



PERT PROVINCIAL
EMPLOYMENT
ROUNDTABLE

**Mapping Employment Supports
for Québec's Immigrant and
Racialized English-speaking
Communities**

About PERT

Founded in 2020, the Provincial Employment Roundtable (PERT) is a provincial nonprofit multi-stakeholder initiative focused on addressing the employment and employability challenges facing Québec's English-speaking communities. PERT has two main pillars: engagement and research. It engages with its network of over 60 stakeholders to identify the most pressing employment issues facing Québec's English speakers. PERT also researches these issues to develop evidence-based solutions that can be presented and implemented via its stakeholders, which include the community sector, government, educational institutions, employers and employment service deliverers.

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| The logo for the Government of Canada, featuring the word "Canada" in a serif font with a small Canadian flag icon above the letter "a".

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Executive Summary

Employment has increasingly become a priority issue for English-speaking communities in Québec, as they continue to face higher unemployment rates and lower incomes compared to the French-speaking majority. Labour force data on English-speaking immigrant and racialized individuals indicates that these groups tend to experience even greater challenges in the labour market. As both linguistic minorities and immigrants and/or racialized individuals, they navigate a French-language labour market while facing challenges such as discrimination and under-resourcing.

Within this landscape, employment supports, such as employability workshops, job search assistance and career coaching, play an important role in addressing labour market barriers. For English-speaking immigrant and racialized individuals, employment supports that recognize their unique experiences and position in the labour market can have positive impacts on their labour force outcomes.¹

This research aims to improve understanding of the labour force situation of immigrant and racialized English speakers in Québec and assess the available employment supports for these communities. The research questions we explored are:

1. What is the demographic and labour force situation of English-speaking immigrants and racialized individuals in Québec?
2. What are the existing employment and employability services and programs available to these communities?
3. What are the needs and gaps impacting the employment support provision for these communities?

We developed demographic and labour force portraits of immigrants and racialized people in Québec based on data from the 2021 Census of Population of individuals who identified English as their first official language (FOL). We then conducted an inventory to map the employment programs and services that are targeted to these communities to examine the availability of these programs. Lastly, we interviewed individuals providing employment support to these communities in order to identify the needs and gaps in the ecosystem of employment support provision for English-speaking immigrants and racialized people.

¹ See Public Health Agency of Canada. (2020). *Social determinants and inequities in health for Black Canadians: A snapshot*. <https://www.canada.ca/content/dam/phac-aspc/documents/services/health-promotion/population-health/what-determines-health/social-determinants-inequities-black-canadians-snapshot/health-inequities-black-canadians.pdf>

Rodríguez-Soler, S., & Verd, J. M. (2023). Informal social capital building in local employment services: Its role in the labour market integration of disadvantaged young people. *Social Policy & Administration*, 1– 21. <https://doi.org/10.1111/spol.12900>

The collected data was compiled and analyzed to develop our key findings.

Our key findings are:

Demographic and labour force portraits:

- One-third (32.5%) of the English-speaking community (ESC) in Québec is made up of immigrants (404,573 individuals).
- One-third (35.9%) of English-speaking Quebecers are visible minorities (447,078 individuals).
- First Nations, Inuit, and Métis individuals who speak English as their FOL comprise 4.0% of the ESC in Québec (50,040).
- Approximately two-thirds of both immigrants and racialized communities that speak English as their FOL live in Montréal.
- Just over half of First Nations, Inuit, and Métis communities in Québec that speak English as their FOL (51.7%) live in Nord-du-Québec.
- Immigrants that speak English as their FOL have an unemployment rate of 11.6%, compared to 10.9% within the broader ESC, 9.0% among French-speaking immigrants, and 6.9% among all individuals who speak French as their FOL.
- In total, English-speaking visible minorities have an unemployment rate of 12.3%. Indigenous individuals who speak English as their FOL have an unemployment rate of 12.2%.
- A higher proportion of immigrants that speak English as their FOL live below the low-income cut-off compared to the ESC (15.2% compared to 14.7%).
- Data on individuals living below the after-tax low-income measure (LIM-AT) shows that a higher proportion of visible minorities in the ESC (19.2%) tend to live under the LIM-AT compared to the ESC as a whole (14.7%).
- A lower proportion of Indigenous individuals who speak English as their FOL live below the LIM-AT compared to the ESC (13.7% compared to 14.7%).

Programs and services inventory:

- We found 67 employment and employability programs targeted towards immigrants, racialized communities, and Indigenous communities that speak English as their FOL.
- The largest share of programs (29) is located in Montréal. Following this, 16 are offered in Montérégie, while nine are offered either province-wide or in multiple regions.
- Of the 67 programs identified, 30 were oriented toward or had significant usage by immigrants who spoke English as their FOL. An additional 13 programs were oriented toward racialized communities, while 26 were oriented toward Indigenous communities.

Needs and gaps in employment support provision:

- Employment service provision and programming must account for the holistic needs of immigrant and racialized clients, including housing, food, mental health, illness, and childcare.
- Immigrant and racialized communities have difficulty accessing employment services owing to a lack of English-language services and the language barrier associated with accessing French-language services. As a result, employment service providers often provide ad-hoc services such as translation.
- Staff of community organizations and employment service providers are experiencing high levels of stress, poor mental health, and burnout as they aim to support clients through personal and systemic challenges, and additionally suffer from a lack of resources within the community sector.
- Project-based funding models contribute to the lack of resources within community organizations and employment service providers. Project-based funding models also create undue administrative burdens related to reporting requirements and time dedicated to writing funding applications.
- There is a disconnect between policymakers and government funders directing the provision of employment supports and organizations who deliver these supports. There is a corresponding need for increased awareness among policymakers and funders of the complex challenges employment support providers face to ensure that policy, funding, and programming can address these challenges.

We also identify some next steps for policymakers and funders to tackle the needs and gaps identified in this report. Among them are the need for:

1. Increased qualitative research and increased use of qualitative data to inform the development of policies, program funding models, and the distribution of funding.
2. Increased collaboration between policymakers, funders, employment service providers, clients, and communities.
3. Research review of current project-based provincial funding models to address the funding challenges faced by organizations providing employment supports to English-speaking immigrants and racialized communities.

Introduction

Employment supports play a primary role in improving the employment outcomes of individuals and, by extension, their communities. Employment services, which include the provision of information about different career pathways, career counselling, goal-setting, and job search preparation, have been shown to have significant benefits on the labour market and life outcomes of individuals. Employment services support the labour market integration of those removed from the workforce,² foster the pursuit of education,³ support the transition toward employment (ranging from education to employment, unemployment to employment, and from one sector to another sector),⁴ and empower individuals to pursue their chosen life path,⁵ among other things. Many organizations working in employment and employability service provision have vocalized the need to examine not only how employment supports can be used to support labour market integration and open up career pathways, but also the role they play for equity-seeking groups such as racialized communities⁶ and recent immigrants, who typically face worse employment and socioeconomic outcomes compared to the total population. This is especially relevant within Québec's diverse English-speaking communities, where census data shows that individuals who are racialized and/or recent immigrants and English speakers face disproportionately high unemployment rates and lower incomes in the labour market.⁷

The English-speaking community of Québec is the largest official language minority community in Canada, numbering 1.25 million individuals and representing 14.9% of Québec's population. As a linguistic minority community, English speakers in Québec face challenges in the realms of healthcare, education, and employment. Research by PERT on the general employment situation of English-speaking Quebecers has shown that English-speaking Quebecers experienced a significantly higher unemployment rate than French speakers in Québec (8.9% versus 6.9%) and earned a lower median after-tax

² Michaud, G., Bélisle, R., Garon, S., Bourdon, S., & Dionne, P. (2012). *Développement d'une approche visant à mobiliser la clientèle dite éloignée du marché du travail*. Centre d'études et de recherches sur les transitions et l'apprentissage, Université de Sherbrooke. http://bv.cdeacf.ca/EA_PDF/161000.pdf

³ Carpentieri, J., Litster, J., Cara, O., & Popov, J. (2018). *Goal: Guidance and orientation for adult learners: Final cross-country evaluation report*. UCL Institute of Education. https://adultguidance.eu/images/Reports/GOAL_final_cross-country_evaluation_report.pdf

⁴ OECD. (2022). *Career guidance for adults in Canada*. <https://doi.org/10.1787/0e596882-en>

⁵ Joncas, J. A., & Pilote, A. (2021). The role of guidance professionals in enhancing the capabilities of marginalized students: The case of Indigenous women in Canada. *International Journal for Educational and Vocational Guidance*, 21, 405–427. <https://doi.org/10.1007/s10775-021-09474-3>

⁶ "Racialized" is a term used to describe the process through which groups and individuals are perceived to be non-white and demarcated as "other." This demarcation is an imposed category that consigns the complex lived experiences of racialized persons to social and political marginalization. This report utilizes the term "racialized" to refer to individuals and communities who are non-white, and subject to the socio-cultural process of racialization, including people who are First Nations, Inuit, Métis, South Asian, Black, Chinese, Arab, and Latin American. Where necessary or relevant, the report utilizes more specific terminology.

⁷ Pocock, J. (2022). *Socio-demographic characteristics of visible minorities in Quebec's English-speaking communities: 2016 Census data*. CHSSN. <https://chssn.wpenginepowered.com/wp-content/uploads/2022/03/2022-01-14-Visible-Minority-Tables-Census-2016.pdf>

income by approximately \$2,800 in the 2016 census.⁸ This trend was exacerbated in rural, remote, and Northern regions, where unemployment rates of English speakers tended to be higher.⁹ In the 2021 census, the unemployment gap grew to 4%: English-speaking Quebecers had an unemployment rate of 10.9% compared to French speakers' 6.9%. The income gap between the two linguistic communities also persists.

There is limited literature on the experiences of English-speaking racialized individuals and/or immigrants in Québec's labour market. Census data shows that English-speaking visible minorities have a higher unemployment rate than non-visible minorities within the English-speaking community and that a higher proportion of English-speaking visible minorities are living below the low-income cut-off rate.¹⁰ Qualitative and quantitative research on the English-speaking Black community in Québec has identified challenges with regard to education and employment, including discrimination, stigma, access to resources, and lack of French-language proficiency.¹¹ Other sources have documented the impact of one's name on the hiring process,¹² as well as racism in hiring and the workplace.^{13,14} There is also increasing research on the impacts that linguistic policies might have on the education and employment experiences of immigrant, Indigenous, Black and other racialized English-speaking individuals.¹⁵

⁸ Provincial Employment Roundtable. (2022). *Employment Profile of English Speakers in Québec*. <https://pertquebec.ca/reports/employment-profile-of-english-speakers-in-quebec/>

⁹ English speakers in the regions of Côte-Nord, Nord-du-Québec, and Gaspésie-Îles-de-la-Madeleine in particular had unemployments greater than 15%.

¹⁰ Pocock, J. (2022). *Socio-demographic characteristics of visible minorities in Quebec's English-speaking communities: 2016 Census data*.

¹¹ See, for example, Black Community Resource Center. (2021). *Quebec's English-speaking Black community: An analysis of the outcomes and information gaps*.

<https://bcrcomontreal.com/wp-content/uploads/2021/09/Black-in-Quebec-Analysis-of-Outcomes-and-Information-Gaps-July-21-update-2.pdf>

Black Community Resource Center. (2021). *2021 community vitality survey: Black in Quebec*.

<https://bcrcomontreal.com/wp-content/uploads/2022/01/Black-In-Quebec-2021-Comm.-Vitality-Survey-Report-.pdf>

Dauids, J., & Fang, X. (2021). *Black in Quebec presents: In focus*. BCRC.

<https://bcrcomontreal.com/wp-content/uploads/2021/04/In-Focus-BIQ-Focus-Group-Report-.pdf>

¹² See Oreopoulos, P., & Dechief, D. (2012). *Why do some employers prefer to interview Matthew, but not Samir? New evidence from Toronto, Montreal, and Vancouver* (CLSRN Working Paper No. 95).

<https://dx.doi.org/10.2139/ssrn.2018047>

Scott, M. (2012, May 30). *Francophone name gives edge in Quebec job search: Study*. Global News.

<https://globalnews.ca/news/250866/francophone-name-gives-edge-in-quebec-job-search-study/>

¹³ CBC News. (2020, June 10). *Premier vows to act after report shows Quebec falls far short of targets for hiring of visible minorities*. <https://www.cbc.ca/news/canada/montreal/cdpdj-report-diversity-public-bodies-1.5606482>

¹⁴ Zhou, C., Opasina, O. K., Borova, B., & Parkin, A. (2022). *Experiences of discrimination at work*. Environics Institute for Survey Research; Future Skills Centre; The Rogers School of Management's Diversity Institute.

https://fsc-ccf.ca/wp-content/uploads/2022/06/Experiences_of_Discrimination_at_Work.pdf

¹⁵ See Butler, P. V., Cleveland, J., Hanley, J., Bentayeb, N., Papazian-Zohrabian, G., & Rousseau, C. (2021, October 1). *The language of communication between individuals and the state in Quebec: Threats to economic, social and health rights posed by Bill 96*. SHERPA University Institute.

https://sherpa-recherche.com/wp-content/uploads/2021/10/Bill96_brief_Individual-State-Communication_FINAL_2021.10.01-EN-1.pdf

Papazian-Zohrabian, G., Lemire, V., Le Normand, C., Mamprin, C., Naramé, E., Karaa, N., Ntabala, M., Mougharbel, Z., Turpin-Samson, A., Béland, M.-P. (2021). *Rapport de recherche: Projet de recherche menant au développement d'un programme-cadre gouvernemental de francisation pour les personnes ayant des compétences peu développées en littératie et en numératie*. Université de Montréal; Immigration, Francisation et Intégration Québec.

<https://cdn-contenu.quebec.ca/cdn-contenu/adm/min/immigration/publications-adm/acces-information/demandes-acces/2022/23094.pdf>

Riga, A. (2023, April 20). First Nations take Quebec to court over Bill 96 'infringement of ancestral rights'. *Montreal Gazette*. <https://montrealgazette.com/news/quebec/indigenous-quebec-language-bill-96-101>

However, gaps remain in the literature on issues such as experiences navigating Québec's labour market, labour market barriers, and existing employment supports. We developed this research as a starting point to explore these issues and identify the steps needed to improve the employment support available to racialized and immigrant English speakers.

This research's findings can inform future employment support program design and government-sponsored interventions to better support racialized and immigrant English speakers navigating Québec's labour market.

Our research questions were:

1. What is the demographic and labour force situation of English-speaking immigrants and racialized individuals in Québec?
2. What are the existing employment and employability services and programs available to these communities?
3. What are the needs and gaps impacting the employment support provision for these communities?

We explore these questions in the following sections. In the final section, we identify actions stakeholders can take toward improving the quality, availability, and efficacy of employment supports for racialized and immigrant English speakers in Québec. It is our hope that the employment support gaps and needs identified in this paper will contribute to increased focus and investments in research and action to address the employment inequities facing immigrant and racialized English speakers in Québec.

Methodology

The research for this report was conducted from November 2022 to March 2023 using both quantitative and qualitative research methods. In our quantitative research, we explored the demographic and labour force situation of immigrant and racialized English speakers and conducted an inventory of the existing employment programs and services for these communities. In our qualitative research, we engaged with employment services providers to identify some of the issues and needs impacting service provision for immigrant and racialized English speakers. We conducted this research in three phases.

Phase I: Demographic and Labour Force Portraits

In Québec, the Census of Canada is the only available data source that provides both demographic and economic data on the population according to language and race, among other characteristics. This type of information is unavailable through provincial data sources. For this project, PERT ordered custom 2021 census data from Statistics Canada with employment information on three communities captured in the census: immigrants, visible minorities, and Indigenous peoples that speak English as their First Official Language

(FOL). This data was extracted and analyzed to determine the current employment profile of these communities.

Phase II: Inventory of Employment Support Programs and Services

We conducted an inventory of the available employment and employability programs targeted toward Québec’s immigrant and racialized English speakers. This was accomplished through Google search using the keywords listed below. Words from Column A were tried in each possible combination with words from Columns B and C. The first five pages of each search return were consulted for programs meeting the search criteria. The resulting list was supplemented by consulting informants through focus groups and interviews in Phase III of the research.

Keywords:

Column A	Column B	Column C
Immigrants	Skills	Employment
Newcomers	Upskilling	For the workforce
First Nations	Professional skills	Program
Indigenous	Employment services	Course
Aboriginal community	Interview	Service
Native community	Job search	Support
Visible minority	CV	
Ethnic community		
Racialized community		
Black community		
Chinese community		
South Asian community		

Programs and services were included in the inventory according to the following criteria:

- a. Programs/services offered by community organizations and nonprofits
- b. Programs/services offered in the last three years

- c. Programs/services offered that improve or relate to employment or employability
- d. Programs/services offered that are oriented toward immigrants, racialized people, and Indigenous people
- e. Programs/services offered that were confirmed by program providers to directly support immigrants, racialized, and Indigenous people, even if these groups were not named as a target clientele in the program/service description
- f. Programs/services offered in English

We categorized the programs and services found according to the type of program (such as a formal employment program or entrepreneurship workshop), the target client, and the program or service location. At times, categorization was not possible; occasionally, there was not enough information about a program to accurately categorize it. In many cases, programs defied categorization because they were offered in multiple locations, in hybrid formats, or to overlapping client groups. In those cases, programs were double-counted in order to offer the most comprehensive portrait of the programs and services available.

Phase III: Focus Groups and Interviews

From January to February of 2023, we conducted focus groups and interviews with individuals with experience providing employment support to collect qualitative data about the employment supports for immigrant, racialized, and Indigenous communities that spoke English as their FOL. When necessary, researchers conducted interviews in place of focus groups to meet the scheduling needs of participants. Focus groups and interviews followed a semi-structured format and were recorded and transcribed.

The focus groups and interviews convened a total of 30 participants from 26 different organizations:

- 17 Community organizations that provided employment referral services, accompaniment, or offered limited employment programs and services
- Eight employment service providers

In both cases, we engaged with individuals¹⁶ and organizations:

¹⁶ A number of participants from these organizations identified as immigrants or racialized English speakers, and shared their personal experiences on the topics discussed.

- Whose clients often included immigrant or racialized communities that typically speak English as their first official language
- Who had specific mandates to serve immigrant or racialized communities

The focus group and interview transcriptions were coded thematically to identify the most common employment support gaps and needs, according to participants. All direct quotes are from transcripts of the recorded interviews. Some quotes have been lightly edited for clarity,¹⁷ without changing the meaning or intent of the speaker.

