EVALUATING REFUGEE PROGRAMS

CENTRE FOR COMMUNITY BASED RESEARCH

EVALUATION CAPACITY NETWORK

Outcome Inventory
August 2019

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Suggested Citation:

Janzen, R., Enns, T., Yang, L., Jun, S., Taylor, M. Ochocka, J. & Notwell, J. (2019). Outcome Inventory: Evaluating Refugee Programs. Waterloo, ON: Centre for Community-Based Research.

Funded by Immigration, Refugees and Citizenship Canada via the Service Delivery Improvements program.

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

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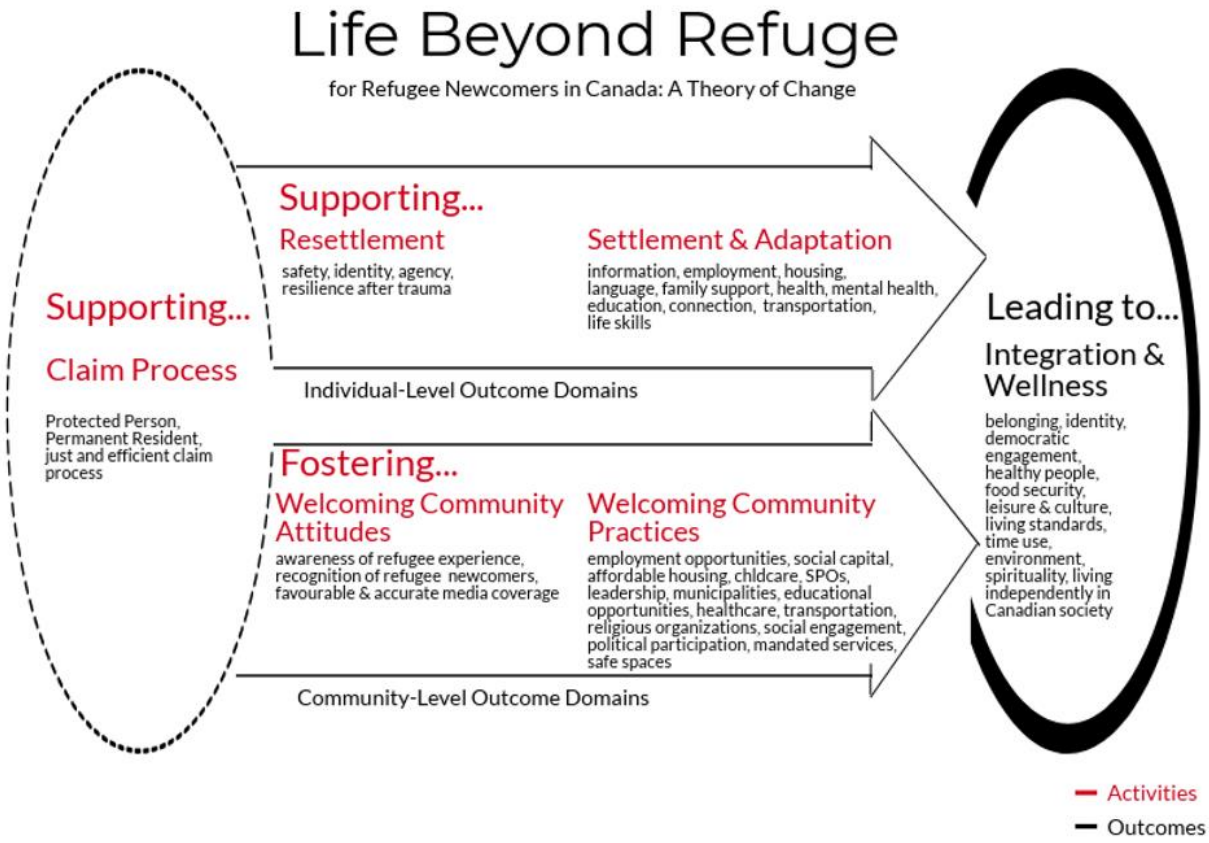
How to Use the Refugee Outcome Inventory

This inventory summarizes how the literature describes the intended outcomes for people who come to Canada as refugees. The inventory is meant to assist your group with building your own theory of change when evaluating your refugee-serving program. Treat it like a menu, where you can choose from the variety of sample outcomes to assist you in building your program logic model within the early stages of your evaluation. When used in conjunction with the Annotated Bibliography, you can delve deeper into various reports, articles and other publications that have used similar domains (see the endnotes for linkages to the Annotated Bibliography).

