EVALUATING REFUGEE PROGRAMS

CENTRE FOR COMMUNITY BASED RESEARCH

EVALUATION CAPACITY NETWORK

Refugee Outcome Inventory

Authors
Rich Janzen, Centre for Community-Based Research
Thea Enns, Centre for Community-Based Research
Lihua Yang, Centre for Community-Based Research
Shelly Jun, University of Alberta
Mischa Taylor, University of Alberta
Joanna Ochocka, Centre for Community-Based Research
Jess Notwell, Centre for Community-Based Research
Sherry Rezvani, Centre for Community-Based Research
Rae Vandenburg, Centre for Community-Based Research

Suggested Citation
Janzen, R., Enns, T., Yang, L., Jun, S., Taylor, M. Ochocka, J., Notwell, J., Rezvani, S. & Vandenberg, R. (2020). Outcome Inventory: Evaluating Refugee Programs. Waterloo, ON: Centre for Community-Based Research. https://www.eval4refugee.ca/outcome-inventory

This Refugee Outcome Inventory was developed as part of the *Evaluating Refugee Programs* project led by the Centre for Community Based Research in partnership with the Evaluation Capacity Network (University of Alberta). For more information about this 3-year capacity-building project please see www.eval4refugee.ca.

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

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

© 2020 by Centre for Community Based Research

Contents

..... 2

How to Use the Refugee Outcome Inventory 3

Individual-Level Outcomes 5

Immediate Claim Outcomes – if applicable.....5

Immediate Resettlement Outcomes 5

Immediate Settlement & Intermediate Adaptation Outcomes 6

Ultimate Integration & Wellbeing 8

Outcomes 8

Community-Level Outcomes..... 11

Welcoming Community Attitudes 11

Welcoming Community Practices 11

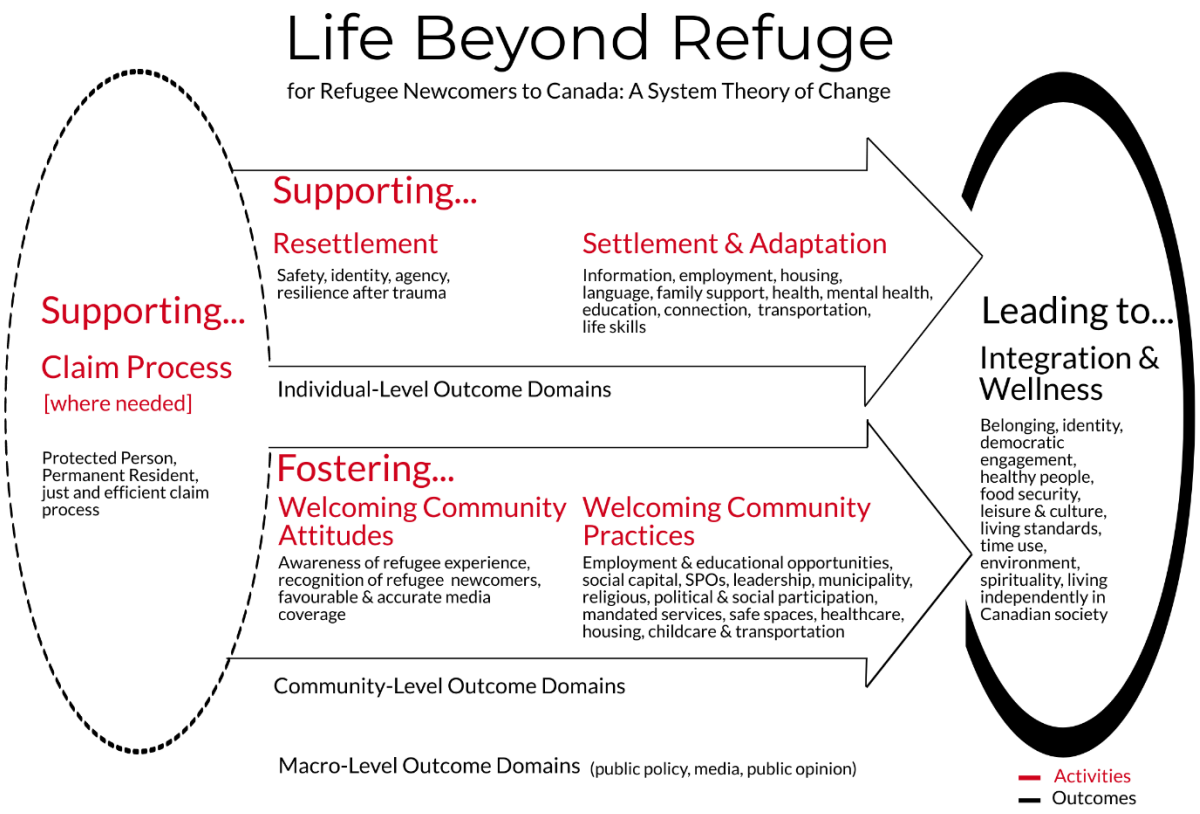
Macro-Level Outcomes 17

Endnotes..... 18

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 Systems Theory of Change*, is a quick summary of the refugee outcome inventory. It shows individual, community, and macro 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 break 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 refugee newcomers and their families. 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 (listed below). 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 refugee newcomers to 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
Next are immediate resettlement outcomes that can be 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
Over time there are intended outcomes that refugee newcomers 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 outcomes are grouped under Welcoming Community Attitudes and Welcoming Community Practices. They capture how elements of a local community – its organizations, institutions, local government, businesses, and citizens – have attitudes and practices that determine how welcoming and supportive their community is to newcomers. Categories are adapted from the "Characteristics of a Welcoming Community"[2] project. Community-level outcomes reinforce that idea that the responsibility for welcoming newcomers is shared by everyone in the community.

Macro-Level Outcomes
Macro-level outcomes capture how broader Canadian society can impact the lives of refugee newcomers. They focus on system components that influence broad societal conditions of welcome/unwelcome such as public policy, media, and public opinion. This level is presented on the bottom of the diagram.

