IRCC Settlement Program Logic Model

Management & Engagement

Program Delivery

Activities

Departmental Services	Enabling Services	Direct Services				Indirect Services
Program Management and Engagement	Provision of support services / Assessment of needs and referrals	Provision of information	Provision of language services	Provision of employment-related services	Building community connections	Sector capacity building

Outputs

Departmental Services — Program Management and Engagement
- Accountability Framework
- Policies
- Program design and implementation strategies
- Pilot projects (includes SDI)
- Communication products
- Calls for Proposals
- Contribution Agreements
- Project monitoring
- Performance reports
- Functional guidance
- Private sector engagement
- OGD engagement
- PT partnerships
- Grant to Quebec
- International engagement

Enabling Services — Provision of support services
- Care for Newcomer Children
- Transportation
- Translation
- Interpretation
- Crisis counselling
- Provisions for disabilities

Enabling Services — Assessment of needs and referrals
- Needs assessments
- Settlement plans
- Referrals to IRCC and non-IRCC settlement services
- Linkages in Information & Orientation and Employment-Related Services
- Language assessments and referrals

Direct Services — Provision of information
- Group, individual & family orientation
- Provision of information in Language Training
- Provision of information in Community Connections activities

Direct Services — Provision of language services
- Formal language training classes
  - French/English
  - Literacy
  - General
  - Finding a job
  - Citizenship focused
- Informal language learning sessions

Direct Services — Provision of employment-related services
- Work placements
- Networking
- Mentoring
- Employment counselling
- Resume matching/screening
- Preparation for licensure
- Employment-specific language training

Direct Services — Building community connections
- Targeted matching with established newcomers or Canadians
- Cross-cultural interactions and related activities

Indirect Services
- Individual Canadians' engagement
- Private sector support delivery of settlement services
- Community partnerships
- Employment partnerships
- Other public institutions (schools, police, etc.)

Sector capacity building
- Tool development
- Competency development training
- Umbrella organizations
- Conferences
- Best practice activities
- Outcome measurement capacity

Outcomes

Immediate Settlement

- Consistent and responsive Settlement program delivery
- Access to IRCC-funded settlement services is facilitated
- Increase understanding of client settlement needs and appropriate linkages to other services
- Clients increase knowledge of life in Canada
- Clients improve official language skills
- Clients acquire knowledge, skills, and connections to prepare for the Canadian labour market
- Clients increase participation in communities and social networks
- Partners deliver responsive and coordinated settlement and community services

Intermediate — Early & Late Adaptation

- Clients access services that meet their needs
- Clients make informed decisions about life in Canada
- Clients use an official language to function in Canadian society
- Clients participate in the Canadian labour market
- Clients are connected to communities and institutions
- Communities foster welcoming environment for immigrants

Ultimate Integration

- Successfully integrated and settled clients benefit Canada

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