



Settlement Program Quick Facts

Six years of Settlement

(2016-17 to 2021-22)

Outcomes Analysis Unit, 2022



Background

- IRCC's Settlement Program enables eligible clients, including refugees and protected persons, to contribute to the economic, social, and cultural development needs of Canada.
- Services are free of charge and include needs and asset assessment and referrals, information and orientation, language assessment and training, employment related services, and community connections services.
- The Program is funded through contribution agreements and delivered by third-party service provider organizations (SPOs).
- SPOs report services provided to clients (identified by Unique Client Number) in the Immigration Contribution Agreement Reporting Environment (iCARE).
 - Service data collected in iCARE is linked with client information from the immigration application and organization-level administrative data which allows for a wide range of analysis at the various intersections of services, clients, and delivery networks.

Purpose

- Each year, IRCC produces *Quick Facts* – a publically available document that summarizes services, clients, and funding from the fiscal year.
- This deck provides a summary and high-level analysis of the last six years of *Quick Facts* to shed light on trends as our program recovers from the COVID-19 pandemic.

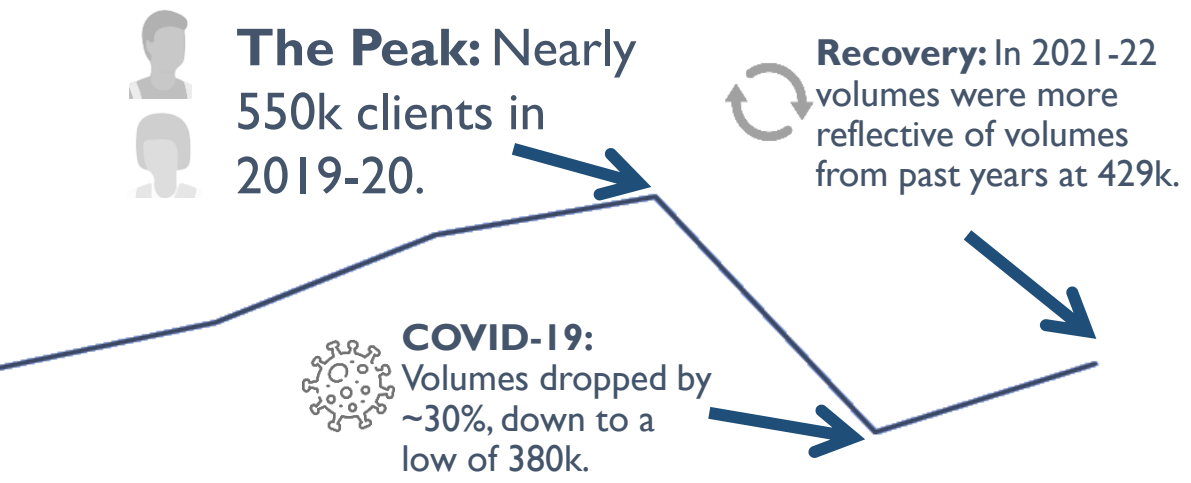
Key Terms

- **Settlement Services:** Services provided to eligible clients by SPOs.
 - **Pre-Arrival Services:** Settlement services delivered to eligible newcomers abroad
 - **Domestic Services:** Settlement services delivered to eligible newcomers in Canada
 - **Pilot Programs:** Immigration and/or settlement-specific initiatives aimed at specific populations, respond to labour market challenges, support immigration to smaller communities, etc., which may require temporary expansion of client eligibility.
 - **Service Delivery Improvement (SDI):** Projects that offer insights on program design and sector improvements in order to build evidence to support future settlement programming.
- **Settlement program client:** Newcomers who have received an IRCC-funded settlement service.
 - **Eligible Client:** Newcomers eligible for settlement services include permanent residents, individuals selected to become permanent residents (pending verifications), convention refugees and protected persons.
- **Unique client:** This term refers to the fact that a client is only counted once, regardless of how many services they have received.
 - What does this mean when analyzing data? The Grand Total row/column of a table is always a unique client count. As a result, the Grand Total will be lower than what you would get if you took the sum of the rows/columns.
 - HINT: use the figures as is - do not add or subtract.

Settlement Program Clients

Key Takeaways: Settlement Program Clients from 2016-17 to 2021-22

CLIENTS



SERVICES

The proportion of clients who receive each service type has remained steady over the last 6 years.



First place:
~80% receive at least one Information and Orientation service.



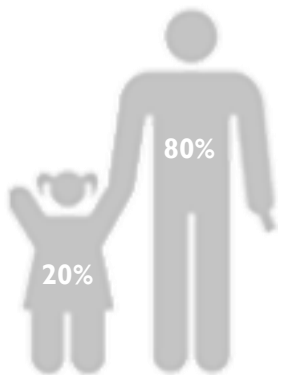
Second place:
Needs and Assets Assessment and Referrals, with ~50% a year receiving an assessment.



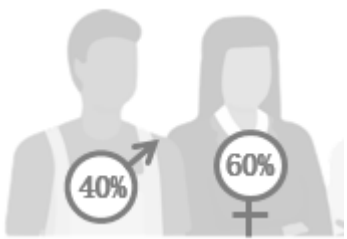
Least used:
Only 10% avail themselves of Employment-Related Services annually.

DEMOGRAPHICS

The age and gender split of clients has remained largely unchanged over the last 6 years.



Nearly 80% of clients were 18 and over and just under 60% of clients were female.



IMMIGRATION CATEGORY

As a result of change in levels and mix, there has been a corresponding shift in the immigration categories of clients over the last 6 years.



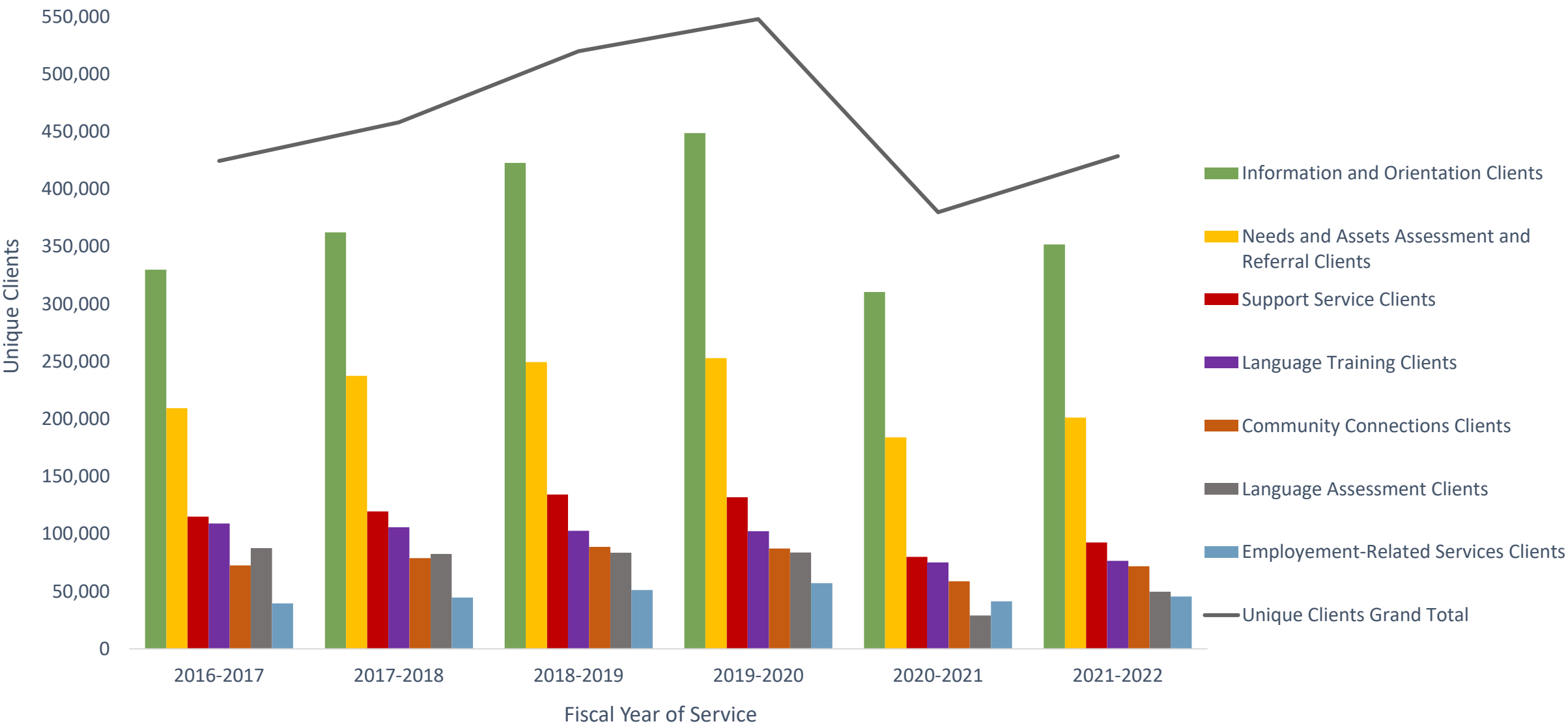
Settlement Program – Total Unique Clients, by Service Type 2016-17 to 2021-22

Service Type ¹	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Needs and Assets Assessment and Referrals	209,336	237,451	249,453	252,916	183,853	201,096
Information and Orientation Services	329,683	362,338	422,674	448,662	310,413	351,804
Employment-Related Services	39,478	44,528	51,097	57,031	41,281	45,365
Language Assessment	87,528	82,529	83,517	83,819	28,949	49,582
Language Training	109,006	105,702	102,674	102,226	74,992	76,470
Community Connections	72,550	78,905	88,610	87,100	58,674	71,837
Support Services	114,963	119,433	134,164	131,898	79,872	92,426
Service Delivery Improvement	N/A	N/A	1,498	2,696	1,666	610
Grand Total²	424,391	458,021	519,749	547,785	379,735	428,648

¹ Includes pre-arrival services, domestic services, and pilot programs

² Unique client count: Since a client can receive multiple services, it is possible for the sum of clients by service received to be higher than the total count of unique clients. The total unique client counts each client only once regardless of how many services they have received.

