London & Middlesex Local Immigration Partnership: Community Capacity and Perceptions of the LMLIP

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March 2016
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Background and Methodology

The London and Middlesex Local Immigration Partnership (LMLIP) is a collaborative community initiative that is designed to strengthen the role of local and regional communities in serving and integrating immigrants. The concept for Local Immigration Partnerships, which are operating in many communities in Ontario and in other provinces, was developed as a joint initiative of Immigration, Refugees and Citizenship Canada (IRCC) and the Ontario Ministry of Citizenship, Immigration and International Trade, and was further refined in consultation with the Association of Municipalities of Ontario (AMO) and the City of Toronto. The LMLIP is solely funded by Immigration, Refugees and Citizenship Canada. The LMLIP is led by the Corporation of the City of London.

The primary goals of the LMLIP are to strengthen the capacity of the community in serving and integrating immigrants, and to enhance delivery of integration services to all immigrants. The London and Middlesex Local Immigration Partnership Council is the strategic planning body that ensures that multiple stakeholders participate in this planning and coordination. The Council develops and implements strategies to facilitate increased access to all services, especially current services supported by Immigration, Refugees and Citizenship Canada and the Ontario Ministry of Citizenship, Immigration and International Trade, and assists non-settlement service providers and the community to develop a greater understanding of immigrants' needs and services.

An online survey was adapted from previous surveys used by the LMLIP to develop profiles of organizations in the community and the services they provide, their relationships with other organizations, future planning, and evaluation of outcomes. The survey also assessed perceptions of the LMLIP. Based on wide circulation of the request for responses in early 2016, 43 organizations completed the current survey\(^1\), compared to 69 organizations in 2013, and 49 organizations in 2010 who completed a somewhat similar survey. Results are summarized below.

\(^1\) Though assessment of services and perceptions of the LMLIP were assessed in a single survey, some organizations did not complete both. As such, whereas 43 organizations reported on their services, 39 reported on their perceptions of the LMLIP.
Organizations Participating in the Survey

Scope of Services

*Number of organizations that are Universal, Immigrant-Specific, and Mixed*

- **Universal Organizations**: all programs are for all residents
- **Immigrant-specific organizations**: all programs are specifically for immigrants
- **Mixed organization**: some programs are specifically for immigrants and some are for all residents

- 23 (53%) of the participating organizations are universal organizations
- 4 (9%) of the participating organizations are immigrant-specific organizations
- 16 (37%) of the participating organizations are mixed organizations

*Note.* This is based on the responses of 43 organizations.
Percentage of Clients who are Immigrants

*Approximately what percentage of your clients are immigrants?*

Note: This is based on the responses of 37 organizations who provided numeric responses to this question.

- In line with the percentage of universal, mixed, and immigrant-specific organizations who completed the survey, many of the organizations have 30% or fewer clients who are immigrants

- Approximately 19% of the organizations have immigrants constituting more than 80% of their clients
Types of Services

Number of organizations that provide different types of services

<table>
<thead>
<tr>
<th>Types of Services</th>
<th>Number of Organizations</th>
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</thead>
<tbody>
<tr>
<td>Other</td>
<td>20</td>
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<tr>
<td>Community Connections</td>
<td>15</td>
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<tr>
<td>Advocacy</td>
<td>12</td>
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<tr>
<td>Education and Training</td>
<td>10</td>
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<tr>
<td>Social Support</td>
<td>10</td>
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<tr>
<td>Employment Assistance</td>
<td>9</td>
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<td>Health Services</td>
<td>8</td>
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<td>Settlement Needs</td>
<td>7</td>
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<tr>
<td>Language Training</td>
<td>7</td>
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<tr>
<td>Recreation</td>
<td>5</td>
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<tr>
<td>Arts and Culture</td>
<td>5</td>
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<tr>
<td>Housing Services</td>
<td>4</td>
</tr>
<tr>
<td>Cross-Cultural Training</td>
<td>3</td>
</tr>
</tbody>
</table>

*Note.* This is based on the responses of 43 organizations. Organizations can choose to indicate more than one type of service.

