

2007 BCSAP Outcomes and Client Satisfaction Survey

Stream 1 Information and Support Services

**Prepared by:
SYNOVATE Ltd. June 27, 2008**

**For:
Ministry of Attorney General
Settlement and Multiculturalism Division**

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OBJECTIVES & METHODOLOGY

- Throughout this report, individuals who participated in the research are referred to as “clients”, however they do not represent all agencies’ client groups, as clients who obtain services over the phone or through correspondence and those not able to respond in English or any of the translated languages were not included.
- As part of its performance evaluation process, the Settlement and Multiculturalism Division of the Ministry of Attorney General wanted to conduct an outcome survey with its end-user clients.
- These clients are assisted on behalf of the Ministry by various agencies in the province who provide settlement services within four service streams, as follows:
 - Stream 1 – Information & Support Services
 - Stream 2 - Community Bridging Services
 - Stream 3 – English Language Services for Adults
 - Stream 1-3 – Information, Support & English Language Services for Adults
- The objectives for the research were to assess client satisfaction and achievement in reaching some of the immediate and medium term outcomes outlined in each Stream’s Logic Model. In the case of Stream 1, the key outcomes measured in this survey are: Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Confidence and Ability.
- This report covers the findings for the Stream 1 Information and Support Services.
- To assess the satisfaction and outcomes of Stream 1 clients, questionnaires were handed out at the agencies by staff through the months of November and December in 2007. A total of 2284 Stream 1 clients completed their survey and inserted it into a drop box provided at the agency, to be forwarded to Synovate or mailed the survey directly back to Synovate in a postage prepaid envelope. *It should be noted that the method used to administer the surveys was not necessarily random nor consistent across agencies and thus special caution should be used with interpreting these results.*
- In addition to English, the survey was translated and administered in the most common languages of new immigrants, namely: Chinese, Farsi, French, Korean, Punjabi, Spanish, Vietnamese and Arabic.
- The survey period ran from November 19th to December 14th, 2007 and surveys were processed by Synovate until January 21th, 2008.
- At the 95% level of confidence, the results on the total sample of 2284 are accurate to within +/-2%. On smaller sub-groups, such as by agency or mother tongue, the margins of error are much wider, meaning large differences are required to be statistically significant. When comparing results between waves, a difference of 3 percentage points is required to be statistically different. Only significant subgroup differences are noted in this report.

OBJECTIVES & METHODOLOGY

- Due to confidentiality, results of each agency will be presented directly from the Ministry. This will allow agencies to gauge their own results against the provincial picture and to assess their services based on their own clients' feedback. It is the Ministry's intent to discuss results with agencies if there are areas of concern.

OBJECTIVES & METHODOLOGY

- At the data processing stage, the results (in this report and the tabulations) have been weighted to match the relative distribution of 2006/2007 BC Settlement and Adaptation Program (BCSAP) Stream 1 clients served by each agency. For example, 72 surveys were received and processed for Abbotsford Community Services clients, which represents 3% of all the surveys returned and processed. However, this agency accounts for 6% of the total 2006/2007) Stream 1 caseload and so its results have been weighted to match that proportion (i.e. to 142 out of 2284 surveys).

<u>Agency</u>	<u>Surveys Obtained</u>	<u>Weighted Sample</u>	<u>Agency</u>	<u>Surveys Obtained</u>	<u>Weighted Sample</u>
Abbotsford Community Services	72	142	MOSAIC (New Westminster)	5*	34
Campbell River & Area Multicultural/ Immigrant Service	20*	3	MOSAIC (Vancouver)	56	112
Central Vancouver Island Multicultural Society	26*	35	North Shore Multicultural Society	123	14
Central Vancouver Island MS Comox Valley	11*	3	OPTIONS	133	76
Chilliwack Community Services	36	22	OPTIONS (subcontracts w/ DIVERSEcity)	32	91
Community Connections Society of SE BC	3*	<1	OPTIONS (subcontracts w/ PICS)	63	98
Family Education & Support Centre (MR)	13*	9	OPTIONS (subcontracts w/ SUCCESS)	224	157
Immigrant & Multicultural Services Society Of Prince George	42	34	Penticton & District Multicultural Society	47	10
Immigrant Services Society of BC (Burnaby)	15*	31	Richmond Multicultural Concerns Society	29*	61
Immigrant Services Society of BC (Tri-Cities)	25*	42	SUCCESS (Richmond)	97	70
Immigrant Services Society of BC (Vancouver)	14*	28	SUCCESS (Vancouver Consortium) - MHHS	38	21
Intercultural Association of Greater Victoria	97	62	SUCCESS (Vancouver Consortium) - PICS	110	97
ISS/SOS (separate location)	46	94	SUCCESS (Vancouver Consortium) - SUCCESS	421	231
Jewish Family Services (Metro and Richmond)	6*	30	Vernon & District Immigrant Services Society	10*	11
Kamloops Immigrant Society	7*	63	Victoria Immigrant & Refugee Centre Society	129	47
Kelowna Community Resources Society	26*	6	VISTA Consortium (Collingwood Neighbourhood House)	14*	37
Langley Community Services Society	170	142	VISTA Consortium (Kiwassa Neighbourhood House)	27*	15
Mission Community Services Society	11*	22	VISTA Consortium (Little Mountain Neighbourhood House)	22*	62
MOSAIC (Burnaby SUCCESS location)	23*	79	VISTA Consortium (South Vancouver Neighbourhood House)	41	193

* These agencies returned fewer than 30 surveys and thus their results should be interpreted with caution.

EXECUTIVE SUMMARY

- Unchanged from historical levels, almost all Stream 1 clients are very positive about the information and assistance they receive from their respective agencies. This year, 97% say they found the agency helpful, including 81% who said the agency helped a great deal.
- The prevalent agency services used by Stream 1 clients continue to be assistance with filling out forms or applications, seeking advice or information from settlement counsellors, followed by seeking referral or contact information. These services are used by over one-half of Stream 1 clients.
- Also continuing with previous trends, the vast majority of Stream 1 clients use several services at their agency (averaging between three or four types of services per client). Consistent with 2005, clients use the services at their agency about seven times.
- The incidence of recommending the agency to others has held at 95%. The majority of clients continue to be satisfied with agency services and willing to endorse it.
- What follows is a summary of client success in achieving each of the immediate and medium term outcomes outlined in the Stream 1 Logic Model.

MAJOR OUTCOME: INCREASED UNDERSTANDING OF CANADIAN SYSTEMS AND CULTURE

- The most common information and assistance Stream 1 clients ask for and receive from their agency continues to be government services e.g. health, schooling and where to get a SIN card or drivers license and where to learn English. This year, 39% of Stream 1 clients met the major outcome of Increased Understanding Of Canadian Systems and Culture (i.e. they report to have received all the information and assistance they requested from their agency or received information/assistance even though they did not ask for it).

- This is a drop from 54% who met the outcome in 2005. **However, it should be noted that results between the waves are not directly comparable as the question yielding this outcome was altered in 2007.**

MAJOR OUTCOME: IMPROVED ACCESS & PARTICIPATION

- Unchanged from 2005, 44% of Stream 1 clients are currently able to meet the major outcome of Improved Access and Participation since receiving services from their agency. Successful achievement of this involves participating in at least four of six activities. Over the past three years, those who met the outcome appears to have trended up from 36% in 2004 to 42% in 2005 to the current level of 44%. However, comparisons with 2004 should be made with caution as the question wording differed slightly in that wave.
- Clients are most apt to have used a library, community centre, recreation facility, medical clinic or employment centre, traveled around town on their own in a car or bus, followed by to have or attended an educational or training program or got to know someone who speaks English. Between 50% to 60% clients did these activities. Not quite half went to a social or community event, meeting or class where most people spoke English (45%) or started a job or volunteered (43%).
- Compared to 2005, more clients have used a library or community centre etc, traveled on their own or got to know someone who speaks English.

MAJOR OUTCOME: IMPROVED CONFIDENCE AND ABILITY

- Identical to 2005, 55% of Stream 1 clients achieved the major outcome of Improved Confidence and Ability since receiving services by posting an improvement in three or more of the five individual measures used to assess this outcome.

EXECUTIVE SUMMARY

- Seven in ten clients currently feel they can have a better life in Canada and six in ten are more comfortable with Canadian customs. Just over half each say they can plan for a future job or education or are better able to make plans or set personal goals, while 44% feel more equipped to deal with the emotional effects of moving to Canada and the impact of the move on family relationships. With the exception of planning for future jobs and schooling (which dropped marginally from 2005), all other measures are in-line with 2005 results.

SUMMARY OF MAJOR OUTCOME ACHIEVEMENT

- Overall, 16% of Stream 1 clients achieved all three of the outcomes, namely Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Confidence and Ability. An additional 29% met two of the three outcomes while three-in-ten met one outcome only. This leaves 24% who did not meet any outcome.
- The 16% meeting all outcomes cannot be directly compared against the 2005 result of 22% as the question that measures Understanding of Canadian Systems and Culture was altered this year.
- Aside from Q3, the 2007 results are consistent with 2005.

DETERMINANTS OF OUTCOMES

- ANOVA analysis (i.e. Analysis of the Variance) was conducted to determine key determinants of outcomes. The ANOVA model used the 10 variables below to calculate the expected outcome achievement for each agency location based on their client composition.
 - Times Used
 - Agency
 - Country of origin
 - Immigration Class
 - Age Group
 - Education
 - Years in Canada
 - Language
 - Immigration Status
 - Gender
- Of the 10 variables run in the model, 4 are significantly related to outcome performance – the frequency of using the agency (the greater the frequency, the better the outcome), the agency, country of origin (India and Korea are the lowest) and immigration class (government or private sponsored refugees and skilled worker immigrants perform best).