The graphic below, entitled *Life Beyond Refuge for Refugee Newcomers in Canada: A Theory of Change*, is a quick summary of the refugee outcome inventory. It shows both individual and community level outcome domains. These outcomes domains are organized by the process of change that refugee newcomers are ideally expected to experience over time in Canada. The charts that follow further breaks down these outcome domains by listing sample outcomes for each.



Individual-Level Outcomes

Individual-level outcomes capture the intended impacts of refugee-serving programs and supports on individual people. Over time, these individuals benefit from the same programming and supports as other newcomers, and eventually all Canadian residents. There are four main time period categories. These categories loosely follow, while expanding upon, the framework of Immigration, Refugees, and Citizenship Canada (IRCC)[1] for newcomer settlement. The graphic makes the point that intended outcomes evolve and are shared over time and among different subsections of the Canadian population.

Immediate Claim Outcomes (if applicable)
The dotted circle on the left lists intended outcomes during the claim process experienced by those who arrive to Canada seeking asylum as refugee claimants. The circle is dotted to show that this domain does not apply to all refugees in Canada. Specifically, it does not apply to resettled refugees who come to Canada via a particular stream (Private Sponsorship [PSR], Government-Assisted [GAR] or Blended Visa Office-Referred [BVOR] / Joint Assistance [JAS]).

Immediate Resettlement Outcomes
In the centre of the graphic are immediate resettlement outcomes initially experienced by all refugee newcomers to Canada. These intended outcomes are shared by refugees whether they arrive as claimants or as resettled refugees regardless of refugee stream.

Immediate Settlement & Intermediate Adaptation Outcomes
Also in the centre of the graphic are intended outcomes that refugees share with other newcomers to Canada. These outcomes suggest that the experience of refugee newcomers has similarities with other immigrants who arrive in the economic and family classes. The bulk of the literature relates to these outcomes.

Ultimate Integration & Wellness Outcomes
Finally, on the right side of the graphic are the longer-term intended outcomes. These outcomes will ideally be experienced by all newcomers as they integrate into Canadian society and are shared with other Canadian residents in a common pursuit of wellness.

Community-Level Outcomes
Community-Level Outcome Domains, grouped under Welcoming Community Attitudes and Welcoming Community Practices, are detailed in the lower of the two parallel arrows in the centre of the graphic. They capture the impacts of refugee newcomer programs in promoting how the broader community supports refugee newcomers. This level explores the larger systems, programs and institutions beyond a specific program that can also contribute to how refugee newcomers are supported. Categories are adapted from the "Characteristics of a Welcoming Community"[2] project. Community-Level Outcomes reinforce that responsibility for individual outcomes is shared by the broader community.

Individual-Level Outcomes

Time Period[3]	Outcome Domain	Sample Outcomes
Immediate Claim Outcomes – if applicable (*refugee claimants*)	Claim Process	• Increased access to legal support • Improved effective refugee claim applications • Improved effective appeals and humanitarian assistance applications • Decreased wait time for claim decisions • Increased interaction/contact between visa office officials (CVOAs) and visa applicants • Increased access to humanitarian assistance applications based on location or specialized needs/requirements • Others?
	Others?	•
Immediate Resettlement Outcomes (*all refugee newcomers*)	Safety[4 5 6]	• Increased feelings of safety at home and outside the home • Increased confidence and trust in police • Increased comfort level with calling on mandated services (e.g., police, fire department, child welfare) • Increased effective communication with police and the justice system • Increased incidence of equal and fair treatment by law enforcement officials • Increased positive perceptions of police • Others?
	Identity[7]	• Increased understanding of one's eligibility to exist and one's right to life • Decreased identification as a refugee/greater identification as a permanent resident • Improved sense of self-confidence and self-efficacy • Overall improved sense of satisfaction, contentment • Increased importance/role of religious beliefs and traditions • Others?
	Agency[8 38]	• Improved ability to act in ways consistent with pre-flight life • Increased capability to "determine one's own path" • Increased feelings of control over the future • Improved ability to set and achieve goals • Others?
	Trauma[9]	• Increased acknowledgement of traumatic past • Decreased level of trauma • Declined depression and suicidality • Increased knowledge of the meaning of life • Decreased symptoms of post-trauma intrusion and avoidance • Others?
	Others?	•

