

Evaluating Refugee Programs



CENTRE FOR
COMMUNITY
BASED RESEARCH



EVALUATION
CAPACITY
NETWORK

Annotated Bibliography
August 2020



Annotated Bibliography: Evaluating Refugee Programs

August 2020

This document provides a consolidation of literature measuring outcomes, indicators and tools of refugee outcomes.

Search terms (related keywords):

- **Refugee** (newcomers, migrants)
- **Refugee resettlement** (programs, services)
- **Evaluation** (theory of change, indicators, impact, capacity, tools, assessment)
- **Outcomes** (success, experience, integration)

Resources searched:

- Google Scholar / Google
- JSTOR (Journal Storage)
- Academic Search Complete
- Psys INFO

Types of materials/literature:

- Academic articles
- Non-Profit Study
- Government Study

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Immigration, Refugees
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Immigration, Réfugiés
et Citoyenneté Canada

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Journal Articles and Reports

Canada

AAISA. (2017). Albertan Syrian refugee resettlement experience study. Alberta Association of Immigrant Serving Agencies (AAISA), University of Calgary & Habitus Consulting Collective Inc.

Province: Alberta

Category: Not-for-profit

The Alberta Syrian Refugee Resettlement Experience Study was a six-month study into the early resettlement experiences of Syrian refugees across Alberta. The study explored three broad areas - employment, language and social connections through a mixed method approach. The goal of the study was to shed light on the unique needs, barriers, and experiences of Syrian refugees in order to inform the development of client-centered programs. It is critically important to ensure that newly-arrived Syrian refugees integrate successfully. The study proposes several specific service strategies and approaches to working with Syrian refugees. These include creating a peer navigator model; developing a trauma informed framework for practice; developing a strengths-based needs assessment process; and embedding social well-being as a core outcome for all settlement services working with Syrian refugees.

Outcomes & Indicators:

- 1) Employment
 - a. Rates of employment and participation in the labor force
 - b. Percentage of employment opportunities obtained by refugees, regardless of their qualifications and education level
 - c. Rate of satisfaction with employment opportunities offered to refugees by gender/sex
- 2) Social Connections
 - a. Percentage of refugees reporting systems of institutional and everyday racism, and forms of social exclusion, that affect social connections
 - b. Percent of refugees reporting social connections and a sense of belonging resulting from associations with support groups, new friendships, and community connections
- 3) Housing
 - a. Percentage of refugees dwelling in affordable Housing large enough to accommodate their families.
- 4) Language
 - a. Percentage of refugees reporting timely access to language training programs
 - b. Rate of adaptation of language training by people who are illiterate or have low levels of education

Tools:

A mixed methods study design was adopted based on project goals and parameters. It incorporated both qualitative and quantitative methods in order to develop a deeper understanding of resettlement and integration from the perspectives of Syrian refugees in Alberta.

- Qualitative in-depth interviews with 20 refugees from four cities (Calgary, Edmonton, Medicine Hat, and Red Deer) were carried out to deepen understanding of resettlement experiences. Using

the services of Arabic speaking research assistants, 20 interviews with Syrian refugees were conducted. Participants were recruited through existing networks and via the community forum. The majority of participants in the survey sample were either working in part-time jobs, students or looking for work. Participants reported that employment is a key challenge.

- Quantitative surveys were delivered in person during community forums. The survey was available in both English and Arabic. The total sample size was 100. The sample included a high number of Government Assisted Refugees (GARs) who were most likely to have primary or secondary level education. Most respondents reported that their skills and experience did not match job opportunities, or their lack of English language skills posed a critical barrier to employment.

Agrawal, S., and Zeitouny, S. (2017). *Settlement Experience of Syrian Refugees in Alberta*. SSHRC 2017. Retrieved from <https://cms.eas.ualberta.ca/UrbanEnvOb/wp-content/uploads/sites/21/2017/11/Syrian-Refugees-final-report-Nov-2017-1.pdf>

Province: Alberta

Category: Academic

This report documents the settlement experiences of recently arrived Syrian refugees in Albertan cities. It then compares them across the three streams of sponsorship to better understand the perspectives of the refugees, the sponsors, and the social agencies that work with them. These are still early days in the migration and resettlement process, and hence many knowledge gaps exist. This is thus a prime moment to begin to build a systematic knowledge, which informs the ongoing practice of settlement agencies as well as government policy directions in the future. As Canada has had a long history of resettling refugees from across the world, understanding the effectiveness of resettlement programs will have ongoing utility.

Outcomes & Indicators:

- 1) Experiences with settlement agencies
- 2) Health
- 3) Economic integration
- 4) Social integration
- 5) Quality of arrival experience

Tools:

- Semi-structured, in-person interviews with Syrian newcomers and settlement agency staff:
 - 17 refugees in Lethbridge—15 were GARs and two were PSRs. Also included in our list of interviewees were four members of settlement agencies and two private sponsors
 - 84 refugees in Edmonton- 45 were GARs, 31 were PSRs, and eight were BVORs. We also interviewed seven members of settlement agencies and three private sponsors

Bevelander, P. & Pendakur, R. (2014). The labour market integration of refugee and family reunion immigrants: A comparison of outcomes in Canada and Sweden. *Journal of Ethnic & Migration Studies*, 40(5), pp.689-709.

Province: Canada (no province specified)

Category: Academic

This paper assesses the employment and earnings trajectories of refugee and family reunion category immigrants in Canada and Sweden using two national level sources of data. The Canadian Immigration Database (IMDB) is a file that links the intake record of post-1979 immigrants with annual taxation records. The 2007 Swedish Register Data includes information on all legal permanent residents. Using standard regression methods, the authors compare labour force outcomes of age–sex–schooling–place of birth cohorts looking specifically at non-economic (family reunion and refugee intake) immigrants from Iran, Iraq, Afghanistan and the former Yugoslavia. They find that the employment and earning trajectories of the selected non-economic migrant groups are quite similar in the two host countries, although earnings are higher in Canada than in Sweden.

Outcomes & Indicators:

- 1) Employment/Labour Force
 - a. Rate of employment of refugees (calculated by dividing the total number of immigrants in a given cohort with any employment earnings by the total number of immigrants in a cohort).
 - b. Percentage of actual average employment earnings of each cohort

Tools:

- Quantitative data from the IMDB (Immigration Database). IMDB table includes declared earnings from work for all years after entry, the Register only includes information for tax year 2007. The resulting table describes the average income of work in 2007 for age, sex, education, year of immigration, intake category, place of birth cohorts, along with information on the number of people in each cohort by host country.

Broughton, S. & Shields, J. (2020). *Resilience and the immigrant settlement sector: A consideration of the place of accountability and performance measurement*. York University. Retrieved from <https://bmrc-irmu.info.yorku.ca/files/2020/04/April-2020-Shields-Full-Report-FINAL.pdf?x82641>

Province: Canada (no province specified)

Category: Academic

This report examines the theory, research and measurement frameworks informing evaluation strategies in the nonprofit sector and considering their impact on resilience related to immigrant settlement in Canada. The complexity and heterogeneity of settlement services delivery and the current state of the IRCC’s accountability and performance measurement system are investigated. The analysis that follows will examine the theory, research and measurement frameworks informing evaluation strategies in the nonprofit sector and consider their impact on resilience related to immigrant settlement in Canada. The complexity and heterogeneity of settlement services delivery and the implications for evaluation will be considered. The current state of the IRCC’s accountability and

performance measurement system and its impact on migrant resilience is investigated. Finally, we will detail the opportunity to empower service providers, drive better performance assessments, improve newcomer outcomes and promote more equitable, inclusive, vibrant and resilient communities for all.

Outcomes & Indicators:

- 6) Newcomer resilience
 - a. Ability to settle
 - b. Ability to adapt
 - c. Ability to prosperIn Canada, with aid from the settlement service system

Tools:

- This study drew on qualitative and quantitative data from academic studies, not-for-profit organizational reports and other documents, and IRCC statistics.

Canadian Council of Refugees (CCR). (1996). An uncertain welcome: Refugees at Canada's visa posts. Retrieved from <http://ccrweb.ca/en/uncertain-welcome-refugees-canadas-visa-posts>

Province: General to Canada, no specific province identified

Category: Not-for-profit

This is a survey conducted by the Canadian Council for Refugees (CCR) in 1995 and the beginning of 1996 about access at visa posts. CCR has also committed itself to ongoing monitoring of processing at visa posts. Processing at Canada's visa posts overseas has, for many years, been a matter of serious concern to CCR. While some refugees receive timely, efficient, and empathetic assistance for resettlement in Canada, not all experiences are as happy. The previous report of the CCR Task Force on family reunification published in 1995 refocused attention on the wide-ranging problems with overseas processing and highlighted the particular difficulties associated with the unequal distribution of the visa officers. This report attempts to shed light on the challenges in obtaining a comprehensive, accurate and up-to-date picture of refugees' experiences at Canada's overseas visa posts.

Outcomes & Indicators:

- 1) Resettlement Process
 - a. Percentage of assessments processed and completed with standard time by Canada Visa Offices Abroad (CVOAs)
 - b. Increased rate of interaction/contact between visa office officials (CVOAs) and visa applicants.
 - c. Percentage of qualified applicants contacted by CVOAs within the allotted time about progress on the processing of documents.

Tools:

- A quantitative survey was conducted with individuals, both refugees and refugee workers, in Canada and overseas.

- Qualitative interviews and reports from both refugees and refugee workers, in Canada and overseas, were conducted in order to increase understanding of their experiences of Canada's visa posts.

Canadian Council for Refugees (2011). Refugee integration: Key concerns and areas for further research. Retrieved from: <http://ccrweb.ca/files/refugee-integration-research-report.pdf>

Province: Canada (no province specified)

Category: Not-for-profit

The Canadian Council for Refugees (CCR) consulted with settlement practitioners, private sponsors, academics, and other stakeholders about issues relating to the integration of refugees in Canada. The project, supported by the United Nations High Commissioner for Refugees (UNHCR), builds on a report of existing research on the integration resettled refugees in Canada prepared by Jennifer Hyndman. By consulting with those directly involved in refugee settlement and integration, the authors sought to identify areas where research would be of particular relevance and of practical use for the refugee-serving community. The project addressed the integration of resettled refugees (government-assisted (GARs) and privately sponsored) as well as those recognized as refugees in Canada.

Outcomes & Indicators:

- 1) Employment
 - a. Rate of refugee access to appropriate employment
- 2) Health
 - a. Percentage of refugees who reported access to family health care services
 - b. Rate of destigmatizing of mental health conditions among refugee populations
- 3) Language
 - a. Rate of access to existing language training programs
 - b. Rate of opportunities (especially for older people, women and youth who have never attended formal education) for language training
- 4) Family Reunification
 - a. Percentage of refugees who indicated family reunification as a priority concern for refugee integration in Canada
- 5) Housing
 - a. Percentage of refugees who indicated access to affordable and appropriate housing
- 6) Settlement Services
 - a. Rate of access to settlement services for refugee claimants
 - b. Differences in access to settlement services outside of urban centers or where services are centralized
 - c. Differences in integration experiences between the first and second generation refugee families, and between refugee children and children of other immigration categories

Tools:

- Qualitative methods: focus groups were carried out with key informants from settlement agencies, and regular meetings took place with a local advisory committee of community partners.

- Quantitative methods: a survey was distributed to 200 agency clients in multiple cities based on the priorities identified at the workshop

Canadian Index of Wellbeing. (2016). *How are Canadians really doing? The 2016 CIW national report.* Waterloo, ON: Canadian Index of Wellbeing and University of Waterloo. Retrieved from https://uwaterloo.ca/canadian-index-wellbeing/sites/ca.canadian-index-wellbeing/files/uploads/files/c011676-nationalreport-ciw_final-s_0.pdf

Province: Canada (no province specified)

Category: Not-for-profit

The Canadian Index of Wellbeing (CIW) takes a systems approach and identifies key leverage points that have a positive impact on our wellbeing across eight domains: community vitality, democratic engagement, education, healthy populations, leisure and culture, living standards, time use, and environment. By recognizing that wellbeing is based on an interconnected system of domains critical to Canadians' quality of life, the CIW provides a process for the advancement of influential policy directions. A central theme emerging from the findings of this report is the need to close the growing inequality gap for all Canadians.

Outcomes & Indicators:

- 1) Community Vitality
 - a. Sense of belonging to the community
 - b. Percentage of the population with 5 or more close friends
 - c. Percentage of the population that feels safe walking alone after dark
 - d. Crime Severity Index
 - e. Percentage of the population experiencing discrimination in past 5 years based on ethno-cultural characteristics
 - f. Percentage of the population who believe that most or many people can be trusted
 - g. Percentage of the population reporting unpaid, formal volunteering for groups or organizations
 - h. Percentage of the population that provides unpaid help to others on their own
- 2) Democratic Engagement
 - a. Percentage of voter turnout at federal elections
 - b. Ratio of registered to eligible voters
 - c. Gap in percentage turnout between older and younger voters
 - d. Gap in percentage turnout between older and younger voters
 - e. Percentage of women in federal Parliament
 - f. Percentage of Members of Parliament with an office budget devoted to sending communications to constituents
 - g. Percentage of the population that volunteers for a law, advocacy, or political group
 - h. Percentage of the population that is very or fairly satisfied with way democracy works in Canada
 - i. Percentage of the population with a great deal or quite a lot of confidence in federal Parliament
- 3) Education

- a. Percentage of children aged 1 to 5 years for whom there is a regulated centre-based childcare space
 - b. Amount of time spent in talk-based activities with children aged 0 to 14 years
 - c. Average expenditure per public school student (2013\$)
 - d. Ratio of students to educators in public schools
 - e. Average annual Canadian undergraduate tuition fees (2015\$)
 - f. Percentage of Canadians 20 to 24 years of age in the labour force while completing high school
 - g. Percentage of 25 to 64-year-olds in the population who have a university degree
 - h. Percentage of the population aged 25 years and older participating in education-related activities
 - i. Percentage of children aged 0 to 5 years for whom there is a regulated centre-based childcare space
- 4) Health Populations
- a. Life expectancy at birth in years
 - b. Percentage of the population who rate their overall health as very good or excellent
 - c. Percentage of the population who rate their mental health as very good or excellent
 - d. Percentage of the population with an absence of health or activity-based limitations
 - e. Percentage of daily or occasional smokers among teens aged 12 to 19 years
 - f. Percentage of the population with self-reported diabetes
 - g. Percentage of the population who report having had influenza immunization in past year
 - h. Percentage of Canadians with a regular medical doctor
- 5) Leisure and Culture
- a. Average percentage of time spent on the previous day in social leisure activities
 - b. Average percentage of time spent on the previous day in arts and culture activities
 - c. Average monthly frequency of participation in physical activity lasting over 15 minutes
 - d. Average attendance per performance at all performing arts performances
 - e. Average number of hours volunteering for culture and/or recreation organizations
 - f. Average visitation per site to National Parks and National Historic Sites
 - g. Average number of nights away on vacation trips to destinations at least 80km from home
 - h. Expenditures on all culture and recreation as a percentage of total household expenditures
- 6) Living Standards
- a. After-tax median income of economic family (2013\$)
 - b. Percentage of persons living in poverty based on low income cut-off (LICO)
 - c. Gini Coefficient (income gap)
 - d. Percentage of households that are experiencing moderate or severe food insecurity
 - e. Housing affordability based on Shelter Consumption Affordability Ratio (SCAR)
 - f. Percentage of labour force employed
 - g. Percentage of labour force in long-term unemployment
 - h. CIBC index of employment quality (1994 QI=100)
- 7) Time Use
- a. Percentage of Canadians 25 to 64 years of age working over 50 hours per week at their main job
 - b. Percentage of labour force working under 30 hours per week, not by choice

- c. Percentage of labour force with regular, weekday work hours
 - d. Percentage of individuals working for pay with flexible work hours
 - e. Mean workday commute time for individuals working for pay
 - f. Percentage of Canadians who report 7 to 9 hours of good quality essential sleep
 - g. Average daily amount of time with friends (minutes per day)
 - h. Percentage of 15 to 64-year old's reporting high levels of time pressure
- 8) Environment
- a. Ecological footprint
 - b. Greenhouse gas emissions
 - c. Ground level ozone
 - d. Primary energy production
 - e. Viable metal reserves index
 - f. Total farmland
 - g. Annual water yield in Southern Canada

Tools:

- Quantitative research was conducted based on data resources which are primarily from Statistics Canada.
- Qualitative interviews and consultations with Canadian from across the country and with national and international experts.

Canadian Index for Measuring Integration (CIMI). (2017). *Methodology overview*. Retrieved from <https://www.integrationindex.ca/wp-content/uploads/2016/09/CIMI-Methodology-Overview.pdf>

Province: Canada (no province specified)

Category: Not-for-profit

The Canadian Index for Measuring Integration (CIMI) is an evidence-based assessment tool used to evaluate the state of immigrant integration in Canada. The CIMI identifies factors that contribute to successful immigrant integration, assesses changes and trends over time, enables detailed examination of key dimensions of integration and provides rankings based on empirical evidence for Canadian geographies. The CIMI examines 10 Canadian provinces and 33 Canadian cities across five time periods (1991-1995, 1996-2000, 2001-2005, 2006-2011, 2011-) that are sampled consistently by Statistics Canada in numerous surveys.