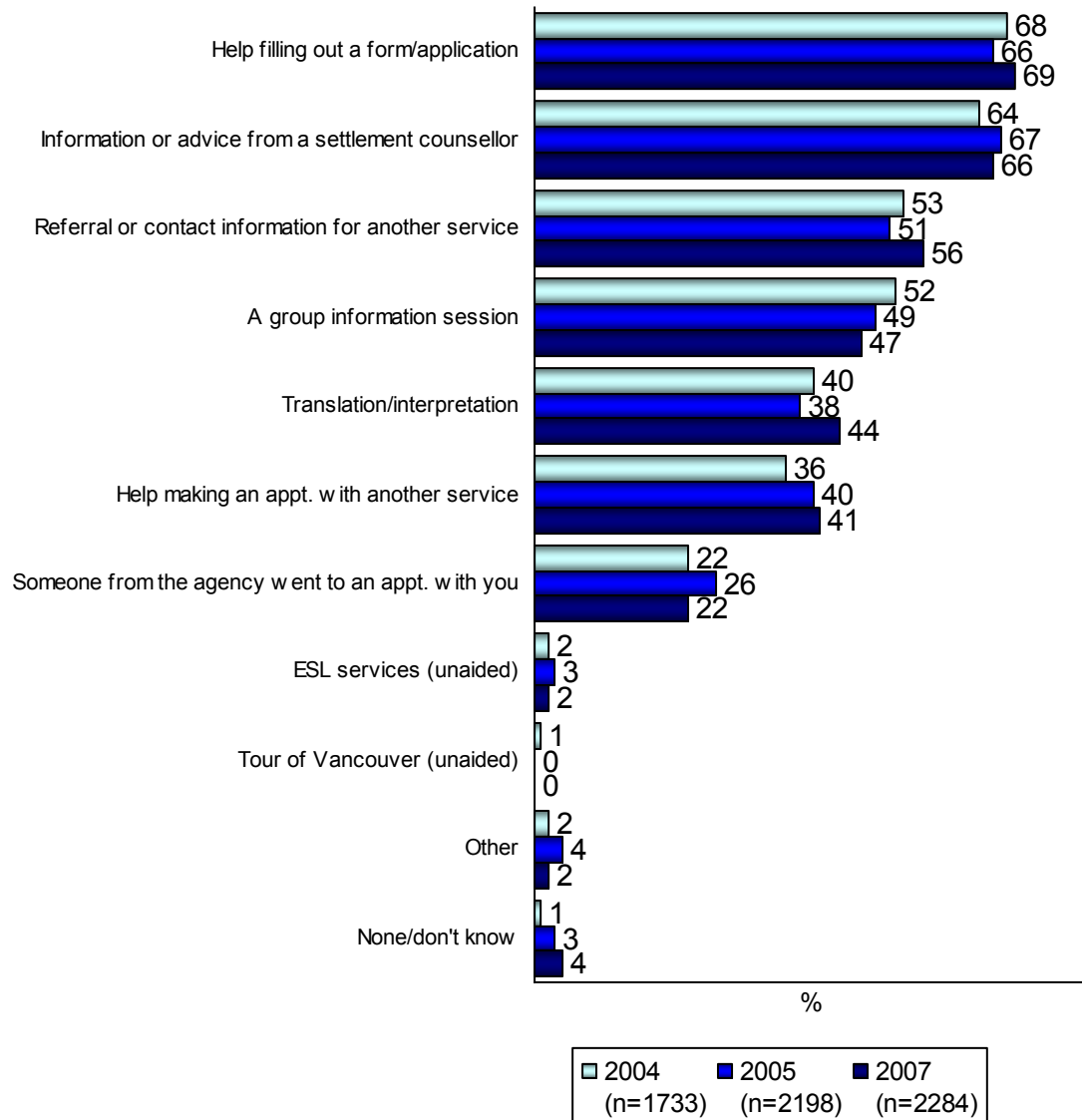
SUGGESTIONS FOR STREAM 1 SERVICES

- Compared to 20% in 2004 and 15% in 2005, this year only 10% of Stream 1 clients offer a suggestion for improving the program. The top suggestion, at 3%, is keeping up the good work.
- Of note, Spanish speakers and refugees (sponsored and claimants) request more services in their language, but at the same time, highly commend the agency for the work it is doing.

ANALYSIS OF FINDINGS

Agency Services Used

Q1. What services have you used at this agency?



- Unchanged from two years ago, agency services most commonly used by Stream 1 clients continue to be help filling out forms/applications (69%) and information or advice from settlement counsellors (mentioned by 66%).
- Increasing slightly over 2005 is the proportion of clients who obtained a referral or contact information for another service (51% in 2005 versus 56% currently) and the proportion who received translation/interpretation services (38% in 2005 versus 44% currently). 47% indicated they attended a group information session at their agency, and this appears to be trending downwards since 2004.
- 41% received help with making an appointment and 22% had someone from the agency accompany them to an appointment (down from 26% in 2005).
- **Consistent with historical trends, the majority of Stream 1 clients have used several services at their agency, with the overall number of services used averaging 3.5.**

ANALYSIS OF FINDINGS

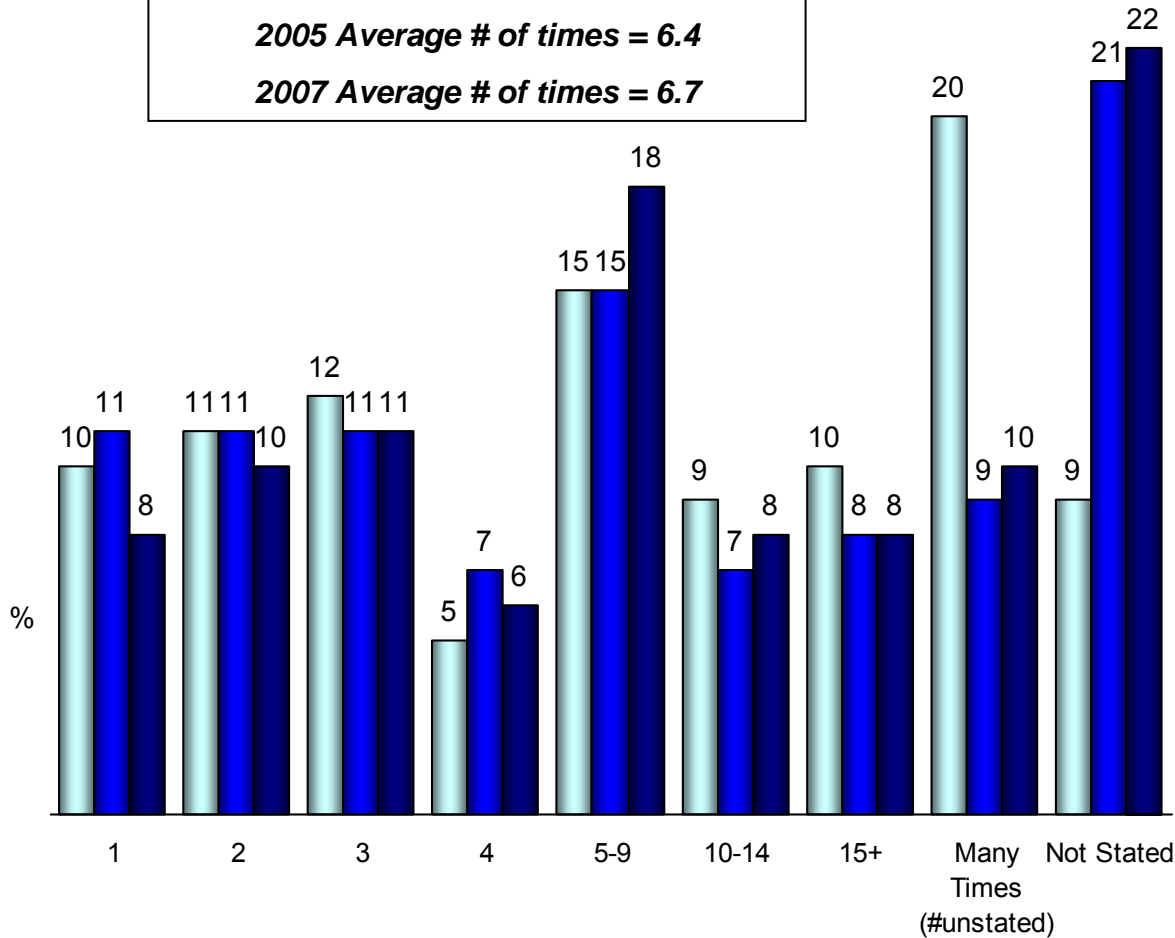
Agency Services Used

- The following groups tend to use the greatest number of agency services (i.e. 3 or more services):
 - Refugee Class (both claimants and sponsored) immigrants
 - Spanish speakers
 - Those who have been in Canada 1 to 4 years
- Conversely, these groups are the least likely to use 3 or more services:
 - Those from the Interior
 - Business class immigrants
 - Mandarin, Korean and Farsi speakers
 - Those under 35 years of age
 - Those using rural agencies

Frequency of Service Use

Q2. About how many times have you used these services at this agency?

