

Remote Service Delivery Survey Results and the Path Forward

Settlement and Integration Policy Branch,
IRCC

National Settlement and Integration Council
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The pandemic has changed the way settlement services are delivered

- ▶ In March 2020, as the COVID-19 pandemic hit, IRCC directed Service Provider Organizations (SPOs) to provide non-critical services **virtually**
- ▶ SPOs pivoted quickly to providing services **virtually**, either **online or by phone**

...and Service Provider Organizations rose to the occasion

- ▶ SPOs ensured a high degree of service continuity with support/flexibility from IRCC

1.

Remote Service Delivery Survey

Main takeaways

Background and methodology



In fall 2020, IRCC conducted the Remote Service Delivery survey to:

- understand the impact of the pivot to online service delivery better support SPOs in this new context
- inform future policy and programming

▷ Questionnaire was developed with the help of the Technology Task Group

▷ Target audience: all direct SPOs

▷ Who took the survey?

	Total response rate	54% (342 CAs)
	Francophone SPOs response rate	44% (40 CAs)

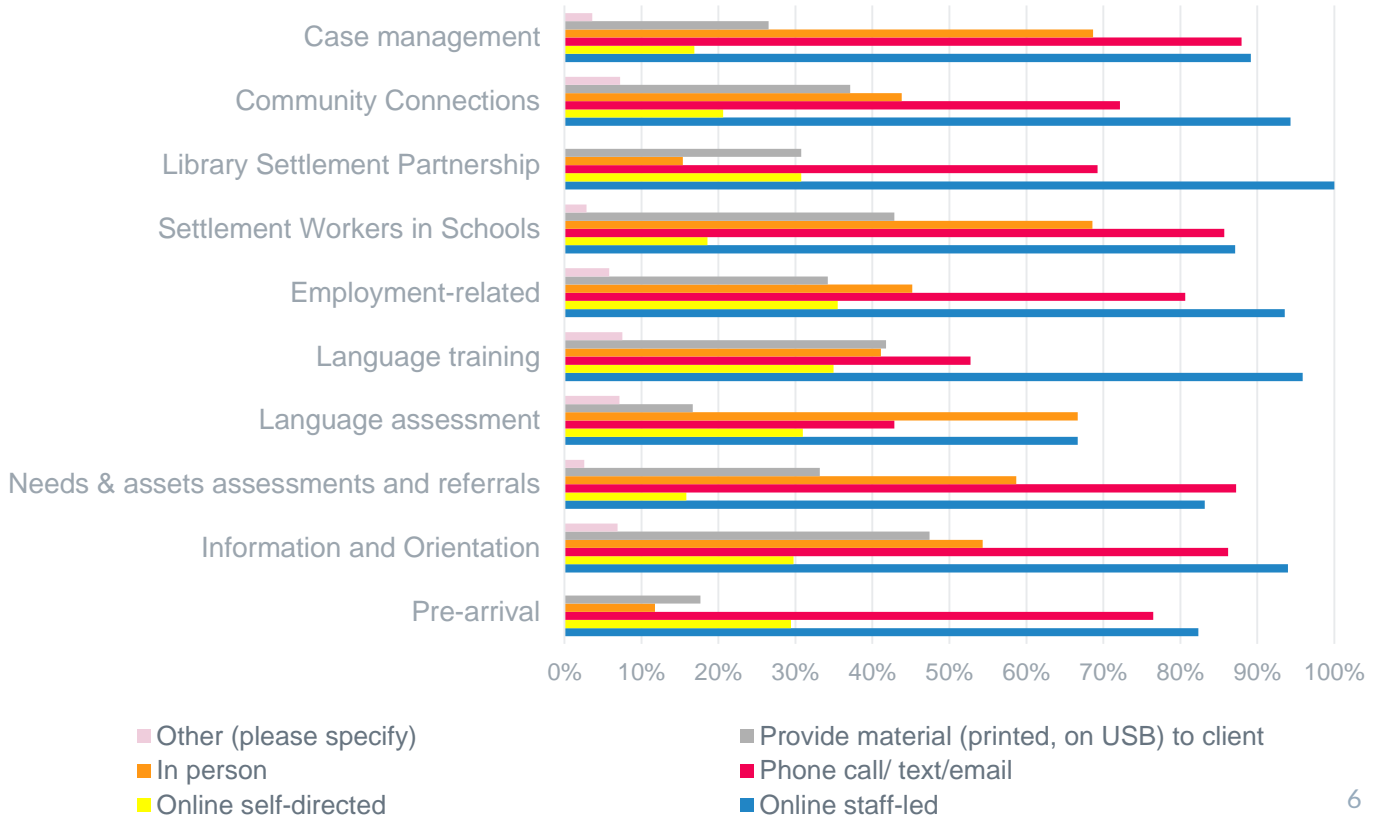
Most SPOs were offering online services in the fall of 2020:

