NATIONAL GAR CASE MANAGEMENT

CLIENT SUPPORT SERVICES PROGRAM

STATISTICAL REPORT

OCTOBER 2022- MARCH 2023

YMCA - CSS NATIONAL COORDINATION

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Table 1.1: New Clients Served

SITE NAME	NEW SINGLE CLIENT CASES	NEW FAMILY CASES	NEW CLIENTS	# SECONDARY MIGRANTS
Bathurst	4	4	25	0
Brantford	25	40	180	2
Brooks	13	16	76	15
Calgary	124	98	542	76
Edmonton	156	133	726	314
Fredericton	27	45	246	19
Halifax	30	35	190	6
Hamilton	130	134	620	117
Kitchener	22	77	375	50
Leamington	2	4	16	0
London	117	96	530	95
Medicine Hat	4	11	31	0
Moncton	25	18	94	9
Ottawa	149	125	693	193
Prince Albert	2	0	2	0
Red Deer	32	19	121	9
Regina	62	20	114	6
Saskatoon - GGP	41	67	365	8
Saskatoon - SODS	1	1	3	0
St. John's	62	78	402	13
Toronto	364	268	1400	355
Windsor	82	88	482	84

Table 1.1 shows the number of new clients served at all CSS Sites during the period October 2022 – March 2023. The column "New Client" refers to the number of new individuals who have entered the CSS program during this period and the column "New Family Cases" refers to the number of new family cases (which includes 2+ new clients). The number shown in the "Secondary Migrant" column is the number of clients that have moved from one site to another within all the active clients during the reporting period.

Table 1.2: Active Clients

SITE NAME	ACTIVE SINGLE CLIENT CASES	ACTIVE FAMILY CASES	ACTIVE CLIENTS	SECONDARY MIGRANTS
Bathurst	4	5	27	0
Brantford	32	43	196	8
Brooks	23	35	176	19
Calgary	726	519	2900	270
Charlottetown	5	8	40	0
Edmonton	581	461	2557	736
Fredericton	41	86	473	21
Halifax	275	342	1767	99
Hamilton	261	258	1271	204
Kitchener	101	225	1144	154
Leamington	9	9	44	1
London	341	307	1694	246
Medicine Hat	9	14	47	0
Moncton	85	57	318	13
Ottawa	493	397	2211	527
Prince Albert	19	3	25	0
Red Deer	53	49	295	26
Regina	310	112	781	24
Saskatoon - GGP	200	227	1249	33
Saskatoon - SODS	36	83	336	8
St. John's	300	251	1459	20
Thunder Bay	47	22	139	0
Toronto	980	824	4280	909
Windsor	217	214	1192	189

Table 1.2 represents the number of active clients at each CSS Site during the reporting period. These numbers include both new and existing clients that are receiving Intensive Case Management services during the period. The column "New Client" refers to the number of new individuals who have entered the CSS program during this period and the column "New Family" refers to the number of new family cases (which includes 2+ new clients).

Table 1.3: Case Composition Status (New Clients)

SITE NAME	SINGLE CASE	2-3 CLIENT CASE	4-6 CLIENT CASE	7-9 CLIENT CASE	9+ CLIENT CASE
Bathurst	4	1	1	2	0
Brantford	25	22	13	4	1
Brooks	13	8	6	2	0
Calgary	124	42	45	11	0
Edmonton	156	50	66	17	0
Fredericton	27	13	23	9	0
Halifax	30	4	29	2	0
Hamilton	130	70	57	6	1
Kitchener	22	24	41	12	0
Leamington	2	2	2	0	0
London	117	36	50	10	0
Medicine Hat	4	10	1	0	0
Moncton	25	8	8	2	0
Ottawa	149	48	64	12	1
Prince Albert	2	0	0	0	0
Red Deer	32	7	10	2	0
Regina	62	17	3	0	0
Saskatoon-GGP	41	27	21	16	3
Saskatoon-SODS	1	1	0	0	0
St.John's	62	33	35	9	1
Toronto	364	120	130	17	1
Windsor	82	28	48	11	1

Table 1.3 represents the number of individuals within new Family Cases (i.e., the size of the family) at each CSS Site during the reporting period. During this period, only 9 cases consisted of more than 9 members.
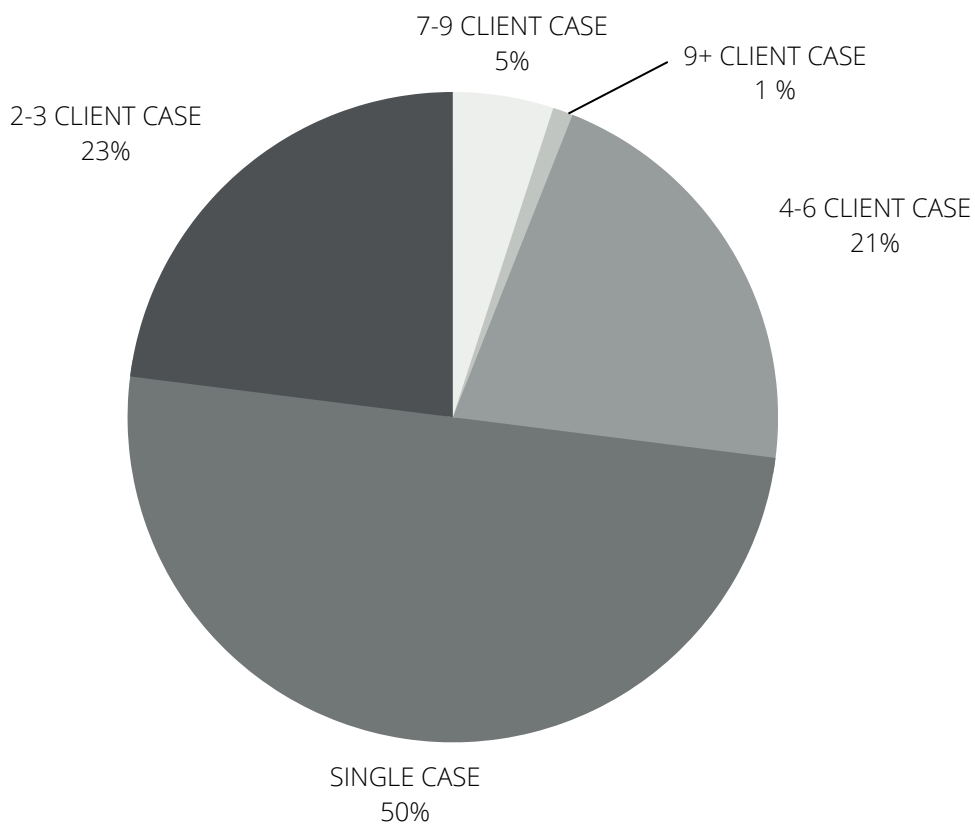
Chart 1.3: Case Composition Status (New Clients)

