



## **Newcomer GPS: Exploring an Integrated Digital Pathway to Settlement**

### **A Sector in Unprecedented Need: Project Background**

The COVID-19 pandemic has greatly impacted settlement services, leaving newcomers with a pathway to integration into Canadian society that is more complex than it has ever been. Although many Service Provider Organizations (SPOs) are pivoting to hybrid service delivery models to respond to these new obstacles, there is still a need to evaluate and determine the effectiveness of digital tools in a newcomer's settlement journey. This evaluation, in turn, enhances the sector's understanding of the functionality needed in digital service delivery to meet the diverse needs of its clients. As more newcomers arrive to Canada and require more seamless transitions into their new careers, it is also crucial to improve how newcomers' skills are assessed to optimize their matching to employers and settlement destinations.

Since 2020, OTEC has developed and tested a technology application, CareerAtlas, which supports job seekers in measuring their skills against real-time local labour market information and opportunities. Career Atlas factors users' needs and connects them directly to specific services and job opportunities in both urban and non-urban regions of Canada.

### **Supporting Those Who Support Newcomers: the Project**

In 2021, OTEC secured funding from Immigration Refugees and Citizenship Canada (IRCC) under the Service Delivery Improvements (SDI) to launch Newcomer GPS: Exploring an Integrated Digital Pathway to Settlement.

Newcomer GPS is a three-year research project (2021-2024) that aims to test an integrated technology solution, CareerAtlas, in its ability to conduct assessments, career pathing, job matching and skills development tools matching for newcomers. The research will also evaluate the effectiveness of CareerAtlas in enhancing newcomers' employment decision-making and integration into Canada. The testing of CareerAtlas will aim to address scalability constraints and evaluate integration opportunities within service delivery touchpoints at various stages of a newcomer's settlement journey.

The evidence produced through this research project will allow the settlement sector and IRCC to move towards a proactive implementation of technology-supported service delivery — one that is centered on the newcomer experience.

For the initial rollout of Newcomer GPS, OTEC has partnered with subject matter experts in the settlement and immigration sector, including World Education Services (WES), Société Économique de l'Ontario (SÉO), and ACCES Employment. The project will seek to involve additional settlement and immigration partners across Ontario.

# Newcomer GPS Research in Action

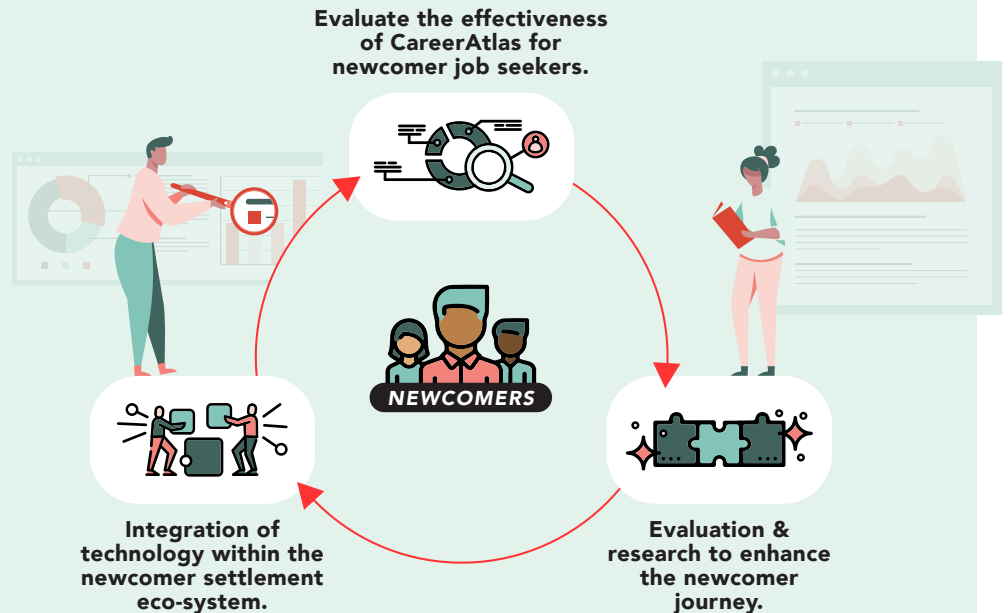
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## Newcomer GPS Objectives:

1. Support the settlement planning decisions of newcomers and enable clients to assess their skills and qualifications against real-time labor market information relative to employment opportunities in communities across Canada.
2. Provide a dedicated coaching interface that allows SPO staff to engage directly with the clients they are supporting, leveraging data and intelligence at the system level.

### To learn more or explore partnership opportunities contact:

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**OTEC**

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