Summary:

- 31 (72%) of the organizations surveyed provide more than one type of service
- Approximately half of the organizations provide Community Connections or “Other” services. Examples of other services include emergency, mental health, law, networking, and services specifically for Francophone immigrants
- Approximately a third provide services relating to advocacy, education and training, and social support services, and more than a quarter provide services relating to employment and health services
- Only 3 of the organizations who responded indicated that they provide cross-cultural sensitivity or anti-racism training

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2 Note that respondents were asked whether they provide each of these services and were likely responding based on whether they fulfill each of these functions, rather than whether they are providing programs funded under these names. Thus, for example, respondents likely indicated that they provide Community Connections based on whether they provide services that fulfill this function, rather than whether they are funded by Immigration, Refugees and Citizenship Canada to provide the Community Connections program.
Details of the Services Provided

Employment Assistance

Employment Assistance Services – 12 (28%) of the organizations participating in the survey provide employment assistance services including:

- Recruitment, HR Needs, licensure, and understanding of regulatory bodies
- Referrals
- One-stop or specific employment services
- Workshops, job coaching, needs assessment, and follow-ups
- Empowerment training, leadership opportunities, tailoring of program content to enable success
- Counselling and resource provision
- Mentorship, networking opportunities, matching individuals with employers to find good job fit

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?

Note. This is based on the responses of 12 organizations who reported providing Employment Assistance Services.
Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)

Note. This is based on the responses of 12 organizations who reported providing Employment Assistance Services.

Summary:

- One third of the organizations who provide employment services do not target services to specific groups
- Employment Services are equally provided across both genders, and approximately target adults and youths equally
Social Support Services

Social Support Services – 13 (30%) of the organizations participating in the survey provide social support services including:

- Social support services for Francophone community
- Tax clinics, language instruction, health care, cultural or culture-based advocacy
- Financial and employment support
- Social support groups providing emotional and informational supports
- Community connections to aid with housing applications and related concerns
- Individualized family plans for counselling in crisis or transition contexts
- Follow-up sessions for those who have or had TB
- Culturally integrated family safety services
- Basic needs support and advocacy, social determinants of health, soft-skills training

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?

Note. This is based on the responses of 13 organizations who reported providing Social Support Services.
Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)

![Bar chart showing target groups]

Note. This is based on the responses of 13 organizations who reported providing Social Support Services.

Summary:

- Over half of the organizations who provide social support services target families and youth
- Females, children, seniors, and adults are targeted equally by organizations who report providing social support services
- Males are least likely to have social support services targeted directly towards their demographic by the surveyed organizations
Health Services

Health Services – 12 (28%) of the organizations participating in the survey provide health services including:

- Information, transportation, peer to peer support, smoking cessation, online support
- Chinese-specific diabetes and wellness information
- Assessment and diagnosis of mental and learning illnesses
- On-site medical evaluations, referrals to specialized community agencies, workshops for Government-Assisted Refugees (GARs) on relevant health and well-being topics, providing emotional and psychological support, educating the community on refugee health issues and liaising with community agencies
- Workshops on chronic illness
- Emergency mitigation services
- In-patient and outpatient programs
- Tuberculosis (TB) & Vaccine Preventable Disease program, Family Planning, Dental Health, Family Health, Sexually Transmitted Infections (STI) Clinic, Well Baby/Child, Prenatal, etc.
- Baby Drop-in Clinics, Nurse Practitioner Talk-in Clinic, Family Centre Flu Clinics, Vision testing, Hearing testing for infants, Senior Health Workshops, Nursing Students, Smart Start for Babies, Breakfast Club, and Healthy Message Youth Team

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?

Note. This is based on the responses of 12 organizations who reported providing Health Services.
Note. This is based on the responses of 12 organizations who reported providing Health Services.

Summary:

• Over 80% of the organizations who provide health services target these services to 4 or more groups. The most targeted groups (i.e., those targeted by over 30% of the organizations) include: females, families, seniors, and adults

• One third of organizations do not target specific groups, and 25% of the organizations target males, children, and youth
Settlement Needs Assessment and Support

Settlement Needs Assessment and Support Services – 12 (28%) of the organizations participating in the survey provide settlement needs assessment and support services including:

- Addressing newcomers needs (housing, getting a driver’s license, schooling, counselling, immigration paperwork, family doctor etc.), addressing plans for achieving settlement goals, and referral to other community partners for mental health and other government related services
- Newcomer-specific assessment of academic documents and guidance services
- Inclusion of students in Ontario school life
- Newcomer orientation services
- Social activities and networking
- Settlement Workers in Schools

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?

Note. This is based on the responses of 12 organizations who reported providing Settlement Needs Assessment and Support Services.
Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)

Note. This is based on the responses of 12 organizations who reported providing Settlement Needs Assessment and Support Services.

Summary:

- Two-thirds of the organizations who provide Settlement Needs Assessment and Support Services provide it as a core service

- Half of these organizations target multiple groups, with males, females, and families targeted equally

- Half of the organizations do not target specific groups
Community Connections

Community Connections Services – 19 (44%) of the organizations participating in the survey provide community connections services including:

- Referrals to community services
- Activities and services to aid Francophone students with integration into the community
- Conversational English practice opportunities, address specific language and communication blocks, teaching about Canadian life, organized group activities which enable contact building, opportunities to explore educational, recreational, vocational and career goals
- Basic needs programming (i.e. peace camp, youth camps, kids camps, Ramadan etc.)
- News and information for the Spanish-speaking community through a variety of media
- Access to Service Coordinators who enable community connections
- Systems navigation and advocacy
- Newcomers can take on volunteer and board roles

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?