We utilized the identified gaps and needs to develop an analysis of the current employment support ecosystem.

¹⁷ Examples are: removing repeated words; omitting filler words; and shortening long quotes with ellipses.

Demographic and Labour Force Portraits

The following section provides the demographic and labour force overviews of immigrants and racialized individuals who speak English as their first official language (FOL).¹⁸ These portraits exclusively utilize data from the 2021 census, which is the most comprehensive data source on official language minority communities in Canada.¹⁹ We present data on racialized English speakers in two sections, based on the categories used by Statistics Canada: visible minorities and Indigenous individuals whose first official language is English.

Significant issues can arise when categorizing people according to their demographic identity. In the following demographic and labour force portraits, English speakers are categorized according to their identity as immigrants, visible minorities, and First Nations, Inuit, and Métis. Individuals can belong to two or all of these groups: their holistic experiences living at the intersection of multiple identities are not easily captured by statistical data. Nevertheless, these portraits provide a cursory overview of the demographic situation of these communities, where they live in Québec, and their labour force characteristics.

Immigrants whose First Official Language is English

Demographic Overview

Key takeaways:

- One-third of the English-speaking population in Québec (32.5%) is made up of immigrants.
- The majority (63.2%) of immigrants that speak English as their FOL live in Montréal.
- Approximately one-third of all immigrants that speak English as their FOL (29.4%) immigrated to Québec in the last ten years.

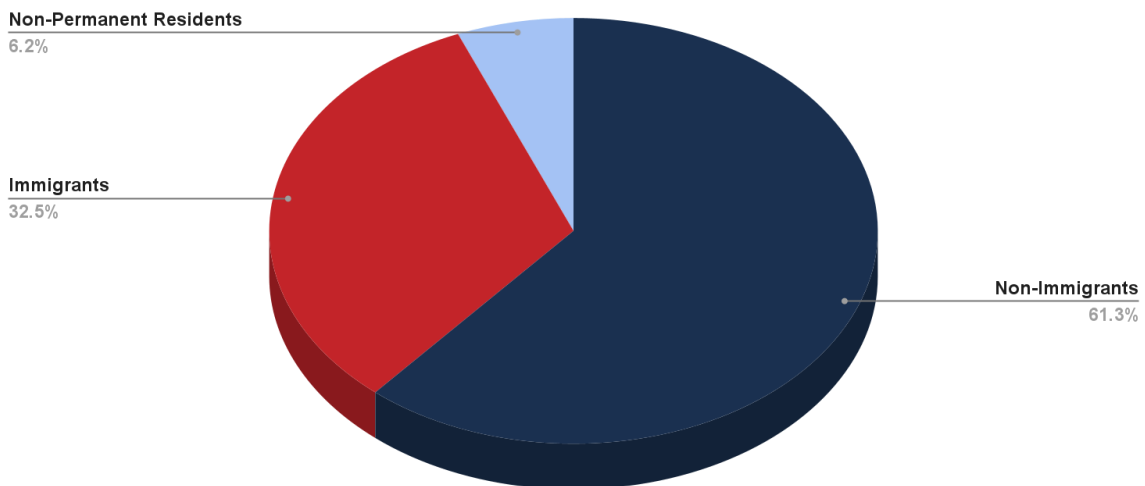
¹⁸ English speakers and French speakers in this profile are classified according to Statistics Canada's definition of First Official Language Spoken (FOLS). Individuals who speak both English and French as their first official language are evenly divided among English and French speakers. This is done to provide a more accurate portrait of the Anglophone and Francophone population in Québec. FOLS designation is a derived concept, taking into account a person's knowledge of Canada's two official languages, their mother tongue, and their home language (i.e. the language they speak most often at home).

¹⁹ The census provides comprehensive labour force and demographic data on communities, but it has several limitations. First, the census is only administered every five years. The most recent census was conducted in May of 2021 and utilized 2020 as its reference year. Data that can capture the socioeconomic shifts and post-pandemic outcomes of communities after 2021 is needed. Additionally, there are limits to the information available through census data. When examining small communities, census data tends to be less accurate or unavailable due to small population sample sizes.

Immigration Status

Across Québec, immigrants that speak English as their FOL number 404,573 individuals and make up one-third (32.5%) of the province's English-speaking population. This is a larger proportion than the 747,233 French-speaking immigrants who represent 10.8% of Québec's French-speaking population.

Composition of English-Speaking Population by Immigrant Status (Québec)

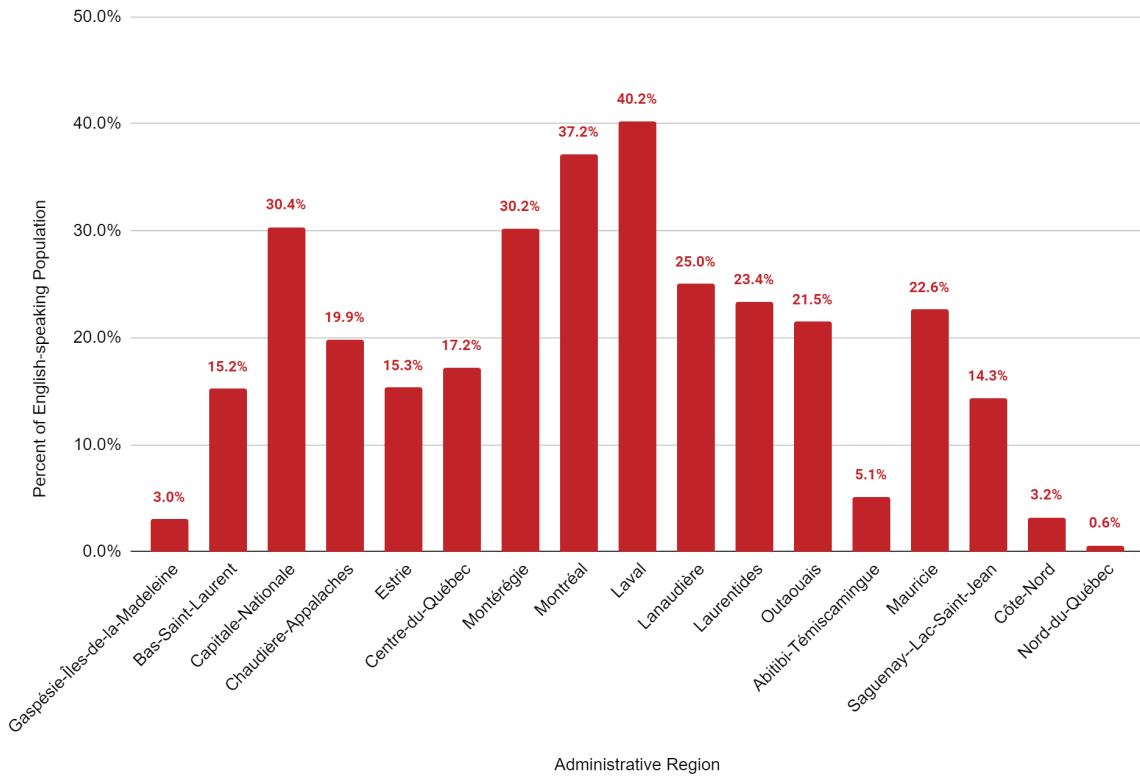


Population Share and Distribution

Of the total immigrant population in Québec (numbering 1,210,600), approximately one-third (33.4%) speak English as their FOL. Just under two-thirds (62.6%) speak French as their FOL.

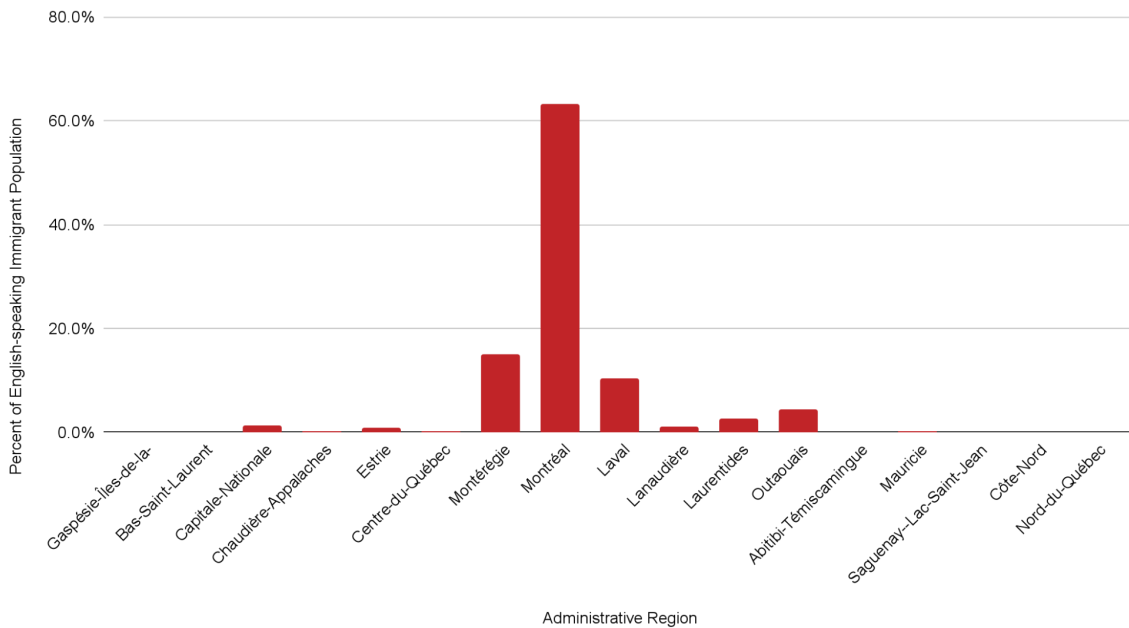
Across Québec, English-speaking immigrants tend to make up a larger share of the ESC in urban regions such as Laval, Montréal, and Capitale-Nationale. The graph below illustrates what proportion of the English-speaking population immigrants represent within each region in Québec.

Share of Immigrants in English-speaking Communities (Administrative Regions of Québec)



Immigrants that speak English as their FOL tend to settle in urban areas: Montréal is home to the majority (63.2%) of immigrants that speak English as their FOL, followed by Montérégie (15.1%) and Laval (10.4%).

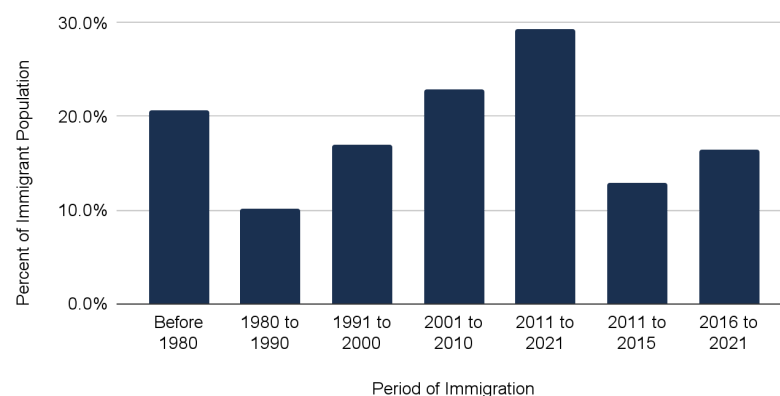
Distribution of English-speaking Immigrants (Administrative Regions of Québec)



Periods of Immigration

Approximately one-third of all immigrants that speak English as their FOL (29.4%) immigrated to Québec in the last ten years. In the last four decades, there has been a steady increase in the number and percentage of immigrants to Québec that speak English as their FOL.

Period of Immigration among English-speaking Immigrants (Québec)



A similar trend occurs among immigrants that speak French as their FOL: 34.5% of immigrants that speak French as their FOL immigrated to Québec in the last ten years, and 28.0% of immigrants that speak French as their FOL immigrated to Québec in 2001-2010.

Country of Origin

By continent, the largest share of immigrants that speak English as their FOL (46.9%) are from an Asian country of origin. Following this, 25% of immigrants who speak English as their FOL are of European origin, and 18.6% are from the Americas.

By country, the largest share of immigrants to Québec that speak English as their FOL is from the Philippines (7.3%), followed by China (7.2%), India (5.4%), Italy (4.7%), and the United States (4.4%).

Top 10 Countries of Origin for English-Speaking Immigrants		
Country	# of Immigrants	% of Immigrants
Philippines	29,388	7.3%
China	29,140	7.2%
Other places of birth in Asia	21,873	5.4%
Other places of birth in the Americas	21,088	5.2%
India	20,918	5.2%
Italy	18,858	4.7%
United States of America	17,905	4.4%
Other places of birth in Europe	15,533	3.8%
Lebanon	13,658	3.4%
Iran	13,173	3.3%

Labour Force Overview

Key takeaways:

- Immigrant English speakers tend to have higher education levels compared to the English-speaking community (ESC) as a whole:²⁰ 40.1% of immigrants that speak English as their FOL have a university-level education, compared to 33.7% of English-speaking Quebecers.
- The leading industry of work for immigrants in the ESC and the ESC as a whole is professional, scientific, and technical services.
- Immigrant English speakers tend to have higher unemployment rates than the total ESC, with an unemployment rate of 11.6% compared to 10.9%.

Educational Attainment

Compared to the ESC as a whole, immigrants that speak English as their FOL have a considerably higher rate of university-level education.²¹ Approximately two-fifths (40.1%) of immigrants that speak English as their FOL have a university-level education, compared to one-third (33.7%) of English-speaking Quebecers. One contributing factor to this disparity may be Canada and Québec's current immigration policies and programs, the criteria of which tend to privilege immigrants with professional qualifications and skills.²²

A breakdown of education levels according to gender²³ among immigrants that speak English as their FOL shows very similar levels of education between women and men: 40.1% of immigrant women have a university-level education compared to 40% of immigrant men.

Across the regions, individuals in Capitale-Nationale tend to have the highest rates of university-level education; 42.3% of the ESC in the region has a university-level education, compared to 52.3% of immigrants within the ESC.

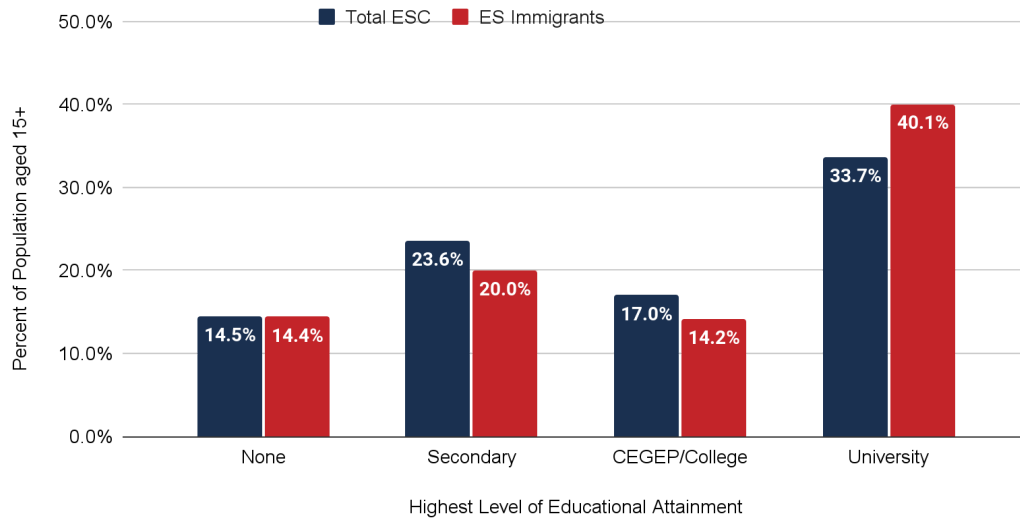
²⁰ "ESC as a whole" and "total ESC" refer to the total population of English speakers in Québec.

²¹ Educational attainment refers to the highest level of education that a person has successfully completed. University-level education refers to individuals who have received a certificate, diploma or degree at the Bachelor's level or above.

²² See, for example, the Québec Regular Skilled Worker Program (QRSWP), which admits immigrants to the country and province according to their educational profile, professional skill sets, and linguistic proficiencies.

²³ Gender refers to "an individual's personal and social identity as a man, woman or non-binary person (a person who is not exclusively a man or a woman)." The 2021 census marked the first occasion that this variable was used. Previously, "sex" was used to reference one's sex assigned at birth.

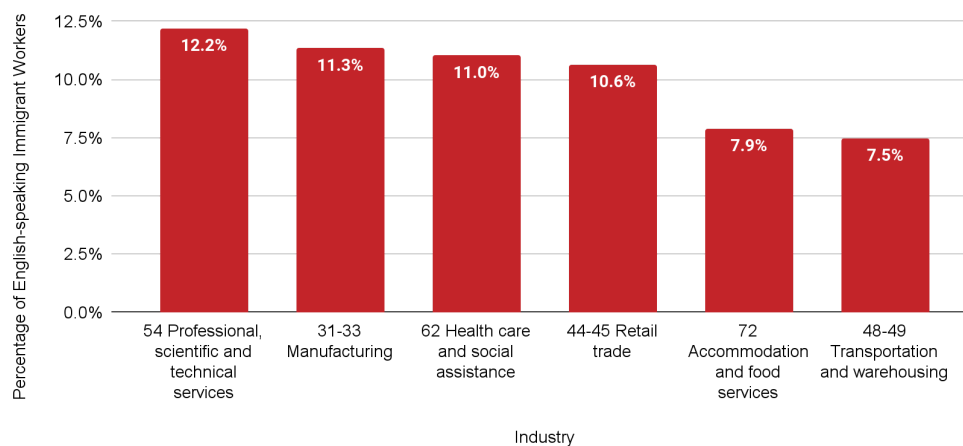
Educational Attainment Rates of English-speaking Immigrants (Québec)



Top Industries

The largest share of English-speaking Quebecers (11.4%) work in the professional, scientific and technical services industry,^{24,25} followed by retail (11.0%) and health care and social services (10.3%). In comparison, the largest share of immigrants that speak English as their FOL are employed in the professional, scientific and technical services industry (12.2%), followed by manufacturing (11.3%) and then health care and social services (11.0%).²⁶

Top Industries of English-speaking Immigrants (Québec)



²⁴ This industry includes a range of professions that typically require a professional degree or certification, such as accounting, law, or engineering.

