Overview of Call for Proposals 2024 for Settlement Program and Resettlement Assistance Program

Settlement, Integration and Francophone Affairs Sector

October 11th, 2023

The purpose of this presentation is to…

- Provide an **overview of the Settlement and Resettlement Assistance Program Call for Proposals (CFP) 2024**, including**:**
    - **Priorities** for CFP 2024
    - **Advancements and changes** from CFP 2019, including the **intake and assessment approach**
- Outline the approach for the **CFP 2024 launch**

CFP 2024 builds on solid foundations established before and since 2019 and continues to evolve the Programs through lessons learned

CFP 2019 introduced **important enhancements** to settlement and resettlement programming:

- Introduced **CORE principles**
- Opened the door to **funding digital delivery**
- Encouraged more **cooperation among SPOs**

CFP 2019 taught us **important lessons** that we are using to **inform CFP 2024**:

- ✓ Improve **awareness of**, and **access to**, settlement services
- ✓ **Standardize service offerings** to ensure clients have access to services of similar quality and content across the country
- ✓ Targeted programming to reach **underserved clients and regions**

Overall, we know that the Programs are important and having a profound impact on client outcomes:

87% of clients found that services **changed their knowledge** of Canada

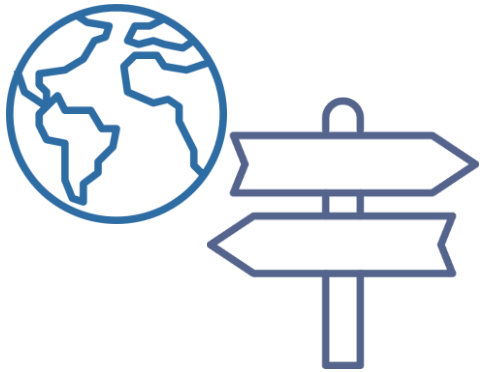
78% of clients said employment-related services helped them acquire knowledge, skills and connections to **prepare for the Canadian labour market**

95% of clients that received **NAARS** said the referrals and linkages they received were useful

Data Source: Newcomer Outcomes Survey (2020 and 2021)

CFP 2024 emerges from a rich history, and in a shifting immigration and settlement context

Canada is a recognized leader in the settlement and integration of newcomers



Settlement and integration is a **'two-way street'** and **'whole-of-society'** approach in Canada, with both a role for newcomers and Canadian society which defines its success on the world stage.

The Settlement and Resettlement Assistance Programs are cornerstones of this approach

- In 2022-23, IRCC allocated **$1.1 billion** for Settlement and **$595.5 million** in Resettlement, including Income Support.
- In 2022-23, IRCC funded **578** resettlement and settlement organizations, on a 5 year cycle.
- In 2022-23, nearly **612K** clients accessed at least one of IRCC's settlement and resettlement services.
- This is a **42%** increase in clients compared to 2021-22.

*Source: IRCC administrative data.

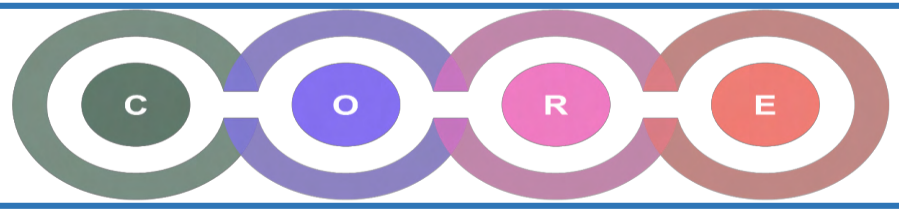
Demand for services, and the diversity of client expectations and needs, is changing

CFP 2024 offers continuity of settlement and resettlement services with **targeted improvements** to keep pace with how immigration and client needs have evolved:

- Building on sector's digital pivot during the pandemic
- Increasing immigration levels
- Humanitarian crises

The CFP 2024 approach is guided by an ongoing focus on CORE principles and a vision to get the right services, to the right clients, at the right time

Principles



Client-Centered: Programming tailored to meet specific client's profiles.

Outcomes-Driven: Programming driven by evidence, ensuring the best outcomes for the client.

Responsive to Need: Programming that meets the needs of not only the client, but of society itself.

Effective Use of Resources: Programming that is effective and efficient, utilizing partnerships, leveraging shared resources, and developing untapped community assets.

