
Annual activity report Mandatory post-arrival settlement services

Introduction:

Our organization is committed to supporting refugees who have fled their home countries due to persecution, war, or other forms of violence. As part of our efforts to assist refugees in integrating into Canadian society, we provide mandatory post-arrival settlement services. These services aim to help refugees overcome the challenges they face upon arrival and facilitate their successful integration into Canadian society.

Overview of Services:

Our post-arrival settlement services for refugees are designed to address the challenges that refugees face when arriving in Canada.

These services include the following:

1. **Reception and Orientation:** This service is provided to refugees upon arrival in Canada. It includes a welcome session, orientation to Canadian society, and a briefing on available settlement services.
2. **Language Training:** This service provides refugees with language training in either English or French, depending on the official language of the province where they reside.
3. **Educational Assistance:** This service helps refugees access educational opportunities and training programs to develop new skills and enhance their employment prospects.
4. **Health Care and Wellness Support:** This service helps refugees access healthcare services and supports their physical and mental wellbeing.
5. **Housing Assistance:** This service provides refugees with support to find and secure suitable housing, including rental accommodation or subsidized housing.
6. **Cultural Orientation:** This service provides refugees with a deeper understanding of Canadian society and culture, including social customs, values, and traditions.
7. **Employment Assistance:** This service helps refugees in finding employment opportunities, including resume building, job search strategies, and interview preparation.

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Performance Indicators:

Our organization uses a set of performance indicators to measure the success of our post-arrival settlement services for refugees. These performance indicators include the following:

1. Service utilization rate: This metric measures the percentage of refugees who have accessed our post-arrival settlement services.
2. Housing stability rate: This metric measures the percentage of refugees who have secured stable and suitable housing within six months of arrival.
3. Language proficiency rate: This metric measures the percentage of refugees who have achieved a minimum level of proficiency in either English or French within 12 months of arrival.
4. Employment rate: This metric measures the percentage of refugees who have secured employment within 12 months of arrival.
5. Retention rate: This metric measures the percentage of refugees who have remained in Canada for at least three years following their arrival.

Annual Progress Report:

Our organization is pleased to report the following progress on our post-arrival settlement services for refugees in the past year:

Service Utilization Rate:

Our organization provided post-arrival settlement services to 100% of the refugees we sponsored in the past year.

Housing Stability Rate:

100 percent of the refugees we sponsored secured stable and suitable housing within six months of arrival.

Language Proficiency Rate:

80 percent of the refugees we sponsored achieved a minimum level of proficiency in either English within 12 months of arrival.

Employment Rate:

60 percent of the refugees we sponsored secured employment within 12 months of arrival. We have not pushed the refugees to seek employment since we have always secured settlement funds as per the IRCC/PSR guidelines and disbursed to these refugees since their arrival day to cover their first year of residency integration. We encourage most of the individuals to enhance their basic and fundamental knowledge, building their understanding, and improve their capacity to have a stable opportunity, respectively.



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Retention Rate:

100 percent of the refugees we sponsored remained in Canada following their arrivals and are highly grateful from our Canadian Immigration and government.

Conclusion:

Our organization is committed to supporting refugees in successfully integrating into Canadian society.

The progress we have made between December 2021 to January 2023 demonstrates the effectiveness of our post-arrival settlement services in helping refugees overcome the challenges they face upon arrival and integrate successfully into Canadian society. We will continue to monitor our performance indicators and make improvements to our services to ensure we are meeting the evolving needs of the refugees we sponsored.

A handwritten signature in blue ink, appearing to read "K. Hoey". The signature is fluid and cursive, with a long horizontal stroke extending to the right.