We named the diagram a **systems theory of change** to stress the inter-connectedness of these different levels. In other words, each level cannot be understood in isolation. Rather, there are layers of system components that both affect and can be affected by each other. This system change framework considers how these various levels can be improved upon in order to reach desired outcomes. At the heart of the system are refugee newcomers and their families who build new life in Canada, and who can be supported over time to move beyond their refugeeness in ways that they share with other refugee newcomers (towards resettlement), with other newcomers (towards settlement and adaption), and with other permanent residents in Canada (towards integration and wellness).

Individual-Level Outcomes

Time Period[3]	Outcome Domain *Newcomers experience positive outcomes in..*	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?
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 live • Decreased identification as a refugee/greater identification as a permanent resident • Improved sense of self-confidence and self-efficacy • Overall improved sense of satisfaction and contentment • Increased importance/role of religious beliefs and traditions • Others?
	Agency[8] [9]	• 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?
	Resilience after Trauma[10] [11]	• 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 • Increased ability to settle, adapt, and prosper in Canada • Others?
	Others?	

Immediate Settlement & Intermediate Adaptation Outcomes (*all newcomers*)	Information [12] [13] [14]	• 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[15] [16]	• Increased access to suitable and affordable housing • Decreased likelihood to become homelessness • Decreased dependence on subsidized housing • Decreased presence of discrimination when accessing housing • Decreased frequency of moving • Increased satisfaction with housing arrangements • Increased satisfaction with neighborhood characteristics • Others?
	Family Support[17] [18]	• Increased access to subsidized childcare • 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[19] [20] [21] [22] [23] [24]	• 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 • Increased ability to retain employment

	• Others?
Language[25] [26] [27] [28]	• 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[29] [30]	• 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[31] [32] [33] [34] [35]	• 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[36] [37] [38] [39] [40] [41] [42]	• 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 • Improved PTSD symptoms (post-traumatic stress disorder) • Decreased emotional health and behavioral difficulties • Decreased sense of hopelessness • Others?

Connection [43] [44] [45] [46] [47] [48] [49]	• 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 • Increased social connections with family and friends helping with employment and housing • Others?
Transportation[50] [51]	• 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[52]	• 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[53] Outcomes (*all residents*)	Belonging [54] [55] [56] [57]	• 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 • Increased ability to understand and navigate Canadian culture • Increased ability to navigate two cultures simultaneously • 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?
Food Security	• Increased access to affordable food sources • Increased availability of nutritious food sources • Increase in standard of living due to increased food security • Increased personal health due to increased food security • 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 life satisfaction • 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?
Living Independently in Canadian Society	• Increased participation in communities and social networks • Others?
Others?	

