

What you need to know

What is this research about?

How was the research carried out?

What have we learned from the research?

How can you use this research?

ISA leaders can use the report to generate evaluation ideas and to assess whether current metrics are balanced and relevant. For example, do current measurement systems look at how well the ISA is improving employee engagement and learning and developing future leaders? Would a participatory review and reflection process with staff, clients and funders generate new insight and better assessments? How can ISAs measure the role of intangibles and staff empowerment in driving outcomes?

Collaborating with ISAs and newcomers, IRCC can use the information to create an evaluation system that fully reflects public and newcomer interests. The report also includes ideas about measures designed to predict the future success of the settlement system by identifying, for example, the different areas where capacity-building is required.

Who is leading this research?

[Learn more](#)