7-9 CLIENT CASE
5%

9+ CLIENT CASE
1 %

2-3 CLIENT CASE
23%

4-6 CLIENT CASE
21%

SINGLE CASE
50%

Table 1.4: Top Client Primary Language (New Clients)
Numbers in this table are percentages (%)

SITE NAME	ARABIC	DARI	PASHTO	SWAHILI	SOMALI	FARSI-PERSIAN	Tigrinya
Bathurst	0%	50%	0%	50%	0%	0%	0%
Brantford	48%	22%	11%	0%	6%	3%	0%
Brooks	35%	0%	0%	26%	21%	0%	9%
Calgary	27%	36%	17%	4%	6%	0%	4%
Edmonton	42%	16%	7%	8%	10%	2%	1%
Fredericton	40%	2%	19%	12%	14%	0%	2%
Halifax	43%	4%	1%	12%	6%	16%	0%
Hamilton	37%	24%	6%	9%	4%	0%	0%
Kitchener	38%	23%	11%	10%	6%	0%	3%
Leamington	100%	0%	0%	0%	0%	0%	0%
London	56%	10%	7%	6%	4%	1%	0%
Medicine Hat	20%	7%	0%	17%	0%	0%	0%
Moncton	16%	1%	45%	28%	0%	9%	1%
Ottawa	43%	25%	15%	4%	1%	0%	1%
Prince Albert	100%	0%	0%	0%	0%	0%	0%
Red Deer	42%	23%	13%	6%	0%	0%	3%
Regina	26%	42%	7%	14%	3%	0%	3%
Saskatoon - GGP	36%	31%	20%	2%	2%	2%	0%
Saskatoon - SODS	0%	0%	0%	0%	0%	0%	0%
St. John's	35%	23%	23%	3%	3%	0%	10%
Toronto	6%	50%	32%	0%	0%	7%	1%
Windsor	50%	14%	4%	2%	4%	1%	0%
TOTAL	38%	18%	11%	10%	4%	2%	2%

Table 1.4 represents the top primary languages of clients in the CSS program during this period. Arabic represents the primary language of 38% of new clients from October 2022-March 2023 followed by Dari and Pashto (29%). This indicates that Sites continued to receive a high number of Afghan clients/cases during the reporting period

Table 1.5: Top Client Country of Citizenship (New Clients)
Numbers in this table are percentages (%) of new clients

SITE NAME	COUNTRY OF CITIZENSHIP				
	AFGHANISTAN	SYRIA	CONGO (DEM.)	UKRAINE	SUDAN
Bathurst	56%	0%	4%	0%	0%
Brantford	16%	18%	0%	55%	2%
Brooks	0%	22%	21%	0%	4%
Calgary	54%	22%	2%	0%	6%
Edmonton	25%	27%	12%	0%	4%
Fredericton	21%	26%	12%	0%	9%
Halifax	23%	35%	8%	0%	4%
Hamilton	18%	14%	7%	43%	1%
Kitchener	34%	30%	8%	0%	5%
Leamington	0%	100%	0%	0%	0%
London	18%	43%	10%	0%	5%
Medicine Hat	10%	10%	16%	0%	19%
Moncton	54%	12%	21%	0%	3%
Ottawa	42%	34%	4%	0%	1%
Prince Albert	0%	100%	0%	0%	0%
Red Deer	40%	21%	9%	0%	17%
Regina	31%	15%	4%	9%	1%
Saskatoon-GGP	50%	20%	2%	2%	9%
Saskatoon-SODS	100%	0%	0%	0%	0%
St.John's	46%	16%	3%	0%	15%
Toronto	88%	5%	0%	0%	1%
Windsor	25%	36%	2%	0%	5%
TOTAL	43%	22%	5%	5%	4%

Table 1.5 represents the top countries of citizenship of new clients that were received across all Sites during the reporting period. Afghanistan is ranked as the top country of citizenship, representing 43% of the new clients in the program, indicating that the Afghan refugee influx continued during the reporting period followed by Syria representing 22% of the new clients in the program.

Coordinated by:
Coordonné par:

Funded by: Financé par :

Immigration, Refugees   Immigration, Réfugiés
and Citizenship Canada   et Citoyenneté Canada

Table 1.6: Top Country of Birth (New Clients)
Numbers in this table are percentages (%) of new clients

COUNTRY OF BIRTH	TOTAL %
Afghanistan	31%
Syria	28%
Congo (Dem.)	7%
Sudan	5%
Somalia	3%

Table 1.7: Top Country of Last Residence (New Clients)
Numbers in this table are percentages (%) of new clients

COUNTRY OF LAST RESIDENCE	TOTAL %
Turkey	18%
Pakistan	17%
Jordan	7%
Lebanon	6%
Egypt	5%

Table 1.6 and 1.7 describes the top countries of birth (citizenship) and the top countries of last residence (where their resettlement case was processed) for new clients during the reporting period. The majority of new clients were born in Afghanistan (31%) followed by Syria at 28%. These stats represent the recent wave of Afghan refugees that entered the CSS program.

Table 1.8: Level of Education (New Clients)

	GENDER	NO FORMAL EDUCATION	GRADE 11 OR LESS	HIGH SCHOOL GRADUATE	TRADE SCHOOL GRADUATE	COLLEGE DIPLOMA	UNIVERSITY DEGREE	POST GRADUATE
Bathurst	F	2	3	1	0	0	0	0
	M	2	5	1	0	0	0	0
Brantford	F	7	11	24	0	6	11	1
	M	5	11	9	2	3	9	1
Brooks	F	2	9	5	0	2	1	0
	M	2	7	8	0	2	3	0
Calgary	F	10	83	65	1	1	3	0
	M	6	75	61	0	0	2	0
Edmonton	F	1	176	19	1	2	3	1
	M	0	158	17	0	1	4	4
Fredericton	F	19	32	8	0	2	2	0
	M	11	35	14	0	4	3	0
Halifax	F	50	0	0	0	0	0	0
	M	48	0	0	0	0	0	0
Hamilton	F	25	31	22	0	86	38	5
	M	22	37	24	3	58	27	6
Kitchener	F	28	49	22	0	6	6	3
	M	15	44	20	0	7	5	5
Leamington	F	2	4	0	0	0	0	0
	M	0	5	0	0	0	0	0
London	F	20	104	11	1	3	5	0
	M	13	100	19	1	2	8	3
Medicine Hat	F	3	4	3	0	0	2	0
	M	2	3	4	0	0	3	0
Moncton	F	13	9	6	0	0	1	0
	M	10	7	9	0	0	1	0
Ottawa	F	53	42	60	0	1	29	5
	M	18	67	62	0	2	33	7

Table 1.8: Level of Education (New Clients) Cont.

