



Ministry of Attorney General and
Minister Responsible for Multiculturalism

2005 BCSAP Outcomes and Client Satisfaction Survey Stream 2

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For:
Ministry of Attorney General
Settlement and Multiculturalism Division

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OBJECTIVES & METHODOLOGY

- *Throughout this report, individuals interviewed as part of the research are referred to as “clients”, however they do not represent all agencies’ client groups. Clients who were not able to respond in English or any of the translated languages and youth clients under the age of 14 were not included in the survey.*
- As part of its performance evaluation process, the Settlement and Multiculturalism Division wanted to conduct an outcome survey with its end-user clients.
- These clients are assisted on behalf of the Ministry by various agencies in the province who provide settlement services within four streams, as follows:
 - Stream 1 – Information & Support Services
 - Stream 2 - Community Bridging Services
 - Stream 3 – English Language Services For Adults
 - Stream 1-3 – Information, Support & English Language Services For Adults
- The objectives for the research were to assess client satisfaction and achievement in reaching some of the immediate and medium term outcomes outlined in each Stream’s Logic Mode. In the case of Stream 2, the key outcomes measured in this survey are: Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Confidence and Ability.
- 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 2005 findings for the Stream 2 Community Bridging Services in the form of matching new immigrants to adult host and youth buddy volunteers. Where possible, comparisons against 2004 have been included. The Stream 2 Logic Model has been appended to this report for reference.
- To assess the satisfaction and outcomes of Stream 2 clients, a survey was conducted with adults and youths who were in the program between January 2005 and June 2005.
- A total of 112 adult clients were surveyed by telephone between July 15 and August 7, 2005 from 266 listings provided by the agencies to the Ministry. Due to special privacy considerations surrounding youths, the Ministry distributed approximately 250 paper questionnaires to the parents/guardians of their youth clients, using addresses provided by the agencies. A total of 22 youth surveys were mailed back to Synovate. The deadline for completing and returning surveys was initially August 19, 2005. However, this date was extended into September due to the low survey return rate.
- *It should be noted that the method used to administer the surveys to the youths 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 (Cantonese or Mandarin in the telephone survey), Farsi, Korean, Punjabi, Spanish, Vietnamese, French and Arabic.
- At the 95% level of confidence, the results are accurate to within +/- 7% on the total adult sample of 112 (after applying the Finite Population Correction Factor). When comparing 2005 to 2004 among adult clients a difference of +/-10 percentage points is required for statistical significance at the 95% level of confidence. For the youth sample and for smaller sub-groups, such as by agency or mother tongue, the margins of error are much wider.

OBJECTIVES & METHODOLOGY

- At the data processing stage, the adult client data (in this report and individual agency's tabulations) have been weighted to match the relative distribution of 2005/2006 BC Settlement and Adaptation Program (BCSAP) Stream 2 clients (adults) 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 2 service provider. For example, 15 surveys were received and processed for North Shore Multicultural Society adult clients, which represents 13% of all the surveys returned and processed. However, this agency accounts for 9% of the adult client listings provided by the agencies to the Ministry and so its result have been weighted to match that proportion (ie. to 10 out of 112 surveys):

<u>Agency</u>	<u>Adults</u>		<u>Agency</u>	<u>Surveys</u>
	<u>Obtained</u>	<u>Weighted Sample</u>		<u>Obtained</u>
Immigrant Services Society of BC (ISS)	21	19	Frog Hollow Neighbourhood House	2
Inter-Cultural Association of Greater Victoria	12	33	Ray Cam Centre	1
Kelowna Community Resources Society	8	7	Riley Park Community Centre	9
MOSAIC	14	7	South Vancouver Neighbourhood House	1
North Shore Multicultural Society	15	10	West End Community Centre	4
SUCCESS (Tri-Cities)	12	7	Not stated	<u>5</u>
SUCCESS (Richmond)	14	18	Total	22
Surrey Delta Immigrant Services Society	4	3		
YMCA	<u>12</u>	<u>8</u>		
Total	112	112		

- The current youth data was not weighted due to the low rate of returns.
- Weighting was applied so that the total results would reflect the relative number of clients served by each agency rather than the relative number of surveys conducted with each agency's clients. Please note that all responses are accounted for and presented in each individual agency results.
- Due to confidentiality, results of each agency will be presented directly from the Ministry. This will allow agencies to gauge their own results against the provincial picture and to assess their services based on their own clients' feedback. It is the Ministry's intent to discuss results with agencies if there are areas of concern.

EXECUTIVE SUMMARY

- The majority of adult and youth Stream 2 clients continue to say the program has helped them live in Canada and also say they would recommend the program to others. However, compared with last year, ratings for the helpfulness of the program are not quite as strongly positive, while the proportion who would recommend the program generally remains steady.
- Further, while adult and youth clients continue to report that they have enjoyed the time they have spent with their host volunteer or buddy, clients are slightly less likely this year (compared with 2004) to say they enjoyed the time very much (62% this year versus 80% last year among adult clients and 64% this year versus 84% last year among youth clients).
- While the majority of adult and youth clients continue to say that their host volunteer/buddy and agency staff helped them to some degree by providing information and support, ratings of host volunteers by adult clients are not quite as positive as last year (adult clients meanwhile rate agency staff just as positively as they did last year).
- The typical adult Stream 2 client has met with their host volunteer for five months and met an average of four times per month. Both the duration and the frequency of meeting among adult clients is marginally lower this year compared with 2004. Youth clients report an average duration of 15 months and a meeting frequency of just under eight times a month, both which appear to be higher than 2004 levels.
- Youth clients continue to be more likely to participate in activities with their buddy than adult clients are with their host volunteer. The majority of youth clients continue to report participating in at least four of the six activities with their buddy. Meanwhile, only 29% of adult clients have met the threshold by participating in four or more of the activities with their host volunteer (down from with 55% last year).

- What follows is a summary of client success in achieving each of the immediate and medium term outcomes as outlined in the Stream 2 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: IMPROVED ACCESS & PARTICIPATION

- This year, 7% of adult clients and 18% of youth clients meet the major outcome of Improved Access & Participation by reporting that their host volunteer/buddy assisted them with at the majority of the stated activities and that they independently completed more than half of the other stated activities since joining the program. While this youth clients findings are unchanged compared with 2004, less adult clients have met this outcome compared to last year.

MAJOR OUTCOME: INCREASED UNDERSTANDING OF CANADIAN SYSTEMS AND CULTURE

- Consistent with 2004, 50% of adult clients and 36% of youth clients meet the major outcome of Increased Understanding of Canadian Systems and Culture this year. Adult clients who have been in the program for a longer period of time (six plus months) are more apt to have met this outcome compared with those who have been in the program for a shorter period.

MAJOR OUTCOME: IMPROVED CONFIDENCE AND ABILITY

- This year, 84% of adult clients and two-thirds of youth clients continue to report feeling more confident on two or more of: improved comfort with Canadian customs, having a better life in Canada and being able to plan for a future job/schooling.

SUMMARY OF MAJOR OUTCOME ACHIEVEMENT

- Just below one in ten adult and youth clients currently achieve all three major outcome thresholds for Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Confidence and Ability. Another four in ten among each of the client groups achieved two of the three major outcome thresholds. Current findings among adult clients are less positive than in 2004.

EXECUTIVE SUMMARY

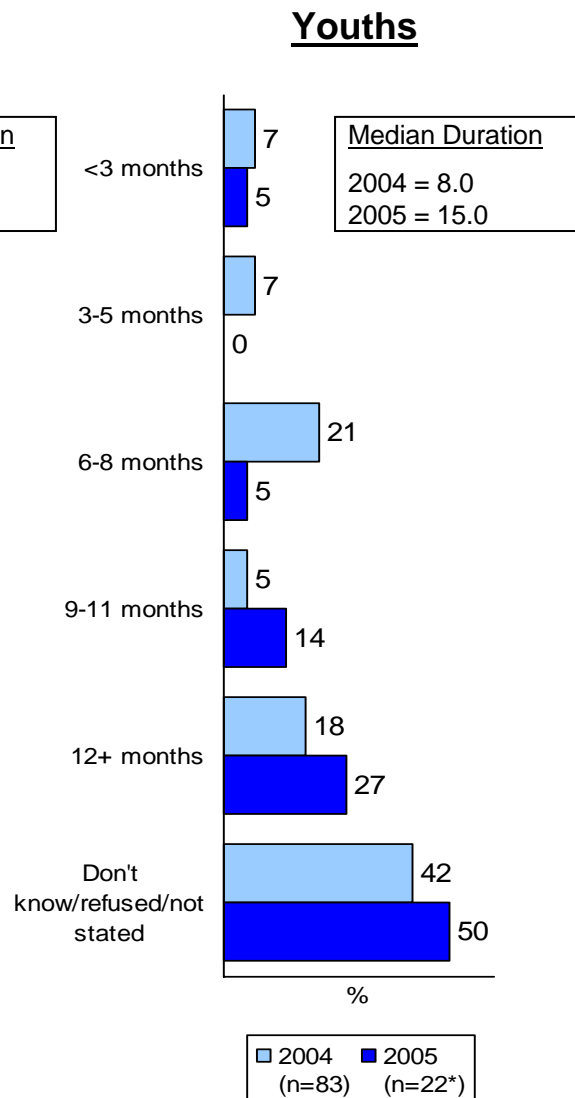
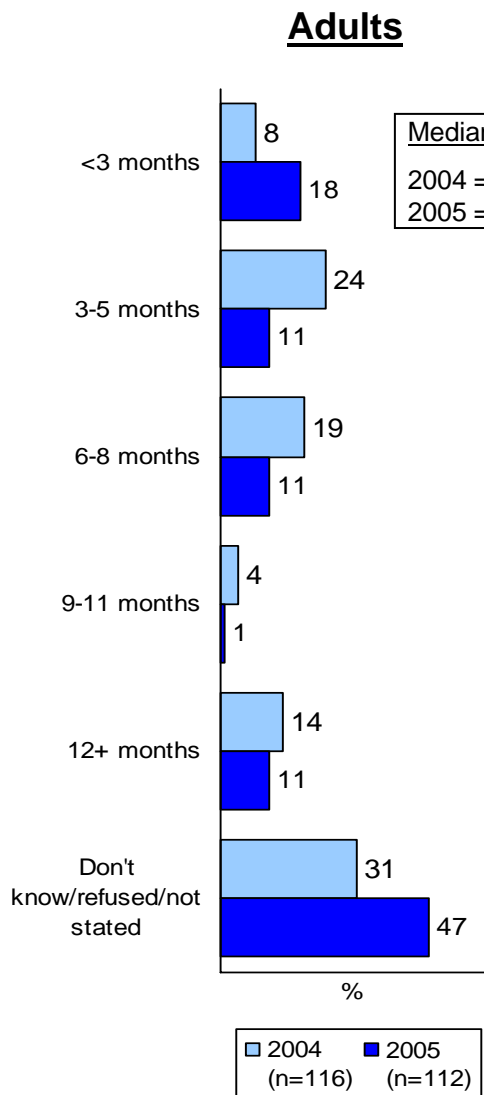
SUGGESTIONS FOR STREAM 2 SERVICES

