacities

- Staff to provide services
- Financial support from government sources to maintain current services
- Financial support from non-government sources to maintain current services
- Communication with stakeholders
- Coordinating services with other service providers
- Staff skills for delivery and maintenance of services
- Mobilization of community to support and welcome newcomers
- Creation of governing and strategic plan
- Meet reporting requirements
- Provide services in both official languages

Appendix G

Nanaimo Community Report



Immigration Settlement Services and Gaps in Nanaimo, British Columbia

This community report is part of the "Immigration Settlement Services and Gaps in CIC's Western Region" study.

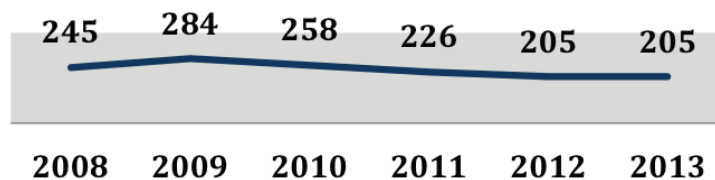


Population (2011): 98,021 residents

Source: Statistics Canada, 2011 Census

Permanent Resident Landings
Nanaimo 2008-2013

Source: Citizenship and Immigration Canada



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Data sources: 3 Service Providing Organizations (SPOs) receiving funding from Provincial, CIC, NGO sources. One SPO receives membership fees.
• Findings validated locally.

SETTLEMENT SERVICES



Top services offered

- Almost all services were indicated to be offered in Nanaimo to some extent.



Key gaps identified

- Job-specific language training
- Assistance finding a job, housing and setting up a business
- SPOs lack information about local service provision and have insufficient capacity for collaboration



Barriers to access services

- Lack of information about services available
- Ineligibility for services
- Language and financial difficulties of newcomers
- Discrimination because of being a newcomer
- Lack of childcare



Top services needed

Assistance finding a job and setting up a business, foreign credential recognition, language training (including job specific language training), and health services (including mental health)



Services needed by newcomers ineligible for CIC funded services

- Language assessment and job specific language training
- Assistance finding a job and with daily life
- Assistance finding housing

PARTNERSHIPS



Nanaimo service providers are partnering with others to deliver services to newcomers. Settlement, welcoming and integration activities were all reported in partnership but integration was the least common activity. Participants reported a desire for a partnership with most of the listed partners.

INTEGRATION IN COMMUNITY



- There is a mixed perception of how easy it is for newcomers to settle in Nanaimo. Lack of affordable rental housing, obtaining employment, language barriers and lack of information about available settlement services are the main challenges newcomers are facing in Nanaimo.
- Perception: It is "very difficult" or "somewhat difficult for newcomers to obtain employment due to low availability of jobs, lack of recognition of foreign credential and experience, and discrimination.

IMMIGRATION SETTLEMENT SERVICES AND GAPS IN CIC'S WESTERN REGION: Nanaimo, British Columbia

Introduction

The purpose of this project is to better understand the settlement and integration services available to newcomers and to explore the service gaps and opportunities in Nanaimo, British Columbia and 28 other rural communities across Western Canada. This research offers a current snapshot of Nanaimo by providing information gathered from a sample of local service providers. It is not a comprehensive review of all settlement services in Nanaimo. Data was collected in October 2014 from 3 organizations that serve newcomers in Nanaimo through a telephone survey completed by a representative from each organization. One organization receives funding from CIC, one from NGOs, and one from membership fees. Two organisations receive provincial funding. One survey respondent provided email feedback on the preliminary survey findings contained in the draft report.

Background

Nanaimo is located on Vancouver Island, a 2 hour ferry ride from Vancouver. According to Statistics Canada, the 2011 population of the Nanaimo census agglomeration was 98,021, a 6.1% increase from 2006. CIC reports that from 2008-2013 a total of 1,423 Permanent Residents (PR) arrived to Nanaimo.

Community Settlement Concerns

Respondents were unanimous that the number of newcomers living in or near Nanaimo has increased in the last 5 years, and speculated that this was due to expansions in the TFW program, growing numbers of International Students attending the local university, and the development of partnerships between local businesses and international companies based in China that result in newcomers from China increasingly seeing Nanaimo as a good location to start a business. The respondent who provided feedback also drew attention to significant secondary migration from Vancouver and Toronto. However, newcomers to Nanaimo face a number of settlement challenges, especially finding suitable, affordable rental housing, obtaining employment, and language barriers. Respondents were in disagreement with regard to how easy it is to settle in Nanaimo, with 2 saying that it is "somewhat difficult" and 1 indicating that it is "somewhat easy." Their

responses point to a lack of information about settlement services and confusion about what is available. One person noted that settlement success depends on the availability of ethnic community support, as such support—which varies significantly among ethnic groups—may positively influence the settlement process and assist newcomers to obtain low skilled jobs.

ACCESSING SETTLEMENT SERVICES

Two of the 3 respondents agreed that over 25% of newcomers to Nanaimo find it difficult to locate the services they need, suggesting that newcomers tend to lack information about available services. When asked about newcomers' ability to access services, respondents were unanimous that the following concerns had been raised in Nanaimo: not being eligible for services, language difficulties, discrimination because of being a newcomer, financial difficulties, and lack of childcare. At least 1 respondent indicated that each of the concerns listed in Appendix A has been raised. Additional concerns include program eligibility conditions and, in some cases, family members' control of newcomers' access to services.

GETTING JOBS

Respondents were unanimous that finding a job in Nanaimo is "very difficult" or "somewhat difficult." The main reasons include lack of jobs and lack of foreign credential recognition, and a labour market dominated by an "old boys club" of employers who believe that without Canadian experience newcomers are unsuitable for Canadian work, regardless of their qualifications. However, respondents pointed out that obtaining recognition of foreign credentials is costly, time consuming, and not always successful.

Available Settlement Services

CURRENT SERVICE PROVIDER CAPACITY

Two respondents provided figures indicating the number of newcomers served in their organisation. One agency serves 470 PRs, 78 Naturalized Citizens and 40 TFWs each month, while the other annually serves 300 International Students and 200 people whose status not known. The two agencies also indicated that in the month prior to the survey a total of 190 International Students and 4 Canadian citizens requested but did not receive services.

INVENTORY OF SETTLEMENT SERVICES

At least 1 respondent indicated that they provide each of the services listed in Appendix B, apart from assistance setting up a business, investment opportunities, and job-specific language training. Similarly, at least 1 respondent reported that each of the services listed in Appendix B is offered by another SPO, except for investment opportunities.

Respondents reported that the services most needed by newcomers include: settlement services, assistance finding a job and setting up a business, foreign credential recognition, language training (including job specific language training), and health services (including mental health). At least 1 respondent indicated that each of the services listed in Appendix B needs to expand, except: help with daily life, language training, interpretation services, needs assessment and referral, and financial supports. Investment opportunities are considered by 1 respondent to be needed but not offered. It is important to note the large number of “don’t know” responses to the question of whether services are offered and/or need to expand. If SPOs lack information about local service provision, then it is perhaps not surprising that newcomers lack information.

NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES

Respondents reported the main needs of newcomers ineligible for CIC funded services to include: language assessment and job specific language training, assistance finding a job, housing and with daily life. With very few exceptions, at least 2 respondents indicated that each of the needs listed in Appendix B is experienced by International Students, TFWs, Refugee Claimants, and Naturalized Citizens. There was no need thought not to be experienced by any ineligible newcomers.

Tracking and Planning

All respondents indicated that their services for newcomers are guided by a strategic plan, either internally or jointly with other SPOs, and that they regularly assess the service needs of newcomers internally or with other SPOs. Assessments are conducted annually and on an ongoing basis based on client feedback and evaluation surveys, informal observation, skill assessments, and feedback from students, teachers, principals, and SWIS. Additional sources of information include other SPOs and the Nanaimo Chamber of Commerce. Only 1 respondent was aware of an annual report on settlement achievements, namely, the Vital Signs report released by the Nanaimo Foundation.

Specific Capacities

Two respondents provided information regarding specific organizational capacity. Both indicated that they currently

have adequate capacity in terms of staff to provide services. Only 1 respondent indicated adequate capacity in the remaining capacities listed in Appendix C. One or 2 respondents reported that they will require additional future capacity in all of the capacities listed in Appendix C, except for provision of services in both official languages, which is expected to remain the same.

Partnerships

The activities conducted in partnership were categorized into three groups; settlement (e.g., getting jobs and housing, daily functioning), integration (e.g., teaching labour rules and human rights), and welcoming (e.g., orientation to community, civic events). All respondents reported active SPO partnerships in their community: 3 carry out settlement activities, 2 provide welcoming services, and 1 offers integration supports in partnership. One or 2 respondents indicated that their organization partners with each of the agencies listed in Appendix D. One or 2 respondents also indicated a desire for partnerships with the following agencies: school/school boards, umbrella organizations, newcomers, housing services, settlement service providers, francophone organizations, language training providers, businesses, chambers of commerce, police force, universities/research networks, and ethno cultural groups. In their feedback on the draft report, one participant mentioned that to facilitate collaboration among SPOs and ensure adequate provision of services, there is a need for funding that is not restricted to certain groups, and which is offered on a less competitive basis than currently occurs, since competition among agencies inhibits partnership development and information sharing.