Note. This is based on the responses of 17 organizations who reported providing Community Connections Services and answered this question.3
Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)

<table>
<thead>
<tr>
<th>Target Groups</th>
<th>Number of Organizations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Targeted</td>
<td>9</td>
</tr>
<tr>
<td>Males</td>
<td>6</td>
</tr>
<tr>
<td>Females</td>
<td>5</td>
</tr>
<tr>
<td>Families</td>
<td>4</td>
</tr>
<tr>
<td>Seniors</td>
<td>4</td>
</tr>
<tr>
<td>Adults</td>
<td>4</td>
</tr>
<tr>
<td>Children</td>
<td>3</td>
</tr>
<tr>
<td>Youth</td>
<td>8</td>
</tr>
<tr>
<td>Institutions</td>
<td>2</td>
</tr>
<tr>
<td>Communities</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
</tr>
</tbody>
</table>

Note. This is based on the responses of 18 organizations who reported providing Community Connections Services and answered this question.

Summary:

- Over half (11) of the organizations who provide Community Connections Services target more than one group
- The largest groups targeted are youths, followed by families and adults
- Approximately 40% (8) of the organizations report that they do not target specific groups

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*Participating organizations are able to leave questions blank. As such, some organizations who indicated that they provide this service did not answer questions regarding whether the service provided is a core or occasional service, or whether they target specific groups. The summary of the data is based on the total number of organizations who reported that they provide said service.*
**Housing Services**

**Housing Services** – 6 (14%) of the organizations participating in the survey provide housing services including:

- Assistance with finding and securing permanent accommodation and handling housing concerns
- Connections with homeowners, London housing, the Salvation Army, and Life-Spin
- Referrals

*Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?*

![Bar Chart]

**Note.** This is based on the responses of 6 organizations who reported providing Housing Services.
Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)

Note. This is based on the responses of 6 organizations who reported providing Housing Services.

Summary:

- Two-thirds of the organizations who provide Housing Services target more than one group.
- Two-thirds of the organizations who provide Housing Services target families. The second largest groups targeted are seniors and females.
Language Training

Language Training – 7 (16%) of the organizations participating in the survey provide Language Training services including:

- Language Instruction for Newcomers to Canada (LINC) programs
- Mandarin Classes
- English Language Training
- French bridging programs in ECE and Project Management
- French as Second Language (FSL), English as First Language (EFL), and English as Second Language (ESL)
- Assessment and Referral to language services
- English conversation classes; ESL-specific needs weekly classes
- Language training courses with a focus on employment and workplace co-op
- Courses that prepare immigrants for IELTS/TOEFL & Citizenship Tests

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?

Note. This is based on the responses of 6 organizations who reported providing Language Training Services and answered this question.


Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)

Note. This is based on the responses of 7 organizations who reported providing Language Training Services.

Summary:

- All organizations who provide Language Training Services report this to be a core service
- Over 50% of these organizations target adults, and a little over 40% do not target particular groups
- Organizations equally target their Language Services to families, males, females, and seniors
- No organization reported targeting their services towards children

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Participating organizations are able to leave questions blank. As such, some organizations who indicated that they provide this service did not answer questions regarding whether the service provided is a core or occasional service, or whether they target specific groups. The summary of the data is based on the total number of organizations.
Education and Training

Education and Training – 14 (33%) of the organizations participating in the survey provide education and training services including:

- Continuing education programs, adult upgrading (ACE), and corporate training in both official languages
- Assessment of whether individuals require additional training
- Referrals to educational programming including ESL, LINC as well as referrals to TVDSB and LCDSB
- Support for front-line literacy program practitioners
- Specialized training programs (resume writing, job search, marketing, interviewing, career exploration, computer and social media training)
- Seminars on second career and apprenticeship
- Public safety displays and fire and life safety lectures for ESL classes
- Education and training to immigrants both as a general service and within the context of programs such as prenatal, parenting, and food handling
- Online learning portal, diversity lens/section in All About Boards in-person training program
- Credit courses from Grade 9 to 12, which can be used towards a Certificate of Education or an Ontario Secondary School Diploma

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?

