



Ministry of Attorney General and  
Minister Responsible for Multiculturalism

# **2005 BCSAP Outcomes and Client Satisfaction Survey Stream 1**

Prepared by:  
**SYNOVATE Ltd. in December 2005**

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

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Appendix:

- Questionnaire
- Stream 1 Logic Model

# OBJECTIVES & METHODOLOGY

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- *Throughout this report, individuals interviewed as part of the research are referred to as “clients”, however they do not represent all agencies’ client groups, as clients who obtain services over the phone or through correspondence and those not able to respond in English or any of the translated languages were not included.*
- As part of its performance evaluation process, the Settlement and Multiculturalism Branch of the Ministry of Attorney General wanted to conduct an outcome survey with its end-user clients.
- These clients are assisted on behalf of the Ministry by various agencies in the province who provide settlement services within four service streams, as follows:
  - Stream 1 – Information & Support Services
  - Stream 2 - Community Bridging Services
  - Stream 3 – English Language Services for Adults
  - Stream 1-3 – Information, Support & English Language Services for Adults
- The objectives for the research were to assess client satisfaction and achievement in reaching some of the immediate and medium term outcomes outlined in each Stream’s Logic Model. In the case of Stream 1, the key outcomes measured in this survey are: Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Confidence and Ability.
- It should be noted that the use of client surveys to measure service outcome achievement is a pioneer activity in this service delivery area. This is the second year that the survey has been conducted, and outcomes developed and refined at this stage will provide baselines or norms for the future.
- This report covers the findings for the Stream 1 Information and Support Services. The Stream 1 Logic Model has been appended to this report for reference.
- To assess the satisfaction and outcomes of Stream 1 clients, questionnaires were handed out at the agencies by staff in 2005.
- A total of 2198 Stream 1 clients completed their survey and inserted it into a drop box provided at the agency, to be forwarded to Synovate or mailed the survey directly back to Synovate in a postage prepaid envelope.
- *It should be noted that the method used to administer the surveys was not necessarily random nor consistent across agencies and thus special caution should be used with interpreting these results.*
- In addition to English, the survey was translated and administered in the most common languages of new immigrants, namely: Chinese, Farsi, French, Korean, Punjabi, Spanish, Vietnamese and Arabic.
- The survey period ran from October 3<sup>rd</sup> to November 1<sup>st</sup>, 2005. However, surveys were processed through until November 10<sup>th</sup>, 2005.
- At the 95% level of confidence, the results on the total sample of 2198 are accurate to within +/-2%. On smaller sub-groups, such as by agency or mother tongue, the margins of error are much wider, meaning large differences are required to be statistically significant. When comparing results between waves, a difference of +/-3% is required to be statistically different.
- Due to confidentiality, results of each agency will be presented directly from the Ministry. This will allow agencies to gauge their own results against the provincial picture and to assess their services based on their own clients’ feedback. It is the Ministry’s intent to discuss results with agencies if there are areas of concern.

# OBJECTIVES & METHODOLOGY

- At the data processing stage, the results (in this report and the tabulations) have been weighted to match the relative distribution of 2005/2006 BC Settlement and Adaptation Program (BCSAP) Stream 1 clients served by each agency. This involved adjusting each agency's sample size (surveys returned) to reflect the annual client caseload expected to be served by each BCSAP Stream 1 service provider. For example, 121 surveys were received and processed for Langley Family Services clients, which represents 6% of all the surveys returned and processed. However, this agency accounts for just over 3% of the total 2005/2006 Stream 1 caseload and so its results have been weighted to match that proportion (ie. to 70 out of 2198 surveys).

<u>Agency</u>	<u>Surveys Obtained</u>	<u>Weighted Sample</u>	<u>Agency</u>	<u>Surveys Obtained</u>	<u>Weighted Sample</u>
Abbotsford Community Services	115	164	MOSAIC (Vancouver & Other)	46	106
Campbell River & Area Multicultural/ Immigrant Service	22*	9	North Shore Multicultural Society	88	122
Central Vancouver Island Multicultural Society	26*	28	Options (Including subcontracts with SUCCESS & PICS)	352	340
Chilliwack Community Services	28*	29	Penticton & District Multicultural Society	24*	12
Comox Valley Family Services	21*	3	Richmond Multicultural Concerns Society	22*	70
Cranbrook Women's Resource Society	2*	1	SUCCESS (Richmond)	140	88
Immigrant Services Society of BC (Tri-Cities)	25*	39	SUCCESS (Vancouver Consortium) - MHHS	59	26
Immigrant Services Society of BC (Vancouver)	58	183	SUCCESS (Vancouver Consortium) - PICS	33	171
Immigrant & Multicultural Services Society Of Prince George	46	79	SUCCESS (Vancouver Consortium) - SUCCESS	433	250
ISS/SOS	39	39	Victoria Immigrant & Refugee Centre Society	45	44
Intercultural Association of Greater Victoria	127	78	VISTA Consortium (Collingwood Neighbourhood House)	43	37
Kamloops Immigrant Society	47	70	VISTA Consortium (Kiwassa Neighbourhood House)	37	18
Kelowna Community Resources Society	30	4	VISTA Consortium (Little Mountain Neighbourhood House)	24*	29
Langley Family Services	121	70	VISTA Consortium (South Vancouver Neighbourhood House)	79	41
Mission Community Services Society	6*	20			
MOSAIC (Burnaby)	60	26			

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

# EXECUTIVE SUMMARY

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- Stream 1 clients continue to be very positive about the ability of their respective agencies to provide them with information and assistance, with over eight-in-ten saying that their agency was very helpful in this regard, and the remainder mostly saying the agency was somewhat helpful.
- Once again, the most common types of agency services used by Stream 1 clients are assistance in filling out forms or applications, advice or information from settlement counsellors, referral or contact information and attending a group information session.
- The majority of Stream 1 clients continue to use several different services at their agency. However, they now use the agency services an average of 6 times, down from 8 times in 2004. This is partly due to the decrease in high frequency users – 15% of clients indicated that they used services at least 10 times currently compared to 19% last year.
- In-line with last year, the vast majority (94%) of Stream 1 clients would recommend the agency to another person.
- What follows is a summary of client success in achieving each of the immediate and medium term outcomes as outlined in the Stream 1 Logic Model. When interpreting these results, it should be kept in mind that this type of surveying for client outcomes is a pioneer activity in this service delivery sector.

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

- Stream 1 clients are most likely to ask for and receive information and assistance on government services e.g. health, schooling and where to get a SIN card or drivers license followed by where they can learn English. Overall, 54% met the major outcome of Increased Understanding Of Canadian Systems and Culture by indicating that they received all the information and assistance they requested from their agency (49%) or received information/assistance when they hadn't asked for anything (5%).

- However, 42% of clients did not receive all that they had requested, including 15% who received some areas, 10% who only received areas they did not ask for and 17% who received none of their request. The balance of clients did not request any info or assistance.

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

- Since receiving services from their agency, 42% of clients are currently able to meet the major outcome of Improved Access and Participation by taking part in over half of the 6 activities that are used to assess this outcome. This is an improvement from 36% who met the outcome a year ago.
- Specifically, 55% to 57% used a library, community centre, recreation facility, medical clinic or employment centre or attended an educational or training program. Almost one-half traveled around town on their own, got to know people who speak English, or went to a social or community event, meeting or class where most people spoke english, while 43% started a job or volunteered. Compared to last year, clients have participated more in most activities with the exception of using a library etc (which has remained unchanged) and “got to know people who speak English” (which has decreased). However, the changes likely reflect wording changes from 2004.