Immediate Settlement & Intermediate Adaptation Outcomes (*all newcomers*)	Information & Awareness[10]	• Increased knowledge of life in Canada • Improved awareness of services provided in Canada • Increased access to information related to life in Canada • Improved ability to make informed decisions about life in Canada • Increased awareness of existing services in the community • Increased ease of access to agency services • Increased ability to identify and utilize alternative support services • Increased satisfaction with agency supports and services • Others?
	Housing[1112]	• Increased access to suitable and affordable housing • Less likely to be homelessness • Less dependence on subsidized housing • Decreased presence of discrimination when accessing housing • Decreased frequency of moving house • Increased satisfaction with housing arrangements • Increased satisfaction with neighborhood characteristics • Others?
	Family Support[13] [37]	• Increased access to subsidized child care • More chances to be reunited with one's family • Decreased dependence of parents on children for translation/language assistance • Decreased dependence of parents on children to fulfill household responsibilities • Newcomer youth feel more comfortable with new family roles and responsibilities • Increased levels of parent-youth independence • Increased parental expectations for children's educational achievements • Others?
	Employment[141516] [39]	• Decreased barriers to employment • Increased attainment of full-time employment • Increased financial independence • Increased median household income • Increased average yearly earnings • Increased satisfaction with employment • Decreased instances of underemployment • Increased ability to access employment services • Increased success with prior qualification and professional credentials being evaluated and recognized • Increased instances of promotions • Increased integration of women refugees into the labour force • Increased number of small businesses started by newcomers • Increased access to employment benefits • Increased mobility

	• Others?
Language[17 18 1920]	• Improved official language skills and vocabulary • Improved capability to use an official language to function in Canadian society • Improved access to language training programs • Increased interest and enrolment in language training programs • More effective support for child literacy • Others?
Health[2122]	• Attainment of a health card • Improved access to a family doctor or other regular doctors • Increased independence in making and attending medical appointments • Increased uptake of routine physical check-ups • Increased attainment of health insurance benefits • Increased use of dental health services • Increased annual vision exams • Increased access to cervical and breast cancer screening • Others?
Education[23 24 25]	• Increased enrollment and completion of a degree or diploma from a higher education institution • Increased opportunities for newcomers to finish primary level and secondary education programs • Increased academic achievement for newcomer youth • Greater integration of newcomer youth into the Canadian school system • Increased participation in vocational certification/training • Increased evaluation and recognition of previous education and qualifications • Others?
Mental Health[26 27 40]	• Improved access to mental health supports • Increased uptake and use of mental health services • Declined suicide and self-harm behavior among new immigrant youth • Decreased stigmatization of mental health issues amongst newcomers • Decreased levels of stress and anxiety regarding ability to meet needs, maintain sources of income • Decreased fear for the future and family safety • Decreased feelings of frustration, humiliation, and/or helplessness • Decreased levels of clinical depression and anxiety • Decreased emotional health and behavioural difficulties • Decreased sense of hopelessness • Others?

	Community Connections[28 29 30 36 41]	• More frequent interaction with people from different cultural and ethnic groups • More frequent interaction with people from one's own cultural and ethnic group • Increased access to membership in the YMCA • Increased attendance at church or other places of worship • Increased social capital amongst newcomers • Decreased experiences of discrimination by peers for newcomer youth • Increased engagement and interaction between parents and their children's schools • Others?
	Transportation[31 32]	• Increased capability to navigate the public transportation system • Improved access to affordable public transportation (e.g., bus, subway) • Increased vehicle ownership • Increased satisfaction with public transit services • Increased possession of a driver's license • Decreased transportation barriers • Others?
	Life Skills[33]	• Increased knowledge of how to use kitchen facilities available in local housing • Increased knowledge of housing/apartment maintenance • Increased knowledge of how to make medical appointments • Increased knowledge of money management and financial stability • Others?
	Others?	•
Ultimate Integration & Wellbeing[34] Outcomes (*all residents*)	Community Belonging[40]	• Increased sense of belonging to the community • More close friends living in the same local community/city • Greater feeling of safety when living and walking in the community • Fewer experiences of discrimination and racism • Greater sense that most or many people can be trusted • Increased involvement in unpaid/volunteering activities in the community • Increased participation in community meetings, clubs, or organizations • Increased exchange of ideas, information, and skills with others • Greater sense of emotional and affirmational support • Increased sustained social network development • Increased well-being in formal and informal relationships • Increased likelihood of having a best friend