Settlement Program – Total Unique Clients, by Service Type 2016-17 to 2021-22

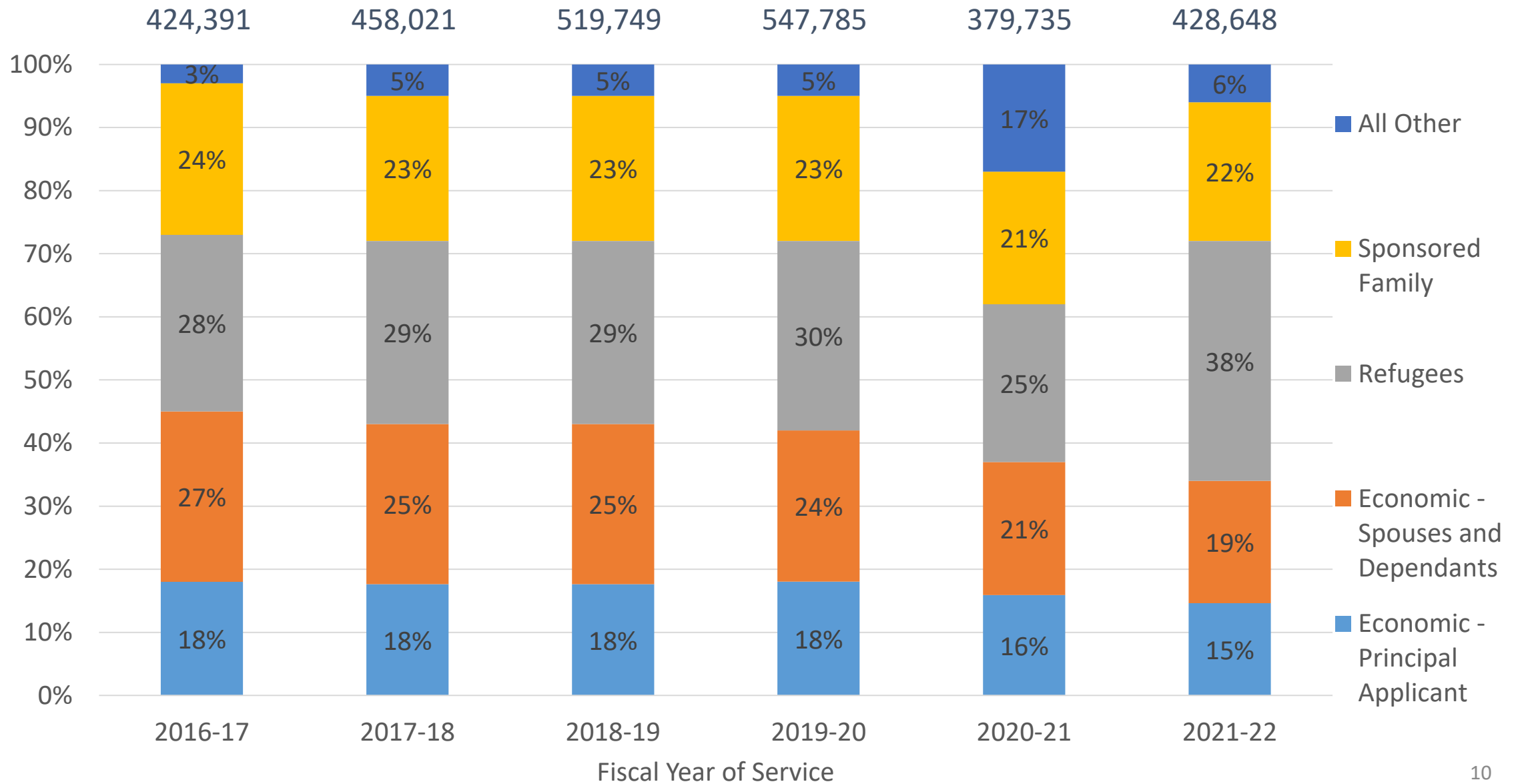


Settlement Program Clients – Demographics

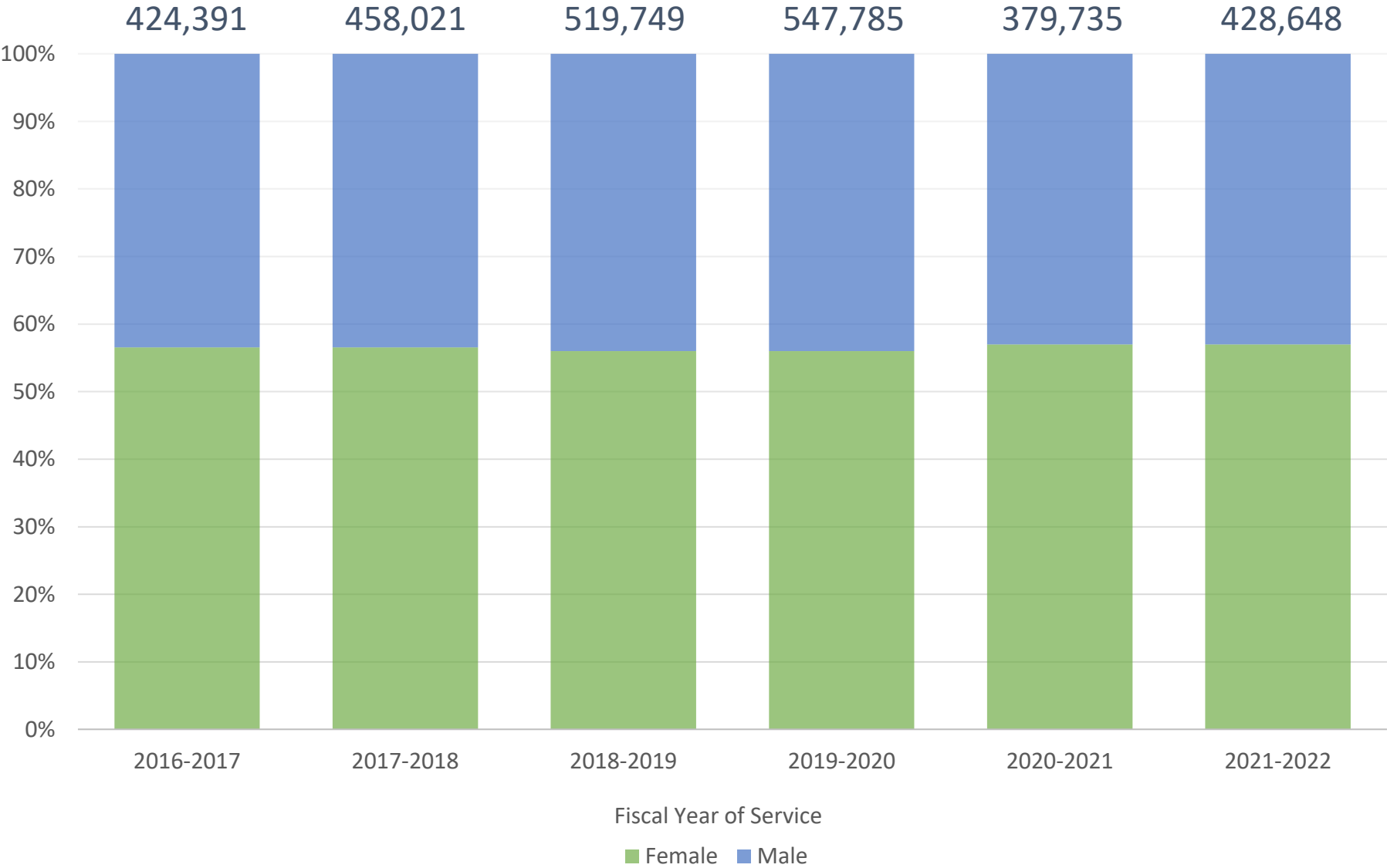
2016-17 to 2021-22

Immigration Category	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Economic	45%	43%	43%	41%	37%	34%
Principal Applicant	39%	40%	41%	43%	43%	43%
Spouses and Dependants	59%	58%	59%	57%	57%	57%
Refugees	28%	29%	29%	30%	25%	38%
Sponsored Family	24%	23%	23%	23%	21%	22%
All Other	3%	5%	5%	5%	17%	6%
Gender	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Female	56%	56%	56%	56%	57%	57%
Male	43%	43%	44%	44%	43%	43%
Age at Service	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
18 years and over	78%	76%	81%	80%	81%	81%
Under 18 years	17%	16%	19%	20%	18%	18%
	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Unique Clients	424,391	458,021	519,749	547,785	379,735	428,648

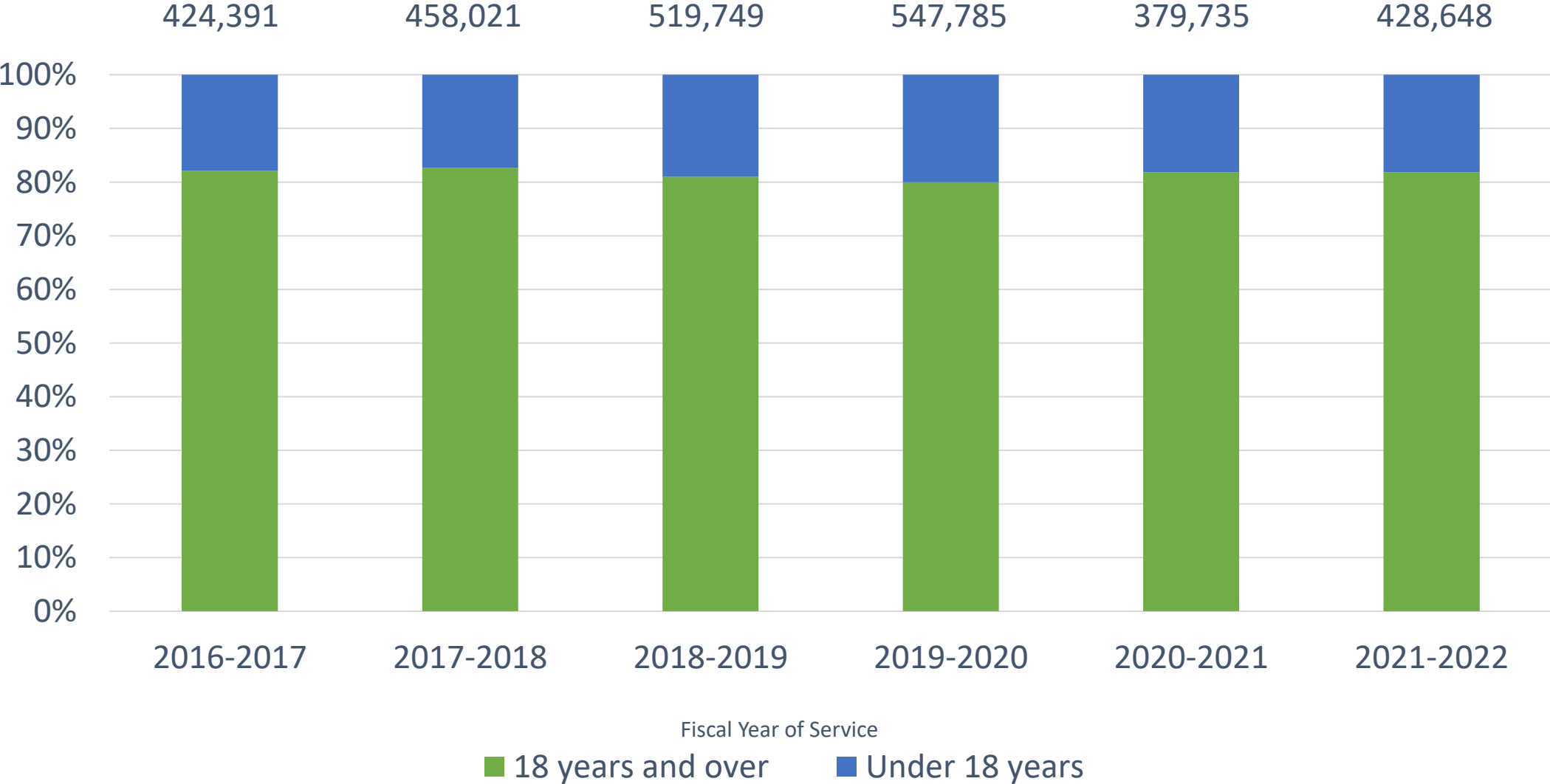
Settlement Program Clients – Immigration Category 2016-17 to 2021-22



Settlement Program Clients – Gender 2016-17 to 2021-22



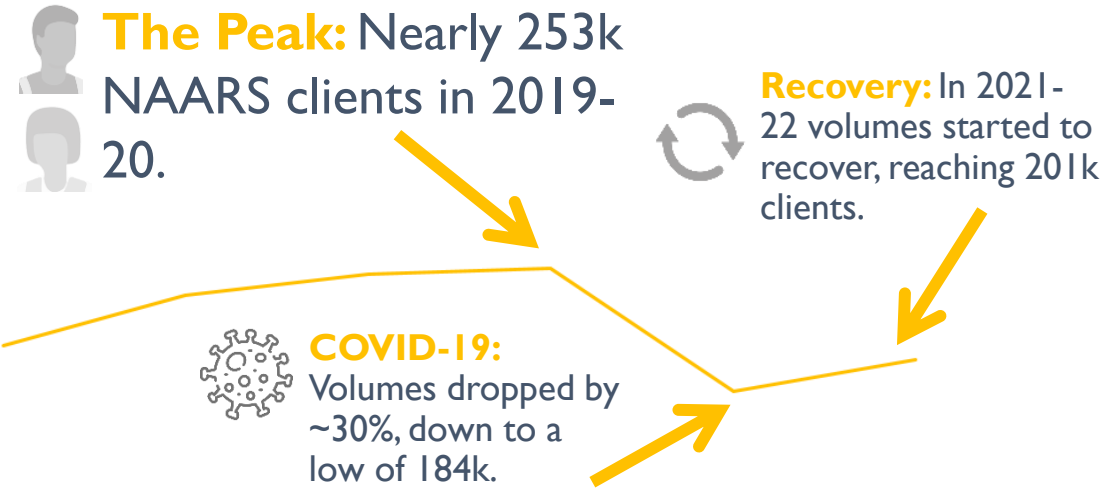
Settlement Program Clients – Age at Service 2016-17 to 2021-22



Needs and Assets Assessment and Referral Services (NAARS)

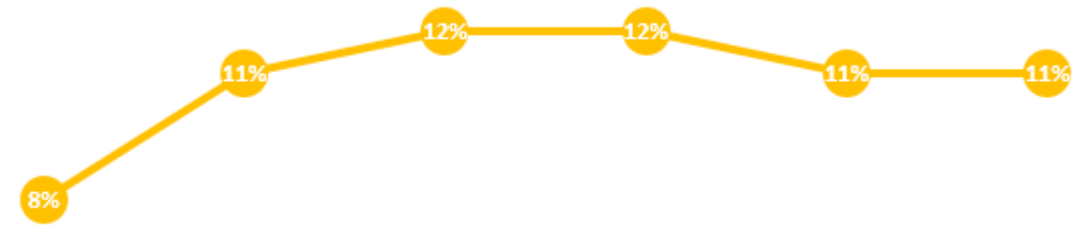
Key Takeaways: **NAARS Clients** from 2016-17 to 2021-22

CLIENTS



EXPENDITURES

The proportion of the Settlement Program expenditures spent on NAARS increased between 2016-17 and 2017-18, but has since remained steady



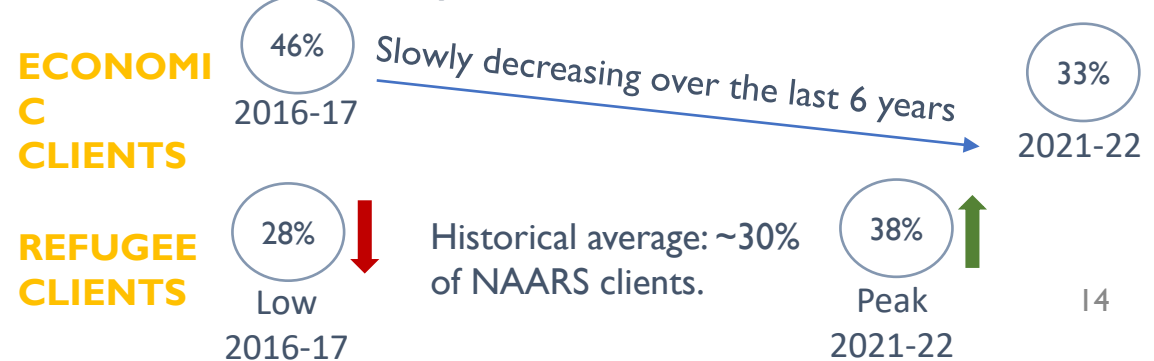
DEMOGRAPHICS

The gender split of NAARS clients has remained largely unchanged over the last 6 years.

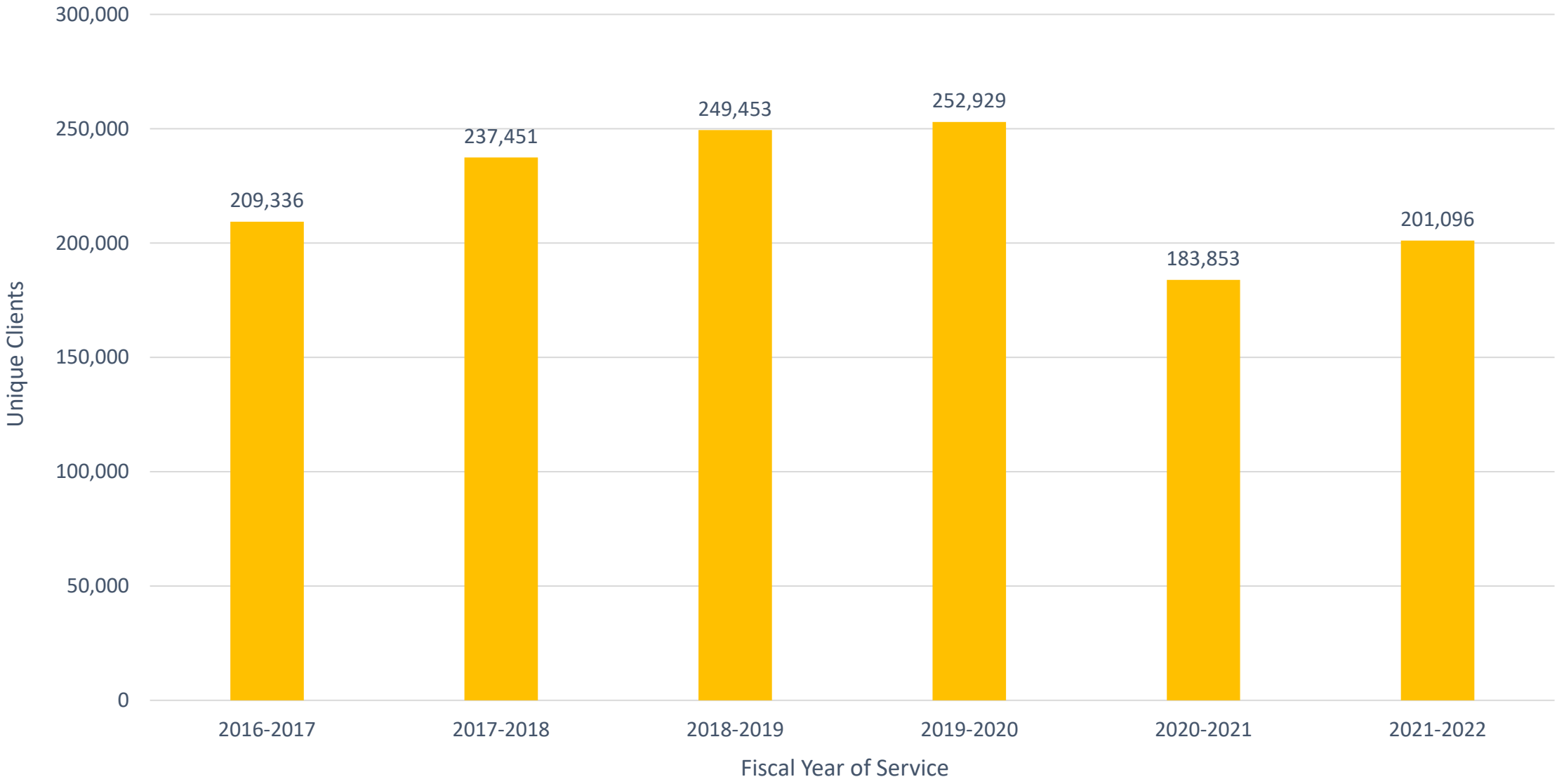


IMMIGRATION CATEGORY

As a result of change in levels and mix, there has been a corresponding shift in the immigration categories of clients over the last 6 years.



