

# **2007 BCSAP Outcomes and Client Satisfaction Survey**

## **Stream 2 Community Bridging Services**

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

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

# Table of Contents

---

	<b>Page</b>
Objectives & Methodology .....	2
Executive Summary .....	4
Analysis Of Findings .....	6
Duration Of Participation .....	6
Frequency Of Meeting Host Volunteer/Buddy .....	7
Activities With Host Volunteer/Buddy.....	8
Enjoyment Of Service .....	10
Improved Access & Participation.....	11
Increased Understanding Of Canadian Systems & Culture.....	14
Host Volunteer/Buddy & Agency Assistance In Providing Info Or Support .....	17
Improved Confidence & Ability.....	20
Summary Of Meeting Major Outcomes.....	22
Overall Satisfaction And Willingness To Recommend .....	24
Suggestions For Service .....	26
Respondent Profile .....	28
 Appendix:	
Data tabulations	
Questionnaire	
Stream 2 Logic Model	

# OBJECTIVES & METHODOLOGY

---

- *Throughout this report, individuals interviewed as part of the research are referred to as “respondents”, however they do not represent all agencies’ client groups. Clients who were not able to respond in English or any of the translated languages and youth clients under the age of 14 were not included in the survey. In addition, in 2007, only select agencies providing youth services were asked to participate.*
- As part of its performance evaluation process, the Settlement and Multiculturalism Division 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 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 2, 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 2007 findings for the Stream 2 Community Bridging Services in the form of matching new immigrants to adult host and youth buddy volunteers. Where possible, comparisons against 2004 and 2005 have been included.
- For youth, comparisons with previous years should be made with extreme caution, as only selected GVRD/Fraser Valley agencies were surveyed by the Ministry in 2007. Accordingly, the youth results are not representative of all Stream 2 agencies. The Stream 2 Logic Model has been appended to this report for reference.
- To assess the satisfaction and outcomes of Stream 2 clients, a survey was conducted with adults who were in the program between September 2006 and September 2007, and had been matched to hosts in the program for a period of 3 months. In 2007, the Ministry conducted the survey with youth clients **at selected GVRD/Fraser Valley agencies** providing youth host services. Prior to 2007, the surveys were conducted with youth clients at **all agencies**.
- A total of 201 adult clients were surveyed by telephone between November 2 and December 13, 2007 from 589 listings provided by the agencies to the Ministry (yielding a response rate of 34%). The youth respondents filled out surveys at selected agencies between June and August, 2007 . Paper questionnaires were distributed to youth who were in attendance on the day of Ministry staff’s visit or were left behind for program staff to hand out to participants. In response, a total of 59 youth surveys were returned to the Ministry. Prior to 2007, due to special privacy considerations surrounding youths, the Ministry distributed paper questionnaires to the parents/guardians of their youth clients, using addresses provided by the agencies.
- *It should be noted that the method used to administer the surveys to the youths was not necessarily random nor consistent between waves and 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 (Cantonese or Mandarin), Farsi, Korean, Punjabi, Spanish, Vietnamese, French and Arabic. In 2007, the youth surveys were only administered in English.

# OBJECTIVES & METHODOLOGY

- At the 95% level of confidence, the results are accurate to within +/-6% on the total adult sample of 201 (after applying the Finite Population Correction Factor) and +/-13% on the total youth sample of 59. When comparing the 2007 results against those of previous years among adult respondents a difference of +/-10 percentage points is required for statistical significance at the 95% level of confidence. For smaller sub-groups, such as by agency or mother tongue, the margins of error are much wider. Only significant subgroup differences are noted in this report.
- At the data processing stage, the adult client data was weighted to match the relative distribution of Stream 2 clients (adults) by agency, based on the Ministry listings submitted by agencies and provided to Synovate, as follows:

<u>Agency</u>	<u>Adults</u>		<u>Agency</u>	<u>Surveys Obtained</u>
	<u>Surveys Obtained</u>	<u>Weighted Sample</u>		
Immigrant Services Society of BC (ISS)	47	54	Abbotsford Community Service	10
Inter-Cultural Association of Greater Victoria	16	14	Collingwood Neighbourhood House	3
Kamloops Cariboo Regional Immigrant Society	7	10	DIVERSEcity	10
Kelowna Community Resources Society	7	4	Frog Hollow Neighbourhood House	5
MOSAIC	22	22	Ray Cam Centre	8
North Shore Multicultural Society	15	14	LM Purpose Society for Youth & Families	9
Penticton & District Multicultural Society	1	4	South Vancouver Neighbourhood House	7
SUCCESS (Tri-Cities)	18	12	The Young Men's Christian Association of Greater Vancouver (YMCA)	<u>7</u>
SUCCESS (Richmond)	27	22	Total	59
DIVERSEcity Community Resources Society*	4	9		
YMCA	<u>37</u>	<u>38</u>		
Total	201	201		

\*Formerly called Surrey Delta Immigrant Services Society.

- Once again, the current youth data was not weighted due to the low rate of returns.
- Weighting was applied so that the total results would reflect the relative number of clients matched by each agency rather than the relative number of surveys conducted with each agency's clients. Please note that all responses are accounted for and presented in each individual agency results.
- 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.

# EXECUTIVE SUMMARY

---

- Adult and youth Stream 2 respondents continue to be satisfied with the program and willing to recommend it to others. At least nine-in-ten adult and youth respondents find the program helped them live in Canada and would tell others about it. However, over the past three years, fewer adult respondents say the program helped very much, and more say it helped somewhat or not at all.
- Almost all adult and youth respondents continue to agree that they enjoyed the time they spent with their respective host volunteer or buddy. Enjoyment levels are consistent with 2005, but below the highs of 2004.
- While youth respondents surveyed at specific agencies are equally as pleased with the information and support they received from their buddy and agency staff as youth respondents surveyed at all agencies in previous editions, adult respondents are not as impressed with the level of assistance they received from both their host volunteer and staff at the agency. Those saying their host volunteer and agency staff helped very much has trended down over the past three years.
- Unchanged from historical levels, the typical adult Stream 2 respondent has met their host volunteer for six months. However, they tend to meet less frequently than in the past (3 times a month in 2007, versus 4 times a month in 2005 and 4.6 times a month in 2004). Youth respondents have met their buddy for eight months in 2007, and meet about six times a month (twice as often as adults meet their host volunteer).
- 54% of youth respondents report participating in four or more of the six activities with their buddy.
- 40% of adult respondents report doing four or more of the six activities with their host volunteer, up from 29% in 2005.

## **MAJOR OUTCOME: IMPROVED ACCESS & PARTICIPATION**

- In 2007, 12% of adult respondents and 15% of youth respondents meet the major outcome of Improved Access & Participation by reporting that their host volunteer/buddy assisted them with the majority of the stated activities and that they independently completed more than half of the other stated activities since joining the program. These findings are consistent with 2005.

## **MAJOR OUTCOME: INCREASED UNDERSTANDING OF CANADIAN SYSTEMS AND CULTURE**

- Identical to 2005, 49% of adult respondents currently meet the major outcome of Increased Understanding of Canadian Systems and Culture. Successful achievement of this outcome continues to be influenced by duration in the program (i.e. those who are in the program for six or more months are more likely to meet the outcome). Comparably, only 15% of youth respondents met the outcome this year compared to 36% in 2005. It should be cautioned however, that not all agencies were surveyed in 2007 and the approach was different.

## **MAJOR OUTCOME: IMPROVED CONFIDENCE AND ABILITY**

- Currently, 73% of adult respondents (down from 84% in 2005) report improved confidence on two or more of the three measures that form the Improved Confidence and Ability outcome (i.e. improved comfort with Canadian customs, having a better life in Canada and being able to plan for a future job/schooling). A similar proportion of youth respondents (68%) say they are more confident in two or more the three measures, which is consistent with previous youth findings when all agencies were surveyed.

# EXECUTIVE SUMMARY

---

## SUMMARY OF MAJOR OUTCOME ACHIEVEMENT

- Unchanged from 2005, one in ten adult respondents achieve all three major outcome thresholds in 2007, namely: Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Confidence and Ability. A further four in ten achieved two of the three major outcome thresholds which is also in line with 2005.
- Only 5% of youth respondents meet all three major outcome thresholds in 2007. This falls in line with the 9% of youth respondents (at all agencies) who met all three thresholds in 2005.

## DETERMINANTS OF OUTCOMES

- For adults, ANOVA analysis (i.e. Analysis of the Variance) was conducted to find out the key determinants of outcomes. The ANOVA model used the 8 variables below to calculate the expected outcome achievement for each agency location based on their client composition.
  - Age Group
  - Immigration Status
  - Agency
  - Education
  - Language
  - Gender
  - Years in Canada
  - Immigration Class
- Of 8 variables run in the model, age (younger respondents perform better) and Immigration status (permanent residents perform better) are the most predictive of outcome performance. The agency is the third most important factor.
- An additional factor that is also correlated with outcome achievement is time in the program, with those spending 6+ months in the program achieving higher outcomes than those with less time in the program.

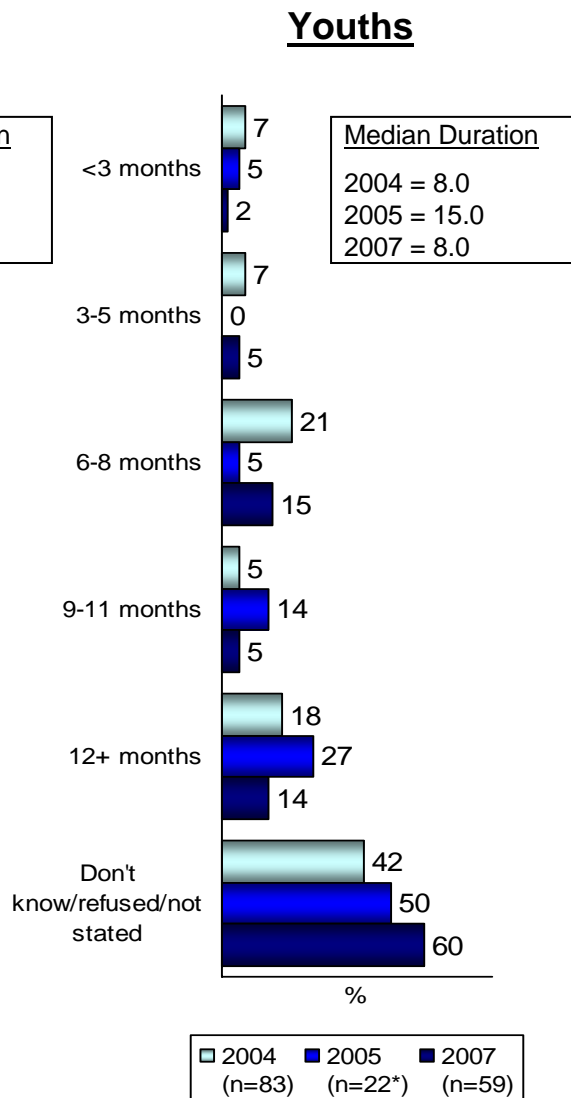
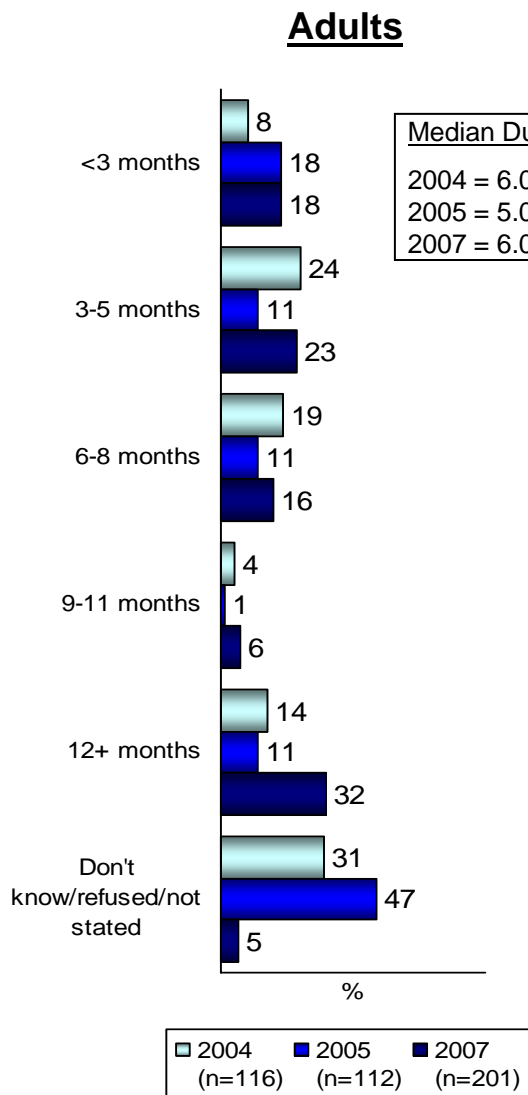
## SUGGESTIONS FOR STREAM 2 SERVICES

- This year fewer youth and adult respondents offered suggestions for the program compared to 2005.
- The leading suggestions from adult respondents are having volunteers more available and willing to help, having volunteers whose first language is English, tailoring programs to individual needs and having more volunteers to reduce matching wait times.
- The most common comment made by youth respondents is to keep up the good work. Other suggestions include having more activities.