	• Decreased incidence of fear and worry in personal relationships • Others?
Democratic Engagement	• Greater understanding of how democracy works in Canada • Increased attainment of Canadian citizenship • Increased attendance at new voter registration • Greater voter participation in federal, provincial, and municipal elections • Increased interest in contributing to community through volunteering/advocacy • Increased volunteer involvement through advocacy or political groups • Increased participation of under-represented groups as political candidates • Increased participation in political parties • Others?
Healthy People	• Increased assessment of overall health as very good or excellent • Increased assessment of mental health as very good or excellent • Increased mental health literacy • Decreased health or activity-based limitations • Fewer people reporting diabetes • Decreased infectious diseases • Increased access to regular medical doctor and other health and mental health care • Increased life expectancy • Improved satisfaction with health care experiences • Others?
Leisure and Culture	• Increased time spent in social leisure activities • Increased time spent in arts and culture activities • Greater frequency of participation in physical activity lasting over 15 minutes • Increased volunteer involvement for culture and/or recreation organizations • Increased visitation to parks, museums and historic sites • Greater time spent on vacation trips • Increased expenditures on culture and recreation activities as a percentage of total household expenditures • Others?
Living Standards	• Increased after-tax income of economic family • Decreased poverty • Decreased household food insecurity • Improved housing affordability • Greater stability in long-term employment

		• Greater employment quality and meaningfulness • Decreased debt load • Decreased dependence on food banks • Decreased reliance on social assistance benefits • Increased financial stability • Increased use of government benefits and tax deductions • Sustained internet access • Others?
	Time Use	• Increased involvement in work with regular, weekday hours • Increased involvement in work that is 30-50 hours per week by choice • Greater flexibility in work hours • Decreased time spent commuting to paid work • Increase hours of good quality sleep • Greater amount of daily time spent with friends • Decreased reporting of high levels of time pressure • Others?
	Environment	• Increased awareness of, and reduction in, ecological footprint • Decreased use of single-vehicle transportation • Greater access to local produce • Others?
	Spirituality	• Increased sense of purpose and meaning • Increased volunteer involvement within places of worship and other religious organizations • Others?
	Others?	•

Community-Level Outcomes[35]

Category	Outcome Domain *Creating the conditions for…*	Sample Outcomes
Welcoming Community Attitudes	Community Awareness of Refugee Experience	• Increased number of school programs or board meetings that invite refugee newcomers to share their stories and experiences • Increased number of the books/DVDs with refugee-related content (or content related to countries of origin) at local libraries • Others?
	Positive Recognition of Refugee Newcomers in the Community	• Increased percentage of community members who positively view refugee newcomers as a part of the community (and/or country) • Increased number of events in the community that celebrate cultural diversity (e.g. multicultural festivals) • Decreased verbal discrimination and attacks on refugee newcomers reported by local police • Increased number of initiatives promoting positive relations between refugee newcomers and local communities • Increased number of settled Canadians who identify as actively working toward decreasing their own participation in racism • Others?
	Favorable & Accurate Media Coverage and Representation of Refugee Newcomers	• Increased positive portrayal of refugee newcomers in the local media • Increased reporting on stories and experiences of refugee newcomers living in the community • Increased number of refugee newcomers contributing to local media reports • Increased accurate reporting on the global refugee situation in Canada and abroad • Others?
	Others?	•

Welcoming Community Practices	Meaningful Employment Opportunities	• Decreased employment discrimination towards refugee newcomers • Increased awareness among workplaces about the advantages of hiring refugee newcomers • Increased number of programs that respect work experience outside Canada • Increased employment programs and services within the community for refugee newcomers • Increased services and programs within the community that support entrepreneurial opportunities and networking for refugee newcomers • Increased rates of hiring refugee newcomers across all sectors Increased hiring of refugee newcomers in their fields of prior experience and qualification • Others?
	Fostering Social Capital	• Increased number of programs that help refugee newcomers develop networks with other newcomers in the community (e.g. English conversation circles, youth sports for newcomers) • Increased number of mentoring programs to connect newcomers with settled Canadians and Indigenous Peoples • Others?
	Affordable and Suitable Housing	• More accessible and suitable housing for refugee newcomers in the community • Increased affordable housing • Decreased levels of discrimination in accessing housing needs for refugee newcomers • Increased number of services that collect and disseminate housing information pertaining to refugee newcomers needs • Increased number of temporary shelters responsive to the needs of refugee newcomers • Others?
	Newcomer-Serving Agencies to Meet the Needs of Refugee Newcomers	• Increased access to newcomer-serving agencies in the community • Guaranteed or increased funding from government (or other sources) to fund organizations serving refugee newcomers • More specialized services aimed at meeting the unique needs of refugee newcomers (ex. counselling services that focus on trauma) • Increased number of school settlement workers • Increased number of organizations and services serving the needs of refugee newcomers • Increased hiring of refugee newcomers by newcomer-serving agencies