NAARS – Total Unique Clients 2016-17 to 2021-22



NAARS – Client Demographics

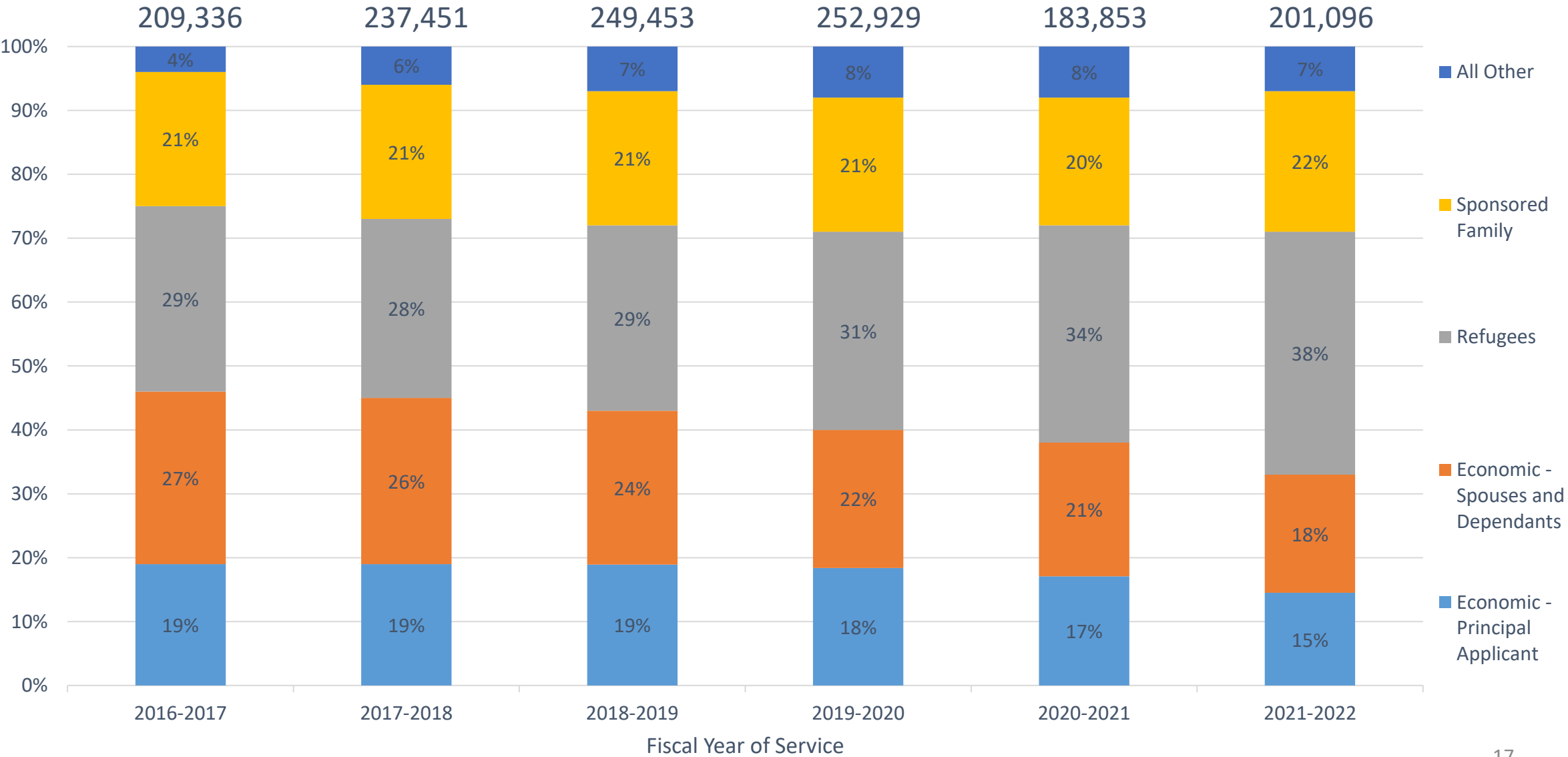
2016-17 to 2021-22

Immigration Category	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Economic	46%	45%	43%	40%	38%	33%
Principal Applicant	40%	41%	44%	46%	45%	44%
Spouses and Dependants	58%	55%	56%	54%	55%	56%
Refugees	29%	28%	29%	31%	34%	38%
Sponsored Family	21%	21%	21%	21%	20%	22%
All Other	4%	6%	7%	8%	8%	7%

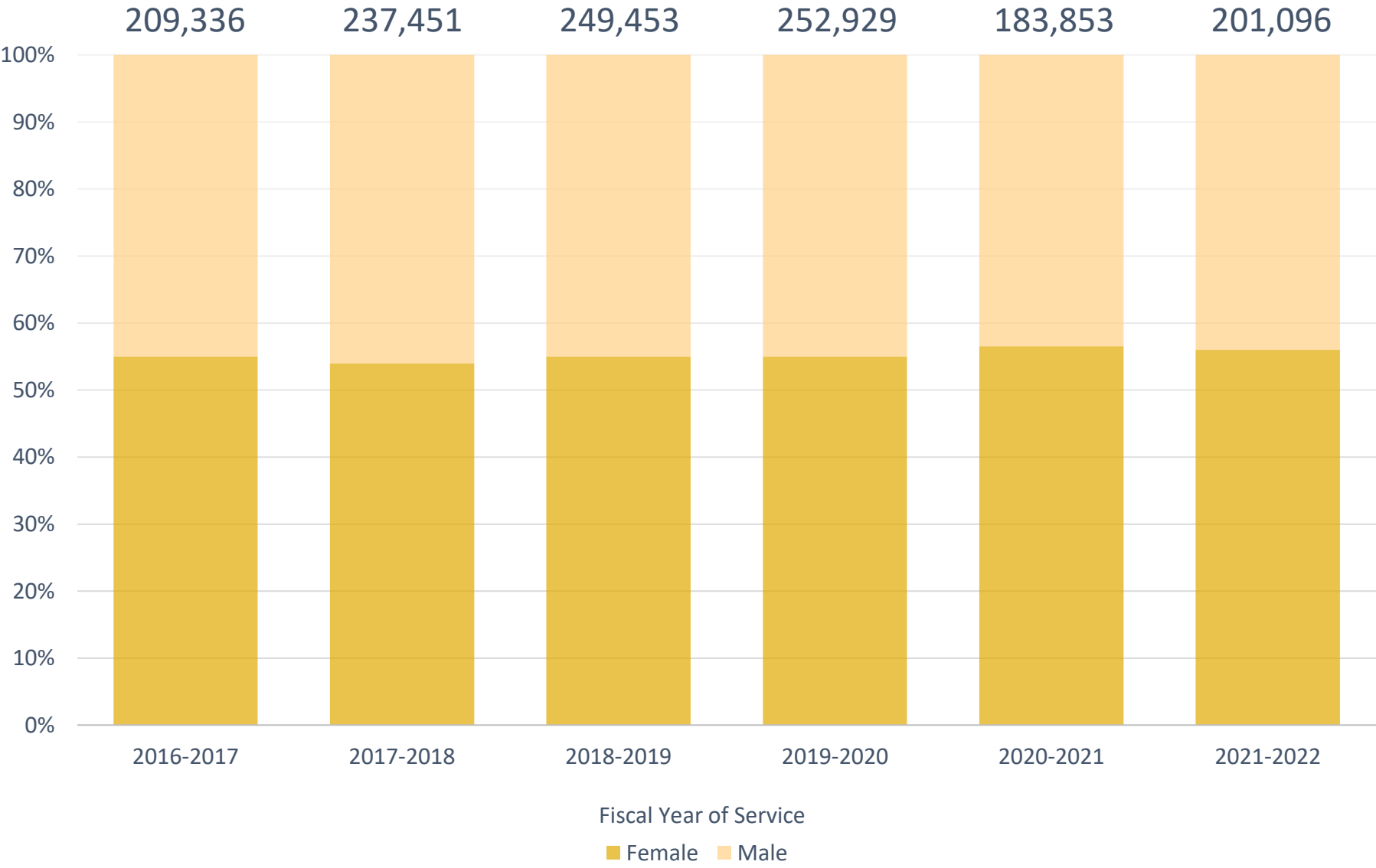
Gender	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Female	55%	54%	55%	55%	56%	56%
Male	45%	46%	45%	45%	43%	43%

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Unique Clients	209,336	237,451	249,453	252,929	183,853	201,096

NAARS Clients – Immigration Category 2016-17 to 2021-22



NAARS Clients – Gender 2016-17 to 2021-22



Information & Orientation Services (IO)

Key Takeaways: Information & Orientation (IO) Clients from 2016-17 to 2021-22

CLIENTS



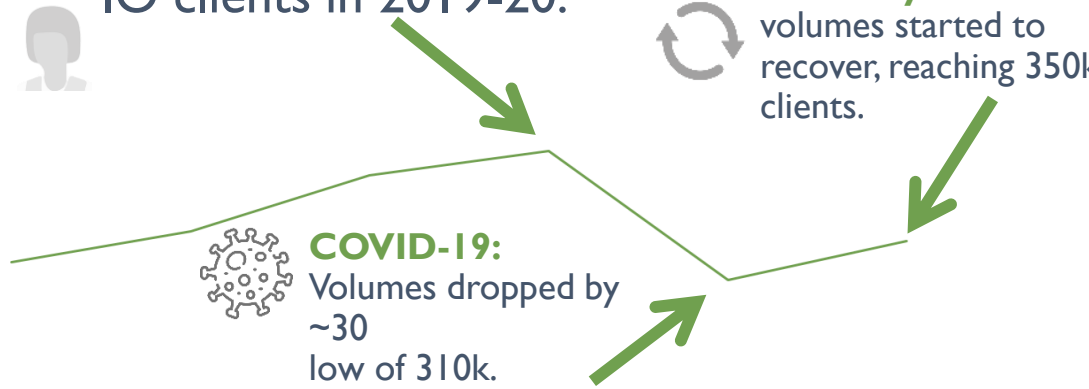
The Peak: Nearly 450k IO clients in 2019-20.



Recovery: In 2021-22 volumes started to recover, reaching 350k clients.

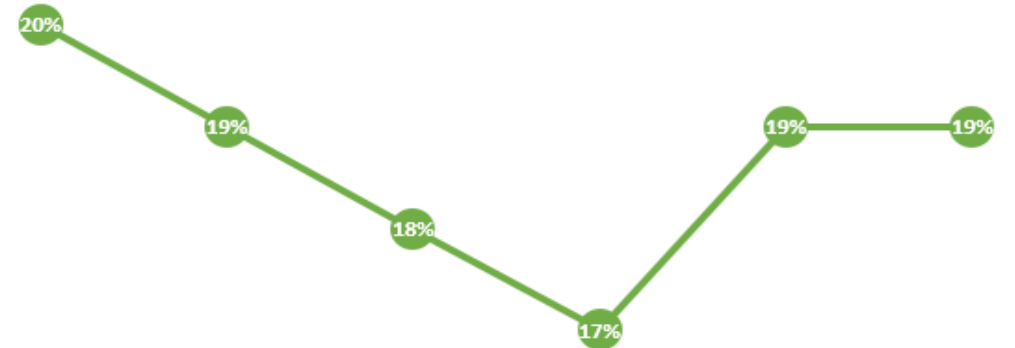


COVID-19: Volumes dropped by ~30 low of 310k.



EXPENDITURES

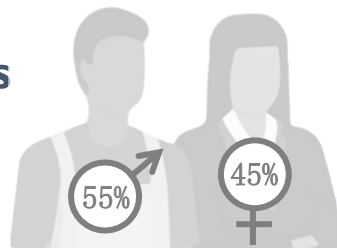
The proportion of the Settlement Program expenditures spent on IO decreased from 2016-17 to 2019-20, but has since returned to ~20% of all expenditures.



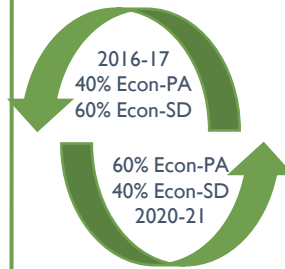
DEMOGRAPHICS

The gender split of IO clients has remained largely unchanged over the last 6 years.

Nearly **55%** of clients were female.



IMMIGRATION CATEGORY



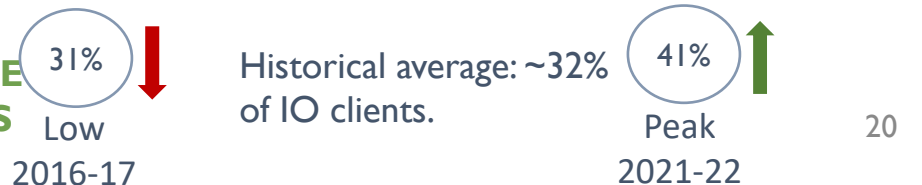
Amongst economic clients, the ratio of principal applicants to spouses and dependents using IO services has reversed over the last 6 years

As a result of change in levels and mix, there has been a corresponding shift in the immigration categories of clients over the last 6 years.