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

- A marked improvement from 2004, 55% of Stream 1 clients achieved the major outcome of Improved Confidence and Ability by indicating an improvement in 3 or more of the 5 individual measures since receiving services at the agency (41% indicated the same a year ago).

# EXECUTIVE SUMMARY

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- Unchanged from 2004, at least 57% of clients feel they can have a better life in Canada, are more comfortable with Canadian customs and can plan for a future job or education. A further 52% are able to meet the new measure of being better able to make plans or set personal goals, while more clients, 45% (compared to 41% in 2004) now feel more equipped to deal with the emotional effects of moving to Canada and the impact of the move on family relationships.
- On the other hand, those least apt to have achieved all 3 of the major outcome measures are as follows:
  - Clients served by Lower Mainland agencies
  - Business class immigrants
  - Korean, Punjabi and English speakers
  - Those who have been in Canada for less than one year
  - Those who use the agency services less frequently

## SUMMARY OF MAJOR OUTCOME ACHIEVEMENT

- This year, 22% of Stream 1 clients achieved all 3 of the outcomes of Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Confidence and Ability. A further 28% met 2 out of 3 of the major outcomes, 31% met 1 out of 3 only, while 20% did not meet any of the 3 outcomes.
- No direct comparison can be made against 2004 because the criteria for the first outcome (Understanding of Canadian Systems and Culture) was changed this year.
- In 2005, region, immigration class, mother tongue, frequency of using agency services, and years Canada are the factors contributing most to outcome achievement.
- The following groups are most apt to have achieved all 3 of the major outcome measures:
  - Clients served by Vancouver Island and Northern BC agencies
  - Refugee and refugee claimants
  - European based languages (excluding English) and Vietnamese speakers
  - Those who have resided in Canada for 1 to 4 years
  - Those who use the agency services more frequently

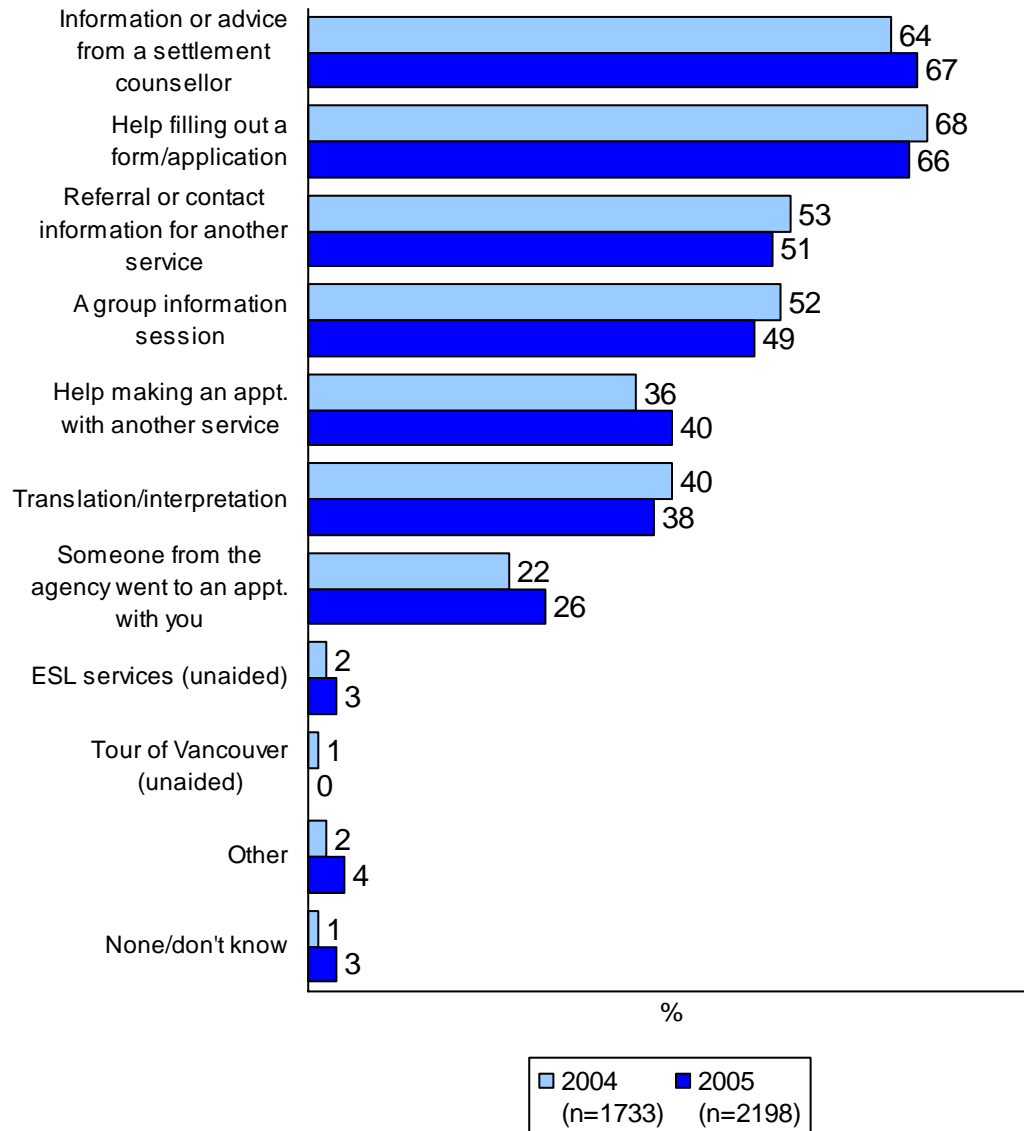
## SUGGESTIONS FOR STREAM 1 SERVICES

- Fewer Stream 1 clients (15%) currently offered a suggestion for improving the program compared to the proportion of clients who provided a suggestion for the agency or its services a year ago (20% offered a suggestion in 2004). offering more choices or expanding the service, having more or higher level English classes and reducing the cost of the programs lead the way among the few suggestions elicited. Another strongly made suggestion or feedback made by clients was commending the agency for doing a good job.

# ANALYSIS OF FINDINGS

## Agency Services Used

### Q1. What services have you used at this agency?



- Consistent with 2004, Stream 1 clients continue to have used a variety of services at their respective agencies. The most common services used are obtaining information or advice from settlement counsellors (mentioned by 67%) and getting help to fill out forms or applications (66%). One-half of Stream 1 clients have used referral or contact information for another service and/or attended a group information session.
- Two-in-five clients have had help making an appointment and/or used the agency translation or interpretation services, while 26% said that someone from the agency accompanied them to an appointment.
- Compared with last year, more Stream 1 clients this year have received information or advice from settlement counsellors, had help making an appointment with another service and were escorted to an appointment by someone from the agency.
- **Unchanged from last year, the majority of Stream 1 clients have used several services at their agency, with the overall number of services used averaging once again at 3.4.**