- Compared with last year, more adult and youth clients this year offered suggestions to improve the program. Among adults, the main suggestions are to have more volunteers, more time with volunteers, more emphasis on daily life in the program and having the program tailored more to individual needs. All four of these suggestions are made more frequently this year than they were in 2004.
- Among youth clients, the main comment made was that the program/staff/buddies are doing an excellent job and should keep up the good work. Secondary suggestions from these clients include to be more organized i.e. have a more regimented program, to place more emphasis on English conversation and to maintain services.

ANALYSIS OF FINDINGS

Duration Of Participation

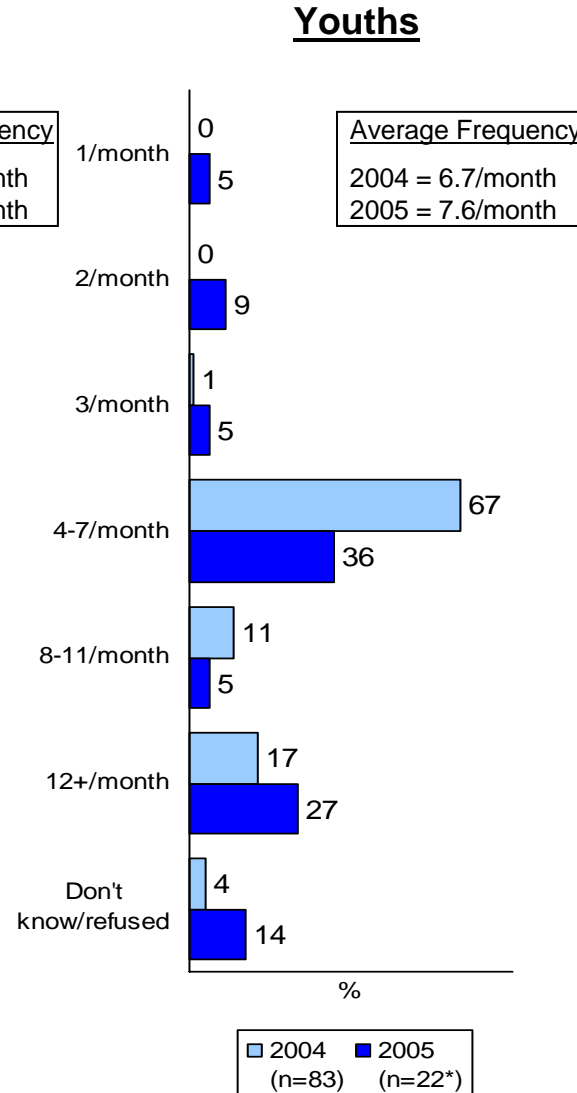
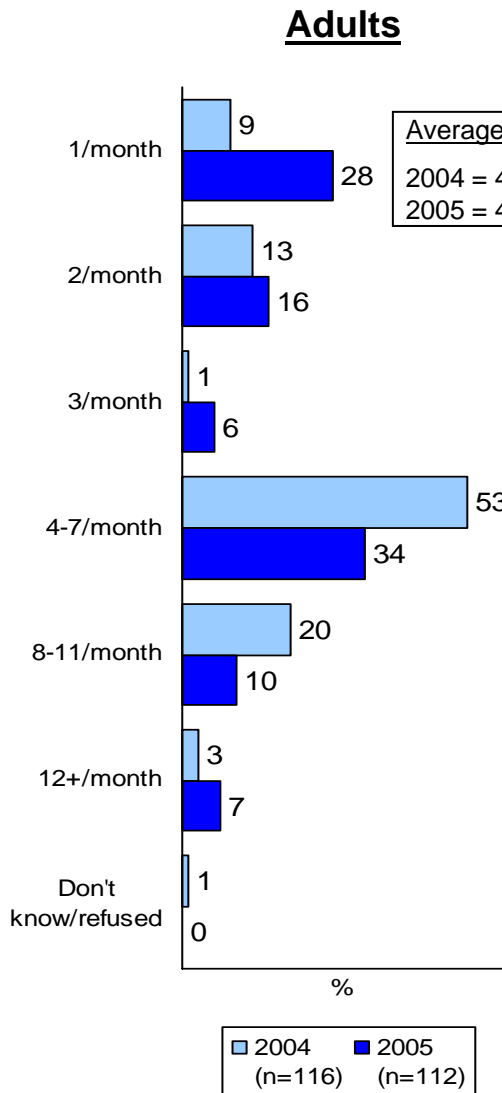
Q1. Firstly, when did you first meet with your host volunteer/buddy?
Q2. When do you plan to finish/did you finish?



- Even more so than last year, a notable number of adult Stream 2 clients (47%) can not recall when they first met with their host volunteer or when they finished or plan to finish. Among the remainder of adult clients, the majority used or will have used the service for eight months or less.
- Among youth Stream 2 clients, 50% can not recall how long they have or will have used the service, while another 27% have used the service for 12 or more months. This appears to be broadly in line with last year's findings.

Frequency Of Meeting Host Volunteer/Buddy

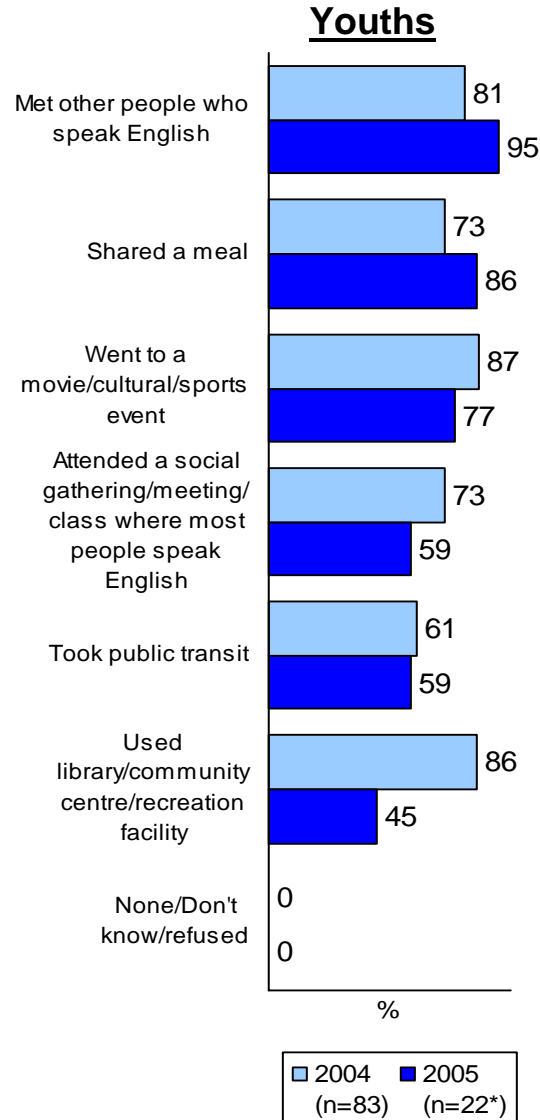
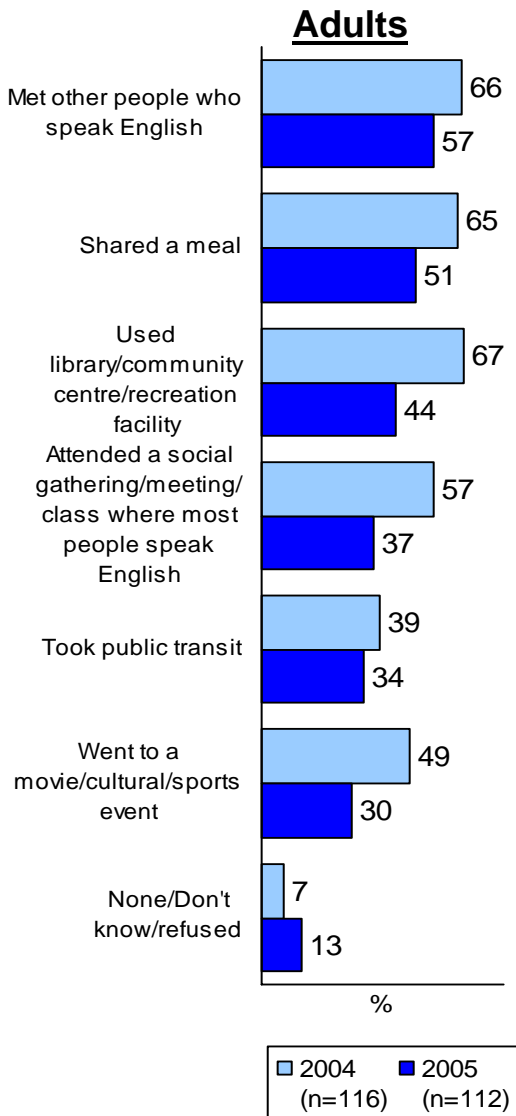
Q3. About how often do/did you usually meet with your host volunteer/buddy?