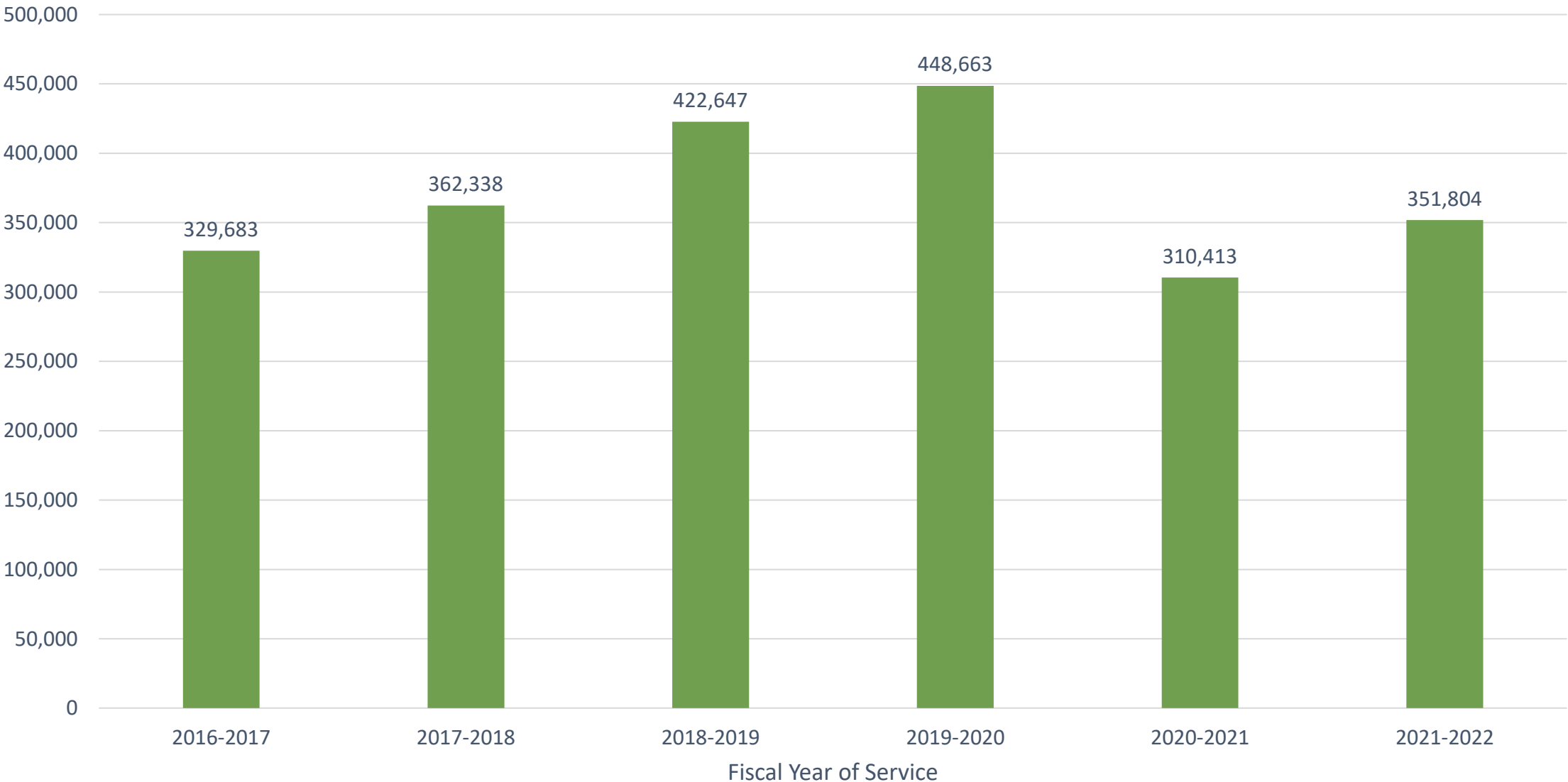
ECONOMIC CLIENTS



REFUGEE CLIENTS



Information & Orientation – Total Unique Clients 2016-17 to 2021-22



Information & Orientation – Client Demographics

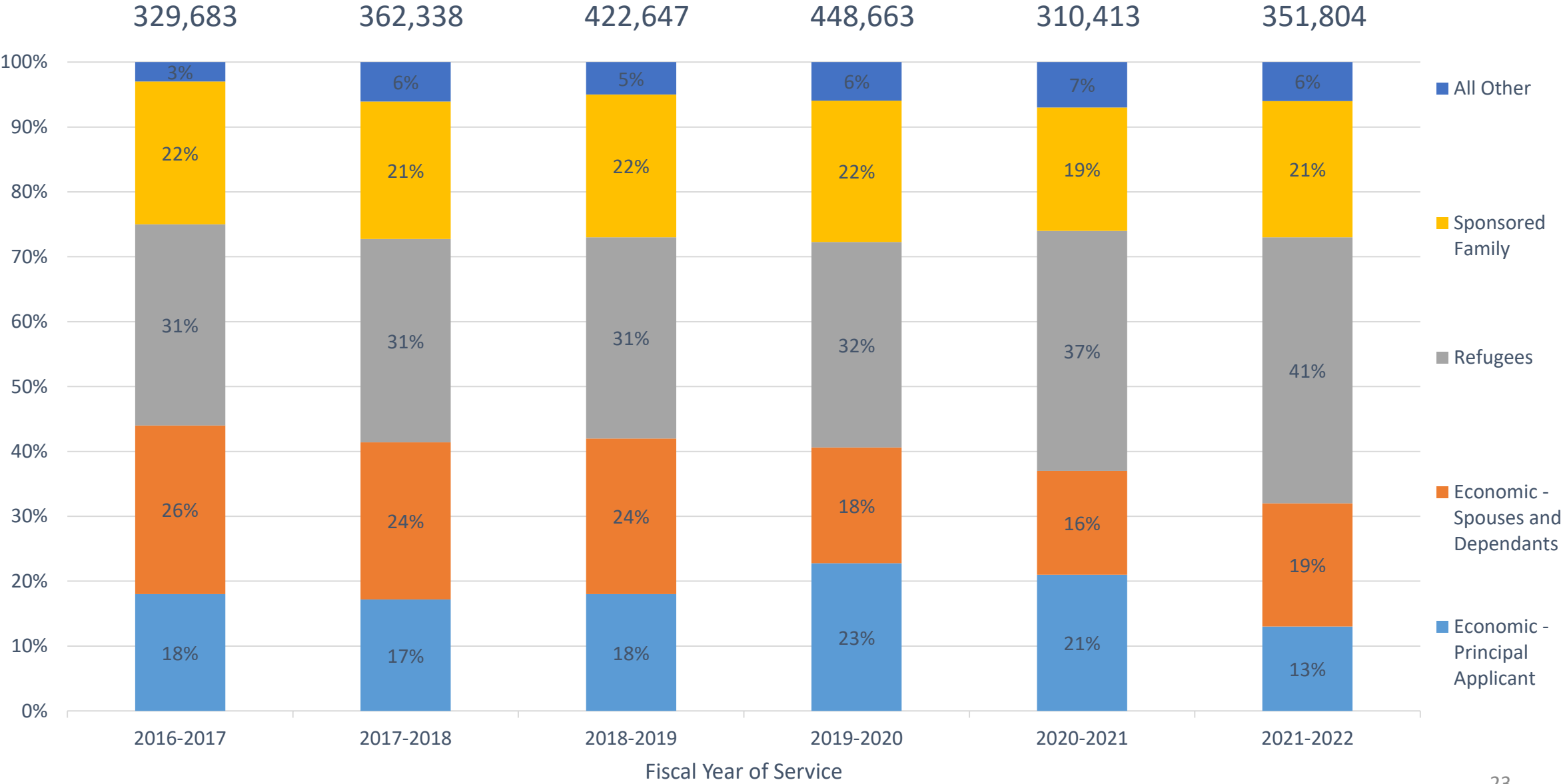
2016-17 to 2021-22

Immigration Category	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Economic	44%	42%	42%	41%	37%	32%
Principal Applicant	40%	41%	42%	57%	57%	58%
Spouses and Dependants	58%	57%	58%	43%	43%	42%
Refugees	31%	31%	31%	32%	37%	41%
Sponsored Family	22%	21%	22%	22%	19%	21%
All Other	3%	6%	5%	6%	7%	6%

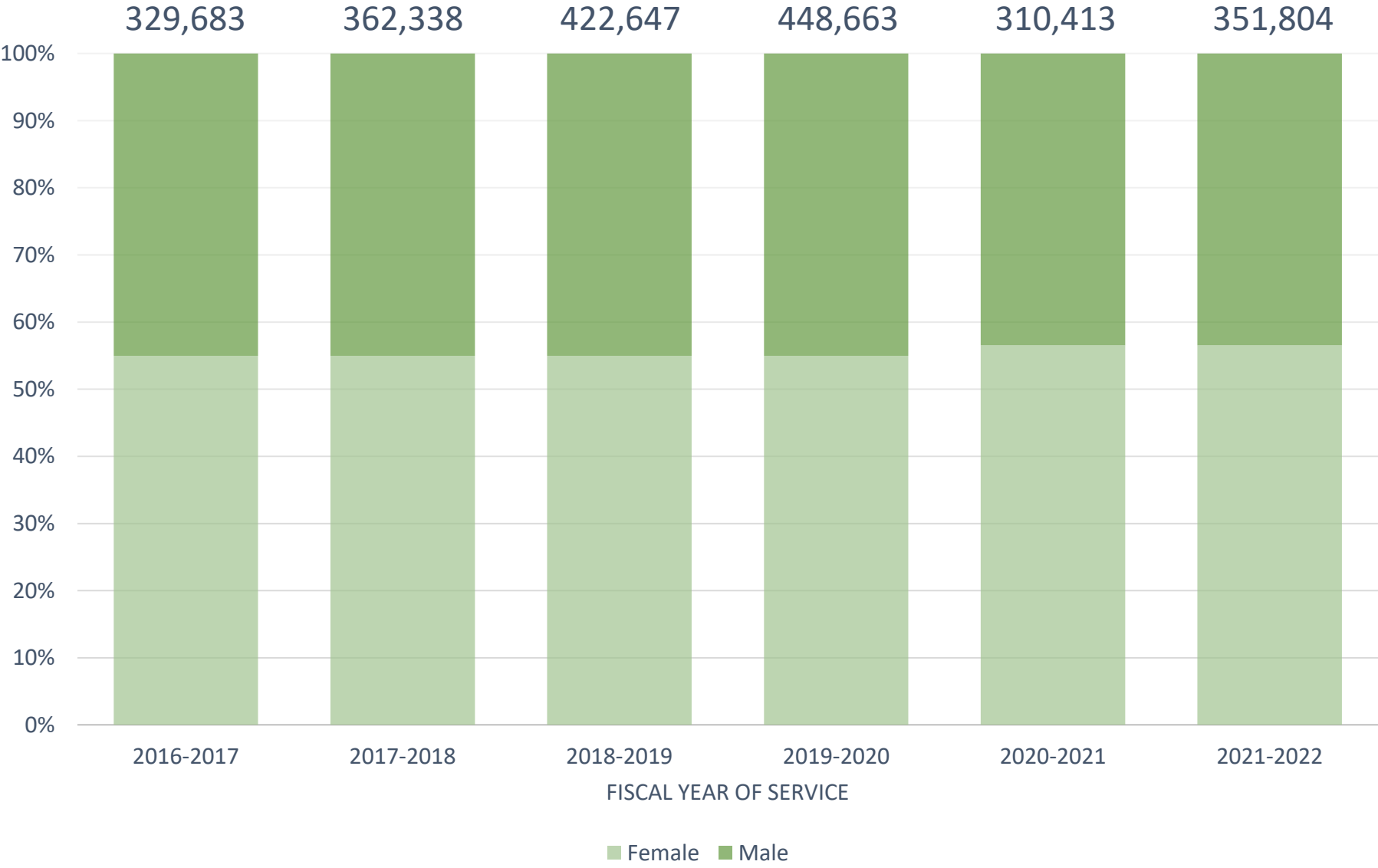
Gender	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Female	55%	55%	55%	55%	56%	56%
Male	45%	45%	45%	45%	43%	43%

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Unique Clients	329,683	362,338	422,647	448,663	310,413	351,804

Information & Orientation Clients – Immigration Category 2016-17 to 2021-22



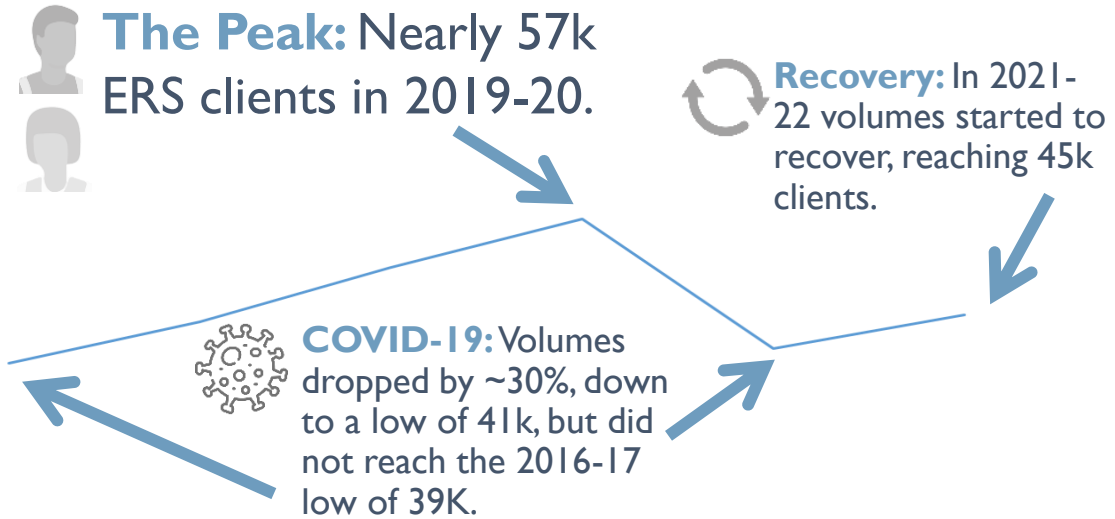
Information & Orientation Clients – Gender 2016-17 to 2021-22



Employment-Related Service (ERS)

Key Takeaways: Employment-Related Services (ERS) Clients from 2016-17 to 2021-22

CLIENTS



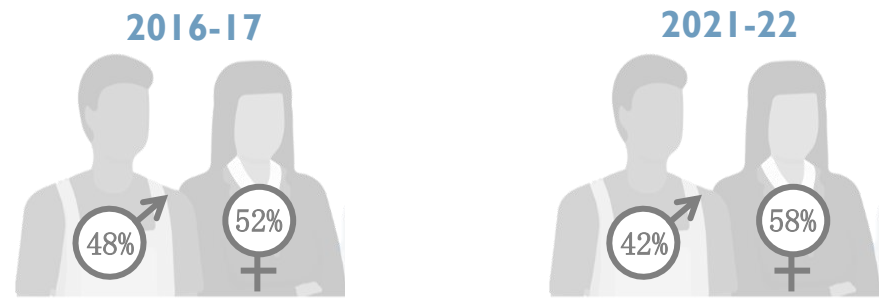
EXPENDITURES

The proportion of the Settlement Program expenditures spent on ERS has remained steady over the last 6 years



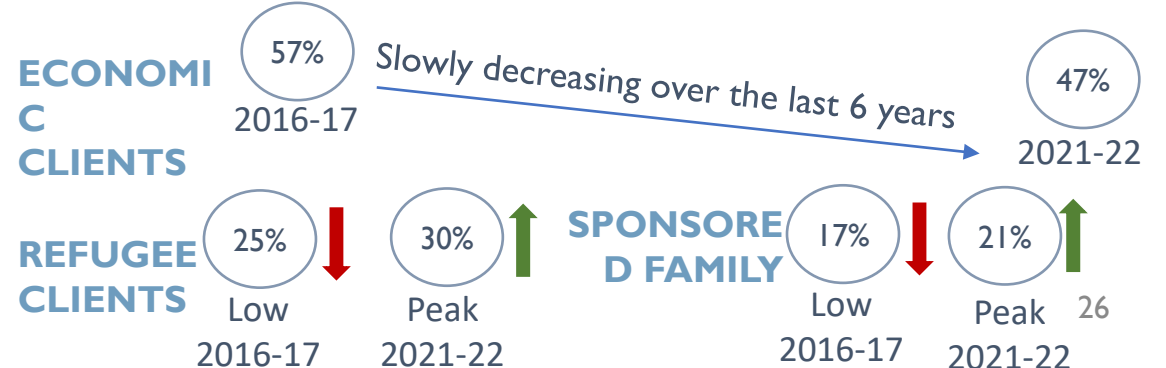
DEMOGRAPHICS

The gender split of ERS clients has shifted over the last 6 years, increasing from 52% female in 2016-17 to 58% female in 2021-22.