Vision

IRCC's vision for CFP 2024 is to foster a Program that delivers the **right service, to the right client, at the right time.**

Right service: Ensuring that services are closely aligned to client strengths and needs.

Right clients: Strengthening our commitment to ensure that diverse populations can access and benefit from settlement services.

Right time: Improving access to high quality and consistent services, regardless of where the client is in their immigration journey.

CFP 2024 is developed in line with IRCC's commitments to **Anti-Racism, Gender-based Analysis (GBA) Plus**, and **Gender Equality**. This includes incorporating **Truth and Reconciliation** into the programming.

CFP 2024 is also driven by input from Provinces and Territories, and delivery partners

Engagement: Responding to experiences and expertise of delivery partners

- **Cross-country sessions with 1,300 participants** including Settlement and resettlement partners; francophone organizations; Local immigration partnerships

- **FPT engagement** across the Forum of Ministers responsible for Immigration tables

- **What we heard**:
  - There are strong partnerships across the sector, but opportunity to **increase collaboration** and avoid duplication of efforts
  - Need to better share **innovative practices** across the sector
  - Continue to invest in supports on **mental health/well-being**
  - Continue to focus on needs of **2SLGBTQI+, newcomers with disabilities** etc.
  - **Need to build digital skills capacity** for staff and clients
  - Ensure **broad coverage of services in French, for francophone clients**

Changes to the Settlement and Resettlement Assistance Programs for CFP 2024 respond to evidence and consultations

CFP 2024 renews Settlement and Resettlement Assistance Programming, and makes advancements on key priority areas

Within CFP 2024, we are seeking to ensure **continuity of services** by building on **solid program foundations** established in 2019, balanced with **advancements** that the sector has demonstrated **capacity** to adjust to. These include:

Increasing national consistency and standardization:

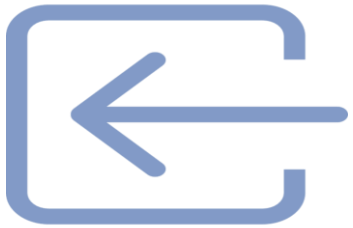
Ensuring clients can access services of comparable quality and content no matter where they are in Canada, and that organizations have the capacity to offer this.

Enhancing collaboration and coordination:

Building on and expanding collaboration between organizations, provincial, municipal and private sector partners.

Maintaining flexibility and efficiency:

Remaining efficient, nimble and flexible to adapt services to specific needs (e.g. of communities, clients, PT partners).



Expanding access to services:

Ensuring broader coverage, access and visibility of services, including through digital delivery and in rural and remote communities and in small centres.

Resettlement Assistance Programming will be reinforced in CFP 2024

CFP 2024 welcomes proposals under the Resettlement Assistance Program (RAP) to ensure Canada has adequate capacity to support and resettle increased levels of Government Assisted Refugees (GARs) across the country.

Funding for various **Port of Entry services,** and **Immediate** and **Essential supports** including temporary accommodation and assistance in finding permanent accommodation.

Supports for GARs and other eligible clients

Expansion of the RAP to **new communities** where there is a **demonstrated need** and **experience in successfully resettling refugees.**

Expanding RAP coverage

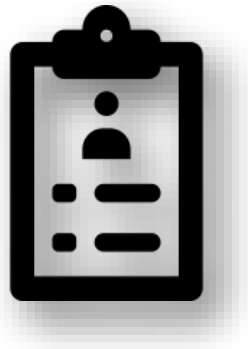
Registration and referrals to other government and community services, ensuring clients are supported during their **settlement journey**.

Transition from the RAP to Settlement

CFP 2024 also introduces new services to respond to the needs we heard from our Programs' clients and the sector

Key lesson from the last 5 years was that there is a **need to fund new services** in areas with **growing demand and pressure** under Settlement and Resettlement Assistance Programming:

Case Management as a new direct service



12% of all SPOs* already provide case management due to **complex and multi-barrier client** workloads. Early engagement with SPOs revealed desire for a **consistent approach** to case management.

*Source: IRCC administrative data. Captures FY 2022-2023.

SWIS-TEE as a new direct service

2022 SWIS-TEE evaluations highlighted a clear and demonstrated need for this programming, with recommendations to support **consistent service delivery** across Canada and to **identify SWIS-TEE activities more clearly**.

