

# **HEALTH OF THE NEWCOMER-SERVING SECTOR IN THE PNT REGION**

**A SURVEY OF FRONT-LINE WORKERS IN  
ALBERTA, MANITOBA & SASKATCHEWAN:  
DISAGGREGATED DATA SUMMARY FOR THE  
SETTLEMENT PROGRAM**

**MARCH 2022**



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## **INTELLECTUAL PROPERTY**

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## **ACKNOWLEDGEMENTS**

As we collectively strive to understand the historic and ongoing relationship between settlement and the land on which we are located, AAISA respectfully acknowledges that the province of Alberta is comprised of Treaty 6, Treaty 7, and Treaty 8 territories, and is the traditional lands of First Nations and Métis peoples.

This Health of the Sector report was authored by Marokh Yousifshahi and Leesha Kanbour with contributions from Oluwatomi Turner.

AAISA would like to extend our sincere gratitude to the front-line staff from across Alberta, Manitoba, and Saskatchewan who participated in Health of the Sector Survey, and we are grateful for the invaluable information that was provided through your engagement. AAISA would also like to extend our thanks to Immigration, Refugees and Citizenship Canada (IRCC) for their financial support as well as their partnership throughout all stages of this project.

## INTRODUCTION

The Health of the Sector (HOTS) survey was conducted between March 31, 2021, and July 31, 2021, with 912 responses from front-line settlement and integration professionals across the Prairies and Northern Territories (PNT) region. The HOTS survey examines the perspectives of front-line staff working within agencies in the newcomer-serving sector to better understand their employment experience, assess organizational strengths and challenges, as well as discern the opportunities available to them. The findings of the report are highlighted in the *Health of the Newcomer-Serving Sector in the PNT Region: A Survey of Front-line Workers in Alberta, Manitoba & Saskatchewan* which portrayed the perspectives of front-line employees in the sector and contains foundational information to inform discussions among the sector, and between Immigration, Refugees and Citizenship Canada (IRCC), newcomer-serving agencies, and Umbrella organizations.

While the *Health of the Newcomer-Serving Sector in the PNT Region* report provides high-level themes identified from the PNT newcomer-serving sector, the HOTS survey accumulated a wealth of perspectives from various front-line roles, program types, locations, small and urban centres, and Francophone and Anglophone agencies. As a result, the perspectives of front-line staff based on location, type of program or department, municipal population of agency, and official language of agencies requires further analysis. Accordingly, the purpose of this report is to highlight the disaggregated results from front-line staff in the **Settlement** program within agencies which was comprised of 274 respondents.

## BACKGROUND: ROLE OF SETTLEMENT FRONT-LINE STAFF

To orient the content of the HOTS disaggregated results for the **Settlement** program, this section will outline the general purpose and role of the front-line staff supporting the Settlement program. The Settlement Program funded by Immigration, Refugees and Citizenship Canada (IRCC) aims to “support newcomers’ successful settlement and integration so that they may participate and contribute in various aspects of Canadian life,” through funding investments to agencies that provide newcomers services under the following six areas:

- Needs and Assets Assessment and Referral Services (NAARS)
- Information and Orientation
- Language Assessments
- Language Training
- Employment-Related Services
- Community Connections

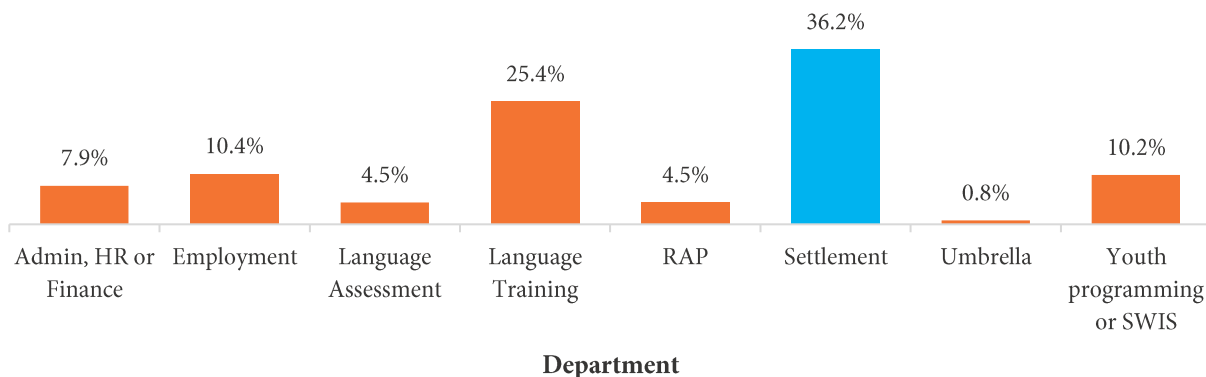
Given the context of the HOTS survey questions, the **Settlement** program primarily is comprised of staff who offers NAARS, Information and Orientation, and Community Connections programming and services.