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Appendix A – Possible Concerns about Access to Services

- Lack of services in community
- Confusion about where to get help
- Not being eligible for services
- Language difficulties
- Lack of childcare
- Transportation difficulties
- Hours of the day that services are offered
- Financial difficulties
- Discrimination because of being a newcomer
- Discrimination because of race or ethnicity

Appendix B - List of Possible Services

SETTLEMENT

- Greeting upon arrival/initial reception
- Information and orientation
- Needs assessment and referral
- Interpretation services
- Language assessment
- Language training
- Help finding housing
- Help with daily life (e.g., registering for school, getting a bank account)
- Transportation support

ECONOMIC

- Help finding a job
- Educational upgrading
- Recognition of foreign credentials
- Investment opportunities
- Job-specific language training
- Help setting up a business
- Occupational/business mentorship and networking
- Financial supports

SOCIAL

- Childcare
- Cultural Events
- Recreational services
- Legal support/referral
- Health Services
- Mental Health Services
- Social inclusion/ integration support
- Services for seniors
- Services for women
- Services for youth

Appendix C – Possible Organizational Capacities

- Staff to provide services
- Financial support from government sources to maintain current services
- Financial support from non-government sources to maintain current services
- Communication with stakeholders
- Coordinating services with other service providers
- Staff skills for delivery and maintenance of services
- Mobilization of community to support and welcome newcomers
- Creation of governing and strategic plan
- Meet reporting requirements
- Provide services in both official languages

Appendix H

Port Alberni Community Report



Immigration Settlement Services and Gaps in Port Alberni, British Columbia

This community report is part of the “Immigration Settlement Services and Gaps in CIC’s Western Region” study.

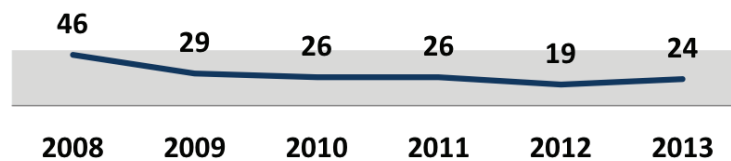


Population (2011): 17,743 residents.

Source: Statistics Canada, 2011 Census

Permanent Resident Landings Port Alberni 2008-2013

Source: Citizenship and Immigration Canada



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Data sources: 2 Service Providing Organizations (SPOs) receiving funding from CIC, provincial and private sources.

SETTLEMENT SERVICES



Top services offered

- Assistance finding a job
- Educational upgrading
- Occupational mentoring



Key gaps identified

- No SPO in Port Alberni to exclusively provide settlement services; newcomers tend to rely on family members for support
- All of the services need to expand



Barriers to access services

- Language barriers
- Lack of services
- Lack of information about services
- Lack of information sharing among SPOs



Top services needed

- Language training and assessment
- Foreign credential recognition
- Needs assessment and referrals
- Health services
- Social inclusion/integration support



Services needed by newcomers ineligible for CIC funded services

- Language training and assessment
- Needs assessment and referrals
- Most of the settlement services are needed

PARTNERSHIPS



The most commonly identified partnerships exist with schools/school boards, umbrella organisations, children /family services, businesses, chambers of commerce, and labour market services.

Participants reported a desire for a partnership with newcomers, housing services, health services, municipal offices, civil society groups and others.

INTEGRATION IN COMMUNITY



- Perception: It is “somewhat difficult” for newcomers to settle in the communities. Lack of settlement services and lack of information; lack of public transportation; and challenges of developing social networks are some of the main barriers that newcomers face.
- Perception: It is “somewhat difficult” to access jobs in the communities, with language barriers and lack of recognition of foreign credentials presenting the most important challenges.

IMMIGRATION SETTLEMENT SERVICES AND GAPS IN CIC'S WESTERN REGION: Port Alberni, British Columbia

Introduction

The purpose of this project is to better understand the settlement and integration services available to newcomers and to explore the service gaps and opportunities in Port Alberni, British Columbia and 28 other rural communities across Western Canada. This research offers a current snapshot of Port Alberni by providing information gathered from a sample of local service providers. It is not a comprehensive review of all settlement services in Port Alberni. Data was collected in October 2014 from 2 organizations that serve newcomers in Port Alberni through a telephone survey completed by a representative from each organization. Both participants receive provincial funding, and one also receives funding from CIC as well as from private sources. Although provided with one week to do so, neither participant offered feedback on the preliminary survey findings contained in the draft report.

Background

Port Alberni is located on Vancouver Island approximately 85km from Nanaimo and 200km from Victoria. According to Statistics Canada, Port Alberni had a 2011 population of 17,743, representing a 1.1% increase from 2006. CIC figures indicate that from 2008-2013, approximately 170 Permanent Residents arrived to Port Alberni.

Community Settlement Concerns

Respondents reported that the number of newcomers living in or near Port Alberni has increased in the last 5 years, and speculated that this was likely due to expansions in the Provincial Nominne (PN) Program and also because newcomer families were increasingly bringing family members to live with them due to the relatively lower cost of housing in Port Alberni compared to larger urban centers.

ACCESSING SETTLEMENT SERVICES

Respondents agreed that it is “somewhat difficult” for newcomers to find services to help them settle due to racism, language barriers, lack of services, and lack of information about services. For these reasons, respondents agreed that over 25% of newcomers to Port Alberni find it difficult to locate the services they need. Apart from discrimination because of being a newcomer (which was

reported by 1 respondent), both respondents agreed that all of the concerns about the ability for newcomers to access services listed in Appendix A have been raised in their community.

GETTING JOBS

Respondents also agreed that it is “very difficult” for newcomers to find jobs in Port Alberni and indicated that this is primarily due to the overall high unemployment rate in a community that is struggling economically due to the loss of traditional industries and low rates of tourism. Additional factors include language barriers and perceived lack of transferrable skills among newcomers, as well as negative perceptions about newcomers held by employers who discriminate against newcomers based on race and perceived cultural differences. Perhaps related to the difficulties of finding employment in the context of widespread discrimination, one respondent noted that a large proportion of immigrant families operate small businesses in Port Alberni.

Available Settlement Services

CURRENT SERVICE PROVIDER CAPACITY

One respondent provided information about the number of newcomers served in their organization, indicating that only 5 newcomers have received services in the 17 years that the organization had been in operation.

INVENTORY OF SETTLEMENT SERVICES

Respondents were asked to indicate whether a list of specified services are available in Port Alberni, either by their organization or another SPO, and whether such services need to expand. The responses may indicate a lack of communication among SPOs, as there are a large number of cases where 1 respondent indicated that a particular service is needed but not offered, while the other reported they offer that service in their organisation. Similarly, in cases where 1 respondent indicated that another SPO offers the service, the other respondent reported that the service is needed but not offered. There was agreement related to these services: assistance finding a job, educational upgrading, and occupational mentoring, which are offered by both respondents. Noting that there is no SPO in Port

Alberni whose focus is on providing settlement services, and that newcomers tend to rely on family members for support, respondents agreed that almost all of the services listed in Appendix B need to expand.

According to respondents, the most needed services for newcomers include: language training and assessment, foreign credential recognition, needs assessment and referrals, health services, and social inclusion/ integration supports. Foreign credential recognition, integration supports, and needs assessment and referrals are each provided by 1 respondent, while health services, language training, and language assessment are each reported by 1 respondent to be offered by another SPO.

NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES

One respondent provided information about the needs of newcomers ineligible for CIC funded services, reporting that the most needed services are language training and assessment, and needs assessment and referrals. The same respondent also reported that all of the services listed in Appendix B are needed by TFWs except educational upgrading, assistance setting up a business, and services for seniors. Similarly, the respondent indicated that all of the services listed are needed by Naturalized Citizens except interpretation, occupational mentorship, and financial supports, while International Students need all of the services except: assistance finding a job, recognition of foreign credentials, investment opportunities, job specific language training, assistance setting up a business, occupational mentorship, financial supports, childcare, and services for seniors. Neither respondent was able to provide information about the needs of Refugee Claimants.

Tracking and Planning

One respondent reported that their services for newcomers are guided by both an annual internal strategic plan as well as an annual strategic plan developed jointly with other SPOs. Assessments are based on informal feedback from board members, clients, and ethnic community groups. Provincial statistics provide an additional source of information. Neither respondent was aware of an annual report on settlement achievements in Port Alberni.

Specific Capacities

With respect to specific organizational capacities, both respondents reported adequate capacity to communicate with stakeholders and meet reporting requirements. Neither organisation has adequate capacity with regard to financial support from government or nongovernmental sources to maintain current services, creation of governing and strategic plan, and the provision of services in both official languages. Both respondents agreed that additional future capacity will be needed for all of the capacities listed in Appendix C.

Partnerships

Both respondents report active SPO partnerships. The activities conducted in partnership were categorized into three groups; settlement (e.g., getting jobs and housing, daily functioning), integration (e.g., teaching labour rules and human rights), and welcoming (e.g., orientation to community, civic events). One respondent provides settlement, welcoming, and integration activities in partnership, while the other does not undertake such activities in partnership. Both respondents partner with schools/school boards, umbrella organisations, children/family services, businesses, chambers of commerce, and labour market services. Neither partner with foundations, language training providers, or settlement service providers. One respondent reported a desire for a partnership with each of: newcomers, housing services, settlement service providers, health services, municipal offices, civil society groups, language training providers; police force ethno-cultural groups, and foundations.