²⁵ Industry refers to the specific economic activity a group engages in. An activity, in turn, is the combination of labour, capital, and goods to produce new goods and/or services. The industry data are produced according to the North American Industry Classification System 2012.

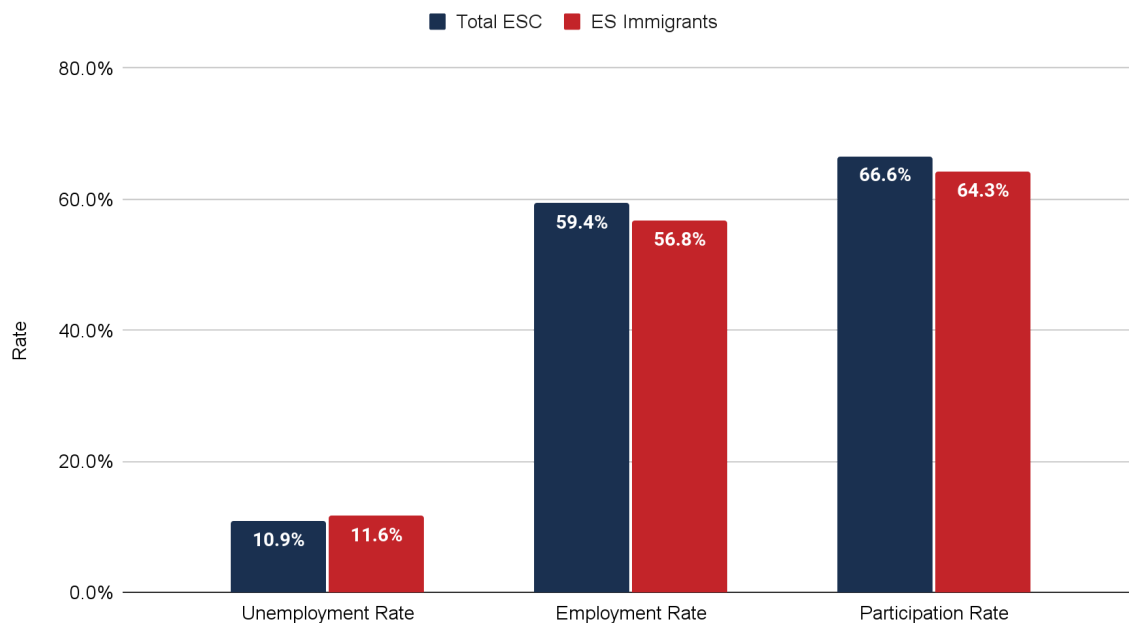
²⁶ Industry data for immigrants that speak English as their FOL counts the number of individuals that worked in a given industry between 2020 and 2021.

Labour Force Participation

Immigrants who speak English as their FOL have a moderately higher unemployment rate²⁷ than the ESC (11.6% compared to 10.9%).

Immigrants who speak English as their FOL have a lower employment rate²⁸ (56.8% compared to 59.4%) and a lower participation rate²⁹ (64.3% compared to 66.6%) compared to the overall ESC. These suggest barriers to labour market integration and, relatedly, issues of labour market detachment.

Labour Force Participation for English-speaking Immigrants (Québec)



Immigrants who speak English as their FOL have a moderately higher unemployment rate³⁰ than the ESC (11.6% compared to 10.9%).

²⁷ Unemployment rate refers to unemployment expressed as a percentage of the labour force. The unemployment rate for a particular demographic group (e.g. youth, immigrants) is the number of unemployed people in that group, expressed as a percentage of the labour force for that group.

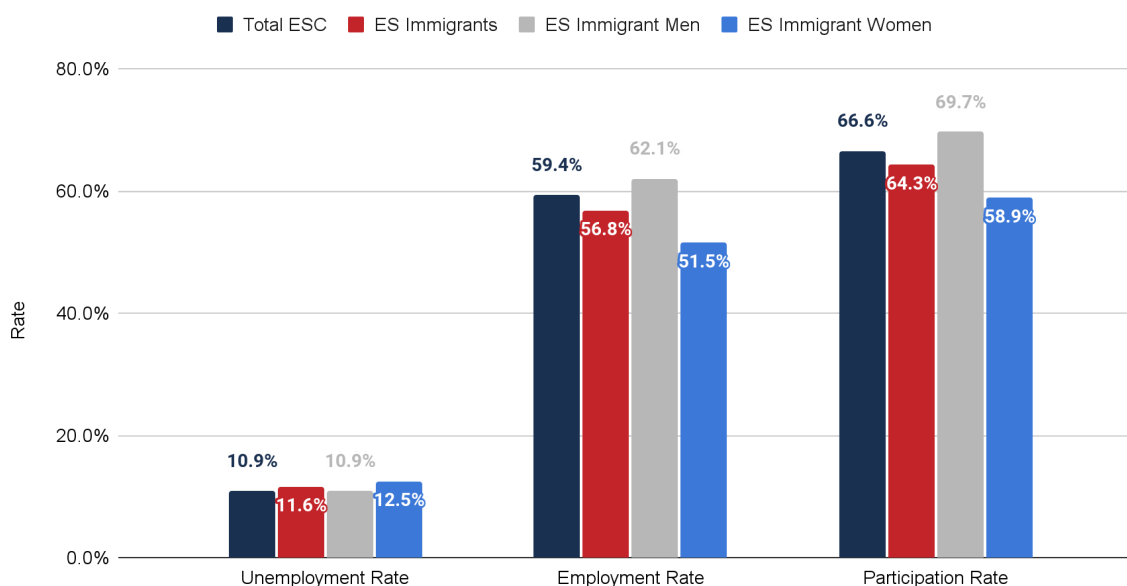
²⁸ The employment rate captures the number of employed persons expressed as a percentage of the total population aged 15 and older. The employment rate for a particular demographic group is the number of employed persons in that group expressed as a percentage of the total population for that group aged 15 and older.

²⁹ Labour force participation rate is calculated as the ratio of the total number of people in a geography's labour force to the total population aged 15 and over in the geography. When looking at a specific community, it is the ratio of the number of people in that community's labour force to that community's total population.

³⁰ Unemployment rate refers to unemployment expressed as a percentage of the labour force. The unemployment rate for a particular demographic group (e.g. youth, immigrants) is the number of unemployed people in that group, expressed as a percentage of the labour force for that group.

Immigrants who speak English as their FOL have a lower employment rate³¹ (56.8% compared to 59.4%) and a lower participation rate³² (64.3% compared to 66.6%) compared to the overall ESC. These suggest barriers to labour market integration and, relatedly, issues of labour market detachment.

Labour Force Participation of English-speaking Immigrants by Gender (Québec)



Immigrant women who speak English as their FOL have a higher unemployment rate than immigrant men (12.5% compared to 10.9%). Immigrant men have the same unemployment rate as the ESC as a whole.

Immigrant women also have employment and participation rates at least 10% lower than those of immigrant men. The employment rate data indicates that immigrant men are better integrated into the labour market compared to immigrant women in the ESC. Meanwhile, participation rate data suggests that a larger portion of immigrant women, as compared to men, are detached from the labour market.

Income

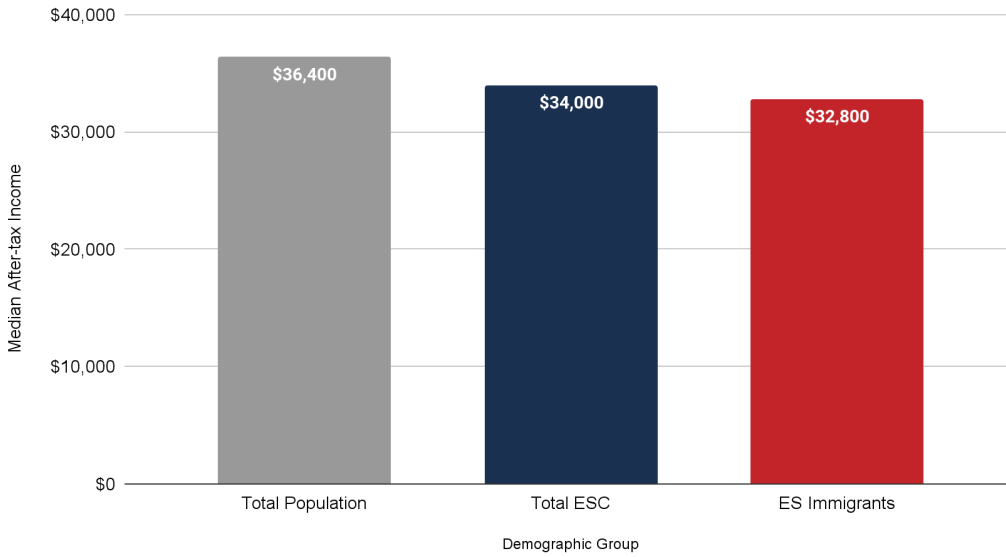
Immigrants who speak English as their FOL earn a lower median after-tax income than the ESC (\$32,800 compared to \$34,000).³³ The ESC, in turn, earns a lower median after-tax income compared to the total population of Québec (\$34,000 compared to \$36,400). In comparison, French-speaking Quebecers earn a median after-tax income of \$36,800.

³¹ The employment rate captures the number of employed persons expressed as a percentage of the total population aged 15 and older. The employment rate for a particular demographic group is the number of employed persons in that group expressed as a percentage of the total population for that group aged 15 and older.

³² Labour force participation rate is calculated as the ratio of the total number of people in a geography's labour force to the total population aged 15 and over in the geography. When looking at a specific community, it is the ratio of the number of people in that community's labour force to that community's total population.

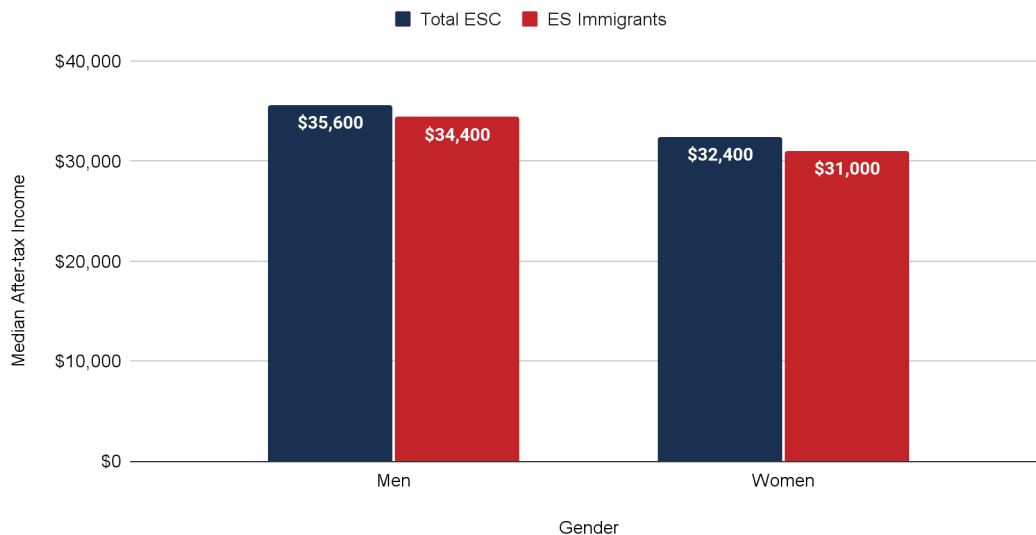
³³ The income data pertains to individuals who speak only English or only French as their first official language. Individuals who speak both official languages were not distributed among English and French speakers. This is due to limitations on the income data available in the census.

Median After-tax Income English-speaking Immigrants (Québec)



There is also an income disparity between immigrant men and women in the ESC. Immigrant women are subject to a double disparity: they earn a median after-tax income of \$31,000 compared to the \$32,400 earned by English-speaking women as a whole and \$34,400 earned by immigrant men. English-speaking men as a whole earn the highest median after-tax income, at \$35,600.

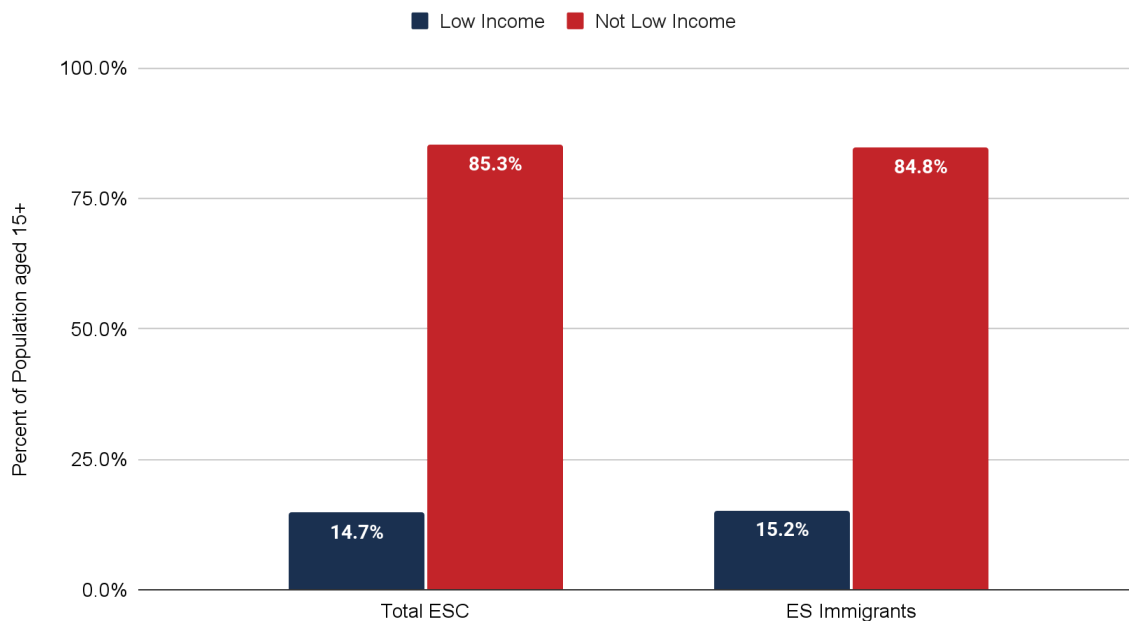
Median After-tax Income of English-speaking Immigrants by Gender (Québec)



A moderately higher proportion of immigrants that speak English as their FOL live below the after-tax low-income measure (LIM-AT)³⁴ compared to the ESC (15.2% compared to 14.7%).

³⁴ The LIM-AT refers to a threshold estimated by Statistics Canada that identifies individuals whose incomes are below half of the median household after-tax income, and this median is adjusted according to the size of the household.

Low Income Status of English-speaking Immigrants (Québec)



Visible Minorities whose First Official Language is English

Demographic Overview

Key takeaways:

- More than one-third of the English-speaking population in Québec (35.9%) is made up of visible minorities.
- The majority (67.2%) of visible minorities that speak English as their first official language live in Montréal.
- The South Asian community is the largest visible minority community within Québec's ESC: 7.8% of English-speaking Quebecers are South Asian, 5.9% are Black, 5.0% are Chinese, 4.3% are Arab, and 3.5% are Latin American.

Population Share and Distribution

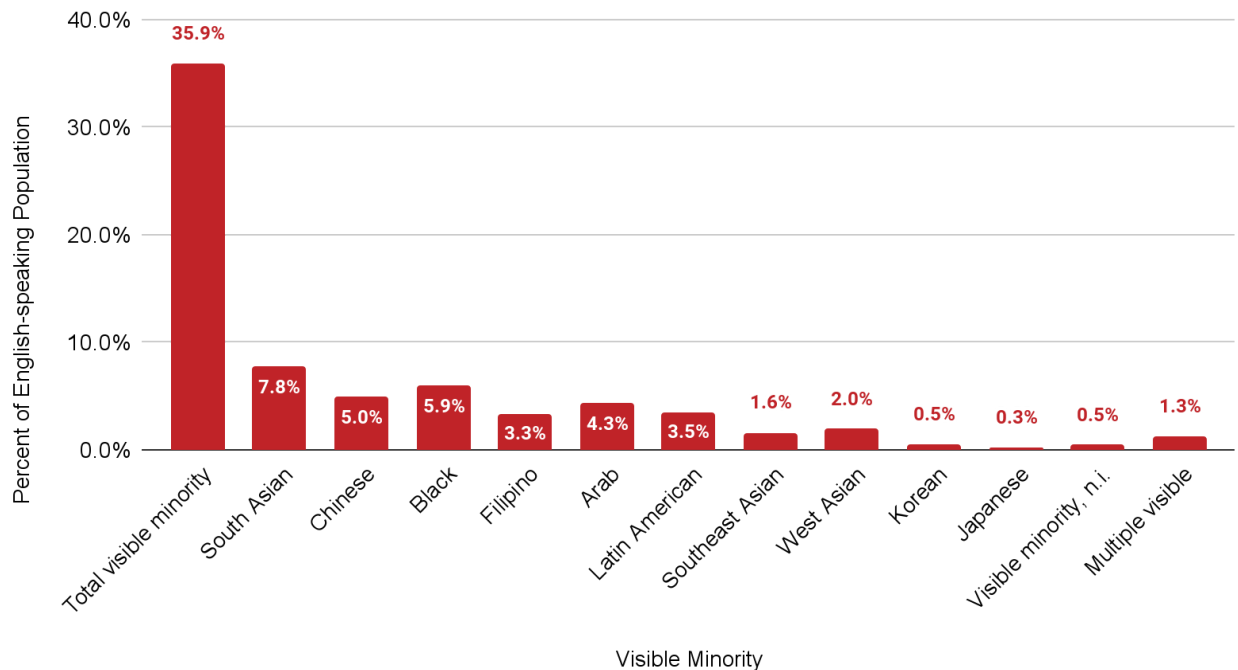
More than one-third (35.9%) of English-speaking Quebecers are visible minorities (447,078 individuals). Within the French-speaking population, 839,133 individuals are visible minorities (12.0% of French speakers).

One-third (33.3%) of all visible minorities in Québec speak English as their FOL. Just under two-thirds (62.6%) speak French as their FOL.

The South Asian community is the largest visible minority community within Québec's ESC: 7.8% of English-speaking Quebecers are South Asian, 5.9% are Black, 5.0% are Chinese, 4.3% are Arab, and 3.5% are Latin American.