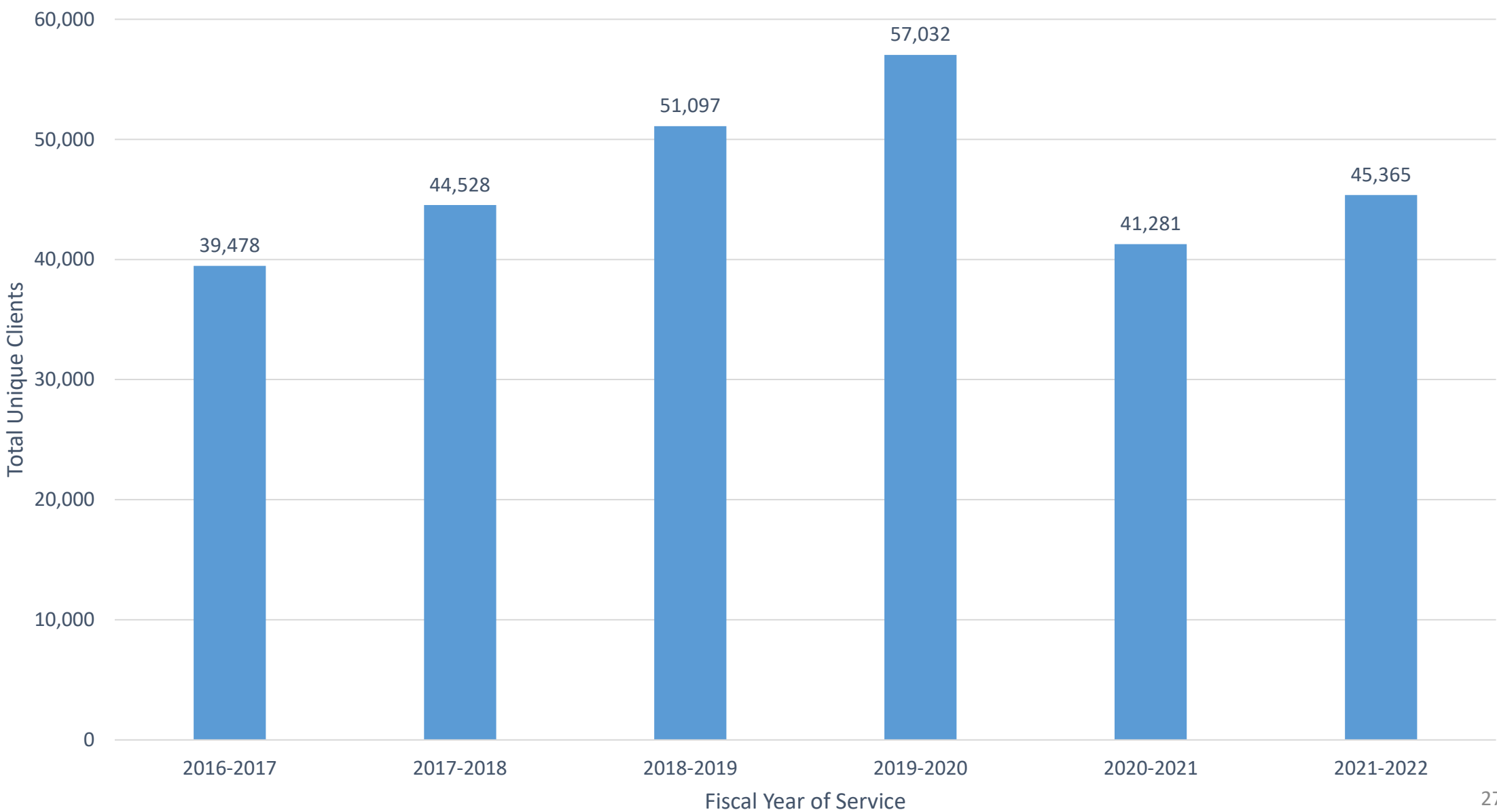


IMMIGRATION CATEGORY

As a result of change in levels and mix, there has been a corresponding shift in the immigration categories of clients over the last 6 years.



ERS – Total Unique Clients 2016-17 to 2021-22



ERS – Client Demographics

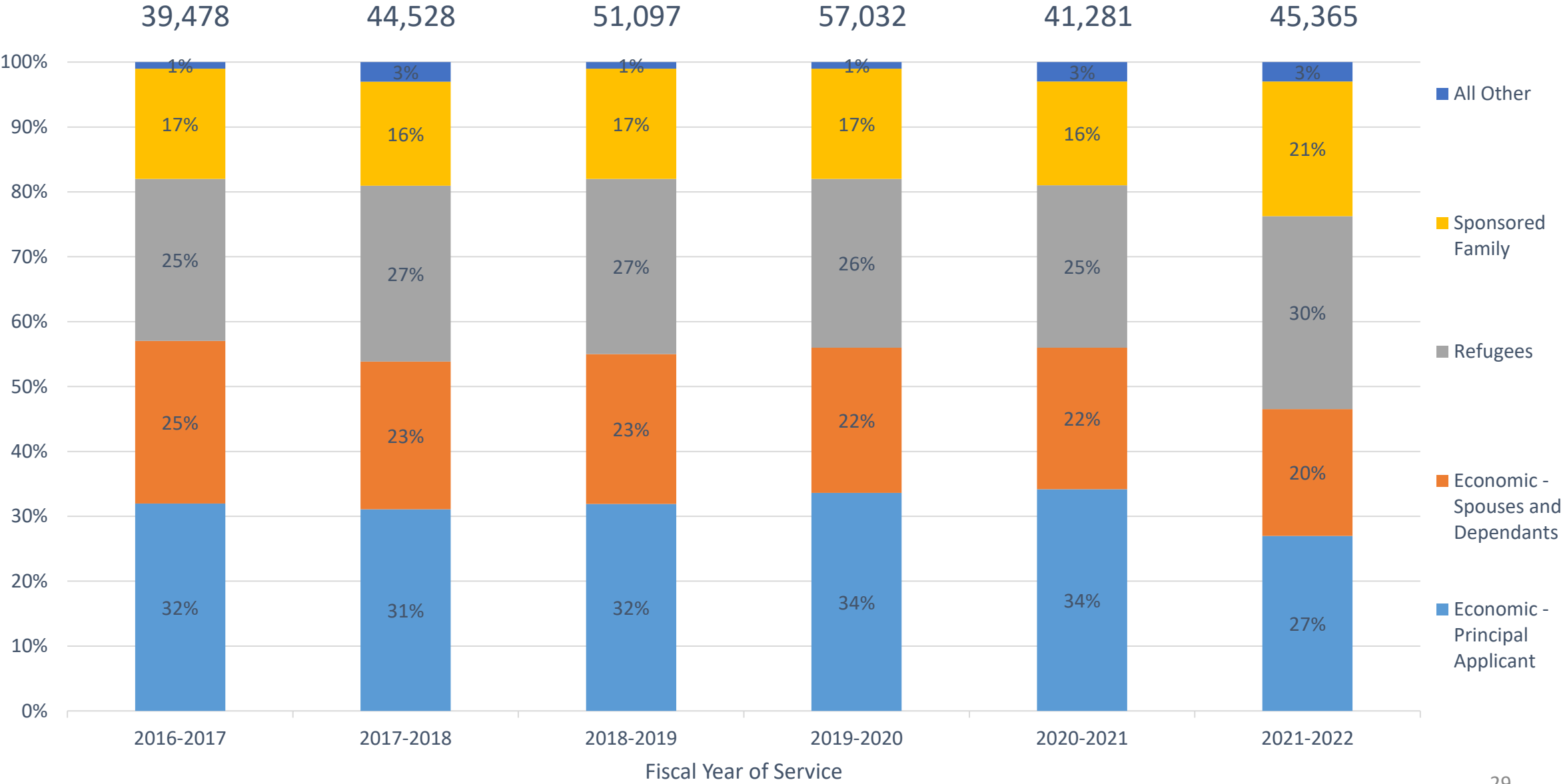
2016-17 to 2021-22

Immigration Category	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Economic	57%	54%	55%	56%	56%	47%
Principal Applicant	55%	56%	58%	60%	61%	58%
Spouses and Dependants	44%	42%	42%	40%	39%	42%
Refugees	25%	27%	27%	26%	25%	30%
Sponsored Family	17%	16%	17%	17%	16%	21%
All Other	1%	3%	1%	1%	3%	3%

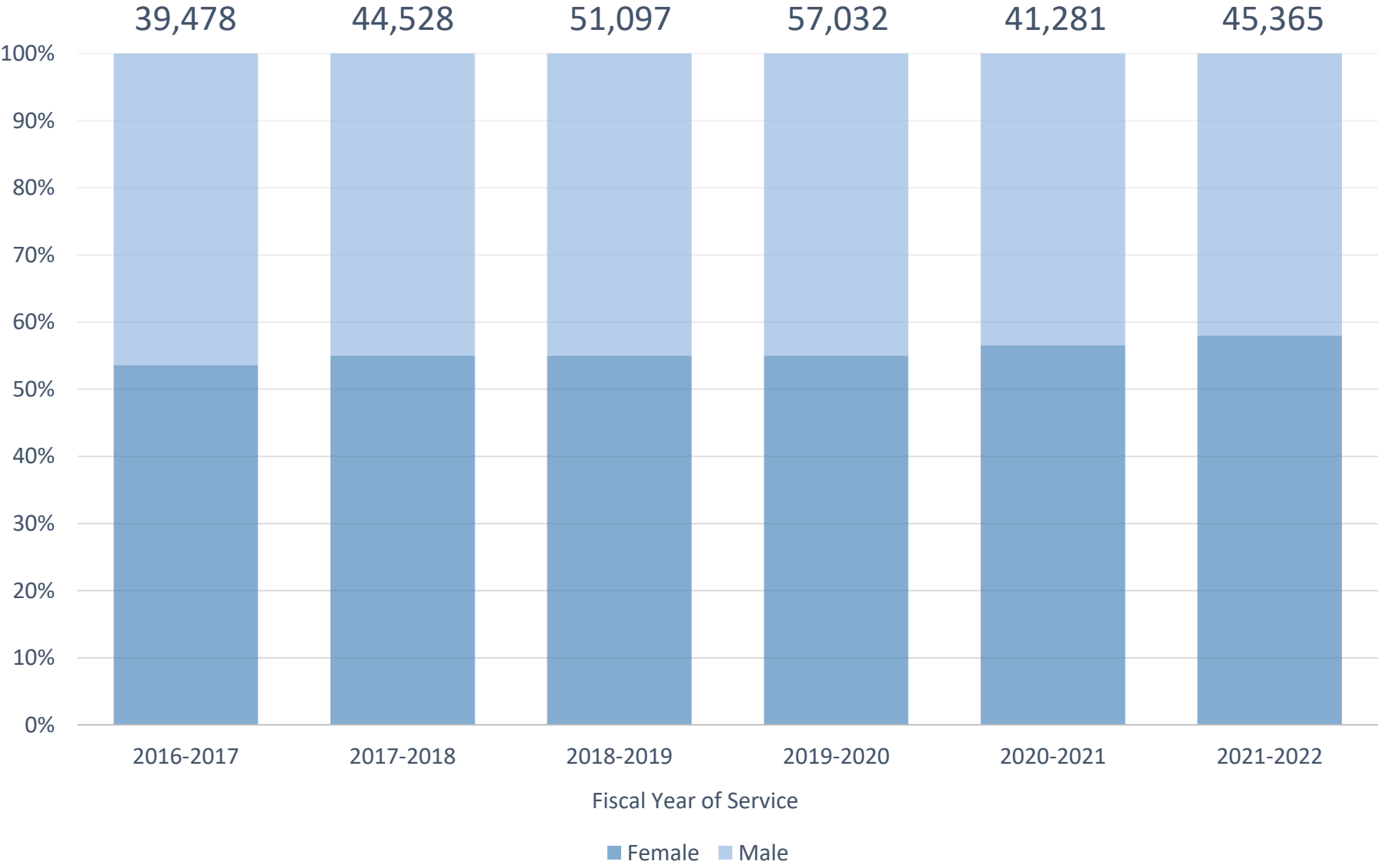
Gender	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Female	52%	53%	54%	55%	56%	58%
Male	48%	47%	46%	45%	44%	42%

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Unique Clients	39,478	44,528	51,097	57,032	41,281	45,365

ERS Clients – Immigration Category 2016-17 to 2021-22



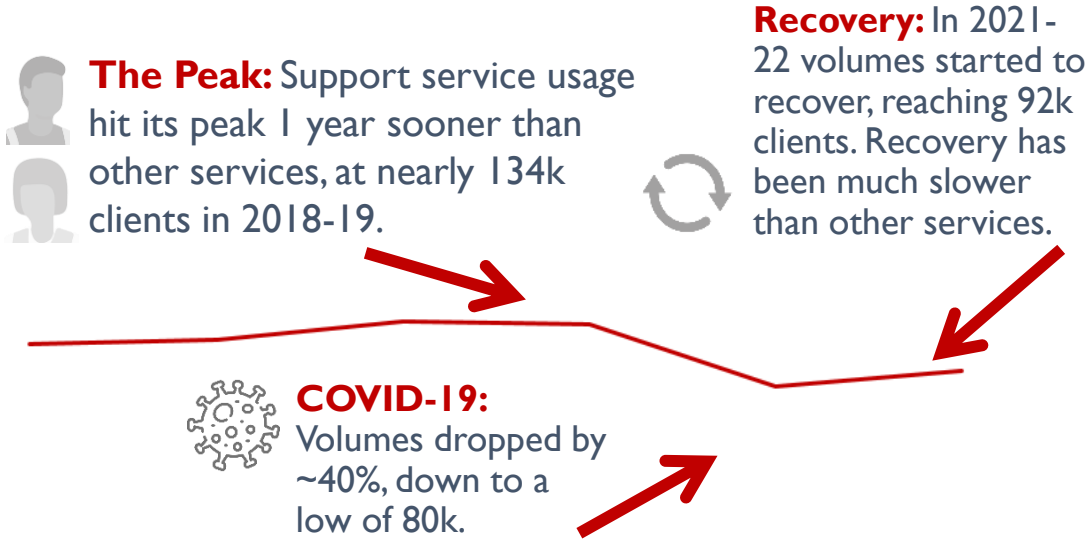
ERS Clients – Gender 2016-17 to 2021-22



Support Services

Key Takeaways: **Support Service Clients** from 2016-17 to 2021-22

CLIENTS



EXPENDITURES

The proportion of the Settlement Program expenditures spent on Support Services has remained steady over the last 6 years.



DEMOGRAPHICS

The gender split of Support Service clients has remained largely unchanged over the last 6 years.