Community-Level Outcomes[58]

Category	Outcome Domain *Creating the conditions for…*	Sample Outcomes
Welcoming Community Attitudes	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?
	Recognition of Refugee Newcomers	• 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	• 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	Employment Opportunities [59]	• 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?
	Educational Opportunities [60]	• 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 immigrant loan programs • Increased number of occupational bridging programs • Increased participation in continuing education by adult newcomers • Others?
	Social Capital [61]	• 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 • Improved structural social capital by providing culturally responsive and effective tools and promoting health of refugee community • Others?
	SPOs (Service Provider Organizations) 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?

	Leadership [62]	• 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 (i.e., 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?
	Municipality	• Increased number of newcomer-friendly municipal features (e.g. newcomer travel training programs for public transportation) • Increased number of interpretation/translation services offered at municipal services (e.g. public health, police) • Others?
	Religious Participation	• 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?
	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?

	Social Participation [63]	• 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?
	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?
	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?
	Housing [64]	• 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 • Overcoming challenges resettlement service providers face in helping newcomers find suitable and affordable housing • Others?
	Childcare [65] [66]	• More regulated centre-based childcare space for children aged 0 to 5 years • Increased care for newcomer children by provision of more support services • Others?
	Transportation	• 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?

	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?	

Macro-Level Outcomes [67]

Category	Outcome Domain *Influencing societal conditions of welcome/ unwelcome through...*	Sample Outcomes
	Public Policy [68] [69] [70]	• Increased integration of policy-centred and agency-focused approaches to supporting refugees • Increased government investment in programs facilitating adaptation of youth immigrants • Increased inclusion of refugee knowledge and experience in migration policy discourse and decision-making • Increased use of evaluating and monitoring in resettlement programs by policy to adjust more quickly in times of crisis such as COVID-19 • Improved public policy that promotes economic integration of newcomers to Canada • Others?
	Media	• Positive portrayal of newcomers and their contribution to Canadian society in mainstream media • Others?
	Public Opinion [71]	• Increased engagement of refugee support groups that contribute to shaping public opinion • More positive changes in public opinion towards newcomers by promoting social connections between immigrants and the adopted community • Decreased racism opinion towards immigrants and newcomers • Others?
	Public Institutions [72]	• Easier access to library resources that promotes social inclusion of newcomers • Others?
	Others?	

Endnotes

The Endnotes below are references to items listed in the *Annotated Bibliography: Evaluating Refugee Programs*. To view the entire Annotated Bibliography, see https://www.eval4refugee.ca/bibliography.