Note. This is based on the responses of 13 organizations who reported providing Education and Training Services and answered this question\(^5\).
Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)

<table>
<thead>
<tr>
<th>Group</th>
<th>Number of Organizations</th>
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</thead>
<tbody>
<tr>
<td>Not Targeted</td>
<td>7</td>
</tr>
<tr>
<td>Males</td>
<td>2</td>
</tr>
<tr>
<td>Females</td>
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<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
</tr>
</tbody>
</table>

Note. This is based on the responses of 13 organizations who reported providing Education and Training Services and answered this question.

Summary:

- Nearly half (46%) of the organizations who provide Education and Training Services target adults
- Only 15% of these organizations target seniors
- 38% of these organizations do not target a specific group

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*Participating organizations are able to leave questions blank. As such, some organizations who indicated that they provide this service did not answer questions regarding whether the service provided is a core or occasional service, or whether they target specific groups. The summary of the data is based on the total number of organizations who reported they provide said service.*
**Recreation**

**Recreation** – 7 (16%) of the organizations participating in the survey provide recreation services including:

- Cultural related programs for the Asian community (e.g., Chinese-specific arts and music, tai chi, and yoga)
- Winter sports/recreation, summer camps, field trips, men/women/youth groups and workshops, and social networking
- Skills and drills programs, and indoor and outdoor sports catered to newcomer families and to families with financial difficulties
- Physical and emotional support to children and youth who were subject to wars and trauma
- Historic tours, special holiday celebrations, children’s summer campus, arts and crafts, games, and gardening

*Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?*

![Bar Chart]

Note. This is based on the responses of 7 organizations who reported providing Recreation Services.
Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)

Note. This is based on the responses of 7 organizations who reported providing Recreation Services.

Summary:

- Over half (57%) of the organizations who provide recreation services target more than one group
- 71% of organizations report targeting these services to youths, followed by families, who are targeted by 57% of organizations
- Seniors, adults, and children are equally targeted by these organizations
Arts and Culture

Arts and Culture – 7 (16%) of the organizations participating in the survey provide arts and culture services including:

- Activities aimed at the Francophone community
- Ethnocultural activities (e.g., Black History month)
- Chinese-specific arts and music (e.g., calligraphy)
- Training on Canadian culture, laws etc.
- Cooking classes, art contests, bazaars, multicultural events, and performances by bands, comedians etc.

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?

![Bar chart showing the distribution of core and occasional services]

Note. This is based on the responses of 7 organizations who reported providing Arts and Culture Services.
Is this services targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)

Note. This is based on the responses of 7 organizations who reported providing Arts and Culture Services.

Summary:

- Approximately 70% of the organizations who provide Arts and Culture Services target more than one group
- Arts and Culture Services are provided nearly equally to all age groups and demographics
Cross-Cultural Sensitivity or Anti-Racism Training

Cross-Cultural Sensitivity or Anti-Racism Training – 3 (7%) of the organizations participating in the survey provide cross-cultural sensitivity or anti-racism training including:

- Fundamentals of Intercultural Competencies training
- Consultation programming on diversity training tailored to non-profit organizations

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?

Note. This is based on the responses of 3 organizations who reported providing Cross-Cultural Sensitivity or Anti-Racism Training.
Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)

Note. This is based on the responses of 3 organizations who reported providing Cross-Cultural Sensitivity or Anti-Racism Training.

Summary:

- Few organizations report providing cross-cultural sensitivity or anti-racism training services
- While communities are targeted by these organizations for cross-cultural sensitivity or anti-racism training, no organization reports targeting these services towards institutions
Advocacy – 15 (35%) of the organizations participating in the survey provide advocacy services including:

- Cultural advocacy (e.g., multicultural expositions) and advocacy for increasing cultural diversity in the city of London
- Advocacy for systemic change in all practices relating to employer recruitment and retention of immigrant talent
- Referrals to legal aid and education about the Canadian/Ontario system
- Refugee protection and immigration and citizenship law
- Raising awareness about new immigration trends and legislation changes and its effect on the population
- Advocacy based on the individual needs of clients
- Advocacy on the behalf of the Islamic community
- Representation of clients in four legislations - EI, OW, ODSP and CPP-DS
- Workshops concerning filling ODSP and CPP forms and one-on-one assistance

Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?

Note. This is based on the responses of 15 organizations who reported providing Advocacy Services.
Summary:

- Over half (53%) of the organizations who provide Advocacy Services target 3 or more groups.

- Organizations target their advocacy services to most demographic groups equally, with the exception of Institutions, to whom only 13% of organizations target their advocacy services.
*Other Services*

**Other Services** – 21 (49%) of the organizations participating in the survey provide other services including:

- Religious services (e.g., prayers)
- Education on justice and protection services
- Bail supervision
- Crisis support
- Information on crime prevention and community safety
- Community involvement through volunteer and board roles
- Children’s mental health services
- Specialized services for Francophone immigrants

*Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?*

![Bar chart showing the distribution of core and occasional services among organizations.]