- The average adult Stream 2 clients meet or met with their host volunteer 4.0 times per month. This is just marginally below the average of 4.6 times a month registered last year.
- Spanish speakers, refugee and refugee claimant adult clients and those without post secondary schooling meet with their host volunteer with the highest frequency, on average.
- Youth clients meet or met with their buddy an average of just under eight times per month.

Activities With Host Volunteer/Buddy

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

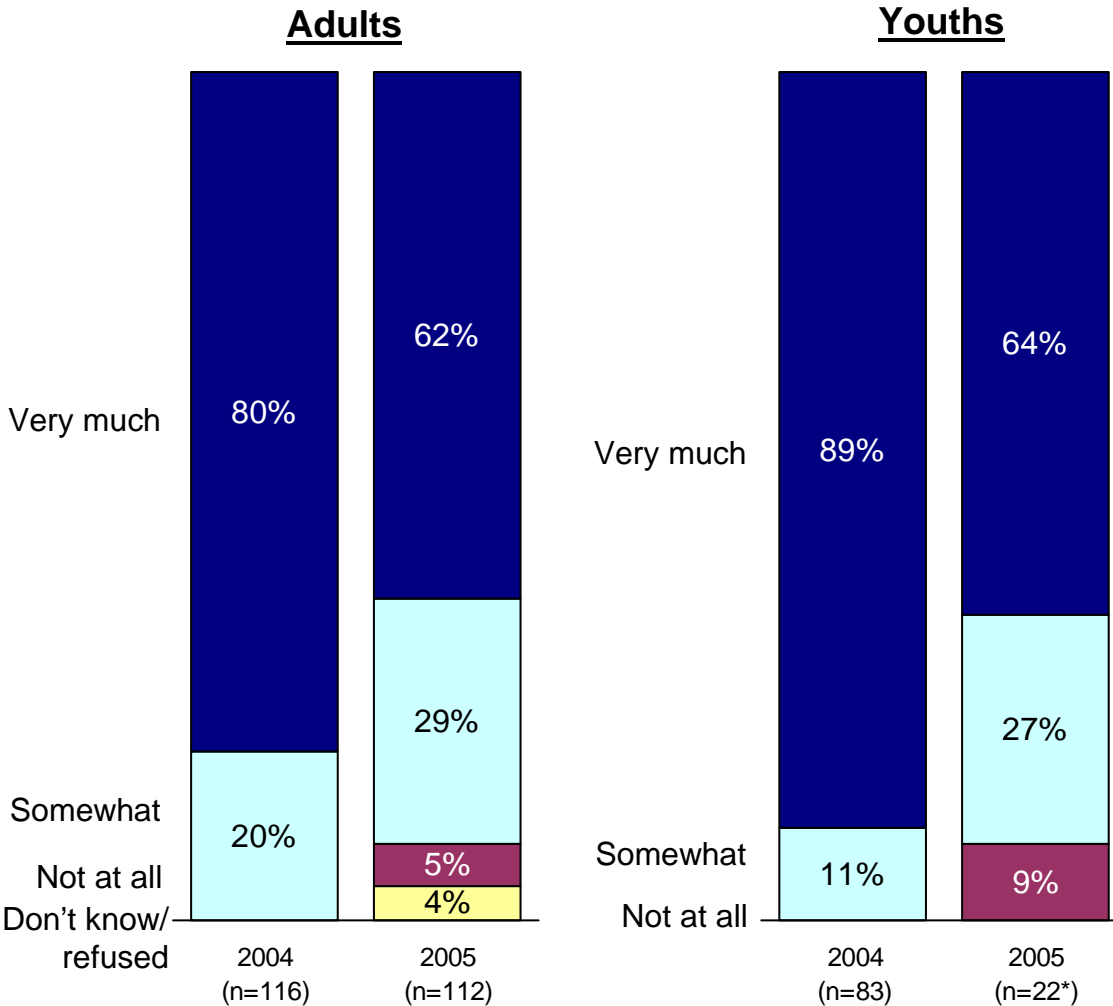


- Consistent with 2004 findings, this year, Stream 2 youth clients are more likely to participate in all activities with their buddy than adults are with their host volunteer.
- Among adult clients, participation in the individual activities ranges from a high of 57% for meeting other people who speak English to a low of 30% when it comes to going to a movie, cultural or sports event. Compared with last year, participation among adult clients in sharing a meal, using a library or community centre (etc), attending a social gathering and going to a movie or cultural/sports event has fallen, while participation in all other activities remains unchanged compared with 2004.
- The majority of youth clients continue to say that when they are with their buddy they have met other people who speak English, have shared a meal and have gone to a movie, cultural or sports event. Six in ten continue to attend a social gathering or take public transit with their buddy. However, this year only 45% have used a library or community centre with their buddy.
- The majority of youth clients continue to have participated in at least four or more of the six activities with their buddy. This year, 29% of adult clients have participated in four or more activities, which is significantly lower than the 55% registered in 2004. Spanish speaking adult clients are the most apt to have participated in four or more activities with their host volunteer.

*Caution: small base size.

Enjoyment Of Services

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

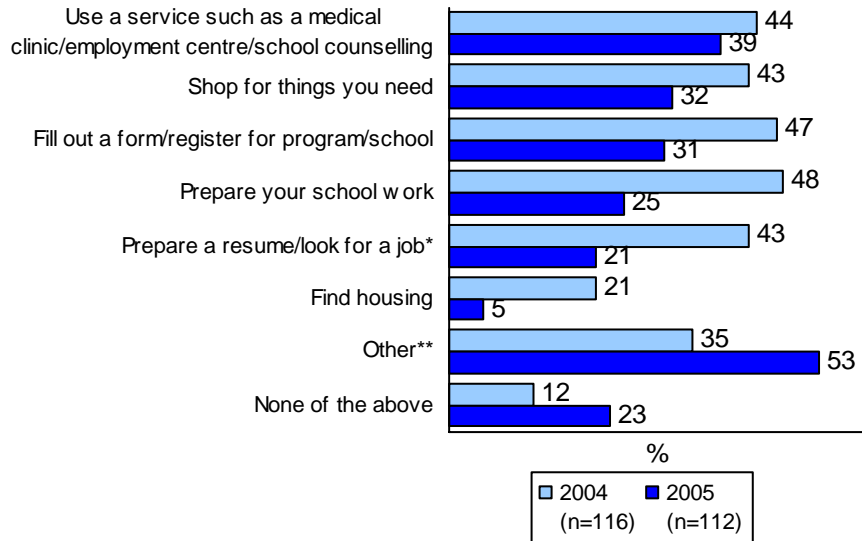


- Consistent with last year, the vast majority of adult and youth Stream 2 clients report they have enjoyed the time that they have spent with their host volunteer/buddy. However, this year, slightly less clients are saying they enjoyed their time “very much” and more are now saying they enjoyed it “somewhat”.
- There are no significant differences in enjoyment among the various adult demographic or client groups.

*Caution: small base size.

Improved Access And Participation - Adults

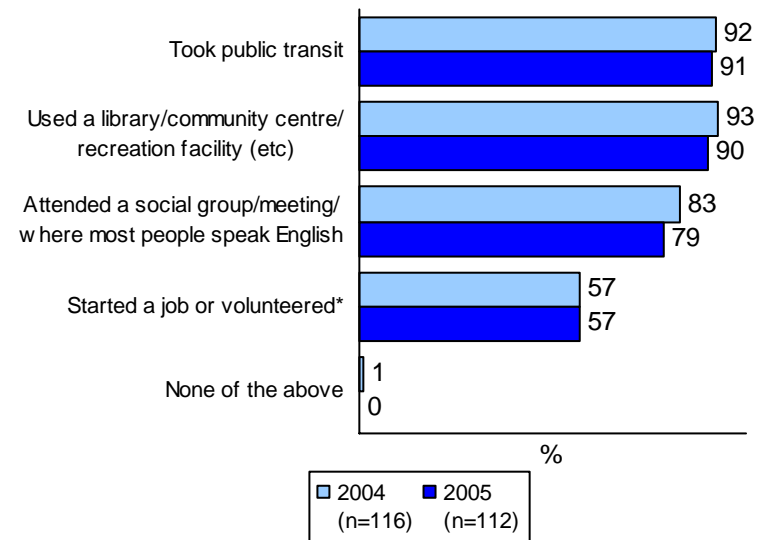
Q6. Has your host volunteer/buddy helped you to ...?