---

[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
[2] Esses, V., Hamilton, L.K., Bennett-AbuAyyash, C. and Burstein, M. (2010)
[3] Immigration, Refugees, and Citizenship Canada (IRCC) (2016)
[4] Marks, J. A. (2014)
[5] Esses, V. M., Hamilton, L. K., Bennet-AbuAyyash, C. & Burstein, M. (2010)
[6] Puma, J.E., Lichtenstein, G. and Stein, P. (2018)
[7] Steimel, S. (2017)
[8] Steimel, S. (2017)
[9] Atwell, R., Gifford, S.M., & McDonald-Wilmsen, B. (2009)
[10] Silove, Derrick (2013)
[11] Broughton, S. & Shields, J. (2020)
[12] Dorman, K., Bozinoff, N., Redditt, V., Kim, E., Glazier, R. H. & Rashid, M. (2017)
[13] Agrawal, S., and Zeitouny, S. (2017)
[14] Veronis, L. Tabler, Z., & Ahmed, R. (2018)
[15] Esses, V. M., Hamilton, L. K., Bennet-AbuAyyash, C. & Burstein, M. (2010)
[16] Alberta Association of Immigrant Serving Agencies (AAISA) (2017)
[17] English, K., Ochocka, J., & Janzen, R. (2017)
[18] Balaghi, D. A., Westdal, J. N., & Rispoli, K. (2017)
[19] Oscar Curry, Charlotte Smedley & Caroline Lenette (2017)
[20] Alberta Association of Immigrant Serving Agencies (AAISA). (2017)
[21] Jackson, S. & Bauder, H. (2014)
[22] Capps, R., Newland, K., Fratzke, S., Groves, S., Auclair, G., Fix, M., & McHugh, M. (2015)
[23] Cheyne-Hazineh, L. (2020)
[24] Fang, T., Sapeha, H., & Neil, K. (2018)
[25] Canadian Council for Refugees (2011)
[26] Citizenship and Immigration Canada (CIC) (2011)
[27] Donaldson, T. (2017)
[28] Alberta Association of Immigrant Serving Agencies (AAISA). (2017)
[29] Hyndman, J. (2011)
[30] Immigration, Refugees, and Citizenship Canada (IRCC) (2018) https://www.canada.ca/content/dam/ircc/migration/ircc/english/pdf/pub/annual-report-2018.pdf
[31] Rioseco, P., De Maio, J. and Hoang, C. (2017)
[32] Esses, V. M., Hamilton, L. K., Bennet-AbuAyyash, C. & Burstein, M. (2010)
[33] Godin, K., English, K., Ochocka, J., & Janzen, R. (2017)
[34] Joona, P. & Nekby, L. (2012)
[35] Cheyne-Hazineh, L. (2020)
[36] English, K., Ochocka, J., & Janzen, R. (2017)
[37] Saunders, R., Lebenbaum, M. (2017)
[38] Evans, K. Pardue-Kim, M., Crea, T. M., Coleman, L., Diebold, K., Underwood, D. (2018)
[39] Kwon, Y. J., & Lee, K. (2018)
[40] Mitra, R. & Hodes, M. (2019)
[41] Panter-Brick, C., Cajani, R., Eggerman, M., Hermosilla, S., Sancilio, A. (2018)

[42] Byrow, Y., Pajak, R., Specker, P., & Nickerson, A. (2020)
[43] Puma, J.E., Lichtenstein, G. and Stein, P. (2018)
[44] Rioseco, P., De Maio, J. and Hoang, C. (2017)
[45] Alberta Association of Immigrant Serving Agencies (AAISA). (2017)
[46] Drolet, J. & Moorthi, G. (2018)
[47] Gerber, M. M., Callahan, J. L., Moyer, D. N., Connally, M. L., Holtz, P. M., & Janis, B. M. (2017)
[48] Hanley, J., Al Mhamied, A., Cleveland, J., Hajjar, O., Hassan, G., Ives, N., Khyar, R., & Hynie, M. (2018)
[49] Veronis, L. Tabler, Z., & Ahmed, R. (2018)
[50] Esses, V. M., Hamilton, L. K., Bennet-AbuAyyash, C. & Burstein, M. (2010)
[51] English, K., Ochocka, J., & Janzen, R. (2017)
[52] Puma, J.E., Lichtenstein, G. and Stein, P. (2018)
[53] Canadian Index of Wellbeing (CIW) https://uwaterloo.ca/canadian-index-wellbeing/
[54] Evans, K. Pardue-Kim, M., Crea, T. M., Coleman, L., Diebold, K., Underwood, D. (2018)
[55] Nakeyar, C., Esses, V. & Reid, G. (2018)
[56] Im, H., & Rosenberg, R. (2016)
[57] Veronis, L. Tabler, Z., & Ahmed, R. (2018)
[58] Esses, Victoria M. (2012)
[59] Fang, T., Sapeha, H., & Neil, K. (2018)
[60] Fang, T., Sapeha, H., & Neil, K. (2018)
[61] Im, H., & Rosenberg, R. (2016)
[62] Im, H., Rodriguez, C., & Grumbine, J. M. (2020)
[63] Cheyne-Hazineh, L. (2020)
[64] Rose, D. (2019)
[65] 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
[66] Canadian Index of Wellbeing (CIW) https://uwaterloo.ca/canadian-index-wellbeing/
[67] Hinger, Schafer and Pott (2016)
[68] Agrawal, S., and Zeitouny, S. (2017)
[69] Hamilton, L., Veronis, L., & Walton-Roberts, M. (Eds.). (2020)
[70] Ahad, A., Le Coz, C., & Beirens, H. (2020)
[71] Senate of Canada (2016): Facilitating the integration of newcomer children and youth
[72] Caidi, N. (2005)