2004 Average # of times = 7.9
2005 Average # of times = 6.4
2007 Average # of times = 6.7

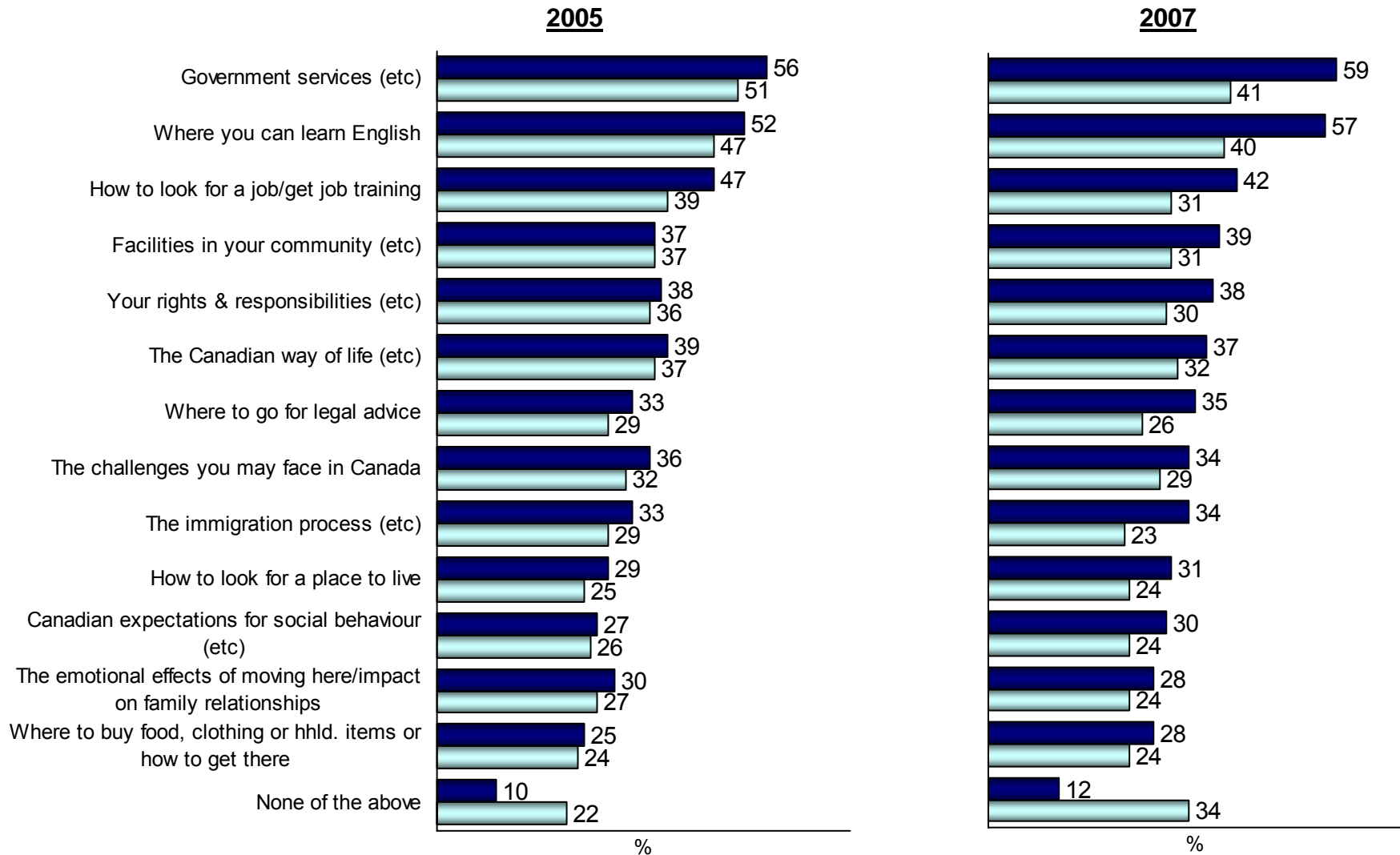


■ 2004 (n=1733)
 ■ 2005 (n=2198)
 ■ 2007 (n=2284)

- The average Stream 1 client has used services at their respective agency 6.7 times, which is in line with the average of 6.4 in 2005.
- Fraser Valley and Vancouver Island clients, refugee class immigrants (sponsored only), Canadian citizens, Cantonese & Vietnamese speakers, and clients who have been in Canada for 5 or more years use agency services with the greatest frequency. On the flipside, skilled worker class immigrants, provincial nominees, Punjabi, Korean, Farsi and Tagalog/Phillipine speakers, those newest to Canada, permanent residents and Lower Mainland residents are the least frequent users.

Increased Understanding Of Canadian Systems And Culture

Q3. Have you ever asked for and received information or help from this agency on ...?



(2005 n=2198)
(2007 n=2284)

■ Asked For □ Received

Increased Understanding Of Canadian Systems And Culture

Q3. Have you ever asked for and received information or help from this agency on ...?

	Asked For & Received		Did Not Ask For But Received		Did Not Ask For Nor Receive		Asked For But Did Not Receive		Neither/Don't Know/Not Stated	
	2005 %	2007 %	2005 %	2007 %	2005 %	2007 %	2005 %	2007 %	2005 %	2007 %
Government services (etc)	40	28	11	13	29	22	15	31	5	6
Where you can learn English	36	27	11	13	32	25	15	29	5	6
How to look for a job/get job training	32	18	7	13	42	39	14	24	5	6
Facilities in your community (etc)	25	17	12	14	47	41	11	22	5	6
Your rights & responsibilities (etc)	27	17	10	13	48	43	11	21	5	6
The Canadian way of life (etc)	27	17	10	15	47	42	12	20	5	6
Where to go for legal advice	22	15	7	11	55	48	11	20	5	6
The challenges you may face in Canada	24	15	8	14	51	46	13	19	5	6
The immigration process (etc)	23	15	6	9	56	51	10	19	5	6
How to look for a place to live	19	12	7	12	60	51	10	18	5	6
Canadian expectations for social behaviour (etc)	18	11	8	12	61	52	9	19	5	6
The emotional effects of moving here/impact on family relationships	20	11	7	12	58	53	10	17	5	6
Where to buy food, clothing or household items or how to get there	17	12	7	12	63	53	9	17	5	6

(2005 n=2198)
(2007 n=2284)

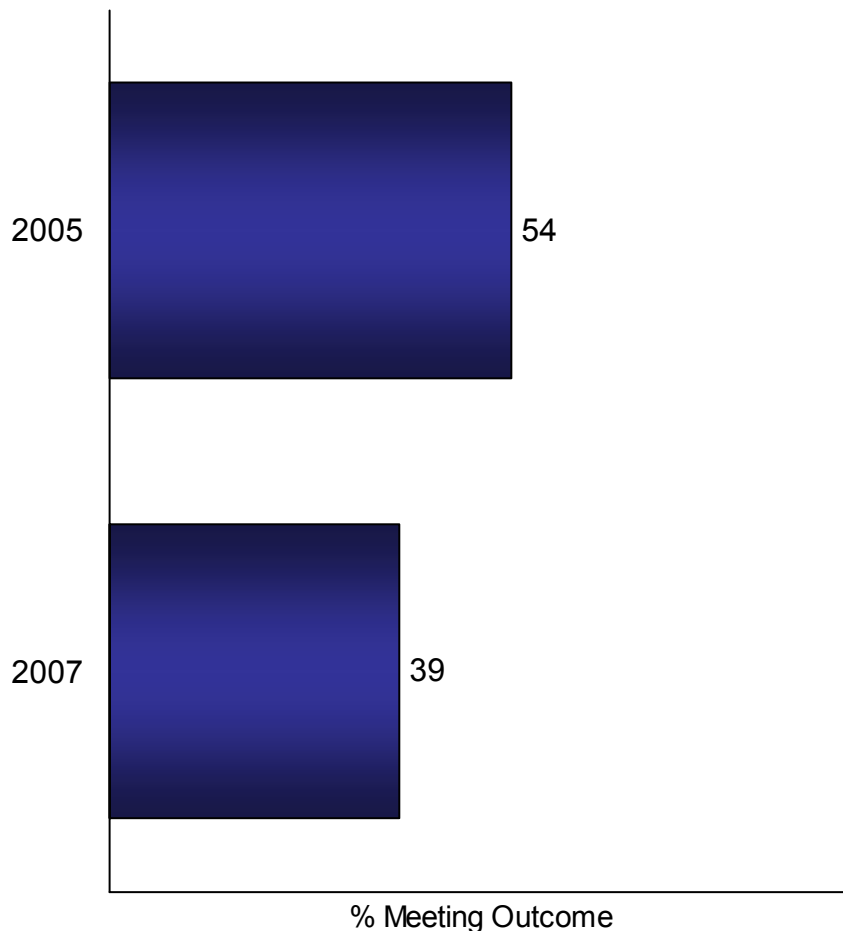
Increased Understanding Of Canadian Systems And Culture

- *The wording for this question was altered slightly from the 2005 version. This together with other factors including perhaps incorrect instruction on how to complete this question by some agencies and misunderstanding on the part of the participant, may have resulted in the proportion of clients leaving the second part of this question blank (i.e. not indicating any areas where they received help or information from their agency) increasing significantly, from 22% to 34%. Hence, the analysis on the services received from agencies should be viewed with caution.*
- When it comes to *asking* for information or help from their respective agencies, Stream 1 clients have most often asked for help with government services (59%), where they can learn English (57%), both these increasing slightly over 2005, and how to look for a job or get job training (42%, which is below the 47% who report asking for this in 2005).
- Unchanged from 2005, between 37% and 39% have asked for more information about the Canadian way of life, their rights and responsibilities as a new immigrant and facilities in their community.
- Also consistent with 2005, one-third of Stream 1 clients have asked for information on each of the following: where to go for legal advice, the challenges they may face in Canada, the immigration process and how to look for a place to live. This year, slightly more clients than in 2005 (30% versus 27%, respectively) report asking for information on Canadian expectations for social behaviour, etc.
- Less common areas that Stream 1 clients continue to report asking for help with are the emotional effects of moving here and where to buy food, clothing or household items.
- Unchanged from 2005, only 12% report never having asked for help with any of the above areas.
- The types of information and help *received* most often by Stream 1 clients once again typically match up with the types of information asked for most often. Information and help on government services (41%) and where to learn English (40%) are received most followed by the Canadian way of life, how to get a job, facilities in their community, rights and responsibilities and challenges faced in Canada (each mentioned by at least three-in-ten clients). All other areas were received by one-quarter of clients.
- One-third of Stream 1 clients this year say that they did not receive information or help on any of the 13 stated areas from their agency or did not answer the question.
- The current larger gap between the services asked for and received is due to omissions on the services received question. Broadly four-in-ten of those who asked for each type of information or help indicated that they received what they were asking for.