* In 2004 "apply for a job"

** Other responses specified in 2004, but not in 2005

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

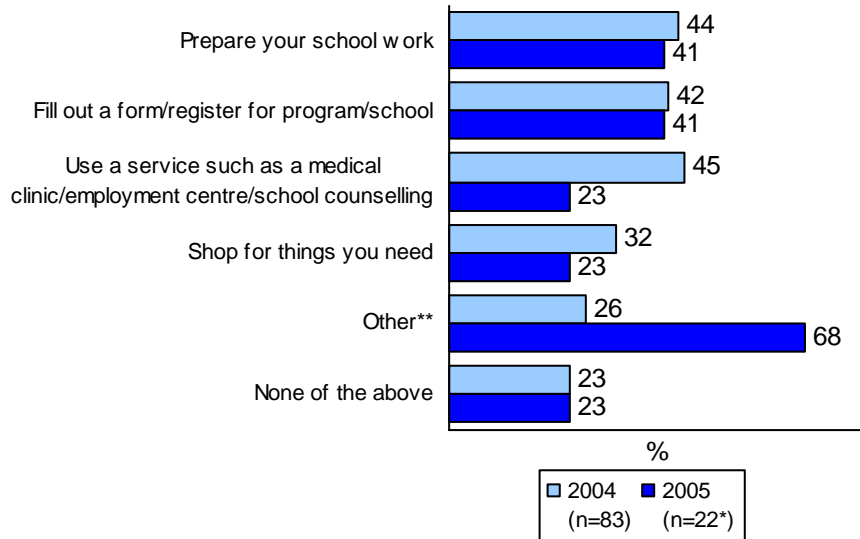


* In 2004 "Started a job or volunteered with people who mostly spoke English"

- 31% to 39% of adult clients say their host volunteer has helped them to use various services, shop, or fill out a form or register for a program. Another 25% had help preparing for their school work and 21% had help from their host volunteer to prepare a resume or look for a job. Only 5% had assistance in finding housing.
- Compared with last year, host volunteer help has declined when it comes to filling out forms/registering for programs, preparing school work, preparing a resume/looking for a job and finding housing.
- Currently, 23% of adult clients say they received no help with any of the six activities, compared with only 12% in 2004
- **This year only 7% of adult Stream 2 clients meet the major outcome of Improved Access and Participation by reporting that their host volunteer assisted them with at least four of the six activities and reporting that they independently completed three or more of the four activities since joining the program. In comparison, last year, almost three in ten clients met this same outcome.**
- Since joining the program the large majority of adult clients have taken public transit and used a library/community centre, recreation facility, medical clinic or employment centre, this being consistent with 2004 findings.
- Another eight in ten continue to say they have attended a social group or meeting where most people speak English and 57% continue to say they started a job or volunteered since joining the program.
- Also consistent with 2004 is that 88% of adult clients currently meet the goal of improved integration with English speakers by either attending a social group or meeting where most people speak English or starting a job or volunteering.

Improved Access And Participation - Youth

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



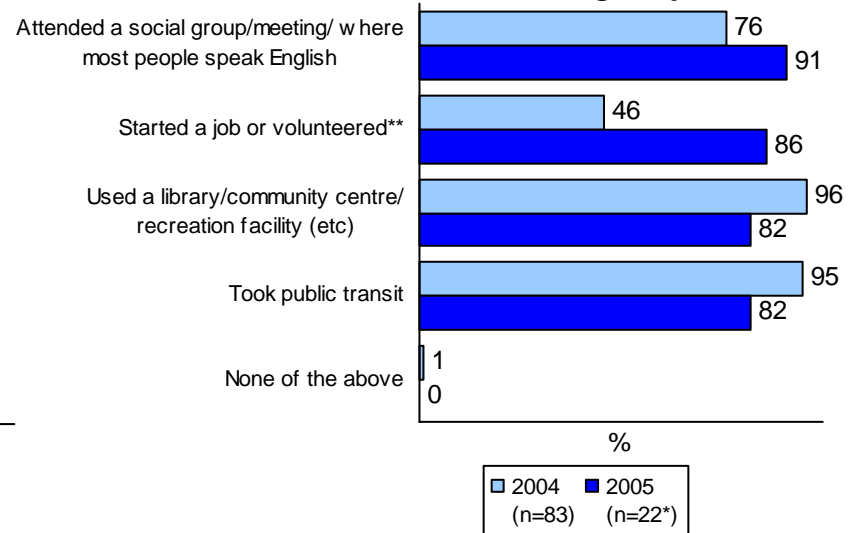
*Caution: small base size

** Other responses specified in 2004, but not in 2005

- Consistent with 2004, this year, four in ten youth clients report that their buddy has helped them prepare their school work and/or to fill out a form or register for a program/school.
- Marginally down from 2004, 23% currently say their buddy helped them use a service such as a medical clinic or employment centre
- 23% also currently report that their buddy helped them shop while the same number report that their buddy has helped them with none of the activities, both of which are unchanged from last year.

- **This year, 18% of youth meet the major outcome of Improved Access and Participation by both reporting that their buddy assisted them with most of the stated activities (at least three out of the four activities) and independently completing more than half of the four activities since joining the program.**

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



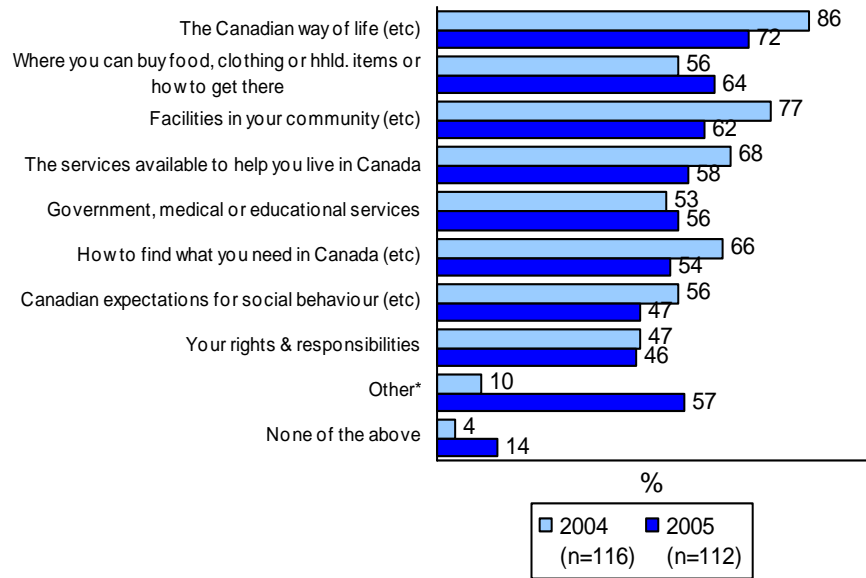
*Caution: small base size.

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

- Since joining the program, nine in ten youth clients have attended a social group or meeting where most people speak English and started a job or volunteered. The proportion who started a job or volunteered increased slightly from last year.
- Another eight in ten have used a library, community centre, recreation facility, medical clinic or employment centre, and the same number have taken public transit. These findings are consistent with 2004.

Increased Understanding Of Canadian Systems And Culture - Adults

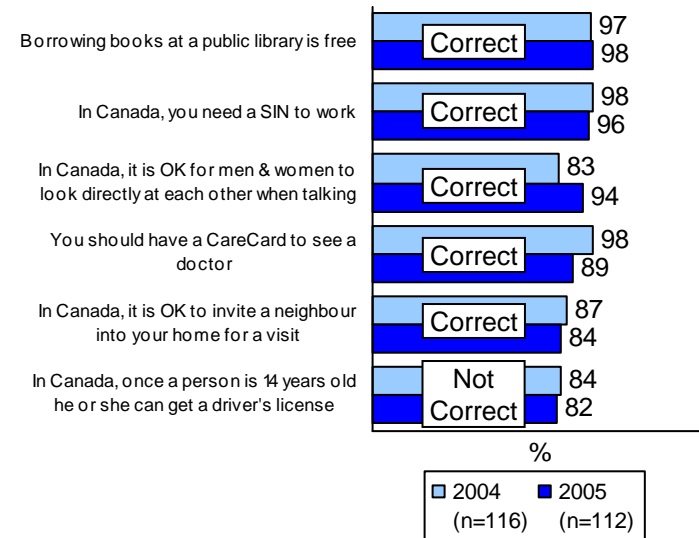
Q7. Has your host volunteer/buddy helped you to know more about ...?



* Other responses specified in 2004, but not in 2005

- Broadly 60% to 70% of adult Stream 2 clients say that their host volunteer has helped them know more about the Canadian way of life, where to buy food and household items, community facilities, services available to help them live in Canada and government, medical and educational services. Compared with last year, two of these areas (i.e. the Canadian way of life and community facilities) have lower agreement, while all others are comparable to 2004.
- Another one-half of adult clients say their host volunteer has helped them with each of the following: how to find what they need in Canada, Canadian expectation for social behaviour, and their rights and responsibilities. Scores for these aspects are consistent with 2004.

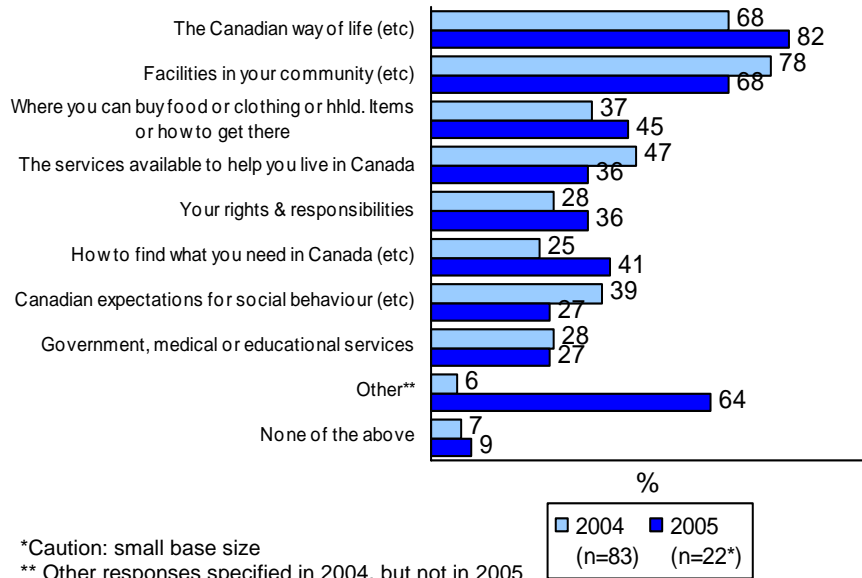
Q10. The following sentences may be correct or not correct about Canada. For each one, please tell me whether it is correct or not correct.