Outcomes & Indicators:

- 1) Economic
 - a. Wages: gross wages and salaries before deductions of full-time workers
 - b. Low-Income Measures: the proportion of individuals who have lived under Statistics Canada's low-income cut-offs
 - c. Labour Force Participation: the percentage of individual who are active in the labour force, either employed or unemployed but looking for work
 - d. Employment Status: the percentage of individuals who are employed and active in the labour force
 - e. Unemployment Status: the percentage of individuals who are unemployed and inactive in the labour force

- f. Full-time Employment Status: the percentage of individuals using a non-official language most often at work
 - g. Non-Official Language at Work: the percentage of individuals who are using non-official languages most often at work
 - h. Subsidized Housing: individual renters who live in subsidized housing
- 2) Social
 - a. Number of Close Friends: an individual's average number of close friends
 - b. Number of Close Friends Living in the Same Community/City: the average number of Close friends the individuals have in the same city or local community
 - c. Sense of Belonging to Local Community: the extent to which individuals report a strong or very strong sense of belonging to their local community
 - d. Sense of Belonging to a Province: the extent to which individuals report a strong or very strong sense of belonging to their province of residence
 - e. Sense of Belonging to Canada: Refers to the extent to which individuals report a strong or very strong sense of belonging to Canada
 - f. Victim of Discrimination in the Past five Years: Refers to the extent to which an individual reported that they experienced discrimination over the past five years
- 3) Civic and Democratic Participation
 - a. Unpaid Volunteer Work in the Past 12 Months: the percentage of individuals who have done unpaid volunteer work in the past 12 months
 - b. Involvement in Organizations in the Past 1-5 Years: the percentage of individuals who reported membership, participation or involvement in groups or organizations in the past 1-5 years
 - c. Voted in the Last Provincial Election: the proportion of individuals who voted in the last provincial election
 - d. Voted in the Last Federal Election: the proportion of individuals who voted in the last federal election
- 4) Health
 - a. Have a Medical Doctor: the proportion of individuals who have a regular medical doctor
 - b. Self-perceived Unmet Health Care Needs: the proportion of individuals who perceive that their health care needs are not being met
 - c. Cost as a Barrier to Health Care Access: the proportion of individuals who have reported that cost is a barrier to accessing health care
 - d. Self-perceived Life Stress: the proportion of individuals who report being quite a bit or extremely stressed
 - e. Satisfaction with Life: the proportion of individuals who say they are very satisfied with their lives

Tools:

- Quantitative data collection and analysis was based on Census cycles, National Household Survey, Statistics Canada, General Social Survey, PUMD, Ethnic Diversity Surveys and Canadian Community Health Surveys (CCHS).

Cheyne-Hazineh, L. (2020). Creating new possibilities: Service provider perspectives on the settlement and integration of Syrian refugee youth in a Canadian community. *Canadian Ethnic Studies* 52(2), 115-137.

Province: Ontario

Category: Academic

From 2015 to 2017, Canada responded to the Syrian refugee crisis by welcoming over 40,000 refugees from Syria. In this 2018 study, ten service providers in the mid-sized urban community of Waterloo Region participated in semi-structured interviews, the aim of which was to learn about the ongoing needs of Syrian refugee youth. Findings indicate that 2-3 years post-arrival, these youth were still early in the settlement and integration process and despite youth's efforts and the efforts of service providers and others, systemic challenges, particularly in education and employment, continued to be key concerns. Participants identified obstacles such as segregated classes and limited resources in the secondary school system and a variety of barriers to employment that youth faced while still learning the language and Canadian culture. Social engagement and mental health were also identified as areas for enhancement and, at the same time, were areas where youth often showed considerable resilience. The study documents the need for ongoing investment in Syrian refugee youth and continued advocacy at community and larger systems levels.

Outcomes & Indicators:

- 1) Educational attainment
- 2) Employment
- 3) Social engagement
- 4) Mental health and wellness

Tools:

- Semi-structured interviews were conducted with ten direct settlement service providers

Citizenship and Immigrant Canada (CIC). (2016). *Evaluation of the resettlement programs (GAR, PSR, BVOR and RAP)*. Retrieved from

<https://www.canada.ca/content/dam/ircc/migration/ircc/english/pdf/pub/resettlement.pdf>

Province: Canada (no province specified)

Category: Government

This report presents the key findings of the evaluation of Immigration, Refugee and Citizenship Canada's (IRCC) Refugee Resettlement Programs and the Resettlement Assistance Program which covered the period of 2010 to 2015. The evaluation addressed issues related to program relevance, performance, and recommendations. This project covers the main refugee resettlement programs in Canada: GAR (Government Assisted Refugee), PSR (Privately Sponsored Refugee), BVOR (Blended Visa Office-Referred), and RAP (Resettlement Assistance Program).

Outcomes & Indicators:

- 1) Refugee Claim
 - a. Processing time
 - b. Approval rates
- 2) Family Reunification
- 3) Training
 - a. Availability of training for IRCC staff, sponsor, and RAP SPOs
- 4) Linkage to Settlement Services
 - a. Accessibility of language training programs
 - b. Accessibility of mental health services
- 5) Economic Integration
 - a. Incidence rate of Social Assistance
 - b. Employment rate
 - c. Average employment earnings

Tools:

Multiple lines of evidence were used to gather qualitative and quantitative data from a wide range of perspectives, including from program managers, stakeholders, and clients.

- Qualitative methods included reviewing IRCC, Non-Governmental Organization (NGO) and other documentation; key informant interviews with multiple stakeholders, including IRCC representatives, UNHCR, International Organization for Migration (IOM), Canadian Council for Refugees (CCR) etc.; focus groups with GARs, PSRs; as well as international case studies.
- Quantitative methods comprised approximately 1434 surveys completed among GAR, PSR, and BVOR refugees, RAP SPO, and SAP.

Citizenship and Immigration Canada (CIC) (2011). *Evaluation of Government Assisted Refugees (GAR) and Resettlement Assistance Program (RAP)*. Retrieved from www.cic.gc.ca/english/resources/evaluation/gar-rap/index.asp

Province: Canada (no province specified)

Category: Government

This report highlights the key findings associated with the evaluation of the Government Assisted Refugee (GAR) program and the Resettlement Assistance Program (RAP). The evaluation addressed issues related to program relevance, design and impact, and focused on the reference period of FY 2005/2006 to FY 2009/2010 (or annual data from 2005 to 2009). It should be noted, however, that to provide context, there are also limited comparisons to refugee characteristics in the period before and after the introduction of the Immigration and Refugee Protection Act (IRPA) in 2002.

Outcomes & Indicators:

- 1) Language
 - a. The percentage of increase in language acquisition by refugees
 - b. Percentage of GARs not reliant on social assistance, especially in the first years following arrival
- 2) Employment and Education
 - a. Percentage of GARs not able to secure employment the first three years after arrival
- 3) Income Support

- a. Percentage of GARs reporting increased earnings over time due to education acquired
- 4) Support Services Accommodation
 - a. Percentage of GARs using food banks
 - b. Percentage of GARs having difficulties in repaying their CIC transportation loan
 - c. Percentage of GARs citing financial challenges as their greatest difficulty in terms of resettlement
 - d. Percentage of GARs accessing affordable housing
- 5) Medical
 - a. Rate of attendance to emergency cases for medical needs

Tools:

- Qualitative primary data collection took place in the form of inland (Canada) case studies (10), four international case studies, a substantial number of key informant interviews and focus group discussions
- A quantitative large-scale telephone survey of recently arrived Government Assisted Refugees (GARs) was conducted. In addition, a significant amount of data was accessed from federal government databases including Computer Assisted Immigration Processing System (CAIPS), Field Operations Support System (FOSS), the Longitudinal Immigration Database (IMDB) and Immigration Contribution Accountability Measurement System (iCAMS).

Donaldson, T. (2017). *Let's talk about outcomes: Our approach to settlement and integration. Pathways to Prosperity National Conference.* Retrieved from http://p2pcanada.ca/wp-content/blogs.dir/1/files/2017/11/Session-2_Tracey-Donaldson-ENGLISH.pdf

Province: Canada (no province specified)

Category: Government

The Government of Canada is prioritizing results, client-service, and diversity that promotes linguistic duality and social inclusion with the mandate: “Working with the provinces and territories, ensure a renewed focus on the delivery of high-quality settlement services to ensure the successful arrival of new Canadians. This will require a rigorous approach to data in order to accurately measure outcomes.”

Outcomes & Indicators:

- 1) Knowledge about Canada
 - a. Percentage of clients making informed decisions about life in Canada based on knowledge acquired in Canada
 - b. Percentage of clients accessing services that meet their needs
- 2) Language
 - a. Percentage of clients that use an official language to function in Canadian society
- 3) Labour Market
 - a. Percentage of clients that participate in the Canadian labour market
- 4) Community Connections
 - a. Percentage of clients that are connected to communities and institutions
 - b. Percentage of communities that foster welcoming environment for immigrant/refugee

Tools:

- Qualitative reflection on approaches to settlement and reintegration.
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Dorman, K., Bozinoff, N., Redditt, V., Kim, E., Glazier, R. H. & Rashid, M. (2017). Health status of North Korean refugees in Toronto: A community based participatory research study. *Journal of Immigrant & Minority Health, 19(1)*, pp.15-23.

Province: Ontario

Category: Not-for-profit

Increasing numbers of North Koreans are fleeing their country due to economic insecurity and political persecution, with over 1000 North Koreans Refugee (NKR) claimants in Canada in the past decade. There is little published on the health of North Korean refugees. Using a Community-Based Participatory Research (CBPR) methodology, the authors investigated NKR health status through a retrospective chart review of 1022 patients rostered at a Toronto refugee clinic between December 2011 and June 2014. The health status of 117 NKRs was compared to that of 905 other refugees seen during the same period. There were lower rates of chronic diseases, including obesity and elevated blood pressure, among NKRs. Conversely, some infectious diseases were more prevalent, including hepatitis B and chlamydia. Women from North Korea had higher rates of abnormal cervical cytology. This study uniquely uses CBPR methodology to examine the health of NKRs and can help guide targeted interventions in this population.

Outcomes & Indicators:

- 1) Health
 - a. Rate of prevalence of chronic health conditions and Risk Factors affecting refugees
 - b. Rate of Infectious Diseases affecting refugees

Tools:

- Community based participatory research - We utilized data from a retrospective chart review of the EMRs of 1022 refugee patients at a primary care clinic for refugees in Toronto, Ontario. Data was extracted from the demographic information and earliest available standardized screening test results recorded in patient EMR charts as part of routine care at clinic. We used programmed EMR searches and individual chart review for non-searchable results to collect data.
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Drolet, J., & Moorthi, G. (2018). The settlement experiences of Syrian newcomers in Alberta: Social connections and interactions. *Canadian Ethnic Studies, 50(2)*, 101-121.

Province: Alberta

Category: Academic

Syrian refugees resettling in Alberta face complex integration challenges. Social connections are a key foundation to successful integration. The goal of this exploratory study is to better understand the nature of social networks, social support and social capital among Syrian refugees arriving in Alberta in 2015 and in 2016. The study also focuses on comparing the resettlement experience of refugees from

larger centers and smaller centers in Alberta, differentiating the experience of government assisted refugees (GARs), privately sponsored refugees (PSRs) and blended visa office referred (BVOR) refugees. The study found that social relationships are crucial to settlement and integration. The importance of ethno-cultural communities, sponsors and community organizations in settlement and integration is specifically discussed.

Outcomes & Indicators:

- 1) Social connections
 - a. Settlement-driven social connections
 - b. Socio-cultural community connections

Tools:

This research employs a mixed methods approach including surveys, community fora and interviews. As a quantitative method, 100 Syrian refugee newcomers were interviewed in 5 cities in Canada. Qualitative methods included 20 interviews with Syrian refugee newcomers in 4 cities and community for a in 5 cities.

English, K., Ochocka, J., & Janzen, R. (2017). Exploring the pathways to social isolation: A community-based research study with Syrian refugee parents and older adults in Waterloo Region. Waterloo, ON: Centre for Community Based Research.

Province: Ontario

Category: Not-for-profit

The purpose of this project was to develop and conduct action-oriented, user-driven, participatory research on how to reduce social isolation for Syrian refugee parents who stay at home with their children, and for Syrian refugee older adults. In this study, social isolation was defined as a state in which individuals have an absence or a very small number of meaningful kin and non-kin relationships (Gierveld & Tilburg, 2016). Persons in this situation are at greater risk of experiencing loneliness as well as poor mental and physical health (Gierveld & Tilburg, 2016; Wilkinson & Marmot, 2003).

Outcomes & Indicators:

- 1) Family Reunification
 - a. The frequency of meeting among refugees in (homes and in public spaces such as mosques, community centres, and Victoria Park)
 - b. Percentage of refugees who benefited from reunification of families back home three years after arrival
- 2) Learning English
 - a. Percentage of refugees enrolled in English Language training classes, within six months of arrival
 - b. Percentage of refugees who enrolled in language training classes and completed the program
 - c. Percentage of refugees and Canadians who can fluently engage in English-language conversations one year after arrival
- 3) Financial Challenges
 - a. Percentage of refugees who find adequate and affordable housing

- b. Percentage of refugees who rely on social assistance benefits five years after arrival
- 4) Public Transportation
 - a. Percentage of refugees able to navigate the public transportation system within six months of arrival in Canada
- 5) New Family Roles and Dynamics
 - a. Percentage of parents relying on children for support and to fulfill household responsibilities
- 6) Employment Training + Finding Work
 - a. Percentage of refugees who find employment and become financially independent within three months of arrival
- 7) Discrimination and Other Challenges
 - a. Percentage of refugees encountering challenges with discrimination and access to familiar and affordable foods
- 8) Mental Health
 - a. Percentage of refugees encountering various mental health concerns after arrival

Tools:

- Qualitative methods of data collection (focus groups, interviews, and a document review) were used to gather insight from multiple perspectives. The combination of methods and stakeholder perspectives not only strengthened the research rigour – offering both depth and breadth of understanding – but also improved data validation and trustworthiness (Patton, 2015). In total, we spoke with 57 individuals through focus groups and interviews.

Esses, V. M., Hamilton, L. K., Bennet-AbuAyyash, C. & Burstein, M. (2010). *Characteristics of a welcoming community*. Welcoming Communities Initiative – Citizenship and Immigration Canada.

Province: Canada (no province specified)

Category: Academic

This report provides a review of the current state of knowledge concerning welcoming communities and a description of key characteristics of a welcoming community. There are many gaps in this literature that need filling, and this report does not attempt to speculate on these issues. Instead, it describes the current consensus regarding characteristics and indicators of a welcoming community, while acknowledging the many gaps in supporting evidence. Then, in the concluding section on Policy Implications, it proposes a strategy for filling these gaps by using the indicators described in this report to develop baseline snapshots of communities, and to implement and conduct research to evaluate targeted programs and policies that build on these indicators.

Outcomes & Indicators:

- 1) Employment Opportunities
 - a. Low unemployment rates for working-age immigrants
 - b. Adequate wages (income) for working-age immigrants
 - c. Low underemployment rates for working-age immigrants
- 2) Social Capital
 - a. Rate of fostering of social capital within newcomer groups

- b. Rate of strong connections between newcomers and host society
- 3) Housing
 - a. Percentage of access to suitable housing
 - b. Percentage of affordable housing
 - c. Rate of absence of homelessness among newcomers
 - d. Rate of absence of discrimination in access to housing
- 4) Positive Attitude Towards Immigrants, Cultural Diversity, and the Presence of Newcomers in the Community
 - a. Rate of support for immigration
 - b. Rate of support for newcomers and diversity
 - c. Rate of social cohesion between newcomers and local communities
- 5) Presence of Newcomer-serving Agencies
 - a. Rate of access to newcomer-serving agencies and their services
 - b. Rate of satisfaction with newcomer-serving agencies and their services
 - c. Rate of effectiveness of newcomer-serving agencies and their services in achieving their aims
 - d. Rate of access to specialized services aimed at meeting the needs of particularly vulnerable groups
 - e. Rate of language skills that support social and economic integration
- 6) Education
 - a. Percentage of enrolment in high school equivalency courses and postsecondary institutions
 - b. Percent of academic engagement
 - c. Rate of secondary school completion
- 7) Health
 - a. Percent of newcomers in good health status
 - b. Rate of satisfaction with health care services
- 8) Public Transit
 - a. Percentage of ridership among newcomers using public transit system in a given period
 - b. Percentage of positive perceptions of transit service quality, including factors such as:
 - i. availability
 - ii. coverage
 - iii. frequency
 - iv. travel speed
 - v. reliability
 - vi. integration
 - vii. price structure
 - viii. comfort
 - ix. accessibility
- 9) Social Network
 - a. Percentage of social networks developed
 - b. Rate of presence of diverse religious organizations
- 10) Civic Engagement
 - a. Percentage of increased involvement between newcomers and the community
 - b. Rate of increased intercultural understanding
 - c. Percentage of newcomer involvement in political participation such as:
 - i. electoral participation

- ii. political activism
 - d. Rate of increased political representation among newcomers
- 11) Justice System
 - a. Percentage of positive perceptions of the police, including factors such as:
 - i. trust in police
 - ii. confidence in police
 - iii. satisfaction with police
 - iv. low levels of fear of police
 - v. equity of policing services across different neighborhoods and/or groups of citizens
 - vi. comfort in working with the police
 - vii. beliefs that the police work cooperatively with citizens to reduce crime
 - b. Rate of Police understanding of diverse communities
- 12) Safety
 - a. Rate of effective communication with police and in the justice system
- 13) Media Coverage and Representation
 - a. Rates of incidence of crime in the community
 - b. Rate of positive portrayals of newcomers in the media
 - c. Rate of availability of media for newcomer groups

Tools:

- Qualitative data was gathered based on an extensive survey of the relevant scholarly literature, government (federal, provincial/territorial, and municipal) and community reports, and descriptions of best practices and case examples from the public and private sectors.