## RESPONDENT FRONT-LINE STAFF PROFILE

The following sections will outline the demographic information, employment profiles, and agency profiles of respondents that indicated their current role in the Settlement program within an agency in the HOTS survey. The disaggregated data for respondents in the Settlement program was informed by 274 of the 756 respondents that completed the HOTS survey (see *Figure 1*).

**Figure 1**

*Program/Department of Respondents in Agency by Percentage*

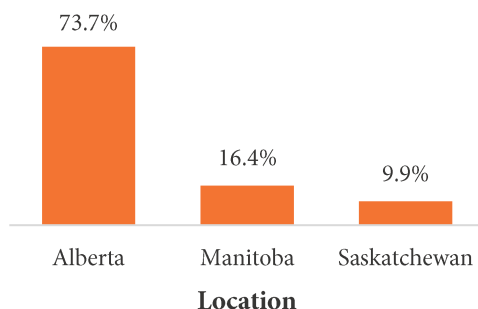


## RESPONDENT DEMOGRAPHIC INFORMATION

### Location of Respondents in the Settlement Department

**Figure 2**

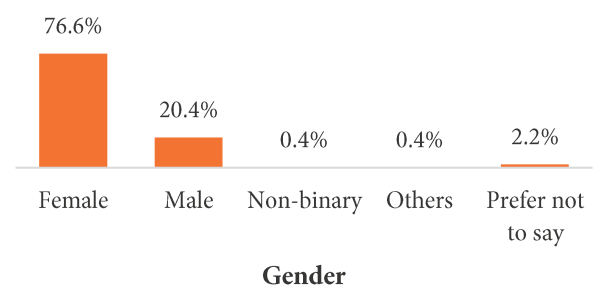
*Location of Respondents by Percentage*



### Gender of Respondents in the Settlement Department

**Figure 3**

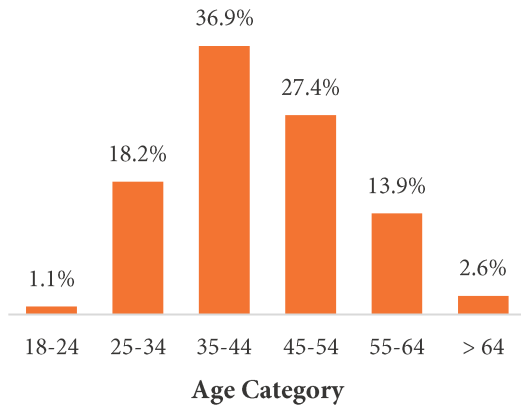
*Gender of Respondents by Percentage*



### Age of Respondents in the Settlement Department

**Figure 4**

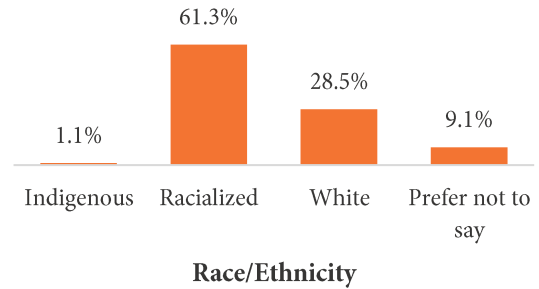
*Age Category of Respondents by Percentage*



### Race and Ethnicity of Respondents in the Settlement Department

**Figure 5**

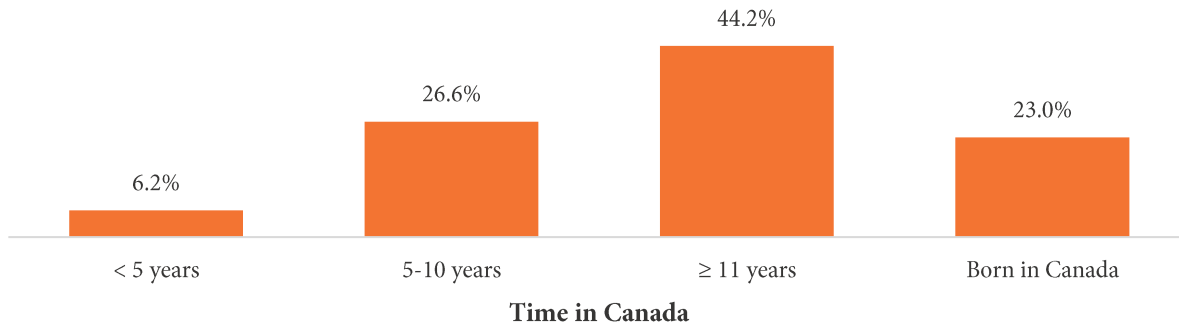
*Race and Ethnicity of Respondents by Percentage*