Increased Understanding Of Canadian Systems And Culture

Q3. Have you ever asked for and received information or help from this agency on ...?

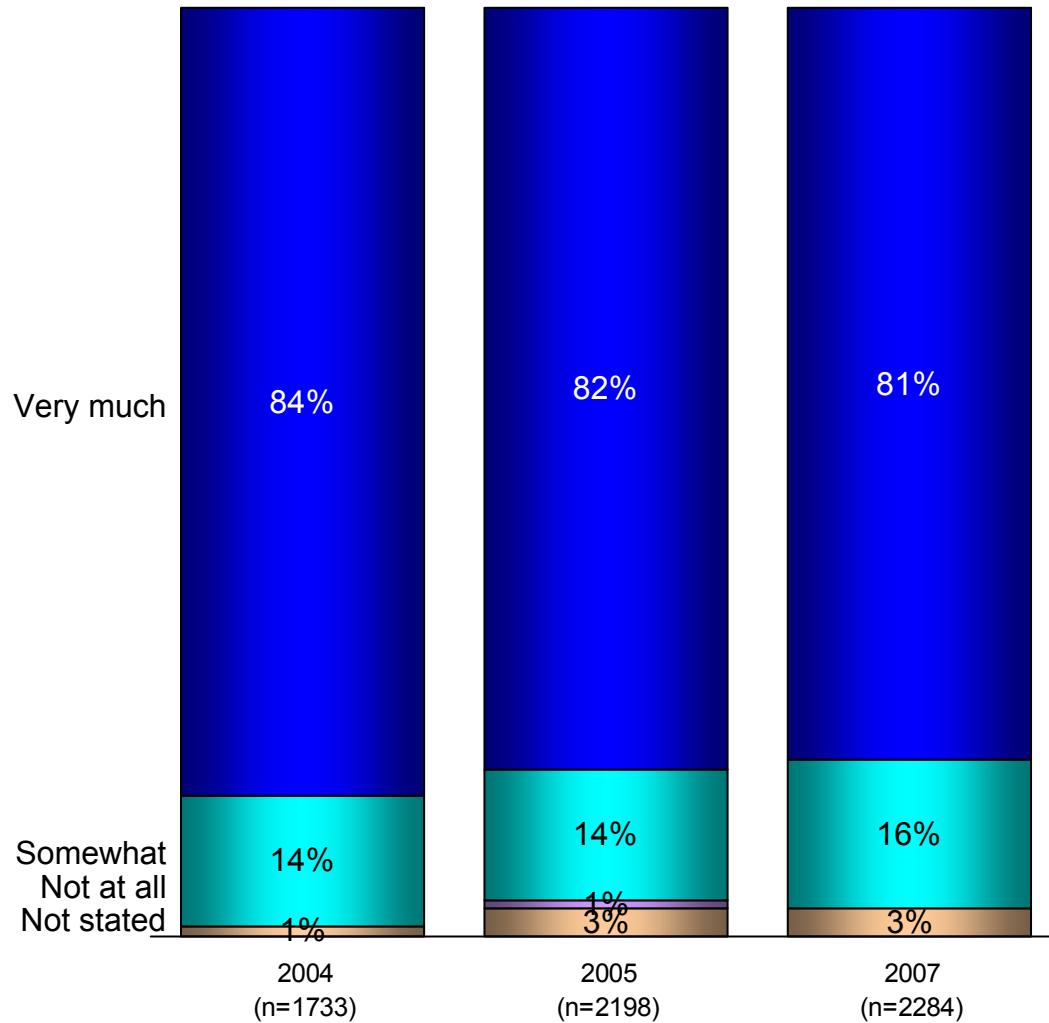
- Asked For & Received All Areas/Over Received/Didn't Ask For Anything And Received Something -



- 39% of Stream 1 clients currently meet the major outcome of Increased Understanding Of Canadian Systems and Culture (i.e. they report to have received all the information and assistance they requested from their agency or received information/assistance even though they did not ask for it).
- Direct comparisons against 2005 should be made with caution, as the decline in the ratings (from 54%) is a result of a higher proportion of clients not filling in the help or information they received correctly. These clients either misunderstood the slightly altered question and/or were guided (incorrectly) by agency staff.
- The following groups are most likely to successfully achieve this outcome this year:
 - English, Korean, Mandarin and Vietnamese speakers
 - Those using the agency more frequently (10+ or “many” times)
 - College/university educated clients
 - Clients between the ages of 35 and 44
 - Clients in the North and Fraser Valley
 - Provincial nominees, business and skilled worker class immigrants

Agency Assistance

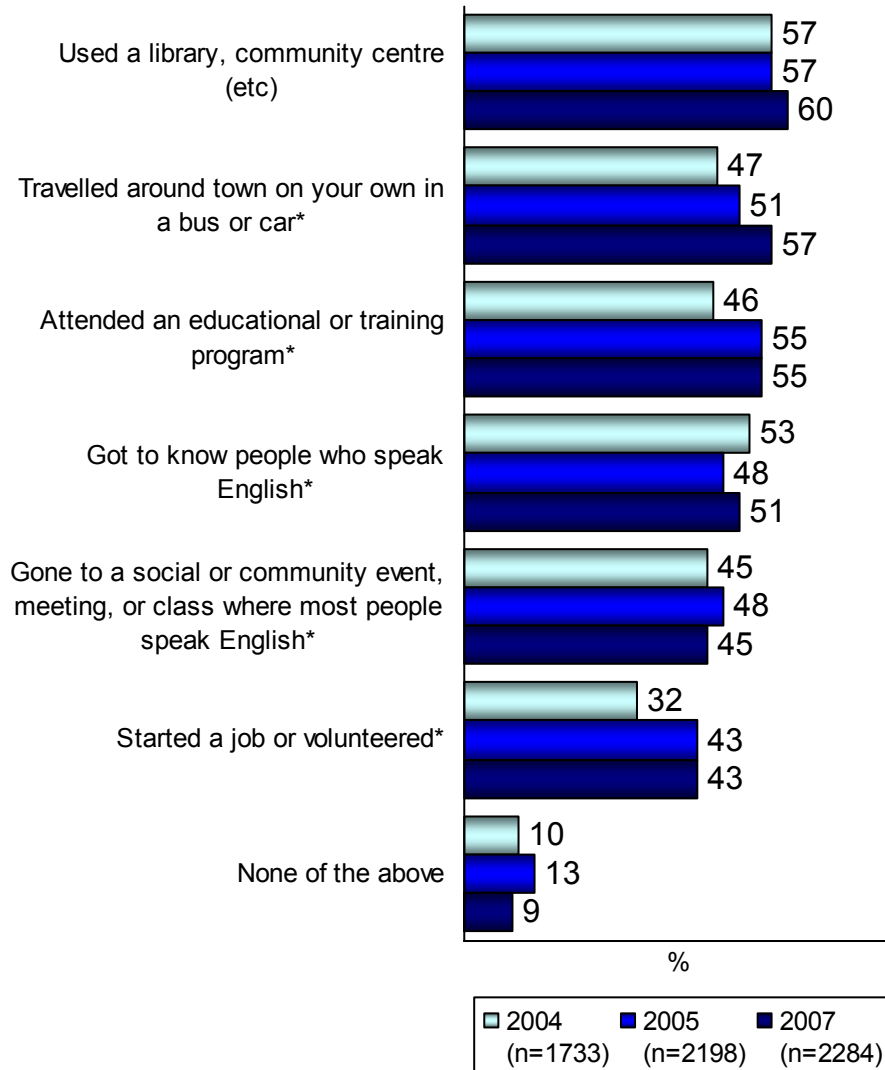
Q4. Overall, how much has this agency helped you by providing information and assistance?