 **97% of SPOs**
Vs. 58% pre-pandemic

 **93% of Francophone SPOs**
Vs. 65% pre-pandemic

 **Only 10 SPOs weren't**
Providing any remote/online services

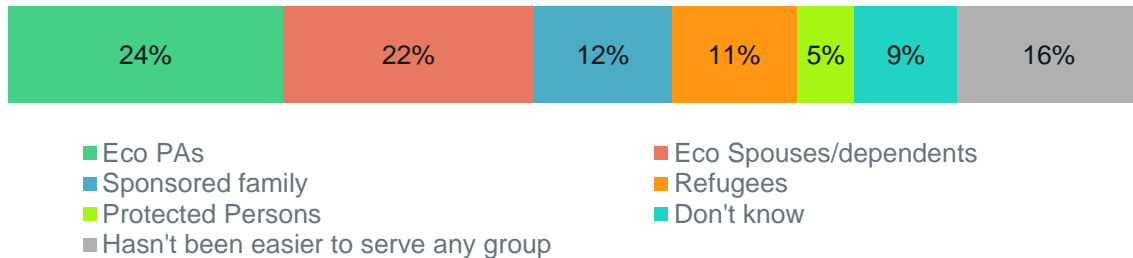
SPOs were delivering services through a mixed-method approach



Most clients were able to access online services...

▷ And for some it was easier to access services virtually:

When asked, “what client groups (based on immigration categories) have you been able to serve more easily through remote delivery?”...

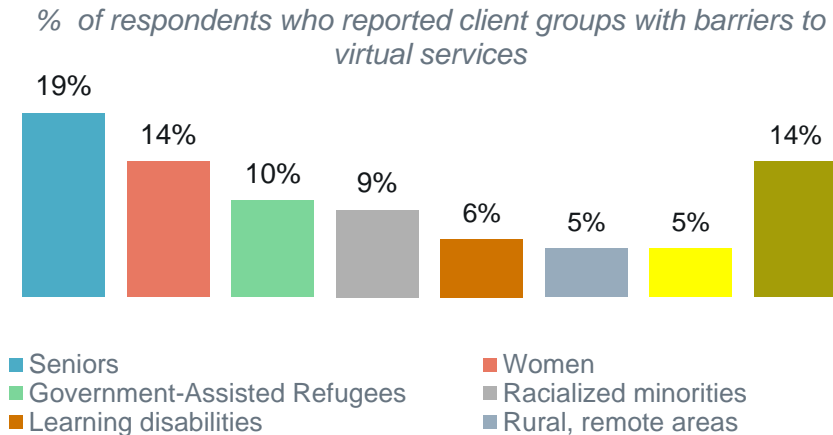


Takeaways:

- *Digital and official language literacy has allowed Eco PAs and their spouses and dependents to **access virtual services with ease**;*
- *Online delivery also brings **advantages for other groups** e.g. refugees, who no longer have to face the barriers of transportation and childcare.*