Fang, T., Sapeha, H., & Neil, K. (2018). Integration and retention of refugees in smaller communities. *International Migration.*, 56, 83–99.

Province: Newfoundland & Labrador

Category: Academic

While advanced economies attempt to pursue a regionalized immigration policy, which aims at shifting migration flows away from the most popular urban centre destinations to smaller communities, the experiences of immigrants settling in such locations remains underexplored. This research provides timely knowledge of refugee labour market integration in smaller communities, using Newfoundland and Labrador’s provincial capital, St. John’s, as an example of such communities. The article examines the resettlement and labour market integration of refugees in a medium-sized city with particular attention to factors that enhance refugee labour market integration and factors that negatively impact refugee integration and their retention in the receiving community. The study finds that the negative perception of employment opportunities is a significant factor in refugee’s decision to move. Securing employment of refugees is facilitated by strong English language skills, social connections and is hampered by discrimination in the labour market.

Outcomes & Indicators:

- 1) Labour market integration
 - a. Human capital
 - b. Social capital
- 2) Labour market retention

Tools:

- 83 interviews with two groups of refugees:
 - First group- 42 Syrian refugees
 - Second group- 41 non-Syrian refugees from various source countries, such as Sudan, Eritrea, Democratic Republic of Congo, Iraq, Palestine, Nigeria, Liberia, and Sierra Leone
- 16 interviews with stakeholders involved in the settlement and integration of refugees

Fantino, A.M. & Colak, A. (2001). Refugee children in Canada: Searching for identity. *Child Welfare League of America*, 80(5), pp. 587-596.

Province: Canada

Category: Not-for-profit

This paper examines the challenges that refugee children are faced with when they arrive in the host country, which include but are not limited to: trauma from witnessing violent crimes, language barriers, family disruption, and adjustment to an unfamiliar culture. The childhood processes of growing up and defining one's identity are greatly complicated for children who are also refugees.

Outcomes/Indicators:

- 1) Identity and Cultural Adaption
- 2) Trauma and Recovery

Tools:

- Qualitative case studies and interviews amongst refugee children were conducted to collect information about the challenges they face when defining and constructing their own identities.

Godin, K., English, K., Ochocka, J., & Janzen, R. (2017). Understanding the experiences of Syrian refugee youth: A community-based research study examining the barriers and successes faced by Syrian refugee youth in Ontario. Waterloo, ON: Centre for Community Based Research.

Province: Ontario

Category: Not-for-profit

The purpose of this project was to develop and conduct action-oriented, user-driven, and participatory research in order to explore solutions with Syrian refugee youth regarding issues and challenges that are emerging as priority concerns. The authors believe that Syrian refugee youth are well positioned to conduct research on issues that matter to them. With the right type of support and coaching they can

work collaboratively to explore the issues that they are facing in their new home country, and then determine the solutions that are most likely to lead to their own success.

Outcomes & Indicators:

- 1) School Integration: Education
 - a. Percentage of refugee youth participating in the education system and successfully completing school
- 2) School Integration: Social Connections
 - a. Percentage of youth with improved social connections with Canadian peers at school and in communities
- 3) School Integration: Cultural Differences
 - a. Percentage of refugee youths satisfied with acceptance of cultural differences by Canadian youth
- 4) Family Responsibilities: Dealing with Parents' Expectations
 - a. Percentage of youths comfortable with family responsibilities
 - b. Percentage of refugees who have acquired independence from parents as young adults
- 5) Family Responsibilities: Taking on New Roles
 - a. Percentage of youths satisfied with shifts in family dynamics and responsibilities
- 6) Mental Health
 - a. Percentage of refugee youth who reported access to support by mental health services

Tools:

- Qualitative data was gathered through document review, focus groups, and various consultations with Community Researchers and Steering Committee members.

Hamilton, L., Veronis, L., & Walton-Roberts, M. (Eds.). (2020). *A national project: Syrian refugee resettlement in Canada*. Refugee and Forced Migration Studies Series. Kingston, ON: McGill-Queen's University Press.

Province: Canada (no province specified)

Category: Book

Breaking new ground in an effort to understand and learn from the Syrian Refugee Resettlement Initiative that Canada launched in 2015, *A National Project* examines the experiences of refugees, receiving communities, and a range of stakeholders who were involved in their resettlement, including sponsors, service providers, and various local and municipal agencies. The contributors, who represent a wide spectrum of disciplines, include many of Canada's leading immigration scholars and others who worked directly with refugees. Considering the policy behind the program and the geographic and demographic factors affecting it, chapters document mobilization efforts, ethical concerns, integration challenges, and varying responses to resettling Syrian refugees from coast to coast. Articulating key lessons to be learned from Canada's program, this book provides promising strategies for future events of this kind.

Hanley, J., Al Mhamied, A., Cleveland, J., Hajjar, O., Hassan, G., Ives, N., Khyar, R., & Hynie, M. (2018). The social networks, social support and social Capital of Syrian refugees privately sponsored to settle in Montreal: Indications for employment and housing during their early experiences of integration. *Canadian Ethnic Studies*, 50 (2), 123-148.

Province: Quebec

Category: Academic

Beginning in 2015, Canada undertook an exceptional undertaking of sponsoring of more than 40,000 Syrian refugees to resettle in Canada. As the excitement of their initial arrivals dissipates, it is important to consider their longer-term settlement and integration in their new communities. This article offers a portrait and analysis of how Syrian refugees sponsored to Montreal are able to create social networks and access social support in order to build social capital for employment and housing purposes. Part of a larger, three-province, 4-year longitudinal study, here we report on the first wave of survey data collected from 626 Privately-Sponsored Refugees living in Quebec. We report on their family support and friendships, as well as the ways that these social connections helped them in terms of employment and housing. Differences in terms of age, gender and time in Canada are analyzed. We find strong evidence of bonding social capital among recently resettled Syrians in Montreal, and growing bridging capital.

Outcomes & Indicators:

- 1) Social Networks
 - a. Family in Canada
 - b. Friends in Canada
 - c. Sense of belonging
- 2) Quality of social support relationships
- 3) Mobilization of social capital to meet immediate needs
 - a. Employment
 - b. Housing

Tools:

- The study design centres on survey data to be collected annually for four years (2017-2021) from resettled Syrian adult refugees who arrived between January 2015 and April 2017. This article presents a sub-set of the first wave of results where surveys were conducted with 626 Privately Sponsored Refugees in Quebec.

Hansen, L., Maidment, L. & Ahmad, R. (2016). Early observations on the health of Syrian refugees in Canada. *Can Comm Dis Rep*, 42(2), pp.8-10. Retrieved from <https://doi.org/10.14745/ccdr.v42is2a03>

Province: Canada (No province specified)

Category: Government

Between November 4, 2015 and February 29, 2016, a total of 26,166 refugees came to Canada. Provincial and local public health authorities and community networks have been instrumental in providing immediate and longer-term health care to arriving refugees. The two most immediate care needs have been immunizations and dental care. When referring refugees to Canadian authorities, the United Nations High Commissioner for Refugees (UNHCR) advised that the Syrian refugee population may be expected to have high medical needs. These were not necessarily identified before arrival and may include Diabetes, developmental and/or mental health disabilities, and/or conflict-related injuries. The health care needs of Syrians new to Canada will be identified and addressed as they integrate into the local health care systems.

1) Health

- a. Percentage of immediate health needs being met
 - i. Catch-up Immunizations
 - ii. Dental care
- b. Percentage of high medical needs being met
 - i. Diabetes
 - ii. Developmental disabilities
 - iii. Conflict-related injuries
 - iv. Mental health disabilities

Hyman, I., & Guruge S. (2002). A review of theory and health promotion strategies for new immigrant women. *Canadian Journal of Public Health*, May-June 2002, pp.183-187.

Province: Canada (No province specified)

Category: Not-for-profit

This paper presents information from a literature review conducted for the Ontario Women's Health Council on effective theoretical models and health promotion strategies for women. The key findings are that health promotion activities for all women should address theoretical variables as well as the broader determinants of women's health. New immigrant women represent a diverse group who often face multiple cultural, linguistic, and systemic barriers to adopting and maintaining healthy behaviour.

Outcomes/Indicators:

1) Health

- a. Promoted health behaviours
 - i. Consumption of low-fat diet
 - ii. Regular cervical and breast cancer screening
 - iii. Avoid heavy alcohol use and smoking

Tools:

- The University Health Network Women's Health Program (UHNWHP) conducted an appraisal of the published literature in the areas of health promotion and disease prevention to identify the best mechanisms to influence health risk behaviour in women. The terms of reference include: a critical review of the major theoretical models that have been used to explain the adoption of health risk and health promoting behaviours; identification of exemplary health promotion

programs or clinical trials in which health behaviours have been successfully modified; and identification of recommended public health policies for the range of health behaviours reviewed. A total of 565 articles were reviewed, of which 65 pertained to immigrant women. The literature review included review articles, epidemiological studies, case histories, unpublished reports, and personal communications.

Hyndman, J. (2011). *Research summary on resettled refugee integration in Canada*. Centre for Refugee Studies, York University. Retrieved from <https://www.unhcr.ca/wp-content/uploads/2014/10/RPT-2011-02-resettled-refugee-e.pdf>

Province: Canada (no province specified)

Category: Academic

This paper represents an overview and meta-analysis of existing research on refugee integration in Canada. The terms of reference for the work include three main components: 1) a summary of key research findings in sectors indicative of integration in Canada, such as labour force participation and income, housing careers, official language ability, and social links and practices; 2) the identification of research gaps related to refugee integration, especially as they pertain to age, gender, and diversity mainstreaming (AGDM); and 3) proposed areas of potential inquiry for UNHCR in future studies based on the findings.

Outcomes & Indicators:

- 1) Economic
 - a. Rate of economic achievement by refugees one year after arrival
 - b. Rate of increase in employment earnings for government assisted refugees (GARs)
 - c. Percentage of decline in immigrant earnings for recent newcomers to Canada
- 2) Official Languages
 - a. Percentage of GARs arriving in Canada with the ability to speak English or French
- 3) Education
 - a. Rate of educational achievement among refugees after arrival in Canada
- 4) Housing
 - a. Percentage of refugees accessing secure and affordable housing upon arrival in Canada
- 5) Social
 - a. Percentage of refugees who have established social ties as mechanisms for support and integration
- 6) Civic Engagement
 - a. Percentage of refugees who expressed satisfaction with their experiences in Canada
 - b. The rate of refugee/newcomer naturalization in Canada
- 7) Health
 - a. Rate of mortality among refugees
- 8) Physical Health
 - a. Percent of refugees taking routine immigration-related HIV antibody testing
- 9) Mental Health
 - a. Percentage of refugees diagnosed with mental health disabilities

Tools:

- The findings are based on a quantitative desk review of the literature.

Hynie, M. (2020). *The national GAR case management- Client support services process evaluation study*. Centre for Refugee Studies, York University. Retrieved from

<file:///C:/Users/User/Downloads/CSS%20Evaluation%202019-2020-final%20report.pdf>

Province: Ontario, New Brunswick, Alberta, Saskatchewan, Nova Scotia, Newfoundland

Category: Not-for-profit

The National GAR Case Management--Client Support Services (CSS) program is a settlement support program for Government Assisted Refugees that is comprised of three elements: client-centered case management; community capacity building, engaging both other organizations and the broader community; and standardized professional support that promotes collaboration between sites. CSS was established as a formal program in 2010 and delivered through agencies in six cities across Ontario, coordinated by the YMCA of Greater Toronto. Between 2017 and 2019, an additional eight sites joined, bringing the total number of agencies offering a version of CSS to 14, and extending the program to five provinces in total. The goals of this process evaluation were to assess how the model is being implemented in the 8 new sites and for the original sites, how the implementation of CSS has changed in the last 3 years. This evaluation combined a multi-case study design to assess implementation in each site with Stufflebeam's CIPP model (1982) to identify barriers, facilitators, and outcomes of different implementation strategies. Using this model, a number of findings about the CSS program emerged from the evaluation, as well as recommendations for future implementation.

Outcomes & Indicators:

- 1) Client-centred case management
- 2) Community capacity building
 - a. Engaging other organizations
 - b. Engaging the broader community
- 3) Standardized professional support and inter-agency collaboration

Tools:

This evaluation combined a multi-case study design to assess implementation in each site, and a mixed methods approach to data collection.

- Quantitative data collection
 - Document review- Agency websites, YMCA ETO program data, and government data on city characteristics
 - On-line surveys- With staff (N = 24)
- Qualitative data collection
 - Interviews- With managers of CSS sites and the YMCA (N = 17)
 - Focus groups- With managers (N =23), staff (N = 105), and clients (N = 62)

Immigration, Refugees and Citizenship Canada. (2016). *Rapid impact evaluation of the Syrian refugee initiative*. Retrieved from <https://www.canada.ca/en/immigration-refugees-citizenship/corporate/reports-statistics/evaluations/rapid-impact-evaluation-syrian-refugee-initiative.html>

Province: Canada (no province specified)

Category: Government

The evaluation focused on resettlement and early settlement outcomes for Syrian refugees who were admitted as Government Assisted Refugees (GAR), Privately Sponsored Refugees (PSR) and Blended Visa Office-Referrred (BVOR) refugees, as well as lessons learned and areas to monitor in the future. In addition, comparisons were made, where possible, to previously resettled refugees who arrived in Canada between 2010 and 2014.

Outcomes & Indicators:

- 1) Language
 - a. Percentage of refugees who were enrolled in and completed language training after arrival
- 2) Employment
 - a. Percentage of refugees unable to access employment services until after completing specific language level
- 3) Support Services
 - a. Percentage of refugees satisfied with consistency in the standards of RAP delivery
 - b. Percentage of refugees satisfied with the adequacy of RAP income support.

Tools:

- Qualitative interviews were conducted with all categories of refugees (PSRs, BVORs and GARs)

Immigration, Refugees and Citizenship Canada. (2018). *2018 Annual report to Parliament on immigration*. Retrieved from <https://www.canada.ca/content/dam/ircc/migration/ircc/english/pdf/pub/annual-report-2018.pdf>

Province: Canada (no province specified)

Category: Government

This annual report to the Parliament reviewed the immigration policy in the past two years, describing the achievements of the immigration policies towards three major categories: Economic; Family Reunification; and Refugee, Protected Persons and Humanitarian. This report also presents the knowledge of official languages and top 10 source countries for new immigrants. Joint responsibilities of federal and provincial governments are also emphasized.

Outcomes/Indicators:

- 1) Number of Approved Refugees
- 2) Health Care Coverage

Tools:

- Quantitative data was collected from Statistic Canada, Government of Canada's Open Data website, and Facts and Figures Published by IRCC (now available on the Open Data Portal)
- Qualitative interviews were conducted with multiple stakeholders, including new immigrants, refugees and government, on their refugee-relevant experiences.

Immigration, Refugees and Citizenship Canada. (2019). *Syrian outcomes report*. Retrieved from <https://www.canada.ca/content/dam/ircc/documents/pdf/english/corporate/reports-statistics/evaluations/syria-outcomes-report-may-2019.pdf>

Province: Canada (no province specified)

Category: Government

The Syrian Outcomes Report provides a thematic overview of the outcomes of the Syrian refugees who were resettled in Canada between November 2015 and December 2016. This report provides a comprehensive overview of integration outcomes to date for this group of newcomers. Information and data have been compiled from various sources including Immigration, Refugees and Citizenship Canada (IRCC) settlement service data system (iCARE), a 2018 Departmental Settlement Outcomes Survey, Statistics Canada data and research by academics and settlement service providers. These data sources tell a story about the settlement of this population, with overall results showing that Syrian integration outcomes have been steadily improving since their arrival in Canada. While a majority of integration outcomes are positive or showing positive trends, some challenges remain. Overall, the integration outcomes of Syrians are in line with those of other resettled refugee populations that have arrived in Canada. As Syrians are at a relatively early stage of their integration journey, their settlement story will continue to evolve.