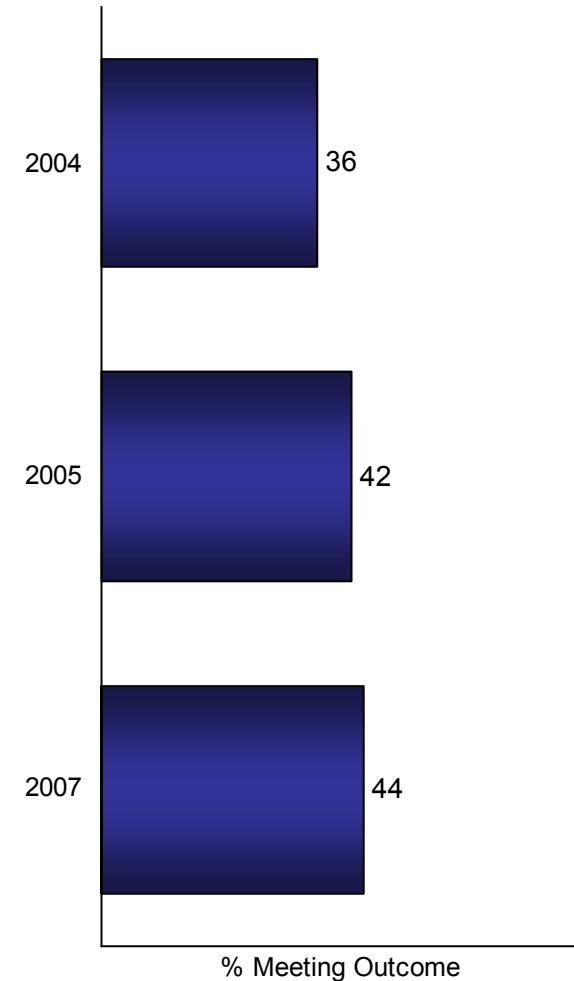
- Consistent with 2005, 81% of Stream 1 clients report that their agency helped them very much by providing information and assistance, while another 16% say their agency helped somewhat.

Improved Access And Participation

Q5. Since receiving services at the agency, have you ...?



- Improved On 4+ Out of 6 Measures -



* Caution: Wording changed slightly from 2004 to 2005.

Improved Access And Participation

- Stream 1 Client participation in each of the activities since receiving agency services is on par or greater than in 2005. Six in ten continue to say they have used a library, community centre, recreation facility, medical clinic or employment centre and 57% have travelled around on their own in a bus or car (increased slightly from 51% in 2005). 55% say they have attended an educational or training program and 51% have got to know people who speak English.
- Not quite half have each gone to a social or community event where most people speak English (45%) or started a job or volunteered (43%) since receiving agency services.
- **44% of Stream 1 clients meet the outcome for Improved Access and Participation as they have done at least four of the six listed activities. In comparison, 42% and 36% met this outcome in 2005 and 2004, respectively.** Note that comparisons with 2004 should be made with caution as differences in ratings are likely influenced by changes in wording.

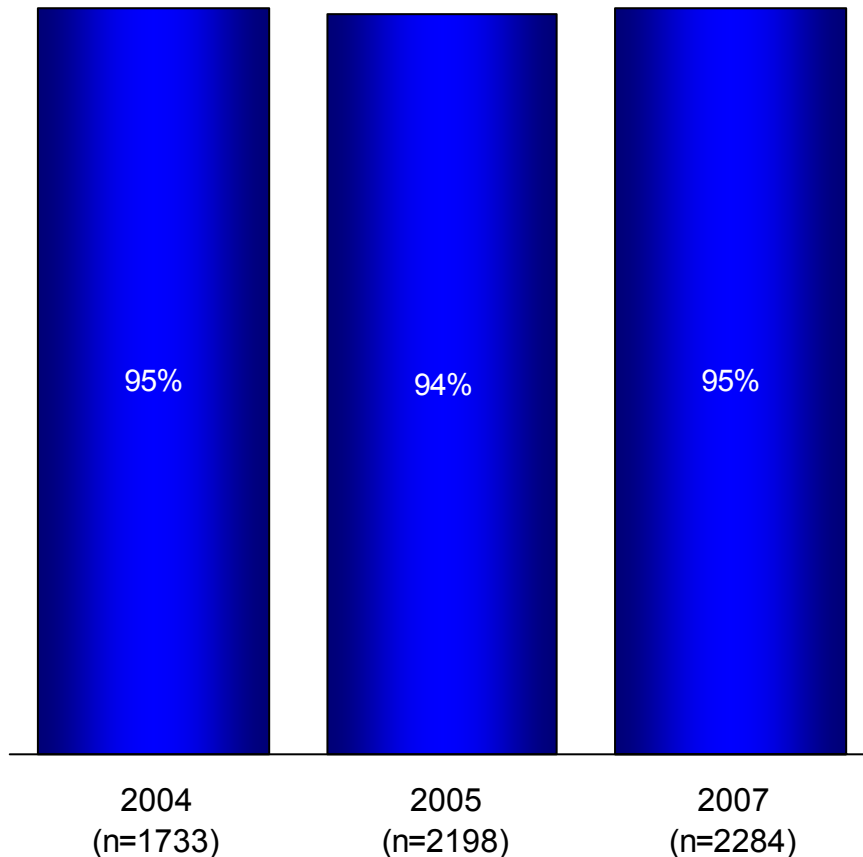
Improved Access And Participation

- The following groups of clients met the Improved Access and Participation outcome by doing four or more of the six listed activities:
 - Clients from Vancouver Island
 - Refugee Class clients (private or government sponsored)
 - Those who used the agency with greater frequency (4+ times)
 - Vietnamese and Tagalog speakers
 - Those who have been in Canada for 1-4 years
 - Those under the age of 35
- On the flipside, the following categories of clients were least likely to meet this outcome:
 - Clients from the Interior
 - Those who have used the agency's services less than four times
 - Korean speakers
 - Those who have been in Canada for less than a year
 - Provincial nominees

Overall Satisfaction and Willingness to Recommend

Q7. Would you tell someone else to use the information and support services at this agency?*

- % Yes -

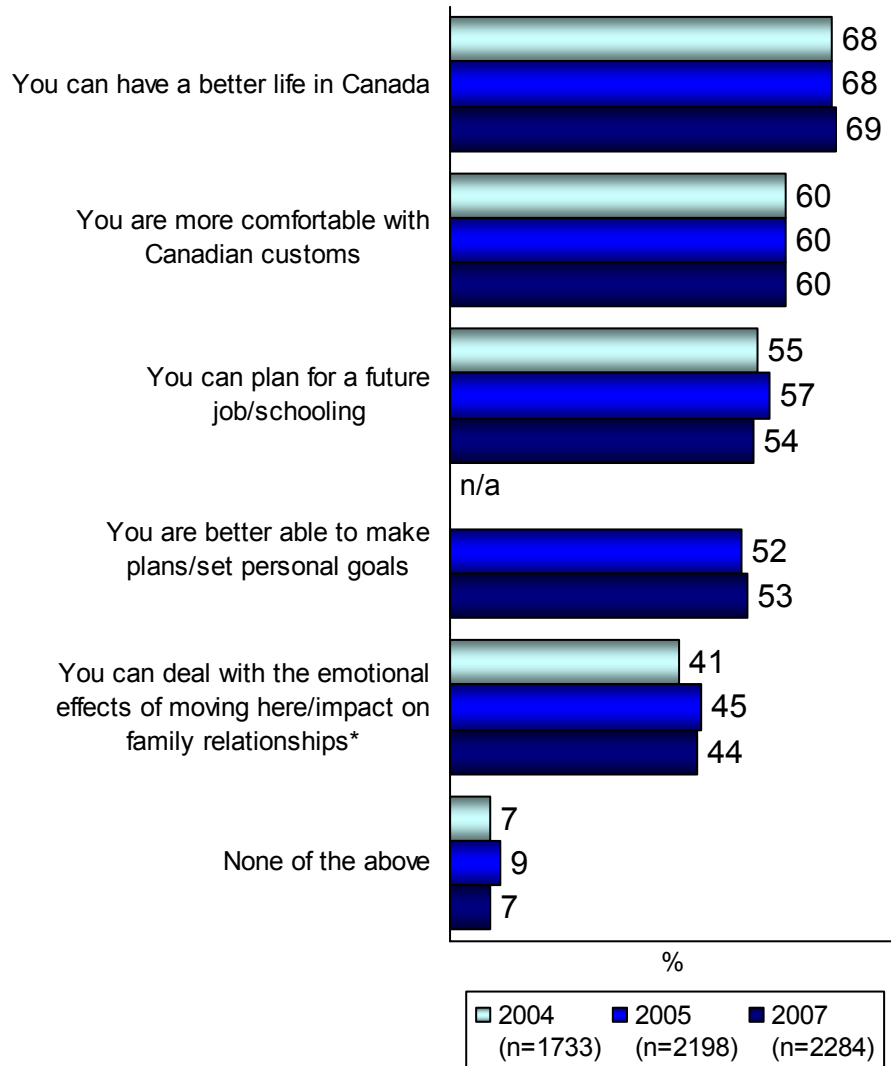


- Consistent with historical trends, the large majority of Stream 1 clients (95%) say they would tell someone else to use the information and support services at their agency.
- This high level of endorsement for the agencies is apparent across all client sub-groups, with no one group having less than 87% in giving such a recommendation (and most groups being at the 95% level or higher).