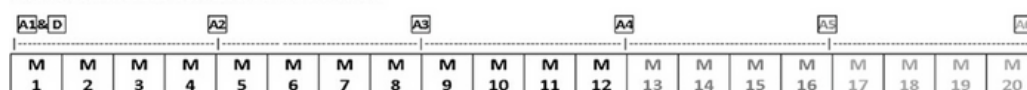|	GENDER	NO FORMAL EDUCATION	GRADE 11 OR LESS	HIGH SCHOOL GRADUATE	TRADE SCHOOL GRADUATE	COLLEGE DIPLOMA	UNIVERSITY DEGREE	POST GRADUATE
Prince Albert	F	0	1	0	0	0	0	0
	M	0	1	0	0	0	0	0
Red Deer	F	15	9	4	0	0	1	1
	M	9	18	5	0	4	3	3
Regina	F	8	5	15	1	6	12	12
	M	1	10	24	1	4	7	7
Saskatoon - GGP	F	92	2	1	1	0	5	5
	M	92	1	2	0	1	4	4
Saskatoon - SODS	F	1	0	0	0	0	0	0
	M	0	0	0	0	0	1	1
St. John's	F	93	0	2	0	1	9	9
	M	89	0	3	0	1	15	15
Toronto	F	209	47	47	0	31	79	79
	M	164	50	63	5	32	117	117
Windsor	F	77	28	17	0	4	9	9
	M	36	38	15	0	7	15	15
Total	F	730	649	332	5	151	216	40
	F %	18%	16%	8%	0%	4%	5%	1%
	M	545	672	360	12	128	260	66
	M %	13%	16%	9%	0%	3%	6%	2%
	SUM	1275	1321	692	17	279	476	106
	SUM %	31%	32%	17%	0%	7%	11%	3%

Table 1.8 31% of new clients received during the reporting period to have received no formal education, 23% have completed primary to some secondary education and 49% of clients have completed secondary school. Approximately 21% of clients have completed post-secondary education (for example trade school, university degree, post-grad). There are no significant differences in education levels based on gender.

A standardized empowerment-oriented intensive case management approach is part of the continuum of care that includes different levels of support and interventions within the case/client's first year of arrival in Canada. The primary tool of the intensive case management model in the CSS program includes the Needs Assessment Matrix. This tool is administered by Caseworkers at different intervals of the CSS service delivery. The assessment provides a comprehensive snapshot of client needs as the client progresses towards self-sufficiency over their time in the program. Needs assessments are typically conducted with each CSS case (head of family, clients in the family or single case) and are foundational for the preparation of the family case and/or client settlement plans.

Through bi-annual reporting, the CSS program can identify and analyze collective GAR needs at CSS Sites across Canada. This section aims to highlight GARs' most pressing needs in resettlement communities to better understand the impact on service delivery and highlight the innovative CSS responses. Client needs are monitored, and trends are captured through ongoing needs assessments conducted every four months. The trends below highlight the recurring needs that impact clients and services, as conveyed in statistical and narrative reports gathered from CSS Sites nationwide.

The image below provides a timeframe of when clients receive needs assessments in CSS. The initial assessment typically occurs within the first few weeks for clients entering the CSS program and is usually completed by the first month of their arrival in Canada. Re-assessments are provided every 4 months after the initial assessment and typically happen at the 4-month, 8-month and 12-month of service in the time GAR clients receive CSS services, or every 4 months until clients are dismissed from the CSS Program. As shown below, additional assessments are provided to clients every 4 months until they exit from the CSS Program.

CSS Needs Assessment Matrix- Essential Points of Service

A1&D				A2				A3				A4				A5			A6
M 1	M 2	M 3	M 4	M 5	M 6	M 7	M 8	M 9	M 10	M 11	M 12	M 13	M 14	M 15	M 16	M 17	M 18	M 19	M 20

Legend:
D- Client Intake/Demographics
A1- First Assessment (Initial Assessment)
A2- Second Assessment
A3- Third Assessment
A4- Fourth Assessment
A5- Fifth Assessment
A6- Sixth Assessment

Table 2.1: Number of Assessments and Assessed Clients
New & Active Clients, 16 yrs+

SITE NAME	# OF ASSESSMENTS	# ASSESSED CLIENTS
Bathurst	3	3
Brantford	16	16
Brooks	20	20
Calgary	183	182
Edmonton	201	200
Fredericton	45	45
Halifax	73	58
Hamilton	166	157
Kitchener	64	64
Leamington	3	3
London	241	237
Medicine Hat	17	17
Moncton	5	5
Ottawa	122	116
Red Deer	55	55
Regina	18	9
St. John's	128	127
Toronto	124	122
Windsor	104	103

Table 2.1 displays the number of client (new & active) assessments during the reporting period. In the CSS program, clients aged 16+ are assessed at 4-month intervals using the standardized Needs Assessment Matrix (NAM). Saskatoon, Charlottetown, Prince Albert, and Thunder Bay are not represented in this data because they do not record the needs assessment in ETO.

Table 2.2: Top Client Needs
Average % across all Sites, Active Clients, 16 yrs+

TOP NEEDS	TOTAL %
Health: Physical, Mental & Wellbeing	15%
Life Skills	11%
Education & Training	10%
Employment	10%
Community Services	9%
Immigration & Government Services	8%
Learning English (non-IRCC)	8%
Food & Clothing	6%
Financial	5%
Family Support	5%
Housing	4%
Library Resources	4%
Childcare	2%
Other	2%
Legal Information & Services	1%
Volunteering	1%
Accreditation	1%
Accessibility Needs	1%

Table 2.2 shows the average percentage of top client needs for all active clients aged 16+ during the reporting period across all sites.

The top needs for this period are Health (15%) followed by Life Skills (11%), Education & Training (10%), and Employment (10%).

These top needs indicate that clients require support for their health and wellbeing. The top needs also depict that clients need education, training, and employment which will help them with better settlement in Canada.