Outcomes & Indicators:

- 1) Federally funded settlement service usage
 - a. Settlement Services
 - i. Needs assessment and referral services
 - ii. Information and orientation
 - iii. Community connections
 - iv. Employment related services
 - v. Language assessment
 - vi. Language training
 - b. Support services
 - i. Crisis counselling
 - ii. Interpretation
 - iii. Translation
 - iv. Provision for disabilities
 - v. Transportation
 - vi. Care for newcomer children
- 2) Language

- a. Language service usage
- b. Communication skills
- 3) Employment and looking for work
 - a. Accessing the labour market
 - b. Early employment incidence
- 4) Wages, salaries, and social assistance
 - a. Wage and salary amounts
 - b. Differences in wages and salaries among refugees
 - c. Social assistance usage
- 5) Health, mental health, and health care
 - a. Types of health services accessed
 - b. Mental health services usage
 - c. Healthcare service usage
- 6) Daily life
 - a. Access to information
 - b. Transportation
 - c. Food
 - d. Family life
- 7) Students and youth
 - a. Access to education
 - b. Educational opportunities for youth
 - c. Making friends
 - d. Social media usage
- 8) Education
 - a. Role of parents in children’s education
 - b. Role of teachers in Syrian children/youth’s education
 - c. Role of Settlement Workers in Schools program staff in Syrian children/youth’s education
- 9) Becoming part of the community
 - a. Sense of belonging
 - b. Connecting with the community
 - c. Making friends
- 10) Community Supports
 - a. Private sponsors
 - b. Local immigration partnerships
 - c. Welcoming communities
 - d. Moving between provinces

Tools:

Qualitative and quantitative information has been synthesized from a variety of sources, including departmental surveys, federal administrative data (i.e., socio-demographic information), federal settlement service data (Immigration Contribution Agreement Reporting Environment (iCARE)), Statistics Canada data (i.e., tax records via the Longitudinal Immigration Database (IMDB), and Census), non-governmental research (i.e., academics, services providers), and federal government studies.

Jackson, S. & Bauder, H. (2014). Neither temporary nor permanent: The precarious employment experiences of refugee claimants in Canada. *Journal of Refugee Studies*, 27(3), pp.360-381.

Province: Ontario

Category: Academic

While refugee claimants are often portrayed as a drain on Canada's economic resources, their employment experiences and contributions to the labour market remain under-represented in the literature. This study explores the employment experiences of refugee claimants in Toronto, Canada. Through the lens of refugeeness, it traces the subjective employment trajectories of refugee claimants, as well as the objective forces compromising their employability. Drawing on 17 interviews with refugee claimants, the authors' analysis shows both that refugee claimants face distinct barriers stemming from their precarious legal status, and that refugee claimants' employability is perceived as shaped by real and ascribed barriers associated with this status. At the same time, refugee claimants perceive employment as an expression of belonging and citizenship.

Outcomes & Indicators:

- 1) Employment
 - a. Percentage of refugees who expressed satisfaction with employment
 - b. Percentage of refugees who encountered barriers to obtaining getting employment, including:
 - i. Devaluation of their education
 - ii. The requirement for Canadian work experience
 - iii. "Poor" language accents
 - iv. Employer discrimination

Tools:

- This research was conducted through a qualitative and exploratory research approach (Strauss 1987; Wesley 2011).

Janzen, R., Stobbe, A., Chapman, M., & Watson, J. (2016). Canadian Christian churches as partners in immigrant settlement and integration. *Journal of Immigrant and Refugee Studies*, 14(4), pp.390-410.

Province: Canada (no province specified)

Category: Not-for-profit

This article discusses the role of Canadian Christian churches in immigrant settlement and integration and discusses implications for the settlement sector. A total of 34 denominations responded to an online survey. Findings show that many churches are intentionally involved in immigrant ministry, motivated by their Christian and social concern. Existing immigrant supports are wide ranging and holistic, including the unique contribution of immigrant congregations. However, they are limited by underdeveloped partnerships. Churches struggle with processes of leadership development, training, planning, and evaluation and could benefit most from partnerships with other settlement stakeholders.

Outcomes & Indicators:

- 1) Sponsorship and Settlement
 - a. Rate of involvement of Canadian churches in refugee sponsorship and settlement
 - b. Percentage of settlement and integration supports provided by churches
 - c. Rate of contribution to the development or adoption of other new immigrant congregations
- 2) Training
 - a. Rate of training support provided to help congregations work better with recent immigrants
- 3) Employment
 - a. Rate of underemployment of the recently arrived immigrants/refugees
- 4) Settlement and Relief Needs
 - a. The rate of interconnectedness with the broader community of refugees/immigrants as individuals and as communities

Tools:

- The research findings are based on a quantitative denominational survey. The survey was developed using web-based software (SurveyMonkey.com).
- Further, qualitative methods provided context-specific insights through focus groups, individual interviews, congregational case studies, and a literature review.

Kyriakides, C., Bajjali, L., McLuhan, A. and Anderson, K. (2018). Beyond refuge: contested orientalism and persons of self-rescue. *Canadian Ethnic Studies*, 50(2), pp.59-78.

Province: Ontario

Category: Academic

Drawing on empirical data from a recent study of the resettlement practices, challenges and concerns of privately sponsored refugees and sponsor groups in Ontario, Canada, the authors examine how Orientalist scripts of refuge frame "the Syrian refugee crisis" but are interactively challenged and reconfigured in the sponsor-sponsored relationship. Key to this contestation are the pre-conflict practical identities through which "refugees" assert their authority to act as "persons of self-rescue" in pursuit of a life beyond refuge. Relatedly, their authority to act is impeded or enhanced in their interaction with sponsors whose corporate group identity, formed in response to community expectations, policy obligations, media representations, and personal motivations, is a conduit of (mis)recognition. Focusing on resettlement practices of refugees, we argue that the Canadian private sponsorship scheme provides deep insight into refugee-host relations.

Outcomes & Indicators:

- 1) Distinct Outcomes of Refugees (vs. Other Immigrants)
 - a. "life beyond refuge"
 - b. "persons of self-rescue"

Lamba, N.K. & Krahn, H. (2003). Social capital and refugee resettlement: social networks of refugee in Canada. *Journal of International Migration and Integration*, 4(3), pp.335-360.

Country: Canada

Category: Academic

This article examines the size and structure of refugee's social networks and highlights the value/functions of such social capital in the resettlement process. Despite the traumas associated with being a refugee, most adult refugees remain part of at least some family networks. A large minority are connected with more extended family networks. As resettlement continues, more extensive extra-familial networks, involving neighbors, co-workers and employers, other community members, and a wide range of service providers are constructed. These social networks are extremely valuable, providing much-needed support and assistance when refugees are faced with financial, employment, personal, or health problems.

Outcomes & Indicators:

- 1) Social Capital
 - a. Time with extended family
 - b. Interaction with friends from other ethnic groups

Tools:

- Quantitative sampling and surveys were used to identify a target sample of 956 individuals.
- Qualitative interviews were conducted.

MacNevin, J. (2012). Learning the way: Teaching and learning with and for youth from refugee backgrounds on Prince Edward Island. *Canadian Journal of Education / Revue Canadienne De L'éducation*, 35(3), pp.48-63.

Province: Prince Edward Island (PEI)

Category: Academic

This article presents one component of a qualitative study that explored teaching and learning with and for youth from refugee backgrounds in Prince Edward Island (PEI) intermediate and high schools. Specifically, this article presents data and discussion regarding some of the challenges and professional development needs of teachers working with refugee youth. Findings from this study confirm that improvements are needed in services available to these students such as teacher training, resources, and school inclusive practices. Teachers also expressed the need for ongoing professional development related to areas such as teaching basic reading and working with students who have experienced trauma. Practical implications for policy and practice are discussed in relation to current literature.

Outcomes & Indicators:

- 1) Professional Development and Training
 - a. Number of professional development and training opportunities provided to support teachers to better aid students from refugee backgrounds
 - b. Quality and cultural relevance of professional development and training opportunities provided to support teachers to better aid students from refugee backgrounds

- c. Number of professional development and training opportunities that specifically discuss trauma-informed practice, the inclusion of students from refugee backgrounds into the classroom, how to teach basic reading to high-school aged youth, and how to better understand the educational histories of students from refugee backgrounds

Tools:

- Qualitative data was gathered through interviews, journals, observations, and textual analysis of documents.

Morantz, G.; Rousseau, C; Banerji, A.; Martin, C.; Heymann, J. (2013). Resettlement challenges faced by refugee claimant families in Montreal: lack of access to child care. *Child & Family Social Work*, August 2013, 18(3), pp.318-328.

Province: Quebec

Category: Academic

This study reports on 75 open-ended, in-depth interviews with refugee claimant families in Montreal about their resettlement challenges and their proposed solutions to them. These interviews were conducted with 33 dyads and triads of children and parents attending a pediatric hospital. Experiences accessing formal and informal child care in Montreal were addressed. Subsequently, a comparative policy analysis was conducted on residency eligibility criteria for child care subsidization.

Outcomes/Indicators:

- 1) Child Care
- 2) Social Network
- 3) Financial
- 4) Language
- 5) Work
- 6) Security of the Status

Tools:

- Qualitative in-depth and open-ended interviews were conducted with refugee claimant families regarding their most common challenges in Montreal as refugee claimants.

Nakeyar, C., Esses, V. & Reid, G. (2018). The psychosocial needs of refugee children and youth and best practices for filling these needs: A systematic review. *Clinical Child Psychology and Psychiatry*, 23(2), 186-208.

Province: Canada (no province specified)

Category: Academic

The purpose of this systematic review is to summarize what we know about the needs of refugee children and youth (5–18 years old). In the reviewed studies, the identified needs of refugee children and youth were primarily in the domains of social support, security, culture, and education. Several strategies were identified as facilitating their integration, such as mentorship programs. The current review can help inform future integration programs designed for refugee children and youth. Supporting the integration of refugee children and youth, and their families, promotes positive outcomes and is beneficial for both refugees and members of host communities.

Outcomes & Indicators:

- 1) Social support
 - a. Community
 - b. Family
 - c. Friends
- 2) Security
 - a. Asylum status
 - b. Discrimination
- 3) Culture
- 4) Education

Tools:

Systematic literature review

- A systematic review was conducted on the psychosocial needs of refugee children and youth using specific inclusion criteria. The current systematic review identified 18 manuscripts that satisfied the research criteria. Various qualitative (e.g. focus groups, interviews) and quantitative (e.g. surveys) methods were employed across the 18 manuscripts.

National GAR Case Management Client Support Services Program (CSS) Report (2018). Q2 Report: YMCA - National Coordination (June 2018 - August 2018)

Province: Canada (no province specified)

Category: Not-for-profit

The National GAR Case Management – Client Support Services Program (CSS) is a nationwide program providing specialized settlement services to meet the needs of Government Assisted Refugees (GARs) in their first 12 to 18 months of resettlement in 13 communities in Canada. Reports from the YMCA National Coordination team provide the following: data on the demographics and priority needs of new GARs resettled to Canada and entering the CSS program; the enormous efforts undertaken by CSS Sites in addressing GARs’ needs; the activities assumed by the National Coordinator in support of local CSS Sites; settlement outcomes of GARs exiting the program during the quarter; and, finally, recommendations for improving CSS service delivery and addressing outstanding GAR needs. During this reporting period, the focus has been on providing program delivery, support, and training to CSS Sites, particularly those Sites new to implementing the CSS model.

Outcomes & Indicators:

- 1) Demographic Data
- 2) Education
- 3) Employment
- 4) Living Conditions
 - a. Life Skills
 - b. Health
 - c. Education/Training
 - d. Immigration Services
 - e. Employment
 - f. Learning English
 - g. Food/Clothing
 - h. Library Resources
 - i. Family Support
 - j. Childcare
 - k. Financial Situation
 - l. Volunteering
 - m. Legal Services
 - n. Accessibility Needs
 - o. Accreditation

Tools:

- Quantitative data was analyzed based on case management activities and client data tracked and submitted by CSS Sites/resettlement communities.

Report of the Standing Committee on Citizenship and Immigration (2016). *After the warm welcome: Ensuring that Syrian refugees succeed.* Retrieved from:

<https://www.ourcommons.ca/DocumentViewer/en/42-1/CIMM/report-7/page-ToC>

Province: Canada (no province specified)

Category: Government

On 8 March 2016, the House of Commons Standing Committee on Citizenship and Immigration (the Committee) agreed to study the federal government’s initiative to resettle Syrian refugees to Canada. The Committee heard from 61 witnesses and also received several written submissions.

Outcomes & Indicators:

- 1) Integration and Settlement Support
 - a. Percentage of refugees who reported satisfaction with income support provided by the government
- 2) Income Support
 - a. Percentage of refugees who reported satisfaction with income support provided by the government
- 3) Housing
 - a. Percentage of refugees finding suitable affordable permanent housing
- 4) Language Training

- a. Percentage of refugees who reported information on language training services
- 5) Employment
 - a. Percentage of refugees who reported language barriers impeding them from accessing employment services
- 6) Health
 - a. Percentage of refugees who benefited from health care coverage to cover any waiting period prior to provincial/territorial health coverage
- 7) Education
 - a. Percentage of refugees who expressed satisfaction about access to full IFHP benefits
 - b. Rate of integration of refugee children into the Canadian school system
 - c. Percentage of refugees who reported continued funding for Settlement Workers in the Schools or SWIS program

Tools:

- Qualitative methods comprised interviews with key informants in Settlement Services as well as refugee newcomers.

Richmond, and Shields, J. (2005). NGO-Government relations and immigrant services: Contradictions and challenges. *Journal of International Migration and Integration*, 6(3-4), pp. 513-526.

Province: Canada

Category: Academic

This article examines the “Canadian model” of immigrant settlement service delivery. This is a system where most settlement services are provided through community-based organizations, including ethno-specific agencies funded primarily by the various levels of government. Although this model has been widely celebrated as an efficient, immigrant-friendly, and inclusive model to be emulated elsewhere, this article argues that it is a system in crisis. This article examines the root of this crisis and in this light offers a reconsideration of a series of current policy issues in immigrant service provision in Canada.

Outcomes/Indicators:

- 1) Initial Reception
 - a. Orientation
 - b. Referral services
 - c. Language training
 - d. Short-term shelter
- 2) Intermediate Stage
 - a. Appropriate employment
 - b. Long-term housing
 - c. Access to education
 - d. Social rights
- 3) Final Stage
 - a. Sense of attachment
 - b. Sense of belonging

Tools:

- An extensive of academic literature review was conducted to examine the major crises that Canadian immigrant settlement services are facing.

Rose, D. (2019). Creating a home in Canada: Refugee housing challenges and potential policy solutions. Migration Policy Institute, Washington, DC.

Province: Canada (no province specified)

Category: Not-for-profit

When the Canadian government pledged in late 2015 to resettle 25,000 Syrian refugees over just four months, one of the major challenges was securing suitable housing for the newcomers. Cities across the country—and particularly large and mid-sized cities where refugees are often settled due to the presence of reception and integration services—were grappling with a severe shortage of rental housing, particularly at the lower-cost end of the market. This Transatlantic Council on Migration report examines the challenges resettlement service providers, as well as private sponsors of refugees, faced in helping new arrivals find suitable and affordable housing. These included difficulties locating units large enough for big families, and a mismatch between where housing was most plentiful and affordable (often, smaller cities, suburbs, and rural areas) and where crucial integration services such as language classes and job training programs were located. The responses to these challenges by the government, resettlement case workers, and the broader public offer lessons that could help policymakers in Canada and elsewhere strengthen housing options for refugee newcomers.

Outcomes & Indicators:

- 1) Housing
 - a. Access to affordable housing
 - b. Access to adequate housing related to size
 - c. Access to housing near settlement services

Shields, J., Drolet, J., Valenzuela, K. (2016). Immigrant Settlement and Integration Services and the Role of Non-profit Providers: A Cross-national Perspective on Trends, Issues and Evidence. RCIS Working Paper.

Province: Canada

Category: Academic

The primary purpose of this paper is to offer a relevant comparative context for considering settlement and integration service delivery and the role of non-profits in working with government as well as the communities they serve in the promotion of immigrant well-being. Settlement and integration services provide various forms of support and assistance to immigrant populations which help newcomers get established in, and meet their core needs/requirements for their adaption into, their new place of residence and ultimately to become citizens of that country. Making use of a broad cross-national comparison of experiences, approaches and programming in newcomer settlement, the authors seek to provide a wider context from which to reflect on the Canadian case. This cross-national survey has allowed the authors to explore some broad questions: What can we learn from the experience of other

countries? What are the points of convergence and divergence in these cross-national cases? What is the significance for Canada of cross-national findings?

Outcomes/Indicators:

- 1) Employment
 - a. Available career counselling and training programs
- 2) Language Acquisition
- 3) Education
 - a. Percentage of school enrollment by immigrant children
- 4) Housing
- 5) Citizen Integration
 - a. Percentage having access to sport and leisure activities

Tools:

- Drawing from a broad literature review and cross-national survey of settlement and integration services, this paper seeks to set a contextual and theme-oriented assessment of the immigrant settlement landscape and the role of non-profit agencies in the countries under review. Given the problems of data and information collection, the approach adopted in this paper has by necessity been more qualitative in character. Due to data information limitations and the large range of variables that would have been required to engage in meaningful modeling, the authors did not develop hard and distinctive forms of settlement and non-profit service provider roles. Rather, a more flexible qualitative type of assessment and categorization was adopted for analytical purposes.

Stewart, M., Simich, L., Shizha, E., Makumbe K., & Makwarimba, E. (2012). Supporting African refugees in Canada: Insights from a support intervention. *Health and Social Care in the Community*, 20(5), pp.516–527.