*Note.* This is based on the responses of 18 organizations who reported providing Other Services and responded to this question."
Is this service targeted at a particular group(s)?
If so, which one(s)? (Check all that apply)

Note. This is based on the responses of 18 organizations who reported providing Other Services.

Summary:

- Over half (56%) of the organizations reporting that they provide other services than the ones specified do not target these services towards specific groups.

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6 Participating organizations are able to leave questions blank. As such, some organizations who indicated that they provide this service did not answer questions regarding whether the service provided is a core or occasional service, or whether they target specific groups. The summary of the data is based on the total number of organizations who reported they provide said service.
Anticipated Outcomes

What are the anticipated outcomes of your current services?
(Check all that apply)

Note. This is based on the responses of 39 organizations.

Summary:

- Of the 39 organizations that responded to the question about anticipated outcomes, 75% report having 3 or more anticipated outcomes for their services.

- Integration is the most common outcome, anticipated by 27 (69%) of the 39 organizations who reported having anticipated outcomes for their services.

- Over half of the organizations who responded to this question anticipate improving mental health and well-being, civic inclusion and engagement, and the capacity to make informed decisions.

- More than a third of organizations who responded to this question anticipate the creation of professional and social support networks, improving language skills and access to education, and increasing the ability to find jobs commensurate with skills and education of immigrants and newcomers, with 38% expecting their services to create a stronger labour force.
Emerging Plans

*Does your organization have any emerging plans to provide new services to immigrants in London and Middlesex?*

![bar chart showing 22 organizations (56%) have emerging plans compared to 17 (44%) who do not.]

*Note.* This is based on the responses of 39 organizations.

**Emerging plans** – 22 (56%) of the organizations who responded to this question indicated that they had emerging plans to provide new services to immigrants in London, including:

- Counselling for alternative professional employment pathways
- Breaking down language barriers by providing support in the native languages of newcomers and immigrants, as well as instituting short-term, goal-specific literacy programs tied to employment
- Expanding the range of legal aid services provided to immigrants and newcomers
- Seeking out funds to implement new programs and retain existing programs, and using these funds to meet the increased need of the incoming and recently arrived Syrian population
- Offering prenatal support and education for immigrant and refugee women
- Facilitating the development of trust and confidence between newcomer groups and police / municipal agencies through community safety programming and initiatives
- Expanding brief services and crisis services to all children, youth, and families residing in rural Middlesex
- Increasing electronic access to resources and programs
**Relationship with Other Organizations**

*How often do you work with other organizations in London and Middlesex to run your programs?*

![Bar chart showing the frequency of working with other organizations.

Note. This is based on the responses of 40 organizations.

**Work with Other Organizations** – 31 (77.5%) of the organizations who responded to this question reported often or always working with other organizations.

The types of organizations worked with include:

- Educational organizations and literacy agencies
- Health agencies
- Francophone organizations
- Family centres, youth services, and seniors groups
- Multicultural groups
- Employment services
- Newcomer settlement service agencies
- Emergency services
- YM-YWCA
- Non-profit organizations
How often do you refer clients to other services in London and Middlesex?

Note. This is based on the responses of 39 organizations.

Refer to other organizations – 26 (67%) of the organizations who responded to this question reported often or always referring their clients to other organizations based on the needs of the client including:

- Attainment of professional goals
- Education, learning, language training, and literary services
- Volunteering
- General social services
- Health care, addiction, and mental health services
- Tax clinics
- Settlement, housing, and basic needs
- Legal aid
Do you have links with organizations in locations outside of London and Middlesex with whom you can share lessons and best practices?

Note. This is based on the responses of 39 organizations.

Links with organizations outside of London & Middlesex – 30 (77%) of the organizations who responded to this question indicated that they link with organizations outside of the London & Middlesex area to share best practices, including:

- Municipal organizations (e.g., in Toronto and Hamilton)
- Local community organizations
- Lead agencies and the Ministry
- Provincial educational organizations (e.g., the Ontario Association of Adult and Continuing Education School Board Administrators and Teachers of English as a Second Language Association of Ontario)
- National and international aid organizations (e.g., World Vision, and the Canada Refugee Council)
Do you try to evaluate the effectiveness of your services?

Note. This is based on the responses of 37 organizations.