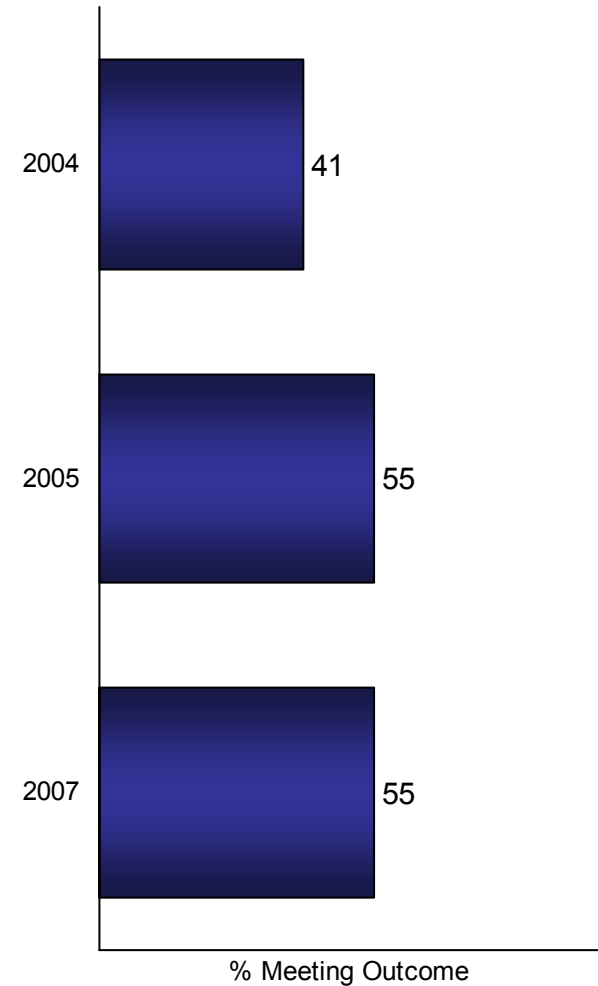
* In 2004 "Would you tell someone else about the information & support services at this agency?"

Improved Confidence And Ability

Q6. Since receiving services at this agency, do you feel that ...?



- Improved On 3+ Out of 5 Measures -



* Wording changed slightly from 2004 and 2005.

Improved Confidence And Ability

- The measure of Improved Confidence & Ability has remained stable since 2004.
- Since receiving services at their agency, the majority of Stream 1 clients say they feel they can have a better life in Canada (69%), are more comfortable with Canadian customs (60%) and can plan for a future job or schooling (54%).
- 53% feel they are better able to make plans or set personal goals since receiving agency services while 44% feel they can better deal with the emotional effects of moving here.
- **Identical to 2005, 55% of Stream 1 clients currently meet the outcome for Improved Confidence and Ability as they have improved on at least three of the five areas.**
- The following clients were most apt to meet the Improved Confidence and Ability outcome:
 - Those served by Vancouver Island agencies
 - Refugee Class immigrants (private or government sponsored)
 - Spanish, Farsi and Tagalog speakers
 - Those who used the agency more often (4+ times)
 - Those who have been residing in Canada for 1 to 4 years
 - Those with urban agencies

Improved Confidence And Ability

- The following client groups are least apt to meet the Improved Confidence and Ability outcome:
 - Clients served by Fraser Valley and Interior agencies
 - Provincial nominees
 - Those who have a citizen status other than permanent resident or Canadian citizenship
 - Korean speakers
 - Those who used the agency less often (used it 1-3 times)
 - Those aged 45 to 54
 - Those with rural agencies

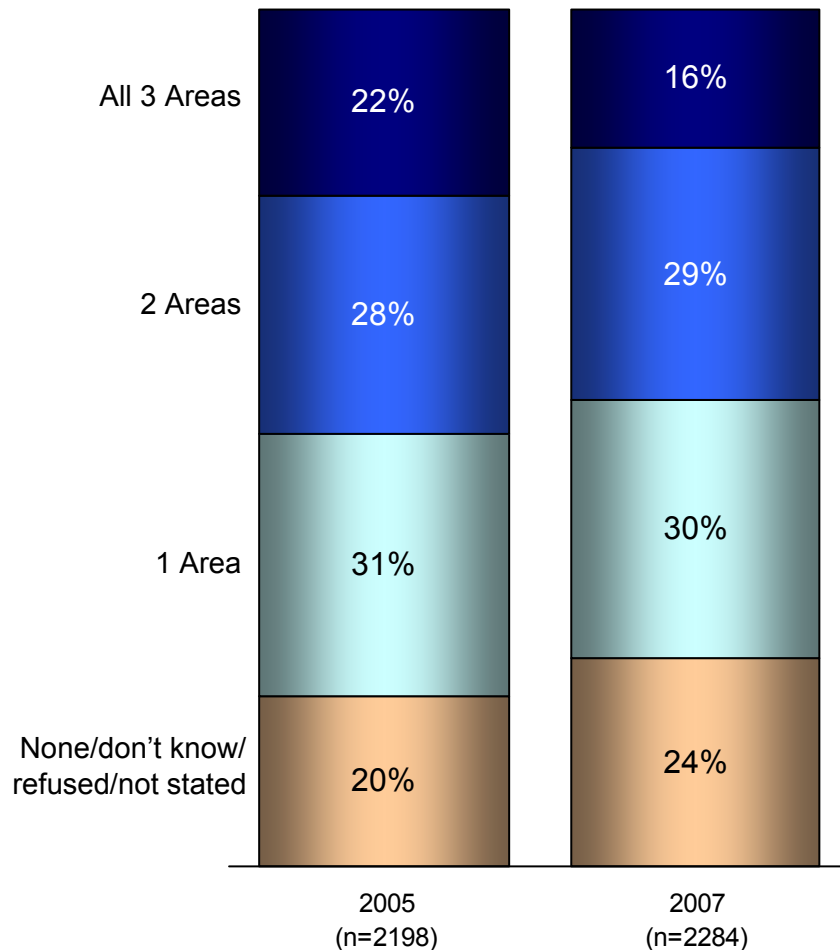
Summary Of Meeting Major Outcomes

Based on:

Q3a/b. Increased Understanding of Canadian Systems and Culture

Q5. Improved Access and Participation

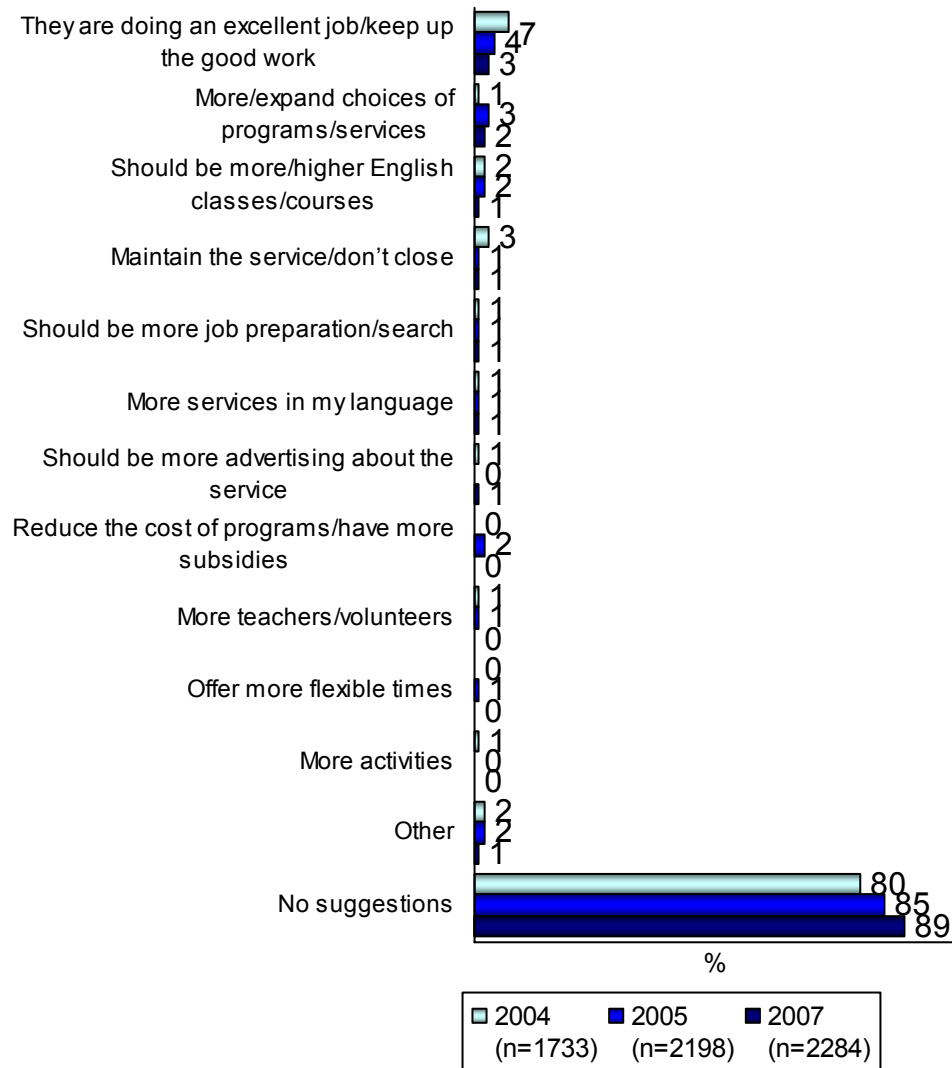
Q6. Improved Confidence and Ability



- 16% of Stream 1 clients meet the major outcomes (i.e. achieve more than half of the measures for Increased Access & Participation and Improved Confidence and Ability and received or over received all the services that they requested for Increased Understanding of Canadian Systems and Culture outcome). This is significantly below the 22% rating in 2005.
- It should be noted that with the exception of the Increased Understanding of Canadian Systems and Culture outcome, all other outcomes have remained consistent with two years ago. Accordingly, the rating decline is due to the way clients responded to Q3a/b (Increased Understanding of Canadian Systems and Culture).