Province: Alberta, Ontario

Category: Academic

The objective of this study was to design, and pilot test a culturally congruent intervention that meets the support needs and preferences of two ethno-culturally distinct refugee groups. Support was delivered to Somali and Sudanese refugees (n = 58), by trained peer and professional facilitators. Face-to-face groups comprised of refugees, matched by gender and ethnicity, were created to enhance the depleted social networks of Somali and Sudanese refugees. Each peer support group met bi-weekly for a face-to-face session for 12 weeks. Peer facilitators delivered supplementary one-to-one support via the telephone. The ingredients of the support intervention included: (i) peer facilitators and professionals; (ii) provision of information, affirmation and emotional support; and (iii) accessibility (e.g. childcare, transportation). The study employed a qualitative participatory research design.

Outcomes & Indicators:

- 1) Intervention Agents: Peer Facilitators and Professional Facilitators
 - a. Social exchange

- b. Social comparison
- 2) Provision of Information, Affirmation, and Emotional Support
 - a. Sense of emotional support
 - b. Sense of informational support
 - c. Sense of affirmational support
- 3) Accessibility (childcare, transportation)
 - a. Increased social participation and engagement

Tools:

Qualitative methods were employed to promote understanding of sensitive issues, beliefs and perceptions of the support intervention, including:

- Pre-intervention interviews with potential participants
- Field notes gathered by peer and professional facilitators during the intervention
- Post-intervention group interviews with participants

Woodgate, R. L., Busolo, D.S., Crockett, M., Dean R.A., Amaladas, M.R., & Plourde, P.J. (2017). A qualitative study on African immigrant and refugee families’ experiences of accessing primary health care services in Manitoba, Canada: It’s not easy! *International Journal for Equity in Health*, 16(5), 1-13.

Province: Manitoba

Category: Academic

Immigrant and refugee families form a growing proportion of the Canadian population and experience barriers to accessing primary health care services. The aim of this study was to examine the experiences of access to primary health care by African immigrant and refugee families. African immigrant and refugee families who experienced challenges in their quest to access primary health care, represented by three themes: (i) expectations not quite met, (ii) facing a new life, and (iii) let’s buddy up to improve access. Findings from this study revealed that African immigrant and refugee families experience barriers to accessing primary health care. To improve access, culturally relevant programs, collaborative networking approaches, and policies that focus on addressing social determinants of health are needed.

Outcomes & Indicators:

- 1) Expectations not quite met
 - a. High costs of medication and non-basic health care services
 - b. Lengthy wait times for health care services
- 2) Facing a new life
 - a. Unfamiliarity with a new system of health
 - b. Lack of transport services
 - c. Language and linguistic challenges, lack of access to interpretation services
 - d. Weather-related challenges
 - e. Lack of access to health insurance due to under/unemployment
 - f. Increased stress or illness due to barriers to accessing health care
 - g. Lack of social supports
- 3) Let’s buddy up to improve access
 - a. Lack of tailored services for specific immigrant groups

- b. Lack of informal system of support amongst immigrant and refugees

Tools:

Qualitative research study design:

- Open ended interviews with 83 families originating from 15 African countries.

The Canadian Institute for Identities and Migration. (2017). CIMI methodology overview. Retrieved from <https://www.integrationindex.ca/wp-content/uploads/2016/09/CIMI-Methodology-Overview.pdf>

Province: Across Canada, covering 10 Canadian provinces and 33 Canadian cities

Category: Not-for-profit

The Canadian Index for Measuring Integration (CIMI) is an evidence-based assessment tool used to evaluate the state of immigrant integration in Canada. This project is based on the national census in Canada which is carried by Statistics Canada, the Canadian Community Health Survey (CCHS), and numerous cycles of the General Social Survey (GSS) and Ethnic Diversity Survey (EDS). The methodological overview addresses the approaches to this project and identifies four dimensions/indicators that contribute to successful immigrant integration: economic, social, civic and health.

Outcomes/Indicators:

- 1) Economic
 - a. Wages
 - b. Low income measures
 - c. Labor force participation
 - d. Employment status
 - e. Unemployment status
 - f. Full-time employment status
 - g. Non-official languages at work
 - h. Subsidized housing
- 2) Social
 - a. Number of friends in the same community/city
 - b. Number of close friends
 - c. Sense of belonging to the local community
 - d. Sense of belonging to the province
 - e. Sense of belonging to Canada
 - f. Victim of discrimination in the past 5 years
- 3) Civic/Democratic Participation
 - a. Unpaid insecure work
 - b. Voted in the latest provincial elections
 - c. Voted in the latest Federal election
- 4) Health
 - a. Have a medical doctor
 - b. Self-perceived life stress
 - c. Cost as barrier to health care access

- d. Self-perceived unmet health care needs
- e. Satisfaction with life

Tools:

- The findings are based on a wide range of quantitative surveys, including the national census in Canada, the Canadian Community Health Survey (CCHS), and numerous cycles of the General Social Survey (GSS) and Ethnic Diversity Survey (EDS).

Veronis, L. Tabler, Z., & Ahmed, R. (2018). Syrian refugee youth using social media: Building transcultural spaced and connections for resettlement in Ottawa, Canada. Canadian Ethnic Studies, 50 (2), 79-99.

Province: Ontario

Category: Academic

In this paper, we examine the role of social media in facilitating and building transcultural communication and connections for forced migrants in today's contexts of resettlement. Based on the findings of a qualitative study comprised of focus groups with Syrian refugee youth, both female and male between the ages of 16-25, we investigate the everyday use of social media in the process of resettlement and integration. Using thematic analysis, we draw on the concept of transculturality to discuss the role of social media as a space for transcultural coming-together that can assist in becoming familiarized with a new culture and society. We suggest that social media serve as a 'contact zone' that enables cultural sharing and learning, a mechanism for cultural and linguistic 'translation', and a 'borderlands' that may help bridge cultural differences and build connections while also negotiating a sense of belonging. Through a critical engagement with these findings we ponder the significance of social media for enabling refugee agency and as a transcultural 'virtual' space that enhances refugees' resettlement and integration.

Outcomes & Indicators:

- 1) Transcultural learning and sharing
 - a. Increased knowledge about Canada
 - b. Increased English language skills
 - c. Increased knowledge of services and systems related to meeting immediate needs
 - d. Increased opportunity for cultural sharing and exchange
 - e. Increased ability to understand and navigate Canadian culture
 - f. Increased ability to navigate two cultures simultaneously
- 2) Social networks and sense of belonging
 - a. Increased ability to connect with family and friends in Syria and/or in other countries
 - b. Increased ability to connect with other Syrians in Ottawa, and with Canadians
 - c. Increased new friendships in Ottawa

Tools:

- Five focus groups with 29 recently resettled Syrian refugee youths, 19 male and 10 female aged 16-25

Wilkinson, L., Garcea, J., Bhattacharyya, P., Riziki, A., Abdul-Karim, A.B., & Schnieders, M. (2017). *Resettling in the Canadian prairies: A survey of Syrian refugees in Canada's prairies*. Retrieved from: http://umanitoba.ca/faculties/arts/media/revise/Oct19_FINAL_REPORT_JUNE_27.pdf

Province: Alberta, Saskatchewan, Manitoba

Category: Not-for-profit

The purpose of this study is to collect baseline information on the housing needs, language training experiences, job search experiences, and the use of settlement services of newly arrived Syrian refugees in the three Prairie Provinces. This information is useful to settlement provider organizations and policy analysts to evaluate the country's response to the Syrian refugee crisis and the arrival of a large number of refugees in such a short period of time. This study also provides valuable information to better prepare for the arrival of future refugees. Given that the number of refugees is unlikely to decline in the near future, a study of this sort is vital.

Outcomes & Indicators:

- 1) Language
 - a. Percentage of refugees who speak English/French at time
 - b. Percentage of refugees seeking English language classes
 - c. Percentage of refugees who have indicated that time in Canada increased English language proficiency
- 2) Education
 - a. Percentage of refugees who arrived with lower levels of education than previous immigrant groups
- 3) Employment
 - a. Percentage of refugees who located full-time work or a combination of jobs that added up to full time employment
- 4) Housing
 - a. Percentage of refugees who acquired adequate and affordable accommodation
- 5) Settlement Services
 - a. Percentage of refugees who indicated access to some form of settlement services

Tools:

- The quantitative survey instrument included sections assessing use and experience of settlement services, labour market goals, language training, and housing needs, along with various demographic variables.

Yu, S., Ouellet, E. and Warmington, A. (2007). *Refugee integration in Canada: A survey of empirical evidence and existing services*. *Refuge: Canada's Journal on Refugees*, 24(2).

Province: Canada (no province specified)

Category: Academic

This paper attempts to fill a gap in studies on refugee integration. It summarizes what is known about refugees' economic and socio-cultural integration patterns in Canada, as well as the integration services are available to refugees, in order to identify empirical knowledge gaps and service gaps. Whenever

salient and possible, the distinction among the Government-Assisted Refugees, Privately Sponsored Refugees, Landed-in-Canada Refugees and refugee claimants is made.

Outcomes & Indicators:

- 1) Reception/Orientation/Housing
- 2) Employment & Language
- 3) Counselling & Social Support

Tools:

- Quantitative data collection took place pre-existing national datasets on refugees in Canada.
 - Ex. Longitudinal Survey of Immigrants to Canada (LSIC); Immigration Database (IMDB)

International

Ager, A. and Strang, A. (2008). Understanding integration: A conceptual framework. *Journal of refugee studies*, 21(2), pp.166-191.

Country: UK

Category: Academic

Based on review of attempted definitions of the term “integration,” related literature and primary fieldwork in settings of refugee settlement in the UK, the paper identifies elements central to perceptions of what constitutes ‘successful’ integration. Key domains of integration are proposed related to four overall themes: (i) achievement and access across the sectors of employment, housing, education and health; (ii) assumptions and practice regarding citizenship and rights; (iii) processes of social connection within and between groups within the community; and (iv) structural barriers to such connection related to language, culture and the local environment. A framework linking these domains is presented as a tool to foster debate regarding normative conceptions of integration in resettlement settings.

Outcomes & Indicators:

- 1) Markers & Means:
 - a. Employment
 - b. Housing
 - c. Education
 - d. Health
- 2) Social Connections
 - a. Social bridges
 - b. Social bonds
 - c. Social links
- 3) Facilitators
 - a. Language and culture
 - b. Knowledge
 - c. Safety and stability
- 4) Foundation
 - a. Rights and citizenship

Ahad, A., Le Coz, C., & Beirens, H. (2020). Using evidence to improve refugee resettlement: A monitoring and evaluation road map. Brussels: Migration Policy Institute Europe.

Country: International

Category: Government

In recent years, as resettlement authorities in many countries have raced to set up or expand programmes, there has been limited bandwidth for monitoring and evaluation activities. The current slowdown in international protection operations as a result of the COVID-19 pandemic has created a

window for policymakers, programme designers, and evaluation teams to elevate monitoring and evaluation from an afterthought to centre stage. With many different approaches to resettlement having sprung up across the globe, more in-depth research is needed to answer questions about whether any of the myriad models are more effective than others—and what works when, where, and why. This knowledge will help countries optimise their programmes and adapt more quickly to new challenges and opportunities. More experienced resettlement states can also use this knowhow to tailor their operations and the support they offer to new resettlement countries, allowing them to hit the ground running and dodge avoidable mistakes. Finally, it could help all states restart resettlement after the hiatus forced by the coronavirus pandemic, enabling them to offer the best possible solutions for refugees and the communities in which they live.

Outcomes & Indicators:

- 1) Assessing the attainment of strategic objectives
- 2) Facilitating continuous learning
- 3) Securing public support by demonstrating success

Atwell, R., Gifford, S.M., & McDonald-Wilmsen, B. (2009). Resettled refugee families and their children's futures: Coherence, hope, and support. *Journal of Comparative Family Studies*, 40(5), 677-697.

Country: Australia

Category: Academic

When a refugee family is resettled from a situation of persecution, war, and insecurity to peaceful and wealthy country, their expectations of a better life for themselves and their children are naturally high. Whilst these hopes are well-founded on many levels, the process of settlement for refugee families often proves to be harder than anticipated. This paper, based on the findings of a study conducted with 10 refugee families in Melbourne, Australia, explores the factors which impact upon parents' ability to envisage their children's futures and support them in setting and achieving their ambitions. It draws on Antonovsky's theory of 'sense of coherence' (SOC) to illuminate the conditions which might assist refugee parents to envisage and enable their children's futures and overcome some of the conflict which can arise when parents and children do not share a common understanding of their social environment or a vision of potential pathways to the future.

Outcomes & Indicators:

- 1) Manageability
 - a. Confidence in the predictability of one's environment
 - b. Confidence to negotiate one's environment
 - c. Sense of control over the present and future
 - d. Understanding of social and bureaucratic systems and services
 - e. Societal attitudes that encourage a sense of belonging
- 2) Meaningfulness
 - a. Sense of purpose and ambition for one's children
 - b. Shared goals among parents and children
- 3) General Resistance Resources

- a. Financial and material resources
- b. Language and literacy resources
- c. Educational resources
- d. Enabling environment which empowers newcomers to use their resources
- e. Welcoming and diverse society

Tools:

Ten adults were interviewed over a period of three months using an instrument developed by the researchers. This comprised a range of qualitative and quantitative visual, oral, and written tools (specific tools not identified).

Beaman, L.A. (2012). Social networks and the dynamics of labour market outcomes: Evidence from refugee resettlement in the U.S. *The Review of Economic Studies*, 79(1), pp. 128-161.

Province: United States

Category: Academic

This paper examines the dynamic implications of social networks for the labour market outcomes of refugees resettled in the U.S.A. The theoretical model of job information transmission shows that the relationship between social network size and labour market outcomes depends on the cohort of network members: an increase in network size can negatively impact some cohorts in a network while benefiting others.

Outcomes/Indicators:

- 1) Refugee Resettlement Process
- 2) Social Networks
- 3) Employment
 - a. Employment rate
 - b. Wages

Tools:

- Quantitative research was carried out to understand the dynamic implications of social networks for the labour market outcomes of refugees resettled in the U.S.A.

Beck, B.D., Messel, C., Meyer, S.L., Cordtz, T. O., Sogaard, U., Simonsen, E., and Moe, T. (2018). Feasibility of trauma-focused Guided Imagery and Music with adult refugees diagnosed with PTSD: A pilot study. *Nordic Journal of Music Therapy*, 28 (1), pp.67-86.

Province: Denmark

Category: Academic

Traumatized refugees seeking treatment in special units of psychiatry are in need of treatment options that can help them stabilize and cope with post-traumatic stress disorder (PTSD) in their everyday life. Guided Imagery and Music (GIM) has improved psychological health for clinical populations including trauma survivors with PTSD. Prior to the implementation of a randomized controlled study, a clinical non-controlled study was carried out to assess the feasibility and acceptability of a trauma-focused modification of GIM combined with standard treatment with medication, and to examine the suitability of chosen instruments to measure reduction of PTSD symptoms in refugees. The findings indicate that trauma-focused modified GIM was well accepted and has a potential as an effective treatment for refugees with PTSD. A larger randomized controlled trial to validate these findings is warranted.

Outcomes/Indicators:

- 1) Trauma Treatment Effects
 - a. Trauma symptoms
 - b. Social function
 - c. Sleep quality
 - d. Quality of life

Tools:

- Sixteen adult refugees with PTSD were enrolled and they each completed 16 one-hour individual sessions. Pre and post measures of PTSD symptoms, sleep quality, well-being and social function demonstrated significant changes with large effect sizes. The study was carried out within 18 months in 2014–2015 in The Trauma Clinic for Refugees, Department of Specialized Treatment, Psychiatry, Region Zealand in Denmark. HTQ and self-report questionnaires were filled out with the help of the music therapists and translators in the first and last therapy sessions. PSQI was also filled out in the eighth session as a midpoint measure.

Benseman, J. (2014). Adult refugee learners with limited literacy needs and effective responses. *Refugee*, 30(1), pp.93-103.

Country: New Zealand

Category: Academic

Adult refugees with limited education are a distinctive learner group with substantial and distinctive educational, social, and psychological needs. With a paucity of original research available about this group of learners, this study provides systematic documentation of their distinctive needs as well as effective educational strategies for use with these learners. The study involved interviews with 36 adult refugees, two Program Coordinators, five course teachers, and six bilingual tutors from a community-based program in New Zealand. The challenge of working with these learners arises due not only to their experiences as refugees, but also as learners with minimal or no formal educational experience. Their progress depends on “learning to learn,” acquiring basic literacy skills, personal confidence, and transfer of these skills to everyday life outside the classroom.

Outcomes & Indicators:

- 1) Education
 - a. Percentage of refugees who enroll in and complete formal education
 - b. Percentage increase in professional development by course teachers and tutors (especially about working with low-level learners), and greater access to cross-cultural training and information and translated materials

Tools:

- Qualitative interviews:
 - Focus groups (of three to five) were employed in order to provide a supportive environment among compatriots.
 - Key informant Interviews: Teachers and bilingual tutors (BLTs) were interviewed individually. In addition to the responses to a series of set questions asked of all interviewees, extensive notes were taken during the interviews by the interviewer, especially in relation to the open-ended questions and additional information offered in the course of answering set questions.
- Quantitative:
 - Set question responses were analyzed in terms of simple frequencies, while the interview notes were examined and analyzed for additional information and themes. Each interviewee received an explanation of the consent form by an interpreter, and all signed the form prior to the interviews.