# ANALYSIS OF FINDINGS

## Duration Of Participation

**Q1. Firstly, when did you first meet with your host volunteer/buddy?**  
**Q2. When do you plan to finish/did you finish?**



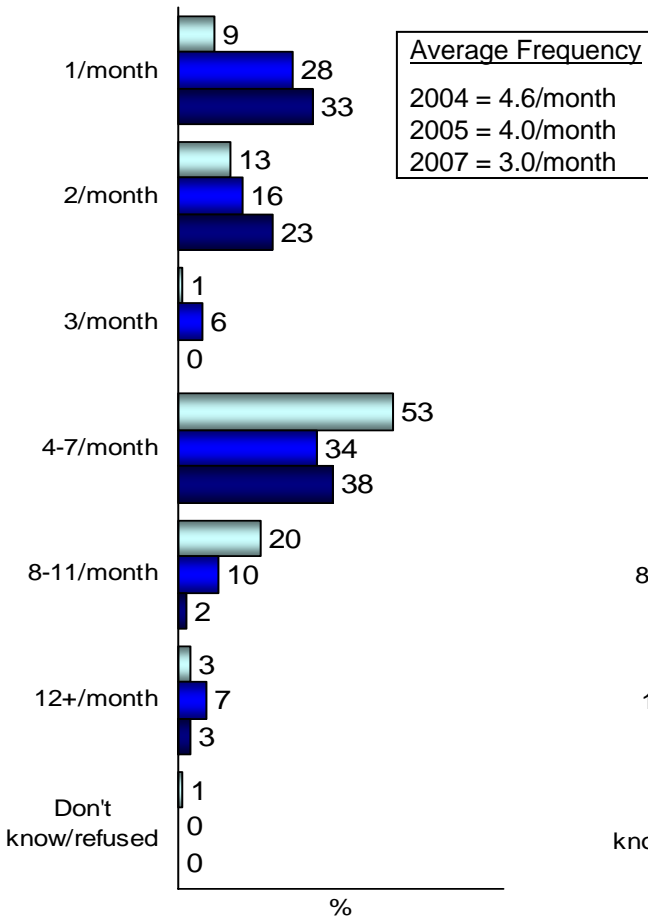
- Adult Stream 2 respondents are now more definitive about how long they have been participating in the program compared to previous years. Currently, only 5% can not remember when they first met with their host volunteer or when they finished or plan to finish compared to 31% in 2004 and 47% in 2005. Similar to historical levels, the typical adult respondent plans to participate or has participated in the program for six months. Farsi speakers tend to stay in the program for twice as long as the typical adult respondent (median of 13 months versus 6 months among all respondents).
- Six-in-ten youth Stream 2 respondents did not state how long they participated or plan to participate in the program. Among those who did, the typical duration for participating is eight months.

\*Caution: small base size.

# Frequency Of Meeting Host Volunteer/Buddy

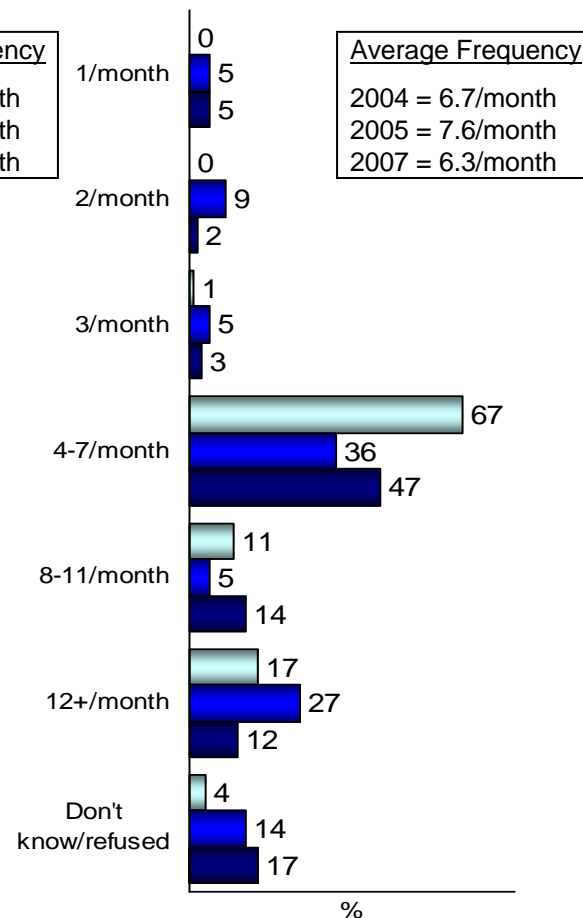
**Q3. About how often do/did you usually meet with your host volunteer/buddy?**

## Adults



2004 (n=116) 2005 (n=112) 2007 (n=201)

## Youths



2004 (n=83) 2005 (n=22\*) 2007 (n=59)

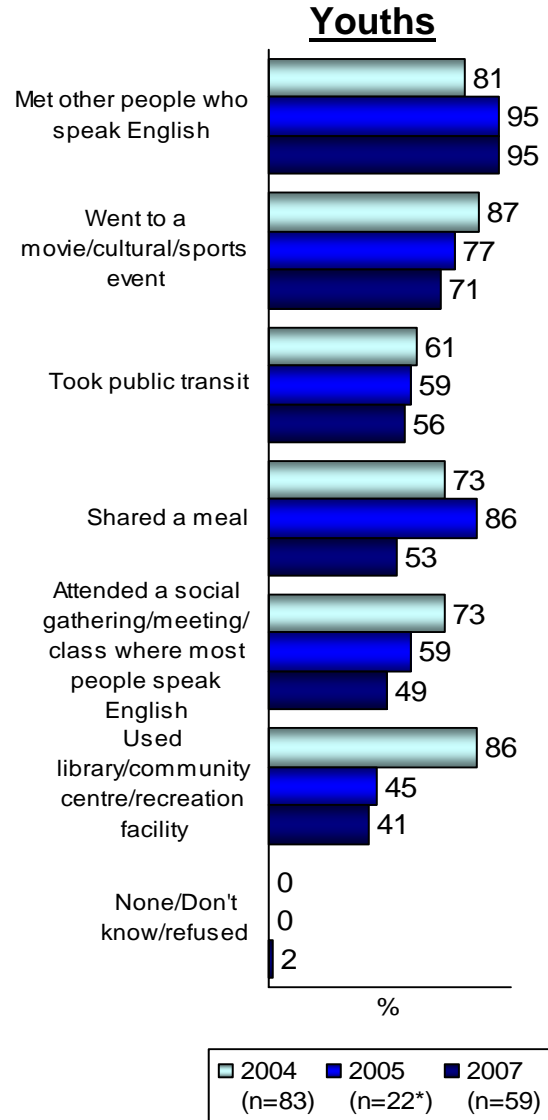
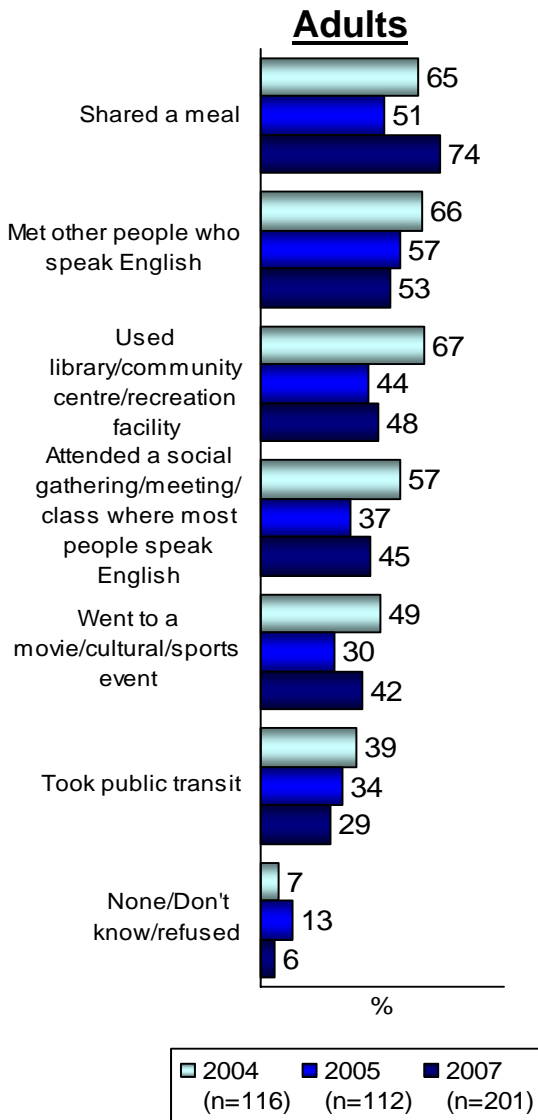
\*Caution: small base size.

- Since 2004, adult Stream 2 respondents meet with their host volunteers less frequently. The frequency of meeting has dropped from 4.6 times a month in 2004, to 4.0 times in 2005, to 3.0 times currently.
- The frequency of meeting is consistent across agencies and demographic sub groups, with one exception: Farsi speakers, tend to meet less frequently with their host volunteer.
- On average, youth respondents meet/met with their buddy 6.3 times a month in 2007, which is consistent with the frequency of meeting in 2004 and 2005 (when all Stream 2 agencies that provided youth bridging services were surveyed).



# Activities With Host Volunteer/Buddy

## Q4. When you meet with your host volunteer/buddy, which of the following have you done together?



- Stream 2 youth respondents continue to do all activities more with their buddy than adult respondents do with their host volunteer.
- Three-quarters of adult respondents shared a meal with their host volunteer in 2007, while broadly one-half were accompanied by their host volunteer when meeting other people who speak English, using a library/community centre/recreation facility or attending a social gathering or meeting where most people speak English. Just over four-in-ten went to a movie/cultural/sports event, while three-in-ten took public transit with this individual.
- Compared to 2005, significantly more adult respondents report doing something with their host volunteer, particularly, sharing a meal or going to a movie, cultural or sport event. However, the proportion who met other people who speak English or took public transit has trended downward over the past three years.
- The most common activity youth respondents take part in with their buddy is meeting other people who speak English (mentioned by almost all respondents, followed by going to a movie, cultural or sport event (mentioned by seven-in-ten). Using a library/community centre/recreation facility with the buddy is less widespread (mentioned by four-in-ten).

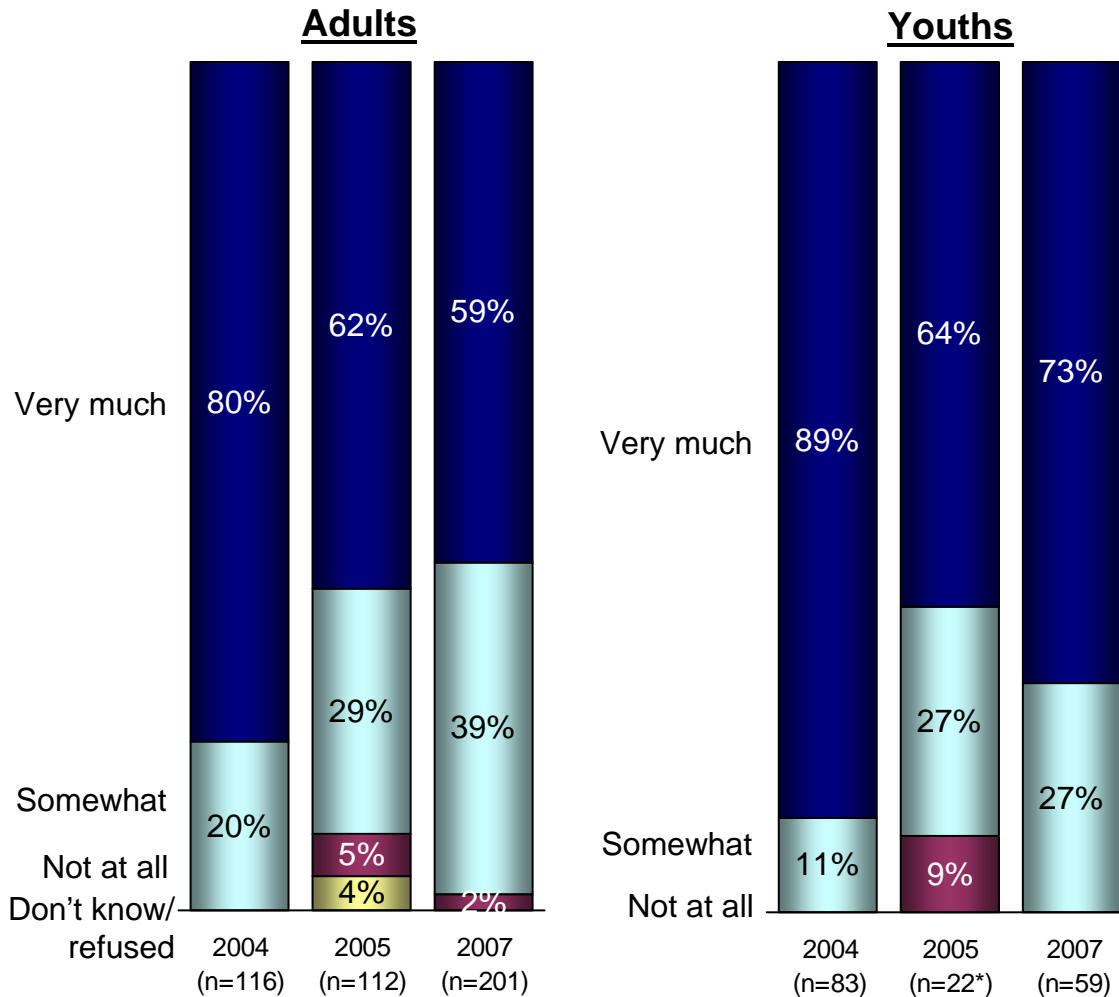
## Activities With Host Volunteer/Buddy (continued)

---

- Currently, four-in-ten adult respondents have participated in at least four out of the six activities with their host volunteer. This is an improvement from the 29% who reported doing the same in 2005, but falls short of the corresponding 55% registered in 2004.
- Among youth respondents , 54% report taking part in four or more activities with their buddy.