Chart 2.2: Top Client Needs
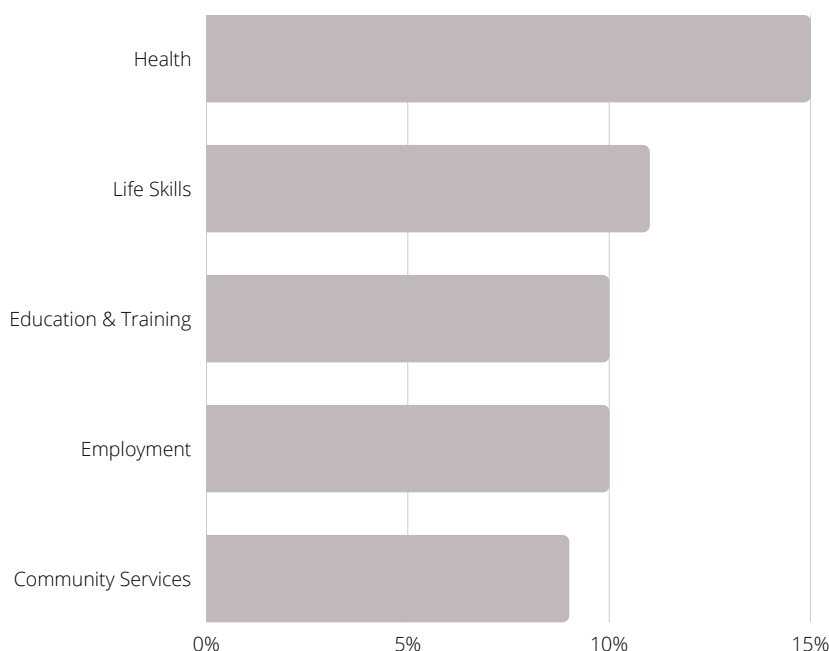Average % across all Sites, Active Clients, 16 yrs+

Table 2.3: Clients Attending Language Class - Recent Assessment
Active Clients, 16 yrs+

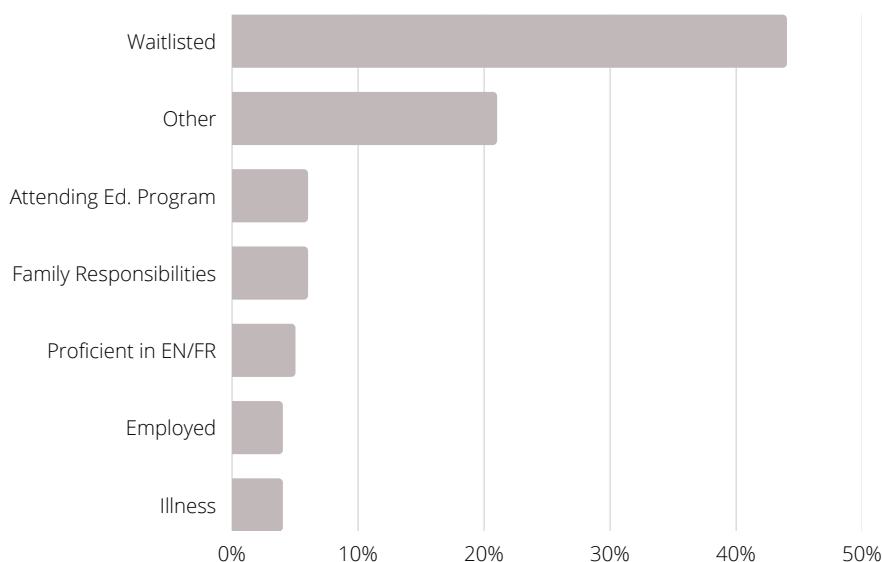| SITE NAME	YES	SOMEWHAT	NO
Brantford	0%	50%	50%
Brooks	62%	0%	38%
Calgary	46%	2%	53%
Edmonton	36%	0%	64%
Fredericton	36%	24%	40%
Halifax	42%	8%	50%
Hamilton	62%	9%	29%
Kitchener	58%	0%	43%
London	46%	1%	53%
Medicine Hat	58%	0%	42%
Moncton	67%	0%	33%
Ottawa	84%	0%	16%
Red Deer	89%	0%	11%
Regina	50%	17%	33%
St. John's	81%	2%	17%
Toronto	37%	2%	62%
Windsor	67%	9%	24%

Table 2.3 represents the number of active clients who have reported that they are, are not, or are somewhat attending language classes during their most recent Needs Assessment in the reporting period. Across all CSS Sites, 54% of clients reported that they are attending language classes, whereas 39% reported that are not attending. 7% of clients selected "Somewhat," which could be due to the fact that they dropped out midway, may be attending classes part-time, or have signed up for upcoming classes.

Table 2.3.1: Top Barriers for Not Attending Language Class
Active Clients, 16 yrs+

TOP BARRIERS - NOT ATTENDING LANGUAGE CLASSES	TOTAL
Waitlisted	44%
Other	21%
Attending Educational Program	6%
Family Responsibilities	6%
Proficient in EN/FR	5%
Employed	4%
Illness	4%
Not Interested	4%
Issues with Accessibility	3%
Lack of Childcare	1%

Chart 2.3.1: Top Barriers for Not Attending Language Class
Active Clients, 16 yrs+

Table 2.3.1 and Chart 2.3.1 indicate that the top barriers for not attending language classes amongst clients that are ages 16+. The top barriers are long waitlists (44%) and others (21%). This can be tied to the fact that language assessments have been taking place virtually during the pandemic, making it difficult for clients who have a lower level of digital literacy skills to access. Moreover, some clients are reluctant to use technology such as Zoom or Teams, resulting in difficulty establishing proper communication. This has contributed to delays in enrollment to LINC classes, which defers progress in their level of English.