Breanne L. G., Rajeev B., & Benjamin J. R. (2018). The violence of uncertainty — undermining immigrant and refugee health. *The New England Journal of Medicine*, 379 (10), pp.904-905.

Province: United States

Category: Academic

This research comes from the health practitioners and researchers’ clinical findings: new immigrants and refugees are experiencing “violence of uncertainties”: an emerging form of violence inflicted on these groups, enacted through systematic personal, social, and institutional instability that exacerbates inequality and injects fear into the most basic of daily interactions. It is perpetuated by policies of uncertainty that are intended to create systematic insecurity by constantly changing the terms of daily life and targeting what matters most to people: by separating immigrant children from their parents, for instance, or ending reunification of refugee families. These policies are creating two major health crises in immigrant and refugee communities: 1) undermining trust in U.S. institutions and consequently changing the way immigrants and refugees seek health care and other social services; and 2) harming people’s mental and physical health.

Outcomes & Indicators:

- 1) Health: Mental and Physical Health
 - a. Lack of access to health care
 - b. Negative impacts on mental health of fear and insecurity
 - c. Negative impacts on physical health of fear and insecurity
- 2) Feelings of Security

- a. Not trusting institutions, including health institutions and health care services
- b. Feelings of insecurity and fear in everyday life
- c. Fear of forced separation from children/parents and/or other family members
- d. Fear of deportation

Tools:

- Qualitative interviews were carried out, including medical practitioners' clinical settings.

Byrow, Y., Pajak, R., Specker, P., & Nickerson, A. (2020). Perceptions of mental health and perceived barriers to mental health help-seeking amongst refugees: A systematic review. *Clinical Psychology Review, 75*, 1-22.

Country: Australia

Category: Academic

This review synthesizes literature examining perceptions of mental health and barriers to mental health help-seeking in individuals from a refugee background. We found that the salient barriers to help-seeking were: (a) cultural barriers, including mental health stigma and knowledge of dominant models of mental health; (b) structural barriers, including financial strain, language proficiency, unstable accommodation, and a lack of understanding of how to access services, and (c) barriers specific to the refugee experience, including immigration status, a lack of trust in authority figures and concerns about confidentiality. We discuss and contextualize these key themes and consider how these findings can inform the development of policies and programs to increase treatment uptake and ultimately reduce the mental health burden amongst refugees and asylum-seekers.

Outcomes & Indicators:

- 1) Cultural conceptualizations of mental health
 - a. Understanding the causes and symptoms of mental illness
 - b. Stigma associated with mental illness
- 2) Help-seeking for mental illness
 - a. Perceptions of formal and informal help-seeking
 - b. Barriers to seeking formal treatment

Tools:

Literature Review

- Inclusion criteria identified 62 relevant studies for review. Data extraction and thematic analytic techniques were used to synthesize findings from quantitative (n = 26) and qualitative (n = 40) studies.

Capps, R., Newland, K., Fratzke, S., Groves, S., Auclair, G., Fix, M., & McHugh, M. (2015). Integrating refugees in the United States: The successes and challenges of resettlement in a global context. *Statistical Journal of the IAOS*, 31, 341–367.

Country: USA

Category: Academic

In 2014 there were more than 14 million refugees worldwide and nearly one million places for permanent resettlement were needed. This article reviews administrative and survey data on the characteristics and integration outcomes of refugees resettled in the United States, Canada, Sweden, and Norway. Understanding outcomes and trajectories for resettled refugees both in the United States and elsewhere will be crucial to designing new initiatives and retooling existing programs to meet increasing resettlement needs. The findings in this report highlight specific factors underlying the integration challenges facing refugees and U.S. resettlement service providers.

Outcomes & Indicators:

Self-sufficiency:

- 1) Employment
- 2) Spoken language proficiency in official languages of receiving country
- 3) Educational attainment
- 4) Credentials recognized by the receiving country
- 5) Median household income
- 6) Income above the Low-Income Cut-Off
- 7) Families previously in receipt of social assistance benefits no longer need them

Tools:

Quantitative data analysis of US government administration data and American Community Survey data from the US Census Bureau.

Cebulla, A., Daniel, M. and Zurawan, A. (2010). Spotlight on refugee integration: findings from the Survey of New Refugees in the United Kingdom.

Country: UK

Category: Government

This report summarizes the results of the Survey of New Refugees (SNR), a longitudinal study of refugee integration in the UK. Integration was considered in terms of English language skills, employment and housing of new refugees. The research was initiated by Analysis, Research and Knowledge Management (ARK) within the UK Border Agency, which commissioned the National Centre for Social Research (NatCen) to undertake the longitudinal data analysis and preparation of this report.

Outcomes & Indicators:

- 1) English Language Skills

- 2) Employment
- 3) Housing

Tools:

- Qualitative data analysis was based on data from the SNR, conducted between 2005 and 2009. A questionnaire was mailed to newcomers, then resent at 8, 15 and 21 months after arrival.

Cheung, S. Y. & Phillmore, J. (2013). *Social networks, social capital and refugee integration*. Research Report for the Nuffield Foundation. Retrieved from:

<https://www.birmingham.ac.uk/Documents/college-social-sciences/social-policy/iris/2013/nuffield-refugees-integration-research-report.pdf>

Country: UK

Category: Academic

With over 300,000 refugees living in the UK and more arriving each year, much attention has focused upon refugee integration policy and practice. Whilst there is no agreement about what constitutes integration, certain trends can be identified. These include the importance of access to employment and public services, the development of social connections, and the ability to speak English. It is recognized that integration is multi-dimensional and, while not a linear process, occurs over time. Yet little research has focused upon how different factors combine to influence refugees' integration experiences. Ager and Strang's (2004; 2008) integration framework was developed in a bid to bring the multiple dimensions together in an analytical framework. The authors utilize this framework to examine in detail the role of social capital in relation to the indicators identified by Ager and Strang.

Outcomes & Indicators:

- 1) Housing
 - a. Percentage of refugees with access to affordable and adequate housing
 - b. Percentage of refugees who expressed accommodation satisfaction
- 2) Health
 - a. Percentage of refugees who expressed access to health services
 - b. Percentage of refugees who expressed satisfaction over health services
- 3) Language
 - a. Percentage of refugees who reported accessing language training on arrival
- 4) Social Connections
 - a. Percentage of refugees who reported benefitting from family reunion since arrival
 - b. Percentage of refugees who reported that networks with friends and family have provided access to a wide range of resources
 - c. Percentage of refugees who benefited from reducing income supports to refugees by government
- 5) Employment
 - a. Percentage of refugees with access to appropriate employment
- 6) Avoidance of Harassment
 - a. Percentage of refugees who experienced harassment during integration

- b. Percentage of refugees who have knowledge of how to report incidents of harassment

Tools:

- Quantitative methods: The study utilized an e-survey with 233 respondents to identify integration priorities of refugees, practitioners, researchers and policymakers.
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Critelli, F. & Yalim, A.C. (2019). Improving access to domestic violence services for women of immigrant and refugee status: A trauma-informed perspective. *Journal of Ethnic & Cultural Diversity in Social Work, 1-20.*

Country: USA

Category: Academic

This study is based in a mid-size city in New York State, where the immigrant and refugee population is steadily growing as a result of the U.S. federal resettlement program and secondary migration. These transformations pose challenges to service providers. Women of immigrant and refugee status who experience domestic violence constitute a particularly vulnerable, yet underserved population. This study is based on 25 in-depth interviews with program users and service providers within organizations that serve domestic violence survivors. It examines service needs and paths to help-seeking among these women through an intersectional and trauma-informed lens. Recommendations to improve service delivery and policies for this population are discussed.

Outcomes & Indicators:

- 4) Barriers to receiving services
 - a. Language
 - b. Social isolation and lack of knowledge
 - c. Cultural dynamics (within cultural group)
 - d. Fear of authorities and state intervention/immigration abuse
- 5) Breaking the silence and pathways to help
 - a. Need for culturally relevant forms of outreach
 - b. Role of ethnic community leaders/brokers/mediators
- 6) Improving access and service delivery
 - a. Case management, counselling, legal assistance programs
 - b. access to court-based domestic violence advocates
 - c. Increased outreach, education, and community collaboration
 - d. Increased support in integration process/attention to trauma
 - e. Legal and criminal justice systems training

Tools:

- Qualitative methods- In-depth interviews (N =25) with settlement service providers and newcomer women with lived experience of domestic violence
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Derose, K. P., Escarce, J.J., & Lurie, N. (2007). Immigrants and health care: Sources of vulnerability. *Health Affairs*, 26(5), pp.1258-1268.

Province: U.S.A.

Category: Not-for-profit

This article examines the factors that affect immigrants' vulnerability, including socioeconomic background; immigration status; English proficiency; federal, state, and local policies on access to publicly funded health care; residential location; and stigma and marginalization. The research found that, overall, immigrants have lower rates of health insurance, use less health care, and receive lower quality of care than U.S.-born populations; however, there are differences among subgroups.

Outcomes/Indicators:

- 1) Health Care
 - a. Percentage having access to health insurance
 - b. Percentage having access to quality health care

Tools:

- Quantitative data was collected and analyzed to evaluate the health outcomes and the determinants of health of immigrants.

El-Khani, A., Cartwright, K., and Ang, C. (2018). Testing the feasibility of delivering and evaluating a Child Mental Health Recovery Program enhanced with additional parenting sessions for families displaced by the Syrian conflict: A Pilot Study. *Peace and Conflict: Journal of Peace Psychology*, 24(2), pp. 188-200.

Province: U.S.A

Category: Academic

Children who live through armed conflict and displacement are at increased risk of mental health difficulties, including post-traumatic stress (PTS). Parental support and monitoring are significant potentially modifiable factors amenable to preventive intervention. Children's resilience can be increased by assisting parents and caregivers in supporting children. This study investigated the feasibility of delivering and evaluating an adapted version of the teaching recovery techniques (TRT) intervention, an established, evidence-based mental health recovery program for children, in a displacement setting resulting from the Syrian conflict.

Outcomes/Indicators:

- 1) Mental Health
 - a. Established child mental health recovery program with parenting sessions

Tools:

- This was a small pilot study and the first to test the feasibility of delivering and evaluating TRT Parenting. All participants received the intervention and no control group was included in the

study. A pre-test and post-test design was used, with seven outcome measures completed by caregivers and three by children 1 week before (T1) and 2 weeks after (T2) intervention delivery. Three weeks following study completion, eight caregivers were interviewed individually using Skype to explore the acceptability of TRT _ Parenting. The findings from the interviews are reported in a separate manuscript on the acceptability of TRT _ Parenting. The study was conducted in a school for displaced Syrian children run by Generation Freedom in the Turkish town of Reyhanli on the Syrian-Turkish border.

Evans, K. Pardue-Kim, M., Crea, T. M., Coleman, L., Diebold, K., Underwood, D. (2018). Outcomes for youth served by the unaccompanied refugee minor foster care program: A pilot study. *Child Welfare, 96(6), 87-106.*

Country: USA

Category: Academic

The Unaccompanied Refugee Minor (URM) Foster Care Program annually serves about 1,300 youth with legal eligibility who were born outside of the US. This paper shows results from a cross-sectional, descriptive pilot study (n = 30 interviews) in the domains of education, employment, health, mental health, risky behaviors, and social connections.

Outcomes & Indicators:

- 1) Employment and education
 - a. High school or GED completion
 - b. Post-secondary enrollment
 - c. Desire to continue formal education
 - d. Full/Part-time employment
 - e. Weekly wage amount

- 2) Health and wellbeing
 - a. Physical health
 - b. Healthcare access and utilization
 - c. Body Mass Index (BMI)
 - d. Health insurance coverage
 - e. Happiness levels
 - f. Utilization of physician services
 - g. Utilization of mental health services

- 3) Social connections
 - a. Having a best friend
 - b. Having someone to talk to
 - c. Living in ethnically diverse communities
 - d. Incidence of fear and worry in relationships

Tools:

- This research used quantitative methods in the form of telephone and online surveys.

Gerber, M. M., Callahan, J. L., Moyer, D. N., Connally, M. L., Holtz, P. M., & Janis, B. M. (2017). Nepali Bhutanese refugees reap support through community gardening. *International Perspectives in Psychology: Research, Practice, Consultation*, 6(1), 17-31.

Country: USA

Category: Academic

Effectively addressing psychological needs of refugees is a challenge for service providers operating within an expensive health care system based on Western constructs of mental health. In response to this challenge, refugee resettlement agencies throughout the United States use community gardens to promote psychological healing, self-sufficiency, community engagement, and the return of human dignity. Although the success of these programs has been reported in the popular press, they have not been studied systematically. The present exploratory mixed methods study drew upon quantitative and qualitative data to explore perspectives on participating in a community garden among Nepali Bhutanese refugees (N = 50; 62% women and girls). Quantitative results indicated that community gardening was significantly positively associated with social support, a key contributor to thriving within communal cultures. Qualitative data provided additional context within which to understand these results, and further supported the role community gardening as a source of social support.

Outcomes & Indicators:

- 1) Social support
 - a. Have supportive networks
 - b. Know how to access practical services
 - c. Engagement with others through mutually valued activities
 - d. Communal harmony
- 2) Connection with cultural roots
 - a. Emotional connection with one's homeland
 - b. Connectedness through shared identities
- 3) Wellness
 - a. Improved mental health

Tools:

The study employed a mixed methods approach with 50 Bhutanese refugees who were self-identified as belonging to either a community gardening (already members of a local garden; $n = 22$) or non-gardening group (were not currently participating in a community garden; $n = 28$).

- Quantitative Methods:

- Refugee Health Screener (n = 15)
- Patient Health Questionnaire (n = 15)
- Medical Outcomes Study Social Support Survey
- Adapted Client Assessment Tool
- Qualitative Methods:
 - Semi-structured interviews

Grzymala-Kazłowska, A. & Phillimore, J. (2018). Introduction: rethinking integration. New perspectives on adaptation and settlement in the era of super-diversity. *Journal of Ethnic and Migration Studies*, 44(2), pp.179-196.

Country: U.K

Category: Academic

The purpose of this study is to rethink immigrant settlement and integration in the era of super-diversity. Super-diversity covers at least four lenses for us to rethink immigrant and refugee settlement and integration: (i) ethnicity, (ii) social-legal and political status, (iii) social-cultural diversity, and (iv) economic and status and inequality. Transformed communities, rather than unidirectional integration, should result.

Outcomes & Indicators:

- 1) Educational Attainment
- 2) Employment
- 3) Health
- 4) Income
- 5) Social Connections/Social Capital
 - a. Social bonds
 - b. Social bridges
 - c. Social links
- 6) Language and Cultural Knowledge
- 7) Legal Knowledge
- 8) Political Integration
- 9) Safety
- 10) Sociopsychological Wellness

Tools:

- Qualitative research was conducted through reviewing existing literature in this field.

Guajardo, M.G.U., Slewa-Younan, S., Kitchener, B.A., Mannan, H., Mohammad, Y. Jorm, A.A. (2018). Improving the capacity of community-based workers in Australia to provide initial assistance to Iraqi refugees with mental health problems: an uncontrolled evaluation of a Mental Health Literacy Course. *International Journal of Mental Health System*, 12(2), retrieved from <https://doi.org/10.1186/s13033-018-0180-8>

Province: Australia

Category: Academic

Australia is a multicultural nation with a humanitarian program that welcomes a large number of Iraqi refugees. Given the lack of mental health training for many people who assist refugees, and the high prevalence of mental health disability reported in refugees (who are unlikely to seek professional support), the current study aimed to provide initial training to staff working in resettlement organisations and community-based settings.

Outcomes/Indicators:

- 1) Mental Health Literacy: knowledge and beliefs about mental disabilities which aid in their recognition, management or prevention.
 - c. The public's knowledge of how to prevent mental health disabilities
 - d. Recognition of when a disability is developing
 - e. Knowledge of help-seeking options and treatments available
 - f. Knowledge of effective self-help strategies for milder problems
 - g. First aid skills to support others affected by mental health problems

Tools:

- An uncontrolled pre, post and follow-up design was used to measure improvement in MHL in community-based workers assisting Iraqi refugees.

Im, H. (2018). Constructing health capital in ecological systems: A qualitative evaluation of community-based health workshops in the refugee community. *Health and Social Care in the Community*, 2018(26), pp.541-551.

Province: U.S.A

Category: Academic

Refugee communities face numerous health and mental health concerns both during and after resettlement. Since health needs in refugee communities affect both individual and collective capacity, it is important to consider policy environment and socioecological contexts for cultural adjustment and community resources for navigating systems, rather than individual health behaviours and communication skills only. Adopting a concept of health capital, this study aims to explore the impact of community-based health workshops while expanding and redefining the framework in the context of health promotion efforts for the refugee community in resettlement. The findings of this study underscore the vital role of varied forms of health capital in promoting health in refugee communities and connecting members to needed health resources and information. Health capital is an old and yet still new concept with a great potential to broaden our understanding of health resources by elaborating the impacts and interactions in individuals, family and community for health promotion.