# ANALYSIS OF FINDINGS

## Agency Services Used

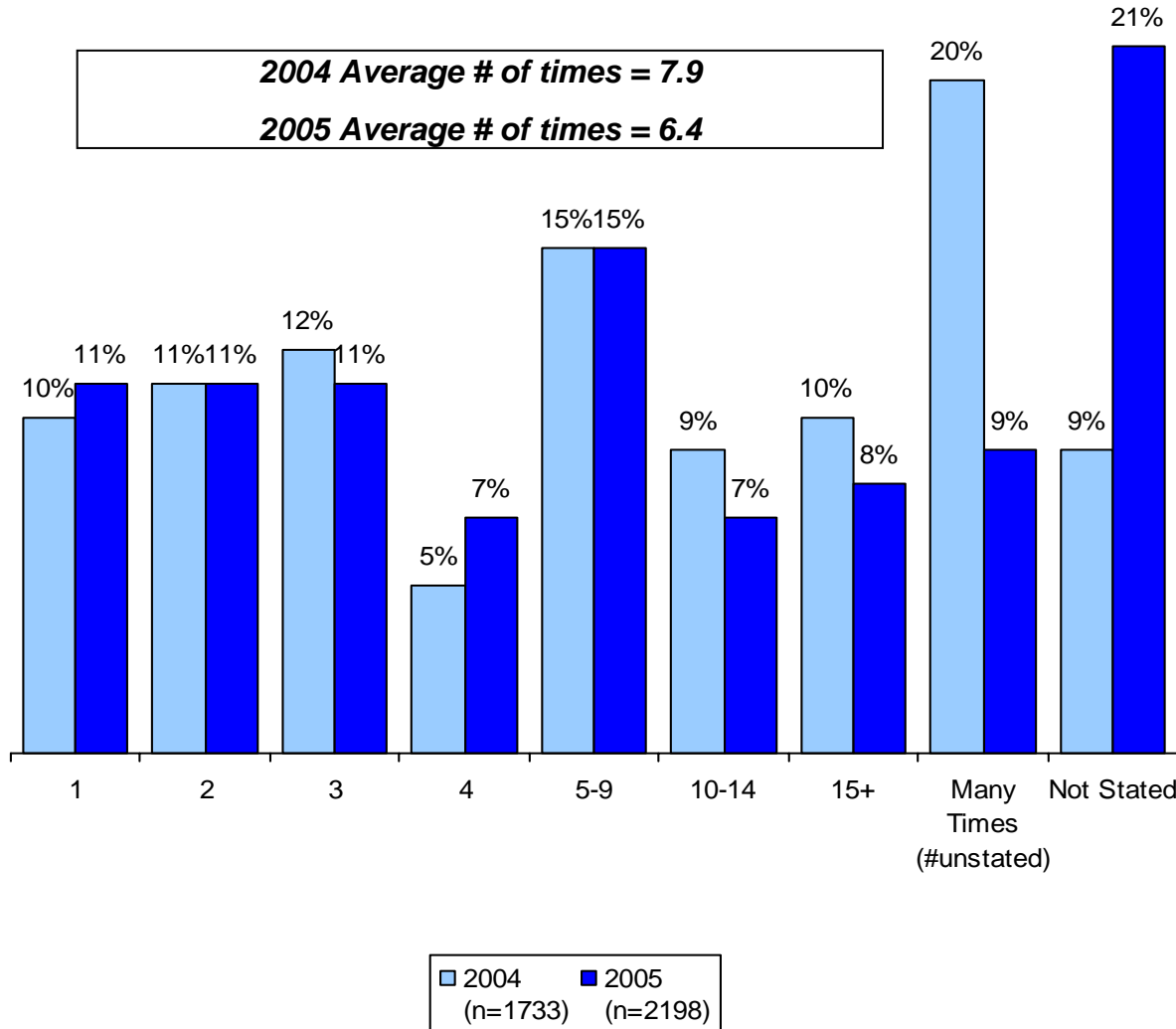
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- The following groups are the most likely to use a greater number of agency services:
  - Non-Lower Mainland residents, particularly those in the Interior and North regions
  - Refugee class (both claimants and sponsored) and family class immigrants
  - Vietnamese and European languages (including French but not English)
  - Those without post-secondary education
  - Those who have been in Canada longer



# Frequency of Service Use

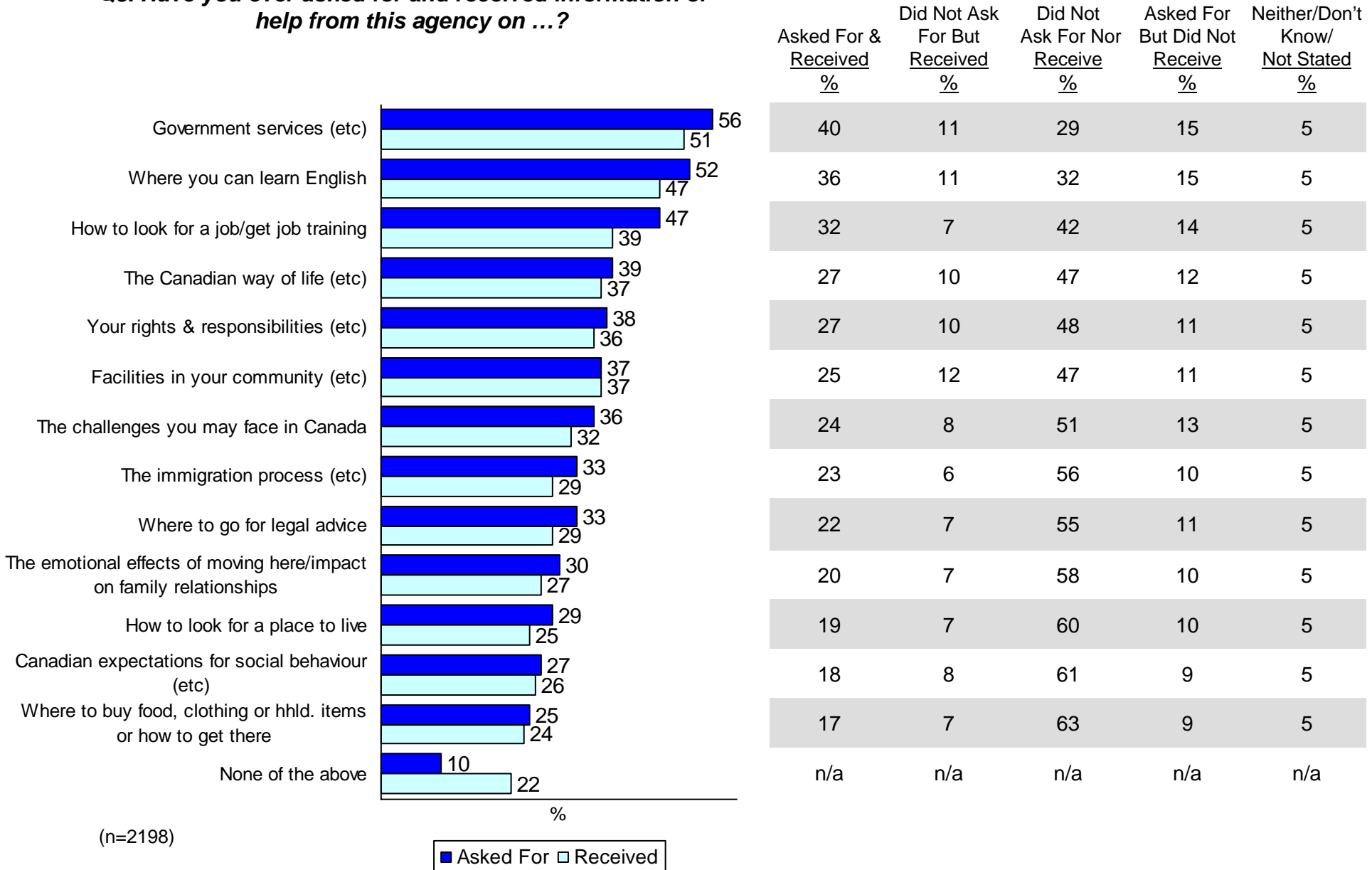
**Q2. About how many times have you used these services at this agency?**



- Stream 1 clients' average frequency of usage of services at their respective agencies has decreased over the past year from about eight times to just over six times. This is largely in part to a decrease in the number of clients using the service 10 or more times. The median frequency remains consistent with 2004 at four visits.
- Interior and Vancouver Island clients, refugee class immigrants (both sponsored and claimants), Spanish speakers and clients who have been in Canada for 5 or more years use the services at the agency with the greatest frequency. On the flipside, Lower Mainland clients, skilled worker and business class immigrants, and those newer to Canada use the services least frequently.