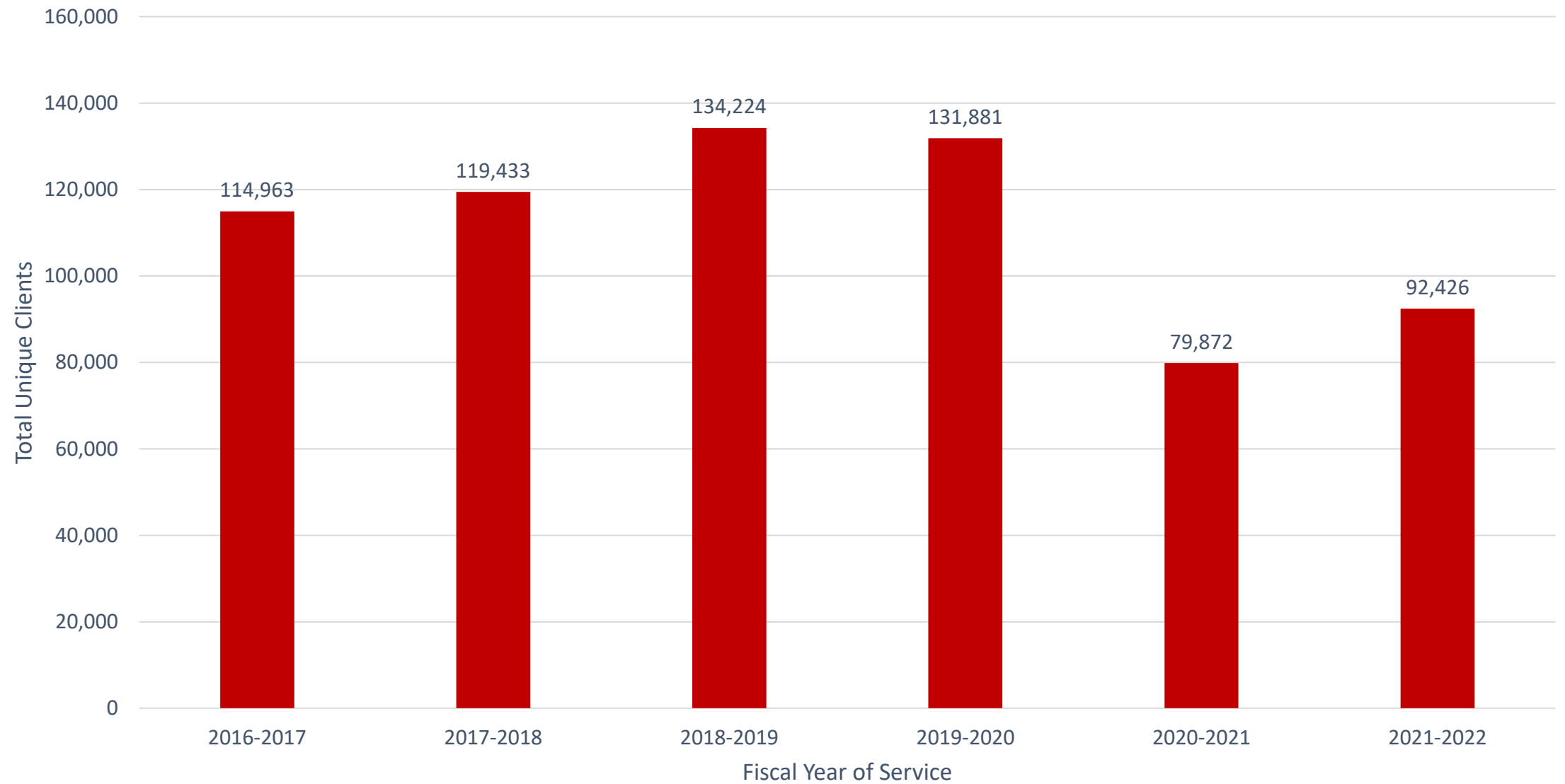


IMMIGRATION CATEGORY

Compared to other settlement services, refugees make up a much higher proportion of support service clients. This has steadily increased over the last 6 years.



Support Services – Total Unique Clients 2016-17 to 2021-22



Support Services – Client Demographics

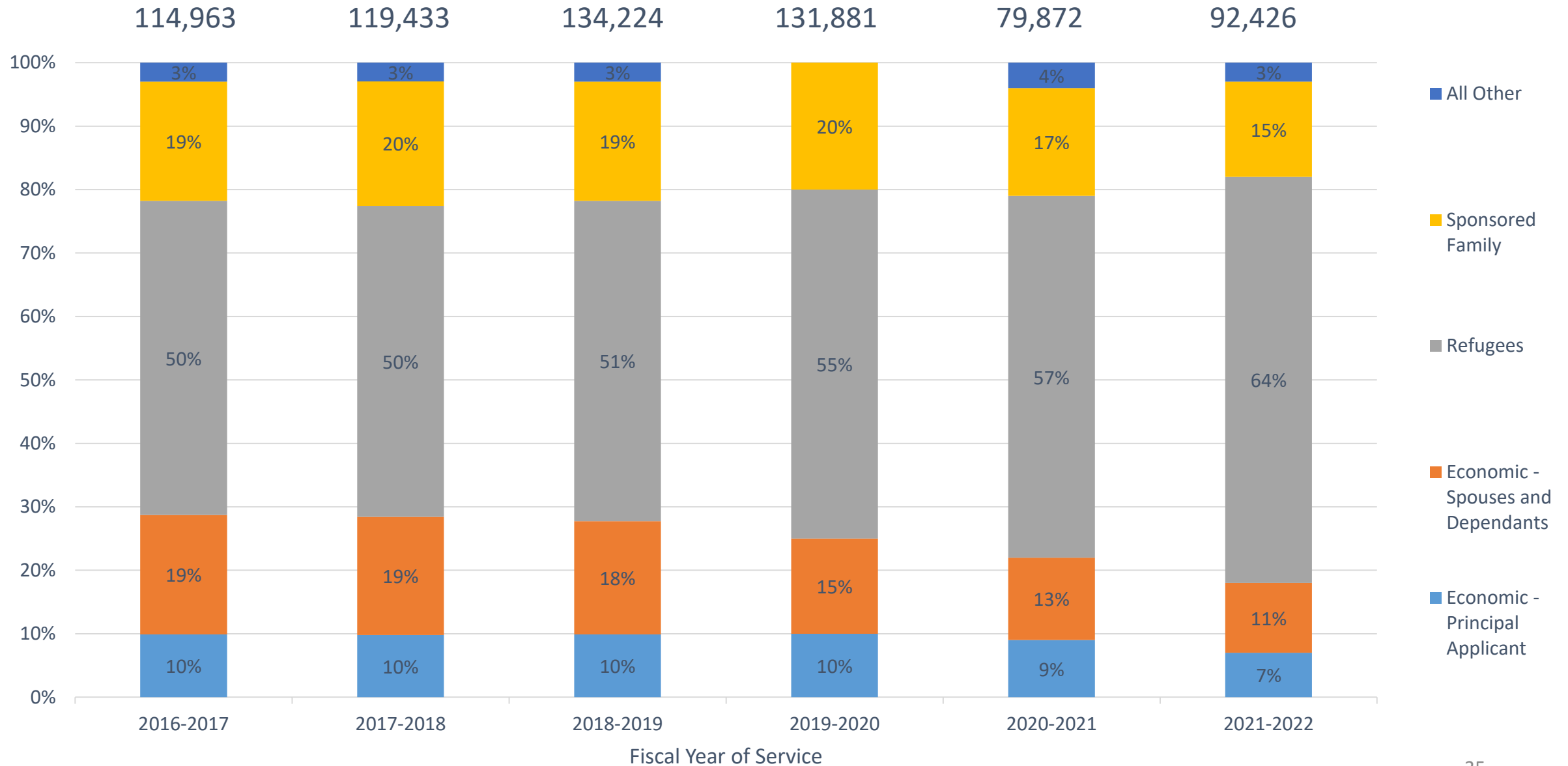
2016-17 to 2021-22

Immigration Category	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Economic	28%	27%	27%	25%	22%	18%
Principal Applicant	35%	35%	36%	36%	39%	38%
Spouses and Dependants	65%	65%	64%	64%	61%	62%
Refugees	50%	50%	51%	55%	57%	64%
Sponsored Family	19%	20%	19%	20%	17%	15%
All Other	3%	3%	3%	0%	4%	3%

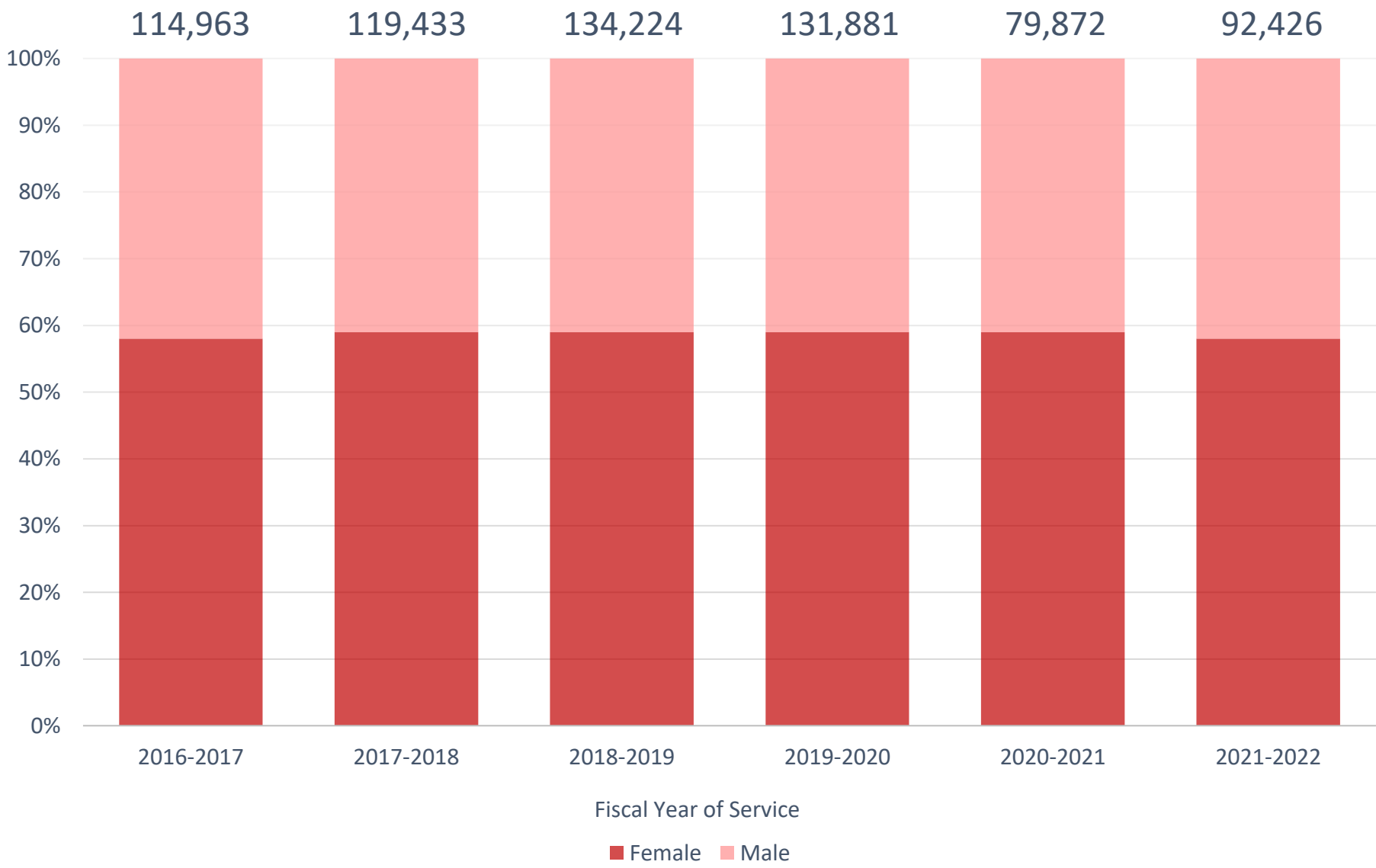
Gender	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Female	58%	59%	59%	59%	59%	58%
Male	42%	41%	41%	41%	41%	42%

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Unique Clients	114,963	119,433	134,224	131,881	79,872	92,426

2016-17 to 2021-22



Support Service Clients – Gender 2016-17 to 2021-22



Language Training (LT)

Key Takeaways: **Language Training (LT) Clients** from 2016-17 to 2021-22

CLIENTS



The Peak: Nearly 109K LT clients in 2016-17.



Recovery: Has been slower than other services with only a very minimal increase in 2021-22, to 76K.



COVID-19: Volumes dropped to a low of 75k.

EXPENDITURES

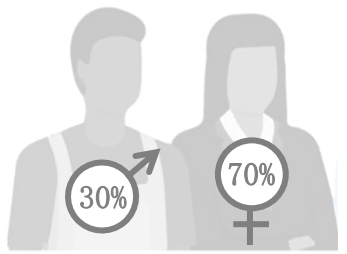
The proportion of the Settlement Program expenditures spent on language training has gradually decreased over the last 6 years.



DEMOGRAPHICS

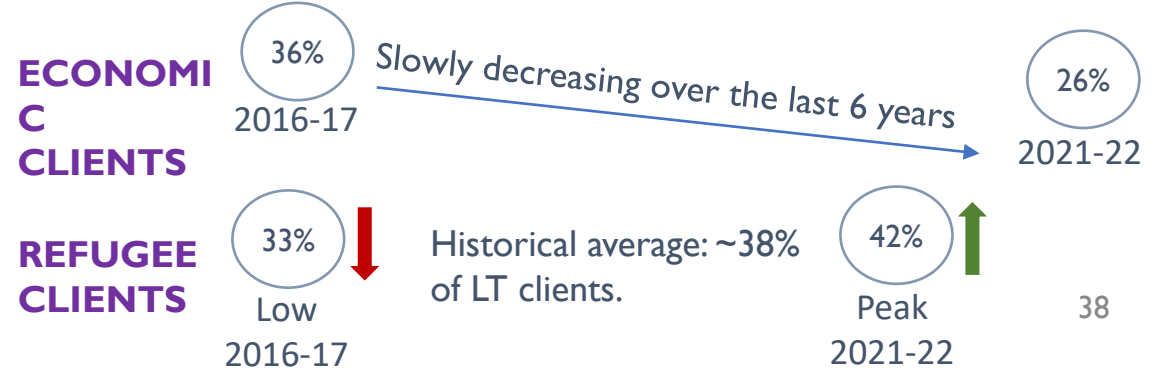
The gender split of LT clients has remained largely unchanged over the last 6 years.

Approx. **65-70%** of clients are female.

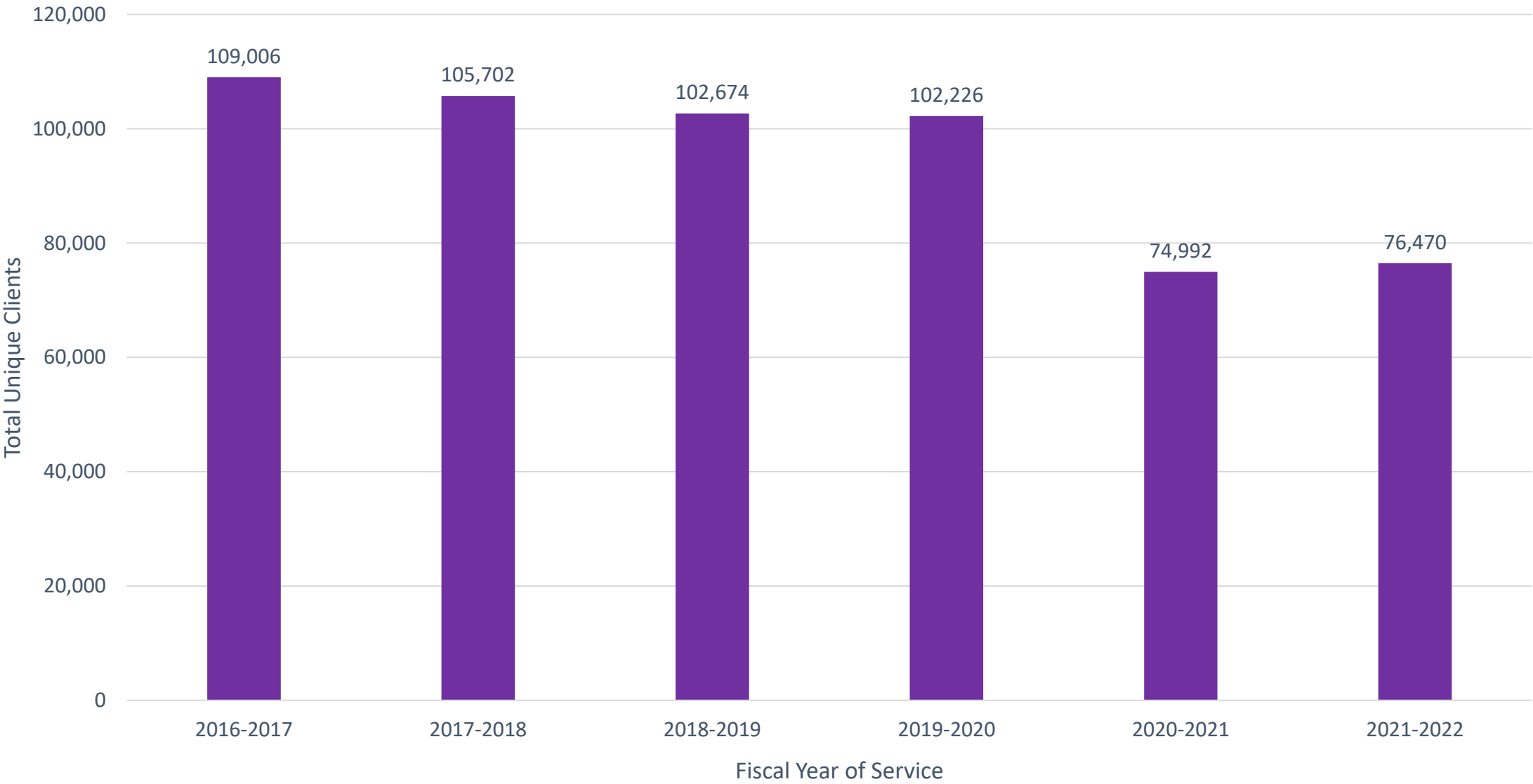


IMMIGRATION CATEGORY

As a result of change in levels and mix, there has been a corresponding shift in the immigration categories of language clients over the last 6 years.



