A model-based framework for measurement of resettlement outcomes in Ontario
GROUP DISCUSSION: NEWCOMER/REFUGEE OUTCOMES IN YOUR WORK

Agenda

1: Introductions
2: RRS Presentation
3: Group Discussion
4: Report Back
5: Synthesis Discussion / Final Remarks
Ontario has been a Canadian leader at the forefront of national efforts to resettled the Syrian refugee cohort.

- Between November 2015 and March 2017, Ontario communities welcomed refugees at an unprecedented level. Approximately 26,400 refugees from all areas of the world resettled in Ontario.

To ensure that refugees and vulnerable newcomers have the right supports for effective integration and prosper in Ontario, the government has:

- Committed to continue to support refugees and vulnerable newcomers with a new investment to help them settle and get the support they need, to successfully integrate into their new lives in Ontario.
- Created the **Refugee Resettlement Secretariat (RRS)** with a two-year mandate to work with partner ministries to address identified barriers linked with social determinants and beyond.
| **Remove Barriers** | • Implement direction from Cabinet to address lessons learned from the large scale resettlement of Syrian refugees.  
• Explore opportunities to expand refugee resettlement and integration in other communities.  
• Chart improved, transparent and repeatable pathways for refugees to access government benefits and services.  
• Develop sustainable model for community volunteers to work with refugees. |
|---------------------|-------------------------------------------------------------------------------------------------|
| **Engagement**      | • Continue inter-/intra-governmental and sector engagement to ensure effective collaboration and alignment of service delivery for refugees.  
• Consult directly with refugees, advocacy groups, services providers, academia and others stakeholders across diverse communities to improve speed and quality of resettlement and integration. |
| **Strategic Communication** | • Develop a comprehensive Communication Strategy that includes:  
  - Ontario’s efforts in resettlement and integration  
  - Ontarians’ engagement in refugee resettlement and integration  
  - Refugee’s enrichment of our social fabric, economic prosperity, and civic life |
| **Performance Management** | • Implement an evaluation framework to measure outcomes and inform policy and program design decisions for refugees and other newcomers. |
There is a need for a rigorous evidence-based approach to resettlement measurement to enable government to make the most informed decisions, lead change in critical services and select, fund, and operate resettlement programs more strategically.

• Looking at one indicator at a time can also unintentionally hide or distort what is really happening
• We need data that can tell us what makes resettlement more effective for some people than others
Current data and metrics to understand refugee outcomes is limited and cannot effectively provide information beyond program reporting.

There is a need for a rigorous evidence-based approach to resettlement measurement to:

- Enable government to make the most informed decisions
- Lead change in critical services; and
- Select, fund, and operate resettlement programs more strategically.

If we only use currently available data, we will have an extremely limited snapshot of Syrian refugees’ first year here and we will have no evidence of the long term paths to resettlement.
## CURRENT CHALLENGES TO MEASURING RESETTLEMENT OUTCOMES

Current and traditional data options do not support this need

<table>
<thead>
<tr>
<th>Approach</th>
<th>Benefits</th>
<th>Limitations</th>
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</table>
| One outcome at a time using local administrative data                   | Depicts refugees in their home communities         | Poor data quality  
Don’t get a holistic view of resettlement  
Can’t track trends over time                                                                       |
| Provincial program data                                                  | Nuances unique to local community                  | Biased set of responses  
Not collected over time  
Limited accuracy  
Focus on outputs not outcomes                                                                  |
| One outcome at a time using provincial ministry administrative data      | Province wide. Standardized. Included full population | Much missing data  
Privacy limitations                                                                 |
| Qualitative inquiry using focus groups of refugees                      | Detailed stories and ethnography                   | High respondent burden  
Limited in breadth                                                                 |
| Mixed methods exploration using focus groups of service providers       | Front line information that might not make it into databases | Confirmation bias  
Non-independent sample                                                                 |
| New provincial data collection efforts                                   | Custom longitudinal population-wide evidence       | Public perception of increased tracking  
Expensive                                                                                         |
| Federal survey data                                                     | Detailed and linkable longitudinal data             | Not always representative at small geographies  
Time delay in access                                                                            |
If we only use currently available data, we will have an extremely limited snapshot of refugee resettlement outcomes no evidence of the long term paths to resettlement.