Outcomes/Indicators:

- 1) Health Capital
 - a. Individual level
 - i. Awareness and motivation for health promotion
 - ii. Health knowledge
 - iii. Coping skills
 - iv. Openness to seek for help
 - v. Actual change in health practice/behaviour
 - vi. Positive psychological outcomes
 - vii. Social skills (unrelated to health)
 - viii. Motivation for further education/participation
 - ix. Socializing
 - x. Better access to medical care
 - xi. Acculturative skills
 - b. Family level
 - i. Family level health promotion
 - ii. Preserving cultural practices (in family)
 - iii. Family relationships and support
 - c. Community level
 - i. Refugee community
 - Preserving cultural practices in the community
 - Sense of community
 - Mutual support
 - Community-building
 - ii. Host community
 - Linking to the host community
 - Navigating systems
 - Cultural exchange and participation in the new cultures

Tools:

- This qualitative evaluation study was designed and implemented as part of a multi-year community-based participatory research (CBPR) project that aims to enhance culturally responsive healthcare and mental healthcare in the state of Virginia (Virginia Department of Behavioral Health & Developmental Services, 2017). This qualitative study conducted seven focus group discussions (FGDs) with 22 Bhutanese refugees in 2014.

Im, H., Rodriguez, C., & Grumbine, J. M. (2020). A Multitier model of refugee mental health and psychosocial support in resettlement: Toward trauma-informed and culture-informed systems of care. *Psychological Services, 1-20.*

Country: Australia

Category: Academic

There are few models and studies that focus on service delivery and systematic approaches to guide coordination of mental health services and psychosocial supports for refugee newcomers. To fill such gaps, this paper provides a framework to align stratified interventions and addresses the multilayered mental health needs in refugee communities. We have adopted and applied a multitier mental health and psychosocial support (MHPSS) model developed by the Inter-Agency Standing Committee to provide a holistic framework for a system of care. We have also proposed a two-pillar approach, trauma-informed and culture-informed care, which is embedded into each tier of the MHPSS program. This approach is designed to fill the gaps between mainstream mental health services and refugee resettlement programs, both of which tend to work in silos. Using the case of a statewide refugee mental health initiative in Virginia, we discuss the challenges and opportunities of programs to build capacity and partnerships for coordinated care.

Outcomes & Indicators:

- 1) Collective capacity for trauma-informed and culture-informed care
 - a. Specialized mental health treatment
 - b. Bereavement and trauma healing
 - c. Family and community support systems
 - d. Social adjustment and integration

Im, H., & Rosenberg, R. (2016). Building social capital through a peer-led community health workshop: A pilot with the Bhutanese refugee community. *Journal of Community Health*, 41, 509–517.

Country: USA

Category: Academic

Despite the high health and mental health care needs, resettled refugees often face cultural and linguistic challenges that hinder the access to appropriate and timely interventions and services. To address multiple and complex gaps in health and mental health support for the refugee community, requested is an innovative approach that can convey culturally responsive and effective interventions for health promotion, such as peer-based health education. Adopting a social capital framework, the current study conducted qualitative evaluation on the impact of a pilot peer-led community health workshop (CHW) in the Bhutanese refugee community. A hybrid thematic analysis of focus group discussion data revealed the improvement in health promotion outcomes and health practice, as well as perceived emotional health. The results also showed that the peer-led CHW provided a platform of community building and participation, while increasing a sense of community, sense of belonging and unity. The findings posit that a peer-led intervention model provides culturally responsive and effective tools for building social capital and promoting community health in the refugee community.

Outcomes & Indicators:

- 1) Health promotion
 - a. Improvement in health promotion
 - b. Improved health practice, including change in health behaviours and coping
 - c. Enhancement of health expressed as a change in perceived or subjective health

- 2) Social capital
 - a. Improved structural social capital
 - i. Building support systems
 - ii. Building community capacity
 - iii. Participation in community health activities
 - b. Improved cognitive social capital
 - i. Leadership skills
 - ii. Stress coping strategies
 - iii. Ability to seek help
 - iv. Sense of connectedness and belonging

Tools:

Community-based participatory research

- Community health workshops
 - Eight workshops facilitated by trained members of the Bhutanese community, with 22 participants from the same ethnic community
- Focus groups
 - Eight focus groups conducted at the end of each workshop to reflect on and discuss the group process and impact

Joona, P. & Nekby, L. (2012). Intensive coaching of new immigrants: An evaluation based on random program assignment. *The Scandinavian Journal of Economics*, 114(2), pp.575-600.

Country: Sweden

Category: Academic

The purpose of this study is to evaluate whether intensive counselling and coaching by Public Employment Service (PES) caseworkers improves the employment opportunities of new immigrants in Sweden. A trial introduction program was implemented from October 2006 to June 2008. Within participating municipalities, new immigrants were randomly assigned into treatment (intensive coaching) or control (regular introduction programs). The results indicate that there are significant treatment effects on employment probability as well as on participation in intermediate PES training programs.

Outcomes & Indicators:

- 1) Regular Employment
 - a. Deregistered for a permanent job position, temporary job position or return to previous job position; or registered job-search status as part-time employed or in a temporary position
- 2) Subsidized Employment
 - a. Deregistered for subsidized employment; or registered job-search status as participant in a PES wage-subsidized employment program
- 3) Regular Education
 - a. Deregistered for participation in education not provided by the PES

- 4) Labor-Market Training
 - a. Registered job-search status as participant in a PES-provided education or training program

Tools:

- Randomized control trial of new immigrants into an introductory program (treatment: intensive coaching, control: regular introductory program).

Kallick, D. D., and Mathema, S. (2016). *Refugee integration in the United States*. Center for American Progress. Retrieved from:

<https://www.americanprogress.org/issues/immigration/reports/2016/06/16/139551/refugee-integration-in-the-united-states/>

Country: United States

Category: Not-for-profit

Refugees are admitted to the United States for humanitarian reasons: they face well-founded fear of persecution in their home countries and seek a safe haven here. But they also contribute to the American economy, bringing vitality to areas with declining populations, contributing to the growth of areas whose populations are already increasing, and expanding the labor force as they seek and find work to make better lives for themselves and their children.

Outcomes & Indicators:

- 1) Economic Empowerment
 - a. Rate of entry of refugees into the labor force
 - b. Percentage of women refugees integrated into the labor force over time
 - c. Percentage of refugees who start businesses to help expand local economies
- 2) Language
 - a. Percent of refugees who reported having learned English over time
- 3) Civic Engagement
 - a. Percentage of refugees showing interest in becoming citizens

Khawaja, N.G., Ramirez, E. (2019). *Building resilience in transcultural adolescents: An evaluation of a group program*. *Journal of Child and Family Studies*, 28, 2977–2987.

Country: Australia

Category: Academic

This study investigates the effectiveness of Building Resilience in Transcultural Australians (*BRiTA Futures*) for Adolescents, a strengths-based group intervention developed to build the resilience of culturally and linguistically diverse adolescents who experience acculturation in the context of their migration and resettlement journey. A series of analyses of variances indicated an overall improvement in participants' wellbeing and resilience associated with the acculturation process. However, this

improvement was not influenced by the format of the intervention, gender, visa status (refugee versus migrant), or duration of stay in Australia. The qualitative data highlighted new skills learned by the participants as well as areas for further improvements. The application of the intervention in school and community settings is discussed.

Outcomes & Indicators:

- 1) Resilience in acculturation and wellbeing
 - a. Increase in personal strengths
 - b. Improved coping skills
 - c. Improved psychosocial skills
 - d. Increase in efforts to build relationships
- 2) Sense of wellbeing
Increase in levels of:
 - a. Happiness
 - b. Self-worth
 - c. Confidence
 - d. Self-efficacy
 - e. Day-to-day enjoyment

Tools:

- This study examined the effectiveness of the intervention using qualitative and quantitative procedures. Two hundred and twenty-nine participants (age range 12–20 years) took part in the intervention, offered to them in 3 formats (weekly, over 4 weeks or 2–3 full days). They completed pre and post questionnaires measuring wellbeing and resilience associated with acculturation processes. The participants as well as the facilitators of the intervention completed open-ended questionnaires about the process and short-term impact of the intervention.

Kwon, Y. J., & Lee, K. (2018). Group Child-Centered Play Therapy for School-Aged North Korean Refugee Children. *International Journal of Play Therapy*. 27(4), pp.256-271.

Province: South Korea

Category: Academic

This article examined the effects of group play therapy on North Korean refugee children who resettled in South Korea. The children processed the psychological trauma that they had sustained by playing out past traumatic events. Their psychological trauma was rooted in disrupted interpersonal relationships, which is too commonly observed in North Korean refugee children, and it took longer to treat than traumas of simpler natures and associated symptoms. Therapy outcomes made it clear that a group play therapy approach was effective in treating the children’s psychological trauma. As therapy progressed, the children exhibited reduced symptoms of Anxiety and Depression, improved attention span, and more frequent instances of age-appropriate play.

Outcomes/Indicators:

- 1) Mental Health

- a. Trauma
- b. Emotional needs
- c. Sense of acceptance

Tools:

- A qualitative case study methodology was adopted to understand and analyze the healing process that children go through during therapy, with a focus on play characteristics and changes in play patterns. The authors analyzed four North Korean refugee girls who were in the second or third grade (age range =8–9 years). Essential information about the girls was provided by caregivers, teachers, and school officials.

Marks, J. A (2014). *New issues in refugee research*. Research Paper No. 269 Rural Refugee Resettlement: Secondary Migration and Community Integration in Fort Morgan, Colorado. Retrieved from: <http://www.unhcr.org/afr/5326c7cd9.pdf>

Country: United States

Category: Not-for-profit

This research fills an important gap in the refugee resettlement field as a pilot study of rural refugee integration in the small town of Fort Morgan, Colorado, a rural town about an hour and a half outside of Denver in the American West. Refugees are increasingly moving to non-urban communities as secondary migrants. Current refugee resettlement policy not only actively tries to prevent secondary migration, it also suggests that refugees should not live in locations which will be highly impacted by their presence, i.e., small rural towns. The stated goal of the US refugee resettlement program is integration, with a focus on three key objectives: employment, self-sufficiency, and language acquisition.

Outcomes & Indicators:

- 1) Employment
 - a. Percentage of refugees who reported satisfaction with employment
 - b. Percentage of refugees who reported financial self-sustainability
- 2) Housing
 - a. Rate of access to adequate housing by refugees
- 3) Education
 - a. Rate of access to and obtainment of formal and informal education
 - b. Percentage of refugees with high expectations for their children's educational attainment
- 4) Health
 - a. Rate of access to physical and mental healthcare
 - b. Percentage of refugees happy with their experiences with healthcare
- 5) Social Networks and Relationships
 - a. Rate of development of social networks and relationships with both refugees and other citizens
 - b. Percentage of refugee participants being aware of existing services in the community.
 - c. Percentage of refugees who reported being able to easily access these services (government and local)

- 6) Feelings of Personal Safety
 - a. Percentage of refugees who expressed feelings of personal safety
- 7) Language
 - a. Percentage of refugees who reported making progress towards learning English
 - b. Percentage of refugees who reported language acquisition
- 8) Citizenship and Rights
 - a. Percentage of refugees who expressed positive desire about citizenship and rights
- 9) Citizenship and civic participation
 - a. Percentage of refugees who reported obtainment of citizenship and civic participation
 - i. Percentage of refugees who have applied for citizenship
 - ii. Percentage of time refugees spend participating in civic organizations
 - iii. Percentage of refugees involved in political parties
 - iv. Percentage of refugees considered an important community member
 - v. Percentage of refugees who reported that their opinions matter in community affairs
 - vi. Percentage of refugees who want to make the community a better place through their contributions

Tools:

- The quantitative research strategy comprised a comparative case study design as well as a survey.
- The qualitative research strategy included a single case study design and semi-structured interviews.

Miner, S., Liebel, D.V., Wilde, M.H., Carroll, J.K., & Omar, S. (2018). Somali older adults' and their families' perceptions of adult home health services. *Journal of Immigrant Minority Health* 20, 1215–1221.

Country: USA

Category: Academic

Many studies have identified the vulnerability of ethnic elders, and there is promising evidence indicating home health care (HHC) services can improve the health outcomes of Somali older adults. This study used a community-engaged qualitative descriptive approach with the participation of non-profit organization Refugees Helping Refugees. The purpose of this study was to explore and describe Somali older adults' and their families' perceptions of and experiences with HHC services in order to improve its use and access. Data collection included home visits (n = 15), semi-structured interviews (n = 17) and debriefing sessions (n = 16) with 19 individuals from 14 Somali families. Somali families recognized HHC services were needed and believed having services in the home facilitated learning but HHC agencies should work more with the Somali community. HHC agencies need to work with community organizations to facilitate cultural and health understanding, and better health care for Somali older adults.

Outcomes & Indicators:

- 1) Home health services benefit learning and health
 - a. Increased knowledge of medications, managing chronic illnesses, older adults' medical conditions, and safety
 - b. Increased access to health services due to home visitation
 - c. Improved quality of health experience due to home environment and decreased stress
- 2) Importance of relationship with home health care professionals
 - a. Increased trust in the professional and their health practice
- 3) Incorporating cultural beliefs and supporting Somali families
 - a. Increased communication between professionals and patients
 - b. Increased cultural awareness
 - c. Increased ability for caregivers to fulfill traditional caregiver role
- 4) Community involvement to decrease barriers to accessing home healthcare
 - a. Increased understanding of availability and purpose of home health care
 - b. Increased uptake and use of home health care services

Tools:

A community-engaged, exploratory qualitative descriptive approach was used for this study, which included 14 Somali families and 19 individuals total.

- Home visits (N = 15)
- Semi-structured, in-depth interviews (N = 17)
- Debriefing sessions with interpreters involved in home visits and interviews (N = 16)

Mitra, R. & Hodes, M. (2019). Prevention of psychological distress and promotion of resilience amongst unaccompanied refugee minors in resettlement countries. *Child: Care, Health and Development* 45(2), 198-215.

Country: European Union (Including Great Britain)

Category: Academic

The implementation of preventive mental health approaches for Unaccompanied Refugee Minors (URMs) requires an understanding of a range of policies and practices. This includes the level of social support and living arrangements, for URMs, as well as the extent to which mental health access is available and effective treatments can be provided. The aim of this review is to identify and appraise the studies of URMs that investigate the following: 1. the primary prevention of psychological distress, including the identification of optimal care and accommodation arrangements; 2. the appropriate access of URMs to specialist mental health services (MHS) and the factors associated with service access; 3. the evidence for effectiveness of treatments for psychiatrically impaired and distressed URMs.

Outcomes & Indicators:

- 1) Psychological distress/trauma prevention
 - a. Degree of psychological stress according to accommodation arrangements and external support
- 2) Access to mental health supports
 - a. Percentage of URM's who received trauma-focused interventions or cognitive therapy
- 3) Improved PTSD symptoms and mental health outcomes
 - a. Reported changes in mental health according to psychotherapeutic approach

Tools:

Literature Review

- A systematic literature review was conducted of published papers in any language for children (<18 years) entering a host country, unaccompanied and seeking asylum. Specific studies were eligible if they examined any treatment or non-treatment influences on mental health or psychological resilience for the URM. Thirteen published quantitative studies were identified.

Morris, M. D., Popper, S.T., Rodwell, T.C., Brodine S.K., & Brouwer K.C. (2009). Healthcare barriers of refugee's post-resettlement. *Journal of Community Health*, (2009) 34, pp.529–538.

Province: U.S.A

Category: Academic

The majority of refugees spend the greater part of their lives in refugee camps before repatriation or resettlement to a host country. Limited resources and stress during residence in refugee camps can lead to a variety of acute and chronic diseases which often persist upon resettlement. However, for most resettled refugees little is known about their health needs beyond a health assessment completed upon entry. This paper explores the health care access challenges of refugees after governmental assistance has ended. Research based on in-depth interviews revealed that the majority of refugees do not regularly access health services due to a variety of barriers including language and communication barriers, acculturation, and cultural beliefs. These barriers contribute to delayed care and may directly influence refugees' short- and long-term health. The research findings suggest the need for additional research into contextual factors surrounding health care access barriers, and the best avenues to reduce such barriers and facilitate access to existing services.

Outcomes/Indicators:

- 1) Health Care
 - a. Expectation of health care
 - b. Percentage of health care access
 - i. Percentage of access to a family physician
 - ii. Percentage of access to preventive health services (annual medical, vision and dental exam)

Tools:

- Qualitative methods: A total of 40 guided in-depth interviews were conducted with a targeted sample of informants (health care practitioners, employees of refugee serving organizations, and recent refugee arrivals) familiar with the health needs of refugees.

Mulvey, G. (2015). Refugee integration policy: the effects of UK policy-making on refugees in Scotland. *Journal of Social Policy, 44(2)*, pp.357-375.

Country: UK

Category: Academic

This paper examines refugee integration from the perspectives of refugees themselves, using both qualitative and quantitative methods. It also looks at the governance of integration in Scotland and highlights Scottish distinctiveness vis-à-vis the UK. The article suggests that the consequences of broader UK Government policy around asylum and refugee issues negates any positive support in the form of refugee integration programmes and actively inhibits integration.

Outcomes & Indicators:

- 1) Housing
 - a. Time in present house (less than 6 months, between 6 months and a year, etc.)
- 2) Employment
 - a. Employment Status (full-time, part-time, etc.)