# Increased Understanding Of Canadian Systems And Culture

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



9 Note: For each type of information or help, between 64% and 73% of those who asked for it reported that they had received it.

# Increased Understanding Of Canadian Systems And Culture

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- When it comes to *asking* for information or help from their respective agencies, Stream 1 clients have most often asked for help with government services (56% have), where they can learn English (52%) and how to look for a job or get job training (47%).
- Between 36% and 39% have asked for more information about the Canadian way of life, their rights and responsibilities as a new immigrant, facilities in their community and challenges they may face in Canada.
- One-third of Stream 1 clients have asked for information on the immigration process and where to go for legal advice.
- Less common areas that Stream 1 clients ask for help with include the emotional effects of moving here, how to look for a place to live, Canadian expectations for social behaviour and where to buy food, clothing or household items.
- Only 10% have never asked for help with any of the above areas.
- The types of information and help *received* most often by Stream 1 clients generally correspond with the types of information asked for most often, led by government services (51%) and where to learn English (47%) followed by how to get a job, the Canadian way of life, rights and responsibilities and facilities in their community (mentioned by between 36% and 39% of clients). All other areas were received by no more than one-third of clients.
- Over one-in-five Stream 1 clients (22%) indicate that they did not receive information or help on any of the 13 stated areas from their agency.
- The following groups are most apt to have received all the information or help they requested (or to have received something when they asked for nothing):
  - Northern BC clients
  - Refugees (sponsored and claimants)
  - European language (including French and excluding English) and Vietnamese speakers
  - Those who have been in Canada for 1 to 4 years
  - Those who have used the agency 10+ times
- Conversely, the following groups are least apt to have received all the information or help they asked for:
  - English and Punjabi speakers
  - Those living in Canada for more than 5 years
  - Family class immigrants

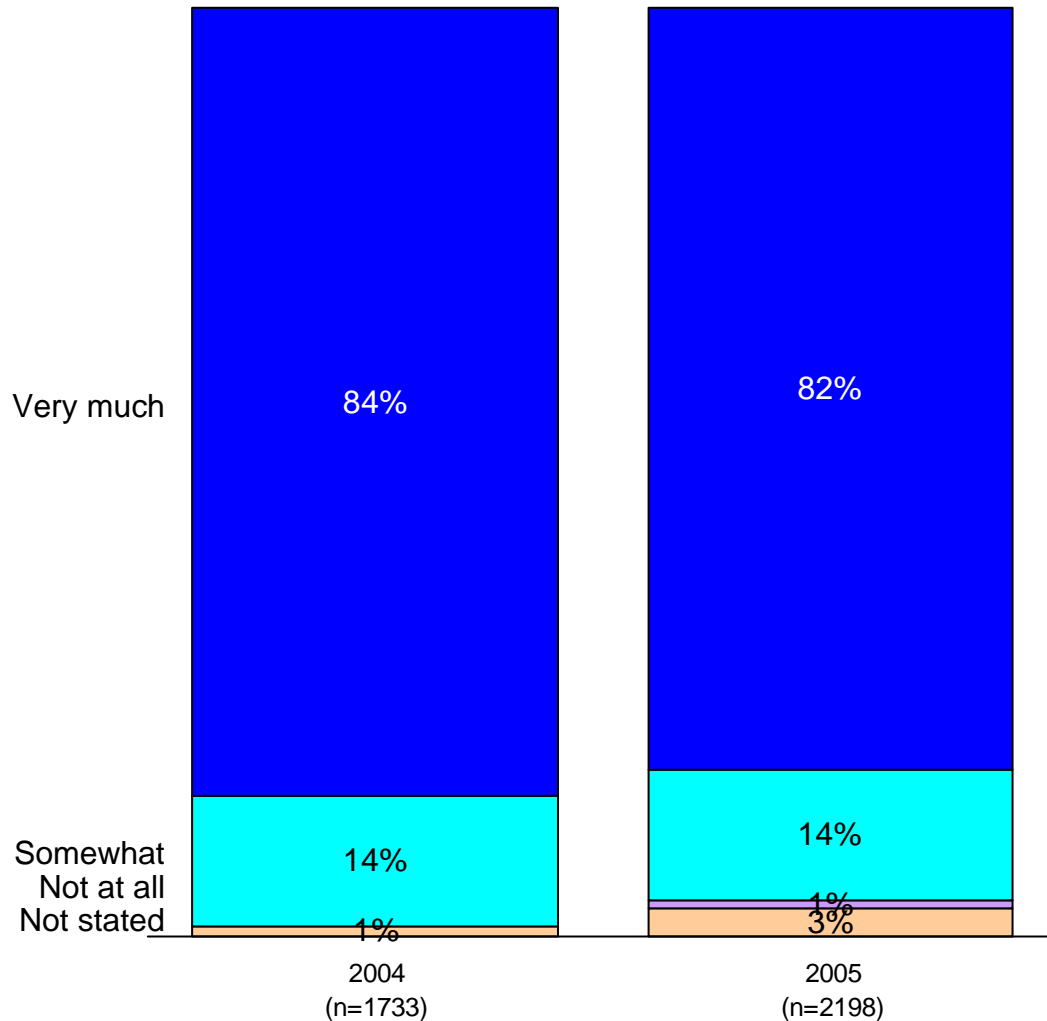
# Increased Understanding Of Canadian Systems And Culture

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- When it comes to matching requests for information or help with the actual outcome, for most areas, the majority of Stream 1 clients who asked for information or help received it. Specifically, among those who asked for each type of information or help, over two-thirds received what they were asking for.
- Government services, where to learn English and how to look for a job are the three areas clients are most apt to request info and assistance on and to receive what they are ask for, while how to look for a place to live, Canadian expectations for social behaviour and where to buy food, clothing and household items and how to get there are least apt to be both asked and received.
- However, for all areas between 9% and 15% of clients asked for a specific type of information or help but did not receive it from their agency. Conversely, for all informational areas roughly one-in-ten clients say they did not ask for the information or help, but nevertheless received it.
- Punjabi and English speakers and those with less than a high school education are the most likely to indicate that they asked for, but did not receive assistance. On 10 out of 13 areas, these groups were significantly more likely to report a gap in terms of not getting what they asked for.
- Overall, 54% of Stream 1 clients meet the outcome for Increased Understanding of Canadian Systems and Culture, by indicating that they received help and information on every area that they asked for or received help when they didn't ask for any. Conversely, 17% of clients did not receive anything they asked for, 10% only received info and help on areas they did not ask for while 15% received help and info on some areas they asked for.
- Note that in 2004, this outcome was based simply on receiving at least 6 out of 11 types of information or assistance, regardless of whether they had been requested. Due to the change in criteria for this outcome, direct comparisons have not been made.