		• Increased numbers of refugee newcomers on the boards of directors of newcomer-serving agencies • Others?
	Community Leaders to Work Towards Welcoming Communities	• Increased connections between community leaders and refugee newcomers within the community • More valid structures that promote cooperation between agencies and services on issues that impact refugee newcomers (e.g. affordable housing, health clinics) • Increased connections between different levels of government and community organizations serving refugee newcomers • Increased recognition by community leaders of the skills, qualifications and expertise refugees bring and contribute to the community • Increased creation of opportunities by community leaders for refugee newcomers to contribute their skills and leadership to the community (ie. designated spots on municipal youth councils, targeted recruitment of refugee newcomers to organization boards of directors, etc.) • Increased recognition of refugee newcomers as community leaders • Others?
	Municipal Features and Services that are Sensitive to the Needs of Refugee Newcomers	• Increased number of newcomer-friendly municipal features (e.g. newcomer travel training programs for public transportation) • Increased number of translation services offered at municipal services (e.g. public health, police) • Others?
	Educational Opportunities	• Increased language training programs that support social and economic integration for refugee newcomers • Increased number of informational sessions and opportunities for refugee newcomers to enroll in postsecondary institutions • Increased number of immigration loan programs • Increased number of occupational bridging programs • Increased participation in continuing education by adult newcomers • Others?

	Accessible and Suitable Health Care	• Increased number of local walk-in clinics that are trained, and prepared, for the unique needs of refugee newcomers • Increased financial support to help refugee newcomers access health care • Increased number of services that remove linguistic and informational barriers to health care (e.g. translation services in health settings) • Increased number of healthcare facilities or services that provide culturally-appropriate care • Decreased wait times for medical services • Improved access to medications and non-basic health care services • Increased number of information sessions on public health information pertaining to refugee newcomers (e.g. immunization, HIV prevention) • Increased use of trained interpreters • Increased hiring of refugee newcomers whose credentials have been recognized and who have completed any necessary bridging programs and/or exams • Increased child mental health recovery programs and parenting sessions • Others?
	Available and Accessible Public Transit	• Increased ridership among refugee newcomers • Increased availability and frequency of public transit in areas with services and amenities frequently used by refugee newcomers (e.g. libraries, newcomer-serving agencies, YMCA) • Increased affordability of public transit • Increased number of services and programs offered to encourage and improve usability for refugee newcomers (e.g. translated route schedules, rider orientation sessions) • Others?
	Diverse Religious Organizations to Thrive	• Increased number of diverse religious organizations • Stronger relationships between municipalities and religious organizations • Increased collaboration between different religious organizations • Increased partnerships between faith groups and (re)settlement providers • Others?

	Social Engagement Opportunities	• Increased involvement between refugee newcomers and community initiatives/programs/events • Increased number of programs that promote newcomer volunteerism and leadership in the community • Increased social cohesion between newcomers and their local community • Others?
	Political Participation	• Increased opportunities for refugee newcomers to become politically involved (e.g. electoral participation, political activism) • Increased number of services or information available to help engage refugee newcomers in political issues and promote ethnocultural mobilization • Increased numbers of refugee newcomers who are leaders in political parties or organizations, and as members of local, provincial and federal governments • Others?
	Newcomer-Friendly Mandated Services	• Increased availability of newcomer outreach programs that educate immigrants about their rights and responsibilities in Canada (e.g. through LINC or ESL language class) • Increased availability of interpreters for police and in various aspects of the justice system • Increased cultural sensitivity/diversity and anti-racism/anti-oppression training for members of the legal community and law enforcement • Increased hiring of refugee newcomers, as people with lived experience, to provide newcomer outreach services, interpretation, and cultural sensitivity/diversity and anti-racism/anti-oppression training for the legal community and law enforcement • Others?
	Safe Spaces	• Increased number of programs that seek to reduce the incidence of hate crimes • More support services provided for crime victims among refugee newcomers • More public safety programs that help refugee newcomers to learn about bicycle and road safety, water and fire safety, and emergency management • Others?

	Friendly & Accessible Public Spaces and Recreation Facilities	• Increased number of public outdoor spaces and parks • Increased number of recreational facilities easily accessible by public transportation • Increased number of community swimming pools (free or offering free periods of use) • Others?
	Others?	•

The Endnotes below are references to items listed in the *Annotated Bibliography: Evaluating Refugee Programs*. For more information, click here.

[1] Immigration, Refugees, and Citizenship Canada (IRCC): Settlement Program Logic Model https://www.canada.ca/en/immigration-refugees-citizenship/corporate/partners-service-providers/funding/resources/settlement-logic-model.html
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