Needs Assessment and Referrals Service Counts for March 2015

	Apr 2013 - Mar 2014		Apr 2014 - Nov 2014		Dec 2014		Jan 2015		Feb 2015		Mar 2015	
	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients
Top 10 Language of Service:												
English												
Mandarin												
Arabic												
Farsi (Persian)												
Spanish												
Russian												
Dari												
Hindi												
Punjabi												
Gujarati												
Other												
Total Count (all clients)												
Preferred Official Language:												
English												
French												
Unknown/No Preference												
Total Count (all clients)												
Referred by:												
Community centre / library												
Employer / co-worker												
Ethnic or religious organization												

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Needs Assessment and Referrals Service Counts for March 2015

	Apr 2013 - Mar 2014		Apr 2014 - Nov 2014		Dec 2014		Jan 2015		Feb 2015		Mar 2015	
	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients
Family / friends											477	477
In-Canada orientation session												
Canadian government agency												
Government publication / brochure / website												
Immigration consultant / lawyer												
Internal to my organization												
Non-governmental Newspaper / Media / Publication / Brochure / Web Site												
Other settlement service provider												
School												
Overseas orientation session (e.g. CIIP)												
Not referred												
Count (referred by excl. not referred)												
CIC Program Needs												
Total Count (all clients)												
Increase knowledge of:												
Life in Canada - Identified Need												
Referral - Yes												
Referral - No												
Community and Government Services - Identified Need												
Referral - Yes												
Referral - No												
Working in Canada - Identified Need	2,071	2,027	1,102	942	72	60	115	115	101	101	130	130

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Needs Assessment and Referrals Service Counts for March 2015

	Apr 2013 - Mar 2014		Apr 2014 - Nov 2014		Dec 2014		Jan 2015		Feb 2015		Mar 2015	
	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients
Referral - Yes	1,724	1,689	229	218	23	23	15	15	35	35	53	53
Referral - No												
Education in Canada - Identified Need												
Referral - Yes												
Referral - No												
Overall Unique Count (identified need to increase knowledge)												
Increase the following:												
Social Networks - Identified Need												
Referral - Yes												
Referral - No												
Professional Networks - Identified Need												
Referral - Yes												
Referral - No												
Level of community involvement - Identified Need												
Referral - Yes												
Referral - No												
Access to local community services - Identified Need												
Referral - Yes												
Referral - No												
Overall Unique Count (identified need to increase networks, community services and involvement)												
Improve language skills to:												
Find Employment - Identified Need	499	470	443	347	32	43	23	23	13	13	40	28

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Needs Assessment and Referrals Service Counts for March 2015

	Apr 2013 - Mar 2014		Apr 2014 - Nov 2014		Dec 2014		Jan 2015		Feb 2015		Mar 2015	
	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients
Referral - Yes	425	405	34	32	1	1	2	2	3	3	3	3
Referral - No												
Get an education - Identified Need												
Referral - Yes												
Referral - No												
Participate in Canadian society - Identified Need												
Referral - Yes												
Referral - No												
Acquire citizenship - Identified Need												
Referral - Yes												
Referral - No												
Overall Unique Count (Identified need to improve language skills)												
Improve other skills to:												
Find employment - Identified Need												
Referral - Yes												
Referral - No												
Get an education - Identified Need												
Referral - Yes												
Referral - No												
Participate in Canadian society - Identified Need												
Referral - Yes												
Referral - No												

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Needs Assessment and Referrals Service Counts for March 2015

	Apr 2013 - Mar 2014		Apr 2014 - Nov 2014		Dec 2014		Jan 2015		Feb 2015		Mar 2015	
	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients
Acquire citizenship - Identified Need												16
Referral - Yes												
Referral - No												
Overall Unique Count (Identified needs to improve other skills)												
Find Employment:												
Within one year - Identified Need												
After one year - Identified Need												
Minimum one year's work experience:												
Yes, within Canada												
Yes, outside Canada												
Yes, both within and outside Canada												
No												
Intends to work in which NOC group:												
O - Management Occupations												
A - Professional												
B - Skilled and Technical												
C - Intermediate and Clerical												
D - Elemental and Labourers												
Unknown/Not sure												
Intends to obtain credential recognition or obtain license to work in Canada:												
Yes												
No	278	270	160	163	28	26	46	46	43	43	27	27