Chart 2.3.2: Top Barriers for Not Attending School/Training - Separate from Language Classes
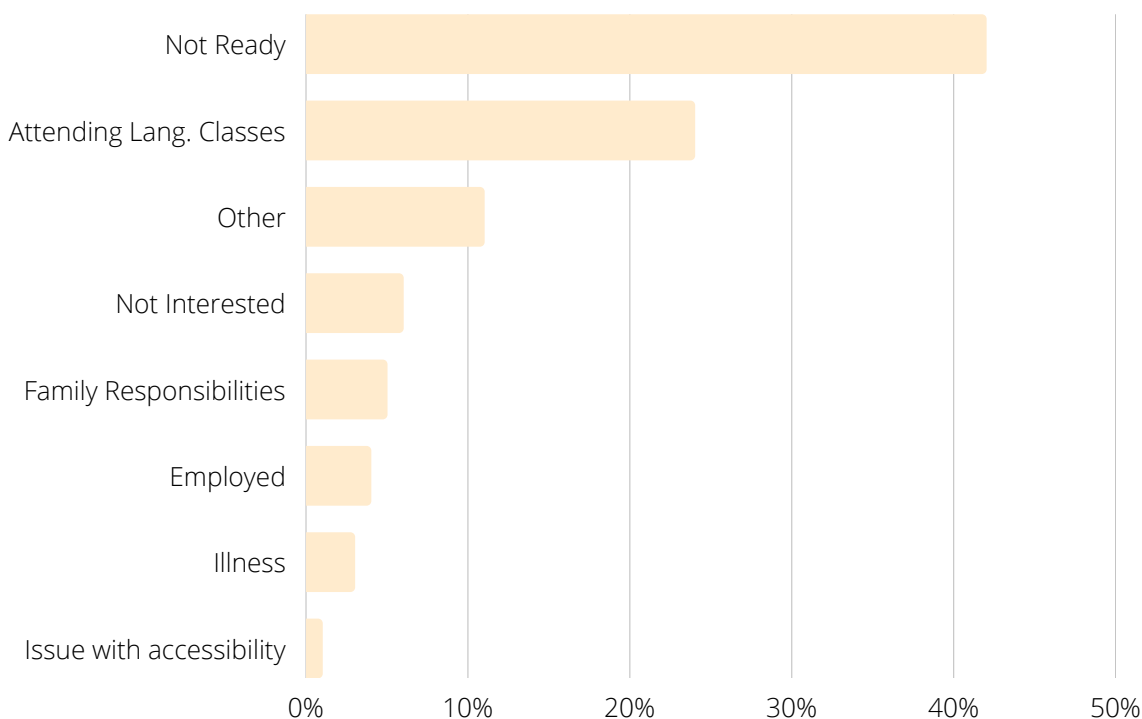Active Clients, 16 yrs+

Chart 2.3.2 displays the top reasons for clients not attending school (separate from language classes). The top barriers that clients self-reported are that they do not feel ready, or are enrolled in language classes (thus reducing their free time, and/or indicating a prioritization of language improvement over other learning opportunities).

Table 2.4: Employment Status (Employed/Unemployed) - Recent Assessment
Active Clients, 16 yrs+

EMPLOYED	TOTAL %
No	90%
Yes	8%

Table 2.4.1: Employment Status (FT/PT) - Recent Assessment
Active Clients, 16 yrs+

EMPLOYMENT STATUS	TOTAL %
Full-Time	54%
Part-Time	46%

Table 2.4.1 shows the percentage of working clients who are employed in a full-time or part-time contract. There is almost an even split between full-time and part-time work.

Table 2.4.2: Top Barriers to Accessing Employment
Active Clients, 16 yrs+

BARRIERS TO EMPLOYMENT	TOTAL %
Not Ready	31%
Attending Language Classes	21%
Language Barrier	20%
Other	9%
Lack of Canadian Experience	7%
Illness	4%
Lack of Childcare	2%
Not of Working Age	2%
Accreditation Issues	1%
Issues with Accessibility	1%
Licensing Issues	1%

Table 2.4.2 shows the percentage of unemployed clients who reported their top barriers to accessing employment during their most recent Needs Assessment. The primary reason for unemployment is due to clients "not feeling ready" (31%), which could be compounded by various factors of settlement and needs. Attending language classes was a barrier to employment for 21% of active clients in the reporting period.

Chart 2.4.2: Top Barriers to Accessing Employment
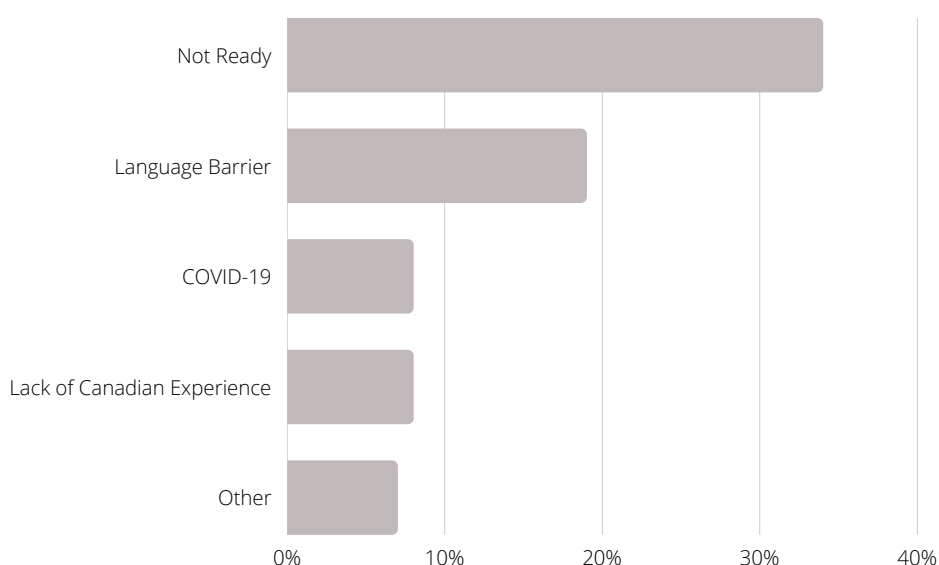### Active Clients, 16 yrs+

Table 2.5: Experiencing Mental Health Challenges
Active Clients, 16 yrs+

SITE NAME	YES	SOMEWHAT	NO
Bathurst	3%	0%	0%
Brantford	0%	5%	2%
Brooks	3%	7%	1%
Calgary	19%	20%	9%
Edmonton	13%	11%	14%
Fredericton	0%	2%	3%
Halifax	3%	2%	4%
Hamilton	10%	23%	12%
Kitchener	0%	0%	0%
London	0%	0%	5%
Medicine Hat	10%	9%	12%
Moncton	0%	0%	0%
Ottawa	16%	5%	1%
Red Deer	0%	0%	1%
Regina	3%	2%	10%
St. John's	0%	0%	0%
Toronto	0%	0%	1%
Windsor	0%	0%	1%

Table 2.5 represents the number of active clients who have reported that they are, are not, or are somewhat dealing with mental health challenges during their most recent Needs Assessment in the reporting period. Across all CSS Sites, the majority of clients say they are not experiencing mental health challenges, however this data could be skewed by the cultural stigmas and previous experiences of these newcomers, who may not want to reveal a vulnerability related to mental health.