Tools:

- Quantitative research included a main survey completed by 262 respondents, and then a follow-up survey one year later.
- Qualitative research was conducted through initial and follow-up interviews.

Nawyn, S. J., Gjokaj, L., Agbényiga, D. L. & Grace, B. (2012). Linguistic isolation, social capital, and immigrant belonging. *Journal of Contemporary Ethnography, 41(3)*, pp.255–282.

Province: United States

Category: Academic

This research presents that language acquisition is very important for immigrant and refugees not only from the lens of individual economic success (e.g. labour market opportunities) but more importantly, it is a non-economic resource that helps to understand immigrant integration and gain insights into the nature of social capital. Using qualitative data from recently resettled Burundian and Burmese refugees in Michigan, United States, this article explores the experiences resulting from linguistic isolation at the household and community levels. It demonstrates how linguistically isolated refugees experience language as noneconomic social capital in that language provides access to necessary information and constitutes an act of social power.

Outcomes & Indicators:

- 1) Language Isolation
 - a. Individual-level sense of linguistic isolation

- b. Immigrant community-level linguistic isolation: few members that can provide linguistic social capital
 - c. Linguistically resource-poor receiving communities
- 2) Feelings of Belonging
- 3) Social Capital
 - a. Material resources
 - b. Information
 - c. Social support

Tools:

- Qualitative data was drawn from 36 face-to-face semi-structured interviews with adult refugees from either Burundi or Burma.

Oscar Curry, Charlotte Smedley & Caroline Lenette (2017). What is “successful” resettlement? Refugee narratives from regional new South Wales in Australia. *Journal of Immigrant & Refugee Studies*, DOI: 10.1080/15562948.2017.1358410

Country: Australia

Category: Academic

This paper explores how people from refugee backgrounds experienced regional resettlement in New South Wales, Australia, by focusing on their narratives of determinants of “successful” resettlement. Some see employment as “the single most important factor in securing the integration of migrants into society” (Phillimore & Goodson, 2006, p. 1719). For others, social inclusion and integration are often cited as primary predictors of successful resettlement (Cheung & Phillimore, 2013). Along with social and financial independence, minimizing experiences of racism and discrimination are strong identifiers of successful resettlement (UNHCR, 2002). The dominant focus on socioeconomic participation and outcomes by governments in host countries has been the driving determinant of “success.”

Outcomes & Indicators:

- 1) Employment
 - a. Immigrant employment rate and participation in the workforce (financial independence through meaningful work).
 - b. Percentage of successful prior qualification recognition and the ability to pursue vocational training
- 2) Social Networks and Relationships
 - a. Percentage of wellbeing in all relationships, including formal relationships (through interactions with government institutions and settlement support services) and informal relationships and networks (friendships and networks developed through community interactions in schools, churches, and sports teams).
 - b. The rate of immigrants’ sustained social network development (strengthened relationships in the form of social connections and friendships fostering a sense of belonging and attachment to the broader community).
- 3) Support Services

- a. Percentage of participants resourceful enough to come up with alternative support services (businesses or working in other locations)
- b. The quality delivery of settlement support services (such as income and housing support and health care) provided.

Tools:

- Qualitative semi-structured interviews were conducted with nine refugees, who had lived in Australia for at least 5 years. This means that all participants were considered to be successfully resettled prior to the study.
- Interview questions were framed based on the key determinants of successful resettlement identified in the literature. Participants were recruited through referral from local government and nongovernment organizations, with no restriction on culture, ethnicity, religion, or gender. This study received ethics approval.
- Further, a total of seven face-to-face interviews were conducted: five with individual participants and two with couples. Interviews lasted between 30 minutes and 1 hour and were digitally recorded with participants' consent. In line with a grounded theory approach, thematic analysis was used to code interview transcripts using the software NVivo, whereby the content was analyzed using an interpretive framework to convey the depth of participants' experiences. At the same time, as the group of participants was small, the analysis identified experiences that were specific to each participant to highlight the sociocultural contexts defining these experiences.

Panter-Brick, C., Cajani, R., Eggerman, M., Hermosilla, S., Sancilio, A. (2018). Insecurity, distress and mental health: Experimental and randomized controlled trials of a psychosocial intervention for youth affected by the Syrian crisis. *Journal of Child Psychology and Psychiatry, and Allied Disciplines*, 59(5), pp. 523-541.

Country: Jordan

Category: Academic

This study evaluates the impact of a psychosocial intervention on adolescents (12-18-year-old) affected by the crisis in Syria. Specifically, the intervention was an 8-week program of activities informed by a profound stress attunement (PSA) framework (Advancing Adolescents), delivered in a group format. The intervention was run by Mercy Corps, a global humanitarian and development agency.

Outcomes & Indicators:

- 1) Psychosocial Burden – Human Insecurity (Human Insecurity scale; Human Distress scale)
 - a. Worries regarding inability to obtain daily life necessities, including losing a source of income
 - b. Fears about future and family safety
- 2) Psychosocial Burden – Distress
 - a. Psychosocial state of feeling frustrated, incapacitated, humiliated or unable to perform daily activities
- 3) Psychosocial Burden – Mental Health Difficulties
 - a. Depression and Anxiety, measured with the Arab Youth Mental Health (AYMH) scale
 - b. Emotional health and behavioural difficulties, measured with the Strengths and Difficulties Questionnaire (SDQ)

- c. Symptoms of post-trauma intrusion and avoidance, measured with Child Revised Impact of Events Scale (CRIES-8)

Tools:

- Quantitative methods: The intervention was implemented on a rolling basis, by Mercy Corp staff. In total, there were five cycles of program delivery, spanning 2014-2016, and each cycle consisted of sixteen sessions with youth in groups of 10-15, age-matched when possible. This was a quasi-experimental trial. Outcomes were measured with validated tools.

Puma, J.E., Lichtenstein, G. and Stein, P. (2018). The RISE survey: Developing and implementing a valid and reliable quantitative measure of refugee integration in the United States. *Journal of Refugee Studies*, 31(4), pp.605-625.

Country: United States

Category: Academic

The purpose of this study was to: (i) operationalize an integration framework to create a reliable and valid survey to assess refugee integration, (ii) test the use of a community-based participatory research (CPBR) model (the 'Community Connector' (CC) model) with refugees and (iii) gain insights into the integration process of newly resettled refugees with the use of the survey and CC model. Ager & Strang (2008) was used as basis for the selection of integration domains, which were modified slightly based on feedback from refugees and service providers.

Outcomes & Indicators:

- 1) Employment
 - a. Employment status
 - b. Number of jobs and hours worked
 - c. Pay and benefits
 - d. Sufficiency of income to meet family needs
- 2) Education & Training
 - a. Certification/training/classes received or taken in the U.S.
 - b. Enrollment in any degree programmes
- 3) Children's Education
 - a. Children's grade levels in school
 - b. Volunteer experience at their child(ren)'s schools
 - c. Visits with child(ren)'s teachers
 - d. Attendance at school events
 - e. Child(ren)'s friends from different cultures
- 4) Health & Physical Wellbeing
 - a. Status of routine physical check-ups
 - b. Has regular doctor(s) and/or dentist
 - c. Knowledge of how to make appointments
 - d. Has health insurance coverage
- 5) Housing
 - a. Housing situation (homeless, transitional housing, homeowner)
 - b. Housing type and number of rooms in the dwelling

- c. Frequency of moves
- 6) Social Bonding
 - a. Interaction with people from same culture/ethnic group
 - b. Information sources from same culture/ethnic group
 - c. Attended events from the same culture/ethnic group
- 7) Social Bridging
 - a. Interaction with people from different culture/ethnic group
 - b. Information sources from different culture/ethnic group
 - c. Attended events from the different culture/ethnic group
- 8) Language & Cultural Knowledge
 - a. Self-reported proficiency in English (speaking)
 - b. Familiarity with U.S. cultural facts (who is the president, where is Congress and the White House located, three sports that are popular in the U.S.)
- 9) Safety & Security
 - a. Feelings of safety at home and outside the home
 - b. Comfort level with calling on police or the fire department
 - c. Trust of neighbors
 - d. Victim of crime or discrimination
- 10) Civic Engagement
 - a. Participation in community meetings, clubs or organizations
 - b. Advocacy or 'speaking up' for rights
 - c. Possession of a driver's license
 - d. Applied for a Green Card
 - e. Desire for U.S. citizenship

Tools:

- Quantitative methods: The Refugee Integration Survey and Evaluation (RISE) was administered orally by caseworkers to 465 newly arrived adult refugees; follow up survey data was collected annually over the next 3 years
- Qualitative methods: Focus Groups with an expert panel assisted with understanding refugee integration:
 - cognitive interviews assisted with understanding whether survey items were being understood and interpreted correctly by refugees

Rioseco, P., De Maio, J. and Hoang, C (2017). The building a new life in Australia (BNLA) Dataset: A longitudinal study of humanitarian migrants in Australia. *Australian Economic Review*, 50(3), pp.356-362.

Country: Australia

Category: Academic

This article presents an introduction to the Building a New Life in Australia (BNLA) dataset, a large-scale longitudinal study of humanitarian migrants in Australia. The authors outline the main characteristics of the study and provide an overview of the measures available and potential uses. The first three waves of the BNLA data are currently available to approved users, covering the first three years of the settlement journey of a recent cohort of humanitarian migrants in Australia.

Outcomes & Indicators:

- 1) Housing & Neighborhood
 - a. Number of times moved to a new house
 - b. Housing arrangements and tenure
 - c. Housing characteristics and satisfaction
 - d. Difficulties with finding housing
 - e. Neighborhood characteristics
- 2) English
 - a. English language proficiency, whether one is attending English language classes, and reason for stopping is no longer attending
 - b. Provider of English language class(es) and helpfulness of service(s).
 - c. Use and helpfulness of interpretation services
 - d. Main language spoken at home and proficiency
 - e. Other languages spoken and proficiency
- 3) Education & Training
 - a. Highest level of education achieved, current education and training undertaken, and educational aspirations
 - b. Previous qualifications gained prior to arrival in Australia and whether previous qualifications have been recognized
- 4) Employment & Income
 - a. Prior occupation and work experience before coming to Australia
 - b. Current employment status and employment characteristics
 - c. Experience of unemployment in Australia and reasons for not wanting a job
 - d. Income and government benefits received, financial strain
 - e. Remittances including sending money overseas and within Australia
 - f. Experience of volunteer work in Australia
- 5) Health
 - a. Information on physical health; mental health scales (Kessler-6 and PTSD-8)
 - b. Whether received medication for physical and emotional problems
 - c. Long-term disability, injury or health condition
 - d. Life stressors
 - e. Whether life is difficult and how well one is coping
 - f. Use of professional health services and frequency
- 6) Immigrant Experience
 - a. Life before settling in Australia, including countries resided in prior to arrival
 - b. Experiences of deprivation or trauma
 - c. Whether loaned money to migrate and difficulties making repayments
 - d. Time spent and type of services accessed in refugee camps, Australian detention centres, or community detention
 - e. Reasons for migrating to Australia and social networks available upon arrival
 - f. Whether family has migrated to Australia since arrival and if still waiting for family to come
- 7) Self-Sufficiency
 - a. Experiences and ease of accessing services, information and transport
 - b. Barriers to service use
 - c. Usual form of transport
 - d. Difficulties getting to important places

- e. Driver's license
- f. Access to the internet and frequency of use
- 8) Community Support
 - a. Levels of support from national, religious and other community groups
 - b. Involvement in community activities
 - c. Importance of religion and attendance at place of worship
 - d. Sense of belonging in Australia, feels part of the community
 - e. Type and frequency of contact with family/friends overseas and in Australia
- 9) Personal Resources & Life Satisfaction
 - a. Overall satisfaction with life
 - b. Self-concept and self-efficacy
 - c. Levels of trust in different community groups and organizations
 - d. Experience of discrimination/bullying in Australia
 - e. Intentions to stay in Australia and to apply for citizenship
 - f. Satisfaction with spouse/partner relationship
 - g. Treatment by the police
- 10) Life in Australia
 - a. Expectations of life in Australia before arrival
 - b. Factors promoting or hindering settlement
 - c. Ease of settling in Australia
- 11) Child Module (caregiver report)
 - a. Child behaviour (Strengths and Difficulties Questionnaire)
 - b. Enrolment and achievement at school
 - c. Use of English/mother language to communicate
 - d. Physical activity
 - e. Experience of/exposure to traumatic events
 - f. Parental interactions/closeness to child
- 12) Child Module (self-report)
 - a. Child behaviour (Strengths and Difficulties Questionnaire)
 - b. Experience of being treated unfairly because of language or cultural background
 - c. Use of English/mother language to communicate
 - d. Physical activity
 - e. Achievements and awards

Tools:

- Qualitative research was conducted through face-to-face interviews and telephone interviews.

Silove, D. (2013). The ADAPT model: a conceptual framework for mental health and psychosocial programming in post conflict settings. *Intervention*, 11(3), pp.237 – 248.

Province: Australia

Category: Academic

This paper presents the Adaptation and Development After Persecution and Trauma (ADAPT) model which assists the populations exposed to mass conflict to recover. The core pillars of this model are:

(1) Safety/Security; (2) Bonds/Networks; (3) Justice; (4) Roles and Identities; and (5) Existential Meaning. Repair of these pillars is considered essential to restoring communal mental health and psychosocial recovery.

Outcomes & Indicators:

- 1) Safety and Security
 - a. Sense of safety
- 2) Community Bonds and Networks
 - b. Sense of community bond
 - c. Psychosocial programmes for vulnerable groups: widows, orphans.
- 3) Justice
 - a. Sense of injustice
 - b. Sensitivity to further acts of injustice
 - c. Number of programmes to achieve transitional and restorative justice
- 4) Roles and Identities
 - a. Percentage of marginalization
 - b. New or hybrid identities that support adaption
- 5) Existing Meaning

Tools:

- Qualitative interviews were carried out to support the justification of the ADAPT model.

Sirin, S., Plass, J.L., Homer, B.D., Vatanartiran, S., Tsai, A. (2018). Digital game-based education for Syrian refugee children: Project Hope. *Vulnerable Children and Youth Studies: An International Interdisciplinary Journal for Research, Policy and Care.* 13(1), pp.7-18.

Country: Turkey

Category: Academic

This study assesses the impact of an innovative online, game-based learning intervention for Syrian refugee children: Project Hope. The intervention is a curriculum designed to target linguistic competencies, cognitive skills, twenty-first-century skills, and mental health. Specific to mental health, the intervention aimed to reduce hopelessness and despair. Recruitment for study participation was facilitated through a local refugee-serving agency. Curricular materials were hosted on: Cerego, Alien Game, Code.org, and Minecraft.

Outcomes & Indicators:

- 1) Linguistic Competency
 - a. Knowledge of local vocabulary and definitions
- 2) Cognitive Skills
 - a. Adaptive learning
- 3) Twenty-first-century Skills
- 4) Mental Health
 - a. Sense of hopelessness

Tools:

- Quantitative methods: Outcomes were assessed using pre- and posttests, as well as self-report questionnaires (Beck's Hopelessness Scale)
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Steimel, S. (2017). Negotiating refugee empowerment(s) in resettlement organizations. *Journal of Immigrant & Refugee Studies*, 15 (1), pp.90–107.

Province: United States

Category: Academic

In-depth interviews with both organizational staff and refugee clients in two American refugee resettlement organizations explored how empowerment is communicated to and understood by refugees being “empowered.” This study found that while organizational staff professed empowerment focused on self-sufficiency as self-determination, in practice their communication to clients defined self-sufficiency a priori in economic terms. Refugee clients instead constructed empowerment(s) in economic, educational, personal, and family terms. These findings highlight the need for changes in U.S. resettlement policy and for theoretical and practical understandings of refugee empowerment to recognize polysemic and conflicting empowerments in different life arenas and from different positionalities.

Outcomes & Indicators:

- 1) Economic
 - a. Immediate employment rate
 - b. The percentage to having a meaningful job
- 2) Education
 - a. Opportunities of having access to job training
 - b. Percentage of refugees to go to school
- 3) Personal
 - a. Self-determination
 - b. Capability of pursuing personal goal
- 4) Family
 - a. Access to childcare
 - b. Quality time spent with family

Tools:

- Qualitative research: In-depth interviews were conducted with both organizational staff and refugee clients in two American refugee resettlement organizations.
 - Quantitative samples were also used to collect comprehensive data.
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Viruell-Fuentes, E.A., Miranda, P.Y., & Abdulrahim, S. (2012). More than culture: Structural racism, intersectional theory, and immigrant health. *Social Sciences & Medicine*, 75(12), 2099-2106.

Province: U.S.A.

Category: Academic

This paper examines the shortcomings of cultural explanations as currently employed in the health literature and argues for a shift from individual culture-based frameworks to perspectives that address

how multiple dimensions of inequality intersect to impact health outcomes. Based on a review of the literature, this research suggests specific lines of inquiry regarding immigrants' experiences with day-to-day discrimination, as well as on the roles that place, and immigration policies play in shaping immigrant health outcomes. The paper concludes with suggestions for integrating intersectionality theory in future research on immigrant health.

Outcomes/Indicators:

- 1) Health
 - a. Percentage of having access to quality health care services