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Appendix A – Possible Concerns about Access to Services

- Lack of services in community
- Confusion about where to get help
- Not being eligible for services
- Language difficulties
- Lack of childcare
- Transportation difficulties
- Hours of the day that services are offered
- Financial difficulties
- Discrimination because of being a newcomer
- Discrimination because of race or ethnicity

Appendix B – List of Possible Services

SETTLEMENT

- Greeting upon arrival/initial reception
- Information and orientation
- Needs assessment and referral
- Interpretation services
- Language assessment
- Language training
- Help finding housing
- Help with daily life (e.g., registering for school, getting a bank account)
- Transportation support

ECONOMIC

- Help finding a job
- Educational upgrading
- Recognition of foreign credentials
- Investment opportunities
- Job-specific language training
- Help setting up a business
- Occupational/business mentorship and networking
- Financial supports

SOCIAL

- Childcare
- Cultural Events
- Recreational services
- Legal support/referral
- Health Services
- Mental Health Services
- Social inclusion/ integration support
- Services for seniors
- Services for women
- Services for youth

Appendix C – Possible Organizational Capacities

- Staff to provide services
- Financial support from government sources to maintain current services
- Financial support from non-government sources to maintain current services
- Communication with stakeholders
- Coordinating services with other service providers
- Staff skills for delivery and maintenance of services
- Mobilization of community to support and welcome newcomers
- Creation of governing and strategic plan
- Meet reporting requirements
- Provide services in both official languages

Appendix I

Prince Rupert Community Report



Immigration Settlement Services and Gaps in Prince Rupert, British Columbia

This community report is part of the "Immigration Settlement Services and Gaps in CIC's Western Region" study.

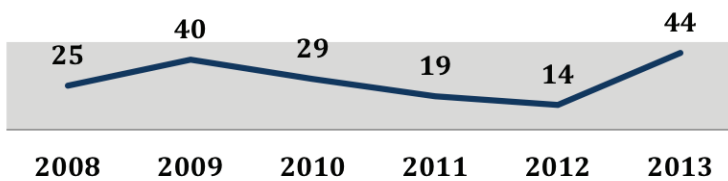


Population (2011): 12,508 residents

Source: Statistics Canada, 2011 Census

Permanent Resident Landings Prince Rupert 2008-2013

Source: Citizenship and Immigration Canada



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Data sources: 5 Service Providing Organizations (SPOs) receiving funding from provincial, CIC, municipal, NGOs, private and other federal sources.

SETTLEMENT SERVICES



Top services offered

- Needs assessment and referral, language training, assistance with daily life and finding a job, educational upgrading, services for women and seniors, integration support
- Almost all services were indicated to be offered in Prince Rupert to some extent.



Key gaps identified

- Services for men
- Foreign credential recognition
- Almost all services need to expand.
- Organizational capacities for service provider organizations need to expand.



Barriers to access services

- Lack of information about services available and where to get help
- Language barriers
- Reliance on family members may further marginalize newcomers



Top services needed

Language training, integration support, health and mental health services, foreign credential recognition, greeting upon arrival, and information and orientation.



Services needed by newcomers ineligible for CIC funded services

- Assistance with daily life
- Information and orientation
- Integration support
- Language training

PARTNERSHIPS



All the responding organisations in Prince Rupert indicated that they carry out activities related to settlement, welcoming, and integration in partnership with other SPOs.

Partnerships were identified with almost all listed partners.

Participants reported a desire for a partnership with police force, housing services, health services, municipal offices, businesses, foundations, and universities/research networks.

INTEGRATION IN COMMUNITY



Perceptions vary regarding how easy it is for newcomers to settle in Prince Rupert. Language difficulties, lack of information about services, lack of affordable housing are the main barriers. On the other hand, family support and a multicultural environment in Prince Rupert ease settlement for newcomers.

Language barriers, lack of foreign credential recognition, discrimination, and lack of social networking make it "somewhat to very difficult" for newcomers to find jobs.

IMMIGRATION SETTLEMENT SERVICES AND GAPS IN CIC'S WESTERN REGION: Prince Rupert, British Columbia

Introduction

The purpose of this project is to better understand the settlement and integration services available to newcomers and to explore the service gaps and opportunities in Prince Rupert, British Columbia and 28 other rural communities across Western Canada. This research offers a current snapshot of Prince Rupert by providing information gathered from a sample of local service providers. It is not a comprehensive review of all settlement services in Prince Rupert. Data was collected in October 2014 from 5 organizations that serve newcomers in Prince Rupert through a telephone survey completed by a representative from each organization. Two organizations are CIC-funded agencies. One receives other federal funding, 4 receive provincial funding, and 1 receives municipal funding. Three are funded privately and 2 receive funding from NGOs. Although given one week to do so, no participant provided feedback on the preliminary survey findings contained in the draft report.

Background

Prince Rupert is a small port city in northern British Columbia. According to Statistics Canada figures, the 2011 population was 12,508, which represents a 2.4% decrease from 2006. Despite the reported decrease in overall population, CIC figures indicate that 171 newcomers arrived to Prince Rupert from 2008-2013.

Community Settlement Concerns

Despite the reported decrease in Prince Rupert's population prior to 2011, 4 respondents perceived an increase in the number of newcomers living in or near Prince Rupert in the last 5 years. They speculated that this could be due to current or potential future economic development in the region, and the expectation that economic expansion will increase the availability of jobs. When asked how easy it is for newcomers to settle in Prince Rupert, 3 respondents reported that it is "somewhat easy," while 2 thought it is "somewhat difficult." Factors that hinder settlement include language barriers and lack of information. Conversely, respondents felt that settlement is made easier by the presence of family members for many newcomers, and the historically multicultural environment of the small port city.

ACCESSING SETTLEMENT SERVICES

As with the ease of settlement generally, respondents were similarly divided over whether over 25% of newcomers find it difficult to locate the services they need in Prince Rupert: 3 agreed with the observation and 2 disagreed. Once again, language barriers, lack of information, and lack of affordable housing were cited as key reasons for difficulties. Reliance on family members was perceived to be both a help and a hindrance as family members provide critical support to newcomers but may be marginalised and therefore also lack good information. Respondents almost unanimously reported that all of the concerns about access to services listed in Appendix A have been raised in Prince Rupert.

GETTING JOBS

Four respondents indicated that it is "somewhat difficult" or "very difficult" for newcomers to find jobs in Prince Rupert. The main reasons for this are language barriers, lack of foreign credential recognition, discrimination, and lack of social network and connection to people in the community who can provide access to jobs or information about the local labour market. A number of respondents indicated that finding adequate and suitable employment depends on "who you know, rather than what you know."

Available Settlement Services

CURRENT SERVICE PROVIDER CAPACITY

Survey respondents indicated that their organisations primarily serve Permanent Residents (PRs), with a total of 28 served per month by the organisations together.

INVENTORY OF SETTLEMENT SERVICES

Four of the 5 responding organisations offer the following services: needs assessment and referral, language training, assistance with daily life and finding a job, educational upgrading, services for women and seniors, and integration support. In addition, 3 respondents reported that they provide information and orientation, occupational mentorship and networking, and cultural events. Overall, every service listed in Appendix B was indicated by at least one respondent to be offered in Prince Rupert. However, 2 respondents indicated that services for men are needed but not offered.

When asked to indicate the most needed services for newcomers, respondents reported the following needs: language training, integration support, health services, including mental health, foreign credential recognition, greeting upon arrival, and information and orientation. With the exception of services designed specifically for men, which are not currently available, respondents reported that for the most part, although all of the services listed in Appendix B are available to some extent in Prince Rupert, they all need to expand.

NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES

Respondents report that 3 Temporary Foreign Workers (TFWs), 1 International Student, and 11 Naturalized Citizens are served per month in their organisations. In addition, 4 TFWs, 1 Provincial Nominee, and a number of visitors and people whose status was not known requested services in the month prior to the survey, but did not receive services. One respondent mentioned that, due to planned economic expansion concerned with Liquid Natural Gas, the number of TFWs is likely to expand significantly. Overall, respondents reported that the greatest needs of newcomers ineligible for CIC funded services include assistance with daily life, information and orientation, integration support, and language training. With respect to specific categories, respondents were almost unanimous that Refugee Claimants and Naturalized Citizens experience all of the needs listed in Appendix B. At least 3 respondents also reported that TFWs and International Students experience all of the needs listed. However, respondents were less likely to indicate the following needs: transportation supports for Naturalized Citizens, investment opportunities for TFWs, and investment opportunities, transportation supports, financial support, and assistance setting up a business for International Students.

Tracking and Planning

All survey respondents stated that their services for newcomers are guided by a strategic plan prepared jointly with other SPOs. Four organisations regularly assess the service needs of newcomers in their community; 2 do this internally, and 2 conduct assessments jointly with other SPOs, usually in quarterly meetings. Additional assessment methods include one-on-one meetings with other SPOs and formal and informal feedback from service users. Respondents also reported obtaining information from community reports, Statistics Canada, Chamber of Commerce data, and labour market reports. Respondents were not aware of an annual report on settlement achievements in Prince Rupert.