Suggestions For Improvement

Q8. Do you have any suggestions to improve the program?*



- Stream 1 clients offer fewer suggestions compared to 2005. Currently, 11% can give a suggestion for improving the program versus 15% in 2005.
- 3% of clients indicate that their agency is doing an excellent job.
- The following client groups are the most apt to provide a suggestion:
 - Rural agencies
 - Cantonese, Spanish & Tagalog speakers
 - Refugee claimants
 - Those using Interior agencies
 - Those using Vancouver Island agencies
- Spanish speakers, clients at rural agencies and refugee/refugee claimants are more likely to request more services in their language and/or more assistance in preparing/looking for a job and to simply commend their agency for doing a good job.

* In 2004 "Do you have any suggestions for the agency or its services?"

Respondent Profile

D1. How long have you been living in Canada?

	2004	2005	2007
	<u>Total</u>	<u>Total</u>	<u>Total</u>
Base	1733	2198	2284
	<u>%</u>	<u>%</u>	<u>%</u>
Less than 1 year	24	28	22
1 year	4	4	5
2 years	13	14	19
3 years	11	10	13
4 years	7	9	6
5 – 9 years	17	17	15
10+ years	16	12	13
Not stated	7	6	6
<i>Average # of years</i>	4.6	3.8	4.2

- Consistent with previous results, Stream 1 clients have been living in Canada for an average of about four years.

Respondent Profile

D2. What country did you immigrate from?

	2004	2005	2007
	<u>Total</u>	<u>Total</u>	<u>Total</u>
Base	1733	2198	2284
	<u>%</u>	<u>%</u>	<u>%</u>
China	23	25	22
India	16	22	11
Vietnam	5	3	11
South Korea	10	9	10
Taiwan	7	5	8
Mexico	4	4	6
Philippines	2	3	3
Afghanistan	-	-	3
Iran	6	4	2
Hong Kong	3	3	2
Russia	1	-	2
Colombia	-	-	2
Russia	-	-	2
Yugoslavia	2	2	1
Pakistan	1	1	1
England	-	1	1
Japan	-	1	1
Indonesia	-	1	-
USA	1	-	-
Other Middle Eastern	1	1	4
Other Central American	3	2	2
Other European	3	1	2
Other African	2	4	1
Other Asian	2	2	1
Other South American	6	3	-
Other	1	1	1
Not stated	1	2	3

- In 2007, over one-in-five (22%) Stream 1 clients immigrated from China, which is marginally down from the 25% in 2005. One-in-ten immigrated from India, Vietnam and South Korea. The proportion of Stream 1 clients from India has decreased by half compared to 2005, while the numbers from Vietnam have more than tripled (due to agencies serving Vietnamese clients having a higher reported caseload than in the past).
- Other top source countries of new immigrants are Taiwan (8%) and Mexico (6%). No other country of origin accounts for more than 3% of Stream 1 clients.
- Compared to 2005, the proportion of clients who immigrated from Taiwan, Afghanistan, Russia, Colombia and Middle Eastern countries (excluding Iran) has edged up, while the proportion from Iran, African and South American countries has edged down.

Respondent Profile

D3. Under what immigration class did you enter Canada?

	2004	2005	2007
	<u>Total</u>	<u>Total</u>	<u>Total</u>
Base	1733	2198	2284
	<u>%</u>	<u>%</u>	<u>%</u>
Family Class (sponsored by family member)	39	36	33
Skilled Worker (independent professional or trade)	26	28	23
Refugee (government or private sponsored)	12	9	12
Business (including entrepreneur, investor or self-employed)	9	10	10
Refugee Claimant	7	6	9
Provincial Nominee	1	1	2
Visitor/tourist visa (unaided)	1	1	2
Student visa (unaided)	1	1	1
Other	1	1	1
Not stated	5	6	7

- In 2007, one-third of Stream 1 clients report that they entered Canada under the Family Class, while 23% entered as a Skilled Worker. Another one-in-ten each entered under the Business Class, as government or private sponsored refugees or as refugee claimants.
- Compared to 2005, the proportion of Family and Skilled Worker Class clients has decreased while the proportion of government or private sponsored refugees and refugee claimants has increased.

Respondent Profile

D4. Are you a:

	2004	2005	2007
	<u>Total</u>	<u>Total</u>	<u>Total</u>
Base	1733	2198	2284
	<u>%</u>	<u>%</u>	<u>%</u>
Canadian citizen	22	19	21
Permanent resident	58	64	57
Other	9	9	11
Not stated	11	7	11

- Currently, Stream 1 clients are mostly permanent residents (57%), while 21% are Canadian citizens. However, compared with 2005, fewer clients say they are permanent residents while more say they are another status or do not state their status.

Respondent Profile

D5. Your age:

	2004	2005	2007
	<u>Total</u>	<u>Total</u>	<u>Total</u>
Base	1733	2198	2284
	<u>%</u>	<u>%</u>	<u>%</u>
Under 19	2	2	1
19 – 54	76	74	79
19 – 34	n/a	n/a	25
35 – 44	n/a	n/a	34
45 – 54	n/a	n/a	20
55+	13	13	13
Not stated	9	11	6

- Almost eight-in-ten Stream 1 clients are between the ages of 19 to 54, the highest to date. Specifically, 25% are 19 to 34, 34% are 35 to 44 and 20% are 45 to 54. This leaves 13% in the 55 or older age category and only 1% in the under 19 category.

Respondent Profile

D6. Gender:

	2007 <u>Total</u>
Base	2284
	<u>%</u>
Male	33
Female	52
Not stated	15

- Stream 1 clients are more likely to be female than male although a large proportion do not indicate their gender.
- There is also a higher than average representation of men among the following groups:
 - Clients using Interior agencies
 - Refugee claimants & Business class immigrants
 - Those who use the agency less frequently (less than 3 times)
 - Those with English, Cantonese & Punjabi as a mother tongue
 - Those 55 or older

Respondent Profile

D7. What was the first language that you learned as a child?*

	2004	2005	2007
	<u>Total</u>	<u>Total</u>	<u>Total</u>
Base	1733	2198	2284
	<u>%</u>	<u>%</u>	<u>%</u>
Mandarin	22	25	22
Punjabi	16	21	11
Spanish	12	9	11
Korean	10	9	10
Vietnamese	5	3	10
Cantonese	11	6	9
Farsi	7	6	4
English	4	3	3
Arabic	-	3	3
Tagalog/Filipino	1	3	2
Other European language	6	4	5
Other Asian language	1	4	3
Other African language	1	1	-
Other	1	-	1
Not stated	1	2	5

- Currently, the leading mother tongue learned as a child is Mandarin (22%), not surprising considering that China is the leading source country among Stream 1 clients.
- One in ten each speak Punjabi, Spanish, Korean, Vietnamese or Cantonese.

* In 2004 "What was the first language that you learned?"

Respondent Profile

D8. What level of education have you completed so far?

	2005	2007
	<u>Total</u>	<u>Total</u>
Base	2198	2284
	<u>%</u>	<u>%</u>
Less than high school	17	19
Graduated from high school	26	26
Attended or completed college or university	51	48
Not stated	6	6

- Consistent with 2005, just under one-half of Stream 1 clients report that they have some level of post secondary schooling. One-quarter indicate that they graduated from high school and 19% say they did not complete high school.

Respondent Profile

D9. Region

	2004	2005	2007
	<u>Total</u>	<u>Total</u>	<u>Total</u>
Base	1733	2198	2284
	<u>%</u>	<u>%</u>	<u>%</u>
Lower Mainland	74	72	73
Fraser Valley	8	13	15
Vancouver Island	6	7	7
Interior	10	4	4
Northern BC	2	4	1

- The majority of Stream 1 clients continue to live in the Lower Mainland (73%). A further 15% reside in the Fraser Valley, 7% on Vancouver Island, 4% in the Interior, and 1% in Northern BC.

Questionnaire



**Ministry of Attorney General
Settlement and Multiculturalism Division**

Information & Support Services Survey

The BC Government is conducting a survey to find out how helpful the information and support services have been for you. All information is confidential – you are not asked for your name.

Please return your completed survey to the drop box at this agency

or

Mail your survey to Synovate Research in the envelope provided (it is already addressed and postage has been paid)

If you need help with the survey, please call Synovate at 1-800-717-1777.

Q1. What services have you used at this agency?