### Length of Time in Canada of Respondents in the Settlement Department

**Figure 6**

*Length of Time in Canada by Percentage*

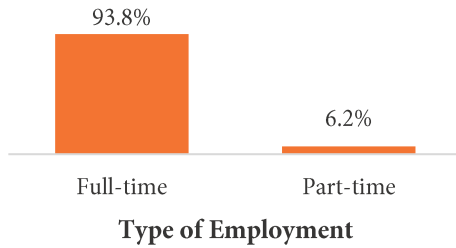


## EMPLOYMENT PROFILE OF RESPONDENTS

### Employment Status of Respondents in the Settlement Department

Figure 7

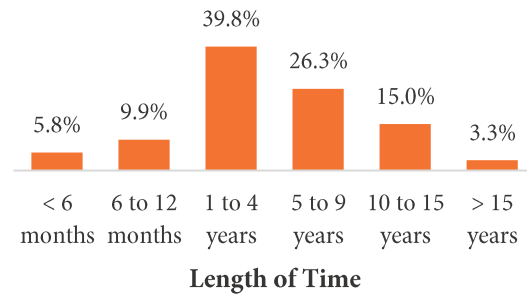
*Employment Status by Percentage*



### Length of Service of Respondents in the Settlement Department

Figure 8

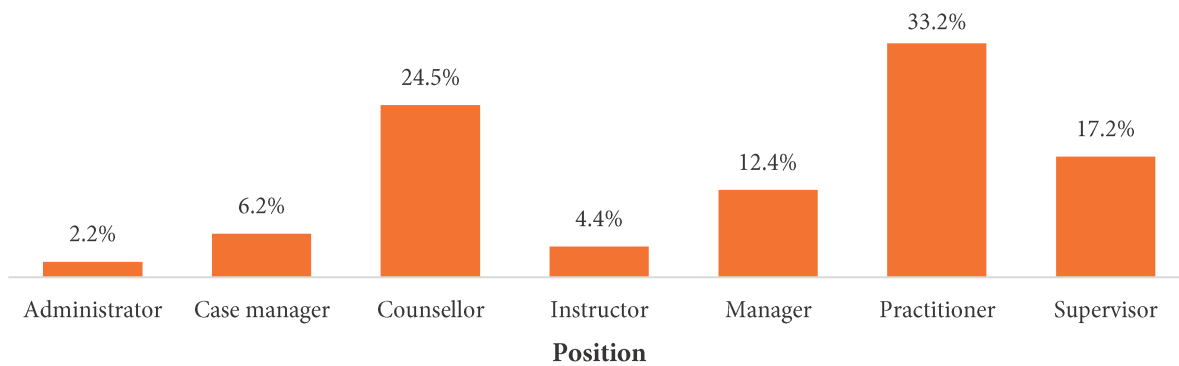
*Length of Service in Current Organization by Percentage*



### Current Position of Respondents in the Settlement Department

Figure 9

*Current Position of Respondents in Agency by Percentage*

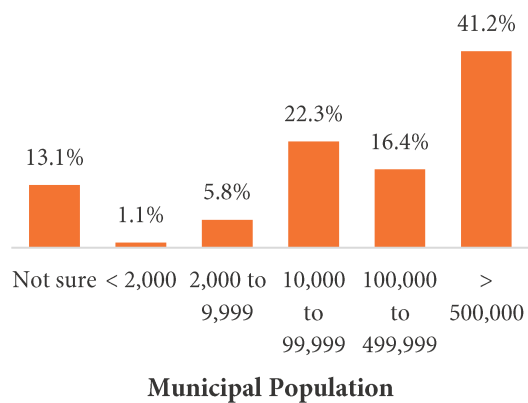


## AGENCY PROFILE OF RESPONDENT

### Municipal Population of Settlement Provider Location for Respondents in the Settlement Department

**Figure 10**

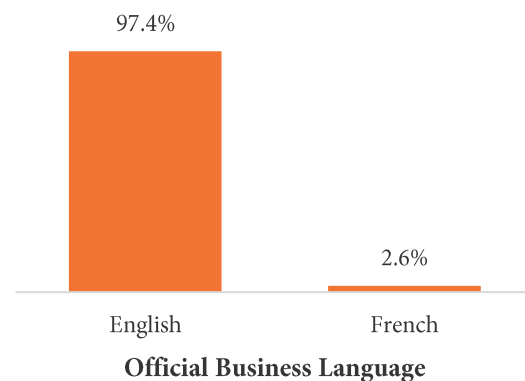
*Municipal Population of Agency Location by Percentage*