Table 2.5.1: Top Mental Health Challenges
Active Clients, 16 yrs+

MENTAL HEALTH CHALLENGES	TOTAL %
Anxiety	13%
Depression	8%
Other	2%
LGBTQIA+ Issues	1%

Table 2.5.1 shows the percentage of clients who reported their top mental health-related challenges. During this reporting period, 13% of clients reported that they are dealing with Anxiety and 8% with Depression (this is self-reported, and these clients may not be medically diagnosed). Many clients also reported challenges in the category "other" including worrying about other family members who are struggling overseas, domestic abuse, trauma, cognitive impairments, and loneliness, among others

Table 2.6: Number of Active Francophones
Active Clients, 16 yrs+

SITE NAME	TOTAL #
Brooks	2
Edmonton	2
Halifax	1
Ottawa	25
Saskatoon - GGP	11

Table 2.6 shows the number of Francophone active clients during the reporting period. Clients are classified as Francophone if they self-declared their primary language as French upon arrival to Canada. 5 CSS sites: Brooks, Edmonton, Halifax, Ottawa and Saskatoon had active Francophone clients during the reporting period.

Table 2.6.1: Preferred Language of Service Indicated in NAM
Active Clients, 16 yrs+

SITE NAME	FR CLIENT LANGUAGE PREFERENCE	
	ENGLISH	FRENCH
Brooks	50%	50%
Edmonton	100%	0%
Halifax	100%	0%
Ottawa	92%	8%
Saskatoon	57%	43%

Table 2.6.1 shows the number of Francophone active clients who selected to receive services in French (when conducting the Needs Assessment). Particularly in Ottawa, Francophone clients opted to receive services in English, which may indicate a desire to improve their English skills or have bilingualism in Canada's official languages as an asset during their settlement journey. Conclusions are tentative because there is a small sample of Francophone clients at CSS Sites, therefore generalizations for the entire population cannot be made.

Table 3.1: Number of Services and Served Clients as Reported
Active Clients, Count

SITE NAME	1:1 ORIENT-ATION iCARE	# CLIENTS (UNIQUE)	FAMILY ORIENT-ATION iCARE	# FAMILY SESSIONS	# CLIENTS (UNIQUE)	# GROUP SESSIONS iCARE	#CLIENTS (UNIQUE)
Brantford	0	0	0	0	0	37	20
Brooks	65	26	7	7	4	0	0
Calgary	219	125	5	3	3	0	0
Edmonton	624	339	83	33	79	0	0
Fredericton	44	39	39	9	39	0	0
Halifax	19	15	108	21	52	0	0
Hamilton	30	29	369	93	236	563	142
Kitchener	23	21	54	12	48	14	10
Leamington	25	9	8	4	2	0	0
London	273	221	180	32	159	0	0
Moncton	14	11	0	0	0	49	29
Ottawa	69	58	262	95	142	199	179
Prince Albert	5	4	2	2	2	0	0
Red Deer	407	164	23	6	16	0	0
Regina	66	61	0	0	0	0	0
Saskatoon - GGP	236	127	56	16	46	0	0
Saskatoon - SODS	8	8	0	0	0	0	0
Toronto	31	28	46	38	44	0	0
Windsor	540	213	727	102	385	1033	360

Table 3.1 shows the number of services that clients received at each CSS Site during the reporting period. Clients may receive the same service from their Caseworker multiple times and Caseworkers may serve more than one client during an activity (ex: group orientation would consist of multiple clients attending one activity). Numbers vary greatly but are impacted by the size and capacity of each Site (ie. larger sites have higher numbers of activities). The numbers in this table also reveal the Site's particular focus, for example, some Sites prefer to offer group orientations, whereas others place an emphasis on one-on-one activities. Columns referring to family and group orientations are split between "iCARE count" versus "actual" count: this is because iCARE counts each individual participant within a family case as a participant to these activities, whereas the "actual" number counts a family case as one attendee to the orientation.

Table 3.2: Topics Covered (1:1 & Family Sessions)
Active Clients, Percentage

The numbers in this table reflect percentages (%) of clients at each Site.

TOPICS	BROOKS	CALGARY	EDMONTON	FREDERICTON	HALIFAX	HAMILTON	KITCHENER	LEAMINGTON	LONDON	MONCTON	OTTAWA	PRINCE ALBERT	RED DEER	REGINA	SASKATOON - GGP	SASKATOON-SODS	TORONTO	WINDSOR	AVERAGE %
HEALTH	23	33	13	18	7	20	20	36	39	7	11	14	22	3	55	11	12	21	20
MONEY & FINANCE	38	9	16	9	25	23	4	36	31	43	28	14	5	7	23	0	17	24	20
OVERVIEW OF CANADA	11	9	20	44	24	9	21	0	2	0	19	0	28	0	6	67	14	5	16
LIFE SKILLS	9	10	2	1	24	5	15	0	11	0	11	43	5	85	7	0	27	18	15
EDUCATION	9	11	12	22	5	13	13	0	3	36	4	14	25	0	8	11	1	6	11
BECOMING A CANADIAN CITIZEN	0	2	8	0	5	13	17	14	3	0	4	0	5	0	0	0	5	8	5
EMPLOYMENT	0	12	9	1	9	12	2	0	0	14	4	0	1	3	0	0	11	3	5
SOCIAL SUPPORT AND COMMUNITY CONNECTIONS	4	7	1	1	0	3	8	14	0	0	12	0	2	1	1	11	3	3	4
HOUSING	23	1	9	0	0	0	0	0	11	0	7	0	0	0	0	0	9	8	3
LANGUAGE SKILLS	0	4	10	0	0	2	0	0	0	0	0	14	6	0	0	0	2	1	2
CANADIAN LAW/JUSTICE	4	0	0	3	0	0	0	0	0	0	0	0	1	0	0	0	1	2	0

Table 3.2 shows the percentage of clients who received orientations (one-on-one, family) for each IRCC orientation topic. 20% of clients received at least one health-related orientation and 20% of clients received orientations related to Money & Finance. Overview of Canada and Life Skills are other common topics broached by service providers to best serve clients.

Health, Money & Finance, and Overview of Canada were the top three topics for orientation across all sites during this period. Note, St. John's did not record any orientation sessions this term

Table 3.3: Topics Covered (Group Sessions)
Active Clients, Percentage

The numbers in this table reflect percentages (%) of clients at each Site.