Canada

Needs Assessment and Referrals Service Counts for March 2015

		Apr 2013 - Mar 2014		Apr 2014 - Nov 2014		Dec 2014		Jan 2015		Feb 2015		Mar 2015	
		Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients
	Overall Unique Count (identified needs in finding employment)												
Client intends to become a Canadian citizen:	Count (referrals provided)												
	Yes												
	No												
	Unknown/unsure												
Support Services Required													
Support services may be required:	Total Count (all clients)												
	Yes												
	No												
Services	Total Count (all clients)												
	Care for Newcomer Children												
	Transportation												
	Provisions for Disabilities												
	Translation												
	Interpretation												
	Crisis Counselling												
	Total Count (support services may be required)												
Non CIC Program Needs													

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Needs Assessment and Referrals Service Counts for March 2015

	Apr 2013 - Mar 2014		Apr 2014 - Nov 2014		Dec 2014		Jan 2015		Feb 2015		Mar 2015	
	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients
Non - CIC funded service needed:												
Yes												
No												
Total Count (all clients)												
Other Needs/Services:												
Food/Clothing/Other Material Needs - Identified Need												
Referral - Yes												
Referral - No												
Housing Accommodation - Identified Need												
Referral - Yes												
Referral - No												
Health/Mental Health/Well Being - Identified Need												
Referral - Yes												
Referral - No												
Financial - Identified Need												
Referral - Yes												
Referral - No												
Family Support - Identified Need												
Referral - Yes												
Referral - No												
Language (non-CIC) - Identified Need												
Referral - Yes												

Needs Assessment and Referrals Service Counts for March 2015

Top 5 Languages of Interpretation:	
Between Arabic and English	
Between Mandarin and English	
Between Polish and English	
Between Nepali and English	
Between Korean and English	
Other	
Total Count (interpretation)	

Complete	
Settlement plan completed and shared with client:	
Yes	
No	
Total Count (all clients)	

N.B.:

It is important to note that data reflect reporting by SPOs at the time of the tabulation. R
different times, may contain slightly different data. This occurs due to on-going data inp
The data represent settlement services provided by SPOs across Canada where CIC h
Please note that data in the report was obtained by linking iCARE data with data found
Top ten and Top five tables are sorted based on the most recent time period.

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Needs Assessment and Referrals Service Counts for March 2015

	Apr 2013 - Mar 2014		Apr 2014 - Nov 2014		Dec 2014		Jan 2015		Feb 2015		Mar 2015	
	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients
Provisions for disabilities	3	3	2	2								
Crisis Counselling												
Interpretation												
Translation												
Total Count (support services received)												
Care for newcomer children:												
Short-term												
Infant (6-18 months)												
Toddler (19-35 months)												
Pre-school (36 months - 6 years)												
School age (more than 6 years)												
Long-term												
Infant (6-18 months)												
School age (more than 6 years)												
Count (care for newcomer children)												
Top 5 Languages of Translation:												
Between Bengali and English												
Between Mandarin and English												
Between Spanish and English												
Between Portuguese and English												
Between Cantonese and English												
Total Count (translation)												

Source: March 2015 detailed iCARE data extract: Citizenship and Immigration Canada, RDM, March 2015.

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Needs Assessment and Referrals Service Counts for March 2015

	Apr 2013 - Mar 2014		Apr 2014 - Nov 2014		Dec 2014		Jan 2015		Feb 2015		Mar 2015	
	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients	Services	Clients
Referral - No	22	22	53	44	2	2	2	2	6	6	2	2
Education/Skill Development - Identified Need												
Referral - Yes												
Referral - No												
Employment related - Identified Need												
Referral - Yes												
Referral - No												
Legal Information and Services - Identified Need												
Referral - Yes												
Referral - No												
Community Services - Identified Need												
Referral - Yes												
Referral - No												
Overall Unique Count (Identified needs in other needs/services)												
Support Services Received												
Support services received:												
Yes												
No												
Services												
Care for newcomer children												
Transportation												
Total Count (all clients)												

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