Specific Capacities

For the most part, survey respondents felt that they currently have adequate capacity for the organizational capacities listed in Appendix C, except: the provision of services in both official languages; creation of governing and strategic plan; mobilization of community to support newcomers; and financial support from government sources to maintain current services. However, they were almost unanimous in expressing a need for expanded future capacity in all of the areas listed in Appendix C.

Partnerships

The activities conducted in partnership were categorized into three groups; settlement (e.g., getting jobs and housing, daily functioning), integration (e.g., teaching labour rules and human rights), and welcoming (e.g., orientation to community, civic events). All the responding organisations indicated that they carry out activities related to settlement, welcoming, and integration in partnership with other SPOs. Regarding the specific nature of partnerships, almost all of the organisations surveyed partner with all of the partners listed in Appendix D. However, 4 respondents indicated a desire to partner with the police force, and 2 organisations indicated a desire to partner with housing services, health services, municipal offices, businesses, foundations, and universities/research networks.

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Appendix A – Possible Concerns about Access to Services

- Lack of services in community
- Confusion about where to get help
- Not being eligible for services
- Language difficulties
- Lack of childcare
- Transportation difficulties
- Hours of the day that services are offered
- Financial difficulties
- Discrimination because of being a newcomer
- Discrimination because of race or ethnicity

Appendix B – List of Possible Services

SETTLEMENT

- Greeting upon arrival/initial reception
- Information and orientation
- Needs assessment and referral
- Interpretation services
- Language assessment
- Language training
- Help finding housing
- Help with daily life (e.g., registering for school, getting a bank account)
- Transportation support

ECONOMIC

- Help finding a job
- Educational upgrading
- Recognition of foreign credentials
- Investment opportunities
- Job-specific language training
- Help setting up a business
- Occupational/business mentorship and networking
- Financial supports

SOCIAL

- Childcare
- Cultural Events
- Recreational services
- Legal support/referral
- Health Services
- Mental Health Services
- Social inclusion/ integration support
- Services for seniors
- Services for women
- Services for youth

Appendix C – Possible Organizational Capacities

- Staff to provide services
- Financial support from government sources to maintain current services
- Financial support from non-government sources to maintain current services
- Communication with stakeholders
- Coordinating services with other service providers
- Staff skills for delivery and maintenance of services
- Mobilization of community to support and welcome newcomers

Appendix J

Terrace - Kitimat - Smithers Community Report



Immigration Settlement Services and Gaps in Terrace/Kitimat/Smithers, British Columbia

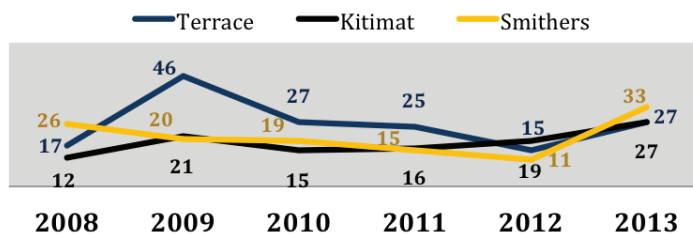
This community report is part of the "Immigration Settlement Services and Gaps in CIC's Western Region" study.

Population (2011): 15,569 residents in Terrace; 8,335 in Kitimat; 5,404 in Smithers.

Source: Statistics Canada, 2011 Census

Permanent Resident Landings Terrace-Kitimat-Smithers 2008-2013

Source: Citizenship and Immigration Canada



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Data sources: 7 Service Providing Organizations (SPOs) receiving funding from CIC, Provincial, other federal and private sources; one SPO from fees for services.

- Findings validated locally



SETTLEMENT SERVICES



Top services offered

- Most of the settlement services are available to some extent.
- Due the sizes of the communities, a large proportion of services are provided on a flexible, ad hoc basis.



Key gaps identified

- There is an overall lack of resources and most services need to expand.
- Job-specific language training, mental health, foreign credential recognition, assistance finding housing.
- There is a need for up to date demographic information for these communities.



Barriers to access services

- Lack of services
- Language barriers
- Lack of information about services available and confusion about where to get help
- Remoteness of services in small northern communities



Top services needed

Language training, information and orientation, foreign credential recognition, greeting upon arrival, integration supports, needs assessment and referrals, assistance finding a job and with daily life.



Services needed by newcomers ineligible for CIC funded services

Language training, foreign credential recognition, greeting upon arrival, integration support, information and orientation, interpretation services, legal supports/referrals, and child care.

PARTNERSHIPS



Partnerships identified with almost all listed partners, apart from francophone organisations. Settlement, welcoming and integration activities were all reported in partnership, but integration was the least common activity.

Participants reported a desire for a partnership with employers. From their experiences, employers are unwilling to take time away from work to attend settlement meetings.

INTEGRATION IN COMMUNITY



- There is a mixed perception of how easy it is for newcomers to settle successfully and find employment in the communities.
- Shortage of affordable housing, lack of information about the local labour market and culture, transportation, isolation from large urban centers and language barriers are some of the main challenges for newcomer settlement.
- It is easier to find low skilled work than other employment in Terrace, Kitimat, and Smithers.

IMMIGRATION SETTLEMENT SERVICES AND GAPS IN CIC'S WESTERN REGION: Terrace/Kitimat/Smithers, British Columbia

Introduction

The purpose of this project is to better understand the settlement and integration services available to newcomers and to explore the service gaps and opportunities in Terrace, Kitimat, and Smithers, British Columbia and 28 other rural communities across Western Canada. This research offers a current snapshot of Terrace, Kitimat, and Smithers by providing information gathered from a sample of local service providers. It is not a comprehensive review of all settlement services in Terrace, Kitimat, and Smithers. Data was collected in October 2014 from 7 organizations that serve newcomers in Terrace, Kitimat, and Smithers through a telephone survey completed by a representative from each organization. Five survey respondents receive CIC funding and 6 receive provincial funding. One CIC funded organisation receives other federal and private funding. One organization's sole source of income is fees for services. Five survey respondents also participated in a teleconference feedback session to discuss the preliminary survey findings contained in the draft report.

Background

Terrace, Kitimat, and Smithers are located approximately 1-2 hours drive apart in northern BC. According to Statistics Canada figures, their respective 2011 populations were 15,569; 8,335; and 5,404. These figures represent a 1% increase in Terrace, a 7.3% decrease in Kitimat, and a 3.6% increase in Smithers since 2006. From 2008-2013, CIC figures indicate that 157 PRs arrived to Terrace, 110 went to Kitimat, and 124 arrived to Smithers.

Community Settlement Concerns

Respondents unanimously agreed that the number of newcomers has increased significantly over the past 5 years due to economic development and the greater availability of jobs following a long recession. In the feedback session participants repeatedly stressed that the 2011 population figures do not accurately represent the current population, which has exploded with resource development in the area since 2012. Respondents indicated that the new arrivals include a large number of Temporary Foreign Workers (TFWs) as well as newcomers undertaking secondary migration within Canada.

When asked for their perceptions of how easy it is for newcomers to settle in their community, 4 respondents indicated that it is "very difficult" or "somewhat difficult," while 3 believed that it is "somewhat easy." Respondents in the latter group explained that settlement is eased when newcomers have information about the region before arriving, obtained either online or from a family member living in the area. Difficulties with settlement arise from the shortage of affordable housing in a region with a 0% vacancy rate, lack of information about the local labour market and culture, transportation over long distances during the extended winter, isolation from large urban centers where immigration applications are processed, language barriers, and the challenges of fitting in culturally in a context where there is little available ethnic community support.

ACCESSING SETTLEMENT SERVICES

Six respondents agreed that, over 25% of newcomers find it difficult to locate the services they need in their community. Reasons given included language barriers, lack of services, lack of information or awareness about services, the remoteness of services in small northern communities and confusion about where to get help. Specific concerns that have been raised regarding newcomers' access to services include all of the concerns listed in Appendix A.

GETTING JOBS

When asked how easy or difficult it is for newcomers to get jobs, 4 respondents thought it is "very difficult" or "somewhat difficult," while 3 reported that it is "very easy" or "somewhat easy." The main barriers include: language barriers, complex union bureaucracies, lack of social connections given that most jobs are found through word of mouth, and lack of foreign credential recognition. Respondents indicated that it is easier to find low skilled work than other employment.

Available Settlement Services

CURRENT SERVICE PROVIDER CAPACITY

Not all of the organisations surveyed provided information about the number of newcomers served from different categories of entry. Based on the limited responses, services are primarily provided to Permanent Residents (PRs), TFWs, Refugee Claimants, and Naturalized Citizens.

INVENTORY OF SETTLEMENT SERVICES

Respondents reported that all of the services listed in Appendix B are available to some extent through other SPOs, apart from job-specific language training, which is provided by 2 respondents. At least 3 respondents indicated that they provide: initial reception, information and orientation, needs assessment and referral, language training, assistance finding housing and a job, assistance with daily life, assistance setting up a business, occupational mentorship and networking, integration support, and cultural events. However, none of the organizations surveyed offer investment opportunities, mental health services, childcare, recreational services, or recognition of foreign credentials. In the feedback session, participants explained that in their small communities a large proportion of services are provided on a flexible, ad hoc basis. As one person stated, “in a small community you have to be a jack of all trades.” However, they stressed that such informal service provision is difficult to describe standardized funding reports and applications and that therefore much of the work they do is not reported.