The majority of visible minorities that speak English as their FOL (65%) are immigrants.³⁵

Share of Visible Minorities in English-speaking Population (Québec)

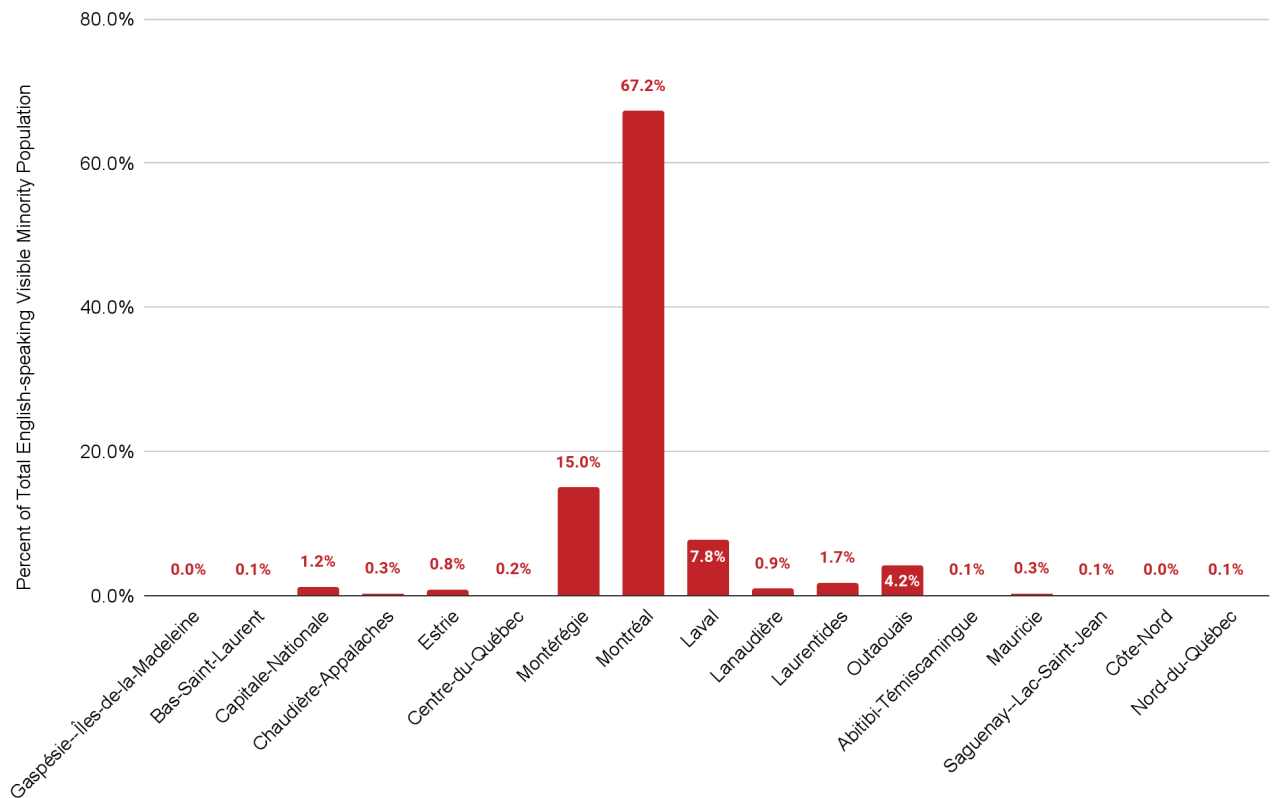


The majority of visible minorities that speak English as their FOL (67.2%) live in Montréal. Following that, 15.0% live in Montérégie and 7.8% live in Laval. This geographic distribution is similar to that of immigrants that speak English as their FOL. In both cases, about two-thirds of the total population live in Montréal, followed by approximately 15% in Montérégie and 10% in Laval. Both of these distributions mirror the distribution of English-speaking Quebecers across the province.

In the regions of Québec, particularly Gaspésie-Îles-de-la-Madeleine, Bas-Saint-Laurent, Abitibi-Témiscamingue, Saguenay-Lac-Saint-Jean, Côte-Nord, and Nord-du-Québec, there less than 500 individuals who reported that they were visible minorities that speak English as their FOL.

³⁵ This figure pertains to the population aged 15+.

Distribution of English-speaking Visible Minority Population (Administrative Regions of Québec)



Labour Force Overview

Key takeaways:

- English-speaking visible minorities have a higher educational attainment level (77.1% with at least a secondary level) compared to the total ESC population (74.3%). However, educational attainment levels differ between visible minority communities.
- English-speaking visible minorities have an unemployment rate of 12.3%, compared to a 10.9% unemployment rate for the total English-speaking population. Arab individuals who speak English as their first official language have an unemployment rate of 13.9%, and the English-speaking Chinese community has an unemployment rate of 13.4%.
- As a whole, English-speaking visible minority communities tend to earn a lower median after-tax income as compared to the ESC as a whole (\$29,600 compared to \$34,000).

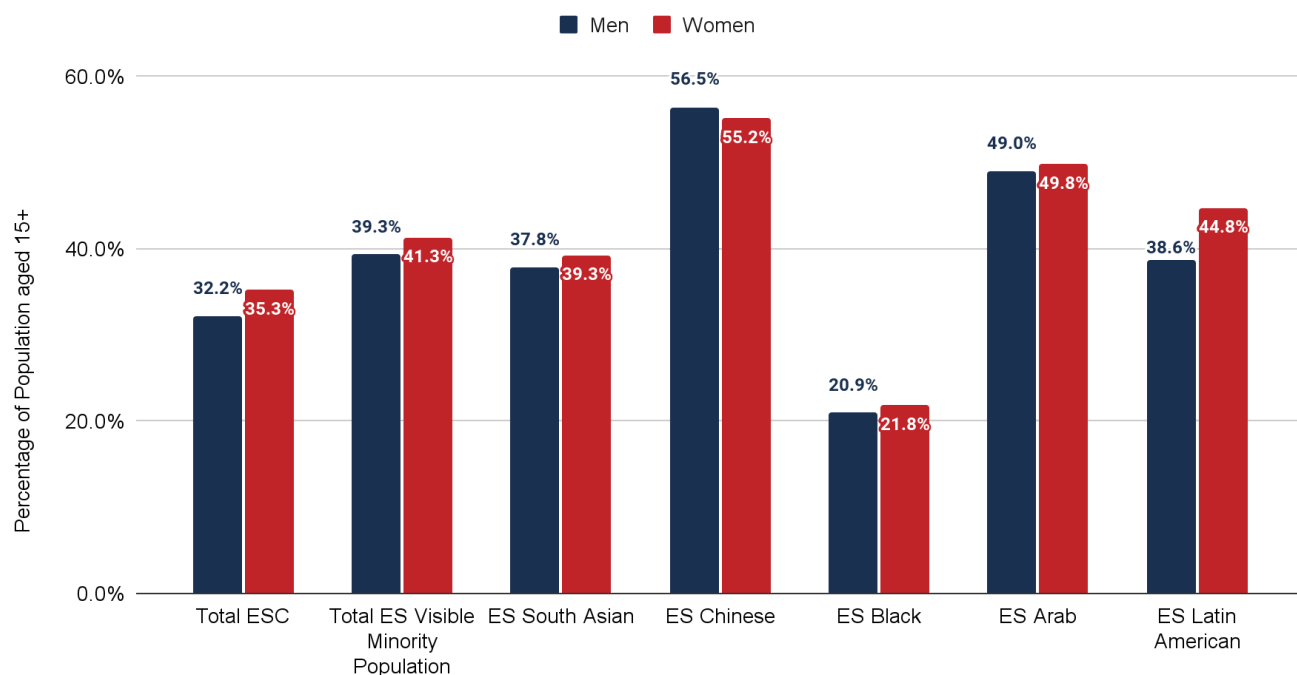
Educational Attainment

Visible minorities that speak English as their FOL have a higher rate of educational attainment than the total ESC.

Educational Attainment of English-Speaking Visible Minorities (Québec)				
Demographic Group	Highest Level of Educational Attainment			
	None	Secondary	CEGEP/College	University
Total ESC	14.5%	23.6%	17.0%	33.7%
ES Visible Minority Population	12.9%	21.7%	15.1%	40.3%
ES South Asian	15.9%	25.1%	14.0%	38.5%
ES Chinese	7.3%	15.7%	13.6%	55.8%
ES Black	18.8%	26.5%	18.2%	21.4%
ES Arab	10.0%	17.3%	13.5%	49.4%
ES Latin American	10.9%	19.7%	15.2%	41.6%

Across most visible minority communities, women have a slightly higher rate of university-level education than men.

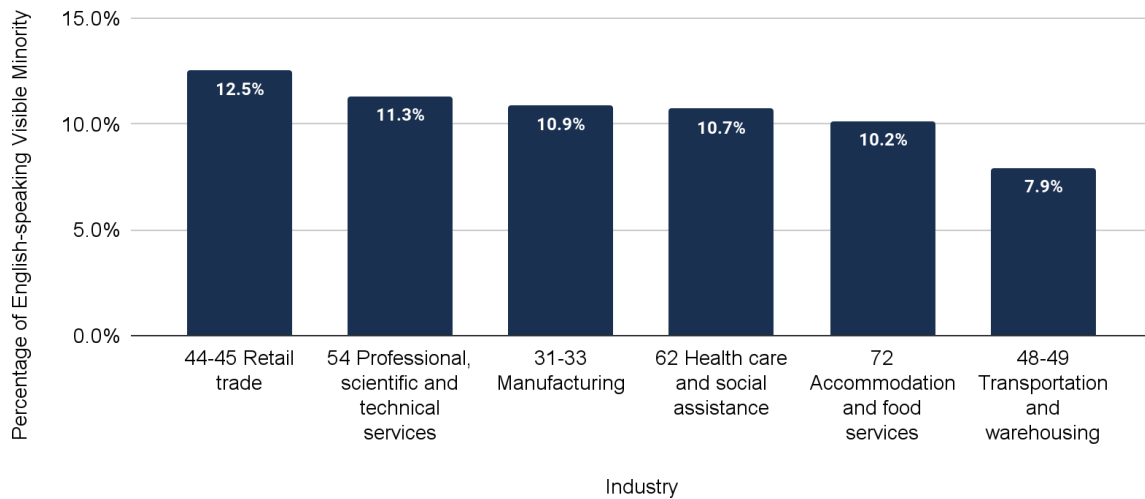
University Attainment Rates of English-speaking Visible Minority Populations by Gender (Québec)



Top Industries

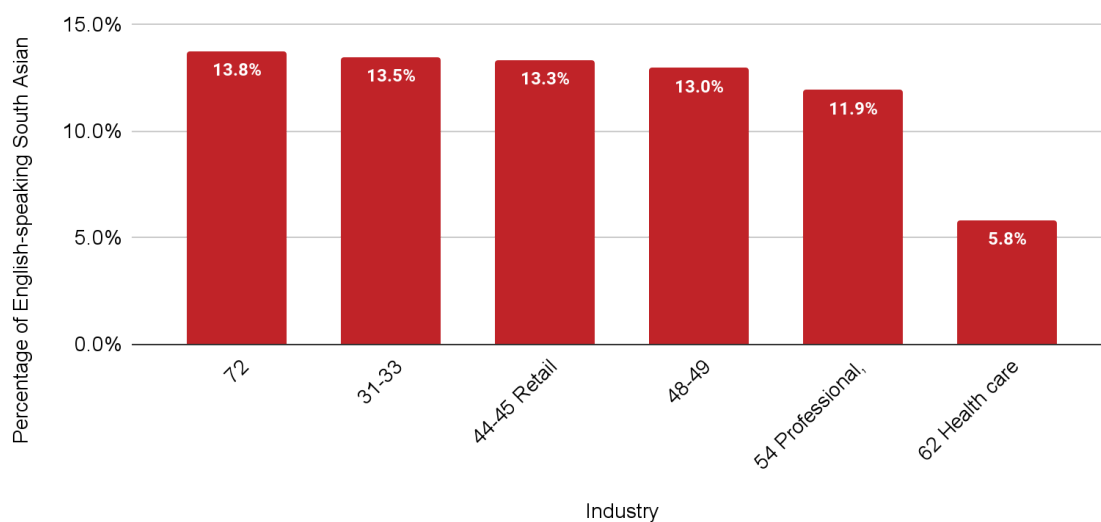
The top industries in which individuals work vary within each visible minority community. Retail is one of the top three industries for each of the visible minority communities considered in this report.³⁶

Top Industries of English-speaking Visible Minority Population (Québec)



The highest proportion of South Asian individuals who speak English as their FOL work in the accommodation and food services industry (13.8%), followed by manufacturing (13.5%) and retail (13.3%).

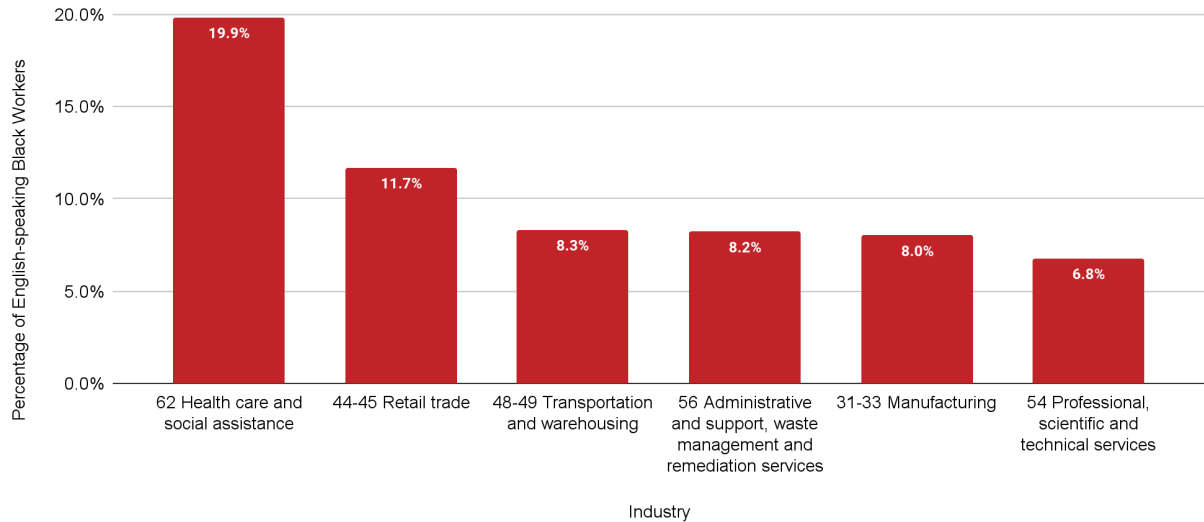
Top Industries of English-speaking South Asian Population (Québec)



³⁶ Industry data for visible minorities that speak English as their FOL counts the number of individuals that worked in a given industry between 2020 and 2021.

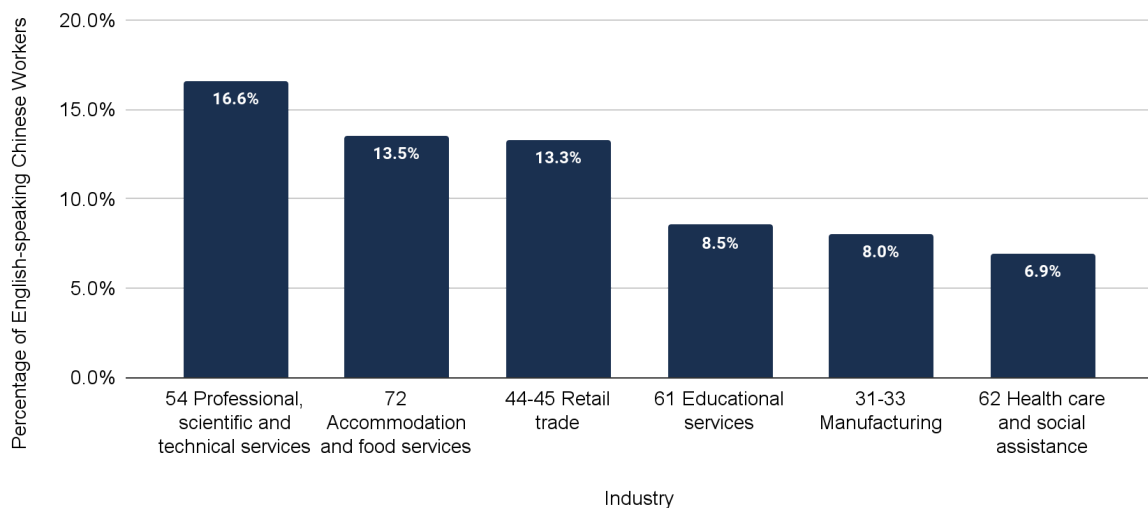
Almost one-fifth (19.9%) of the English-speaking Black community works in health care and social assistance, the highest representation in a single industry across any visible minority group examined in this report. Following this, 11.7% of the English-speaking Black community works in retail and 8.3% in transportation and warehousing.

Top Industries of English-speaking Black Population (Québec)



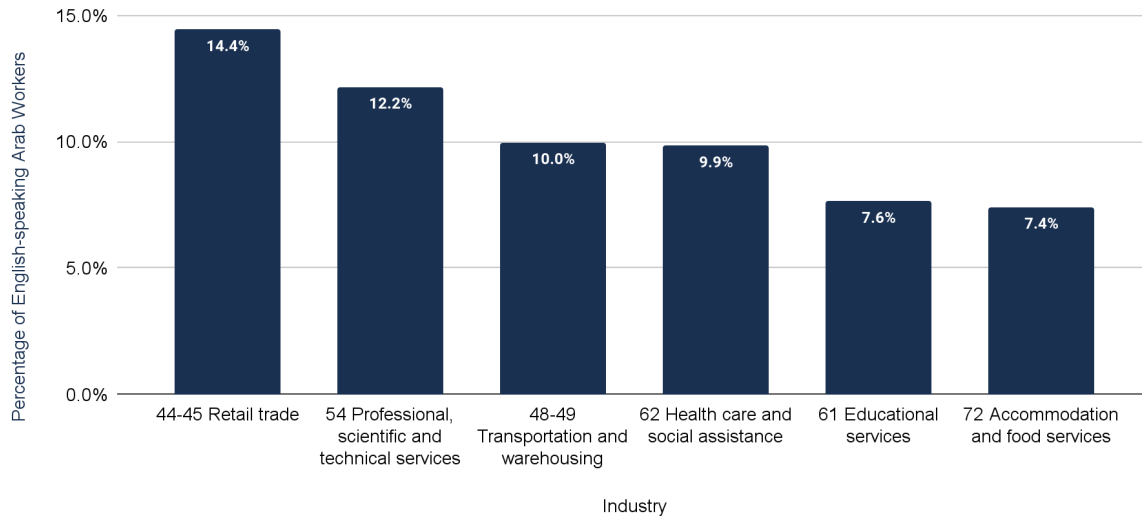
Among Chinese individuals who speak English as their FOL, 16.6% work in professional, scientific, and technical services, followed by 13.5% who work in accommodation and food services and 13.3% in retail.

