

# Evaluation Report: Year 2 Enhanced Settlement Supports

April 2012-March 2013



**QUALTRICA ASSOCIATES**

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## Executive Summary

Qualtrica Associates recently undertook an evaluation of the Enhanced Settlement Supports (ESS) pilot project, which was initiated in April 2011 to provide services to refugees with high settlement needs and to augment existing settlement supports for refugees in Winnipeg. The objective of the evaluation was to provide both an assessment of, and future recommendations for, the ESS Services. This report focuses on the findings from April 2012- March 2013.

A qualitative methodology was employed in order to determine client outcomes, the strengths and limitations of the ESS service, the performance of the advisory structure and the model, and offer suggestions for improvement. Year 2 incorporated data collected from the following:

- 11 interviews<sup>1</sup> with clients (some individuals, some couples<sup>2</sup>)
- 1 focus group interview with ESS case coordinators
- 1 group interview with ESS management
- 4 individual and focus group interviews with Steering Committee Collaterals (SCC's)
- 9 individual and focus group interviews with external collaterals (ECs)
- 15 survey responses from Steering Committee members (including SCCs)

The Enhanced Settlement Supports Service used a client-centred, case management approach based on the holistic needs of each family. Interviews with the ESS team indicated that case coordinators responded to each client's individual needs using needs-assessments and client feedback to determine service provision. In general, the initial ESS Service Model was validated with only modest changes.

Both the ECs and clients themselves credited settlement and integration successes to ESS involvement. ESS provided the services needed, including advocacy, goal setting, assistance with day-to-day issues, connections with interpreters and referrals to other organizations. The case coordinators assisted clients with some of the same basic settlement issues as other

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<sup>1</sup> 11 clients comprised 22% of ESS clients served.

<sup>2</sup> Couples were counted as one client unit.

agencies (such as housing, connections to EAL classes and help to understand systems) but the service went far beyond these issues. They built strong relationships through home visits and taking time to assist refugees with many daily problems. One client summed it up: “In order for you to serve me well, you need to know me well.”

Clients who received services through ESS reported they are now:

1. Feeling more supported in their settlement
2. Feeling more trusting of service providers
3. Experiencing decreased isolation
4. Working with the ESS team to set goals and meeting them
5. Experiencing a growth of independence and confidence
6. More confident about where to go for help and information and understand the systems and services available

Most clients repeatedly expressed that they did not know how they would have managed without ESS’s support.

In contrast to client and EC comments, which were highly positive, the final feedback from Steering Committee members varied widely in their assessments of both the model and the Steering Committee functions. To the end of the project, there remained questions for a few SCCs about the role of ESS and reasons for its existence in the pilot form.

Nevertheless, client and collateral feedback indicate that ongoing support for refugees with high settlement needs is essential. Continuation of ESS is definitely recommended.