# Agency Assistance

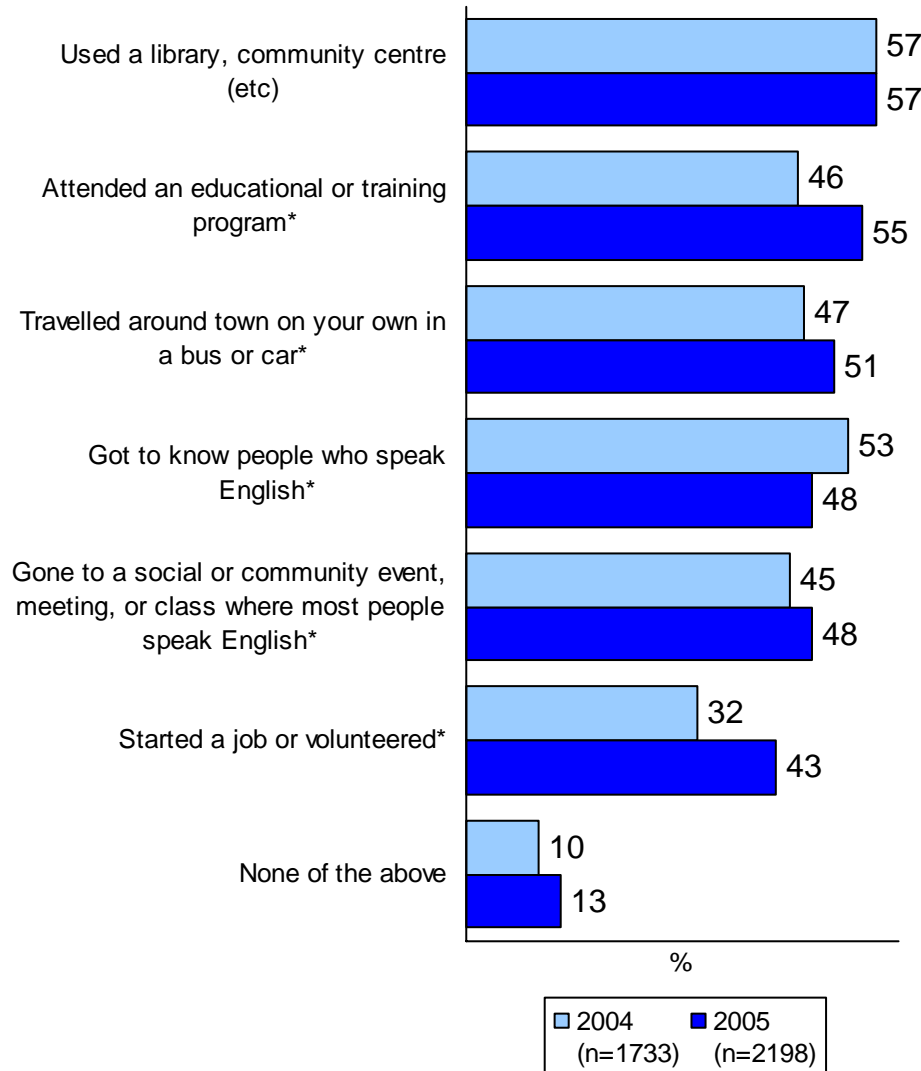
**Q4. Overall, how much has this agency helped you by providing information and assistance?**



- Unchanged from 2004, 82% of Stream 1 clients report that their agency helped them very much by providing information and assistance.

# Improved Access And Participation

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



\* Wording changed slightly from 2004.

- Since receiving agency services, 57% say they have used a library, community centre, recreation facility, medical clinic or employment centre which is consistent with 2004 results. Another 55% say they have attended an educational or training program and 51% have travelled around on their own in a bus or car with both of these being significantly higher than in 2004.
- 48% of Stream 1 clients say they got to know people who speak English since receiving agency services (slightly below 2004 levels), while the same number have gone to a social or community event, meeting or class.
- On another positive note, 43% have started a job or volunteered since receiving agency services, which is significantly higher than the 32% reported in 2004.
- Differences in ratings for the above mentioned are likely influenced by changes in wording compared to 2004. For instance, in 2004 clients were asked if they started a job or volunteered where most people speak English, whereas in 2005 they were simply asked if they started a job or volunteered (not necessarily with people who speak English).
- **42% of Stream 1 clients meet the outcome for Improved Access and Participation as they have done at least four of the six listed activities. This is significantly higher than 2004 when 36% met the outcome.**

# Improved Access And Participation

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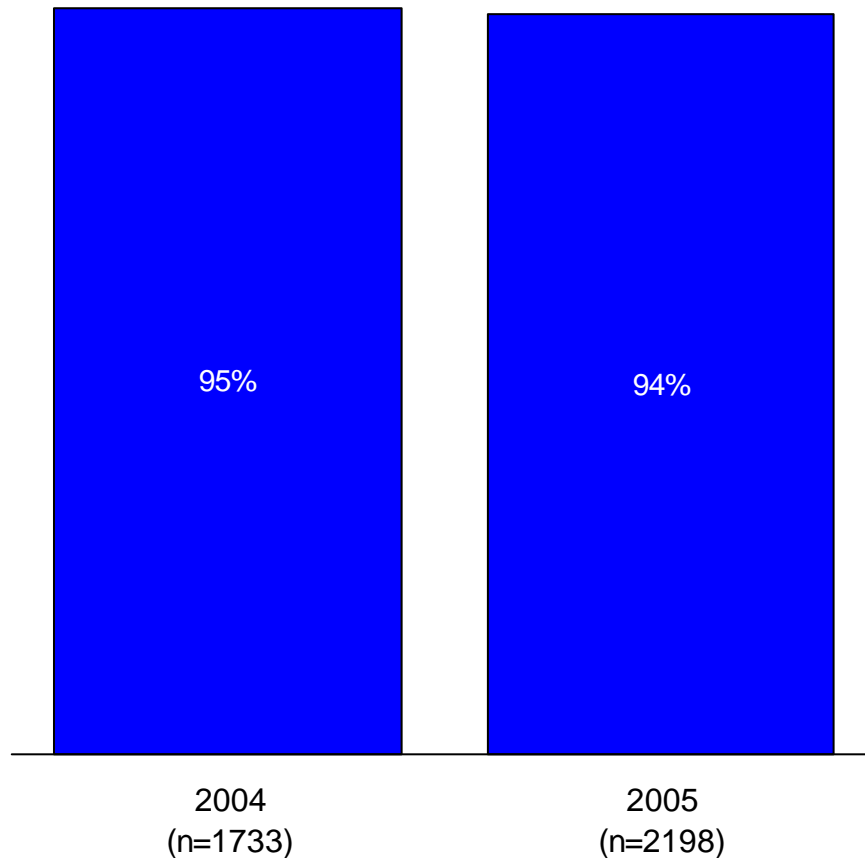
- The following groups of clients met the Improved Access and Participation outcome by doing four or more of the six listed activities:
  - Clients from Northern BC, the Interior and Vancouver Island
  - Refugee class clients
  - Permanent residents
  - Vietnamese, Arabic, Tagalog and European language speakers (including French but excluding English)
  - Those who have been in Canada for at least one year
  - Those who use the agency with greater frequency (4+ times)
  - Those with lower levels of education
- On the flipside, the following categories of clients were least likely to meet the outcome:
  - Lower Mainland agency clients
  - Business class immigrants
  - Those who indicate that they are neither citizens nor permanent residents
  - Cantonese, Spanish and Korean speakers
  - Those who have resided in Canada for less than a year
  - Those with higher levels of education
  - Those who have used the agency's services less than four times