To address this issue, our the Refugee Resettlement Measurement Framework is based on an innovative three-component approach to building an evidence base:

**Component 1: Qualitative Evidence from Refugees**

**Component 2: Qualitative Evidence from Service Providers**

**Component 3: Quantitative Evidence at Individual and Population Level**
ALIGNMENT ALONG 3 DIMENSIONS

1. **Alignment with principles of best practices**
   Based on indicator selection guidance from
   - UNHCR
   - OECD
   - Statistics Canada

2. **Alignment with what other key Ontario Ministries, OPS initiatives and organizations are doing**
   Strategic alignment with international, national, and local measurement framework
   - The Ontario Human Rights Commission (OHRC)
   - Ministry of Education: Unlocking Student Potential through Data
   - Ontario Youth Action Plan (MCYS)
   - Poverty Reduction Strategy (TBS)
   - Post-Secondary Education Strategic Plan
   - Core Indicators for Public Health
   - Ontario Data Integration Table

3. **Alignment with key subject matter experts**
Consultation with input from:

**Within Ontario Public Service**
- Centre for Excellence in Evidence-based Policy
- Deputy Ministers’ Social Policy Table
- Institute for Clinical Evaluative Services
- Interministerial Committee on Research and Evaluation
- Ministry of Children and Youth Services
- Ministry of Citizenship and Immigration
- Ministry of Community and Social Services
- Ministry of Community and Social Services Data Integration Project
- Ministry of Economic Development and Growth
- Ministry of Education
- Ministry of Finance
- Ministry of Health and Long-term Care
- Ontario Poverty Reduction Committee
- Special Advisory Table on Refugees
- Treasury Board Secretariat
- Anti-Racism Secretariat

**External to Ontario Public Service**
- CAMH
- Canadian Institute for Health Information
- City of Hamilton
- Region of Waterloo
- City of Toronto
- CMHC
- Federal Government: IRCC, Service Canada, Statistics Canada
- Peel Children’s Centre
- Queen’s University
- RAP Service Providers, including COSTI, Wesley Ministries
- Region of Peel
- Ryerson University
- University of Toronto
- York University
- Wellesley Institute
Based on our alignment consultation we developed:

4 KEY OUTCOME DOMAINS

- INTEGRATION
- HEALTH
- EDUCATION
- ECONOMICS
### OUTCOMES WITHIN DOMAINS

#### BROAD OUTCOMES within domains

<table>
<thead>
<tr>
<th>DOMAIN</th>
<th>OUTCOME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settlement and Integration</td>
<td>Refugees live in suitable housing and feel socially connected to their communities and Canada.</td>
</tr>
<tr>
<td>Health</td>
<td>Refugees have high levels of physical and mental health and have access to health care services at rates similar to other Canadians.</td>
</tr>
<tr>
<td>Education</td>
<td>Refugees have access to education and training at an equitable rate that supports their personal potential.</td>
</tr>
<tr>
<td>Economics</td>
<td>Refugees enjoy levels of income on par with other Canadians over time and do not rely on social assistance for long term economic security.</td>
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# INDICATORS within domains.

<table>
<thead>
<tr>
<th>DOMAIN</th>
<th>INDICATORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settlement and Integration</td>
<td>1. Strong sense of belonging to local community</td>
</tr>
<tr>
<td></td>
<td>2. Living in core housing need</td>
</tr>
<tr>
<td>Health</td>
<td>3. Good physical health</td>
</tr>
<tr>
<td></td>
<td>4. Good mental health</td>
</tr>
<tr>
<td></td>
<td>5. Rate of access health care services</td>
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<tr>
<td>Education</td>
<td>6. Language (English/French) at conversational level</td>
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<tr>
<td></td>
<td>7. Progressing through post-secondary and apprenticeship</td>
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<tr>
<td>Economics</td>
<td>8. Employment or self-employment (that matches education)</td>
</tr>
<tr>
<td></td>
<td>9. Income (other than social assistance)</td>
</tr>
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<td></td>
<td>10. Receipt of social assistance</td>
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## 10 INDICATORS TO MEASURE SUCCESS

<table>
<thead>
<tr>
<th>INDICATORS</th>
<th>DESCRIPTION</th>
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<tbody>
<tr>
<td>LANGUAGE</td>
<td>% with ability to use language at conversational level</td>
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<tr>
<td>EDUCATION</td>
<td>% (eligible) who are progressing through post-secondary and apprenticeship</td>
</tr>
<tr>
<td>EMPLOYMENT</td>
<td>% with employment or self-employment (that matches education)</td>
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<tr>
<td>Level of annual income (other than social assistance)</td>
<td></td>
</tr>
<tr>
<td>ASSISTANCE</td>
<td>% receiving social assistance</td>
</tr>
<tr>
<td>SOCIAL INCLUSION</td>
<td>% reporting strong sense of belonging to local community</td>
</tr>
<tr>
<td>HOUSING</td>
<td>% living with core housing needs unmet core housing need</td>
</tr>
<tr>
<td>HEALTH</td>
<td>% with good or very good physical health</td>
</tr>
<tr>
<td></td>
<td>% with good or very good mental health</td>
</tr>
<tr>
<td></td>
<td>Rate of access health care services</td>
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Discussion Questions:

- What outcomes from our framework are most relevant to the work that you do?
- What are the outcomes – both positive and negative – that you have observed in your work with newcomers/refugees?
- Focusing on one outcome, respond to the following two questions:
  - What do you think are the biggest determinants for the outcome; and
  - What do you think are the most promising interventions for supporting positive outcomes for this issue?
FOR MORE INFORMATION

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