### Primary Language of Settlement Provider for Respondents in the Settlement Department

**Figure 11**

*Primary Language of Settlement Service Provider by Percentage*



## ORGANIZATIONAL EVALUATION

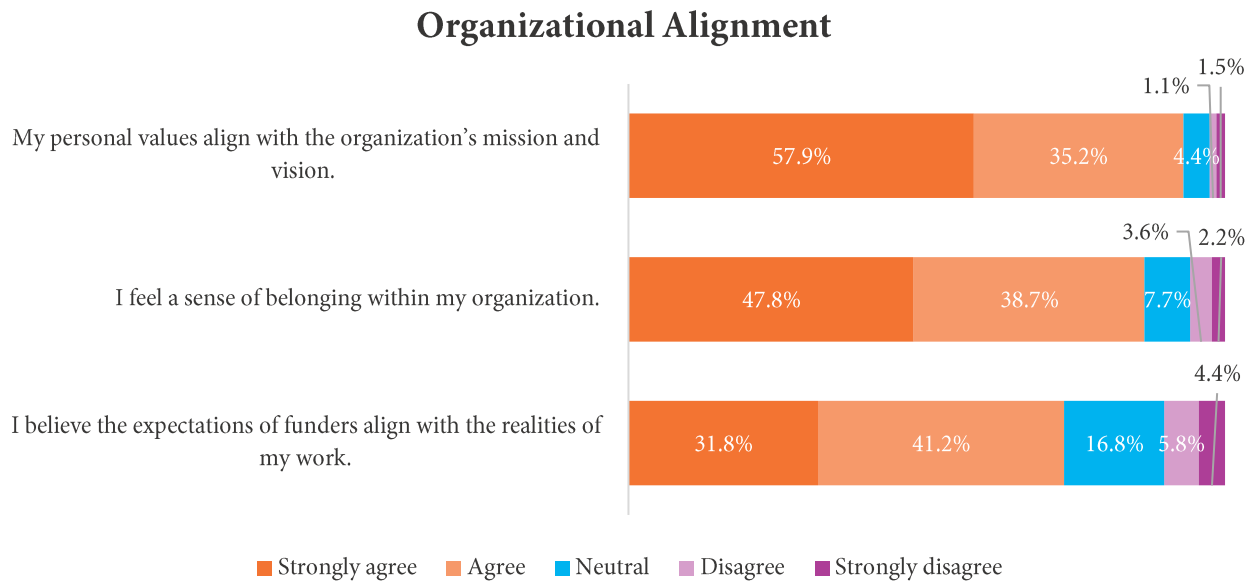
The following sections provide the results of front-line staff in the Settlement program. The results can provide a glimpse of challenges and opportunities present. The following sections have been categorized into six focus areas regarding organizational evaluation perspectives of the Settlement staff:

- Organizational alignment
- Compensation and benefits
- Diversity and inclusion
- Work-life balance wellbeing
- Management and leadership
- Professional growth and stability