Top Industries of English-speaking Chinese Population (Québec)



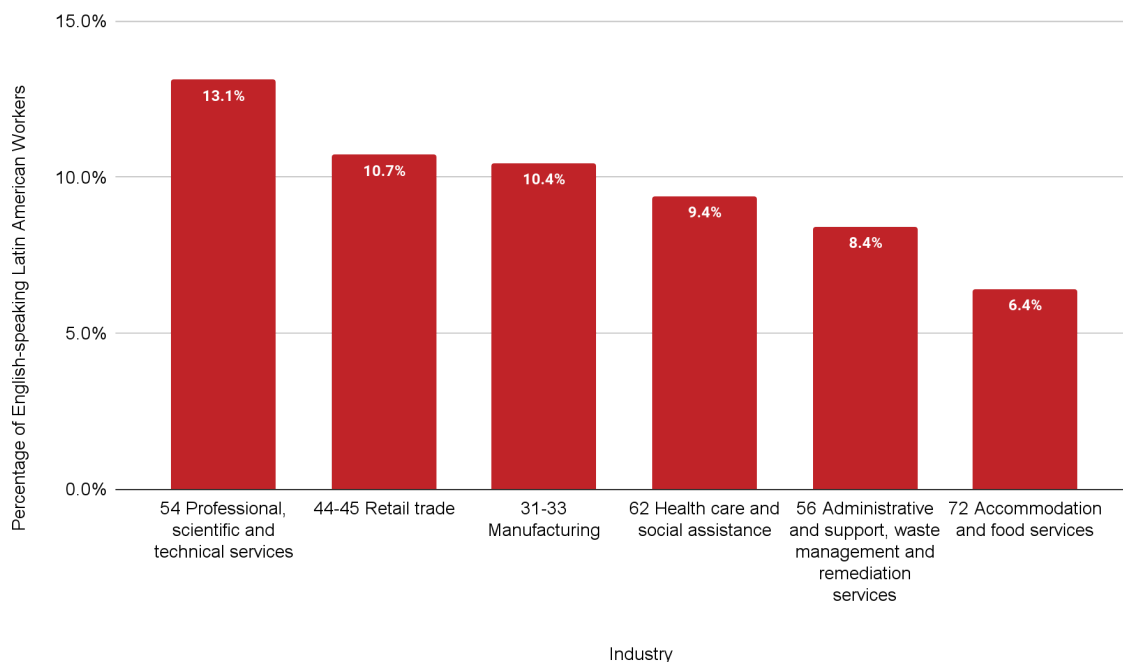
The retail industry is the top industry of work among Arab individuals who speak English as their FOL (14.4%), followed by professional, scientific and technical services (12.2%) and transportation and warehousing (10.0%).

Top Industries of English-speaking Arab Population (Québec)



The highest proportion of Latin American individuals who speak English as their FOL (13.1%) work in professional, scientific and technical services, followed by retail (10.7%) and manufacturing (10.4%).

Top Industries of English-speaking Latin American Population (Québec)



Labour Force Participation

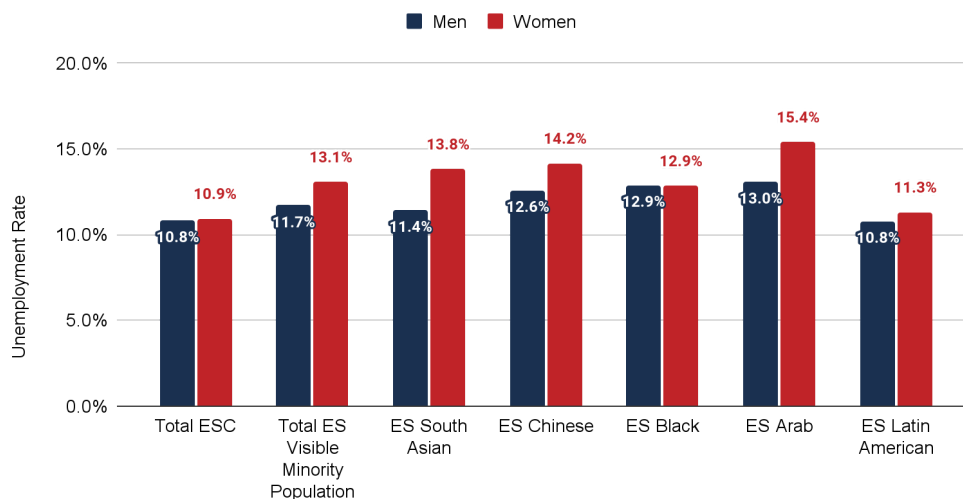
English speakers in Québec have an unemployment rate of 10.9%. Each of the visible minority communities examined in this report have a higher unemployment rate than the ESC as a whole. Among these, Latin American individuals who speak English as their FOL have the lowest unemployment rate (11.0%). In comparison, Arab individuals who speak English as their FOL have an unemployment rate of 13.9%, almost three percent higher.

The data suggest that each of the five visible minority communities considered in this report faces some barriers to labour market integration, as evidenced by the higher unemployment rates compared to the total ESC population.

Labour Force Participation Rates of English-Speaking Minorities in Québec			
English-Speaking Minorities	Unemployment Rates	Employment Rates	Participation Rates
English-Speaking Community	10.9%	59.4%	66.6%
Total Visible Minority Population	12.3%	61.5%	70.1%
South Asian	12.4%	62.7%	71.5%
Chinese	13.4%	55.9%	64.6%
Black	12.8%	59.5%	68.2%
Arab	13.9%	58.7%	68.2%
Latin American	11.0%	69.5%	78.1%

Women who speak English as their FOL tend to have higher unemployment rates than men, with the exception of Black women, who experience the same unemployment rate as Black men (12.9%).

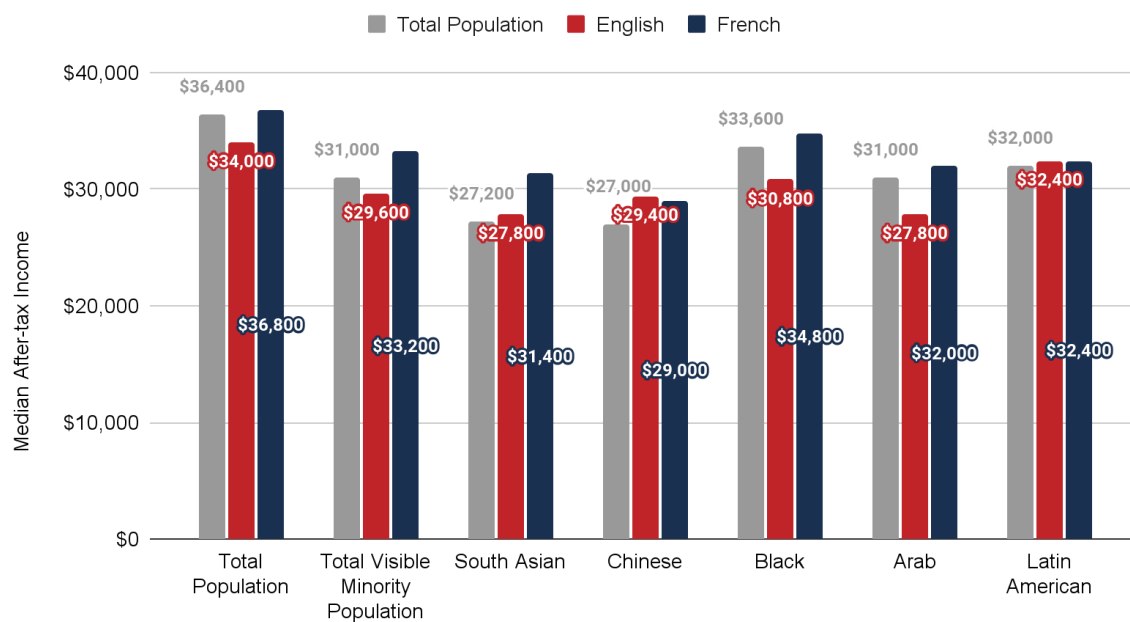
Unemployment Rates of English-speaking Visible Minority Populations by Gender (Québec)



Income

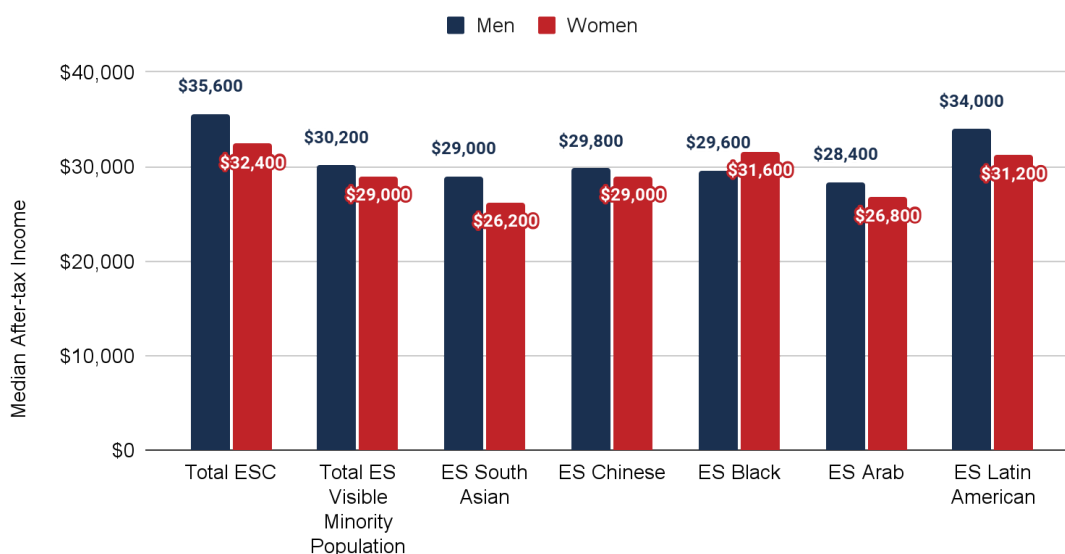
Each visible minority community that speaks English as its FOL earns a lower median after-tax income than the median after-tax income for the total ESC (\$34,000). Latin Americans who speak English as their FOL tend to earn the highest median after-tax incomes (\$32,400), followed by the Black community (\$30,800). The South Asian and Arab communities tend to earn the lowest median after-tax income (\$27,800).

Median After-tax Income of Visible Minority Populations (Québec)



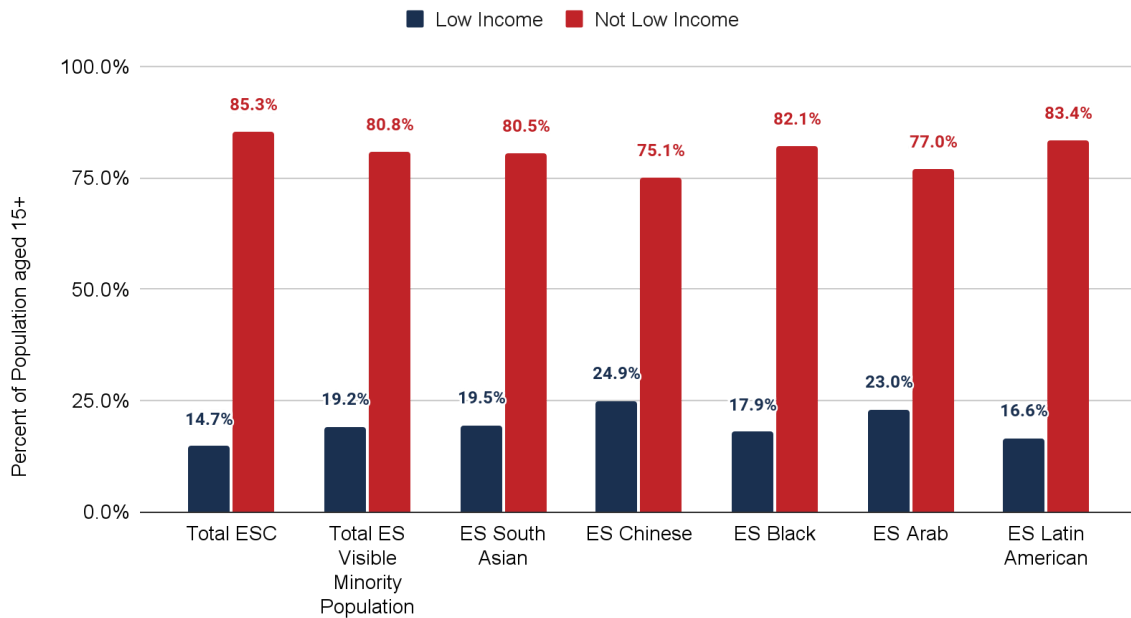
Similar to the gap seen among women and men in the ESC as a whole, visible minority men in the ESC tend to earn a higher median after-tax income than women.

Median After-tax Income of English-Speaking Visible Minority Populations by Gender (Québec)



Data on individuals living below the LIM-AT shows that a higher proportion of visible minorities in the ESC (19.2%) tend to live under the LIM-AT compared to the ESC as a whole (14.7%).

Low Income Status of English-speaking Visible Minority Populations (Québec)



Indigenous People Whose First Official Language is English^{37,38}

Demographic Overview

Key takeaways:

- Of the 205,015 Indigenous individuals in Québec documented in the 2021 Census of Canada, approximately one-quarter (24.4%) speak English as their FOL. There is a higher proportion of Indigenous individuals in the ESC (4%) compared to the French-speaking community (2.2%).
- 60.4% of Indigenous English speakers identify as First Nations, 22.5% as Inuk, and 12.9% as Métis.
- Half (51.7%) of all Indigenous individuals in Québec who speak English as their FOL live in Nord-du-Québec.
-

Population Share and Distribution

According to the 2021 census, 50,040 First Nations, Inuit, and Métis individuals in Québec speak English as their FOL, representing 4.0% of all English-speaking Quebecers. In comparison, 152,305 First Nations, Inuit, and Métis individuals in Québec speak French as their FOL, representing 2.2% of the French-speaking population in the province.

Of the over 205,015 Indigenous individuals in Québec, approximately one-quarter (24.4%) speak English as their FOL. Three-quarters (74.3%) speak French as their FOL.

Of the individuals who both identified as Indigenous and spoke English as their FOL in the 2021 Census, 60.4% are First Nations, 22.5% are Inuk, and 12.9% identify as Métis.

³⁷ There are a number of limitations concerning data on First Nations, Inuit, and Métis individuals. First, the census relies on self-identification to tally Indigenous identities. Indigenous self-identification has increased by 42.5% from the 2006 census, while self-identification as Métis in particular has increased by over 50%. This increase may be explained by a decrease in stigma related to identifying as Indigenous, but some Indigenous communities suggest that individuals self-identifying as Métis may not have ties to the historic Métis nation and are instead expressing identification with mixed Indigenous and European ancestry more broadly. Members of the Métis Nation have indicated that such identification is harmful as it fails to recognize their unique identity and history and thereby undermines their claims to nationhood.

For reference, see Bell, R. (2017, October 28). *'How would you conceive of Métis identity?': Experts doubt population with historic Métis ties in census*. CBC News.

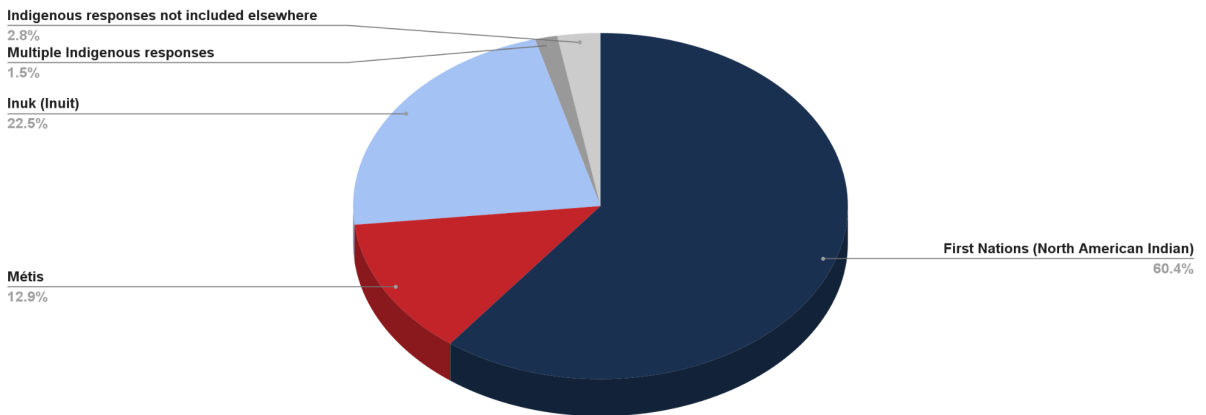
<https://www.cbc.ca/news/canada/edmonton/alberta-metis-census-population-1.4375407>

First Nations Information Governance Centre. (2020, June 10). *A First Nations data governance strategy: A response to direction received from First Nations leadership, funded through federal budget 2018 in support of the new fiscal relationship*. https://fnigc.ca/wp-content/uploads/2020/09/FNIGC_FNDGS_report_EN_FINAL.pdf

Leroux, D. R. J., & Gaudry, A. (2017, October 25). *Becoming Indigenous: The rise of Eastern Métis in Canada*. The Conversation. <https://theconversation.com/becoming-indigenous-the-rise-of-eastern-metis-in-canada-80794>

³⁸ Several Indigenous communities in Québec do not allow the census to be administered on their territory. These include the Mohawks of Kahnawà:ke, the Mohawks of Kanehsatà:ke, and the Listuguj Mi'gmaq First Nation, all of which speak English as their FOL. The census data does not fully capture the number of First Nations that speak English as their FOL in Québec, nor allow for analysis of the intersection between minority language identity and First Nations identity within these communities.