At least 110 PRs and 8 refugees receive services each month from the participating organizations. In addition, at least 1 PR requested service but did not receive it. According to survey respondents, the most needed services for newcomers include: language training, information and orientation, foreign credential recognition, greeting upon arrival, integration supports, needs assessment and referrals, assistance finding a job and with daily life. Language training was noted more frequently than other responses. Although these services are available, almost all respondents thought that all of the services listed in Appendix B need to be expanded, with the exception of interpretation services and investment opportunities.

NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES

Respondents report that at least 40 Refugee Claimants, 40 TFWs, 6 International Students, and 45 Naturalized Citizens receive services each month from their organizations. At least 3 TFWs, 1 Naturalized Citizen, and a number of Visitors requested but did not receive services in the month prior to the survey. The services needed most by CIC ineligible newcomers include: language training, foreign credential recognition, greeting upon arrival, integration support, information and orientation, interpretation services, legal supports/referrals, and child care. Once again, language training stood out as a critical need.

Turning to specific categories of ineligible newcomers, almost all respondents felt that Naturalized Citizens and TFWs experience all of the needs listed in Appendix B, although there was less expectation that TFWs require assistance finding a job and setting up a business, investment opportunities, occupational mentorship, or educational upgrading. Approximately half of respondents (3-4) indicated that Refugee Claimants need all of the services listed in Appendix B. Excepting occupational mentorship and networking, assistance setting up a business, job-specific language training, investment opportunities, and recognition of foreign credentials, over half of respondents (5-6) indicated that International Students experience all of the needs listed in Appendix B.

Tracking and Planning

Services for newcomers are guided by an internal strategic plan in 4 of the organisations surveyed. In addition, 6 respondents reported that they regularly assess the service needs of newcomers in their community; 4 conduct assessments internally, while 2 assess needs jointly with other SPOs. Assessments are typically done annually, quarterly, or on an ongoing basis, primarily based on client feedback through word of mouth, surveys, and needs assessments. Additional sources of information include provincial reports and meetings with other SPOs. Only 1 respondent was aware of an annual report on settlement achievements which is prepared internally and not released to the community.

Specific Capacities

With respect to specific organizational capacities, a majority of respondents (4–7) indicated that they currently have adequate capacity in the following areas: staff to provide services, coordinate services with other service providers, meet reporting requirements, and staff skills for delivery and maintenance of services. Similarly, a majority indicated that they lack adequate capacity with regard to: financial support from government and nongovernmental sources to maintain current services, communication with stakeholders, and provision of services in both official languages. Further, at least 3 respondents indicated that additional future capacity will be needed in of the areas listed in Appendix C, except two: meet reporting requirements and provide services in both official languages. In the feedback session participants drew attention to the huge recent growth in the newcomer population and the need for accurate statistics upon which to base funding opportunities.

Partnerships

The activities conducted in partnership were categorized into three groups; settlement (e.g., getting jobs and housing, daily functioning), integration (e.g., teaching labour rules and human rights), and welcoming (e.g., orientation to community, civic events). All of the organizations surveyed report carrying out settlement activities within active SPO partnerships, while 6 respondents provide welcoming activities, and 4 provide integration supports. Almost all respondents reported that their organisation partners with all of the agencies listed in Appendix D apart from francophone organisations which is noted as an existing partnership by 3 respondents, and as a desired partnership by 3 respondents. In the feedback session, participants explained how the overall lack of resources means that collaboration must be done “off the corner of one’s desk,” thereby limiting their effectiveness. None of the organizations surveyed receives core funding. Participants also indicated desire to connect with employers but find that employers are unwilling to take time away from work to attend settlement meetings.

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Appendix A – Possible Concerns about Access to Services

- Lack of services in community
- Confusion about where to get help
- Not being eligible for services
- Language difficulties
- Lack of childcare
- Transportation difficulties
- Hours of the day that services are offered
- Financial difficulties
- Discrimination because of being a newcomer
- Discrimination because of race or ethnicity

Appendix B – List of Possible Services

SETTLEMENT

- Greeting upon arrival/initial reception
- Information and orientation
- Needs assessment and referral
- Interpretation services
- Language assessment
- Language training
- Help finding housing
- Help with daily life (e.g., registering for school, getting a bank account)
- Transportation support

ECONOMIC

- Help finding a job
- Educational upgrading
- Recognition of foreign credentials
- Investment opportunities
- Job-specific language training
- Help setting up a business
- Occupational/business mentorship and networking
- Financial supports

SOCIAL

- Childcare
- Cultural Events
- Recreational services
- Legal support/referral
- Health Services
- Mental Health Services
- Social inclusion/ integration support
- Services for seniors
- Services for women
- Services for youth

Appendix C – Possible Organizational Capacities

- Staff to provide services
- Financial support from government sources to maintain current services
- Financial support from non-government sources to maintain current services
- Communication with stakeholders
- Coordinating services with other service providers
- Staff skills for delivery and maintenance of services
- Mobilization of community to support and welcome newcomers
- Creation of governing and strategic plan
- Meet reporting requirements
- Provide services in both official languages

Appendix K

Squamish - Whistler Community Report



Immigration Settlement Services and Gaps in Squamish & Whistler, British Columbia

This community report is part of the "Immigration Settlement Services and Gaps in CIC's Western Region" study.

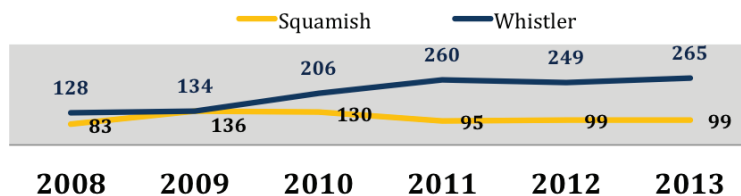


Population (2011): 17,479 residents in Squamish and 9,824 in Whistler.

Source: Statistics Canada, 2011 Census

Permanent Resident Landings Squamish & Whistler 2008-2013

Source: Citizenship and Immigration Canada



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Data sources: 6 Service Providing Organizations (SPOs) receiving funding from CIC, Provincial, NGO, other federal, municipal, and various other sources.

• Findings validated locally

SETTLEMENT SERVICES



Top services offered

- Most of the listed services are available to some extent in Squamish and Whistler.



Key gaps identified

- Lack of awareness regarding services
- Childcare, language assessment, interpretation services, and job-specific language training
- Foreign credential recognition
- Most services need to expand
- Lack of adequate organizational capacities for SPOs.



Barriers to access services

- Language barriers
- Program eligibility restrictions
- Geographically dispersed nature of the two communities
- Lack of public transportation
- Frequent changes in the location of offered services



Top services needed

Information and orientation, language training, integration support, assistance finding a job and with daily life.



Services needed by newcomers ineligible for CIC funded services

Information and orientation, integration supports, needs assessment and referral, childcare, assistance finding a job and with daily life and legal support.

PARTNERSHIPS



Partnerships identified with most of the listed partners. Welcoming, settlement, and integration activities are all conducted in partnership.

Participants reported a desire for a partnership with Chambers of Commerce and local businesses, who sponsor large numbers of newcomers but take little responsibility for their settlement.

There is a need for greater collaboration among SPOs and creation of a LIP.

INTEGRATION IN COMMUNITY



- Perceptions vary regarding how easy or difficult it is for newcomers to settle in Squamish and Whistler. Very high cost of living (including housing), lack of social connections, low visibility of services, and confusion about where to get help are the main barriers to successful settlement.
- Perception: It is "somewhat difficult" to access employment in the communities, with the main barriers being language, lack of recognition of foreign credentials and experience, and lack of living wage employment.

IMMIGRATION SETTLEMENT SERVICES AND GAPS IN CIC'S WESTERN REGION: Squamish & Whistler, British Columbia

Introduction

The purpose of this project is to better understand the settlement and integration services available to newcomers and to explore the service gaps and opportunities in Squamish and Whistler, British Columbia and 28 other rural communities across Western Canada. This research offers a current snapshot of Squamish and Whistler by providing information gathered from a sample of local service providers. It is not a comprehensive review of all settlement services in Squamish and Whistler. Data was collected in October 2014 from 3 organizations that serve newcomers in Squamish and Whistler through a telephone survey completed by a representative from each organization. Three participants receive both CIC and provincial funding, and 1 of these also receives funding from Vancouver Coastal Health. Of the 3 that do not receive CIC funding, all receive provincial and other federal funding. Additionally, 2 receive municipal funding and 1 receives funding from a nearby university. Five survey respondents attended a focus group to provide feedback on the preliminary survey findings contained in a draft report.

Background

Squamish is located approximately 60km north of Vancouver and Whistler is located 120km north of Vancouver on the Sea to Sky Highway. In 2011, the population of the Squamish census agglomeration was 17,479, an increase of 14.6% from 2006. In 2011, Whistler (District Municipality) had a population of 9,824, a 6.2% increase from 2006. CIC figures indicate that from 2008-2013, 642 Permanent Residents (PRs) arrived to Squamish, and 1,242 to Whistler.

Community Settlement Concerns

Five respondents believe that the number of newcomers to their area has increased in the last 5 years due to a combination of expansion of the Temporary Foreign Worker (TFW) program, increased economic activity, and the lasting effects of the 2010 Winter Olympics being held at Whistler.