Case management and SWIS-TEE are **high investment programs** that offer specialized and intricate interventions**.**

These changes also come with some new expectations and requirements on how we deliver and measure our Programs' services

To integrate other learnings into the Programs, CFP 2024 introduces some changes in how we deliver and measure our Programs' services.

Outcomes measurement and clear expectations for indirect services at various levels

Recent crises (e.g. Covid-19) and mass arrivals (e.g. Afghanistan, Ukraine) demonstrated effectiveness of **strong coordination roles,** and the importance of mobilizing a **whole-of-sector** response through **complementary efforts.**

Standardized NAARS template and NAARS Community of Practice

70% of surveyed SPOs* believed **adopting a coordinated approach** and **consistency in templates** for NAARs nationally would help improve the Program.

*Source: IRCC 2021 NAARs SPO survey (distributed to 300 NAARs SPOs with a 60% response rate).

Privilege digital delivery for pre-arrival services (with exception of Refugees and FIP)

Among non-refugee pre-arrival clients, **96%** accessed at least one **service online**, while only **8%** attended at least one **in-person** service.* Additionally, the majority of users of in-person services also used services online.

*Source: IRCC, RD Settlement Services, July 31, 2023 data. Based on pre-arrival settlement services delivered between April 2019 to June 2023.

Through CFP 2024, we are also introducing three new funding streams to ensure capacity to support dedicated priorities and needs

CFP 2024 brings forth **three specialized funding streams** which give us a vehicle to invite and fund proposals that include plans for **meeting the needs of diverse clientele** and **specialized needs.**

Francophone Integration Pathway (FIP)	Funding a suite of settlement services in French that includes all the direct and indirect service components of the Settlement and Resettlement Assistance Program (see Annex).
Equity Stream	Funding intermediary organizations to redistribute funds and support not-currently funded grassroots organizations that serve and are representative of equity-deserving groups, in order to build their capacity to effectively deliver settlement services.
Service Delivery Improvement (SDI)	Funding to 5-year, larger-scale pilot projects that will test promising practices or concepts identified by previous SDI Expression of Interest processes.

CFP 2019 taught us that there is also room for improvement in the intake process to enhance applicants' experiences

- Lesson from CFP 2019: having a longer time period for CFP 2024 will allow for a **longer intake process**, enabling organizations to **submit strong proposals**; **funding decisions to be communicated in a timely manner**; and **sufficient time to prepare for new funding agreements.**

- CFP 2024 has built in a **longer intake period** to give applicants sufficient time to
  - ✓Ask questions
  - ✓Identify and develop partnerships
  - ✓Prepare quality applications

Applicant supports will be made available and accessible through various channels

Applicant Webinars

- Applicants will be supported by webinars, including ones designed for new and low-capacity applicants.
- Applicants will have the opportunity to ask the Department questions during live webinars.

Applicant Resources

- Access to support helpdesks
- Revised (Re)Settlement Program Logic Model
- Outcomes Guidance
- GCS Tip Sheets
- Frequently Asked Questions and Answers Document
- GBA Plus guidance

Key takeaways and next steps leading to CFP 2024

Key Takeaways

- The last five years have been foundational in setting the stage for CFP 2024.
- CFP 2024 presents an exciting step forward in offering service continuity and Program stability, while embarking on deliberate advancements.

Next Steps

- Mid-to late-November 2023
  - **CFP Launch**
- November – January 2024
  - **Webinars with Q&A Sessions**
- FY 2024/25
  - **Decisions communicated**