Language Training – Total Unique Clients 2016-17 to 2021-22



Language Training – Client Demographics

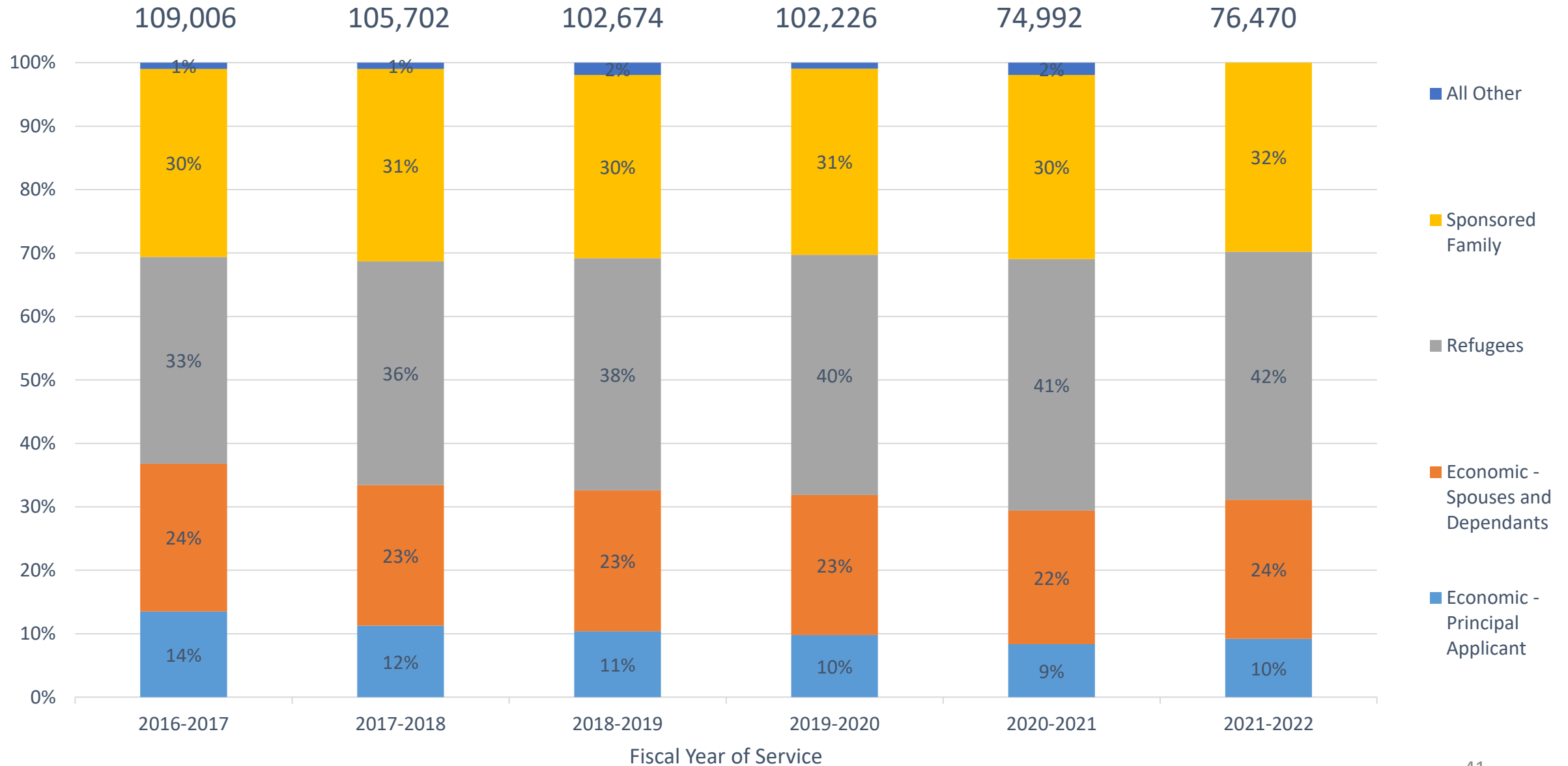
2016-17 to 2021-22

Immigration Category	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Economic	36%	32%	30%	28%	27%	26%
Principal Applicant	38%	36%	36%	37%	32%	38%
Spouses and Dependents	62%	63%	64%	63%	68%	62%
Refugees	33%	36%	38%	40%	41%	42%
Sponsored Family	30%	31%	30%	31%	30%	32%
All Other	1%	1%	2%	1%	2%	0%

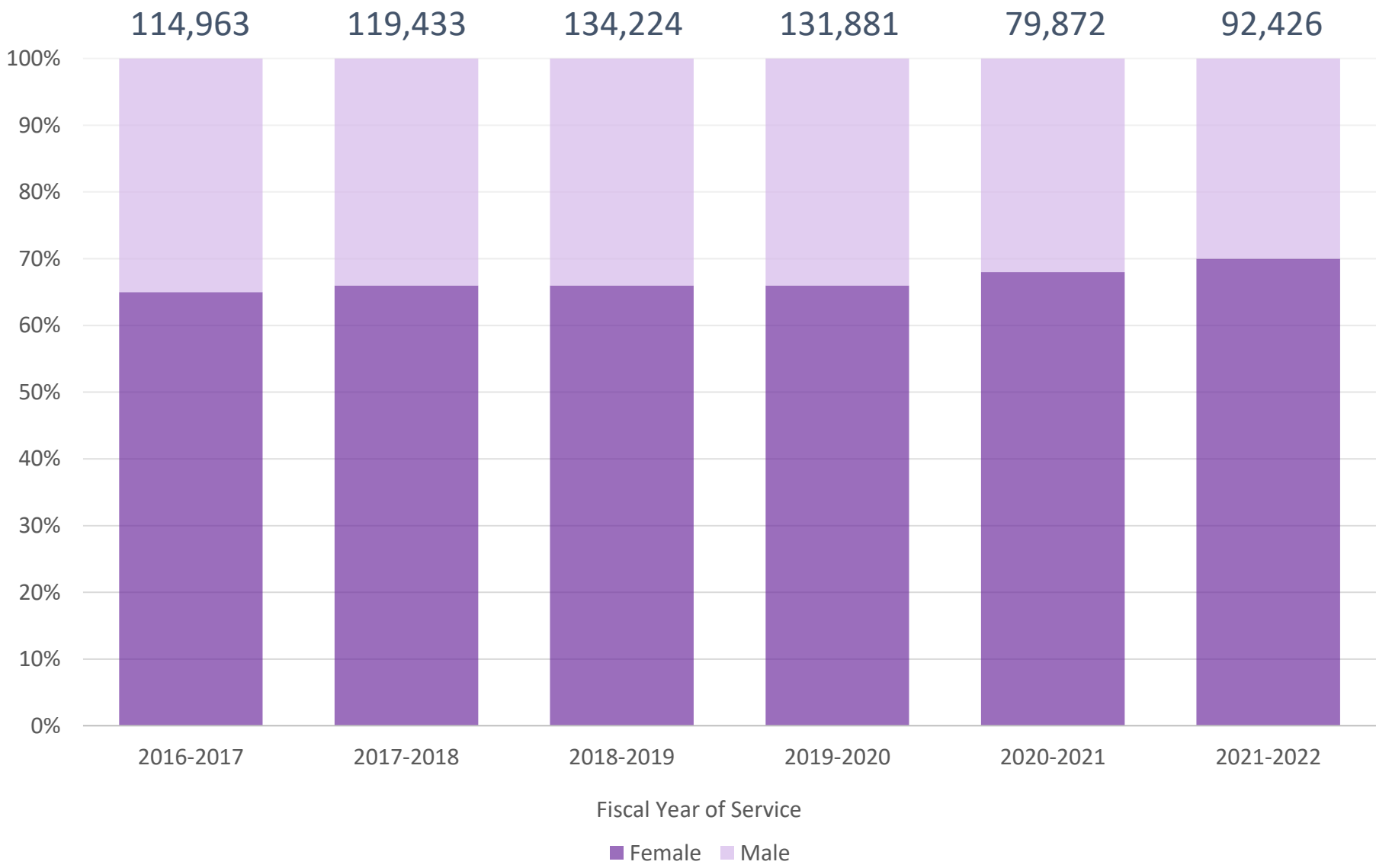
Gender	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Female	65%	66%	66%	66%	68%	70%
Male	35%	34%	34%	34%	32%	30%

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Unique Clients	109,006	105,702	102,674	102,226	74,992	76,470

2016-17 to 2021-22



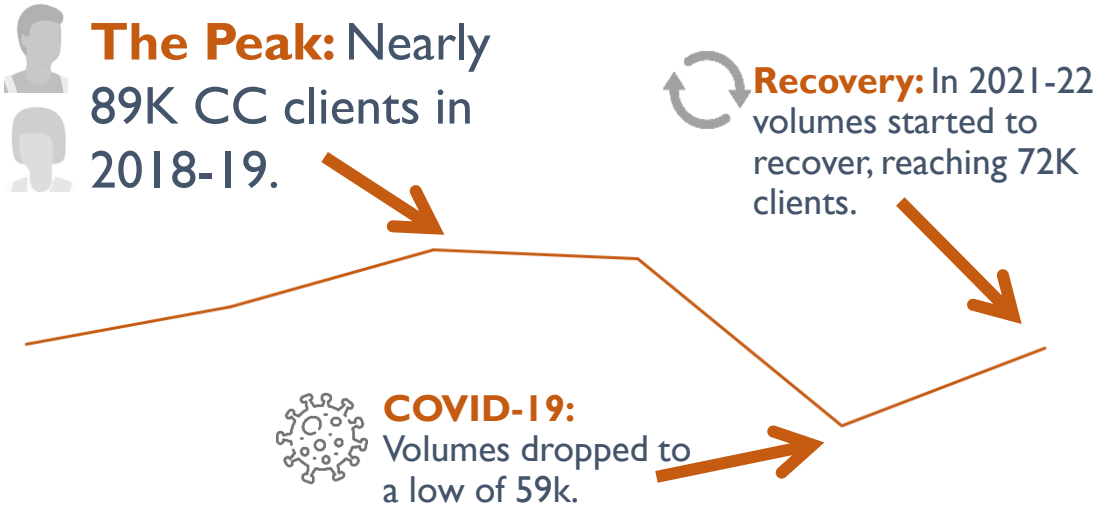
Language Training Clients – Gender 2016-17 to 2021-22



Community Connections (CC)

Key Takeaways: **Community Connections Clients** from 2016-17 to 2021-22

CLIENTS



EXPENDITURES

The proportion of the Settlement Program expenditures spent on community connections has remained steady over the last 6 years.



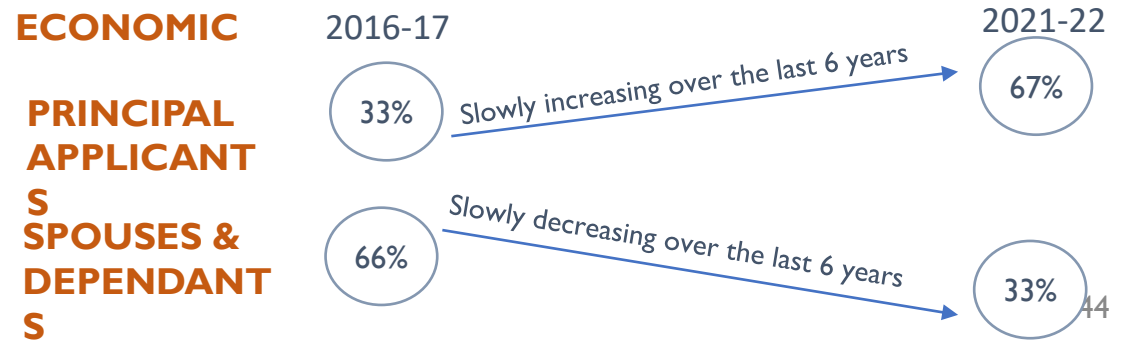
DEMOGRAPHICS

The gender split of Language clients has remained largely unchanged over the last 6 years.