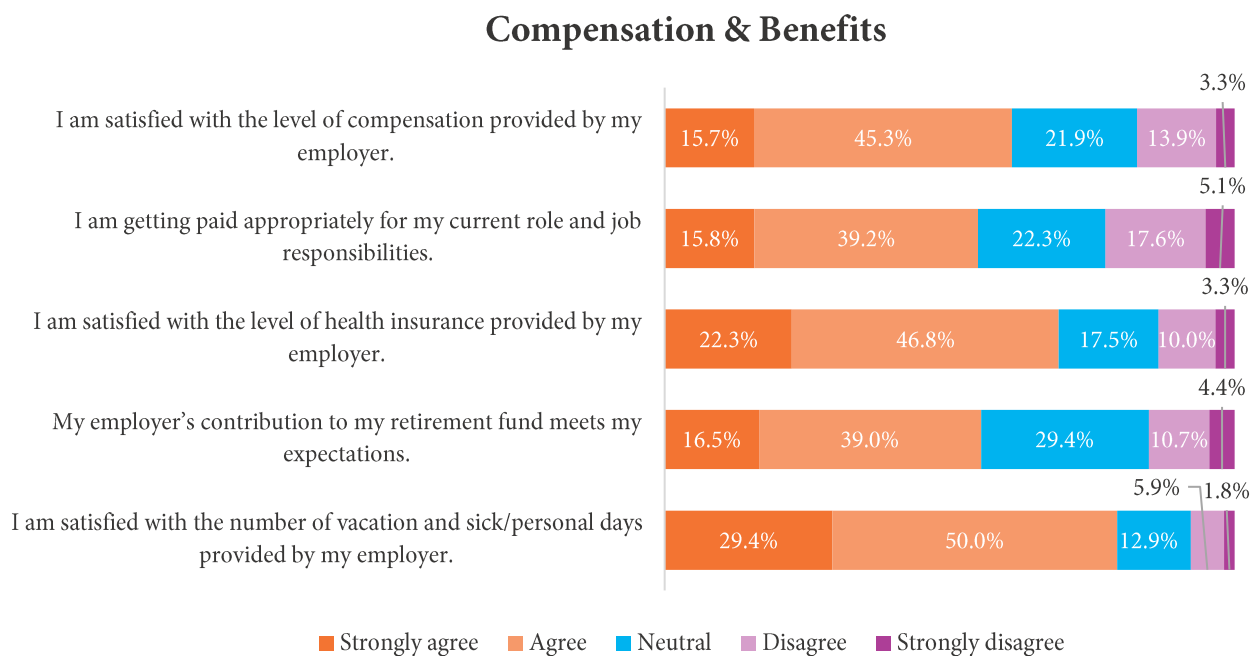
# ORGANIZATIONAL ALIGNMENT

Figure 12



# COMPENSATION AND BENEFITS

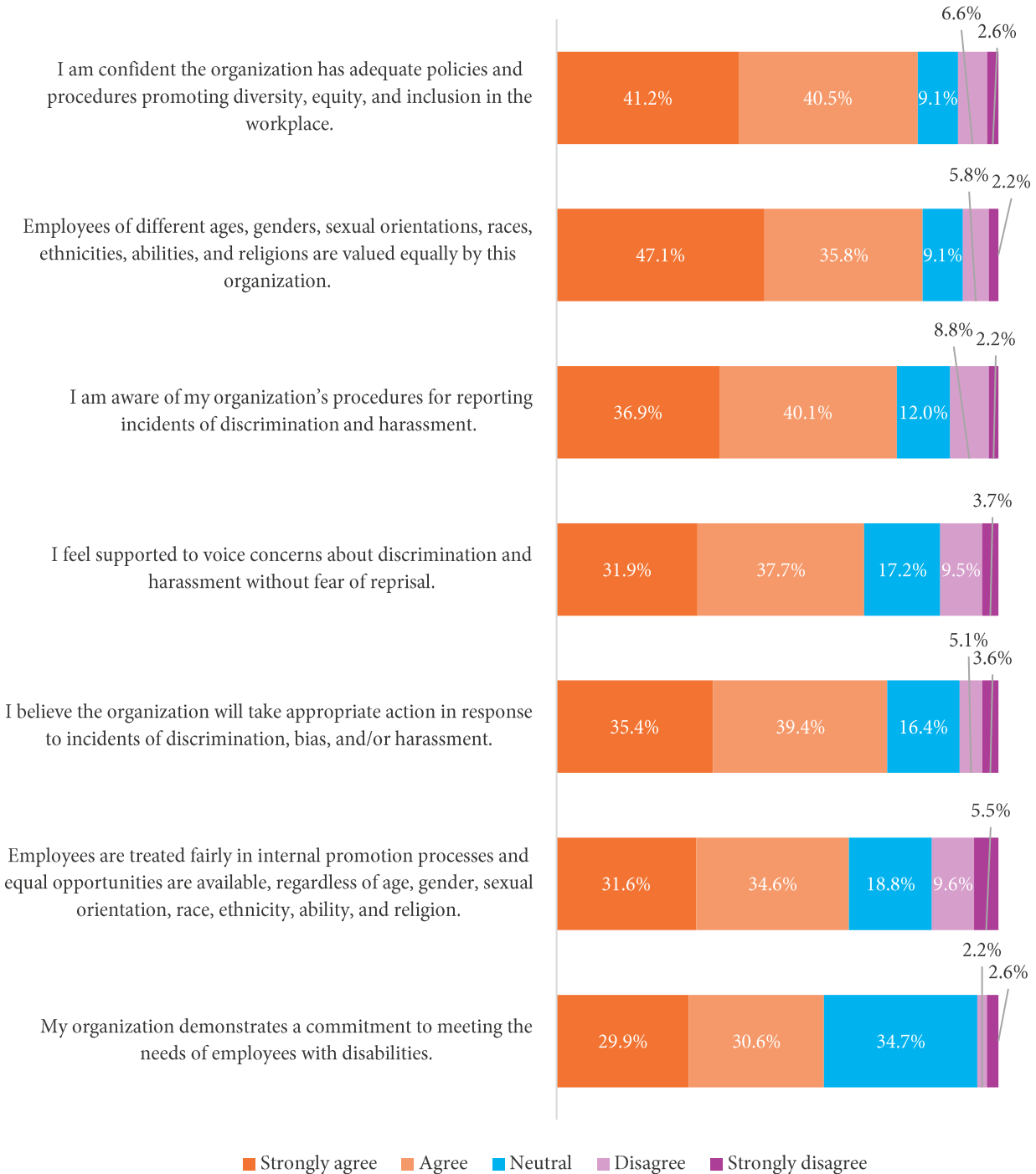
Figure 13



# DIVERSITY AND INCLUSION

Figure 14

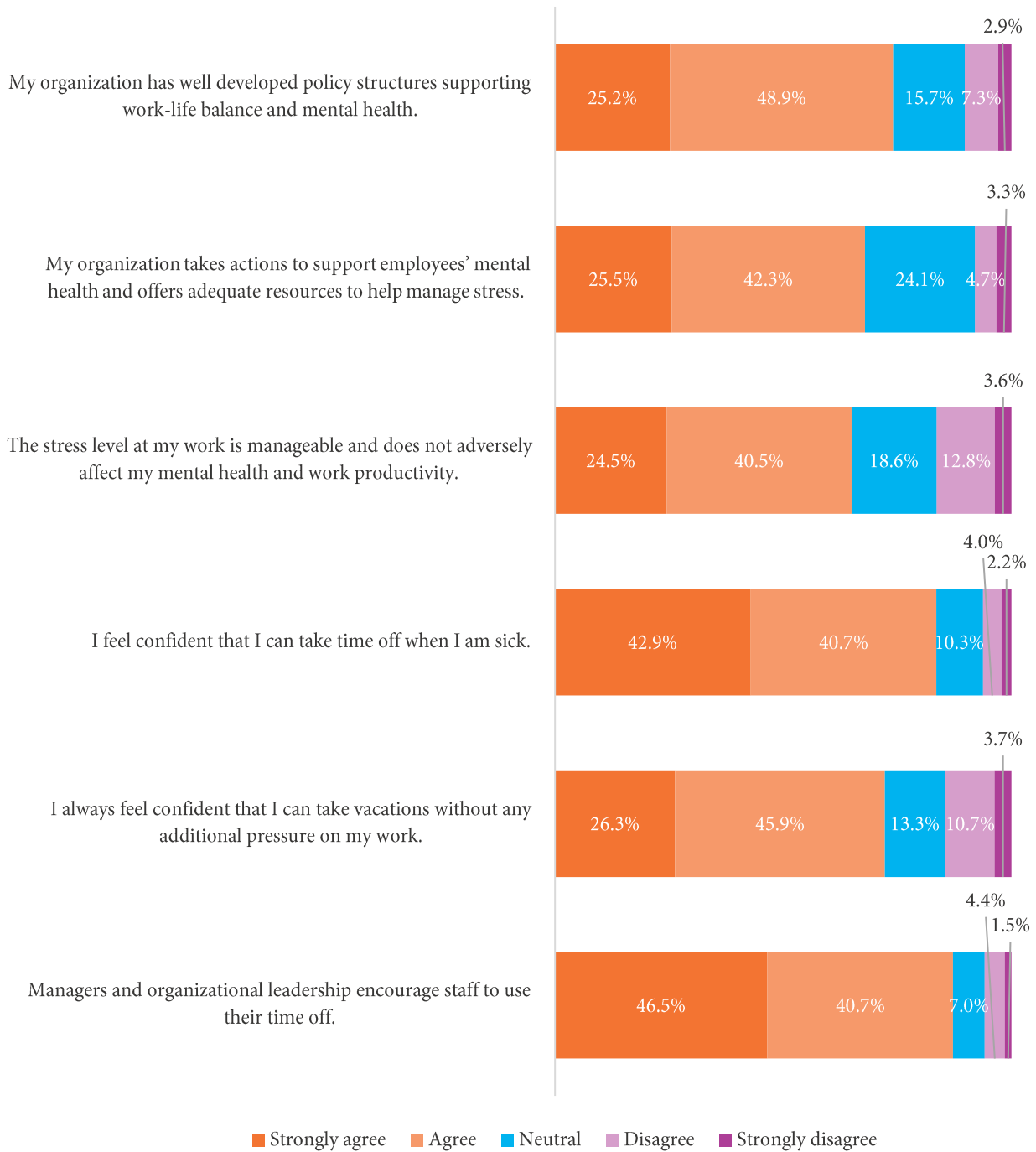
## Diversity & Inclusion



# WORK-LIFE BALANCE AND WELLBEING

Figure 15