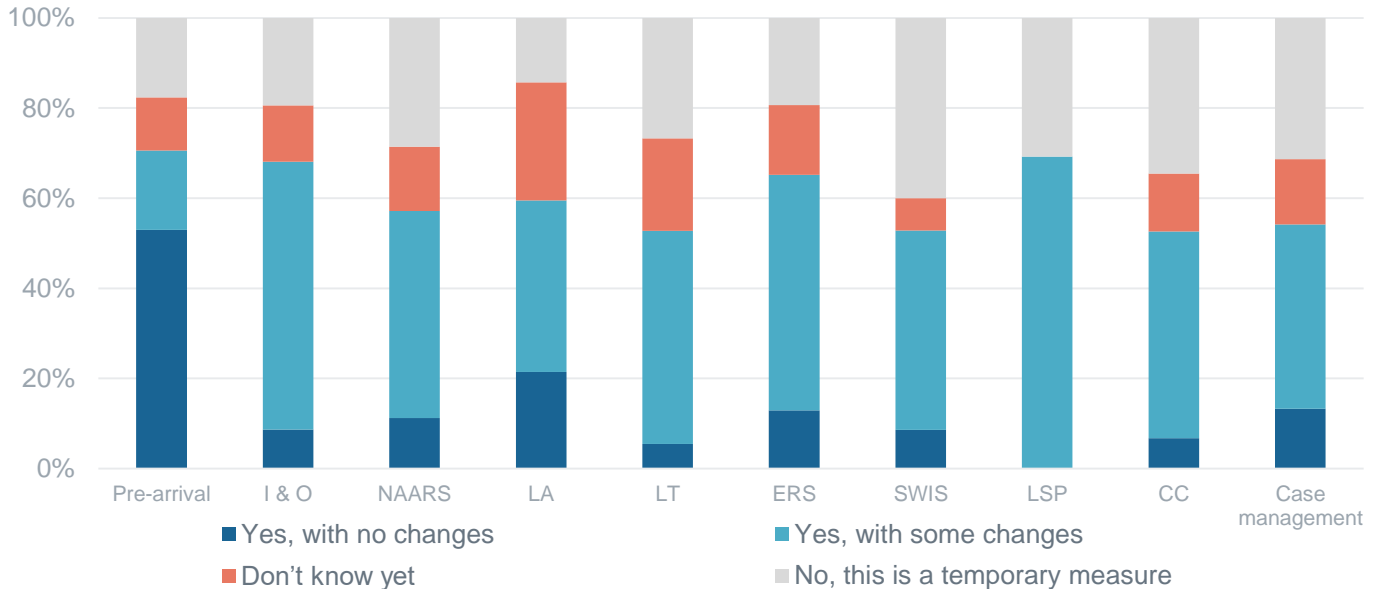
The pandemic has exacerbated existing barriers for newcomers

▷ Particularly for newcomers with low official language and/or digital literacy



Takeaway: Need for appropriate supports and in-person services for seniors and women with low digital literacy.

SPOs want to continue delivering some services online



Takeaway: SPOs see an important role for virtual delivery post-pandemic for certain program components, although most will require in-person complements.

*Many Pre-Arrival services were delivered virtually pre-pandemic

2.

Learning from the pandemic experiment

The path forward



“Before the pandemic, staff were weary of online work, but by giving staff a bit more time to experiment they found successes and different ways of running programs, engaging clients”

- SPO in Ontario

Two main lessons from the pandemic



SPOs

Have stepped up and ensured service continuity via innovation and promising new digital practices.



Clients

Have appreciated the ability to access settlement services from a device, not having to travel to an agency.



Capitalizing on innovation

Opportunity to **capitalize on the promising practices** that have emerged over the past 20 months

IRCC's vision for digital settlement services



For Clients:

- ▷ Clients are able to access **high-quality settlement services online** and can opt to complement these with in-person offerings.



For SPOs:

- ▷ SPOs continue their **digital transformation**, while providing tailored in-person services to clients who need additional support.



IRCC:

- ▷ The Settlement Program provides a suite of digital settlement services that **improve client outcomes and Program effectiveness.**

How do we build and deliver client-centric settlement services?

▷ First, we need to do more homework. Over the next 2 years, IRCC will:



Continue to build evidence base

- Conduct digital case studies with SPOs, clients to understand impact, preferences
- Apply takeaways from SDI projects, leverage lessons from Pre-Arrival programming



Identify and provide consistent guidance to the sector

- Identify best practices on cybersecurity, privacy, digital literacy
- Develop guidelines/standards on digital service delivery for CFP 2024



Support capacity building through knowledge and partnerships

- Establish a standing item – “Tech Talks” – at NSIC
- Work with the NSIC Technology Task Group on engagement, capacity building of the sector

We want to hear from you!

Please tell us how your organization is continuing to innovate: what have been your main takeaways and what are your plans for the online delivery, if any?