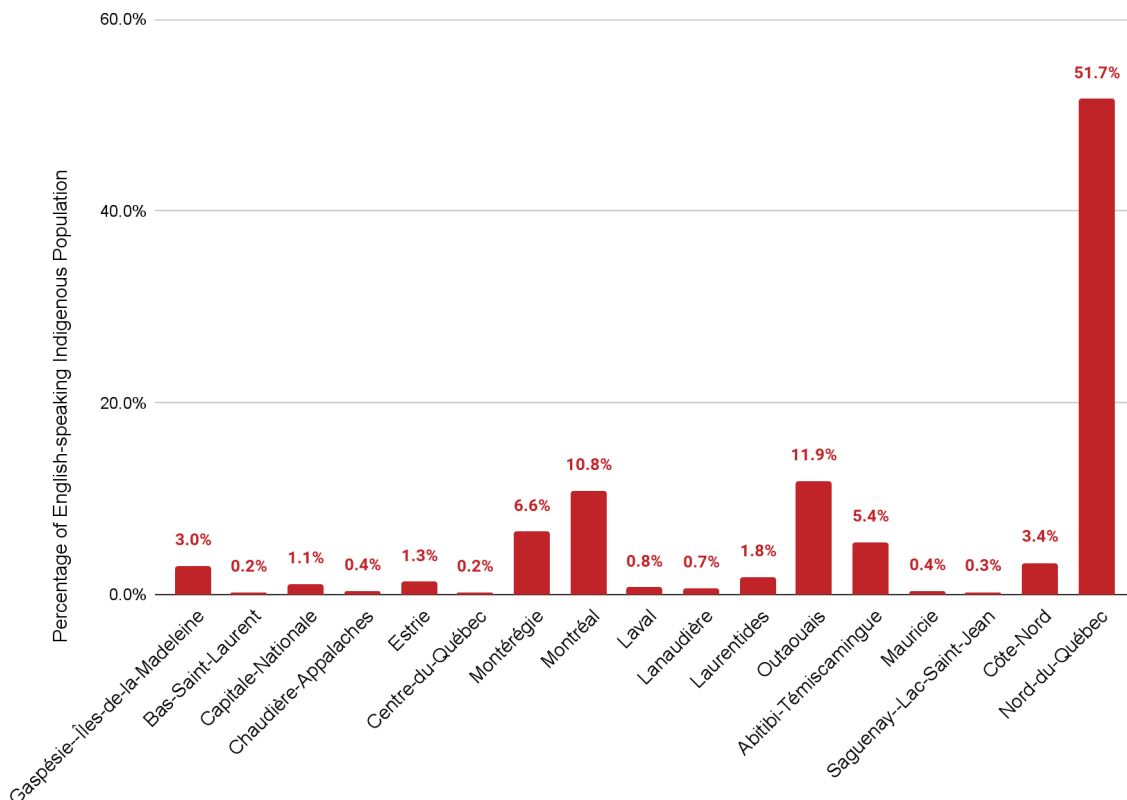
Composition of English-speaking Indigenous Population by Indigenous Identity (Québec)



Half (51.7%) of all Indigenous individuals in Québec who speak English as their FOL live in Nord-du-Québec. The majority of the population in this region are Cree or Inuit.

11.9% of all Indigenous individuals who speak English as their FOL live in Outaouais, while 10.8% live in Montréal.

Distribution of English-speaking Indigenous Population (Administrative Regions of Québec)



Labour Force Overview

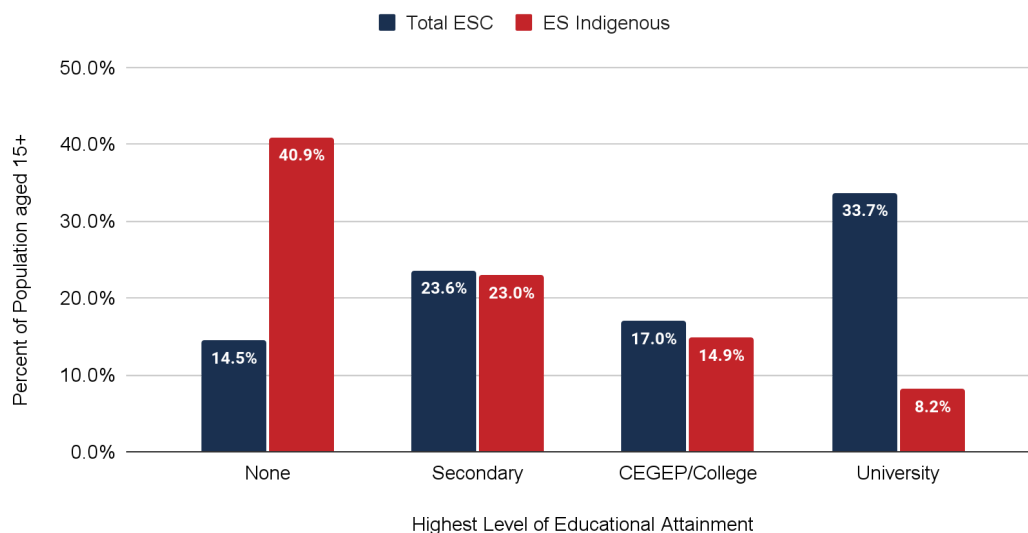
Key takeaways:

- 46.1% of Indigenous individuals who speak English as their first official language have at least a secondary level education, compared to 74.3% of the total ESC.
- Indigenous individuals who speak English as their FOL have a higher unemployment rate than the ESC (12.2% compared to 10.9%).
- English-speaking Quebecers and Indigenous individuals who speak English as their FOL earn the same median after-tax income, \$34,000.

Educational Attainment

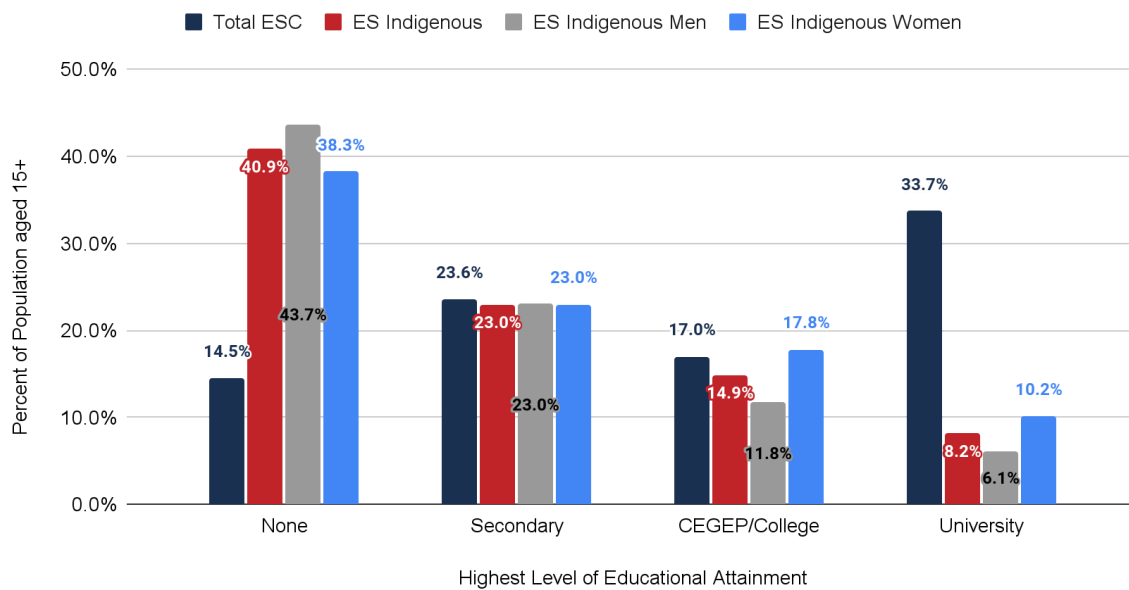
Indigenous individuals who speak English as their FOL have lower post-secondary educational attainment rates than the total ESC. Approximately 46.1% of English-speaking Indigenous individuals have at least a secondary level education, compared to 74.3% of the total ESC.

Education Attainment Rates of English-speaking Indigenous Population (Québec)



Education rates vary slightly between Indigenous men and women who speak English as their FOL. Indigenous women have higher rates of university-level education and CEGEP/college education as compared to Indigenous men.

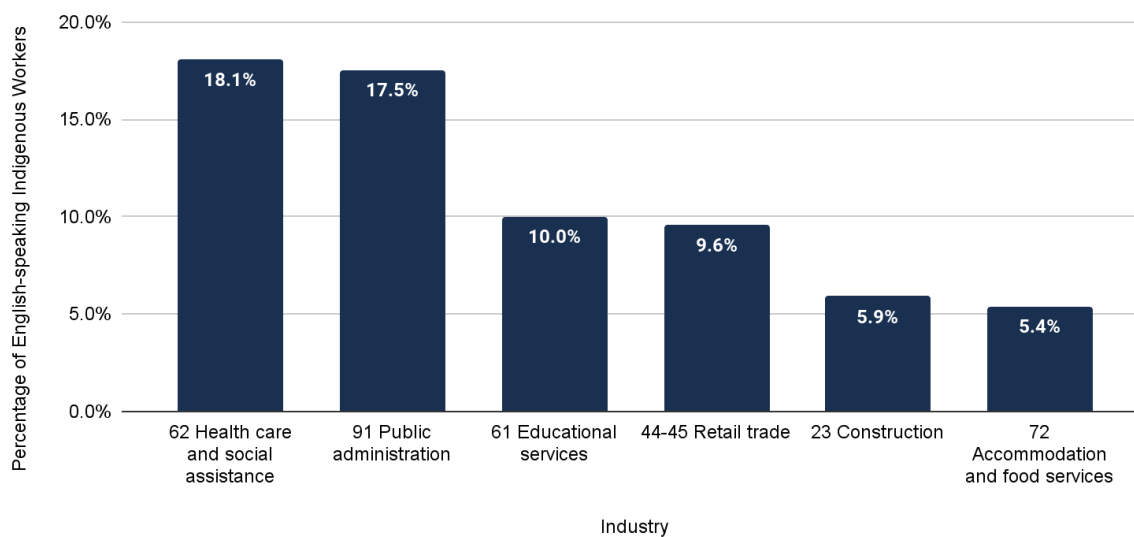
Education Attainment Rates of English-speaking Indigenous Population by Gender (Québec)



Top Industries

The leading industry in which Indigenous English speakers work is health care and social assistance (18.1%), followed by public administration (17.5%).³⁹

Top Industries of English-speaking Indigenous Population (Québec)

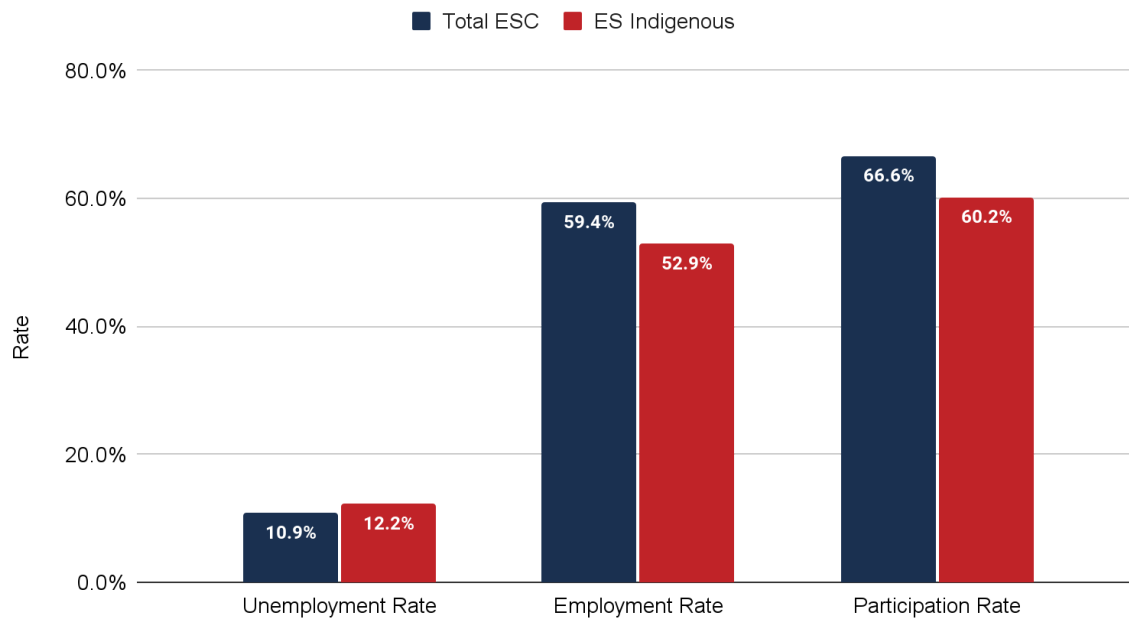


³⁹ Industry data for Indigenous individuals that speak English as their FOL counts the number of individuals that worked in a given industry between 2020 and 2021.

Labour Force Participation

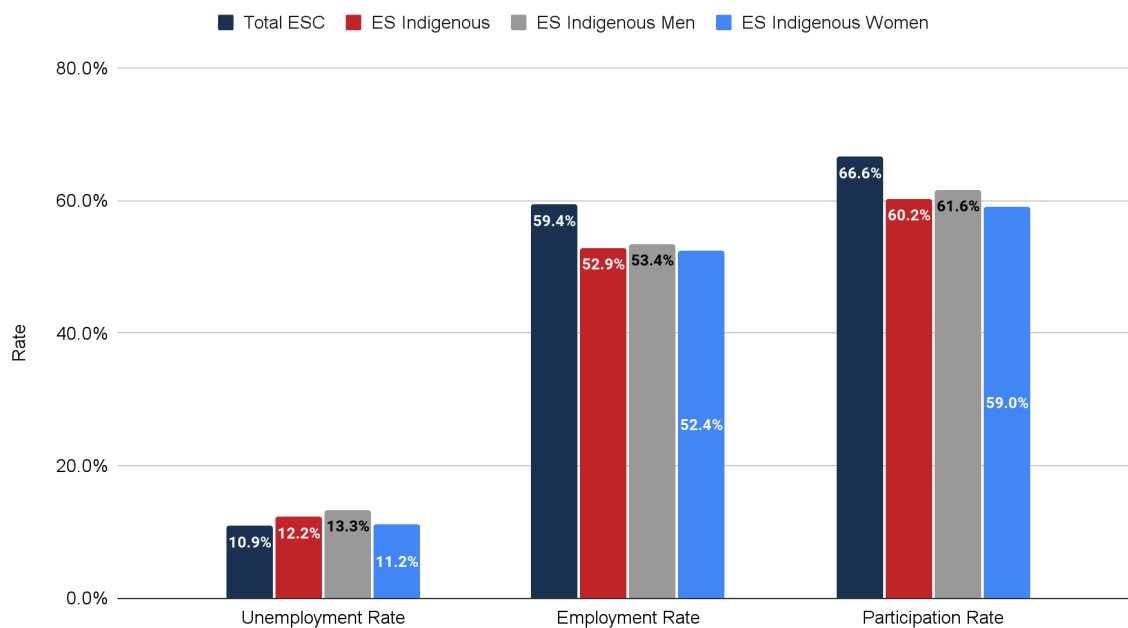
Indigenous individuals who speak English as their FOL have a higher unemployment rate than the total ESC (12.2% compared to 10.9%).

Labour Force Participation English-speaking Indigenous Population (Québec)



Indigenous women who speak English as their FOL have an unemployment rate of approximately 2% lower than that of Indigenous men (11.2% compared to 13.3%). Indigenous women also have moderately higher employment and participation rates than Indigenous men.

Labour Force Participation for English-speaking Indigenous Population by Gender (Québec)

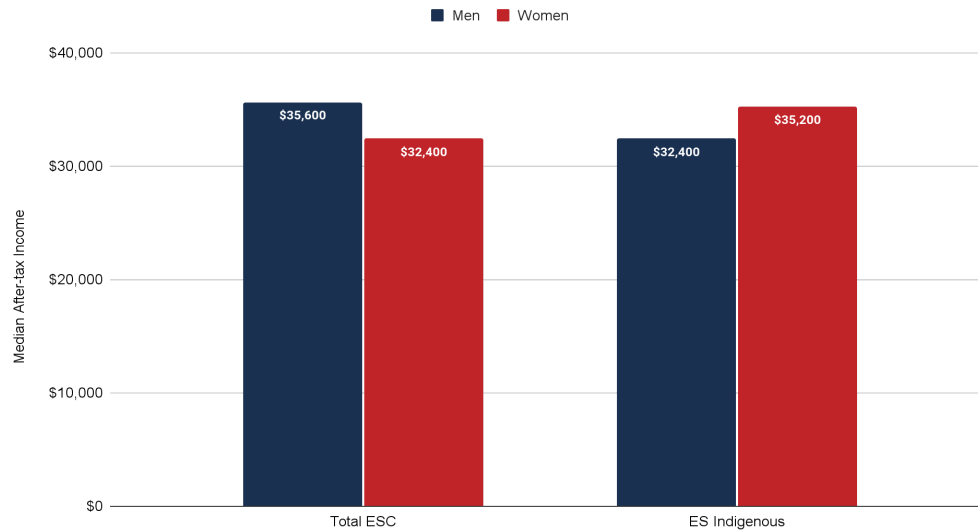


Income

English-speaking Quebecers and Indigenous individuals who speak English as their FOL earn the same median after-tax income, \$34,000.