ACCESSING SETTLEMENT SERVICES

When asked for their perception of how easy it is to settle in their community, 3 respondents replied that it is "somewhat difficult," while 3 indicated that it is "somewhat easy." A recently developed partnership between the Welcome Centre and the public library was thought to be a positive influence, while language barriers, the geographically dispersed nature of the two communities, lack of transportation, and frequent changes in the location of services were reported to hinder settlement. The barriers that make it most difficult for newcomers to settle successfully are the very high cost of living (including housing), lack of social connections, low visibility of services, and confusion about where to get help. Further, 5 respondents agreed that over 25% of all newcomers find it difficult to locate the services they need. Respondents were almost unanimous that all of the concerns listed in Appendix A have been raised in their community.

GETTING JOBS

Five respondents reported that it is "somewhat difficult" for newcomers to access employment opportunities, with the main barriers being language and lack of recognition of foreign credentials and experience. In the feedback session, participants explained that the problem is not so much lack of jobs (many newcomers have 3-4 jobs) as the nature of the work that is available. Although newcomers are often highly skilled, most available jobs are low skill, part time, and temporary, with few opportunities for advancement. This leads to high turnover and the continual arrival of new workers who need support to integrate successfully in the community.

Available Settlement Services

CURRENT SERVICE PROVIDER CAPACITY

Although not all respondents provided information regarding the number of newcomers served, based on the responses provided, PRs comprise the largest proportion of service users.

INVENTORY OF SETTLEMENT SERVICES

Respondents reported that all of the services listed in Appendix B are available to some extent, although there was an overall lack of awareness regarding services offered

by other SPOs. At least 4 respondents provide: services for women, services for seniors, social inclusion/integration support, cultural events, assistance with daily life, greeting upon arrival, information and orientation, and language training. However, childcare, language assessment, interpretation services, and job-specific language training are offered by 1 respondent.

Based on the limited responses provided, at least 75 PRs receive services from the responding organisations each month. The main needs of newcomers were reported to be information and orientation, language training, integration support, assistance finding a job and with daily life. At least 3 respondents thought that all of the services listed in Appendix B need to be expanded, except: information and orientation, assistance finding a job and with daily life, financial supports, assistance setting up a business, investment opportunities, transportation supports, and assistance finding housing.

NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES

At least 7 TFWs, 20 Naturalized Citizens, and 2 Live-In-Caregivers receive services each month. Additionally, in the month prior to the survey, at least 50 people whose category of entry is not known, 10 visitors, 5 Provincial Nomeees (PN), and 3 TFWs requested but did not receive services. The most needed services for CIC ineligible newcomers were reported to include: information and orientation; integration supports, needs assessment and referral, childcare, assistance finding a job and with daily life, and legal support. Specifically, at least 3 respondents reported that Naturalized Citizens and Refugee Claimants experience each of the needs listed in Appendix B. Respondents were slightly less likely to report that TFWs experience each of the needs listed, and 2-4 respondents indicated that each need is experienced by International Students. Feedback participants explained that as a winter resort, Whistler welcomes thousands of people on working holiday visas, in addition to large numbers of TFWs, and that all of these newcomers need support. They cautioned that providing services to some but not all newcomers creates divisions in the community. Participants stressed that it is important to serve people when they first arrive, and when they need help, even if they are not yet PRs, given that needs do not arise according to bureaucratic schedules. Respondents also noted the presence of a number of Naturalized Citizens who have been in Canada for many years, but struggle with English or literacy; participants wished they had adequate resources for outreach to inform such people of services that could address their long term settlement challenges.

Tracking and Planning

When asked whether their services for newcomers guided by a strategic plan, 3 respondents indicated that planning is done internally, and 4 reported that they plan jointly with other SPOs. One organisation stated that their services are not guided by a strategic plan. All respondents regularly assess the service needs of newcomers in their community; 2 internally and 4 jointly with other SPOs. The frequency of assessment varies. Assessment is mainly pursued through surveys, questionnaires, informal feedback, and needs assessments. Additional sources of information include Statistics Canada, CIC, municipal data, media reports, and other SPOs. In the feedback session, participants explained that there are unfortunately no annual reports on settlement achievements in their area.

Specific Capacities

With respect to specific organizational capacities, most respondents reported that they do not have adequate capacity in the areas listed in Appendix C apart from meet reporting requirements, create governing and strategic plan; and communicate with stakeholders. Respondents were almost unanimous that they will need additional future capacity in all of the areas listed in Appendix C.

Partnerships

The activities conducted in partnership were categorized into three groups; settlement (e.g., getting jobs and housing, daily functioning), integration (e.g., teaching labour rules and human rights), and welcoming (e.g., orientation to community, civic events). All respondents reported that their organisation carries out welcoming, settlement, and integration activities in partnership with other SPOs. Three or more respondents partner with all of the agencies listed in Appendix D except for francophone organizations, and in 2 cases such a partnership was desired. Five respondents noted that they desired partnerships with Chambers of Commerce and local businesses who sponsor large numbers of newcomers but take little responsibility for their settlement. In the feedback session, participants emphasized the need for greater collaboration among SPOs and urged the creation of a LIP in Sea to Sky to reinvigorate and formalize the relationships that ended when Welcoming Communities funding dried up, and to ensure support for much needed partnerships with employers.

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Appendix A – Possible Concerns about Access to Services

- Lack of services in community
- Confusion about where to get help
- Not being eligible for services
- Language difficulties
- Lack of childcare
- Transportation difficulties
- Hours of the day that services are offered
- Financial difficulties
- Discrimination because of being a newcomer
- Discrimination because of race or ethnicity

Appendix B – List of Possible Services

SETTLEMENT

- Greeting upon arrival/initial reception
- Information and orientation
- Needs assessment and referral
- Interpretation services
- Language assessment
- Language training
- Help finding housing
- Help with daily life (e.g., registering for school, getting a bank account)
- Transportation support

ECONOMIC

- Help finding a job
- Educational upgrading
- Recognition of foreign credentials
- Investment opportunities
- Job-specific language training
- Help setting up a business
- Occupational/business mentorship and networking
- Financial supports

SOCIAL

- Childcare
- Cultural Events
- Recreational services
- Legal support/referral
- Health Services
- Mental Health Services
- Social inclusion/ integration support
- Services for seniors
- Services for women
- Services for youth

Appendix C – Possible Organizational Capacities

- Staff to provide services
- Financial support from government sources to maintain current services
- Financial support from non-government sources to maintain current services
- Communication with stakeholders
- Coordinating services with other service providers
- Staff skills for delivery and maintenance of services
- Mobilization of community to support and welcome newcomers
- Creation of governing and strategic plan
- Meet reporting requirements
- Provide services in both official languages

Appendix L

Langley Community Report



Immigration Settlement Services and Gaps in Langley, British Columbia

This community report is part of the “Immigration Settlement Services and Gaps in CIC’s Western Region” study.

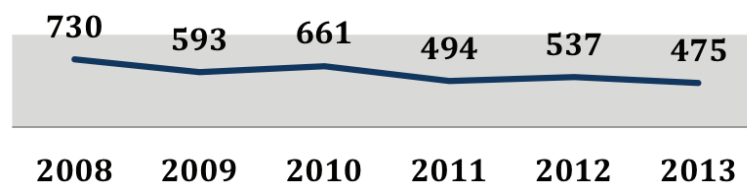


Population (2011): 25,081 in the downtown core, and 104,177 including the surrounding area.

Source: Statistics Canada, 2011 Census

Permanent Resident Landings Langley 2008-2013

Source: Citizenship and Immigration Canada



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Data sources: 6 Service Providing Organizations (SPOs) receiving funding from CIC, Provincial, NGO, and private sources.

- Findings validated locally.

SETTLEMENT SERVICES



Top services offered

- Needs assessment and referral, information and orientation, help with daily life, transportation support, help finding a job, cultural events, interpretation services, legal support/ referral, integration support



Key gaps identified

- Recognition of foreign credentials, job specific and workplace language training, literacy education for grade 12s and adults
- Most services need to expand



Barriers to access services

- Confusion about where to get help, ineligibility for services, language and financial difficulties of newcomers, lack of childcare, transportation difficulties, geographic concentration of services and dispersed population.



Top services needed

Language training, help finding a job, information and orientation, integration support, needs assessment and referrals, help with daily life.



Services needed by newcomers ineligible for CIC funded services

- Language training and assessment
- Needs assessment and referrals
- Integration support

PARTNERSHIPS



- The most commonly identified partnerships exist with school/school boards, umbrella organizations, settlement service providers, labour market services, public libraries, religious organizations and others.
- Some participants reported a desire for a partnership with municipal offices.
- A need for long term funding to strengthen partnership initiatives was identified by participants.



INTEGRATION IN COMMUNITY

- There is a mixed perception of how easy it is for newcomers to settle in Langley. Program ineligibility, language barriers, not knowing where to get help, social isolation, stress, lack of adult literacy education, unemployment, and community divisions (social and geographical) were identified as main barriers for newcomers to settle successfully in Langley.
- Perception: It is difficult for newcomers to get jobs in Langley, with language being the main barrier.

IMMIGRATION SETTLEMENT SERVICES AND GAPS IN CIC'S WESTERN REGION: Langley, British Columbia

Introduction

The purpose of this project is to better understand the settlement and integration services available to newcomers and to explore the service gaps and opportunities in Langley, British Columbia and 28 other rural communities across Western Canada. This research offers a current snapshot of Langley by providing information gathered from a sample of local service providers. It is not a comprehensive review of all settlement services in Langley. Data was collected in October 2014 from 6 organizations that serve newcomers in Langley through a telephone survey completed by a representative from each organization.