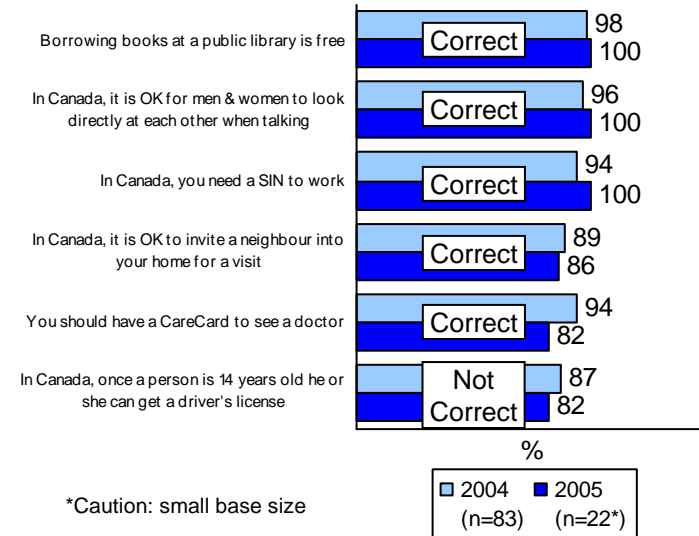
- Adult clients were presented with six statements about Canada and asked which were correct and incorrect. In response, the large majority of clients correctly answered each of the statements, which is generally consistent with 2004.
- However, this year, 94% correctly agreed that in Canada it is OK for men and women to look directly at each other when talking – last year only 83% agreed; and 89% correctly answered this year that you should have a CareCard to see a doctor compared to 98% in 2004.
- 50% of adult clients continue to meet the Increased Understanding of Canadian Systems and Culture major outcome. That is, they say that their host volunteer helped them learn about at least five of the eight stated measures and they correctly answer at least five of the six statements about Canadian systems. Among clients who have been in the program six or more months, this proportion reaches 74%.

Increased Understanding Of Canadian Systems And Culture - Youths

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



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

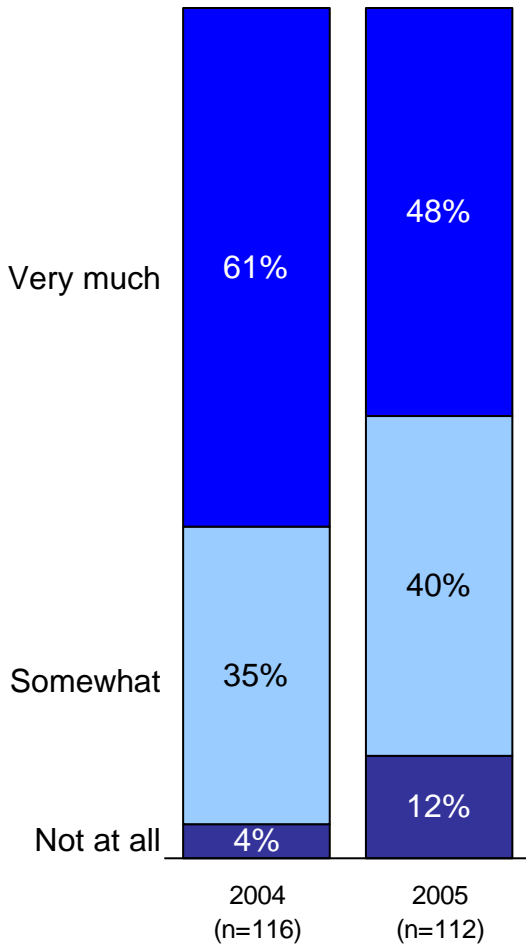


- The majority of youth clients report that their buddy has helped them know more about the Canadian way of life and about community facilities. This is consistent with 2004.
- For the remaining six measures that pertain to Understanding Canadian Systems and Culture, anywhere from 27% to 45% report that their buddy has helped them know more about them, which is broadly in line with results from 2004.

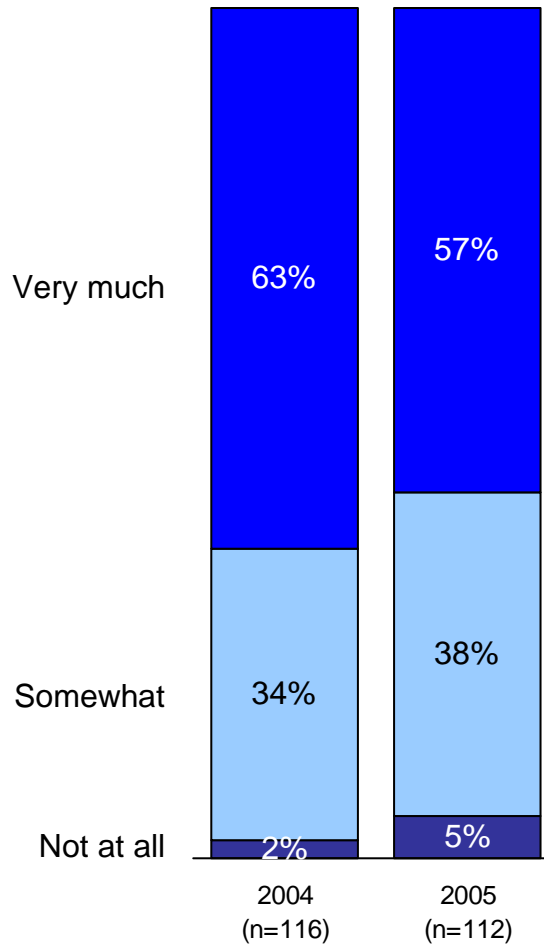
- When presented with six statements about Canada, the large majority of youth clients (no less than 82%) correctly agree or disagree with each statement. This is in line with 2004 findings
- Unchanged from last year, 36% of youth Stream 2 clients currently meet the outcome of Understanding Canadian Systems and Culture, as they received help from their buddy on at least five of the eight measures and correctly answered at least five of the six statements about Canadian systems.

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

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



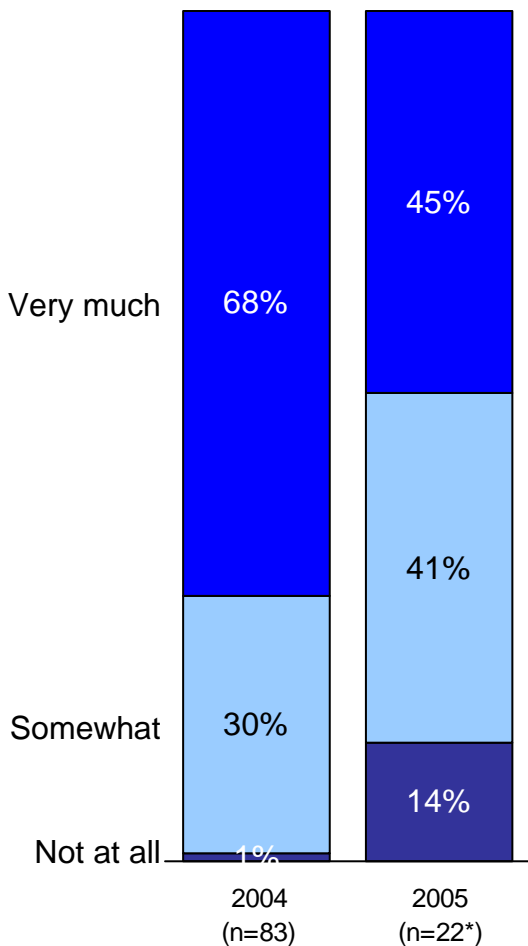
Q9. And, how much has the staff at the agency helped you by providing information or support?



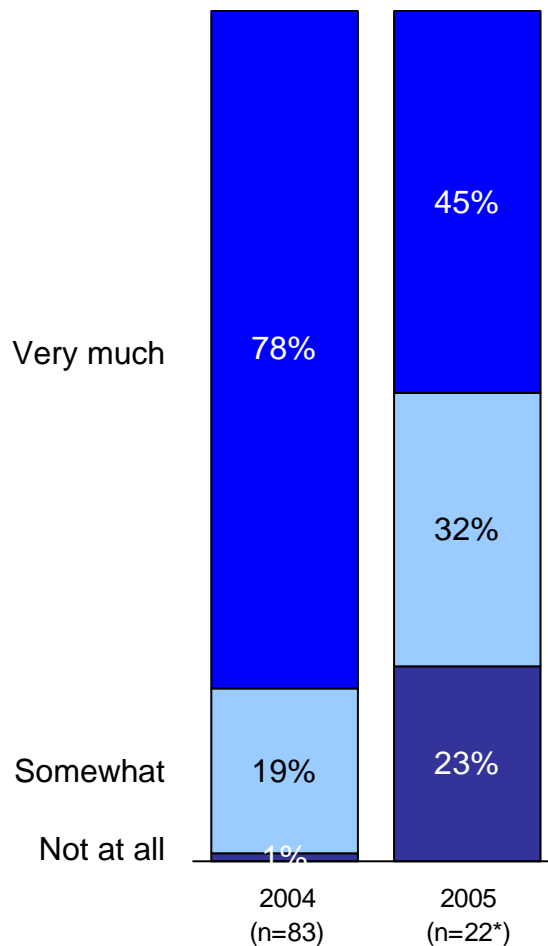
- Almost nine in ten adult Stream 2 clients report that their host volunteer helped them by providing information and/or support. Specifically, 48% report that their host volunteer helped very much, while 40% say they helped somewhat. Compared to 2004, current results are less positive, in terms of the overall level of help provided by host volunteers and the degree of help (e.g. helped very much).
- Adult clients who meet with their host volunteer five or more times per month and those without post secondary schooling tend to be the most positive about the level and degree of help they have received.
- However, unchanged from 2004 is the level and degree of help provided by the staff at the agency. 57% of clients continue to say staff have helped them very much, while another 38% say they have helped somewhat. Spanish speakers give agency staff the strongest positive feedback on this measure.
- Taken together, 44% of adult clients say their host volunteer and the agency staff helped very much by providing information and support, which is in line with last year. Again, those who meet with their host buddy more often and those without post secondary schooling tend to give the most positive assessments.