# Enjoyment Of Services

**Q5. How much have you enjoyed the time that you spent with your host volunteer/buddy?**

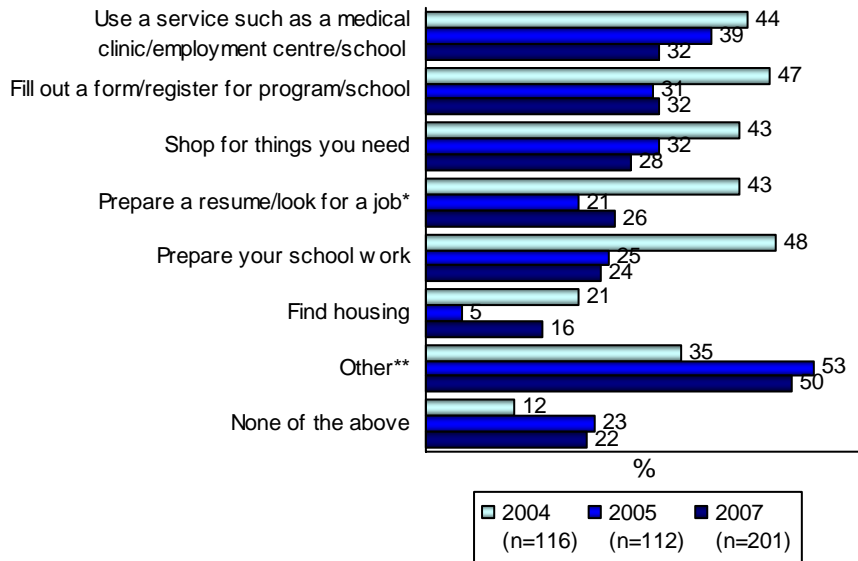


- Almost all adult respondents indicate that they enjoyed the time they spent with their host volunteer. Specifically, 59% say they enjoyed the time very much and 39% said they enjoyed it somewhat.
- Since 2004, adult respondents are however, more apt to say they enjoyed the time somewhat rather than very much. On a positive front, those saying they did not enjoy their time dropped from 5% two years ago to 2% currently.
- The more time these respondents spend with the program, the more they tend to enjoy it (68% of those who spent 6 or months enjoyed it very much versus 41% of those who spent less than 6 months). All respondents surveyed at three Interior agencies say they enjoyed the time they spent with their host volunteer very much.
- The following adult Stream 2 client groups are least likely to report enjoying their time very much:
  - Business class immigrants
  - Those who have spent less than six months in the program
- All youth Stream 2 respondents currently report enjoying the time that they have spent with their host buddy, including 73% who enjoyed it very much.

\*Caution: small base size.

# Improved Access And Participation - Adults

## Q6. Has your host volunteer/buddy helped you to ...?

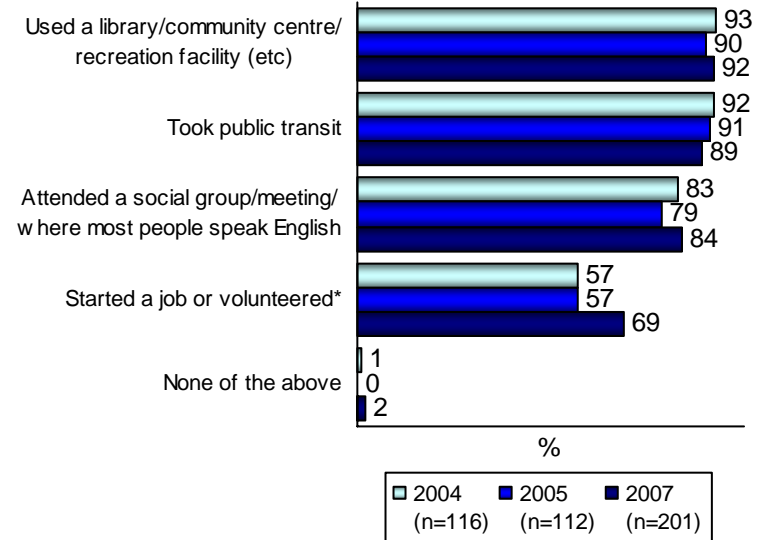


\* In 2004 "apply for a job"

\*\* Other responses specified in 2004, but not in 2005 and 2007.

- Broadly three-in-ten adult respondents currently say their host volunteer helped them use various services, fill out forms or register for programs and shop. A further one-quarter received help preparing a resume or job hunting or schoolwork, while 16% were helped with finding a place to live. 22% say they received no help with any of the six activities.
- Results are generally consistent with 2005, except that more adults respondents are helped with finding accommodation. Respondents without post secondary schooling, those under 19 and refugee/refugee claimants are especially likely to be helped in this area. Adult respondents generally receive lower levels of assistance on most activities compared to three years ago.

## Q11. Since joining this program, have you done any of the following on your own?

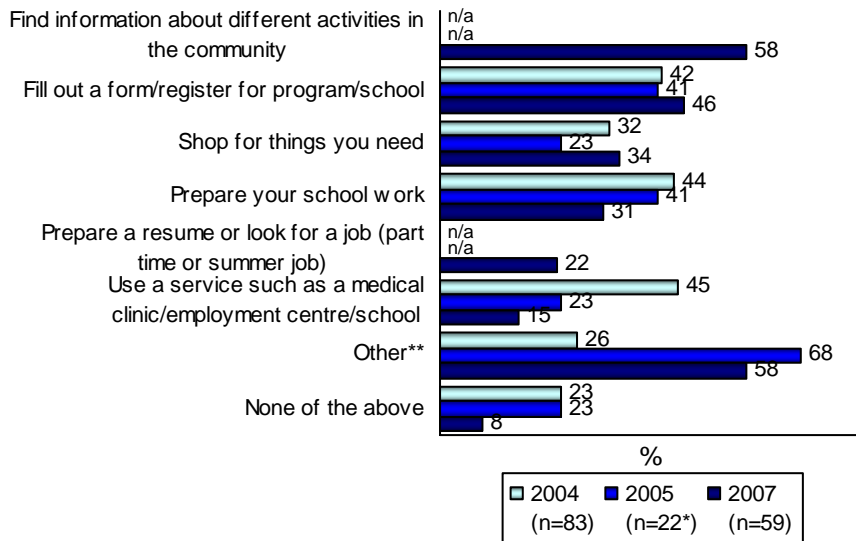


\* In 2004 "Started a job or volunteered with people who mostly spoke English"

- Unchanged from previous years, the large majority of adult respondents have independently used a library/community centre, recreation facility, medical clinic or employment centre (92% have), taken public transit (89%) and attended a social group or meeting where most people speak English (84%) since joining the program.
- Although fewer respondents, 69%, indicate they started a job or volunteered since joining the program, this is a significant increase from 2004 and 2005.
- In 2007, 92% of adult respondents meet the goal of improved integration with English speakers i.e. either attended a social group or meeting where most people speak English or started a job or volunteered. This is in-line 2005's 88%.

# Improved Access And Participation - Youth

**Q6. Has your host volunteer/buddy helped you to ...?**

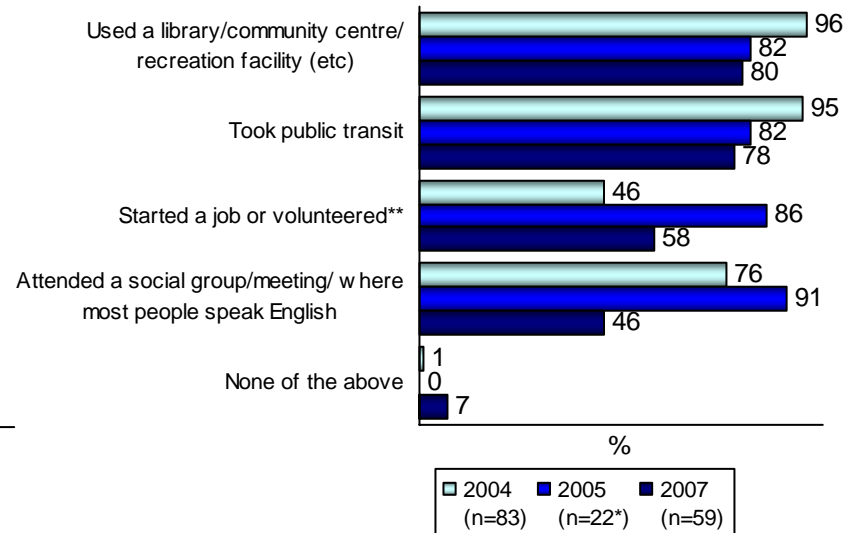


\*Caution: small base size

\*\* Other responses specified in 2004, but not in 2005 and 2007.

- This year close to six-in-ten youth respondents report that their buddy helped them find information about different activities in their community, close to one-half say their buddy helped them fill out a form or register for a program or school. One-third were assisted with shopping or preparing school work. Less common assistance offered by the buddy include preparing a resume/help looking for a job (22%) and using various services (15%).
- 17% of youth respondents report that their buddy helped them with at least four of the six activities.
- The above findings are broadly in line with 2004 and 2005, when all agencies were surveyed and youth respondents were asked how many of four activities their buddy assisted them with.

**Q11. Since joining this program, have you done any of the following on your own?**



\*Caution: small base size.

\*\* In 2004 "Started a job or volunteered with people who mostly speak English"

- Since joining the program, close to eight-in-ten youth respondents have independently used a library, community centre, recreation facility, medical clinic or employment centre or taken public transit, six-in-ten have started a job or volunteered while 46% attended a social group or meeting where most people speak English.
- Youth aged 15 to 19 are more apt than those under 15 to take public transit and start a job or volunteer.
- 59% of youth respondents in 2007 did three or more of the four activities by themselves.
- 71% of Stream 2 youth respondents meet the goal of improved integration with English speakers i.e. either attended a social group or meeting where most people speak English or started a job or volunteered.

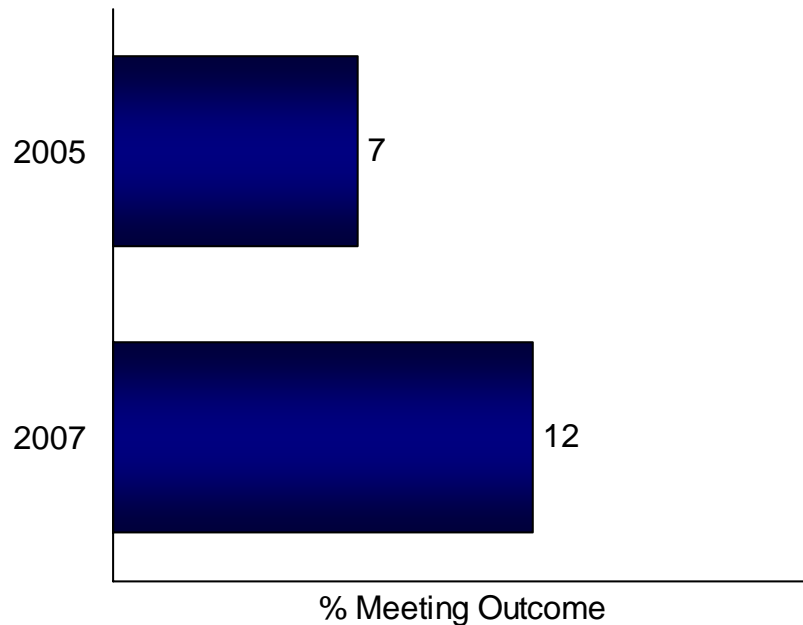
# Improved Access And Participation

**Q6. Has your host volunteer/buddy helped you to ...?**

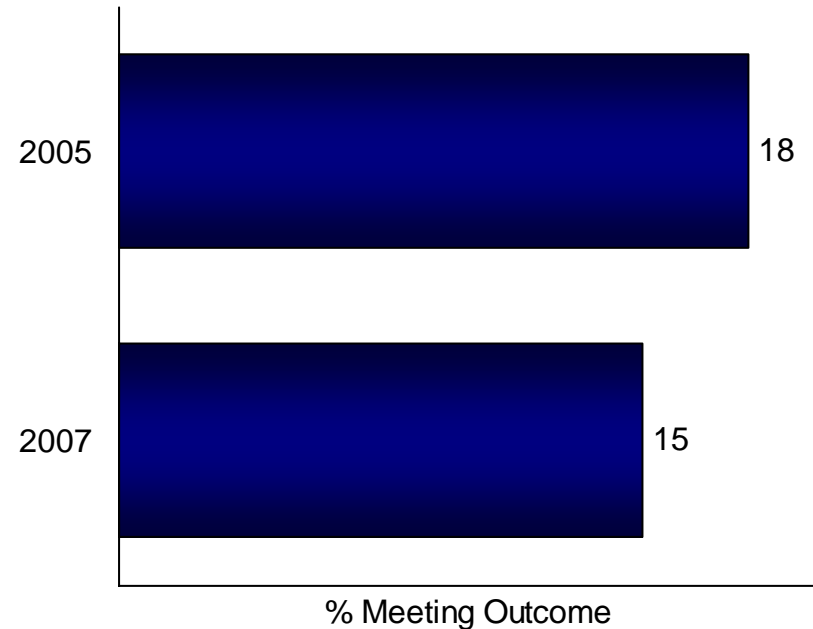
**Q11. Since joining this program, have you done any of the following on your own?**

- % Met Outcome -

## Adults



## Youths

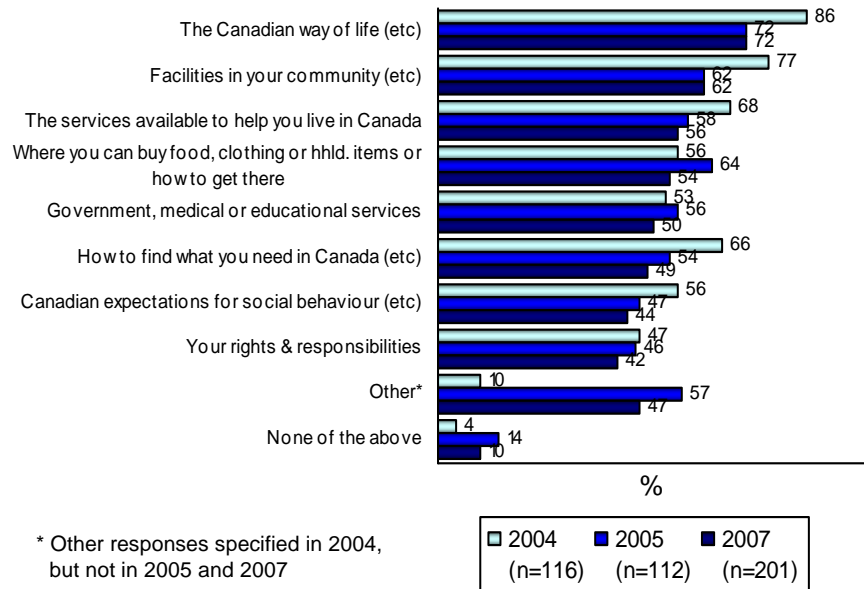


- Currently, 12% of adult Stream 2 respondents meet the major outcome of Improved Access and Participation by reporting that their host volunteer assisted them with four or more of the six activities and reporting that they independently completed three or more of the four activities since joining the program. This is inline with the 7% who met the outcome in 2005, but short of the corresponding almost three in ten respondents in 2004. Respondents with lower levels of schooling and those under 19 are currently more apt to achieve this outcome.