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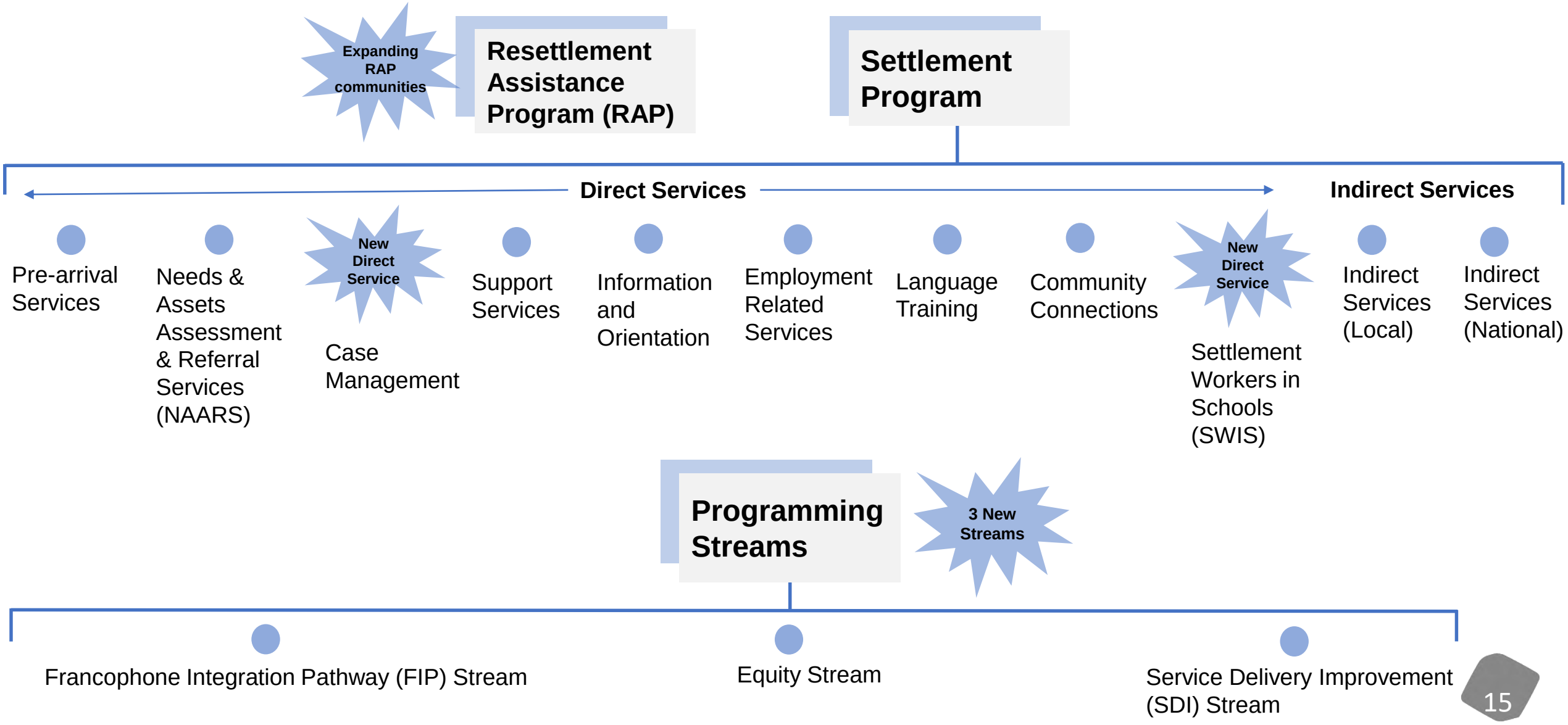
- April 1, 2025
  - **New agreements begin**

Annex 1: CFP 2024 Core Programming Areas



Annex 2: Francophone Immigration and Settlement – Key Information

Significant developments in Francophone immigration and settlement:

- Target of 4.4% Francophone admissions achieved in 2022: https://www.canada.ca/en/immigration-refugees-citizenship/news/2023/01/canada-meets-its-francophone-immigration-target-in-2022.html
- The modernized Official Languages Act includes the obligation to adopt a policy on Francophone immigration: https://www.parl.ca/DocumentViewer/en/44-1/bill/C-13/royal-assent (see Part 1)
- The Action Plan for Official Languages (APOL) 2023-2028 includes an additional investment to strengthen the Francophone Integration Pathway: https://www.canada.ca/en/canadian-heritage/services/official-languages-bilingualism/official-languages-action-plan/2023-2028.html#a10 (see Pillar 1)
- Addition of 4 requirements supporting the FIP (in 2021) in all contribution agreements to encourage the referral of French-speaking clients to Francophone SPOs – accompanied by a rigorous IRCC monitoring mechanism

A strong Francophone lens in the 2024 Call for Proposals (CFPs):

- There will be a separate, parallel component for the Francophone Integration Pathway in CFPs.
- Funding opportunities for Francophone organizations will be identified in the guidelines.
- IRCC's proposal evaluation will take into account the realities of service delivery in minority communities.
- French-language webinars will be specifically designed to enhance support for Francophone organizations.