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

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



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

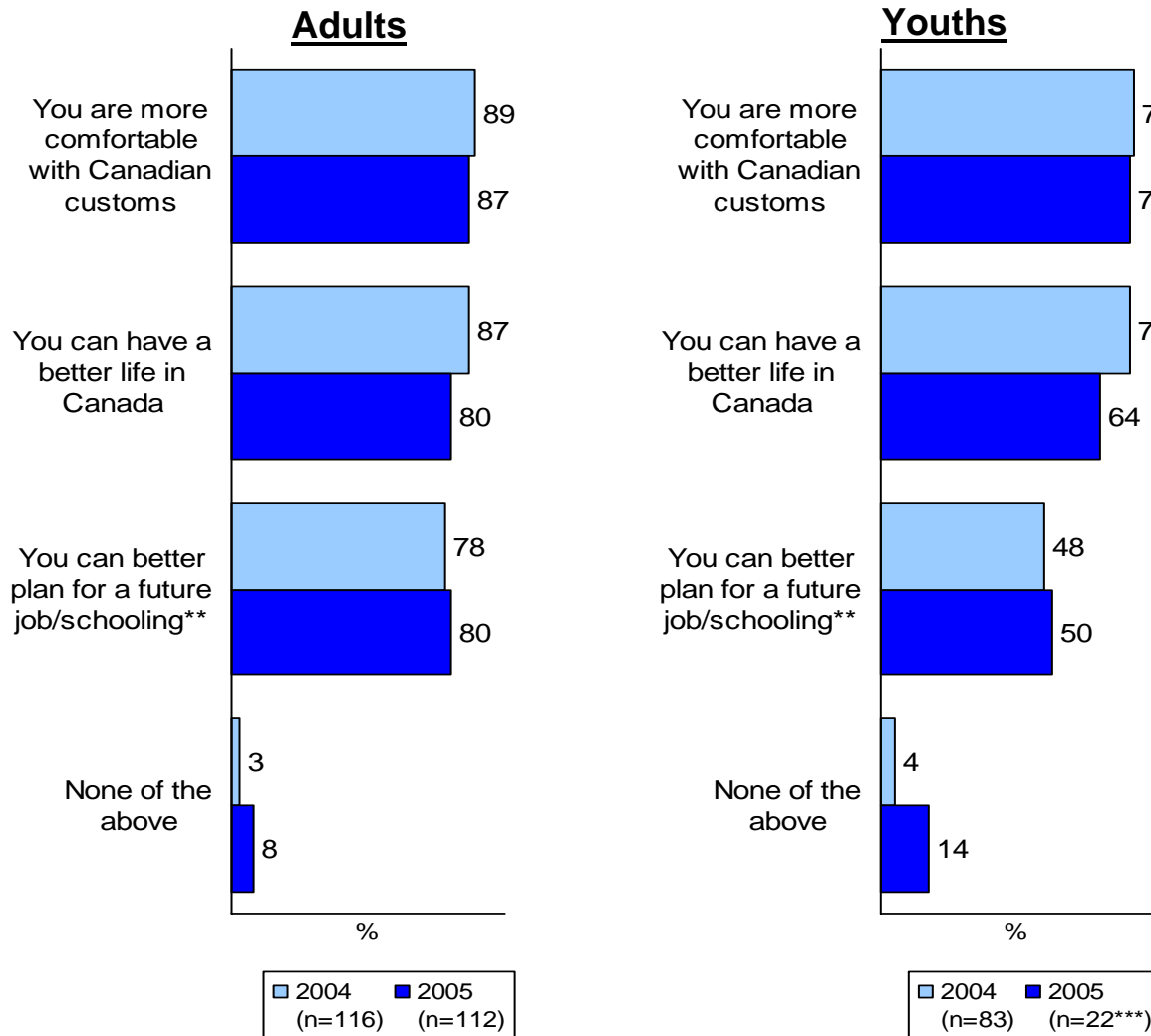


- This year, 45% of youth clients say their buddy and agency staff have each helped them very much by providing information and support. Overall, 86% of youth say that their buddy has been at least somewhat helpful and 77% say the same about agency staff.
- In general, this year's ratings appear to be marginally less positive than last year. However, due to the extremely small 2005 base size, caution needs to be taken when comparing the findings.

*Caution: small base size

Improved Confidence And Ability

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



- Among adult Stream 2 clients, the majority agree that their host volunteer has helped them feel more comfortable with Canadian customers, feel that they can have a better life in Canada, and feel they can better plan for a future job or schooling. These findings are unchanged from 2004
- Overall, 84% of adult clients continue to feel more confident about at least two of the three measures.
- Among youth clients 73% agree that their buddy has helped them feel more comfortable with Canadian customs, while 64% say their buddy has made them feel that they can have a better life in Canada. Another 50% feel they can better plan for a future job or schooling with their buddy's assistance. Again, this is in line with 2004 results.
- Overall, 64% of youth clients continue to feel better about at least two of the three measures.

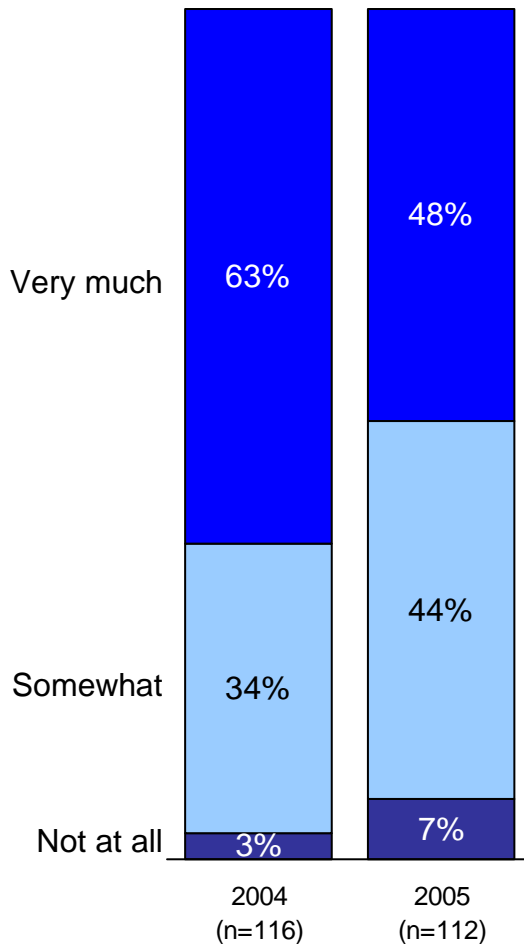
* In 2004, "Since meeting your host volunteer/buddy, do you feel that ...?"

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

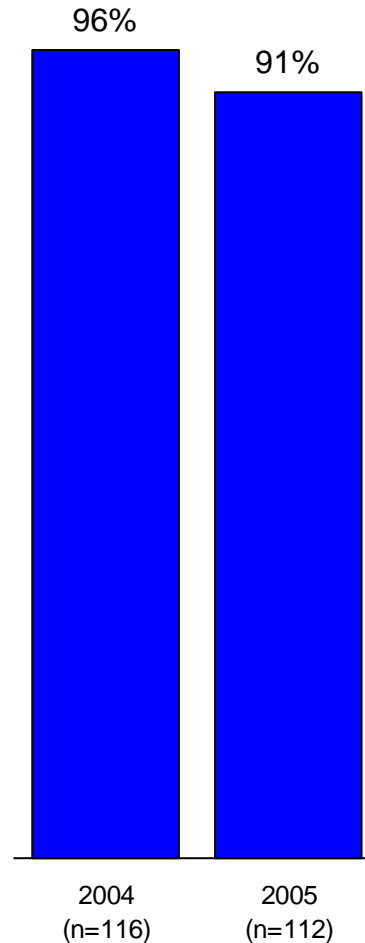
*** Caution: small base size.

Overall Satisfaction And Willingness To Recommend - Adults

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



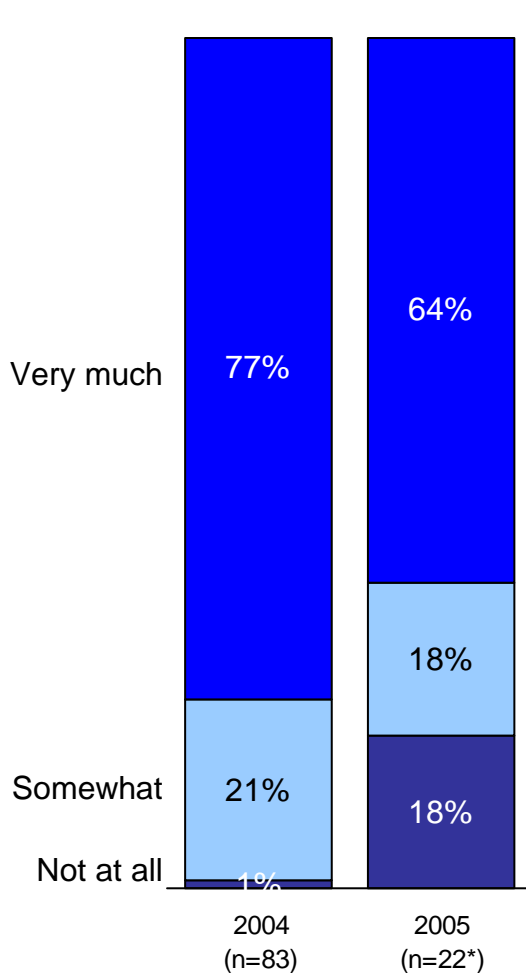
Q14. Would you tell someone else to join the program?