- This year, 15% of youth meet the major outcome of Improved Access and Participation by both reporting that their buddy assisted them with most of the stated activities (at least four out of the six activities) and independently completing three or more of four activities since joining the program.

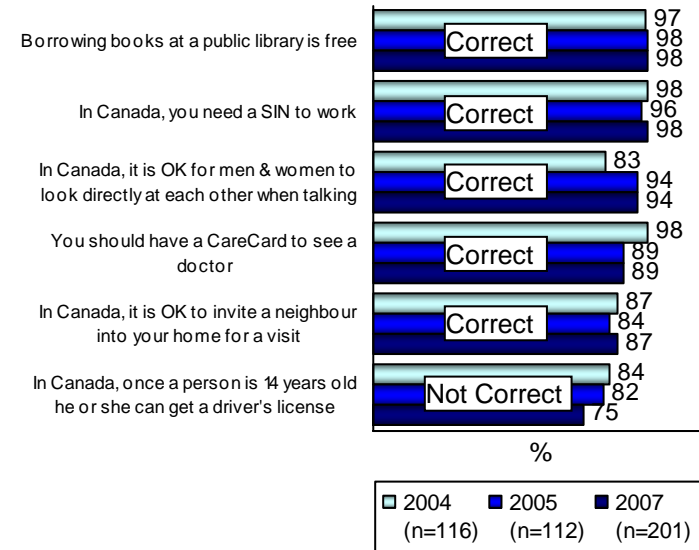
# Increased Understanding Of Canadian Systems And Culture - Adults

## Q7. Has your host volunteer/buddy helped you to know more about ...?



- The areas in which adult Stream 2 respondents receive help from their host volunteer range from a high of 72% for knowing more about the Canadian way of life to lows of 44% for knowing about Canadian expectations for social behaviour and 42% for knowing their rights and responsibilities. At least one-half agreed that their host volunteer helped them know more about community facilities, services available to help them live in Canada, where to buy food and household items and how to get there, government, medical and educational services, and how to find what they need in Canada. Only one-in-ten were not helped in any area.
- This year's findings are markedly consistent with those of 2005 with the exception that fewer adult respondents say they were directed to where they could find food and other household items and how to get there by their host volunteer (54% versus 64% in 2005). However, results remain below that of 2004 in most areas.
- Adult respondents who spend 6+ months in the program tend to be helped in more areas, while business class immigrants are helped in fewer areas.

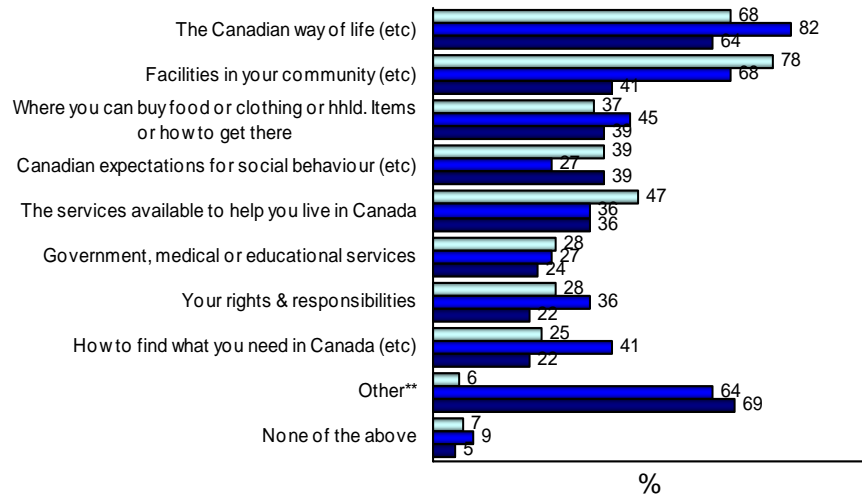
## Q10. The following sentences may be correct or not correct about Canada. For each one, please tell me whether it is correct or not correct.



- When presented with six statements about Canada and asked which were correct and incorrect, almost all adult respondents correctly responded that borrowing books at a public library is free and you need a SIN to work in Canada. The great majority also correctly identified that in Canada it is OK for men and women to look directly at each other when talking, you should have a CareCard to see a doctor and that it is alright to invite a neighbour over for a visit. Three-quarters recognized that getting a drivers license at 14 was incorrect. These findings are unchanged from two years ago. Refugee class immigrants and those without post secondary schooling are the least apt to get all six right.

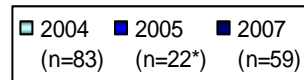
# Increased Understanding Of Canadian Systems And Culture - Youths

## Q7. Has your host volunteer/buddy helped you to know more about ...?

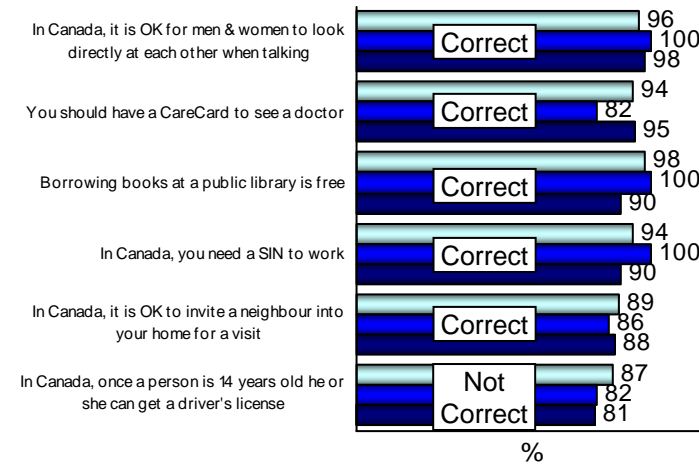


\*Caution: small base size

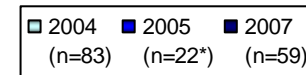
\*\* Other responses specified in 2004, but not in 2005 and 2007



## Q10. The following sentences may be correct or not correct about Canada. For each one, please check whether it is correct or not correct.



\*Caution: small base size



- Almost all youth respondents (95%) report that their buddy helped them know about at least one area. Buddies most commonly informed youth respondents about the Canadian way of life (64% mention). Four-in-ten youth respondents each say that their buddy helped them know about facilities in their community, where to shop for food, clothing and household items and how to get there, Canadian expectations for social behaviour, and the services available to help them live in Canada.
- Buddies are less apt to inform their charge about government, medical and educational services, their rights and responsibilities and how to find what they need in Canada. No more than one-quarter of youth respondents agree that their buddy helped them in each of these three areas.
- 15% of youth respondents report that their buddy helped them on more than half (i.e. five or more) of the eight areas that measure increased understanding of Canadian systems and culture.
- When presented with six statements about Canada, no fewer than eight-in-ten youth respondents correctly agree or disagree with each statement.
- Overall, 85% of youth respondents correctly identified the accuracy of at least five of the six Canadian systems statements in 2007.



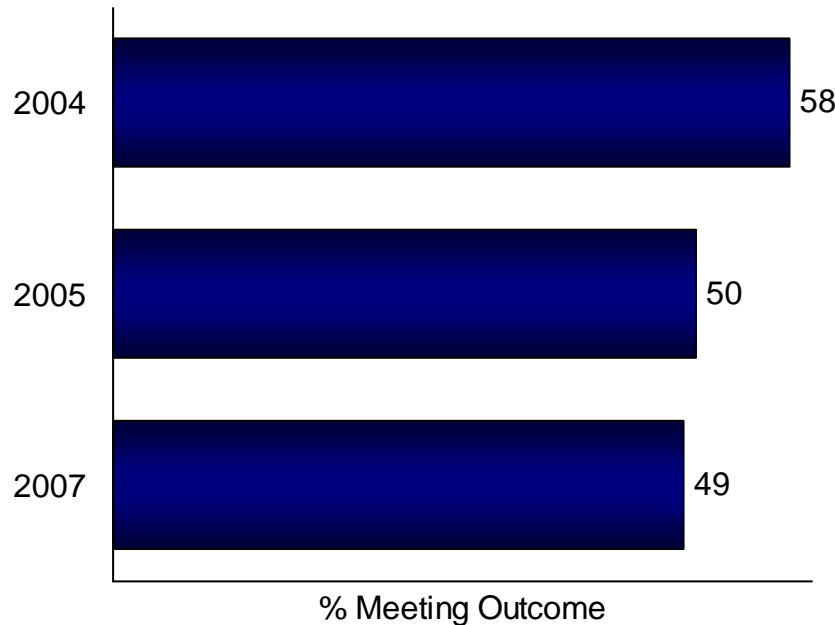
# Increased Understanding Of Canadian Systems And Culture

**Q7. Has your host volunteer/buddy helped you to know more about ...?**

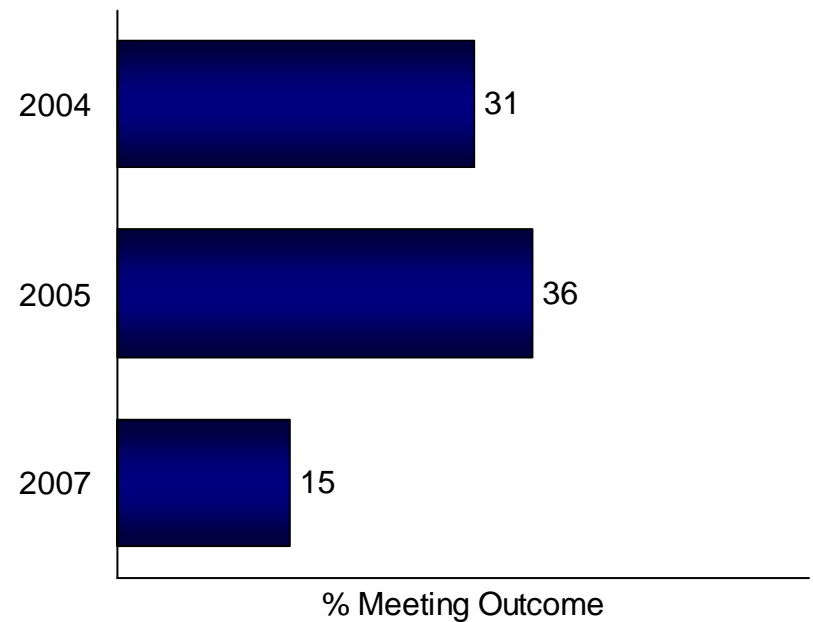
**Q10. The following sentences may be correct or not correct about Canada. For each one, please check whether it is correct or not correct.**

- % Met Outcome -

## Adults



## Youths

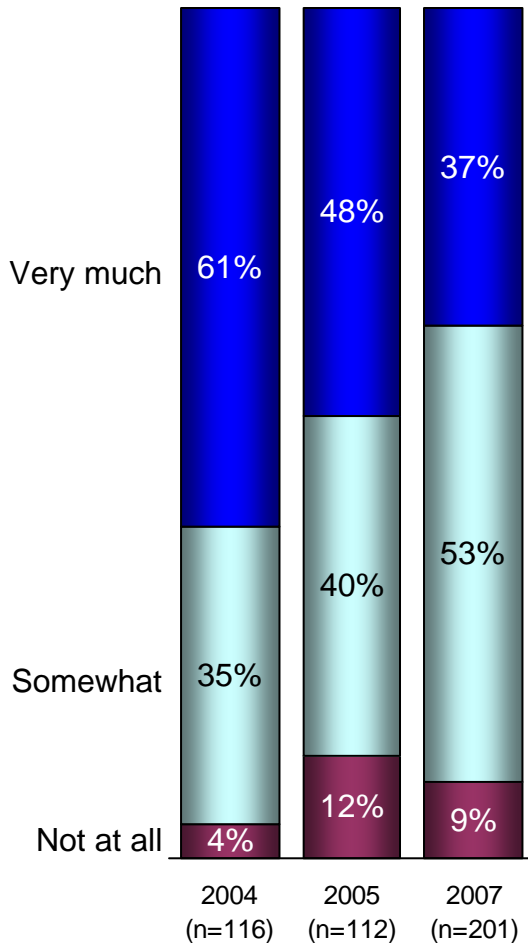


- One-half (49%) of adult respondents continue to meet the Increased Understanding of Canadian Systems and Culture major outcome (i.e., say their host volunteer helped them learn about at least five of the eight stated measures and correctly answer at least five of the six statements about Canadian systems). Once again, the outcome score is elevated among those who have been in the program for six or more months (61%) and lower among Canadian citizens and those in Canada for 3+ years.