# Overall Satisfaction and Willingness to Recommend

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

- % Yes -



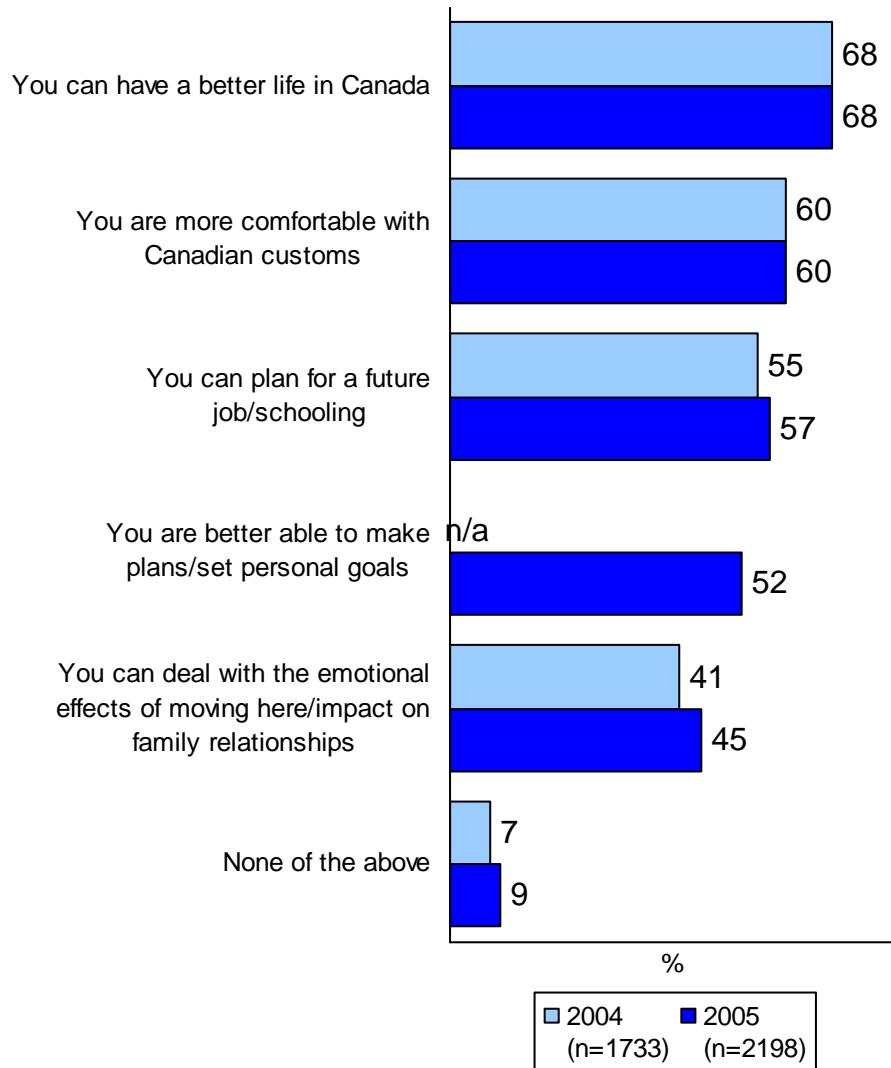
- Consistent with 2004 when clients were asked if they would tell someone else about the information and support services at the agency, 94% of Stream 1 clients currently report that they would actually tell someone else *to use* these services at their agency.
- Mandarin speakers, high frequency clients (those who used the service 10+ times), those aged 19 to 54 and those who have resided in Canada for less than a year are particularly likely to recommend usage of the services. However, English and Punjabi speakers are least inclined to do so.

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



# Improved Confidence And Ability

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



- Since receiving services at their agency, the majority of Stream 1 clients say they feel they can live a better life in Canada, are more comfortable with Canadian customs and can plan for a future job or schooling.

- Another 52% feel they are better able to make plans or set personal goals since receiving agency services while 45% feel they can better deal with the emotional effects of moving here, which is higher than the 41% reporting the same in 2004.

- **55% of Stream 1 clients currently meet the outcome for Improved Confidence and Ability as they have improved on at least three of the five areas. This is a significant improvement from the 41% registered in 2004.**

- The following clients were most apt to meet the Improved Confidence and Ability outcome:
  - Those served by Northern BC, Interior and Vancouver Island agencies
  - Refugee class immigrants
  - Tagalog and European language speakers (other than English)
  - Those who used the agency more often (especially those who used it 10+ times)
  - Those who have been residing in Canada for at least one year
  - Those with lower levels of education

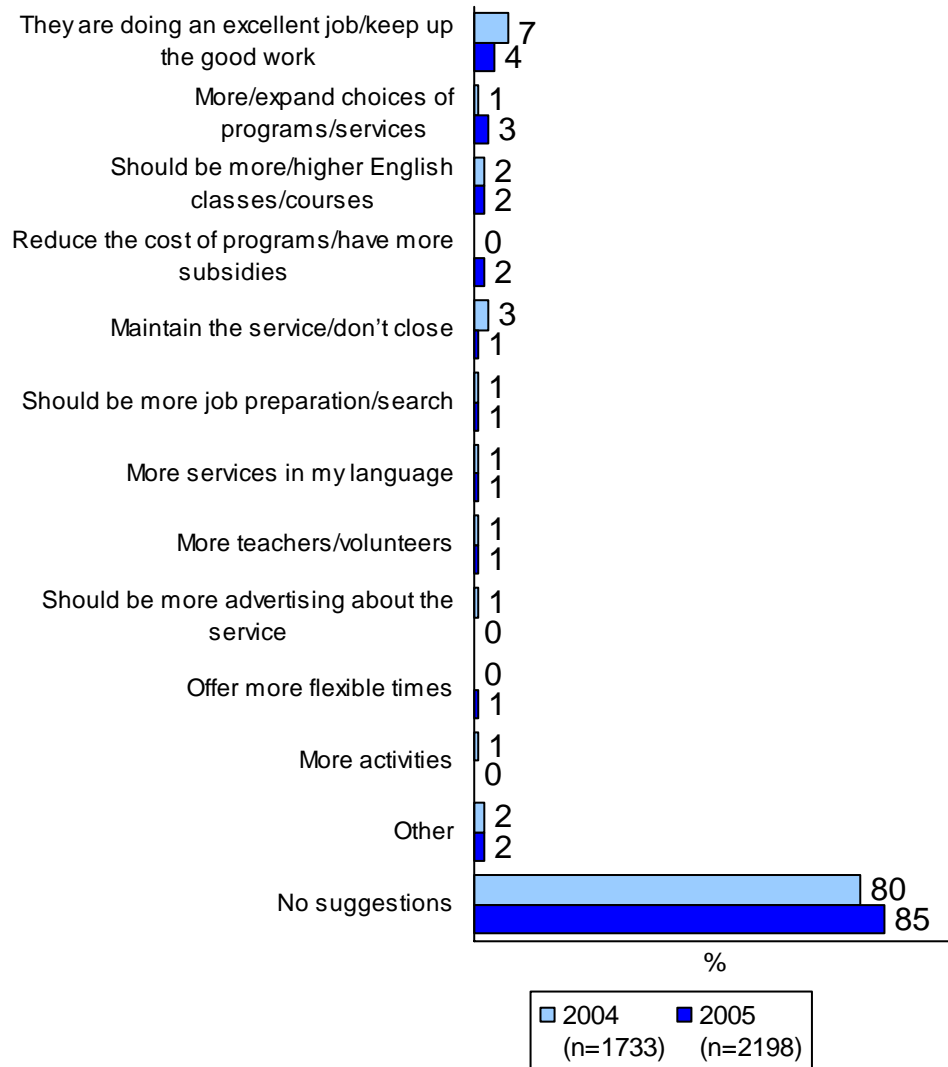
# Improved Confidence And Ability

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- The following client groups are least apt to meet the Improved Confidence and Ability outcome:
  - Clients served by Lower Mainland and Fraser Valley agencies
  - Cantonese and Korean speakers
  - Those who used the agency less often (especially those who used it 1-3 times)
  - Those who have been residing in Canada for less than one year
  - Those with higher levels of education

# Suggestions For the Agency Or Its Services

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



- When asked for suggestions for improving the program, only 15% of clients had any comments to make (fewer than in 2004).
- Suggestions this year include to have or expand the choices of programs, have more and/or higher level English courses and to reduce the cost of the programs. 4% simply say the agency is doing an excellent job and to keep up the good work.