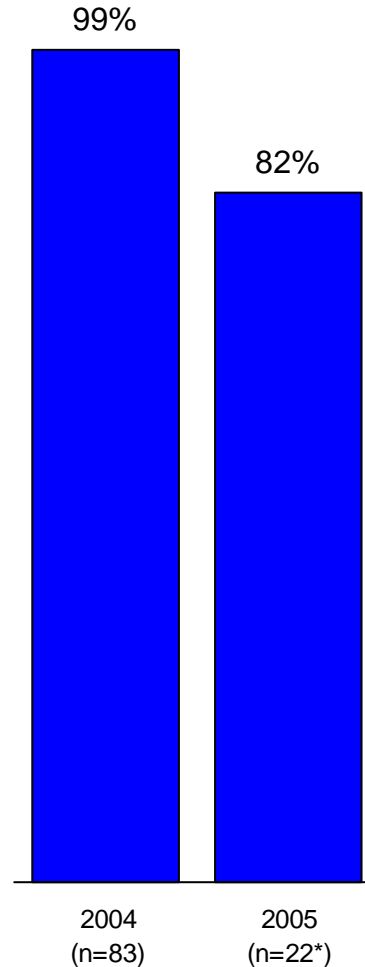
- The large majority of adult Stream 2 clients continue to say the program has helped them live in Canada. However, while 63% said the program helped very much last year, 48% said the same this year.
- Adult clients who meet more frequently with their host volunteer and those in the family immigration class tend to be the most positive about the helpfulness of the program.
- When it comes to recommending the program to others, over 90% continue to say they would, with agreement being equally high across all demographic and client groups.

Overall Satisfaction And Willingness To Recommend – Youths

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



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

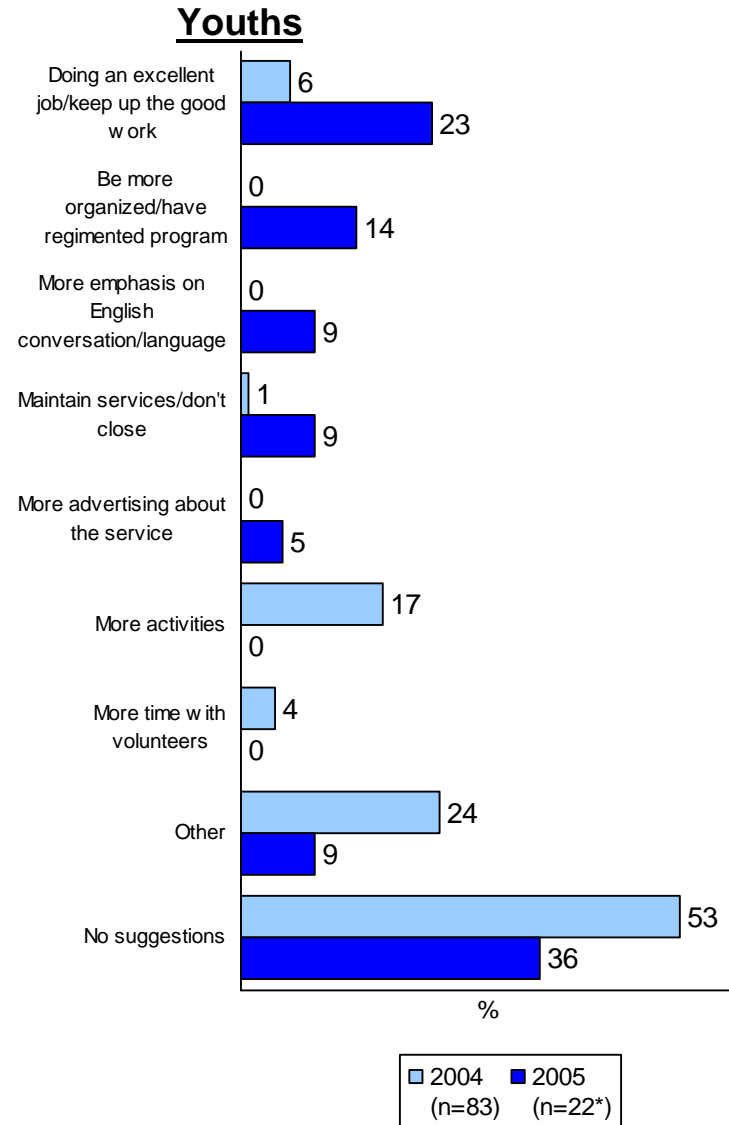
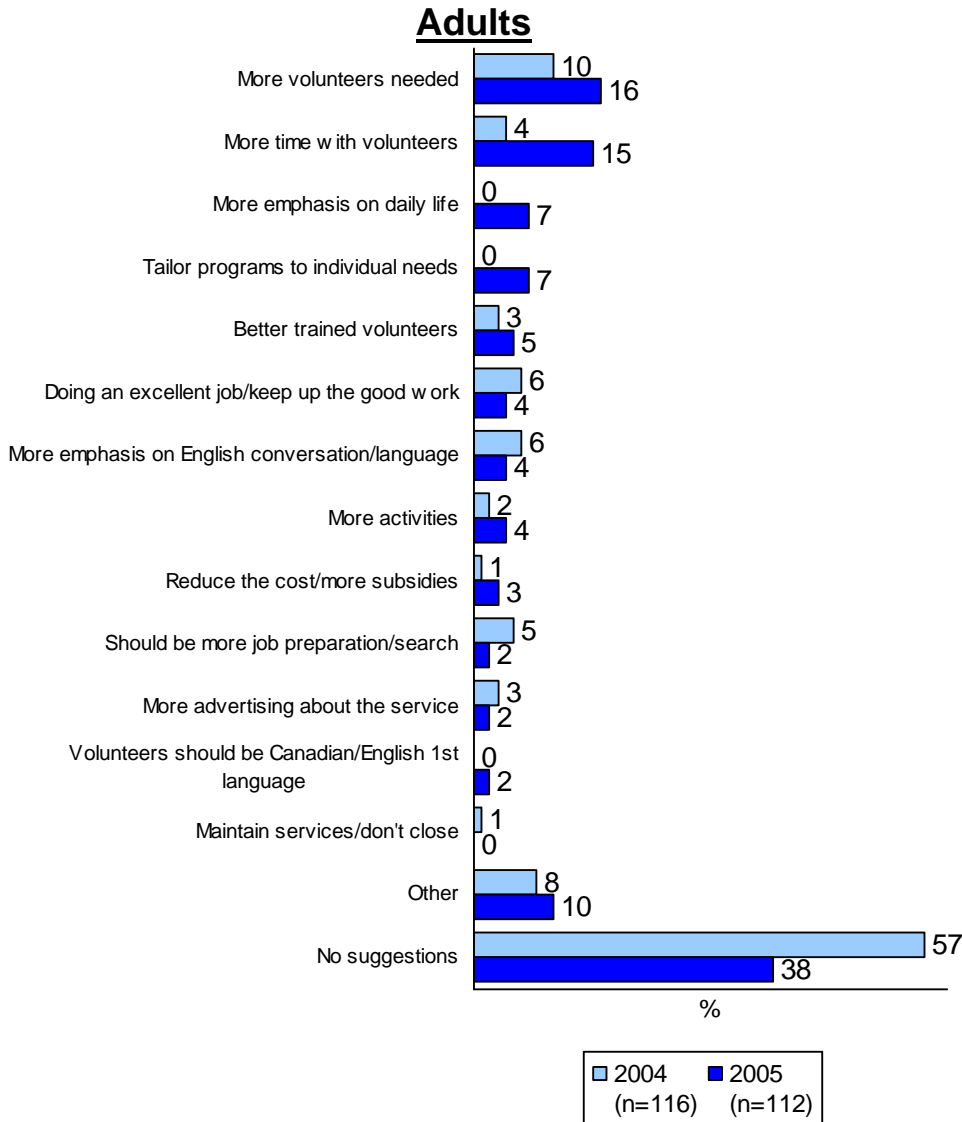


- Among youth Stream 2 clients, over 80% say the program has helped them live in Canada, with 64% specifically saying it is helped them very much. These findings are generally comparable to 2004.
- Currently, 82% of youth clients say they would recommend the program to others, which appears to be marginally below last year (but again, this change should be viewed with caution given the small base size in 2005).

*Caution: small base size

Suggestions For Service

Q15. Do you have any suggestions for the program?



*Caution: small base size

Suggestions For Service

- This year, the two main suggestions offered by adult clients are to have more volunteers (16% mentioning) and having more time with volunteers (15%). Mandarin speakers are particularly focused on having more volunteers. The request for more time with volunteers is mentioned with greater frequency than a year ago.
- Secondary suggestions made by adult clients are to have more emphasis in the program on daily life (7%) and to tailor the program more to individual needs (7%). Both these suggestions were not put forth at all last year.
- Also shifting from last year is the proportion of adult clients who actually offered a suggestion. This year, 62% put forth at least one comment, while last year only 43% did the same.
- This year, 64% of youth clients offered at least one suggestion for the program versus 47% last year. The primary comments from youth clients are that they feel the program/agency does an excellent job (23% mentioning) and that they want the program to be more organized and/or regimented (14%).

Respondent Profile

D1. How long have you been living in Canada?

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

- The average adult Stream 2 client has been living in Canada for just under two years, which is significantly less than last year when the average was just below three years.
- Family class immigrants tend to have been in Canada the longest.
- Youth clients lived in Canada for an average of just over one year, compared to an average of two years in 2004.

*Caution: small base size

Respondent Profile

D2. What country did you immigrate from?