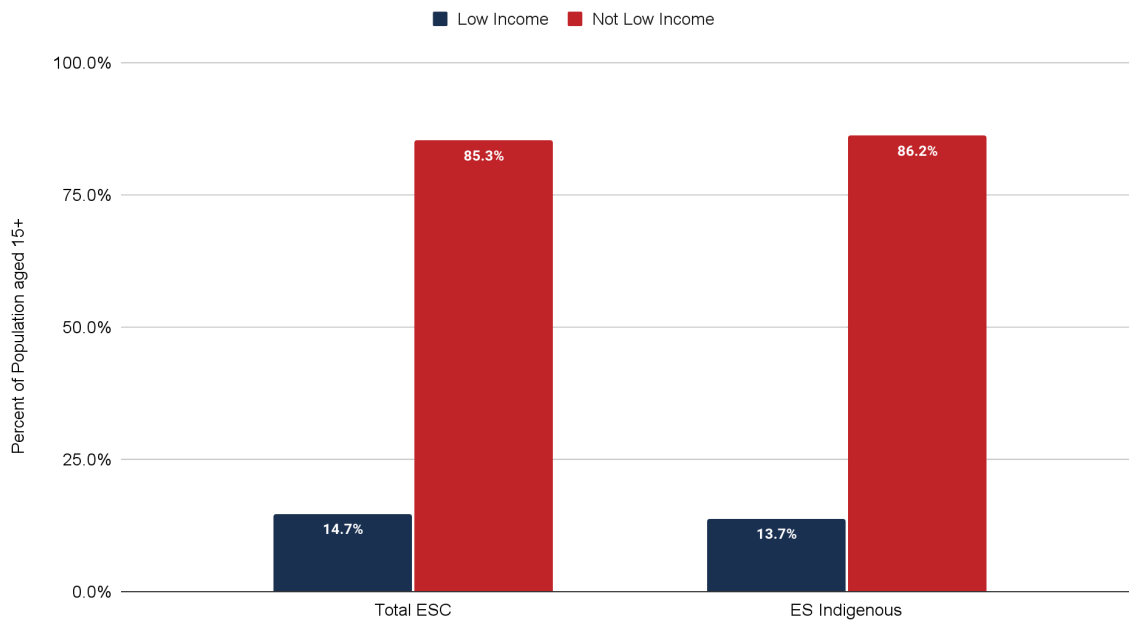
Indigenous women earn \$2,800 more in median after-tax income than Indigenous men.

Median After-tax Income of English-speaking Indigenous Population by Gender (Québec)



A lower proportion of Indigenous individuals who speak English as their first official language lives below the LIM-AT compared to the ESC.

Low Income Status of English-speaking Indigenous Population in Québec



Programs and Services Inventory

Currently, a variety of organizations provide employment support for English-speaking Quebecers. There are over 19 regional organizations across Québec with a mandate to serve English-speaking communities and over 30 community organizations and employment service providers dedicated to delivering employment support to Québec's English speakers.

However, fewer organizations deliver programs targeted to immigrant and racialized English-speaking clients. This section presents an inventory of programs and services in Québec targeted toward immigrant and racialized communities that speak English as their first official language. The full list of programs that we found in our search is available in *Appendix A*. The inventory categorizes the available programming according to the type of program, such as a formal employment program or entrepreneurship workshop, as well as the target audience and location in which the program is offered. In interviews, program providers emphasized the diversity of their clientele and discussed how some programs were therefore designed to broadly service individuals from multiple equity-seeking groups.

Employment Support Types

Employment supports were organized into seven categories:

- **Employment services** were offered by organizations to improve their clients' employability, including CV and cover letter support, job search support, interview coaching, and career counselling. Services included within this category were typically offered as a part of the organization's regular programming and were offered on a one-off or by-appointment basis.
- **Employment programs** were formal programs offered by organizations to improve their clients' employability. They included scheduled programming and activities that lasted for a specific duration (ranging from several weeks to several months). In some cases, clients received a wage or salary to participate in the program and could complete a stage or work placement at the end of the program.
- **Entrepreneurship services** were offered to emerging entrepreneurs to support their ventures, including creating a business plan, registering their business, identifying a mentor, creating a network, and business coaching.
- **Entrepreneurship programs** were formal programs offered to emerging entrepreneurs that included scheduled programming and activities that lasted for a specific duration and often involved workshopping a specific business or idea.

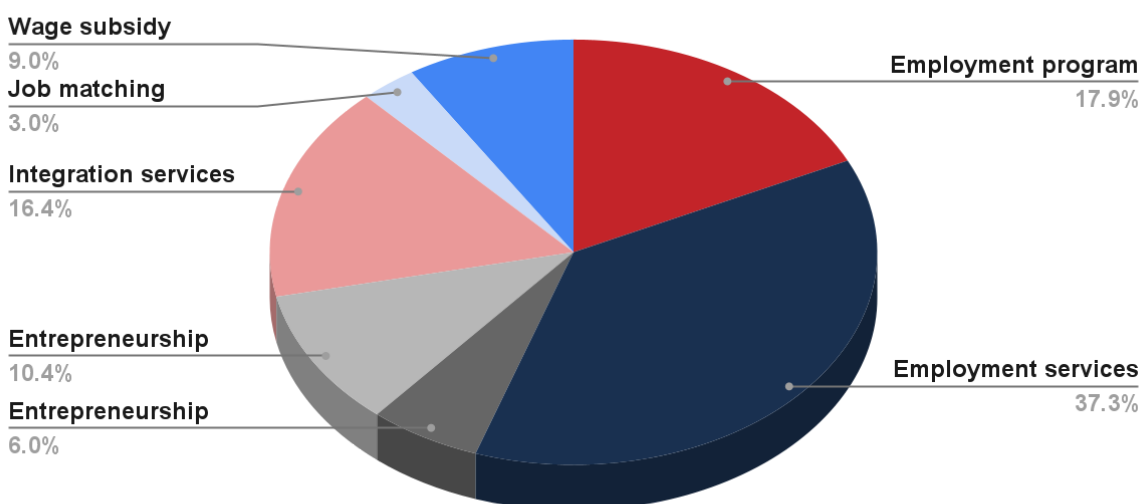
- **Integration services** helped newcomers integrate into their city or region. Only integration support services that included either employment or professional integration support (i.e. support for newcomers to integrate into and navigate a new workplace and workplace culture) were included.
- **Job matching services** were personalized services that matched clients with employers and employment opportunities according to the client’s resume and skillset.
- **Wage subsidy programs** partnered with employers to offer a wage subsidy when employers hired a client/community member. Only wage subsidy programs framed as opportunities for individuals to receive training to improve their employability were included.

The search also returned some additional programming, such as job boards and career fairs, that were not included in the inventory because they generally do not provide individuals with direct or personalized employment support. These excluded supports are listed in *Appendix B* for reference.

Number of Employment Supports

We identified a total of 67 programs and services that met our criteria. These various employment supports were offered by 37 organizations across ten regions, with some supports offered in multiple locations or online.

Employment Supports by Type



Employment services accounted for the largest share of programs offered (37.3%), followed by employment programs (17.9%) and then integration services (16.4%).

Case Study: Pijunnaqunga

Pijunnaqunga is an organization that offers an employment program of the same name targeted towards Inuit people living in Nunavik. The organization is based in Montréal, but staff typically travel to Nunavik to deliver the program. The program provides two-week pre-employability training on essential skills, followed by an internship. The training is offered in English, with translation into Inuktitut and French available. The language of the internships is primarily English but depends on the nature of the work and partner organization.

Participants may enter the program for a variety of reasons: to gain new skills and experience; to gain skills and experience within their chosen field; to learn more about a specific career pathway, or to build their self-confidence.

The program has worked to remove barriers to participant enrollment by expanding its eligibility criteria. It lowered the educational requirement from secondary V to secondary III, with room for exceptions, and increased the age range for participants (previously, the program was targeted toward youth). Additionally, the Pijunnaqunga partners with regional organizations across Nunavik, which are generally Inuit organizations and therefore offer internship environments that are aware of the culture and reality of living in the north.

Geographic isolation also affects Pijunnaqunga's programming. Both staff and participants typically fly into a community in Nunavik for the two-week pre-employability training, and then participants may stay there, relocate to a different community, or return to their home community for the internship.

Case Study: Visible Minorities Integration Program

Petits Mains is an organization in Montréal that offers employment support and training opportunities to immigrant and racialized women. One of the programs they offer, the Visible Minorities Integration program, is an employment program for young visible minority women to facilitate socio-professional integration. This program runs for 33 weeks and involves intensive French courses, training in a specific career (sewing or kitchen assistance), workshops, job search support, and follow-up.

The program runs full-time (35 hours per week), and participants are paid minimum wage for their participation. In order to be eligible to participate, participants must be between the ages of 18-30, have permanent residency or citizenship, not receive another form of income or social assistance, and not work or attend school.

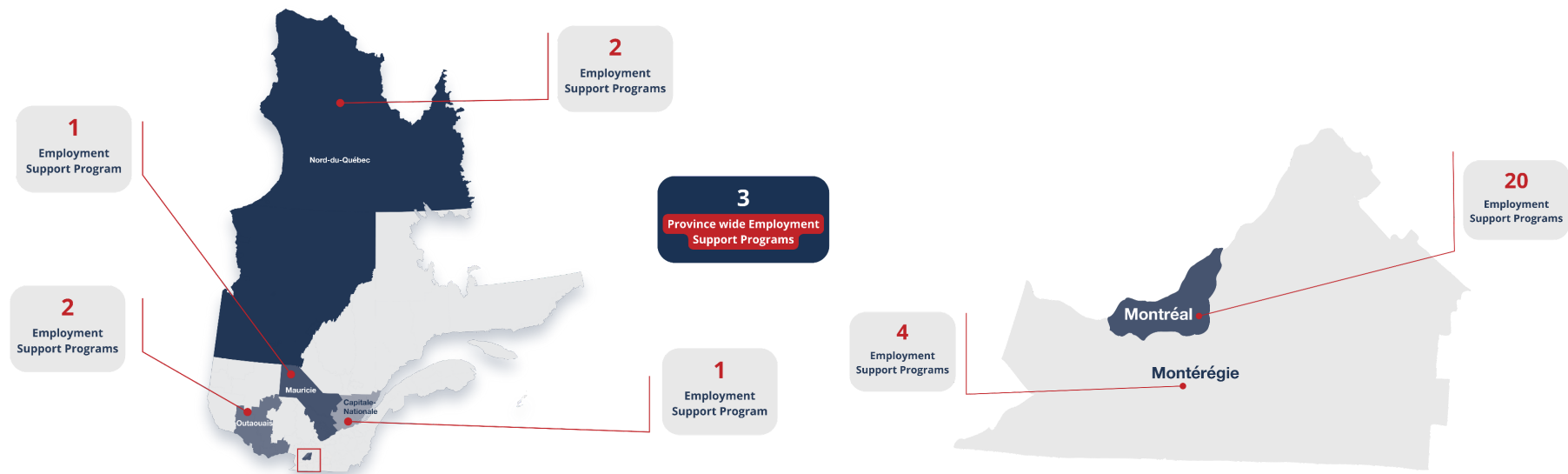
Case Study: Quebec City Talent Matching Venture

The Quebec City Talent Matching Venture is offered by FORT in the Capitale-Nationale region. English speakers submit their CV, cover letter, and other supporting materials to the FORT team, who review their documents and help to match them with a bank of employers in the region who offer positions requiring strong English-language or bilingual skills. The FORT program works with many English-speaking immigrants to the region, supporting them in the initial contact with employers while helping them to access wraparound supports such as childcare and cell phone plans.

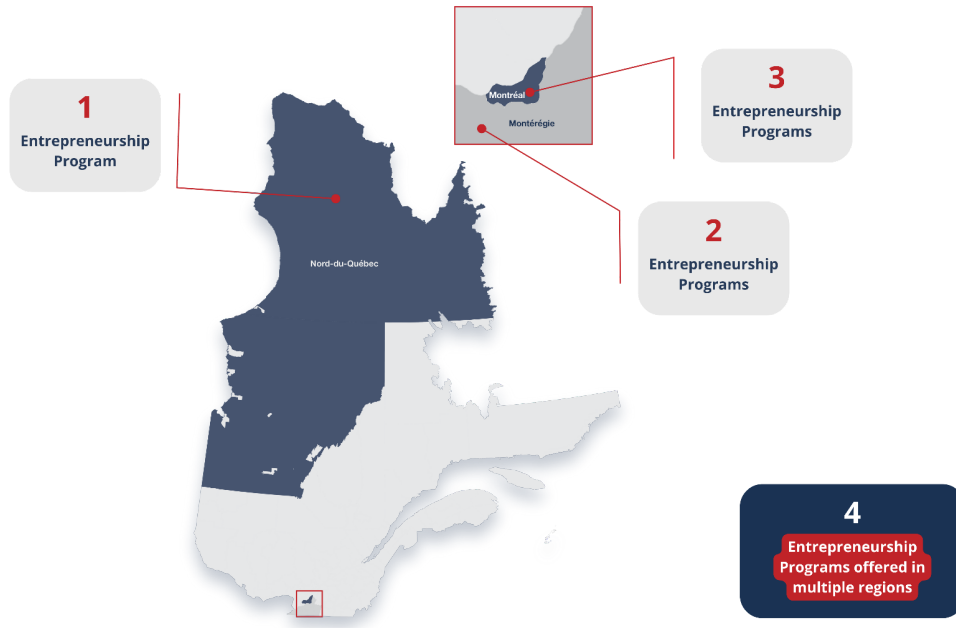
Geographic Distribution of Employment Supports

The largest share of supports (29) was located in Montréal. Following this, 16 were offered in Montérégie, while nine were offered either province-wide or in multiple regions. There is some overlap in these numbers, as some organizations, such as Promis, are located in a specific city (in this case, Montréal) but offer employment support province-wide. Furthermore, some organizations, such as Tewatohnni'saktha and Tsi Shakotio'tenhseraienwá:se, are located in a region (in this case, Montérégie) but only offer employment support to specific Indigenous communities (Kahnawà:ke and Kanesatake, respectively). This is also the case for some programs and services located in Nord-du-Québec that specifically serve Inuit communities.

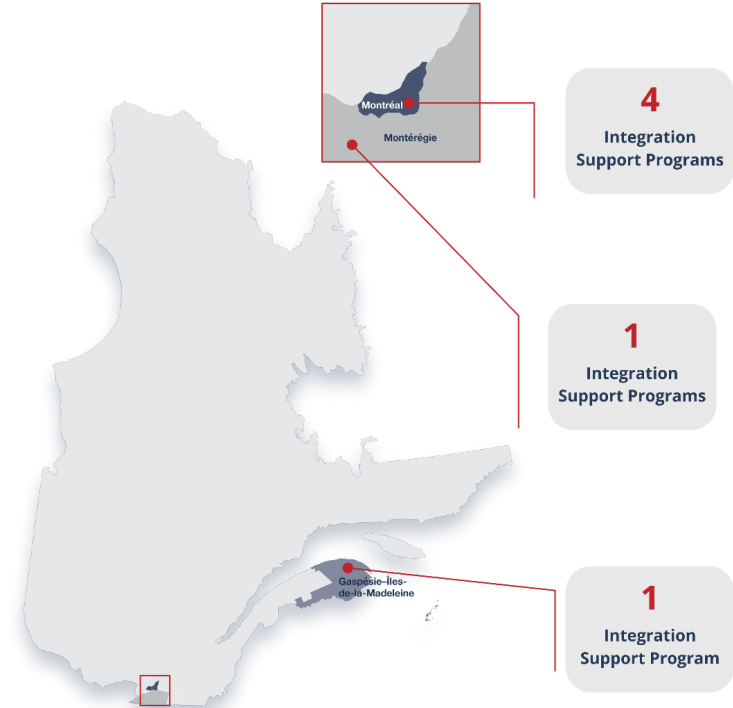
Employment Support Programs Available in Québec



Entrepreneurship Programs Available in Québec



Integration Support Programs Available in Québec



Wage Subsidy Programs Available in Québec



Target Clientele

Of the 67 employment supports identified, 30 were oriented toward or were significantly used by immigrants who spoke English as their FOL. An additional 13 supports were oriented toward racialized communities, not including Indigenous communities, while 26 were oriented toward Indigenous communities.

Of the 30 supports oriented toward immigrants:

- Five were targeted toward women
- Three were also targeted or open to refugees

Of the 26 supports oriented toward Indigenous communities:

- Two were targeted to or offered within Inuit communities
- Five were targeted toward youth
- One was targeted toward women
- Three were targeted to individuals in Kanesatake
- Six were targeted to individuals in Kahnawà:ke

Of the 13 supports oriented toward racialized communities:

- Four were targeted toward women. Of those four:
 - One was targeted toward women of South Asian descent
 - One was targeted toward Black women
- Six were targeted toward youth. Of those six:
 - Five were targeted toward Black youth

Needs and Gaps in Employment Support Provision

From January to February of 2023, we conducted focus groups and interviews with 30 individuals working across 26 organizations, the majority of which were directly serving immigrant and racialized English speakers navigating the labour market. Participants were asked about:

- Employment challenges faced by immigrant and racialized English speakers in their community
- Current or potential programming or resources that could help to address identified challenges
- The roles of stakeholders and collaborators in upholding or mitigating these challenges

Participants shared insights on the challenges and opportunities regarding specific employment supports, as well as their clients' and communities' capacity to access and benefit from these supports. These were generally framed in reference to the broader systemic barriers their clients faced, which included: the tension between needing employment income and participating in economic systems that are harmful to marginalized communities (specifically Indigenous communities), dealing with systemic racism in accessing services and navigating the labour market, integrating into Québec society and workplaces as recent immigrants, and functioning as linguistic minorities with limited knowledge of French. Several participants described the challenge of addressing overlapping and systemic barriers while helping their clients improve their employability and secure adequate employment.

The following section outlines the key themes that we identified in participants' discussions about the needs and gaps in the current ecosystem of employment support provision. Responses from participants were recorded, coded, and sorted thematically. The results are presented below.

Lack of Wrap-around Supports for Vulnerable Clients

The importance of recognizing the humanity and unique circumstances of individuals seeking employment support was a common theme among participants. Participants described how some clients they served were experiencing housing, childcare, health issues, and employment challenges. Several participants indicated this was especially common among their immigrant and racialized clientele, who were likely to experience

these as compounding problems: issues such as lack of support networks,⁴⁰ racism in healthcare and employment settings, and difficulty accessing English-language employment services were reported as issues affecting individuals' employability and capacity to maintain employment.

Participants discussed the importance of considering clients' holistic needs as part of employment support provision. For example, one program provider outlined the difficulty that many of their women clients faced when balancing the demands of childcare, job-searching, and participating in employment programs and French-language learning. Faced with multiple priorities, some clients had to choose between participating in an employment program and French-language learning. Many participants emphasized the importance of wrap-around supports such as childcare, housing, and financial assistance to alleviate their clients' barriers and enable them to fully engage with employment supports or enter the labour market.

