

# RESEARCH IN ACTION

Knowledge Mobilization in the  
Immigrant & Refugee-Serving Sector



February 16, 2022

# Goal-Objective

## Data Collection / Research to Improve Client Outcomes:

Staff working with immigrants and refugees are agents of change and apply the theory of change model to their work; and

How data collection, or data analysis, or research informs the work of change agents and the theory of change model; and on higher level, how it results in program changes, new programs, and more importantly, procedural and/or policy changes (systemic barriers)



# Change Agent

“They can be thought of as a catalyst for change, a person who can make changes happen by inspiring and influencing others. A change agent will promote, champion, enable, and support changes to be made in an organization. They focus on people and the interactions between them. A change agent inspires and influences key individuals to make the changes necessary for the transformation, including changes to their desires, attitudes and behaviors.”

[www.freshservice.com](http://www.freshservice.com)



# Theory of Change

“Making a difference takes planning. A theory of change describes how your organisation or project aims to bring about social impact. It is a multi-purpose tool, helping to articulate your mission, refine your strategy and provide a roadmap for impact measurement.”

[www.thinknpc.org](http://www.thinknpc.org)



# Logic Models

“Logic models are rooted within **theories of change** and use words/pictures to describe the sequence of activities thought to bring about change and how these activities are linked to the results the program expected to achieve. The process for thinking through change includes:

- Identifying the problem(s): (**community needs**)
- Naming the desired results (**vision for the future**)
- Developing the strategy for achieving the goal(s) (**how can the vision be achieved?**)

[www.toolkit.pellinstitute.org](http://www.toolkit.pellinstitute.org)



# Knowledge Mobilization

“Knowledge mobilization is an umbrella term encompassing a wide range of activities relating to the production and use of research results, including knowledge synthesis, dissemination, transfer, exchange, and co-creation or co-production by researchers and knowledge users.”

<https://www.sshrc-crsh.gc.ca>

# Tools for Measurement

How to track-identify client needs / trends  
(organizational level):

- Client Information (CRM): internal/external data collection/analysis
  - Client Focus Groups
  - Client Surveys (satisfaction, pre-post)
  - Client Evaluation (oral / written / formal / informal)
  - Client Testimonials (statement, letters, emails, etc)
- 
- Analysis-benchmarking over a period of time (quarterly, bi-annual, annual, every three years, etc)



# Transfer and Exchange of Knowledge (vision for the future)

## Organizational:

### Information collected shared:

- service teams and across teams for comparison
- annual report
- benchmarking report over a number of years or with another organization
- financial supporters (funders)



# Transfer and Exchange of Knowledge (vision for the future)

## Community-wide:

- Coalitions – networks –working groups
- Post secondary institutions for research
- Funder-led research
- Benchmarking internal data – collective approach
  
- **Is the vision the same? Has it changed? Why or Why not?**

# Transfer and Exchange of Knowledge: Social Impact

## Social Impact:

- Challenges / issues been alleviated?
- Improvement in people's conditions / situations?



# Transfer and Exchange of Knowledge: Systemic Changes

**Can / does the research lead to systemic changes:**

- Within the organization
- With other service providers
- In funding / program criteria
- In government policies and procedures
- In legislation

# Closing

Data collection (research) is a powerful tool (social media).

We must be able to balance the information produced for social impact - for the betterment of our clients while maintaining their right to privacy, respect and dignity.

# Bibliography

<https://www.thinknpc.org/themes/build-effective-charitable-organisations/theory-of-change/>

<https://freshservice.com/change-agent-definition-roles-blog/>

[https://www.sshrc-crsh.gc.ca/funding-financement/policies-politiques/knowledge\\_mobilisation-mobilisation\\_des\\_connaissances-eng.aspx](https://www.sshrc-crsh.gc.ca/funding-financement/policies-politiques/knowledge_mobilisation-mobilisation_des_connaissances-eng.aspx)