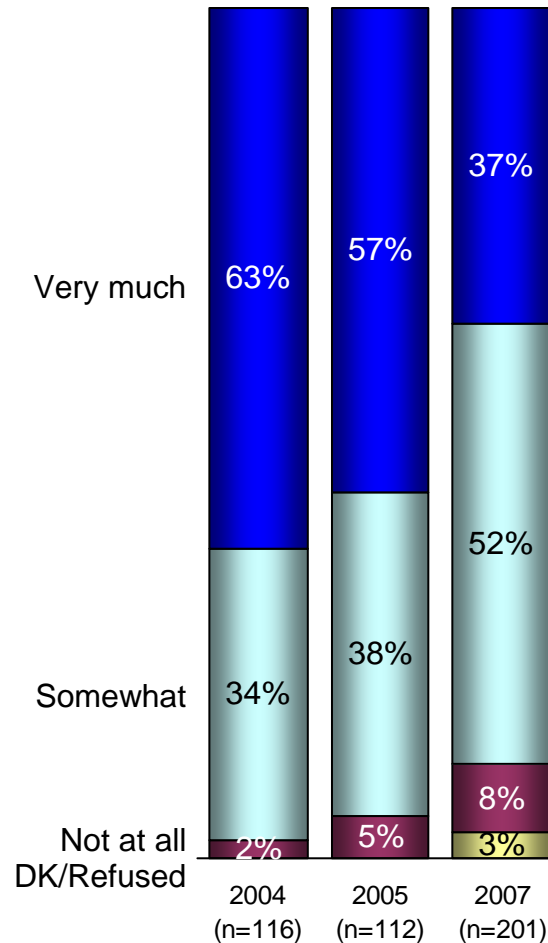
- 15% youth Stream 2 respondents surveyed meet the outcome of Understanding Canadian Systems and Culture, i.e. say they received help from their buddy on five of more of the eight measures and correctly answered at least five of the six statements about Canadian systems.
- The percentage of youth respondents who meet this outcome at the selected agencies is below that of 2005 (36%) when all agencies were surveyed.

# Host Volunteer/Buddy & Agency Assistance In Providing Info Or Support Adults

**Q8. Overall, how much has your host volunteer/buddy helped you by providing information or support?**



**Q9. And, how much has the staff at the agency helped you by providing information or support?**



- Although the vast majority (90%) of adult Stream 2 respondents continue to say their host volunteer helped them by providing information and support, they are more apt to say these individuals helped somewhat rather than very much. Since 2004, those saying the host volunteer helped very much has decreased from 61% to 37% and correspondingly, the somewhat percentage has increased from 35% to 53%. 9% say the host volunteer did not help at all in 2007.
- Adult respondents who have been in the program for 6+ months and recent newcomers are the most impressed with the level of assistance they received from their host volunteer. Cantonese speakers tend to be less generous in their praise.
- Mirroring the ratings of host volunteers, agency staff are not perceived as positively as they were in the past when it comes to providing information and support to respondents. Specifically, the proportion saying the staff helped very much has trended down since 2004 from 63% to 37% currently, and the proportion saying the staff were somewhat or not at all helpful increased from 34% to 52% and 2% to 8% respectively, over the same period.
- Family class immigrants and those who meet their host volunteer five or more times per month are most positive about the level and degree of help they received from agency staff.

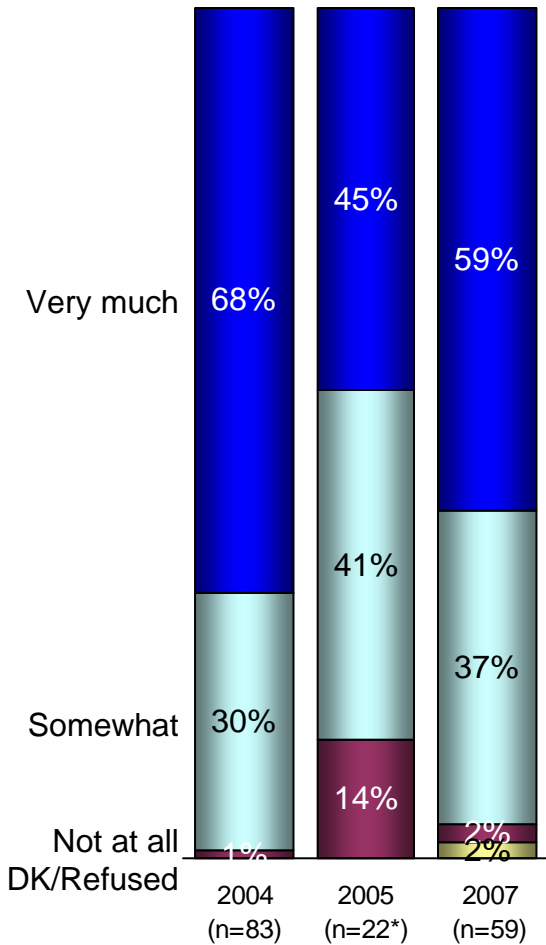
## Host Volunteer/Buddy & Agency Assistance In Providing Info Or Support Adults (continued)

---

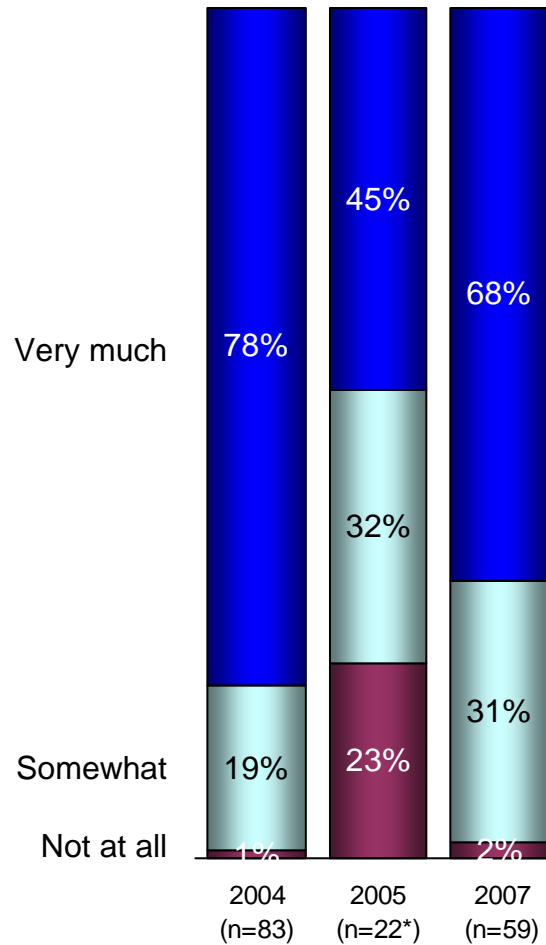
- Taking both host volunteer and agency staff into consideration, 26% of adult Stream 2 respondents believe that both these groups helped them very much by providing information and support. This is significantly below previous findings (down from 44% mention in 2005).

# Host Volunteer/Buddy & Agency Assistance In Providing Info Or Support Youths

**Q8. Overall, how much has your host volunteer/buddy helped you by providing information or support?**



**Q9. Overall, how much has the staff at the agency helped you by providing information or support?**

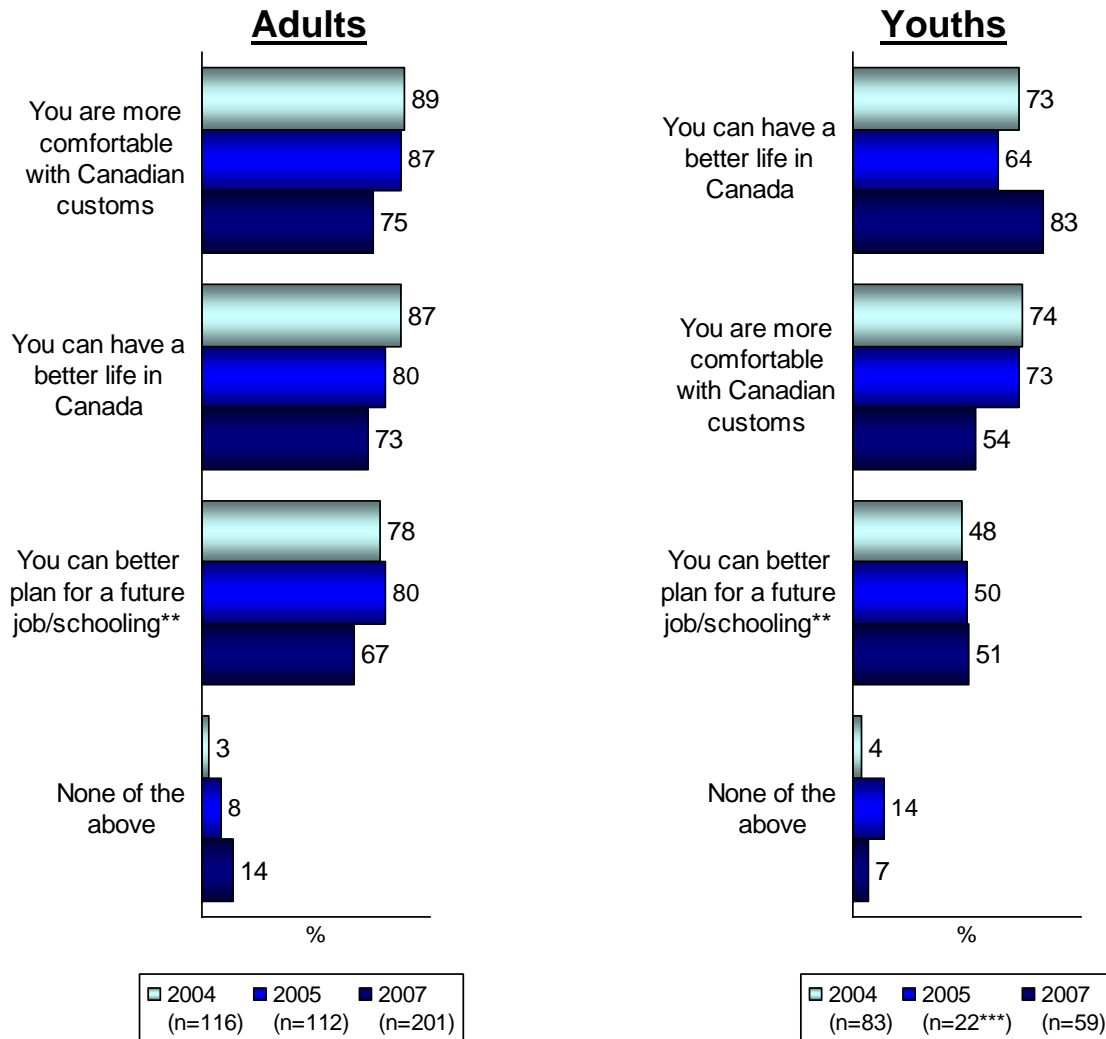


- Almost all youth Stream 2 respondents find the assistance they received from their buddy and/or staff at the agency helpful when it comes to providing information and support. These respondents are more apt to be strongly positive, as opposed to somewhat positive about the help they are receiving. Specifically, 59% currently say their buddy helped very much versus 37% who said they helped somewhat, and 68% say the staff at the agency helped very much versus 31% who say they were somewhat helpful. Only 2% did not find each of their buddy and staff at the agency helpful.
- 53% of youth respondents in 2007 indicate that both their buddy and the agency staff were very helpful by providing information and support.
- These ratings are broadly in-line with those of previous years, when youth respondents were surveyed at all agencies.

\*Caution: small base size

# Improved Confidence And Ability

## Q12. Has your host volunteer/buddy, helped you feel that\*...?



- Currently three-quarters of adult Stream 2 respondents say that their host volunteer made them feel more comfortable with Canadian customs and that they could have a better life in Canada, while two-thirds are more confident about future job and schooling planning. These findings are below those of 2004 and 2005.
- 14% do not feel more confident in any area, which is an increase from the 3% and 8% reported in previous years.
- Buddies have been instrumental in making youth Stream 2 respondents feel confident that they can have a better life in Canada, with 83% agree that their buddy helped them in this regard. At least one-half indicate that their buddy helped them feel more comfortable with Canadian customs and that they can better plan for a future job or schooling.

\* In 2004, "Since meeting your host volunteer/buddy, do you feel that ...?"

\*\* In 2004, "You can plan for a future job or future schooling"

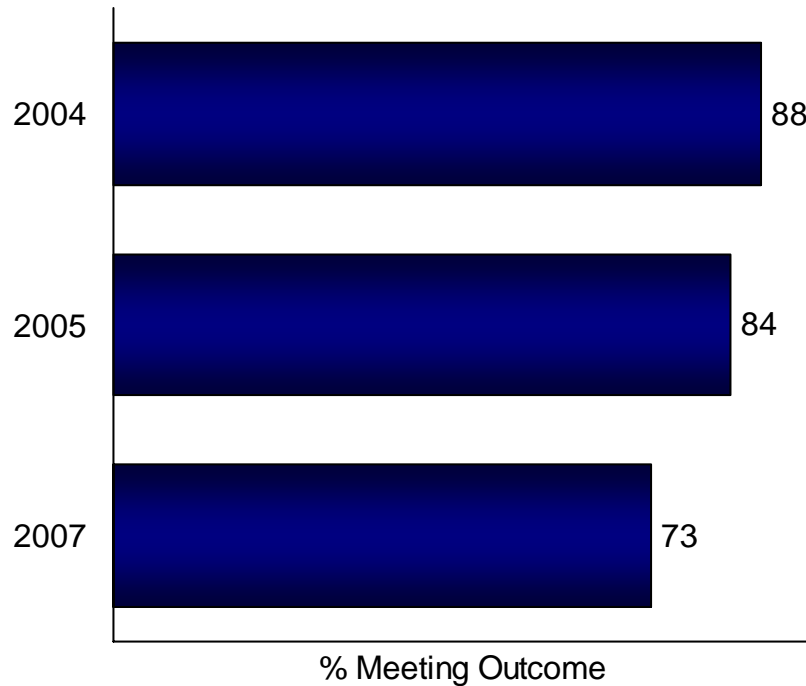
\*\*\* Caution: small base size.