Evaluation – 33 (89%) of the organizations who responded to this question indicated that they performed different types of evaluations including:

- Third-party evaluators
- Surveys and feedback, phone and in-person interviews, follow-ups, focus groups, outreach, and events
- Assessment of outcomes of clients in various programs (e.g., literacy, basic skills, education, employment)
- Comparison of actual performance with performance targets
- Monitoring program growth
- Assessment of employer satisfaction and labour market information
- Process improvement and research practices
- Evidence-based or evidence-informed practices and on-going evaluation
- Logic models for service delivery and outcome planning
- Suggestion boxes
- Compiling feedback for use in strategic planning
Needs and Gaps

Under-Provided Services for Immigrants

*Are there specific services or supports for immigrants that are currently lacking or under-provided in London and Middlesex?*

Note. This is based on the responses of 37 organizations.

**Needs and Gaps** – 24 (65%) of organizations who answered this question indicated that there are other activities that can be initiated to help support newcomers to London and Middlesex, including:

- Enhanced language services and cross-cultural sensitivity and language training for health and social service providers
- Increased connection with the Francophone community and increased Francophone services
- Training, education, and employment opportunities, along with targeted investment at all levels of government for employer advocacy
- Parenting and pre-natal support for immigrants
- Domestic violence support
- Increasing awareness and accessibility of existing programs and services
- Increased funding for existing and new services
- Increased housing accommodations
- Mentorship programs for newcomers by established immigrants
Who should be involved in this activity?

Needs and Gaps – Organizations were asked who they think should be involved in filling the current needs and gaps in immigrant services and support. Organizations’ responses include:

- Various levels of government and government organizations (e.g., the city of London, the Ministry of Health)
- Professional, non-profit, and education groups (e.g., law firms, colleges, school boards)
- French services providers
- Health and social service agencies
- Funding agencies
- Local community, ethnocultural, and faith groups

What would be needed to provide this service or support?

Needs and Gaps – Organizations were asked what they think would be needed in order to address the lacking or underprovided services and supports for immigrants. Their responses include:

- Increased cross-cultural sensitivity training
- Financial and institutional support
- Legislative review
- Restructuring of current agencies and funds to better fulfill immigrant needs
- Workshops
- Increased collaboration and inter-organizational communication
- Better maintenance of parks and recreational facilities
- Collaborations between community members, the private, and public sectors
- Funding and community promotion
- Increased accessibility
- Outreach opportunities
Newcomer Activities

Are there other activities we could be doing in London and Middlesex to support newcomers?

Note. This is based on the responses of 35 organizations

Newcomer Activities – 21 (60%) of organizations who answered this question indicated that there are other activities that can be initiated to help support newcomers to London and Middlesex, including:

- Cross-cultural events, including increased Francophone activities
- Better education and cross-cultural sensitivity training for the general population
- Newcomer senior programs
- Better communication within and between organizations
- Health and well-being
- Job fairs and mentorship programs
- Welcome packages for newcomers in both English and their native languages
- Events highlighting immigrant contributions
- Increased awareness and accessibility of services
- Single parent support and childcare services
- Subsidized employment programs
**Who should be involved in this activity?**

**Newcomer Activities** – Organizations were asked who they think should be involved in initiating activities to help support newcomers. Organizations’ responses include:

- Government and local community members and agencies
- Francophone community
- Community and faith-based groups
- Key members of the London and Middlesex Local Immigration Partnership
- Employers and agencies

**What would be needed to develop this activity?**

**Newcomer Activities** – Organizations were asked what they think would be needed in order to initiate activities that can help newcomers. Their responses include:

- Financial and human resources
- Increased promotion and awareness
- Collaboration between various sectors of the London community
- Recommend employers and agencies to collaborate in creating job fairs for newcomers
- Funding and social support
Assessment of the London and Middlesex Local Immigration Partnership

*To what extent are you familiar with the activities of the London and Middlesex Local Immigration Partnership?*

- The majority of organizations that answered this question reported being quite familiar with the activities of the London and Middlesex Local Immigration Partnership, with 29 (74%) of organizations choosing 6 or 7 on a 7-point scale (ranging from 1 = not at all familiar to 7 = extremely familiar)

*Note.* This is based on the responses of 39 organizations.
Comparison between 2013 and 2016 Assessment of the LMLIP

Note. This is based on the responses of 62 organizations in 2013 and 39 organizations in 2016.

- 35 of the 39 organizations (90%) that answered this question in 2016 reported that they were quite familiar with the activities of the LMLIP (i.e., provided responses of 5, 6, or 7 on the 7-point scale) compared to 40 of the 62 organizations (65%) in 2013.

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Due to the low response rate in 2016 compared to 2013, it was not appropriate to use inferential statistics to compare scores across the two time-points. While the data are presented to reflect the proportion of organizations that responded in a particular way (e.g., the proportion of organizations who chose “7 – Extremely”), readers are cautioned with regards to their interpretation of the “Comparison between 2013 and 2016 Assessment of the LMLIP” charts.
To what extent has your organization participated in the London and Middlesex Local Immigration Partnership?