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

- Consistent with 2004, 35% of adult clients immigrated from China, while 11% came from Iran, 10% from Taiwan and 9% from South Korea. Another one-in-ten each immigrated from a South American or European country.
- Among youth clients, 23% have immigrated from China, 18% from Iran, 9% from South Korea, 9% from the Philippines, 9% from South America and 9% from Europe.

Respondent Profile

D3. Under what immigration class did you enter Canada?

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

- 45% of adult clients entered Canada as a skilled worker, while 23% entered as a family class immigrant and 16% as a refugee. Another 11% entered as a business class immigrant. These findings are consistent with those in 2004.
- Among the small group of youth clients, 23% entered as a family class immigrant, 18% as a skilled worker, 18% as a refugee claimant and 14% on a student visa.

*Caution: small base size

Respondent Profile

D4. Are you a:

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

- The majority of adult and youth clients currently have permanent resident status, rather than being Canadian citizens.
- Compared with last year, considerably more adult clients now report falling into the permanent resident status, rather than having some other status.

*Caution: small base size

Respondent Profile

D5. Which of the following best describes your age?

	<u>Adults</u>		<u>Youths</u>	
	<u>2004</u>	<u>2005</u>	<u>2004</u>	<u>2005</u>
Base	116	112	83	22*
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
Under 19	-	4	83	86
19 – 54 / 19+	89	84	15	9
55+	11	12	-	-
Not stated	-	-	2	5

- In line with 2004 findings, over 80% of adult clients are between the ages of 19 and 54.
- Among youth clients over 80% continue to fall into the under 19 age category.

*Caution: small base size

Respondent Profile

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

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

- Four in ten adult clients first learned Mandarin as a child, with another 3% saying Cantonese was their first language. 16% name Farsi, Dari or Persian as their first language, while 13% and 9% say it was Spanish or Korean, respectively. These findings are consistent with 2004.
- Among youth clients, 27% name Mandarin as their mother tongue with another 5% saying they first learned Cantonese. 18% first learned Farsi/Dari or Persian, while 14% first spoke Spanish.

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

*Caution: small base size

Respondent Profile

D7. Gender

	<u>Adults</u>		<u>Youths</u>	
	<u>2004</u>	<u>2005</u>	<u>2004</u>	<u>2005</u>
Base	116	112	83	22*
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
Male	33	35	45	32
Female	67	65	53	68
Not stated	-	-	3	-

- Consistent with 2004, both adult and youth Stream 2 clients are more apt to be female than male (about two-thirds are women and one-third are men in both groups). This is largely unchanged from one year ago.

*Caution: small base size

Respondent Profile

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

	<u>2005 Adults</u>	<u>2005 Youths</u>
Base	112 %	21* %
Less than high school	8	81
Graduated from high school	20	14
Attended or completed college or university	72	5

- Among adult clients, 72% report that they have some type of post secondary schooling. Skilled worker class immigrants are the most apt to have this higher level of education.
- Among youth clients, the majority have yet to complete high school.

*Caution: small base size

Questionnaire



Community Bridging Services Survey

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

FOR ADULT NEWCOMERS:

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

To begin...

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

Please Your Answer

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

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

Month: _____ Year: _____

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

¹ Yes ➡ When do you plan to finish? Month: _____ Year: _____

² No ➡ When did you finish? Month: _____ Year: _____

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

_____ times/month or _____ times/week or _____ total meetings since being matched

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

Please All That Apply

- ¹ Met other people who speak English
- ² Went to a movie, cultural or sports event
- ³ Attended a social gathering, meeting or class where most people speak English
- ⁴ Used a library, community centre or recreation facility
- ⁵ Shared a meal
- ⁶ Took public transit, such as the bus

Have you done anything else together?

- ¹ Yes (DO NOT SPECIFY) ² No

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

- ¹ Very much ² Somewhat ³ Not at all

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

Please All That Apply

- ¹ Fill out a form or register for a program or school
- ² Shop for things you need
- ³ Prepare a resume or look for a job
- ⁴ Find housing
- ⁵ Prepare your school work
- ⁶ Use a service such as a medical clinic, employment centre or school counselling

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

- ¹ Yes (DO NOT SPECIFY) ² No

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

Please All That Apply

- ¹ The Canadian way of life, such as holidays, what people do in their free time, customs or general habits
- ² Government, medical or educational services
- ³ How to find what you need in Canada, such as a job or a place to live
- ⁴ Where you can buy food, clothing or household items or how to get there
- ⁵ Facilities in your community, such as the library, parks and recreation programs, sports and hobbies
- ⁶ The services available to help you live in Canada
- ⁷ Your rights and responsibilities as a new immigrant to Canada
- ⁸ Canadian expectations for social behaviour, such as disciplining children, dating or relations between men and women

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

- ¹ Yes (DO NOT SPECIFY) ² No

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

¹ Very much ² Somewhat ³ Not at all

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

¹ Very much ² Somewhat ³ Not at all

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

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

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

Please All That Apply

¹Used a library, community centre, recreation facility, medical clinic or employment centre

²Took public transit, such as the bus

³Attended a social group, meeting or class where most people speak English

⁴Started a job or volunteered

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

Please All That Apply

¹You can have a better life in Canada

²You can better plan for a future job or future schooling

³You are more comfortable with Canadian customs

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

¹ Very much ² Somewhat ³ Not at all

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

¹ Yes ² No

Q15. Do you have any suggestions for the program?

Please Turn Over ➡

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

D2. What country did you immigrate from?

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

D3. Under what immigration class did you enter Canada?

- ¹ Family class (sponsored by family member)
² Refugee (government or private sponsored)
³ Refugee claimant
⁴ Skilled worker (independent professional or trade)
⁵ Business (including entrepreneur, investor or self-employed)
⁶ Provincial nominee
⁹⁶ Don't know
Other _____

D4. Are you a: ¹ Canadian citizen ² Permanent resident ³ Other

D5. Your age ¹ Under 19 ² 19-54 ³ 55 +

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

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

D7. Your gender: ¹ Male ² Female

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

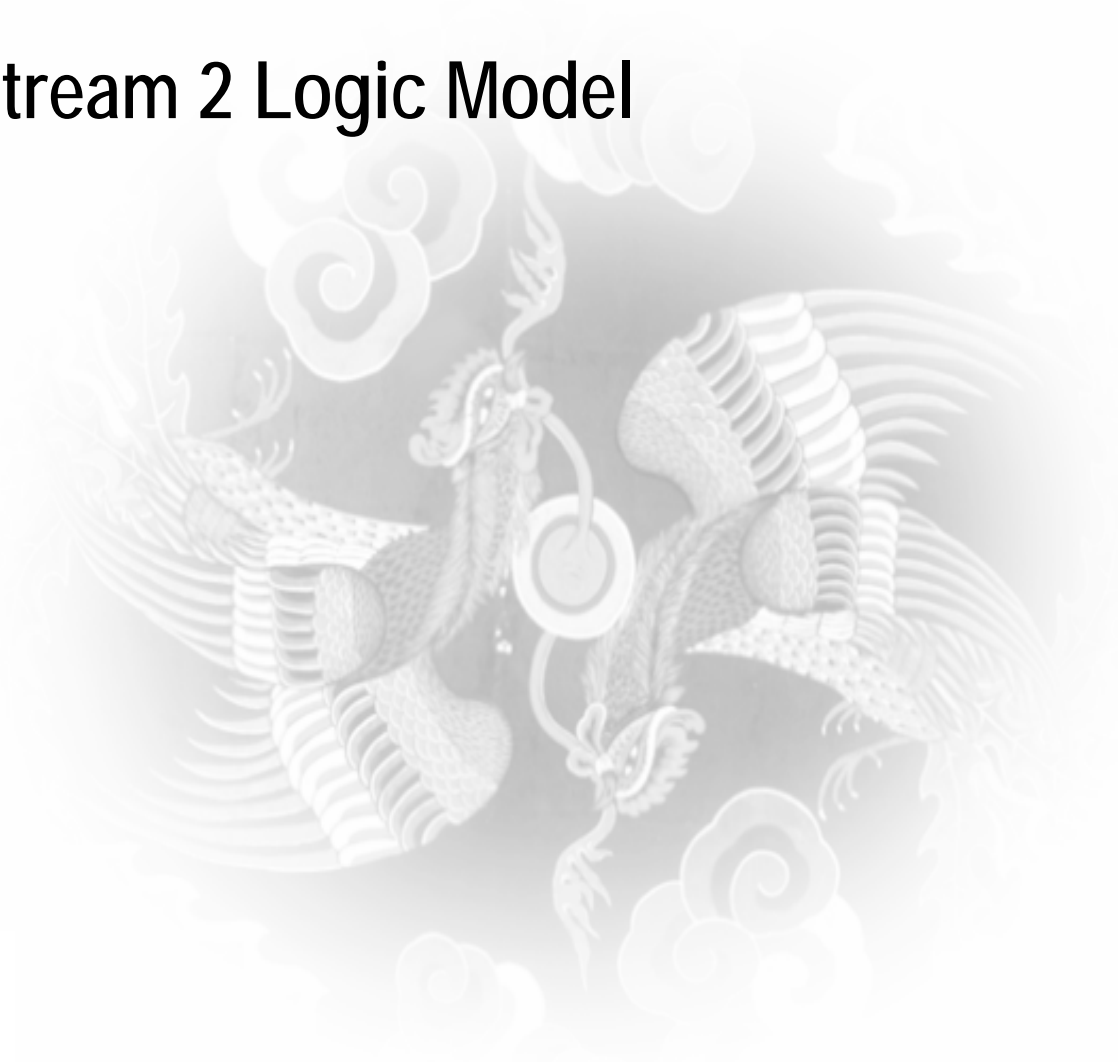
- ¹ Less than high school ² Graduated from high school ³ Attended or completed college or university

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

RECORD SURVEY LANGUAGE FOR ADULT PHONE SURVEY:

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

Stream 2 Logic Model



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

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