## Work-Life Balance & Wellbeing



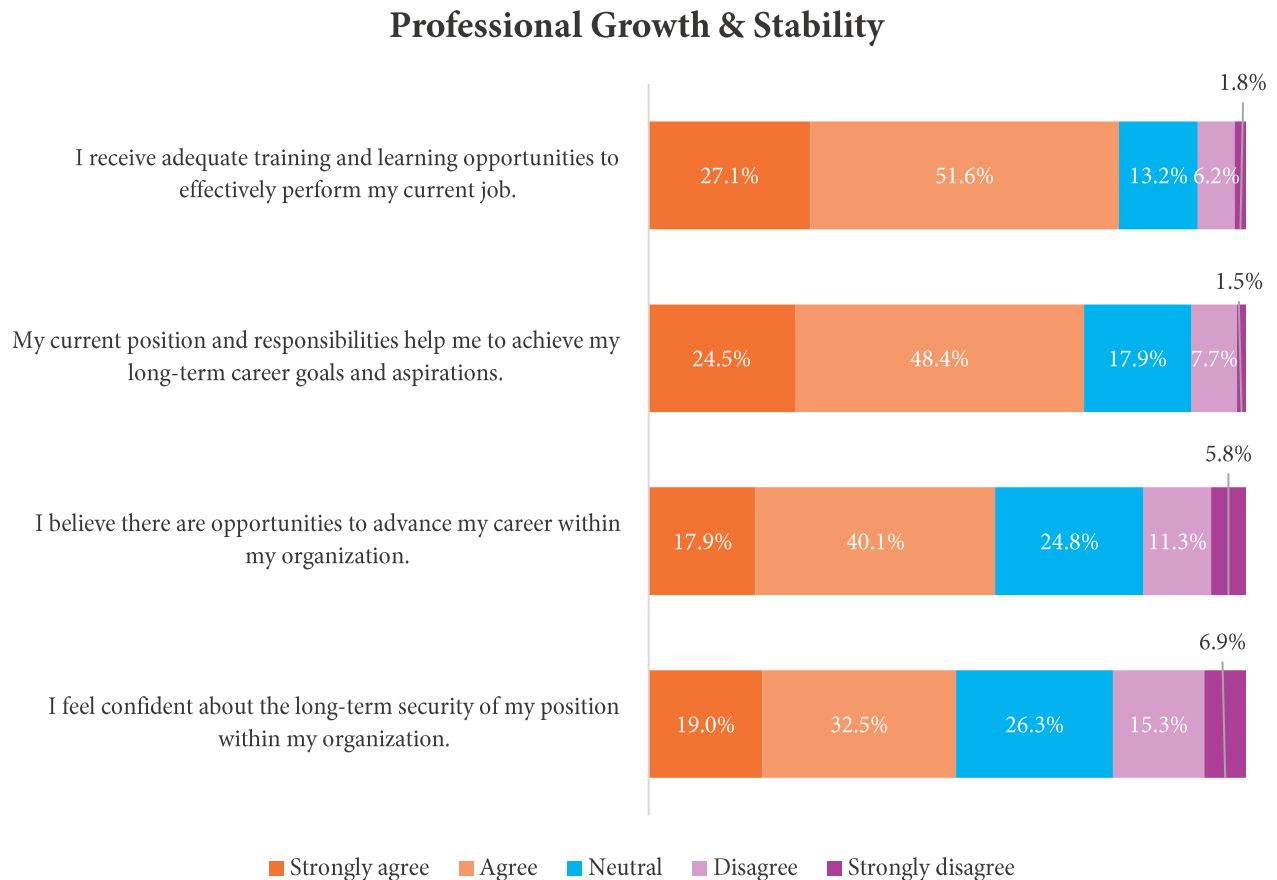
# MANAGEMENT AND LEADERSHIP

Figure 16



# PROFESSIONAL GROWTH AND STABILITY

Figure 17



## FUTURE DIRECTIONS OF FRONT-LINE STAFF

The following sections provides perspectives of front-line staff in the RAP program or department and their plans for the future regarding employment within the newcomer-serving sector. The following sections have been categorized into three focus areas:

- Career plans of front-line Employment staff
- Reasons that would compel Employment staff to leave their current position
- Priorities for improvement that the sector will need to consider