Note. This is based on the responses of 39 organizations.

- Almost all of the organizations (93%) who responded to this question have at least participated moderately in the London and Middlesex Local Immigration Partnership (i.e., scoring 4 or above on the 7-point scale), though there are a few who indicate rarely participating (i.e., scoring 2)
Comparison between 2013 and 2016 Assessment of the LMLIP

Note. This is based on the responses of 60 organizations in 2013 and 39 organizations in 2016.

- Participation in the London and Middlesex Local Immigration Partnership has increased, at least within the organizations who chose to respond to this question. In 2013, only 69% of the organizations reported at least moderate participation (i.e., scoring 4 or above), compared to 93% in 2016.

- These numbers should be interpreted with caution due to a potential for self-selection bias. Due to the low response rate in 2016 compared to 2013, organizations who participate more in the LMLIP may have been more likely to respond to the survey.
Do you think the London and Middlesex Local Immigration Partnership is relevant to the work going on in the community to support immigrants?

Note. This is based on the responses of 39 organizations

- All organizations that answered this question report that the London and Middlesex Local Immigration Partnership is at least moderately relevant to the work going on in the community to support immigrants (i.e., responding 4 to 7 on the scale)
Comparison between 2013 and 2016 Assessment of the LMLIP

Note. This is based on the responses of 61 organizations in 2013 and 39 organizations in 2016.

- Perceptions of the relevance of the London and Middlesex Local Immigration Partnership to the work going on in the community to help immigrants has slightly increased over the years (100% in 2016 and 95% in 2013 responding 4 – 7 on the 7-point scale)

- The proportion of organizations responding to this question who thinks that the LMLIP was extremely relevant to the work going on in the community to help immigrants has increased from 33% in 2013 to 44% in 2016
Do you think the London and Middlesex Local Immigration Partnership has changed the way in which services for immigrants are delivered in London and Middlesex?

![Bar chart showing the number of organizations that responded to the question about the change in the delivery of services. The x-axis represents the scale from Not at all to Extremely, and the y-axis represents the number of organizations.]

Note. This is based on the responses of 38 organizations.

- Almost all of the organizations who responded to this question reported that the London and Middlesex Local Immigration Partnership has at least moderately changed the way in which services for immigrants are delivered in London and Middlesex (i.e., responding 4 – 7 on the scale)
Comparison between 2013 and 2016 Assessment of the LMLIP

Note. This is based on the responses of 59 organizations in 2013 and 38 organizations in 2016.

- Perceptions of the London and Middlesex Local Immigration Partnership’s role in changing how services are delivered to immigrants has increased slightly over the years (95% in 2016 and 90% in 2013 responding 4 – 7 on the 7-point scale)

- The proportion of organizations responding to this question who think that the LMLIP has been extremely involved in changing how services are delivered has increased from 5% in 2013 to 21% in 2016
Do you think the London and Middlesex Local Immigration Partnership has increased the coordination of services for immigrants in London and Middlesex?

Note. This is based on the responses of 38 organizations.

- The vast majority of organizations that responded to this question (92%) believed that the London and Middlesex Local Immigration Partnership has at least moderately increased the coordination of services for immigrants (i.e., responding 4 – 7 on the 7-point scale)
Comparison between 2013 and 2016 Assessment of the LMLIP

Note. This is based on the responses of 60 organizations in 2013 and 38 organizations in 2016.

- Perceptions of the London and Middlesex Local Immigration Partnership’s role in increasing the coordination of services as moderate and above has remained stable over the years (92% in 2016 and 93% in 2013 responding 4 – 7 on the 7-point scale)

- The proportion of organizations responding to this question who think that the LMLIP is extremely important in the coordination of services has increased from 13% in 2013 to 26% in 2016
Do you think the London and Middlesex Local Immigration Partnership has improved the type of services that are offered to immigrants in London and Middlesex?

Note. This is based on the responses of 38 organizations.

- The vast majority of organizations that responded to this question (92%) believe that the London and Middlesex Local Immigration Partnership has at least moderately improved the types of services that are offered to immigrants (i.e., responding 4 – 7 on the 7-point scale)
Comparison between 2013 and 2016 Assessment of the LMLIP

Note. This is based on the responses of 58 organizations in 2013 and 38 organizations in 2016.

- Perceptions of the London and Middlesex Local Immigration Partnership’s role in improving the types of services offered to immigrants has increased slightly over the years (92% in 2016 and 88% in 2013 responding 4 – 7 on the 7-point scale)

- The proportion of organizations responding to this question who think that the LMLIP has been extremely involved in improving the types of services offered to immigrants increased from 7% in 2013 to 21% in 2016
Do you think that the London and Middlesex Local Immigration Partnership has changed the extent to which London and Middlesex is a welcoming community for immigrants?