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

# Respondent Profile

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

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

- The average Stream 1 client has been living in Canada for almost four years, which is lower than the average of almost five years recorded in 2004.

# Respondent Profile

## D2. What country did you immigrate from?

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

- One-quarter of Stream 1 clients are from China, which is consistent with 2004. Another 22% immigrated from India, which is higher than the 16% reported in 2004. Also in-line with last year, one-in-ten clients continue to come from South Korea and 5% from Taiwan.
- No other country of origin accounts for more than 4% of Stream 1 clients.
- Compared to 2004, the proportion of clients who immigrated from Taiwan, Iran, Vietnam, South American and European countries, has edged down. Conversely, those from the African continent have doubled to 4%.

# Respondent Profile

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

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

- Stream 1 clients typically entered Canada under the family class status (36%) or as a skilled worker (28%). Another one-in-ten entered under the business class while a similar proportion have refugee (government or private sponsored) status.
- Immigration class status of Stream 1 clients is generally consistent with 2004 findings, with the exception that the number of refugee class immigrants (government or private sponsored) has decreased slightly from a year ago.

# Respondent Profile

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## ***D4. Are you a:***

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

- Almost two-thirds of Stream 1 clients are permanent residents, while 19% are Canadian citizens and 9% have some other type of status. Compared with the 2004 make-up of Stream 1 clients, there are currently more permanent residents and slightly less Canadian citizens.

# Respondent Profile

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## ***D5. Your age:***

	2004 <u>Total</u>	2005 <u>Total</u>
Base	1733	2198
	<u>%</u>	<u>%</u>
Under 19	2	2
19 – 54	76	74
55+	13	13
Not stated	9	11

- The majority of Stream 1 clients continue to fall into the 19 and 54 age category. Another 13% are 55 and older and only 2% are under 19 years of age. Age ranges are consistent with 2004 findings.



# Respondent Profile

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

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

- 25% of Stream 1 clients say they first learned to speak Mandarin, while another 21% learned to speak Punjabi first. Compared with 2004, there are slightly more Mandarin and Punjabi speakers among Stream 1 clients.
- Other more common mother tongues of Stream 1 clients include Spanish, Korean, Cantonese and Farsi, with Spanish and Cantonese registering at slightly lower levels than in 2004. No other language accounts as the mother tongue for more than 3% of Stream 1 clients.
- Among less prevalent mother tongues spoken by clients, Vietnamese has dropped marginally, while Tagalog/Filipino languages and Arabic has increased.

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

# Respondent Profile

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## *D7. What level of education have you completed so far?*

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

- Half of Stream 1 clients report that they have some type of post secondary schooling. 26% have graduated from high school leaving only 17% who say they have less than a high school education.

# Respondent Profile

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## ***D9. Region***

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

- The majority of Stream 1 clients live in the Lower Mainland (72%) with another 13% residing in the Fraser Valley. 7% are on Vancouver Island, while 4% live in the Interior and 4% in Northern BC. Compared with 2004 results, this year there are more Stream 1 clients from the Fraser Valley and Northern BC and less from the Interior.

# Questionnaire



\*\*\*Please Complete This Survey One Time Only \*\*\*



Information & Support Services Survey

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

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

**or**

**Mail your survey to Synovate Research in the envelope provided**

**(it is already addressed and postage has been paid)**

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

**Q1. What services have you used at this agency?**

Please  All That Apply

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

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

<b>Q3. Have you ever asked for or received information or help from this agency on:</b>	<b>Please <input checked="" type="checkbox"/> the types of information or help you have ever asked this agency for</b>	<b>Please <input checked="" type="checkbox"/> the types of information or help that you have ever received from this agency</b>
The Canadian way of life, such as holidays, what people do in their free time, customs or general habits	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>1</sup>
Government services, such as health, schooling or where to get a SIN card or drivers license	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>2</sup>
Where you can learn English	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>3</sup>
How to look for a place to live	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>4</sup>
How to look for a job or get job training	<input type="checkbox"/> <sup>5</sup>	<input type="checkbox"/> <sup>5</sup>
Where buy food, clothing or household items or how to get there	<input type="checkbox"/> <sup>6</sup>	<input type="checkbox"/> <sup>6</sup>
Facilities in your community, such as the library, parks, recreation programs, sports or hobbies	<input type="checkbox"/> <sup>7</sup>	<input type="checkbox"/> <sup>7</sup>
The challenges you may face in Canada	<input type="checkbox"/> <sup>8</sup>	<input type="checkbox"/> <sup>8</sup>
The immigration process, such as making a refugee claim or sponsoring family members	<input type="checkbox"/> <sup>9</sup>	<input type="checkbox"/> <sup>9</sup>
Your rights and responsibilities as a new immigrant to Canada	<input type="checkbox"/> <sup>10</sup>	<input type="checkbox"/> <sup>10</sup>
Where to go for legal advice	<input type="checkbox"/> <sup>11</sup>	<input type="checkbox"/> <sup>11</sup>
Canadian expectations for social behaviour, such as disciplining children or relations between men and women	<input type="checkbox"/> <sup>12</sup>	<input type="checkbox"/> <sup>12</sup>
The emotional effects of moving here or the impact on family relationships	<input type="checkbox"/> <sup>13</sup>	<input type="checkbox"/> <sup>13</sup>

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

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

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

Please  All That Apply

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

Please Turn Over ➡

**Q6. Since receiving services at this agency do you feel that:**

Please  All That Apply

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

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

- <sup>1</sup> Yes
- <sup>2</sup> No

**Q9. Do you have any suggestions to improve the program?**

\_\_\_\_\_

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

**D2. What country did you immigrate from?**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> <sup>1</sup> China     | <input type="checkbox"/> <sup>8</sup> Japan         | <input type="checkbox"/> <sup>15</sup> South Korea |
| <input type="checkbox"/> <sup>2</sup> England   | <input type="checkbox"/> <sup>9</sup> Mexico        | <input type="checkbox"/> <sup>16</sup> Taiwan      |
| <input type="checkbox"/> <sup>3</sup> Fiji      | <input type="checkbox"/> <sup>10</sup> Pakistan     | <input type="checkbox"/> <sup>17</sup> Ukraine     |
| <input type="checkbox"/> <sup>4</sup> Hong Kong | <input type="checkbox"/> <sup>11</sup> Philippines  | <input type="checkbox"/> <sup>18</sup> USA         |
| <input type="checkbox"/> <sup>5</sup> India     | <input type="checkbox"/> <sup>12</sup> Romania      | <input type="checkbox"/> <sup>19</sup> Vietnam     |
| <input type="checkbox"/> <sup>6</sup> Indonesia | <input type="checkbox"/> <sup>13</sup> Russia       | <input type="checkbox"/> <sup>20</sup> Yugoslavia  |
| <input type="checkbox"/> <sup>7</sup> Iran      | <input type="checkbox"/> <sup>14</sup> South Africa | <input type="checkbox"/> <sup>96</sup> Other _____ |