Please All That Apply

- ¹ A group information session
- ² Information or advice from a settlement counsellor
- ³ Referral or contact information for another service
- ⁴ Help filling out a form or application
- ⁵ Help making an appointment with another service
- ⁶ Someone from the agency went to an appointment with you
- ⁷ Translation or interpretation
- ⁹⁶ Other _____

Q2. About how many times have you used these services at this agency? _____ (# of times)

Q3. Have you ever asked for and/or received information or help from this agency on:	Please <input checked="" type="checkbox"/> if you ever asked this agency for this information or help	Please <input checked="" type="checkbox"/> if you ever received this information or help from this agency (even if you didn't ask for it)
1. The Canadian way of life, such as holidays, what people do in their free time, customs or general habits	<input type="checkbox"/> ¹	<input type="checkbox"/> ¹
2. Government services, such as health, schooling or where to get a SIN card or drivers license	<input type="checkbox"/> ²	<input type="checkbox"/> ²
3. Where you can learn English	<input type="checkbox"/> ³	<input type="checkbox"/> ³
4. How to look for a place to live	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
5. How to look for a job or get job training	<input type="checkbox"/> ⁵	<input type="checkbox"/> ⁵
6. Where buy food, clothing or household items or how to get there	<input type="checkbox"/> ⁶	<input type="checkbox"/> ⁶
7. Facilities in your community, such as the library, parks, recreation programs, sports or hobbies	<input type="checkbox"/> ⁷	<input type="checkbox"/> ⁷
8. The challenges you may face in Canada	<input type="checkbox"/> ⁸	<input type="checkbox"/> ⁸
9. The immigration process, such as making a refugee claim or sponsoring family members	<input type="checkbox"/> ⁹	<input type="checkbox"/> ⁹
10. Your rights and responsibilities as a new immigrant to Canada	<input type="checkbox"/> ¹⁰	<input type="checkbox"/> ¹⁰
11. Where to go for legal advice	<input type="checkbox"/> ¹¹	<input type="checkbox"/> ¹¹
12. Canadian expectations for social behaviour, such as disciplining children or relations between men and women	<input type="checkbox"/> ¹²	<input type="checkbox"/> ¹²
13. The emotional effects of moving here or the impact on family relationships	<input type="checkbox"/> ¹³	<input type="checkbox"/> ¹³

Q4. Overall, how much has this agency helped you by providing information and assistance?

- ¹ Very much ² Somewhat ³ Not at all

Q5. Since receiving services at the agency, have you:

Please All That Apply

- ¹ Gone to a social or community event, meeting or class where most people speak English
- ² Started a job or volunteered
- ³ Got to know people who speak English
- ⁴ Used a library, community centre, recreation facility, medical clinic or employment centre
- ⁵ Travelled around town on your own, in a bus or car
- ⁶ Attended an educational or training program

Since receiving services at this agency do you feel that:

Please All That Apply

- ¹ You can have a better life in Canada
- ² You can plan for a future job or future schooling
- ³ You are more comfortable with Canadian customs
- ⁴ You can deal with the emotional effects of moving here and the impact on family relationships
- ⁵ You are better able to make plans or set personal goals

Q7. Would you tell someone else to use the information and support services at this agency?

- ¹ Yes
- ² No

Q8. Do you have any suggestions to improve the program?

D1. How long have you been living in Canada? _____ years _____ months

D2. What country did you immigrate from?

- | | | |
|--|---|--|
| <input type="checkbox"/> ²¹ Afghanistan | <input type="checkbox"/> ⁷ Iran | <input type="checkbox"/> ¹⁵ South Korea |
| <input type="checkbox"/> ¹ China | <input type="checkbox"/> ⁸ Japan | <input type="checkbox"/> ¹⁶ Taiwan |
| <input type="checkbox"/> ²² Colombia | <input type="checkbox"/> ⁹ Mexico | <input type="checkbox"/> ¹⁷ Ukraine |
| <input type="checkbox"/> ² England | <input type="checkbox"/> ¹⁰ Pakistan | <input type="checkbox"/> ¹⁸ USA |
| <input type="checkbox"/> ³ Fiji | <input type="checkbox"/> ¹¹ Philippines | <input type="checkbox"/> ¹⁹ Vietnam |
| <input type="checkbox"/> ⁴ Hong Kong | <input type="checkbox"/> ¹² Romania | <input type="checkbox"/> ²⁰ Yugoslavia |
| <input type="checkbox"/> ⁵ India | <input type="checkbox"/> ¹³ Russia | <input type="checkbox"/> ⁹⁶ Other _____ |
| <input type="checkbox"/> ⁹ Indonesia | <input type="checkbox"/> ¹⁴ South Africa | |

D3. Under what immigration class did you enter Canada?

- | | |
|--|--|
| <input type="checkbox"/> ¹ Family class (sponsored by family member) | <input type="checkbox"/> ⁵ Business (including entrepreneur, investor or self-employed) |
| <input type="checkbox"/> ² Refugee (government or private sponsored) | <input type="checkbox"/> ⁶ Provincial nominee |
| <input type="checkbox"/> ³ Refugee claimant | <input type="checkbox"/> ⁹⁶ Other _____ |
| <input type="checkbox"/> ⁴ Skilled worker (independent professional or trade) | |

D4. Are you a: ¹ Canadian citizen ² Permanent resident ³ Other

D5. Your age: ¹ Under 19 ² 19-34 ³ 35-44 ⁴ 45-54 ⁵ 55 +

D6. Your gender: ¹ Male ² Female

D7. What was the first language that you learned as a child?

- | | | |
|---|--|--|
| <input type="checkbox"/> ¹ English | <input type="checkbox"/> ⁵ Spanish | <input type="checkbox"/> ⁹ French |
| <input type="checkbox"/> ² Cantonese | <input type="checkbox"/> ⁶ Farsi/Dari/Persian | <input type="checkbox"/> ¹⁰ Arabic |
| <input type="checkbox"/> ³ Mandarin | <input type="checkbox"/> ⁷ Vietnamese | <input type="checkbox"/> ⁹⁶ Other _____ |
| <input type="checkbox"/> ⁴ Punjabi | <input type="checkbox"/> ⁸ Korean | |

D8. What level of education have you completed so far?

- | | | |
|---|--|---|
| <input type="checkbox"/> ¹ Less than high school | <input type="checkbox"/> ² Graduated from high school | <input type="checkbox"/> ³ Attended or completed college or university |
|---|--|---|

Thank you for completing the survey.

Please return to the drop box at this agency or mail it back in the envelope provided.

DO NOT COMPLETE THIS SECTION

- | | |
|---|--|
| <input type="checkbox"/> ¹ ABBOTSFORD COMMUNITY SERVICES | <input type="checkbox"/> ²¹ OPTIONS |
| <input type="checkbox"/> ² CAMPBELL RIVER & AREA MISA | <input type="checkbox"/> ²² OPTIONS (SUBCONTRACT W/DIVERSECITY) |
| <input type="checkbox"/> ³ CENTRAL VANC. ISLAND MS | <input type="checkbox"/> ²³ OPTIONS (SUBCONTRACT W/SUCCESS) |
| <input type="checkbox"/> ⁴ CENTRAL VANC. ISLAND MS (COMOX VALLEY) | <input type="checkbox"/> ²⁴ OPTIONS (SUBCONTRACT W/PICS) |
| <input type="checkbox"/> ⁵ CHILLIWACK COMMUNITY SERVICES | <input type="checkbox"/> ²⁵ PENTICTON AND DISTRICT |
| <input type="checkbox"/> ⁶ FAMILY EDUCATION & SUPPORT CENTRE (MR) | <input type="checkbox"/> ²⁶ RICHMOND MCS |
| <input type="checkbox"/> ⁷ ICA OF GREATER VICTORIA | <input type="checkbox"/> ²⁷ SUCCESS (RICHMOND) |
| <input type="checkbox"/> ⁸ IMMIGRANT SERVICES SOCIETY OF BC (BURNABY) | <input type="checkbox"/> ²⁸ SUCCESS (VANC. CONSORTIUM) - MHHS |
| <input type="checkbox"/> ⁹ IMMIGRANT SERVICES SOCIETY OF BC (TRI-CITIES) | <input type="checkbox"/> ²⁹ SUCCESS (VANC. CONSORTIUM) - PICS |
| <input type="checkbox"/> ¹⁰ IMMIGRANT SERVICES SOCIETY OF BC (VANC) | <input type="checkbox"/> ³⁰ SUCCESS (VANC. CONSORTIUM) - SUCCESS |
| <input type="checkbox"/> ¹¹ IMSS OF PRINCE GEORGE | <input type="checkbox"/> ³¹ VERNON & DISTRICT IMMIGRANT SERVICES SOCIETY |
| <input type="checkbox"/> ¹² ISS/SOS (SEPARATE LOCATION) | <input type="checkbox"/> ³² VIRIC |
| <input type="checkbox"/> ¹³ JEWISH FAMILY SERVICES (METRO AND RMD) | <input type="checkbox"/> ³³ VISTA CONSORTIUM (COLLINGWOOD NH) |
| <input type="checkbox"/> ¹⁴ KAMLOOPS IS | <input type="checkbox"/> ³⁴ VISTA CONSORTIUM (KIWASSA NH) |
| <input type="checkbox"/> ¹⁵ KELOWNA COMMUNITY RESOURCES SOCIETY | <input type="checkbox"/> ³⁵ VISTA CONSORTIUM (LITTLE MOUNTAINNH) |
| <input type="checkbox"/> ¹⁶ LANGLEY COMMUNITY SERVICES SOCIETY | <input type="checkbox"/> ³⁶ VISTA CONSORTIUM (SOUTH VANCOUVERNH) |
| <input type="checkbox"/> ¹⁷ MISSION COMMUNITY SERVICES | <input type="checkbox"/> ³⁷ COMMUNITY CONNECTIONS SOCIETY OF SOUTHEAST BC |
| <input type="checkbox"/> ¹⁸ MOSAIC - Bby SUCCESS SITE | <input type="checkbox"/> ³⁸ MOSAIC - NEW WEST SITE |
| <input type="checkbox"/> ¹⁹ MOSAIC -VANCOUVER SITE | |
| <input type="checkbox"/> ²⁰ NORTH SHORE MULTICULTURAL SOCIETY | |

Stream 1 Logic Model



**Ministry of Attorney General
Settlement and Multiculturalism Division**

BCSAP Stream 1 (Information & Support Services)
Logic Model

Objective: To provide immigrant and refugee newcomers with information about B.C. society, guidance and support on personal and family adjustment issues and connections to the broader community