Some employment program providers described the increasing pressure on organizations to expand or alter their existing services to meet their clients' more pressing needs, such as housing and food, impacting their ability to focus on their employment program offerings. Indeed, current literature suggests that the capacity of employment supports to respond to life circumstances and systemic barriers faced by marginalized clients impacts the effectiveness of those supports for those clients.⁴¹

“We have a lot of people [who] are not eating in our [employment] program. So we started a food program here, which helps. It's not perfect, but it's better than nothing.”

– Employment program coordinator

Some participants also described expanding their programs to meet their clients' evolving needs, ranging from employment accompaniment services to providing information on the income and taxation systems in Québec. One participant described the growing presence of immigrants in their community within the last five years, which led to their organization's development of accompaniment services and organizational efforts to ensure that newcomers understood their rights in the workplace.

Access to English-language employment services

Participants discussed the French-language barriers faced by clients navigating the labour market and seeking employment supports. One program provider described how some of their English-speaking clients could not receive English-language employment services at

⁴⁰ Participants stressed the importance of support networks for their clients who were accessing employment supports or entering the labour market. Clients without a network they could rely on for emergency childcare or financial support experienced commonplace issues like school closures or illness as having a disproportionate impact on their ability to attend programming or maintain employment.

⁴¹ Joncas, J. A., & Pilote, A. (2021). The role of guidance professionals in enhancing the capabilities of marginalized students: The case of Indigenous women in Canada. 405–427.

local employment organizations because there were no staff members who were able to serve them in English.

Participants also described the reluctance of their clients to access French-language services due to French being their second or third language, as well as general difficulty in communication between French-speaking employment service providers and clients with low French-language proficiency:

“Our career and employment counsellors work with [our clients] and with Francization [services], and we're there to help [our clients] with other resources [...] often we'll be making phone calls because, at the [local] Emploi Québec office, no one speaks English.”

– Employment service provider

One participant described an emerging model to help clients facing French-language barriers. Their organization partnered with local French-language employment support organizations to adapt their services to accommodate English speakers and helped the organizations translate their French-language documents into English. While this benefitted their clients, they noted that such work required significant trust between service providers and clients:

“If [...] the forms could be in English instead of having French forms, that's a big issue. Because you're having people write down their social insurance number and signing government documents, and they're not even able to read what's on the document or they don't quite understand.”

– Employment program director

While employment service providers work hard to create trust with clients and have developed strong, reputable relationships within their communities, it remains the case that this ad-hoc structure is not developed to maximally protect clients' privacy.

French-language barriers are not the only challenge that participants described. They indicated that some clients were hesitant to approach government-sponsored services because they had previously experienced hostility or discrimination within these services based on their immigrant status, race, or linguistic identity. One participant described how some of their clients lacked the confidence to attempt to access French-language employment services due to a previous experience of racial discrimination while attempting to access a service, coupled with fear of communicating in their second or third language. In this instance, the French-language barrier to accessing a service compounded the other challenges clients were already experiencing in accessing employment services.

Stress, Mental Health, and Burnout among Staff

Program and service providers discussed their staff's poor mental health, resulting from the stress of supporting clients through their hardships. Participants described the distress they felt watching clients move through crises or navigate systemic barriers, and the frustration and sense of powerlessness arising from the inability to address those issues. One participant described how their client, who worked as a surgeon in her country of origin, could not get her education and certifications recognized. The client's best option was to enroll in a vocational education program for the healthcare industry.

"I can't tell you how many times I've been on the phone with clients in tears."

– Employment service provider

Participants also discussed the frustration of being unable to serve certain individuals due to program eligibility issues. Staff perceived that they were in a position to provide vital support to their clients, but were prevented from doing so by an array of funding and programming restrictions. One participant shared,

"We've been seeing an increase here in people with refugee status. Unfortunately, we can't help people with that status [...] I kind of wish the government would unblock that."

– Employment program coordinator

Participants further described the stress resulting from helping clients experiencing mental and physical health issues and other crises. Some participants also had to discipline or remove clients from their programs due to issues such as poor attendance or absence arising from illness or family emergencies. In some cases, removal from a program could result in a client losing the income the program provided. In such instances, some employment support staff again described feeling distressed because of their role in withdrawing support.

A number of participants also discussed increased stress among staff due to a lack of resources in the community sector. They described the need to 'do more with less' to offer additional support and serve clients. In some cases, this resulted in extra work being completed by staff, who faced the dilemma of sacrificing their own time and energy to complete this work, versus declining to do so and failing to meet their clients' needs as a result. Participants with unstable work contracts described feeling compelled to overwork, even when it was unreasonable or risked jeopardizing their mental health, because they were worried about their job security.

Participants characterized these experiences as cumulatively contributing to the poor mental health of staff and, in some cases, burnout.

Funding

Participants discussed the funding challenges faced by their organizations. In many cases, their organizations operated within a provincial funding model, with much of the funding for employment programs and services coming from the Ministère de l'Immigration, de la Francisation et de l'Intégration, Emploi-Québec, and the Ministère de l'Emploi et de la Solidarité sociale. Participants indicated a general need for increased funding and more funding flexibility for programs serving vulnerable communities. Participants detailed how project-based funding, which funds specific projects but not organizations' missions as a whole, contributed to instability for organizations, staff, and clients. Organizations had to consistently reapply for funding to offer programming and retain staff. As a result, staff could find themselves in precarious work situations and additionally faced with uncertainty about the organization's capacity to continually offer an employment program or service. This uncertainty about future programming impacted these organizations' relationships with their clients, and in some cases, their clients' well-being.

Participants also described the administrative burdens of project-based funding and the associated reporting, which were exacerbated by short funding cycles. One participant described the situation of a colleague who wrote grants for their organization and performed numerous other responsibilities:

"[She's] really good with grants, but even she only has so much time. So there are [organizations] who have full-time grant writers, so we can't compete with them for these grants, [...] and then we have to write four reports for each grant. I don't know how much of [her] time is just taken up with bureaucracy, but it's too much."

– Employment program coordinator

In reference to the strict project-based funding model for their programs, another participant stated:

"What I found through the years is that [government funders] give you the money to do the project. But many times it's not the salary [for staff]. It's more [money for] doing a project. And then the issue is to properly [pay] the people that are doing it because you're planning the project. [A]t the end, somebody has to coordinate. Somebody has to pay everybody. Somebody has to think about the lights. So it has been a real hurdle to find a way of doing things that is proper and fair [...] because we're trying not to underpay the people that are participating."

– Community organization director

Most participants indicated that project-based funding was a primary contributor to the lack of resources within organizations. They suggested that it did not take into account all the background work that goes into a given project or program, and furthermore created additional work for staff that took away from their other responsibilities. It also required

organizations to orient their programming to what was most likely to succeed in grant applications, as opposed to what would best meet the needs of their clients.

Finally, shortages in resources created what participants called a ‘scarcity mentality’ in some organizations, wherein they felt obliged to compete with other organizations for resources and funding. This negatively impacted the organizations’ ability to collaborate.

Accountability of Policymakers to Communities

Participants indicated a general disconnect between policymakers and government funders directing the provision of employment supports and organizations who deliver these supports. One participant stated:

“[T]he government puts forward policies to improve situations, but they're not always there to see the reality of it. Their intentions are good, but on the field, I'm sure all you guys can agree it's not always the same reality.”

– Employment program coordinator

Participants expressed the desire for increased collaboration and partnership with government sponsors of their programs. Participants emphasized the need for more awareness among policymakers and funders of the complex challenges faced by employment support providers and their clients.

“And it would be for me mandatory that [policy makers] spend a day, a week really, with their constituents to hear about what their real problems [are, and] what they need [...] I think being of service means being closer to the people you're serving.”

– Community organization director

Many participants also emphasized the importance of including immigrant and racialized communities in the creation of policy and funding models to ensure that these positively impact their employment and broader outcomes. This issue was also discussed in the context of a general need for more representation of immigrants and racialized people in policymaking and labour market research.

Conclusion and Next Steps

Immigrant and racialized English speakers face considerable challenges in navigating the labour market in Québec. The results from our quantitative analysis of these groups' demographic and labour force situation indicate that they face increased labour market precarity. The data on their labour market outcomes shows immigrant and racialized communities typically have higher unemployment rates, lower median after-tax incomes, and higher representation in low-income status than English-speaking Quebecers as a whole. The higher unemployment rates and unique labour market challenges faced by these individuals highlight the need for more employment support for these communities.

Our inventory of English-language employment supports counted the existing employment and employability services and programs available to English-speaking immigrants and racialized communities in order to compare these to their population numbers and needs. There are an estimated 365,191 immigrant and racialized English speakers in the labour market in Québec; we identified only 67 programs and services that specifically aimed to serve these individuals. Of these supports, 30 were oriented toward immigrants, 26 toward Indigenous communities, and 13 toward racialized communities. The largest share of employment supports were located in Montréal (29), followed by Montérégie (16).

The qualitative research focused on capturing the perspectives of individuals delivering these employment supports with regard to the needs and gaps in the provision of programs. We identified several needs and gaps in the current offer: a lack of wrap-around supports for vulnerable clients; limited access to English-language employment services; stress, mental health and burnout among staff; inadequate funding for organizations; and the need for more accountability between policymakers and communities. These issues highlight the overall need for structural transformation and practical interventions that better support the labour market integration of immigrant and racialized English speakers. More broadly, race, immigration, language, and Indigenous self-determination were issues that participants identified as impacting the landscape of employment services and programs for these communities.

Below are some recommended steps for research and action to tackle the needs and gaps identified in this report.

1. Increased qualitative research and increased use of qualitative data to inform the development of policies, program funding models, and the distribution of funding.
 - a. The experiences of their clients and communities need to be represented in the data used by policymakers and funders to understand, justify, and evaluate the value of different policies and funding options. The existing statistics on immigrants and racialized communities do not adequately capture the realities these communities were facing.

- b. More in-depth research on the experiences of immigrant and racialized individuals in Québec's labour market, including the impacts of language policies on their labour market outcomes.
- 2. Increased collaboration between policymakers, funders, employment service providers, clients, and communities.
 - a. Increased collaboration and accountability between all stakeholders would support the development of better policy, funding, and programming options that are responsive to the needs of immigrant and racialized communities.
 - b. Establish a province-wide task force with government agencies, employment support providers, and community representatives with the goal of alleviating French-language barriers to accessing employment and other services.
- 3. Research review of current project-based provincial funding models with the goal of addressing the funding challenges faced by organizations providing employment supports to English-speaking immigrants and racialized communities.
 - a. The review should examine the administrative burden and instability experienced by organizations, as well as processes for funding applications and renewals.
 - b. Increase funding to support innovative programs and services that holistically tackle employment and related challenges, including childcare, poverty, and difficulty accessing English-language services.

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Appendix A

Employment Supports for Québec's Immigrant and Racialized English-speaking Communities				
Program Provider	Program Name	Program Type	Client Group	Region
Agence Ometz	General Employability Services	Employment service	Immigrants	Montréal
Agence Ometz	Welcome Program	Integration support, inc. professional integration	Immigrants	Montréal
Alliance Carrière Travail	Working in Québec	Employment service	Immigrants	Montréal
Alliance Carrière Travail	Integration Objective	Integration support, inc. professional integration	Immigrants	Montréal
Alliance Carrière Travail	Educational and professional information	Integration support, inc. professional integration, employment support	Immigrants	Montréal
Alliance Carrière Travail	Training	Integration support, inc. professional integration, employment support	Immigrants	Montréal
ALPA	Job Search and Professional Integration	Employment service	Immigrants	Montréal
BCRC	EmloyESBC	Job board; job matching	Visible minorities	Montréal
Bienvenue à NDG	Employment Preparation Program	Employment program	Immigrants	Montréal
Black Coalition of Quebec	Integration Jeunesse	Employment program	Visible minorities	Montréal
Centre communautaire Tyndale St-Georges	Employment/Work Skills Training	Employment program	Visible minorities; immigrants	Montréal
Centre d'Appui aux Communautés Immigrantes	Programme d'Accompagnement pour les prestataires de l'Aide Sociale (PAAS Action)	Employment program	Immigrants	Montréal

Centre d'Appui aux Communautés Immigrantes	Service d'aide à l'emploi (SAE)	Employment program	Immigrants	Montréal
Centre de recherche d'emploi Côte-des-Neiges	Job Counselling for New Immigrants	Employment service	Immigrants	Montréal
Centre de recherche d'emploi Côte-des-Neiges	Visible Minorities	Employment service	Visible minorities	Montréal
Centre-conseil en emploi	Employment assistance service	Integration support, inc. professional integration, employment support	Immigrants	Montréal
Club de recherche d'emploi Montréal Centre-Nord	Specialized services for newcomers	Employment service	Immigrants	Montréal
Coffre Inc	The Anchor	Employment service	Immigrants	Montréal
DESTA Black Youth Network	General Employment Services	Employment service	Visible minorities	Montréal
DESTA Black Youth Network	Business Courses	Entrepreneurship program	Visible minorities	Montréal
DESTA Black Youth Network	DESTANATION TECH	Entrepreneurship program	Visible minorities	Montréal
DESTA Black Youth Network	DESTANATION CONSULTING	Entrepreneurship service	Visible minorities	Montréal
First Nations Human Resources Development Commission	General Employment Services	Employment service	Indigenous people	Multiple regions

First Nations Human Resources Development Commission	Entrepreneurship Support	Entrepreneurship service	Indigenous people	Multiple regions
First Nations Human Resources Development Commission	Job Creation Initiative	Wage subsidy	Indigenous people	Multiple regions
First Nations of Quebec and Labrador Economic Development Commission	Economic Development Advisory	Entrepreneurship service	Indigenous people	Unspecified
First Nations of Quebec and Labrador Economic Development Commission	Youth Entrepreneurship	Entrepreneurship service	Indigenous people	Unspecified
First Nations of Quebec and Labrador Economic Development Commission	Women Entrepreneurship	Entrepreneurship service	Indigenous people	Unspecified
Flex to Launch	Flex to Launch	Employment program	Visible minorities	Montréal
FORT Program	General Employment Services	Employment service	Immigrants	Capitale-Natio nale
FORT Program	Talent Matching Venture	Job matching	Immigrants	Capitale-Natio nale
Ivrtivik Centre South	General Employment Services	Employment program	Indigenous people	Montréal

JobGo	General Employment services	Employment service	Immigrants	Capitale-Nationale
Kativik Regional Government	Pijunnaqunga	Employment program	Indigenous people	NDQ
Kativik Regional Government	Individual Action Plan	Employment service	Indigenous people	NDQ
Kativik Regional Government	Self Employment Assistance	Entrepreneurship service	Indigenous people	NDQ
Kativik Regional Government	Job Creation	Wage subsidy	Indigenous people	NDQ
Le Collectif	General Employment Services	Employment service	Immigrants	Montréal, Regions of Québec
Maniwaki Native Friendship Centre	General Employment Services	Employment service	Indigenous people	Outaouais
Martin Family Initiative	CPA Martin Mentorship Program	Employment service	Indigenous people	Province-wide
Martin Family Initiative	MFI McCarthy Tétrault Legal Mentorship Program	Employment service	Indigenous people	Province-wide
Martin Family Initiative	Indigenous Entrepreneurship Course: Learning for Life	Entrepreneurship program	Indigenous people	Province-wide
MRC Bonaventure/Service d'accueil des nouveaux arrivants	Accompagnement/professionnel integration	Integration support, inc. professional integration	Immigrants	Gaspésie-Îles-de-la-Madeleine
Neighbours	Accompagnement	Integration support, inc. professional integration	Immigrants	Abitibi-Témiscamingue
Petites-Mains	Women: A step towards employment	Employment program	Immigrants	Montréal
Petites-Mains	United for success!	Employment service	Immigrants	Montréal
Petites-Mains	« Au Québec, chacune sa place »	Integration support, inc. professional integration	Immigrants	Montréal
Petites-Mains	Visible minorities integration program	Employment program	Visible minorities	Montréal

Promis	General Employment Services	Employment service	Immigrants	Montréal, online
Promis	Settling in the regions of Quebec	Integration support, inc. employment support	Immigrants	Regions of Québec
Refugee Centre, The	General Employment Services	Employment service	Immigrants	Montréal
Réseaux	General Professional Integration	Employment service	Immigrants	Montréal
South Asian Women's Community Centre	Settlement Program	Integration support, inc. employment support	Visible minorities; immigrants	Montréal
Tewatohnni'saktha	Achieving Concrete Essentials (ACE)	Employment program	Indigenous people	Montréal
Tewatohnni'saktha	General Employment Services	Employment service	Indigenous people	Montréal
Tewatohnni'saktha	Entrepreneurship Training Program	Entrepreneurship program	Indigenous people	Montréal
Tewatohnni'saktha	Business Consulting	Entrepreneurship service	Indigenous people	Montréal
Tewatohnni'saktha	Wage Subsidy	Wage subsidy	Indigenous people	Montréal
Tewatohnni'saktha	Summer Student Employment Program	Wage Subsidy	Indigenous people	Montréal
Trois-Rivières Native Friendship Centre	General Employment Services	Employment service	Indigenous people	Mauricie
Tsi Shakotio'tenhserai enwá:se	General Employment Services	Employment service	Indigenous people	Montréal
Tsi Shakotio'tenhserai enwá:se	Summer Employment	Wage Subsidy	Indigenous people	Montréal
Tsi Shakotio'tenhserai enwá:se	Wage Subsidy	Wage Subsidy	Indigenous people	Montréal
Val-d'Or Native Friendship Centre	General services	Employment service	Indigenous people	Abitibi-Témisc amigue

Women on the Rise	Job readiness training	Employment service	Visible minorities	Montréal
Y des femmes	UNIQUE: A PROGRAM TO IMPROVE NEWCOMERS INTEGRATION	Integration support, inc. professional integration, employment support	Immigrants	Montréal
YES	WERQ	Employment program	Visible minorities	Montréal

Appendix B

The following are programs and services that were excluded from the inventory because they did not provide direct employment support. They are included as a reference point.

Program Provider	Program Name	Program Type	Client Group	Region
Tewatohnhi'saktha	Career fair	Career fair	Indigenous people	Montréal
Tsi Shakotiiio'tenhseraienwá: se	Career fair	Career fair	Indigenous people	Montréal
DESTA Black Youth Network	DESTA JOB LISTING	Job board	Visible minorities	Montréal
First Nations Human Resources Development Commission	Job Postings Portal	Job board	Indigenous people	Online
VEQ	Job Bank	Job board	Immigrants	Capitale-Nationale



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