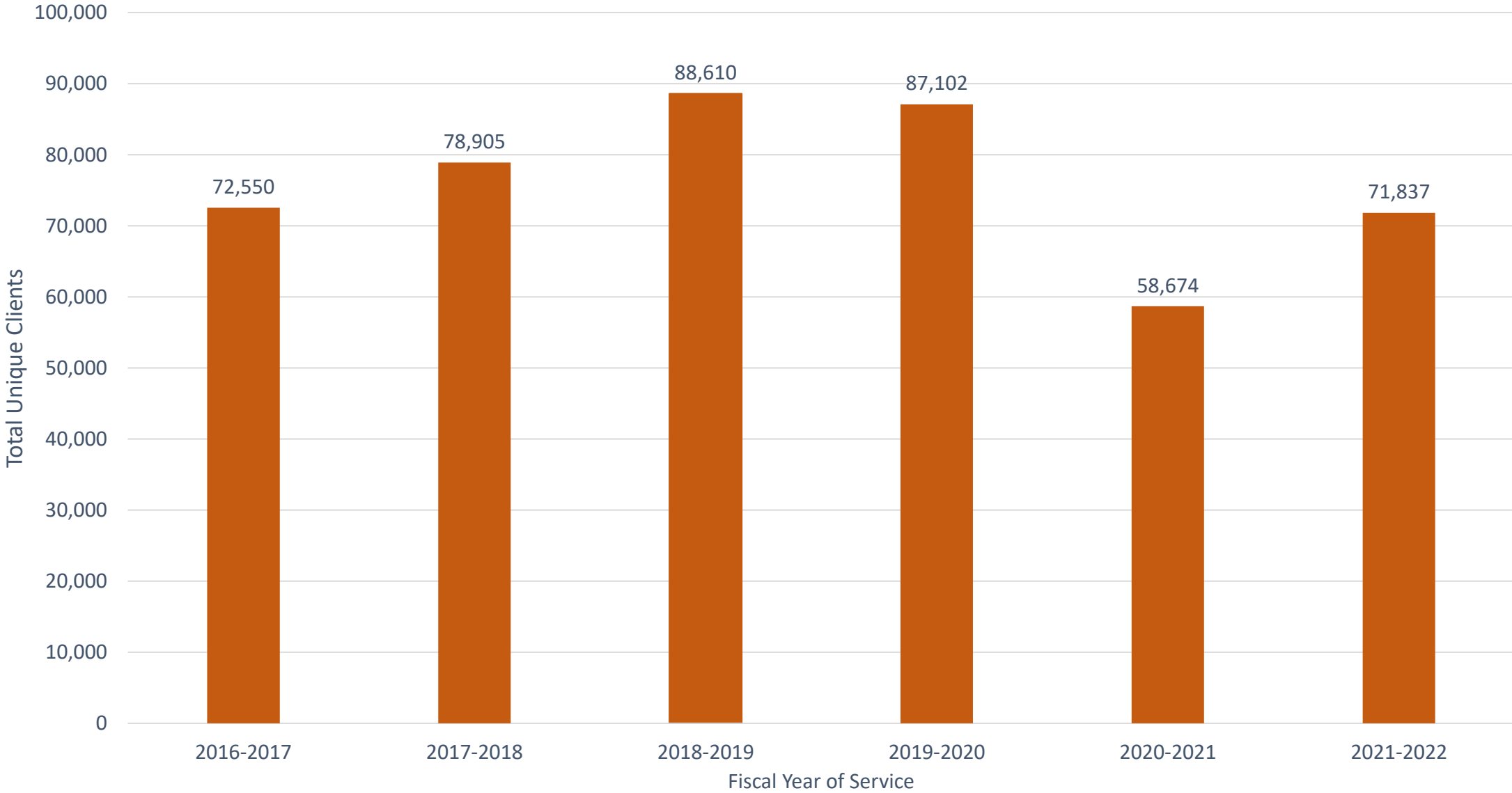


IMMIGRATION CATEGORY

The shift in immigration category of CC clients has been different than other services, with the biggest shift being between economic principal applicants and spouses & dependents



Community Connections – Total Unique Clients 2016-17 to 2021-22



Community Connections – Client Demographics

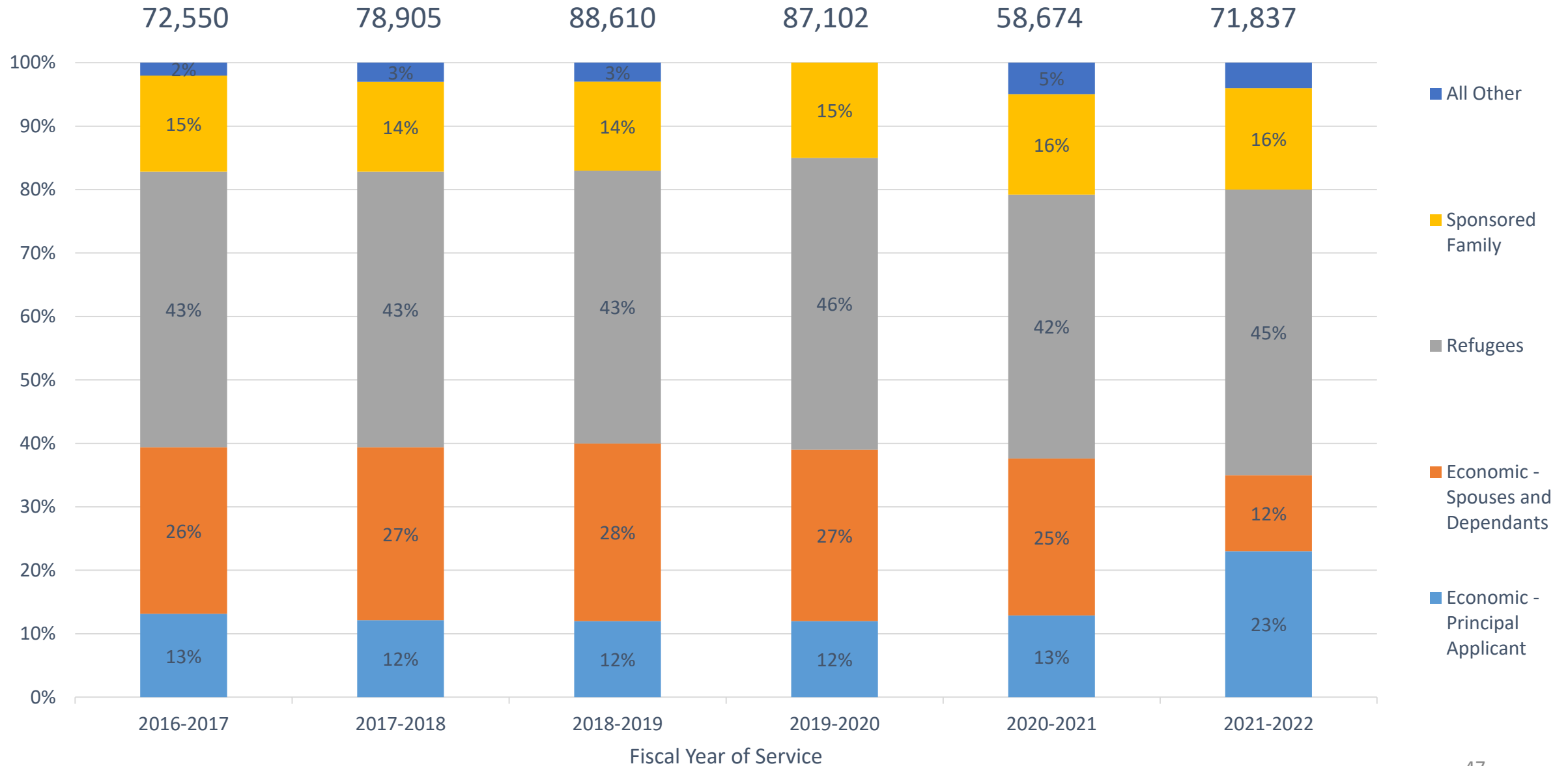
2016-17 to 2021-22

Immigration Category	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Economic	40%	40%	40%	39%	38%	35%
Principal Applicant	33%	30%	30%	31%	35%	67%
Spouses and Dependants	66%	68%	70%	69%	65%	33%
Refugees	43%	43%	43%	46%	42%	45%
Sponsored Family	15%	14%	14%	15%	16%	16%
All Other	2%	3%	3%	0%	5%	4%

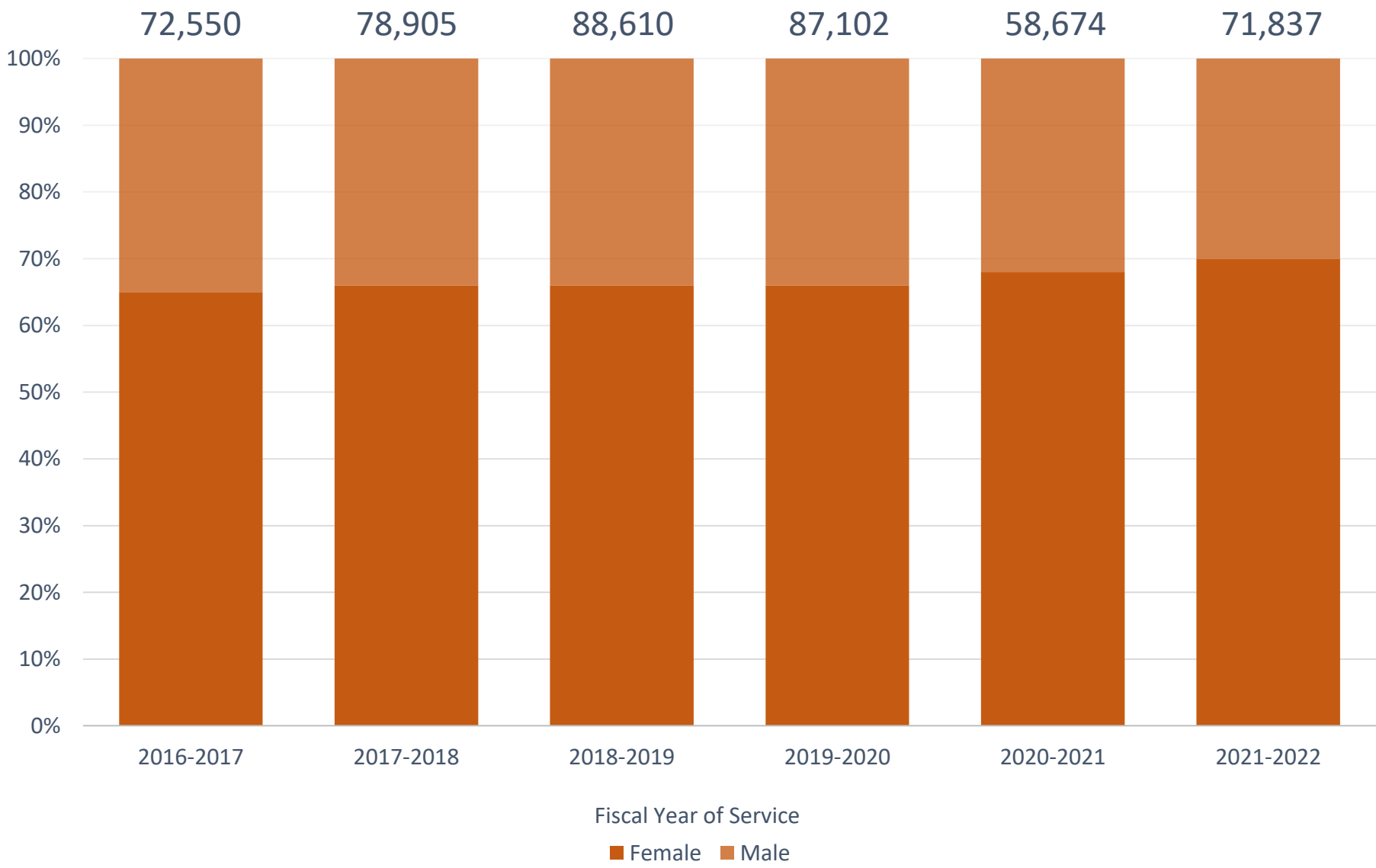
Gender	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Female	56%	57%	57%	57%	60%	61%
Male	44%	43%	43%	43%	40%	39%

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Unique Clients	72,550	78,905	88,610	87,102	58,674	71,837

2016-17 to 2021-22



Community Connection Clients – Gender 2016-17 to 2021-22



Settlement Program Funding

Settlement Program Funding Allocations 2016-17 to 2021-22

ALLOCATION ¹ TYPE	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Funding allocated within provinces and territories ²	\$619M	\$677.5 M	\$695.6M	\$698.7M	\$741.6M	\$787.4M
National Fund	\$12M	\$12M	\$12M	\$12M	\$15M	\$20M
Pre-Arrival Fund	\$32M	\$31M	\$25M	\$25.7M	\$26M	\$29.5M
Service Delivery Improvement Fund	N/A	\$12.3M	\$32.4M	\$33.7M	\$35M	\$36.4M
Other settlement initiatives and pilots	\$1M	\$0.3M	\$2.7M	\$13.5M	\$17.2M	\$40.8M

1 - Allocations represent what the Department **planned to invest** and does not reflect any financial management activities that occur throughout the fiscal year. All figures exclude Quebec. The Canada-Quebec Accord provides the Government of Quebec with an annual grant, which covers settlement services, resettlement of refugees and administration.

2- The funding allocated by provinces and territories is transferred to IRCC Regional Offices to establish and manage settlement program contribution agreements in their respective jurisdictions. Funding is not provided directly to Provincial/Territorial governments.

Settlement Program Expenditures, by Program Component 2016-17 to 2021-22

Settlement program expenditures have steadily increased over the last 6 years. The proportion of expenditures for each service component has remained steady during this same time period, with the exception of a slight decrease in the proportion spent on language training and slight increase in the proportion spent on indirect services.

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total Settlement Program Expenditures ¹	\$649M	\$714M	\$758M	\$774M	\$801M	\$848M
<i>Language Training</i>	36%	35%	32%	32%	28%	28%
<i>Language Assessment</i>	3%	2%	2%	2%	2%	2%
<i>Needs and Assets Assessment and Referrals</i>	8%	11%	12%	12%	11%	11%
<i>Information & Orientation</i>	20%	19%	18%	17%	19%	19%
<i>Community Connections</i>	12%	10%	11%	10%	11%	11%
<i>Employment-Related services</i>	8%	7%	8%	8%	9%	9%
<i>Support Services</i>	8%	9%	9%	8%	9%	9%
<i>Indirect Services</i>	5%	7%	9%	11%	12%	12%

1- These figures exclude Quebec. The Canada-Quebec Accord provides the Government of Quebec with an annual grant, which covers settlement services, resettlement of refugees and administration. Capital and administration expenditures are incorporated (prorated) across all service components. Pre-arrival service expenditures are included in all service components, with the exception of language training and language assessment, indirect and support services (as these are not funded as part of Pre-Arrival services).

Settlement Program Across Canada

Settlement Program 2016-17 to 2021-22

- The number of IRCC-funded Service Provider Organizations (SPOs) nationwide (excl. Quebec) has increased by approximately 12% over the last 6 years.
- As expected, the number of permanent resident admissions declined significantly in 2020-21, as a result of the COVID-19 pandemic. However, volumes increased significantly in 2021-22, reaching a 6 year high of nearly 450K.

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Settlement SPOs (direct and indirect)	533	512	542	564	597	595
Permanent Residence (PR) Admissions	282,930	282,930	306,970	344,384	185,918	449,308
Unique Clients	424,291	458,021	519,749	547,801	379,735	428,648

Settlement Program – Western Region

2016-17 to 2021-22

- Despite a decrease in the number of IRCC Service Provider Organizations (SPOs) in Western Region over the last 6 years, the delivery network in this jurisdiction has continued to serve an increasing number of clients year over year (with the exception of the 2020-21 pandemic year).
- The number of permanent residents destined to the Western Region reached an all-time high in 2021-22, however, the client volumes are still recovering from the COVID-19 pandemic.

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Settlement SPOs	239	230	220	223	236	219
PR Admissions	115,645	108,885	111,420	131,507	65,095	157,352
Clients	174,924	192,943	201,272	218,788	151,388	167,465

Settlement Program – Ontario Region

2016-17 to 2021-22

- Ontario Region had its highest number of IRCC-funded Service Provider Organizations (SPOs) in 2020-21 and 2021-22.
- The number of permanent residents destined to Ontario reached an all-time high in 2021-22, however, the client volumes are still recovering from the COVID-19 pandemic.

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Settlement SPOs	216	204	191	199	222	222
PR Admissions	103,380	121,875	133,310	154,520	85,624	214,880
Clients	225,684	254,119	291,289	304,022	200,183	224,927

Settlement Program – Eastern Region

2016-17 to 2021-22

- The number of IRCC-funded Service Provider Organizations in Eastern Region has increased by nearly 72% since 2018-19.
- The number of permanent residents destined to the Atlantic provinces reached an all-time high in 2021-22. This region also reached their highest client volumes in 2021-22, at nearly 23K.

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Settlement SPOs	35	33	25	31	43	43
PR Admissions	11,590	12,220	14,042	17,862	7,792	23,313
Clients	14,477	18,322	18,735	22,281	20,142	22,703

Eastern Region includes: New Brunswick, Nova Scotia, Prince Edward Island, Newfoundland and Labrador