HAMILTON IMMIGRATION PARTNERSHIP COUNCIL SERVICE PROVIDER SURVEY REPORT

May 2015

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Supported by:

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ACKNOWLEDGEMENTS

We gratefully acknowledge staff at the Hamilton Immigration Partnership Council (HIPC) for their support and contributions through the development of this project and report:

John Ariyo, Manager, Community Initiatives
Cindy Mutch, Project Manager
Jenny Cho, (past) Working Group Coordinator

We also acknowledge HIPC's funder, Citizenship and Immigration Canada.

We also thank all survey respondents, and all service providers supporting newcomers in our community.

TABLE OF CONTENTS

1.0 INTRODUCTION AND METHODS **2**
1.1 Introduction 2
1.2 Objectives 2
1.3 Methods and Limitations 2
2.0 FINDINGS AND DISCUSSION **4**
2.1 Respondent characteristics 4
2.2 Information, resources, and services 7
2.3 Collaboration among service providers 24
2.4 Informal networks 27
2.5 Future priorities 29
3.0 CONCLUSION **30**
APPENDIX A – SERVICE PROVIDER SURVEY **32**
APPENDIX B – OPEN ENDED RESPONSES **38**

1.0 INTRODUCTION AND METHODS

1.1 Introduction

This report documents findings of the 2014 Service Provider Survey for the Hamilton Immigration Partnership Council (HIPC). Variations of this survey have been administered among service providers working with newcomers since 2011, although some questions have been adjusted between versions and numbers of respondents have varied between years.

The HIPC's Settlement Service Providers working group developed and adapted the 2014 survey questions, and the Social Planning and Research Council of Hamilton was engaged to conduct and analyze the 2014 survey.

1.2 Objectives

The main objective of the 2014 Service Provider Survey is to document levels of awareness of services available to newcomers among service providers as well as service provider confidence in making referrals to these services. This report also aims to offer comparisons between this year's findings and earlier findings as possible.

1.3 Methods and Limitations

As in the previous two years of administering this survey, respondents were invited to complete the survey electronically via Survey Monkey. The 2014 survey, as in the 2013 survey, was made available in English and French. Table 1 shows the number of respondents in English and in French from 2011 to 2014.

As noted above, the variation in total respondents and changes to some questions between surveys weaken comparisons drawn between findings from various years. Because the total number of potential respondents in the pool of service providers who work with newcomers is not known, a reliable response rate cannot be calculated. Comparisons between various years' findings are made where possible in this report, but they should be considered with caution due to these factors.

Table 1 - Number of Service Provider Survey respondents by year and language

Year	Respondents in French	Respondents in English	Total respondents
2011	0[1]	189	189
2012	0[2]	378	378
2013	22	187	209
2014	11	153	164

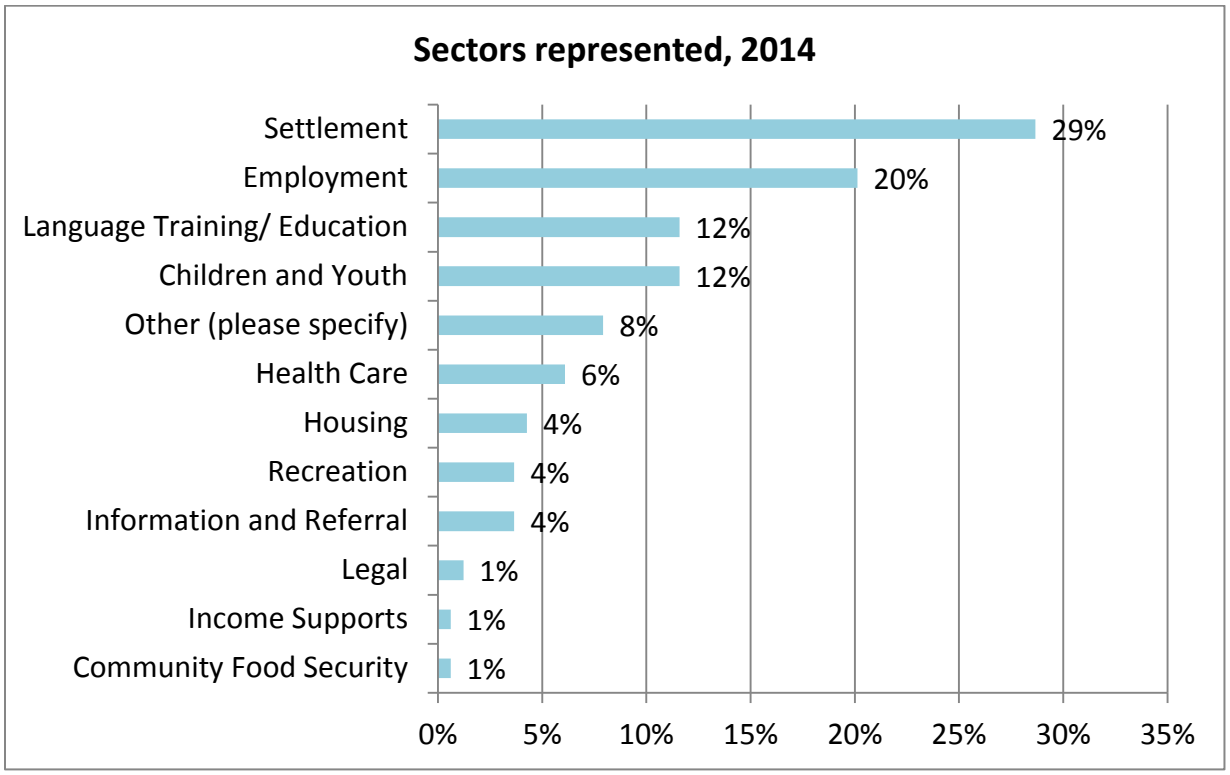
[1] The 2011 survey was not made available in French.
[2] The 2012 survey was not made available in French.