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

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

**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> 19-54 <sup>3</sup> 55 +

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

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

**D7. What level of education have you completed so far?**

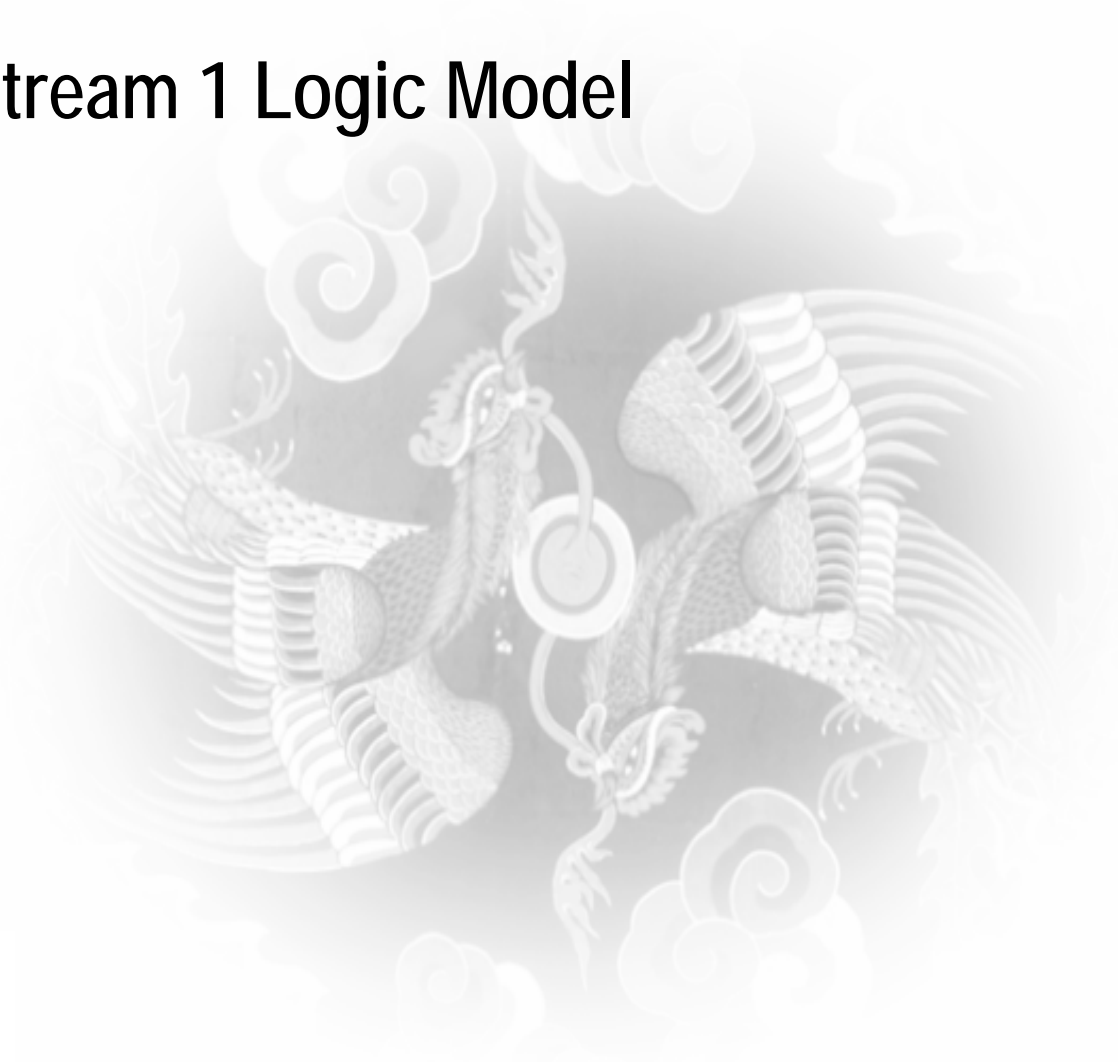
- <sup>1</sup> Less than high school
- <sup>2</sup> Graduated from high school
- <sup>3</sup> Attended or completed college or university

**Thank you for completing the survey.  
Please return to the drop box at this agency or mail it back in the envelope provided.**

**DO NOT COMPLETE THIS SECTION**

- |  |   |
|--|---|
| <sup>1</sup> ABBOTSFORD COMMUNITY SERVICES                 | <sup>17</sup> MOSAIC - BBY SUCCESS SITE                 |
| <sup>2</sup> CAMPBELL RIVER & AREA MISA                    | <sup>18</sup> MOSAIC -VANCOUVER AND OTHER SITES         |
| <sup>3</sup> CENTRAL VANC. ISLAND MS                       | <sup>19</sup> NORTH SHORE MULTICULTURAL SOCIETY         |
| <sup>4</sup> CHILLIWACK COMMUNITY SERVICES                 | <sup>20</sup> OPTIONS (INCLUDING SUBCONTRACT W/SUCCESS) |
| <sup>5</sup> COMOX VALLEY FSS                              | <sup>21</sup> PENTICTON AND DISTRICT                    |
| <sup>6</sup> FAMILY EDUCATION & SUPPORT CENTRE (MR)        | <sup>22</sup> RICHMOND MCS                              |
| <sup>7</sup> ICA OF GREATER VICTORIA                       | <sup>23</sup> SUCCESS (RICHMOND)                        |
| <sup>8</sup> IMMIGRANT SERVICES SOCIETY OF BC (TRI-CITIES) | <sup>24</sup> SUCCESS (VANC. CONSORTIUM) - MHHS         |
| <sup>9</sup> IMMIGRANT SERVICES SOCIETY OF BC (VANC)       | <sup>25</sup> SUCCESS (VANC. CONSORTIUM) - PICS         |
| <sup>10</sup> IMSS OF PRINCE GEORGE                        | <sup>26</sup> SUCCESS (VANC. CONSORTIUM) - SUCCESS      |
| <sup>11</sup> ISS/SOS (SEPARATE LOCATION)                  | <sup>27</sup> VIRC                                      |
| <sup>12</sup> JEWISH FAMILY SERVICES (METRO AND RMD)       | <sup>28</sup> VISTA CONSORTIUM (COLLINGWOOD NH)         |
| <sup>13</sup> KAMLOOPS IS                                  | <sup>29</sup> VISTA CONSORTIUM (KIWASSA NH)             |
| <sup>14</sup> KELOWNA COMMUNITY RESOURCES SOCIETY          | <sup>30</sup> VISTA CONSORTIUM (LITTLE MOUNTAINNH)      |
| <sup>15</sup> LANGLEY FAMILY SERVICES                      | <sup>31</sup> VISTA CONSORTIUM (SOUTH VANCOUVERNH)      |
| <sup>16</sup> MISSION COMMUNITY SERVICES                   | <sup>32</sup> CRANBROOK WOMEN'S RESOURCE SOCIETY        |

# Stream 1 Logic Model



**BCSAP Stream 1 (Information & Support Services)**  
Logic Model

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