# Improved Confidence And Ability

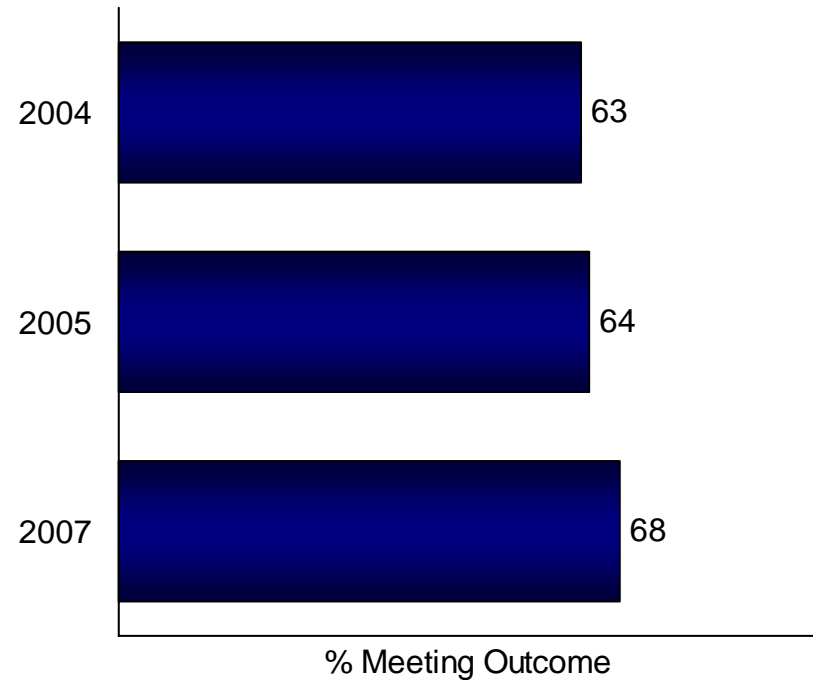
Q12. Has your host volunteer/buddy, helped you feel that\*...?

- % Met Outcome -

## Adults



## Youths

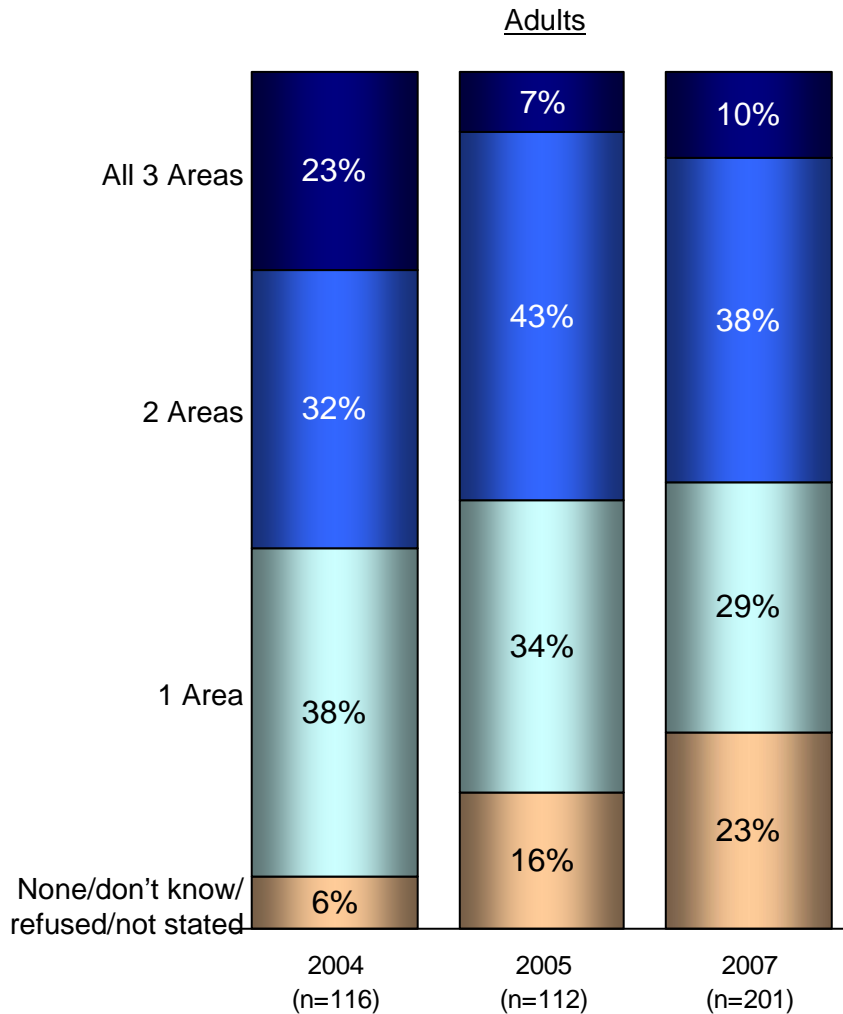


- In 2007, 73% of adult respondents feel more confident about two or more of the three measures, down from 84% in 2005. Time spent in the program impacts confidence levels, with the score increasing to 82% among those who have been in the program for 6+ months (versus 64% among those in the program for a shorter period).

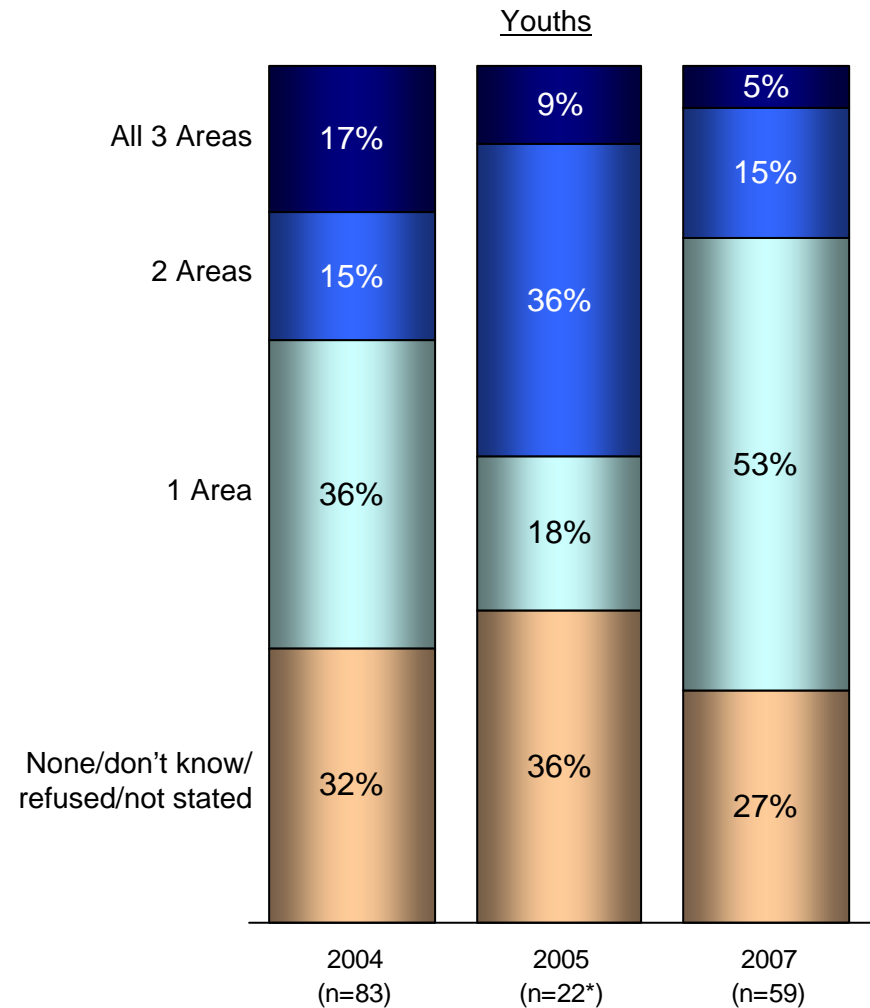
- In line with previous ratings (when all agencies were surveyed), 68% of youth respondents at current selected GVRD/Fraser Valley agencies continue to feel better about two or more of the three measures.

# Summary Of Meeting Major Outcomes

**Based on:**  
**Q6/11. Improved Access and Participation**  
**Q7/10. Increased Understanding of Canadian Systems and Culture**  
**Q12. Improved Confidence and Ability**



**Based on:**  
**Q6/11. Improved Access and Participation**  
**Q7/10. Increased Understanding of Canadian Systems and Culture**  
**Q12. Improved Confidence and Ability**



\*Caution: small base size.

## Summary Of Meeting Major Outcomes (continued)

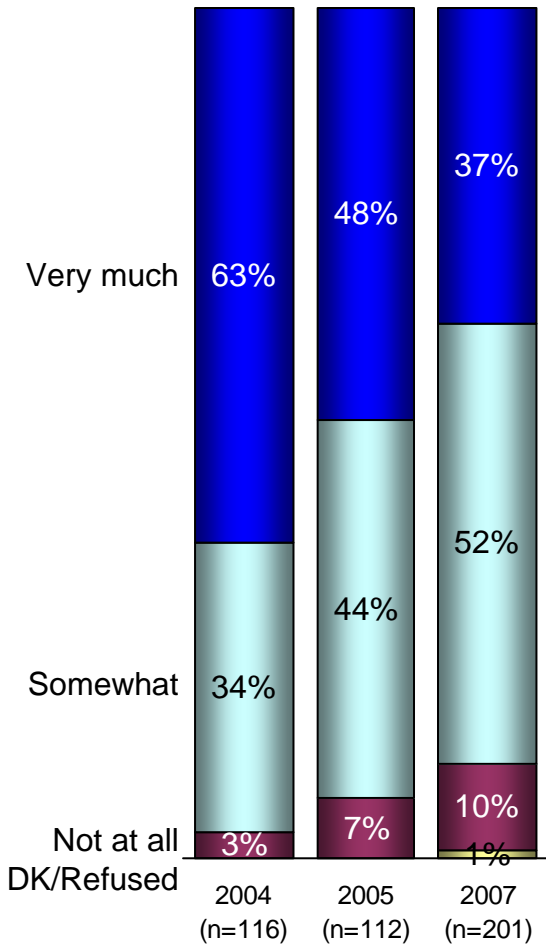
---

- Consistent with 2005, one-in-ten adult Stream 2 respondents currently achieve all three major outcome thresholds, namely: Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Confidence and Ability.
- A further 38% continue to achieve two of the three major outcomes while 29% only meet one major outcome. This leaves 23% who have not met any of the three outcomes.
- The incidence of meeting all three major outcome thresholds is generally similar across all adult respondent subgroups.
- Comparatively, only 5% of youth respondents at select GVRD and Fraser Valley agencies meet all three major outcome thresholds, while 15% meet two of the three major outcomes and 53% only meet one major outcome.
- The proportion meeting all three outcomes is consistent with 2005 when all agencies were surveyed (9% in 2005 versus 5% currently).
- There are also no significant differences across youth respondent groups this year when it comes to achieving all three of the major outcome thresholds.

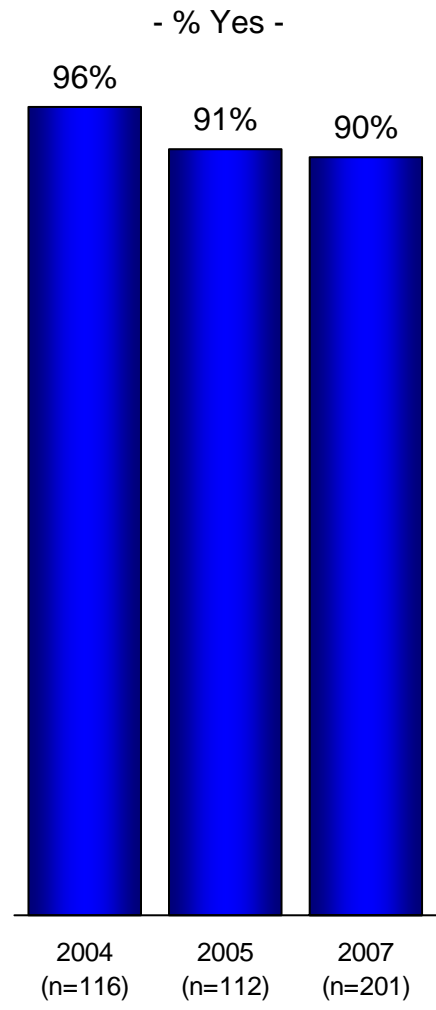


# Overall Satisfaction And Willingness To Recommend - Adults

**Q13. Overall, how much has the program helped you live in Canada?**



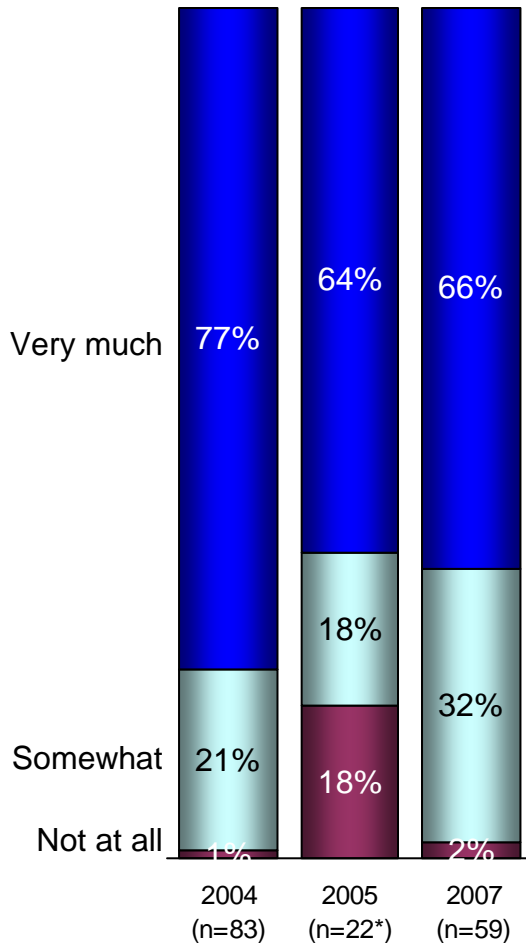
**Q14. Would you tell someone else to join the program?**



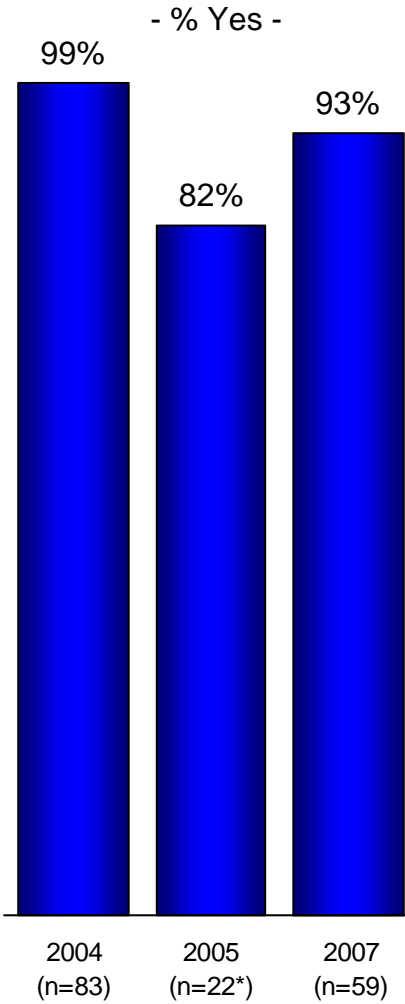
- Down from 97% in 2004, 89% of adult Stream 2 respondents currently believe that the program helped them live in Canada, including 37% who say it helped very much and 52% who say it helped somewhat. This leaves one-in-ten who did not find the program beneficial.
- Although the majority of respondents find the program helpful, they are less apt to have a strongly positive viewpoint about it and are now more inclined to have a moderate or negative opinion. Those agreeing that the program helped very much has decreased steadily over the past three years (from 63% in 2004, to 48% in 2005 to 37% currently), while those saying it helped somewhat (up from 34% to 52%) or not at all (up from 3% to 10%) has climbed.
- Family class immigrants are more apt to say the program was very helpful in getting them acclimatized to life in Canada. Cantonese speakers are least apt to say the program helped very much.
- Nine-in-ten respondents would recommend the program to others. This is unchanged from 2005 but below 2004 levels. Spanish speakers are currently least likely to recommend the program to others.