2.0 FINDINGS AND DISCUSSION

1.12.1 Respondent Characteristics

Figure 1: *Q1. Which service sector do you represent most closely?*

- 164 answered, 0 skipped



- Respondents came from a wide range of sectors.
- The sector with the highest representation (29%) was Settlement, Followed by Employment (20%).

Because the number of options in this question went from 6 in 2012 and 2013 to 12 in 2014, comparison of results is very limited. However, as a point of reference, previous years' findings are presented below.

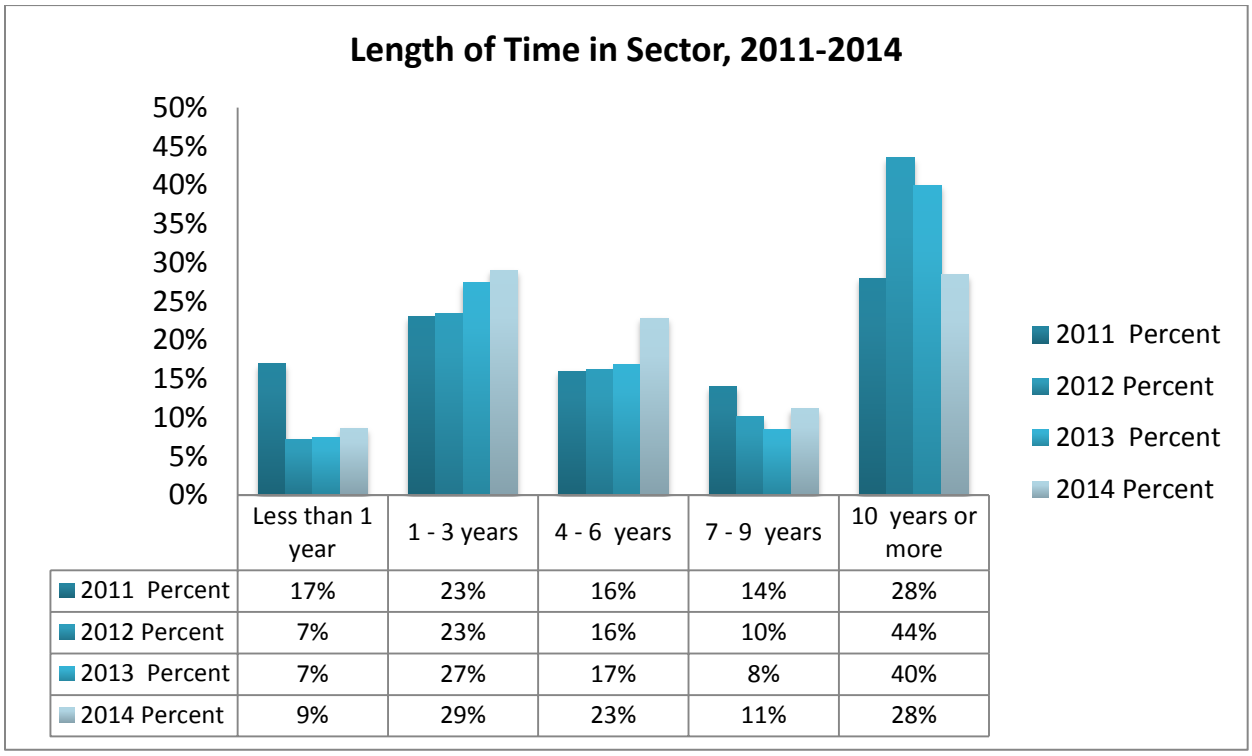
Table 2: Sectors represented by respondents, 2011-2013

Answer Options	2011	2012	2013
	Percent	Percent	Percent
Settlement	14%	11%	23%
Employment	23%	14%	22%
Education/Training	17%	18%	16%
Housing	5%	10%	11%
Health Care	4%	18%	7%
Other	-	29%	20%

- In the 2014 survey, the Other (10%) category was comprised mainly of community and culture sectors, rather than income support and recreation, as in the 2013 survey.

