

### **Attachment 3: Overview of Settlement Agencies**

Specialized services for newcomers that are delivered by community-based organizations are generally referred to as settlement services. The services are provided by settlement workers or settlement counsellors. The programs and services include:

- information about and referral to other services, especially housing, immigration, elementary and secondary education, libraries, language training, employment standards, social assistance
- free language training;
- employment orientation;
- preparation for citizenship; and
- other special programs to help newcomers integrate into Canadian society.

Settlement services have developed considerable knowledge and expertise about the newcomers they serve. In addition to providing information, they help clients resolve problems, complete forms and provide advice on how to access a service.

The principal funder for settlement services is Citizenship and Immigration Canada (CIC). Programs and services are limited to "Permanent Residents" who are within the first three years of their arrival in Canada. In addition to CIC funding, many settlement agencies receive smaller amounts from the provincial Ministry of Citizenship and Immigration (MCI) and community funds such as United Way. Funding from these sources is open to all residents who need support.

Federal funding for Toronto settlement agencies was recently reduced by approximately 15% and a further reduction is expected in April 2012. This has led to the closure of some agencies and reduction of service in others. CIC funding for Ontario for 2010-11 was \$390,399,141 and in 2011-12 it will be reduced to \$346,521,868 (CIC, 2010).

Backgrounders - Government of Canada 2011-12 settlement funding allocations. Retrieved from: <http://www.cic.gc.ca/english/departement/media/backgrounders/2010/2010-12-07.asp>