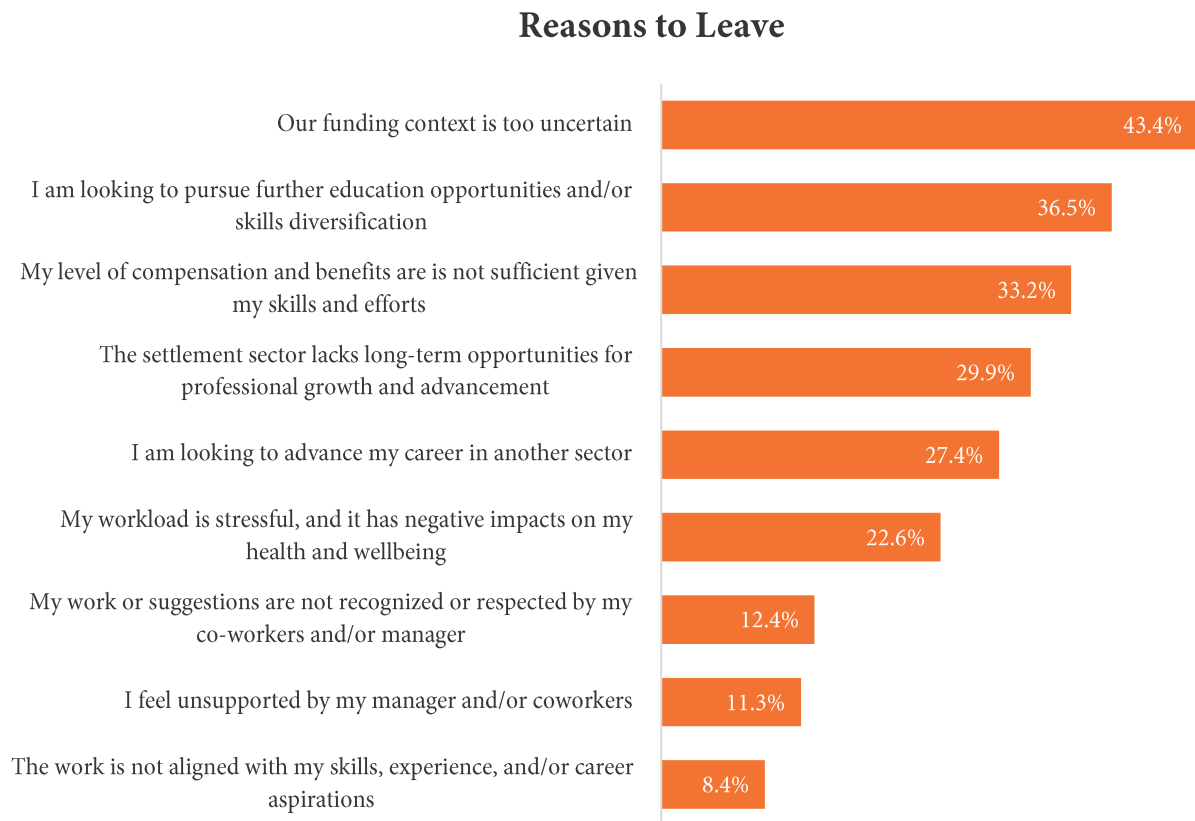
# CAREER PLANS

Figure 18



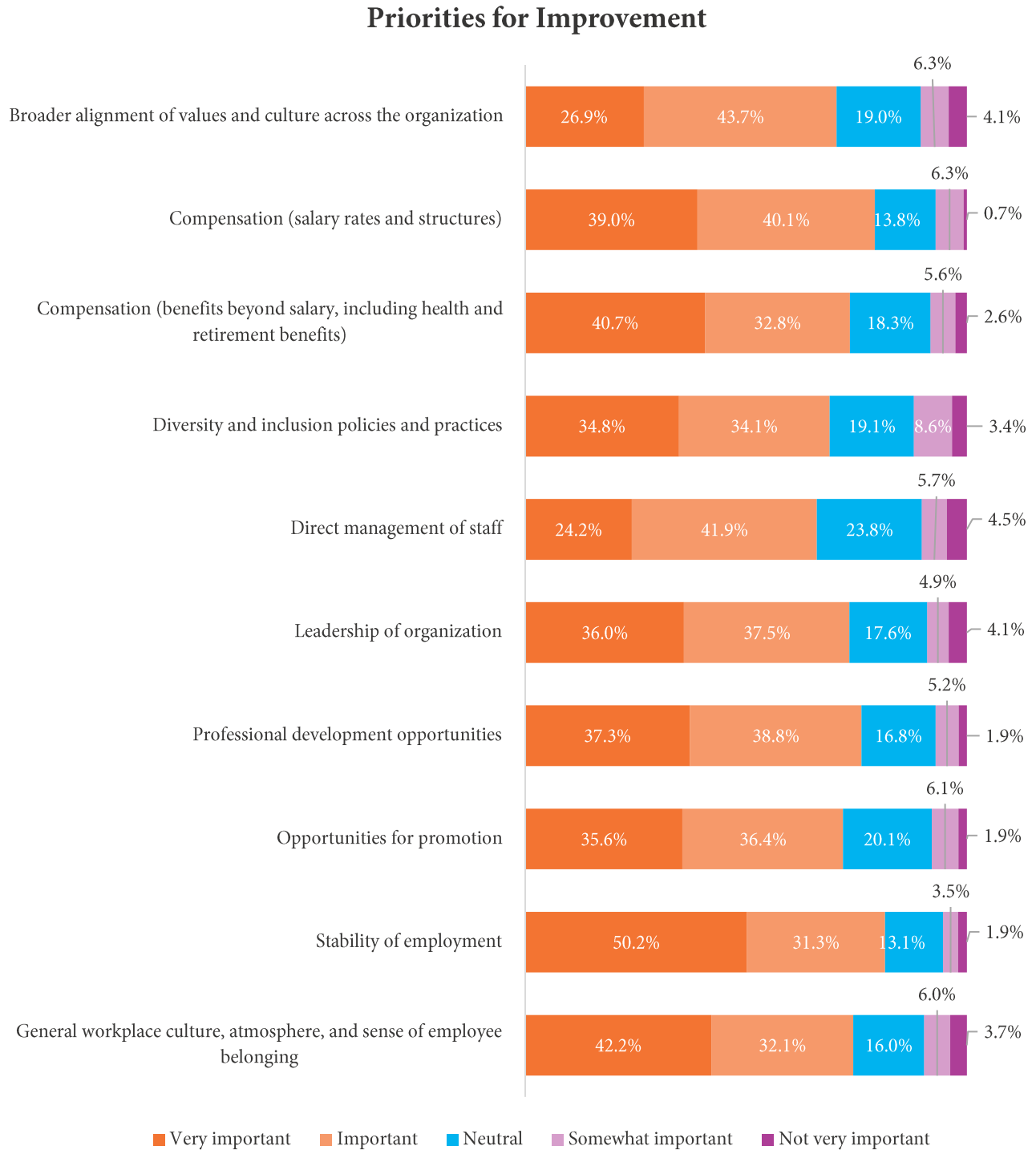
# REASONS TO LEAVE

Figure 19



# PRIORITIES FOR IMPROVEMENT

Figure 20



## CONCLUSION

The HOTS survey results provide the newcomer-serving sector, governments, funders, and other stakeholders critical knowledge and insight to build on and evaluate the systems in place that impact front-line staff within the sector as a conduit to supporting sectoral health. Through data collection across the PNT region, the HOTS survey examined the perspectives of front-line staff within the settlement and integration sector by looking at the employment experience, organizational strengths and challenges, and opportunities available. This report focuses on the perspectives of staff within the **Settlement** program which provides a strategic lens on front-line staff regarding their perspectives on organizational evaluation and their plans for the future within the newcomer-serving sector. Through these results, targeted actions and increased understanding of front-line Settlement staff within the PNT to support a strengthened, sustainable, and equitable settlement and integrations sector.



## REFERENCES

AAISA. (2022). Health of the Newcomer-Serving Sector in the PNT Region: A Survey of Front-line Workers in Alberta, Manitoba & Saskatchewan. Retrieved from: <https://aaisa.ca/research/health-of-the-newcomer-serving-sector-report/>