TOPICS	BRANTFORD	HAMILTON	KITCHENER	MONCTON	OTTAWA	WINDSOR	AVERAGE %
HEALTH	0	0	2	0	5	93	19
SOURCES OF INFO	3	33	0	0	22	43	15
MONEY & FINANCE	4	49	0	0	47	0	11
EDUCATION	3	93	2	0	2	0	10
CANADIAN LAW/ JUSTICE	0	5	0	0	10	84	7
EMPLOYMENT/ INCOME	2	38	0	0	46	15	7
OVERVIEW OF CANADA	0	18	0	0	59	23	6
IMPROVING EN/FR	3	66	0	0	31	0	6
COM. CONNECTION	0	0	0	0	17	83	4
RIGHTS & FREEDOMS	0	3	0	0	58	39	4
BECOMING A CANADIAN CITIZEN	0	0	0	0	100	0	4
HOUSING	1	6	0	0	14	79	3
IMPORTANT DOCUMENTS	0	0	0	0	100	0	3
TRANSPORTATION	0	5	0	0	25	0	1
COMMUNICATIONS/MEDIA	0	32	0	0	0	68	1
INTERPERSONAL CONFLICT	0	0	0	0	0	0	0

Table 3.3 shows the percentage of clients who received a group orientation (workshop) for each IRCC orientation topic. It is important to note that one orientation can cover multiple topics and clients may attend multiple orientations. During this period, 19% of clients attended a group session on health, 15% received sources of information and 11% received information about money & finance. The table above only includes Sites that have recorded and delivered group sessions during this period and the topics of the orientation are determined locally, based on client needs.

Referrals and follow-up activities are documented in each case/client file to ensure progress and efforts are recorded in the case/client file within the CSS National Database, Efforts to Outcomes.

Table 4.1: Number of Referrals and Referred Clients
Active Clients, Count

SITE NAME	# OF CLIENTS REFERRED	# OF REFERRALS
Brantford	5	15
Brooks	20	61
Calgary	170	1305
Edmonton	455	3360
Fredericton	141	798
Halifax	74	802
Hamilton	334	2324
Kitchener	172	1091
Leamington	1	1
London	522	2320
Medicine Hat	2	3
Moncton	42	148
Ottawa	685	3030
Prince Albert	11	46
Red Deer	60	1147
Regina	82	580
Saskatoon-GGP	275	1946
Saskatoon-SODS	8	9
Toronto	186	856
Windsor	342	2177

Table 4.1 shows the number of clients who have received referrals and the number of referrals that have been made during the reporting period. It should be noted that the same client may receive multiple referrals. No referrals were recorded for Sites that do not appear in the above table.

Table 4.2: Top Reasons for Referrals
Active Clients, Percentage %

TOPIC FOR REFERRAL	TOTAL %
Health	26%
Source of Information	15%
Community Connections	13%
Immigration Services and Government Services	11%
Money and Finances	8%
Important Documents	6%
Housing	3%
Education	3%
Employment & Income	3%
Food and Clothing	3%
Improving English or French	2%
Family Support	2%
Communications & Media	1%
Canadian Law and Justice	1%
Becoming a Canadian Citizen	1%

Table 4.2 shows the percentage of referrals within different key settlement topic areas. The top topic is health (26% of all referrals), followed by requests for sources of information (15%) and community connections (13%).

During the reporting period, clients indicated health and wellbeing as their top most need which is evident in the significant number of referrals made to health services

Table 5.1: Number of Services and Served Clients
(Orientations and Assessments)
Count

SUPPORT SERVICES	# OF SERVICES (ORIENTATIONS & ASSESSMENTS)	# OF CLIENTS WHO RECEIVED SERVICE (ORIENTATIONS & ASSESSMENTS)
Crisis Counselling	17	22
Childcare	2	2
Interpretation	415	793
Provisions for Disabilities	7	9
Translation	118	123
Transportation	53	69

Notes:

1. Some clients receive multiple services in the same period.
2. Number of services are less than the number of clients for some sites because the number of services in this table are based on how they recorded the services in ETO, not as they report them to iCARE (i.e. a family session of 3 clients is considered as 1 service while in iCARE it is considered as 3 services).

Clients stay in the CSS program between 12-24 months; therefore, a client's exit timeline can be anywhere within that range. Clients are exited from the CSS program and transitioned to Settlement Services when their level of needs are lower and their level of independence has increased. The exit interview is conducted at the final meeting between a CSS caseworker and their client, to ensure that clients are satisfied with the services received and if there are any pending challenges that will be continued to be addressed in Settlement Services.

Table 6.1: Clients' Accomplishments in CSS
Average percentage (%) across all Sites

ACCOMPLISHMENTS	TOTAL %
Learned to use public transportation	85%
Improved understanding of Canadian culture	82%
Understands and pays bills/rents on time	82%
Obtained immunizations	75%
Scheduled and attended medical appointment independently	73%
Found a family doctor	69%
Participated in community events/community life	67%
Files income tax return	65%
Improved money management skills	61%
Registered/attending appropriate learning options (i.e. high school)	57%
Registered/attending appropriate learning options (i.e. high school)	45%
Found affordable housing	55%
Found childcare	10%
Other	6%
Completed education certificate (i.e. diploma, certificate, degree)	3%

Table 6.1 shows the percentage of clients who have reported their accomplishments within the CSS program across all sites. Clients are able to select more than one choice when answering questions on the survey. 85% of clients have expressed that they are comfortable to use public transportation, 82% of clients have expressed that they improved their understanding of Canadian culture and 73% of clients have shared that they are able to schedule and attend medical appointments independently among other accomplishments.

Table 6.2: Things Clients Still Wish to Accomplish
Average percentage (%) across all Sites

STILL WISH TO ACCOMPLISH...	% OF CLIENTS
Employment	47%
Financial stability	40%
Improved ability to communicate in English	35%
Attend education	26%
Maintain healthy family	23%
Family re-unification	22%
Obtain driver's license	15%
Understand Canadian culture	16%
Professional accreditation	6%
Volunteering	4%
Other	1%

Table 6.2 shows the percentage of clients who still wish to accomplish competencies in specific topic areas once exiting the CSS program across all sites. Clients are able to select more than one choice when completing the survey. The top items they wish to accomplish are: employment (47%), financial stability (40%) and improved ability to communicate in English (35%).

Table 6.3: Biggest Challenges Clients Experience During First Year
Average percentage (%) across all Sites

BIGGEST CHALLENGES	% OF CLIENTS
Adapting to a new country/ culture	48%
Budgeting & managing money	40%
Shopping on a low budget	35%
Learning English	32%
Finding housing accomodations	26%
Understanding & following-up with mail/ correspondences	25%
Understanding Canadian school system	21%
Bsaic life skills	19%
Accessing community/government services	19%
Understanding Canadian family system/ legal (parenting, marriage, separation)	18%
Understanding & paying bills on time	18%
Language schools - i.e. LINC or ESL	17%
Interpretation	16%
Finding vocational/ job training	16%
Understanding/utilizing IFH	14%
Filing income tax return	14%
Finding schools/programs for education	12%
Evaluation for professional credentials	12%
Other	3%

Table 6.3 shows the percentage of clients who self-reported barriers to integration within their first year of arrival in Canada within the CSS program across all sites. Clients are able to select more than one choice when completing the survey. The challenges include adapting to a new country and culture (48%), budgeting and managing money (40%) and learning english (32%).