# Overall Satisfaction And Willingness To Recommend – Youths

**Q13. Overall, how much has the program helped you live in Canada?**



**Q14. Would you tell someone else to join the program?**

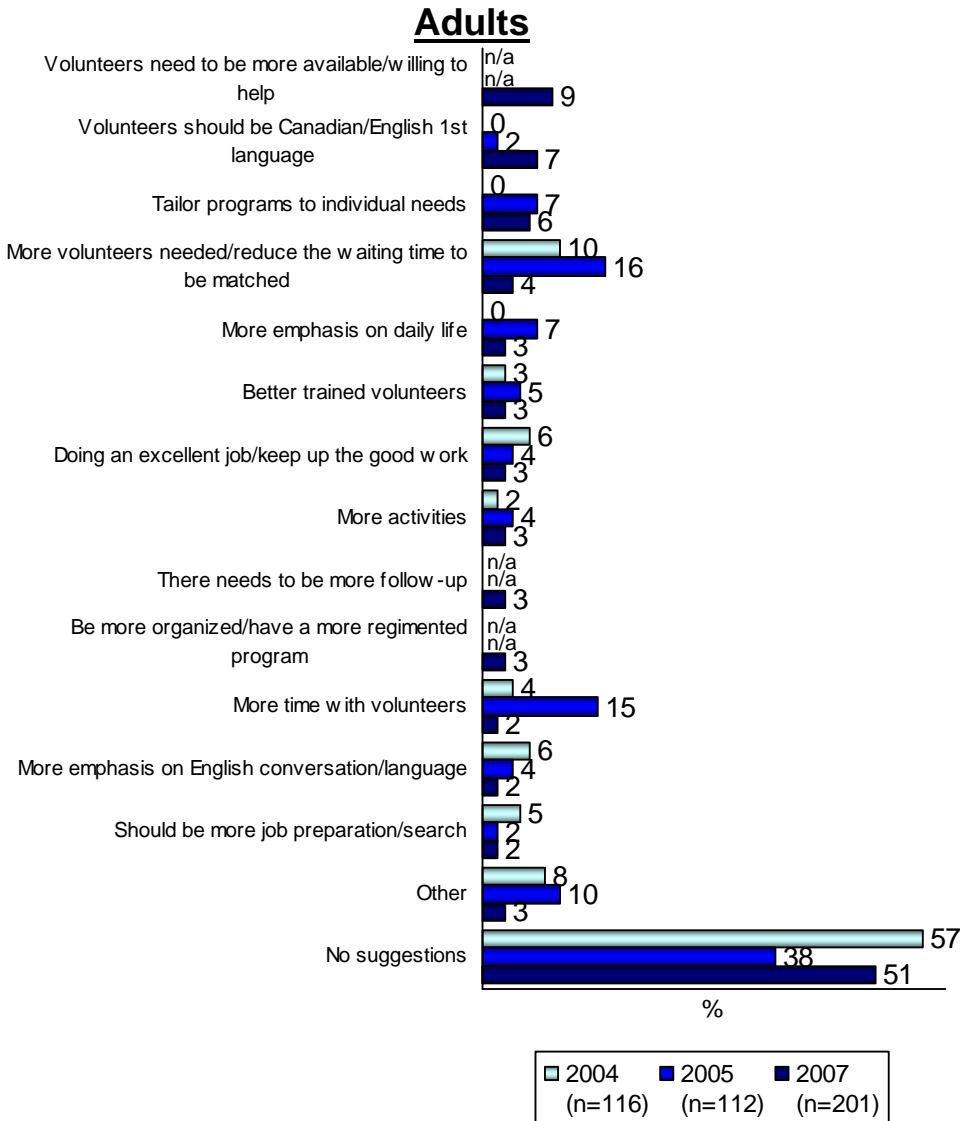


- Currently 98% of youth Stream 2 respondents surveyed, find the program helpful to them living in Canada, including two-thirds who find it very helpful.
- Punjabi speakers and family class immigrants are more apt to say the program helped very much.
- 93% would recommend the service to others.
- These findings are comparable to 2004 and 2005 when all agencies were surveyed.

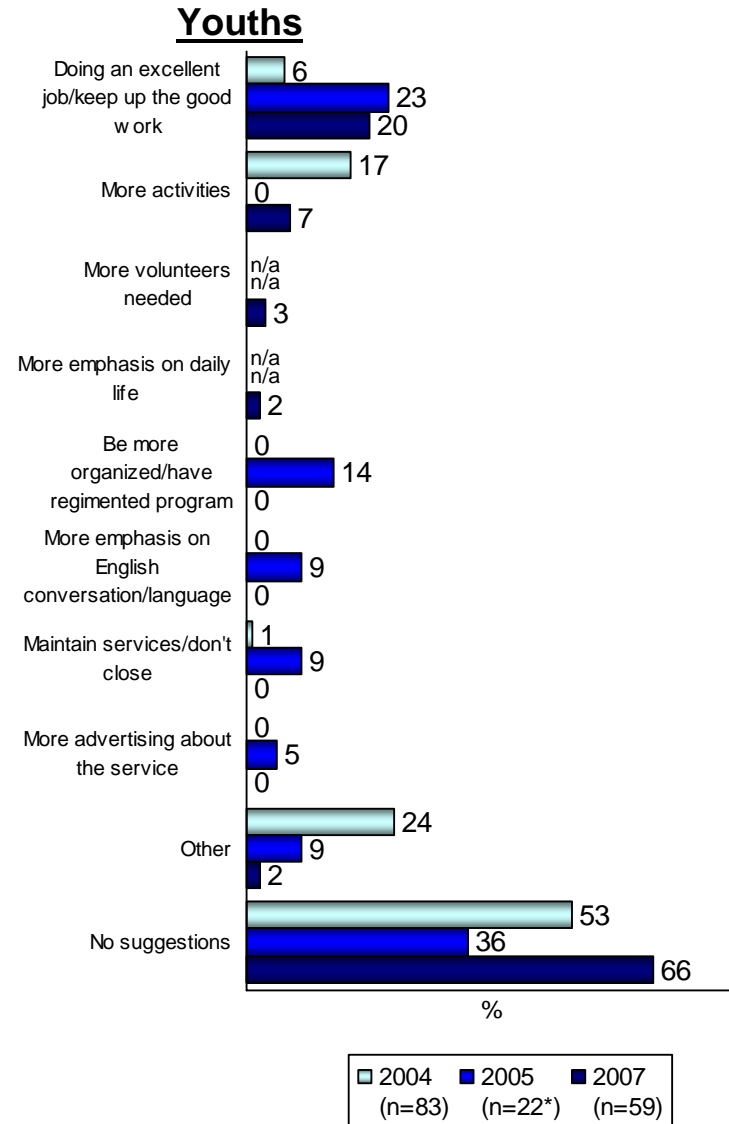
\*Caution: small base size

# Suggestions For Service

## Q15. Do you have any suggestions for the program?



Note: Only responses of 2% or greater are shown for 2007.



\*Caution: small base size.

# Suggestions For Service

---

- This year, one-half of adult Stream 2 respondents offered a suggestion, considerably fewer than in 2005. The leading suggestions are for volunteers to be more available and willing to help (9%), to have volunteers whose first language is English (7%), to tailor the program to individual needs (6%) and have more volunteers to reduce matching wait times (4%).
- Other suggestions include having more emphasis on daily life, having better trained volunteers, more activities, more follow up, a more organized/regimented program or simply to keep up the good work (each mentioned by 3%).
- Compared to 2005, there is higher demand for volunteers with English as their mother tongue and for volunteers to be more available and willing to help.
- Comparably, only one-third of youth respondents offered at least one suggestion for the program, with the leading comment simply being that the agency is doing a good job (mentioned by one-in-five). The few suggestions given include having more activities, more volunteers and more emphasis on daily life.

# Respondent Profile

## D1. How long have you been living in Canada?

	Adults			Youth		
	<u>2004</u>	<u>2005</u>	<u>2007</u>	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	116	112	201	83	22*	59
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
Less than 1 year	23	43	11	27	50	5
1 year to less than 2 years	33	31	43	25	27	27
2 years to less than 3 years	9	10	20	28	9	34
3 years to less than 5 years	24	8	9	6	14	8
5 years to less than 10 years	6	4	4	6	-	5
10 years to less than 20 years	5	5	2	2	-	2
Not stated	-	-	11	6	-	19
<i>Average # of years</i>	2.6	1.9	1.9	2.0	1.1	2.0

- Consistent with 2005, the average adult Stream 2 respondent has been living in Canada for just under two years.
- Youth respondents on average, have also lived in Canada for two years.

\*Caution: small base size

# Respondent Profile

## D2. What country did you immigrate from?

	Adults			Youths		
	2004	2005	2007	2004	2005	2007
Base	116	112	201	83	22*	59
	%	%	%	%	%	%
China	28	35	42	42	23	42
Iran	6	11	9	7	18	2
South Korea	3	9	8	9	9	10
Taiwan	7	10	6	4	5	7
India	3	1	5	3	-	17
Russia	2	1	2	1	-	-
Mexico	5	-	2	4	5	-
Japan	2	-	2	2	-	-
Romania	1	1	1	-	-	-
Hong Kong	2	-	1	12	5	2
Thailand	-	-	1	-	-	2
Indonesia	4	-	-	-	-	-
Pakistan	3	-	-	3	5	2
Philippines	1	-	-	-	9	2
England	1	-	-	-	-	-
USA	-	-	-	-	-	2
Other European	2	8	6	-	9	-
Other Asian	-	5	5	-	5	7
Other African	12	2	5	2	-	-
Other South American	16	11	4	6	9	2
Other Middle Eastern	2	-	2	-	-	2
Other Central American	-	3	-	-	-	-
Not stated	-	1	-	3	-	3

- The leading source country among adult Stream 2 respondents is by far China (42%). Iran (9%), South Korea (8%), Taiwan (6%) and then India (5%) round out the top five. No other country receives more than 4% mention.
- There is an above average representation of immigrants from China among skilled immigrant class respondents and those aged 35 to 44.
- Over the past three years, a significantly greater share of respondents are from China, while fewer are from South American countries.
- The highest proportion of youth respondents, 42%, immigrated from China followed by India (17%) and South Korea (10%) .

# Respondent Profile

## D3. Under what immigration class did you enter Canada?

	Adults			Youths		
	2004	2005	2007	2004	2005	2007
Base	116	112	201	83	22*	59
	%	%	%	%	%	%
Skilled worker (independent professional or trade)	36	45	50	24	18	-
Family class (sponsored by family member)	33	23	23	33	23	37
Refugee (Government or private sponsored)	15	16	8	10	9	2
Business (including entrepreneur, investor or self-employed)	9	11	8	5	-	5
Landed Immigrant**	-	5	-	-	-	-
Provincial Nominee	-	1	-	-	-	-
Refugee claimant	5	-	4	1	18	-
Visitor/tourist visa	1	-	1	-	-	-
Student visa	-	-	1	1	14	3
Other	-	-	4	-	-	-
Don't know/not stated	-	-	1	24	18	52

\*Caution: small base size

\*\*Not in code list in 2007.

- Currently, one-half of adult Stream 2 respondents entered Canada under the skilled worker class. A further 23% entered as a family class immigrant, 8% as government or private sponsored refugees, 8% as business class immigrants and 4% as refugee claimants. While the proportion of government or private sponsored refugees has been reduced by a half since 2005, the proportion of skilled worker class immigrants has steadily increased.
- In 2007, youth respondents are most apt to say they immigrated under the family class (37%). Over half, did not state what class they entered Canada.

# Respondent Profile

---

## D4. Are you a:

	<u>Adults</u>			<u>Youths</u>		
	<u>2004</u>	<u>2005</u>	<u>2007</u>	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	116	112	201	83	22*	59
	%	%	%	%	%	%
Permanent resident	79	94	89	41	73	56
Canadian citizen	11	4	8	20	9	14
Other	10	2	3	27	14	14
Not stated	-	-	1	12	5	17

\*Caution: small base size

- The majority of adult respondents continue to be permanent residents rather than Canadian citizens.
- Currently, 89% of adult respondents are permanent residents. This is in-line with 2005, but lower than 2004.
- Among youth respondents , 56% are permanent residents. This is generally in line with previous levels when all agencies were surveyed.