Three organisations are CIC funded, 3 receive provincial funding, 3 receive private funding, and 2 receive funding from NGOs. In addition, 2 survey respondents attended a feedback focus group and 1 provided email feedback on the preliminary survey findings.

Background

Langley is a geographically dispersed community in the lower mainland of British Columbia with a 2011 population of 25,081 in the downtown core, and 104,177 including the surrounding area. According to Statistics Canada, the population of the City of Langley grew 6.2% from 2006-2011, compared to 11.2% growth in the district as a whole. CIC figures show that from 2008-2013, 3,490 permanent residents (PR) arrived to Langley.

Community Settlement Concerns

Survey respondents reported that the number of newcomers living in or near Langley has increased in the past 5 years, and speculated that reasons for this include: demand for employment in the agricultural sector, a lower cost of living compared to other lower mainland municipalities, and the relative availability of affordable housing. In the feedback session, participants stressed that CIC PR arrival figures do not take into account significant secondary migration. When asked to provide their overall perception of how easy it is for newcomers to settle in Langley, 3 respondents indicated that it is "somewhat easy," and 3 indicated "somewhat difficult" or "very difficult." The existence of a referral network among long established settlement agencies who are connected with key ethnic groups was perceived to ease settlement, while successful

settlement is hindered by: program ineligibility, language barriers, not knowing where to get help, social isolation, stress, unemployment, and community divisions (social and geographical). An additional factor noted is the lack of specialized literacy services, for grade 12 students and adults. In the feedback session, participants repeatedly emphasized that the lack of adult literacy education, especially workplace language and literacy, poses a significant barrier.

ACCESSING SETTLEMENT SERVICES

Five respondents believe that over 25% of newcomers to Langley find it difficult to locate the services they need. Respondents reported that a large number of concerns have been raised about the ability for newcomers to access services in Langley, including: confusion about where to get help, ineligibility for services, language difficulties, lack of childcare, transportation difficulties, hours of the day that services are offered, financial difficulties, discrimination because of being a newcomer, and, importantly, the geographic concentration of services in the context of a widely dispersed population.

GETTING JOBS

Respondents unanimously agreed that it is difficult for newcomers to get jobs in their community, with language being the number one barrier. Lack of Canadian experience, lack of foreign credential recognition, and perceived lack of transferrable skills were noted as additional barriers.

Available Settlement Services

CURRENT SERVICE PROVIDER CAPACITY

The organizations that took part in the survey primarily serve PRs and Refugees. According to respondents, their 6 agencies serve a combined total of over 600 people from those two categories each month. In addition, respondents reported that they serve approximately 70 Temporary Foreign Workers (TFWs), 6 Refugee Claimants, and over 100 Naturalized Citizens each month. An additional 50 people whose category of entry was not known were also provided services. At least one organization also assisted children born to immigrant parents. The total number of newcomers served per month by the 6 agencies is over 850 people. An additional 200 newcomers requested services but did not receive them.

INVENTORY OF SETTLEMENT SERVICES

All of the organisations that took part in the survey provide needs assessment and referral. Most also provide: information and orientation, help with daily life, transportation support, help finding a job, interpretation services, cultural events, legal support/ referral, integration support, and services for women and youth. Services that are not provided by any of the participating organisations include: recognition of foreign credentials, help setting up a business, and financial supports. Respondents indicated that other SPOs in the community provide all of the services listed in Appendix A except job-specific language training.

According to survey respondents, the most needed services for newcomers include: language training, help finding a job, information and orientation, integration support, needs assessment and referrals, and help with daily life. Although these services are offered in Langley, the responses may point to the inadequacy of current offerings. For example, in the month before the survey was conducted, approximately 120 PRs requested assistance from the organisations that took part in the survey, but did not receive services. In this context, respondents provided examples of services that are currently provided by other community SPOs, but which need to expand, including: interpretation services, childcare, services for women, services for seniors, mental health services, health services, and needs assessment and referral. Three respondents mentioned that job-specific language training and recognition of foreign credentials are also needed, but not currently offered. In addition, some respondents noted that language services on employer sites, trauma counseling, and accompaniment for clients who struggle with English are also lacking.

NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES

In the month prior to the survey, respondents received at least 250 requests for assistance from newcomers who are ineligible for CIC-funded services. These included approximately 150 Naturalized Citizens, 80 TFWs, 5 International Students, and 8 Refugee Claimants. While the most needed services are reportedly language training and assessment, needs assessment and referrals, and integration support, respondents indicated a large number of other needed services. Refugee Claimants were considered by all respondents to need all of the services listed in Appendix A, except for help setting up a business. Naturalized Citizens were also reported to be in need of almost all of the services listed. In the feedback session, participants drew attention to a large number of Naturalized Citizens who are in desperate need of language and other settlement services that they no longer qualify for. All respondents agreed that TFWs require assistance with interpretation services, needs assessment and referral, information and orientation, and integration support,

while a large majority felt that International Students need help with interpretation services; integration support; mental health services; health services; recreational services; and needs assessment and referral.

Tracking and Planning

Almost all respondents indicated that services for newcomers in their organisation are guided by both internal and joint strategic plans, and that their organization assesses the service needs of newcomers in Langley several times per year using: surveys, community meetings, needs assessment and referrals, client intake forms, community statistics, consultation with other SPOs, and activity evaluation sheets. Additional sources of information include: census data, other SPO statistics and feedback, word of mouth, and media reports. Two organisations mentioned that they produce internal annual reports on settlement achievements, and one of those also produces a report jointly with other SPOs. The reports are released informally into the community through information sharing, or as a newsletter and on the organisation website.

Specific Capacities

All participants reported that their agency currently enjoys adequate capacity to communicate with stakeholders. Similarly, a majority stated that they have adequate capacity to coordinate services with other service providers and create governing and strategic plans, as well as adequate financial support to maintain current services from non-governmental sources, and staff skills for delivery and maintenance of services. However, none report adequate capacity for the mobilization of community to support and welcome newcomers, and a majority also lack adequate capacity to provide services in both official languages and to meet reporting requirements. A large majority also mentioned that financial support from government sources to maintain current services is inadequate. Further, all respondents indicated that they required greater capacity with regard to staff to provide services and financial support from government sources to maintain current services. Similarly, a large majority stated that they will require additional future capacity in most of the capacities listed in Appendix B.

Partnerships

The activities conducted in partnership were categorized into three groups; settlement (e.g., getting jobs and housing, daily functioning), integration (e.g., teaching labour rules and human rights), and welcoming (e.g., orientation to community, civic events). All respondents reported that they undertake integration activities within active SPO partnerships, 5 carry out settlement activities, and 3 provide welcoming services in partnership. Most respondents noted partnerships with all of the partners listed in Appendix

C, apart from francophone organizations, newcomers, and housing services. Three respondents stated that they partner with municipal offices, while 3 stated that they desire such a partnership. Two respondents suggested the need for a Local Immigration Partnership (LIP) in Langley. In the feedback session, participants emphasized that a LIP would need to be based in the municipal government in order to ensure the inclusion of all relevant agencies. Although there are many organizational partnerships, these are arranged without dedicated funding and there is no community table devoted to immigration concerns. Participants stressed the need for long term funding to strengthen partnership initiatives.

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Appendix A – Possible Concerns about Access to Services

- Lack of services in community
- Confusion about where to get help
- Not being eligible for services
- Language difficulties
- Lack of childcare
- Transportation difficulties
- Hours of the day that services are offered
- Financial difficulties
- Discrimination because of being a newcomer
- Discrimination because of race or ethnicity

Appendix B – List of Possible Services

SETTLEMENT

- Greeting upon arrival/initial reception
- Information and orientation

- Needs assessment and referral
- Interpretation services
- Language assessment
- Language training
- Help finding housing
- Help with daily life (e.g., registering for school, getting a bank account)
- Transportation support

ECONOMIC

- Help finding a job
- Educational upgrading
- Recognition of foreign credentials
- Investment opportunities
- Job-specific language training
- Help setting up a business
- Occupational/business mentorship and networking
- Financial supports

SOCIAL

- Childcare
- Cultural Events
- Recreational services
- Legal support/referral
- Health Services
- Mental Health Services
- Social inclusion/ integration support
- Services for seniors
- Services for women
- Services for youth

Appendix C – Possible Organizational Capacities

- Staff to provide services
- Financial support from government sources to maintain current services
- Financial support from non-government sources to maintain current services
- Communication with stakeholders
- Coordinating services with other service providers
- Staff skills for delivery and maintenance of services
- Mobilization of community to support and welcome newcomers
- Creation of governing and strategic plan
- Meet reporting requirements
- Provide services in both official languages

Appendix M

Powell River - Sechelt - Gibsons Community Report



Immigration Settlement Services and Gaps in Sunshine Coast, British Columbia

This community report is part of the "Immigration Settlement Services and Gaps in CIC's Western Region" study.