Table 6.4: Accessing a Settlement Worker
Average percentage (%) across all Sites

ARE YOU ACCESSING A SETTLEMENT WORKER?	TOTAL ANSWERS %
No	9%
Somewhat	3%
Yes	88%

Chart 6.4: Accessing a Settlement Worker
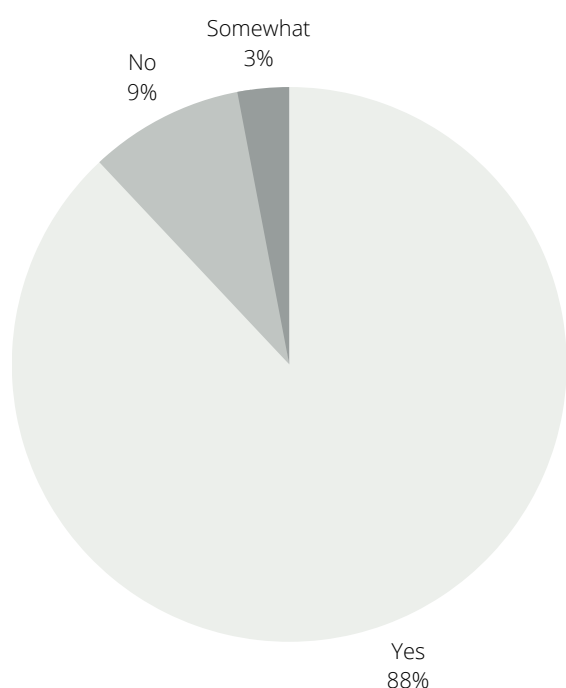Average percentage (%) across all Sites

Table 6.4 and Chart 6.4 show the percentage of clients who are accessing a Settlement Worker for continued Settlement Services beyond the CSS program. Settlement Services offer generalized support to all newcomers in Canada and help them with finding information and services, referrals, among others. Generally, the CSS Caseworker will introduce clients to their Settlement Worker before the client exits the CSS program, to ensure a smooth transition. The large majority of clients (88%) are accessing a Settlement Worker beyond their time in CSS.

Table 6.5: Feel Comfortable Communicating in EN/FR
Average percentage (%) across all Sites

FEEL COMFORTABLE COMMUNICATING IN ENGLISH/FRENCH	TOTAL ANSWERS %
No	15%
Somewhat	38%
Yes	47%

Chart 6.5: Feel Comfortable Communicating in EN/FR
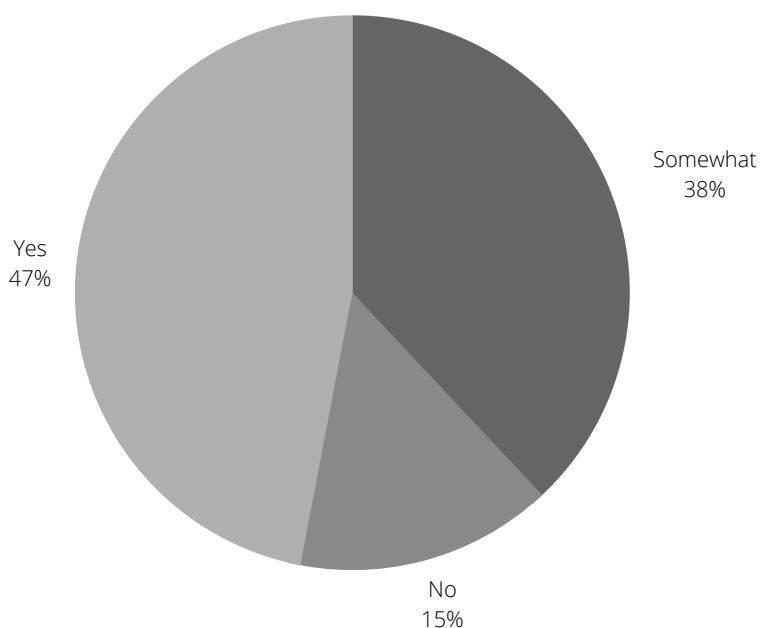Average percentage (%) across all Sites

Somewhat
38%

Yes
47%

No
15%

Table 6.5 and Chart 6.5 show the percentage of clients who feel comfortable communicating in English or French. The majority (47%) of clients feel somewhat comfortable communicating in English/French. Approximately one third of clients (38%) feel somewhat comfortable, while only 15% of clients do not feel comfortable communicating in English/French.

Table 6.6: Feel Comfortable Accessing Services Independently
Average percentage (%) across all Sites

FEEL COMFORTABLE ENOUGH TO ATTEND MOST OF YOUR APPOINTMENTS/ACESS COMMUNITY SERVICES INDEPENDENTLY	TOTAL ANSWERS %
No	5%
Somewhat	27%
Yes	68%

Chart 6.6: Feel Comfortable Accessing Services Independently
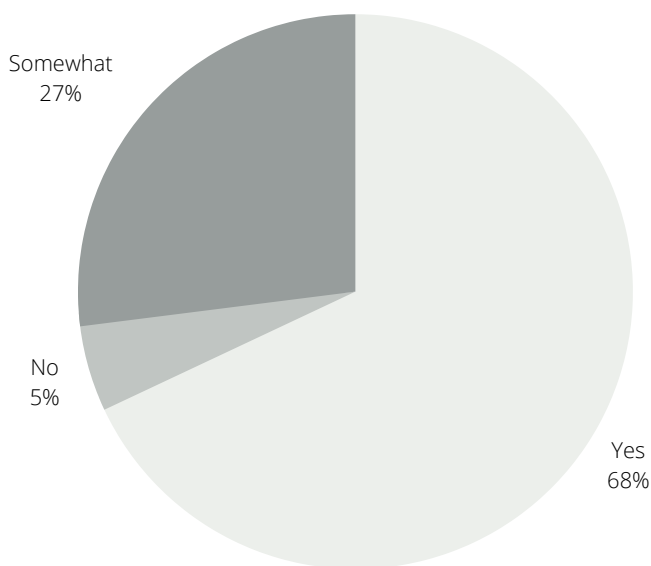Average percentage (%) across all Sites

Table 6.6 and Chart 6.6 indicate that the majority of the clients (68%) who are exiting the CSS program and transitioning to settlement services feel comfortable attending appointments and accessing community services independently. Meanwhile, 27% of client feel somewhat comfortable, and only 5% do not feel comfortable.