# Respondent Profile

## D5. Which of the following best describes your age?

	<u>Adults</u>		
	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	116	112	201
	<u>%</u>	<u>%</u>	<u>%</u>
Under 19	-	4	7
19 – 54	89	84	87
19 – 34	n/a	n/a	27
35 – 44	n/a	n/a	49
45 – 54	n/a	n/a	11
55+	11	12	6
Not stated	-	-	-

	<u>Youths</u>
	<u>2007</u>
Base	59
	<u>%</u>
12 – 14	32
15 – 19	66
Not stated	2

- The majority of adult respondents (87%) continue to be between the ages of 19 and 54. Specifically, 27% are aged 19 to 34, 49% are 35 to 44 and 11% are 45 to 54. Few respondents are under 19 or 55 or older.
- Compared to 2005, significantly fewer adult respondents are 55 or older (only 6% are).
- An above average amount of Mandarin speakers and skilled worker class immigrants are between the ages of 35 to 44 (the most numerous adult Stream 2 respondent age category).
- Among youth respondents, two-thirds are between 15 to 19, while one-third are between 12 and 14.

# Respondent Profile

## D6. What was the first language you learned as a child\*\*?

	Adults			Youths		
	2004	2005	2007	2004	2005	2007
Base	116	112	201	83	22*	59
	%	%	%	%	%	%
Mandarin	33	39	41	38	27	29
Farsi/Dari/Persian	8	16	13	8	18	3
Korean	3	9	8	9	9	10
Cantonese	4	3	6	17	5	19
Spanish	21	13	5	10	14	-
Punjabi	3	-	5	3	-	19
Arabic	4	2	3	2	-	-
French	-	-	3	-	-	-
Thai	-	-	3	-	-	2
English	-	1	2	-	-	3
Tagalog/Phillipine	1	-	1	-	9	2
Japanese	2	-	-	2	-	-
Other African language	6	-	4	1	-	-
Other European language	5	8	3	1	9	-
Other Asian language	10	8	2	3	9	10
Other language	-	-	1	-	-	-
Not stated	-	-	1	5	-	3

\*Caution: small base size.

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

- Mother tongue largely corresponds with the country of origin. Hence, it is not surprising that a high percentage of Stream 2 respondents' mother tongue is Mandarin, considering that China is the main country of origin among both adult and youth respondents.
- The next most common languages among adults are Farsi/Dari/Persian (13%) followed by Korean (8%).
- The proportion of adult Spanish respondents has decreased significantly over the past three years (dropping from 21% in 2004, to 13% in 2005 to the current 5%). However, slightly more respondents say their mother tongue is Punjabi, French or Thai compared to 2005.
- Among youth respondents the leading mother tongues are Mandarin (29%), Cantonese (19%), Punjabi (19%) and Korean (10%).

# Respondent Profile

---

## D7. Gender

	Adults			Youths		
	<u>2004</u>	<u>2005</u>	<u>2007</u>	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	116	112	201	83	22*	59
	%	%	%	%	%	%
Male	33	35	27	45	32	36
Female	67	65	73	53	68	58
Not stated	-	-	-	3	-	7

- Consistent with historical levels, 27% of adult Stream 2 respondents are male, while 73% are female.
- Women outnumber men in almost all adult demographic and agency groups, with the exception of the youngest and oldest age categories, where there are higher ratios of men.

\*Caution: small base size

# Respondent Profile

---

## ***D8. What level of education have you completed so far? (Adults)***

	<u>2005</u>	<u>2007</u>
Base	112	201
	<u>%</u>	<u>%</u>
Less than high school	8	10
Graduated from high school	20	10
Attended or completed college or university	72	78
Not Stated	-	1

- In 2007, the majority of adult Stream 2 respondents (78%) continue to have attended or completed college or university. One-in-ten each either said they completed or did not complete high school.
- The only difference from 2005, is that half the number of adult respondents reported that they graduated from high school.
- There is a higher proportion of university and college graduates among the following adult groups:
  - Mandarin and Spanish speakers
  - Skilled worker class immigrants
  - Respondents aged 35 to 44
- Among youth respondents , 69% are in secondary/high school (grades 9 to 12) while 23% are in middle school (grades 6 to 8).

## ***D8. What grade are you completing? (Youths)***

	<u>2007</u>
Base	59
	<u>%</u>
Grade 6	3
Grade 7	5
Grade 8	15
Grade 9	17
Grade 10	8
Grade 11	34
Grade 12	10
Other	3
Not stated	3

# Questionnaire



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

## Community Bridging Services Survey

**YOUTH INTRO: SEPARATE COVER LETTER TO PARENTS IN ALL 9 LANGUAGES**

**FOR ADULT NEWCOMERS:**

Hello, may I please speak to (NAME)? This is \_\_\_\_\_ calling from Synovate Research on behalf of (AGENCY). We are calling to find out how helpful the host volunteer program has been for you. All information is confidential.

To begin...

A. Which agency matched you with a [buddy / host volunteer]?

Please  Your Answer

<b>Stream 2 Agencies (Adult Newcomers)</b>
1. Immigrant Services Society of BC (ISS)
2. Inter-Cultural Association of Greater Victoria (ICA)
15. Kamloops Cariboo Regional Immigrant Society
3. Kelowna Community Resources Society
4. MOSAIC
5. North Shore Multicultural Society
24. Penticton and District Multicultural Society (also known as South Okanagan Connections)
6. SUCCESS (Tri-Cities)
7. SUCCESS (Richmond)
8. Surrey Delta Immigrant Services Society (SDISS) (currently called DIVERSECity Community Resources Society)
9. The Young Men's Christian Association of Greater Vancouver (YMCA)
<b>Stream 2 Agencies (Youth Newcomers)</b>
10. Abbotsford Community Services
11. Collingwood Neighbourhood House
12. Frog Hollow Neighbourhood House
13. Immigrant and Multicultural Services Society of Prince George
14. Inter-Cultural Association of Greater Victoria (ICA)
15. Kamloops Cariboo Regional Immigrant Society
16. Kiwassa Neighbourhood House
17. Lower Mainland Purpose Society for Youth and Families
18. Ray Cam Centre
19. Riley Park Community Centre
20. South Vancouver Neighbourhood House
21. Surrey Delta Immigrant Services Society (SDISS)
22. The Young Men's Christian Association of Greater Vancouver (YMCA)
23. West End Community Centre

Q1. Firstly, when did you first meet with your [buddy / host volunteer]? (An estimate is fine.)

Month: \_\_\_\_\_ Year: \_\_\_\_\_

Q2. Are you still in the program and meeting with your [buddy / host volunteer]?

<sup>1</sup> Yes ➔ When do you plan to finish? Month: \_\_\_\_\_ Year: \_\_\_\_\_

<sup>2</sup> No ➔ When did you finish? Month: \_\_\_\_\_ Year: \_\_\_\_\_

Q3. *About how often do/did you usually meet with your [buddy / host volunteer]?*

\_\_\_\_\_ times/month **or** \_\_\_\_\_ times/week **or** \_\_\_\_\_ total meetings since being matched

Q4. *When you meet with your [buddy / host volunteer], which of the following have you done together:*

**Please  All That Apply**

<sup>1</sup> Met other people who speak English

<sup>2</sup> Went to a movie, cultural or sports event

<sup>3</sup> Attended a social gathering, meeting or class where most people speak English

<sup>4</sup> Used a library, community centre or recreation facility

<sup>5</sup> Shared a meal

<sup>6</sup> Took public transit, such as the bus

*Have you done anything else together?*

<sup>1</sup> Yes **(DO NOT SPECIFY)**

<sup>2</sup> No

Q5. *How much have you enjoyed the time that you spent with your [buddy / host volunteer]?*

<sup>1</sup> Very much

<sup>2</sup> Somewhat

<sup>3</sup> Not at all

Q6. *Has your [buddy / host volunteer] helped you to:*

**Please  All That Apply**

<sup>1</sup> Fill out a form or register for a program or school

<sup>2</sup> Shop for things you need

<sup>3</sup> Prepare a resume or look for a job

<sup>4</sup> Find housing

<sup>5</sup> Prepare your school work

<sup>6</sup> Use a service such as a medical clinic, employment centre or school counselling

*Is there anything else that your [buddy / host volunteer] has helped you with?*

<sup>1</sup> Yes **(DO NOT SPECIFY)**

<sup>2</sup> No

Q7. *Has your [buddy / host volunteer] helped you know more about:*

**Please  All That Apply**

<sup>1</sup> The Canadian way of life, such as holidays, what people do in their free time, customs or general habits

<sup>2</sup> Government, medical or educational services

<sup>3</sup> How to find what you need in Canada, such as a job or a place to live

<sup>4</sup> Where you can buy food, clothing or household items or how to get there

<sup>5</sup> Facilities in your community, such as the library, parks and recreation programs, sports and hobbies

<sup>6</sup> The services available to help you live in Canada

<sup>7</sup> Your rights and responsibilities as a new immigrant to Canada

<sup>8</sup> Canadian expectations for social behaviour, such as disciplining children, dating or relations between men and women

*Is there anything else that your [buddy / host volunteer] has helped you know more about?*

<sup>1</sup> Yes (DO NOT SPECIFY) <sup>2</sup> No

Q8. *Overall, how much has your [buddy / host volunteer] helped you by providing information or support? READ*

<sup>1</sup> Very much <sup>2</sup> Somewhat <sup>3</sup> Not at all

Q9. *And, how much has the staff at the agency helped you by providing information or support? READ*

<sup>1</sup> Very much <sup>2</sup> Somewhat <sup>3</sup> Not at all

Q10. *The following sentences may be correct or not correct about Canada. For each one, please (check/tell me) whether it is correct or not correct.*

	<u>Correct</u>	<u>Not Correct</u>
You should have a CareCard to see a doctor	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>
Borrowing books at a public library is free	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>
In Canada, it is OK for men and women to look directly at each other when talking	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>
In Canada, you need a social insurance number (SIN) in order to work	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>
In Canada, it is OK to invite a neighbour into your home for a visit	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>
In Canada, once a person is 14 years old, he or she can get a driver's license	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>

Q11. *Since joining this program, have you done any of the following on your own:*

**Please  All That Apply**

<sup>1</sup>Used a library, community centre, recreation facility, medical clinic or employment centre

<sup>2</sup>Took public transit, such as the bus

<sup>3</sup>Attended a social group, meeting or class where most people speak English

<sup>4</sup>Started a job or volunteered

Q12. *Has your [buddy / host volunteer] helped you feel that:*

**Please  All That Apply**

<sup>1</sup>You can have a better life in Canada

<sup>2</sup>You can better plan for a future job or future schooling

<sup>3</sup>You are more comfortable with Canadian customs

Q13. *Overall, how much has the program helped you live in Canada? READ*

<sup>1</sup> Very much <sup>2</sup> Somewhat <sup>3</sup> Not at all

Q14. *Would you tell someone else to join the program?*



<sup>1</sup> Yes

<sup>2</sup> No

Q15. Do you have any suggestions for the program?

---

**Please Turn Over →**

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

D2. What country did you immigrate from?

<sup>1</sup> China

<sup>2</sup> England

<sup>3</sup> Fiji

<sup>4</sup> Hong Kong

<sup>5</sup> India

<sup>6</sup> Indonesia

<sup>7</sup> Iran

<sup>8</sup> Japan

<sup>9</sup> Mexico

<sup>10</sup> Pakistan

<sup>11</sup> Philippines

<sup>12</sup> Romania

<sup>13</sup> Russia

<sup>14</sup> South Africa

<sup>15</sup> South Korea

<sup>16</sup> Taiwan

<sup>17</sup> Ukraine

<sup>18</sup> USA

<sup>19</sup> Vietnam

<sup>20</sup> Yugoslavia

<sup>96</sup> Other \_\_\_\_\_

D3. Under what immigration class did you enter Canada?

<sup>1</sup> Family class (sponsored by family member)

<sup>2</sup> Refugee (government or private sponsored)

<sup>3</sup> Refugee claimant

<sup>4</sup> Skilled worker (independent professional or trade)

<sup>5</sup> Business (including entrepreneur, investor or self-employed)

<sup>6</sup> Provincial nominee

<sup>96</sup> Don't know

Other \_\_\_\_\_

D4. Are you a: <sup>1</sup> Canadian citizen <sup>2</sup> Permanent resident <sup>3</sup> Other

D5. Your age <sup>1</sup> Under 19 <sup>2</sup> 19-34 <sup>3</sup> 35-44  
<sup>3</sup> 45-54 <sup>5</sup> 55+

D6. What was the first language you learned as a child?

<sup>1</sup> English

<sup>2</sup> Cantonese

<sup>3</sup> Mandarin

<sup>4</sup> Punjabi

<sup>5</sup> Spanish

<sup>6</sup> Farsi/Dari/Persian

<sup>7</sup> Vietnamese

<sup>8</sup> Korean

<sup>9</sup> French

<sup>96</sup> Other \_\_\_\_\_

D7. Your gender: <sup>1</sup> Male <sup>2</sup> Female

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

<sup>1</sup> Less than  
high school

<sup>2</sup> Graduated from  
high school

<sup>3</sup> Attended or completed  
college or university

**Thank you for completing the survey.  
Please mail it in the envelope provided.**

**RECORD SURVEY LANGUAGE FOR ADULT PHONE SURVEY:**

1. ENGLISH
2. CANTONESE
3. FARSI
4. FRENCH
5. KOREAN
6. MANDARIN
7. PUNJABI
8. SPANISH
9. VIETNAMESE
10. ARABIC
96. OTHER (SPECIFY)

# Stream 2 Logic Model



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

**BCSAP Stream 2 (Community Bridging Services)  
Logic Model**

**Objective:** To match immigrant and refugee newcomers with volunteers from the host society so that the newcomers can better understand Canadian life and culture and develop a sense of connectedness to their community through the development of interpersonal relationships