Note. This is based on the responses of 38 organizations.

- The vast majority of organizations that responded to this question (95%) believe that the London and Middlesex Local Immigration Partnership has at least moderately changed the extent to which London and Middlesex is a welcoming community for immigrants (i.e., responding 4 – 7 on the 7-point scale)
Comparison between 2013 and 2016 Assessment of the LMLIP

Note. This is based on the responses of 60 organizations in 2013 and 38 organizations in 2016.

- Perceptions of the London and Middlesex Local Immigration Partnership’s role in changing the extent to which London and Middlesex is a welcoming community for immigrants has remained relatively stable at moderate or above over the years (95% in 2016 and 93% in 2013 responding 4 – 7 on the 7-point scale)

- The proportion of organizations responding to this question who think that the LMLIP has been extremely involved in changing the extent to which London and Middlesex is a welcoming community for immigrants has increased slightly from 17% in 2013 to 21% in 2016
To what extent has your organization changed its delivery of services in response to the strategic planning and activities of the London and Middlesex Local Immigration partnership?

Note. This is based on the responses of 39 organizations

- Almost two-thirds of organizations that responded to this question (64%) has at least moderately changed its delivery of services in response to the strategic planning and activities of the London and Middlesex Local Immigration partnership (i.e., responding 4 – 7 on a 7-point scale)
Comparison between 2013 and 2016 Assessment of the LMLIP

Note. This is based on the responses of 57 organizations in 2013 and 39 organizations in 2016.

- The extent to which the London and Middlesex Local Immigration Partnership has influenced the delivery of services in response to strategic planning and activities has increased over the years (64% in 2016 and 45% in 2013 responding 4 – 7 on a 7-point scale)

- The proportion of organizations responding to this question who think that the LMLIP is extremely relevant to their changing their delivery of services increased slightly from 0% in 2013 to 8% in 2016
Is there any additional information you would like to share with us about your services, about London and Middlesex, and about the London and Middlesex Local Immigration Partnership?

- The London and Middlesex Local Immigration Partnership is a very important hub for a stronger, effective, and welcoming host community and receptive and engaged newcomer community.

- The London and Middlesex Local Immigration Partnership has evolved since its origins and continues to make efforts to meet the ongoing needs of newcomers and immigrants in our community.

- However, there is a concern that the London and Middlesex Local Immigration partnership is disorganized and lacks clear focus and intent. It needs more decision-makers at the table and improved means of enacting plans and ideas.

- The London and Middlesex Local Immigration Partnership also needs to increase awareness and accessibility of all services available to them, not just a selection.

- The London and Middlesex Local Immigration Partnership should invest more time and resources to help new immigrants establish themselves in the community.

- There may be opportunity for greater consultation and cross-sharing in bridging supply and demand through Central planning tables between Local Immigration Partnerships and Immigrant Employment Councils.
Summary

- Participation in the 2016 wave of the “Community Capacity and Perceptions of the LMLIP” survey was lower than in 2013

- For the organizations who responded to the survey, perceptions of the LMLIP are quite positive, and some positive changes are evident between 2013 and 2016
  
  - Most of the organizations in 2016 report having familiarity with the LMLIP, and show moderate levels of participation with the LMLIP
  
  - Almost all organizations in 2016 report that the LMLIP has relevance and has played a moderate role in shaping service delivery
  
  - A sizeable proportion of organizations in 2016 report that the LMLIP has increased the coordination of services
  
  - A sizeable proportion of organizations in 2016 report that the LMLIP has improved services available in London and Middlesex
  
  - Most organizations in 2016 report that the LMLIP has improved the extent to which London and Middlesex is a welcoming community to immigrants
  
  - Most organizations in 2016 report that the LMLIP has changed the way in which their services are delivered

- Almost half of the organizations surveyed report providing services to immigrants (i.e., they provide at least some immigrant-specific services) with a subset of these organizations servicing immigrants exclusively

- London and Middlesex remains a community with many strengths in providing services to immigrants, with Community Connections as the most provided service for immigrants

- Along with the services each organization provides, many organizations report having connections with each other and referring immigrants to other organizations in order to best meet their needs

- Nearly 9 in 10 organizations evaluate the services they provide and have specific action plans to improve their services

- Additionally, the community has noted gaps in services provided for immigrants and newcomers to London and Middlesex, including a need for increased training, education, and networking opportunities to help immigrants attain meaningful jobs

- Organizations have also reported that more action should be taken to celebrate cultural diversity in London, and also to link new immigrants with immigrants who are long-time residents of London