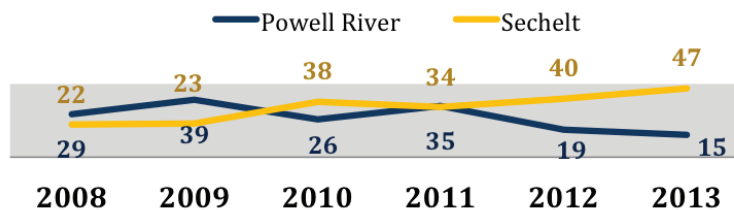


Population (2011): 13,165 residents in Powell River and 9,291 in Sechelt.

Source: Statistics Canada, 2011 Census

Permanent Resident Landings Sunshine Coast 2008-2013

Source: Citizenship and Immigration Canada



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Data sources: 5 Service Providing Organizations (SPOs) receiving funding from CIC, Provincial, NGO, other federal and private sources.

- Findings validated locally

SETTLEMENT SERVICES



Top services offered

- All of the listed services are available to some extent on the Sunshine Coast.



Key gaps identified

- Lack of awareness among SPOs about the services offered on the Sunshine Coast
- Recognition of foreign credentials and transportation supports.
- A large number of services need to expand.



Barriers to access services

- Services on the Sunshine Coast are highly decentralized, making it difficult to obtain accurate information.
- Transportation difficulties
- Almost all listed concerns about access to services were reported.



Top services needed

Legal support, assistance finding housing and with daily life, language training, integration support, information and orientation.



Services needed by newcomers ineligible for CIC funded services

Legal support, language training (including job-specific language training), help finding housing, integration support, childcare, investment opportunities, health services (including mental health) and information and orientation.

PARTNERSHIPS



Settlement, integration and welcoming activities are conducted in partnership, but welcoming was the least commonly reported.

Partnerships that do not currently exist but are desired: foundations, religious organizations, housing services, francophone organizations, and police force.

CIC funding is based on an urban model of service delivery that does not sufficiently account for rural realities and does not encourage partnerships.



INTEGRATION IN COMMUNITY

- Perceptions vary regarding how easy or difficult it is for newcomers to settle successfully in Sunshine coast. Ease of settlement depends strongly on language ability. Confusion about where to get help and lack of jobs are the main challenges reported.

- Perception: It is "very difficult" or "somewhat difficult" for newcomers to find jobs in Sunshine Coast, due to lack of jobs and language barriers.

IMMIGRATION SETTLEMENT SERVICES AND GAPS IN CIC'S WESTERN REGION: Sunshine Coast, British Columbia

Introduction

The purpose of this project is to better understand the settlement and integration services available to newcomers and to explore the service gaps and opportunities on the Sunshine Coast in British Columbia and 28 other rural communities across Western Canada. This research offers a current snapshot of the Sunshine Coast by providing information gathered from a sample of local service providers. It is not a comprehensive review of all settlement services on the Sunshine Coast. Data was collected in October 2014 from 5 organizations that serve newcomers on the Sunshine Coast through a telephone survey completed by a representative from each organization. Two organizations receive funding from CIC, with one receiving additional provincial funding, and the other receiving both private and provincial funding. A third agency receives provincial, private, and NGO funding, while the fourth receives funding from other federal, private, and provincial sources. The fifth agency did not provide information about funding. One survey respondent took part in a teleconference to provide feedback on the preliminary survey findings contained in a draft report.

Background

The Sunshine Coast¹ comprises a string of small coastal communities located one or two ferry rides north of Vancouver, with a total regional population of approximately 31,000. Powell River is located 175km north of Vancouver with a 2011 population of 13,165 (a 1.6% increase from 2006), and Sechelt is located 70km north of Vancouver, with a population of 9,291 (a 9.9% change from 2006). From 2008 to 2013, CIC reports the arrival of 163 Permanent Residents (PRs) to Powell River and 204 PRs to Sechelt.

Community Settlement Concerns

All respondents believe that the number of newcomers to the Sunshine Coast has increased in the last 5 years due to expansions in the Provincial Nominee (PN) Program, the lower cost of living (including housing) compared to Vancouver, increases in the number of International Students, and investment opportunities. Three respondents felt that it is “somewhat difficult” to settle successfully, while

2 reported that it is “somewhat easy.” Ease of settlement depends strongly on language ability. Respondents identified confusion about where to get help and lack of jobs as key barriers to successful settlement. The feedback participant emphasized the differences between doing immigrant settlement work in a rural community compared to an urban area due to the small number of diverse, high needs newcomers who are scattered over a large geographical region and struggle with social and physical isolation, lack of ethnic community support, and transportation difficulties.

ACCESSING SETTLEMENT SERVICES

In response to the observation that over 25% of newcomers find it difficult to locate the services they need in their community, 3 respondents agreed and 2 disagreed with the suggestion. Respondents emphasized that settlement experiences depended on language ability and one's geographic location, noting that services on the Sunshine Coast are highly decentralized, making it difficult to obtain accurate information. Almost all respondents noted that all of the concerns listed in Appendix A have been raised in their community.

GETTING JOBS

All respondents reported that it is “very difficult” or “somewhat difficult” for newcomers to find jobs in their community, which they attributed to lack of jobs and language barriers.

Available Settlement Services

CURRENT SERVICE PROVIDER CAPACITY

The 3 respondents who provided information about the numbers of newcomers served in their organisation indicated that they primarily serve PRs, with at least 90 PRs receiving services each month.

INVENTORY OF SETTLEMENT SERVICES

Overall, respondents reported that all of the services listed in Appendix B are available to some extent. It is important to point out, however, the large number of responses indicating “don't know” regarding services offered by other SPOs, which may point to a lack of communication

¹ Gibsons, also located on the Sunshine Coast, received 227 PRs from 2008-2013. However SPOs from Gibsons did not participate in the survey.

among SPOs. At least 3 respondents indicated that their organisation provides services for women, services for seniors, social inclusion/ integration support, legal support/ referral, cultural events, educational upgrading, assistance with daily life, language training, language assessment, and needs assessment and referral. Transportation supports are provided by only 1 respondent and not by another SPO.

Survey respondents indicated that the most needed services for newcomers include: legal support, assistance finding housing and with daily life, language training, integration support, and information and orientation. Most respondents reported that the following services need to expand: greeting upon arrival, language assessment, interpretation services, information and orientation, transportation supports, and language training. Recognition of foreign credentials is needed but not offered.

NEWCOMERS INELIGIBLE FOR CIC FUNDED SERVICES

At least 10 International Students, 10 Temporary Foreign Workers (TFWs), 25 Naturalized Citizens, and 3 people whose category of entry is not known receive services through the responding organisations each month. In the month prior to the survey, 12 newcomers (Live-In-Caregivers, PNs, and parents of international students) asked for, but did not receive services. Respondents reported that the most needed services for CIC ineligible newcomers are: legal support, language training (including job-specific language training), assistance finding housing, integration support, childcare, investment opportunities, health services (including mental health) and information and orientation. Specifically, all respondents indicated that TFWs and Naturalized Citizens experience all of the needs listed in Appendix B. Three or 4 respondents indicated that Refugee Claimants and International Students experience all of the needs. The feedback participant emphasized that their small community includes many ineligible newcomers with significant settlement needs, especially PNs who do not yet have PR, Naturalized Citizens who do not speak English and may also struggle with literacy, people on temporary work visas, and even people in the investor class.

Tracking and Planning

Two respondents indicated that their services for newcomers are guided by a strategic plan. All reported that they regularly assess the service needs of newcomers either internally (1) or jointly with other service providers (4) using informal observation and feedback from clients, as well as meetings with other SPOs. Census data provides an additional source of information. Respondent were not aware of an annual report on settlement achievements.

Specific Capacities

At least 3 respondents indicated that their organisation currently has adequate capacity in the following areas: meet reporting requirements, create governing and strategic plan, staff skills for delivery and maintenance of services, communicate with stakeholders, coordinate services with other service providers, and financial support to maintain current services from government sources. Conversely, at least 3 indicated that they lack adequate capacity in the following areas: provide services in both official languages, mobilize community to support newcomers, financial support to maintain current services from nongovernmental sources, and staff to provide services. All respondents reported the need for enhanced future capacity with regard to financial support from government sources to maintain current services, staff to provide services, and staff skills for delivery and maintenance of services.

Partnerships

The activities conducted in partnership were categorized into three groups; settlement (e.g., getting jobs and housing, daily functioning), integration (e.g., teaching labour rules and human rights), and welcoming (e.g., orientation to community, civic events). All respondents report active SPO partnerships in their community: 4 organisations provide settlement and integration in partnership, while 3 provide welcoming services. At least 3 respondents partner with all of the agencies listed in Appendix D except foundations, religious organizations, housing services, francophone organizations, and police force. At least 2 respondents expressed a desire for partnerships with foundations, religious organizations, housing services, francophone organizations, and police force. One respondent stressed that under Welcoming Communities funding there had been a table focused on immigration that brought together a large number of SPOs, but when the funding dried up, the partnerships also withered away. Overall, respondents noted that CIC funding is based on an urban model of service delivery that insufficiently accounts for rural realities, discourages partnerships, and entails onerous reporting requirements.

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- Transportation support

ECONOMIC

- Help finding a job
- Educational upgrading
- Recognition of foreign credentials
- Investment opportunities
- Job-specific language training
- Help setting up a business
- Occupational/business mentorship and networking
- Financial supports

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- Creation of governing and strategic plan



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