Figure 2: *Q2. How long have you worked in your current sector?*

- 162 answered, 2 skipped



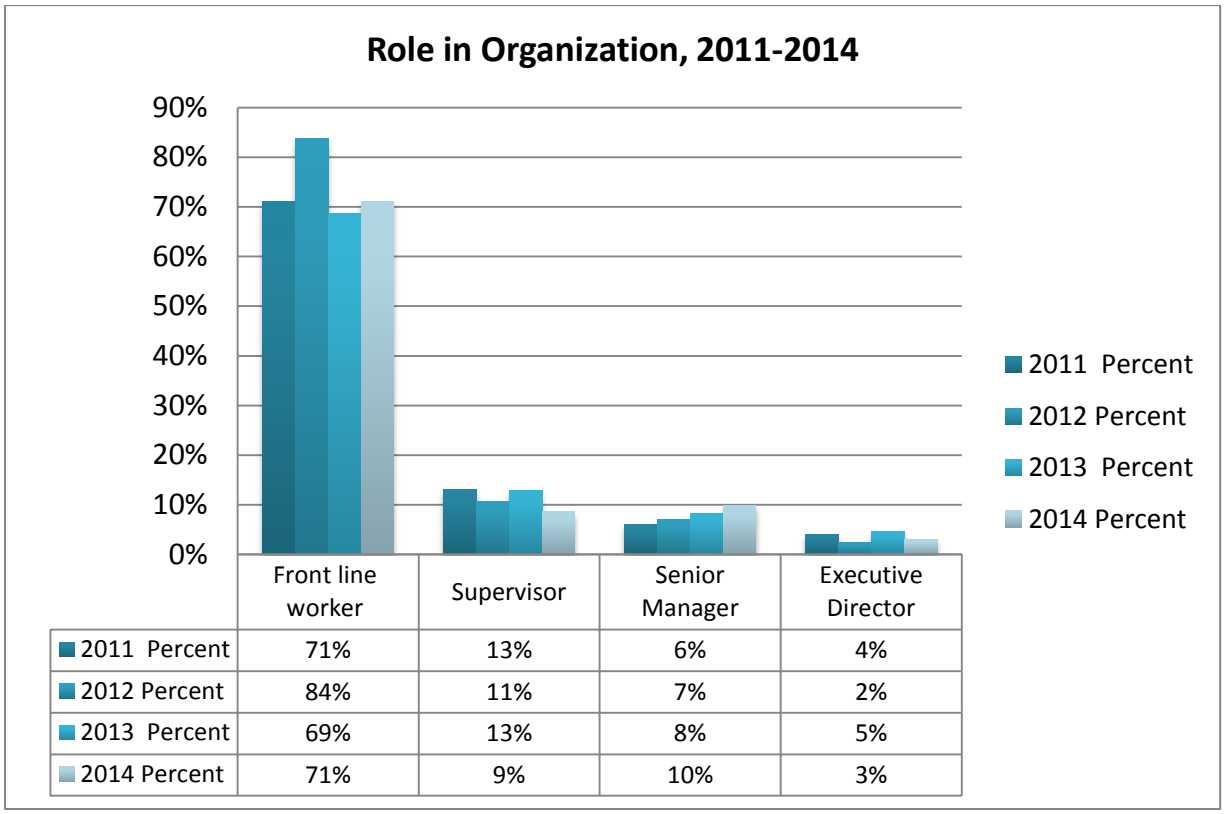
	Less than 1 year	1 - 3 years	4 - 6 years	7 - 9 years	10 years or more
2011 Percent	17%	23%	16%	14%	28%
2012 Percent	7%	23%	16%	10%	44%
2013 Percent	7%	27%	17%	8%	40%
2014 Percent	9%	29%	23%	11%	28%

- The cohort of service provider respondents with 1-3 years' experience in the sector has been growing since 2011, and is now the largest cohort at 29% of respondents.

- In 2014, two-thirds (67%) of respondents had four years of experience or more in their current sector; roughly half of this group had 10 years of experience or more. The remaining respondents (33%) had 3 or fewer years of experience.
- The proportion of respondents with 10 or more years of experience has been decreasing since 2012, and is now the second largest cohort at 28% of respondents.
- Overall, this means that service provider respondents as a whole had fewer years of experience in their sectors than the year before, but because the sample of respondents is not consistent year-to-year, it may not reflect an overall trend in the broader community of service providers working with newcomers.

Figure 3: *Q3. What type of role do you play in your organization?*

- 163 answered, 1 skipped



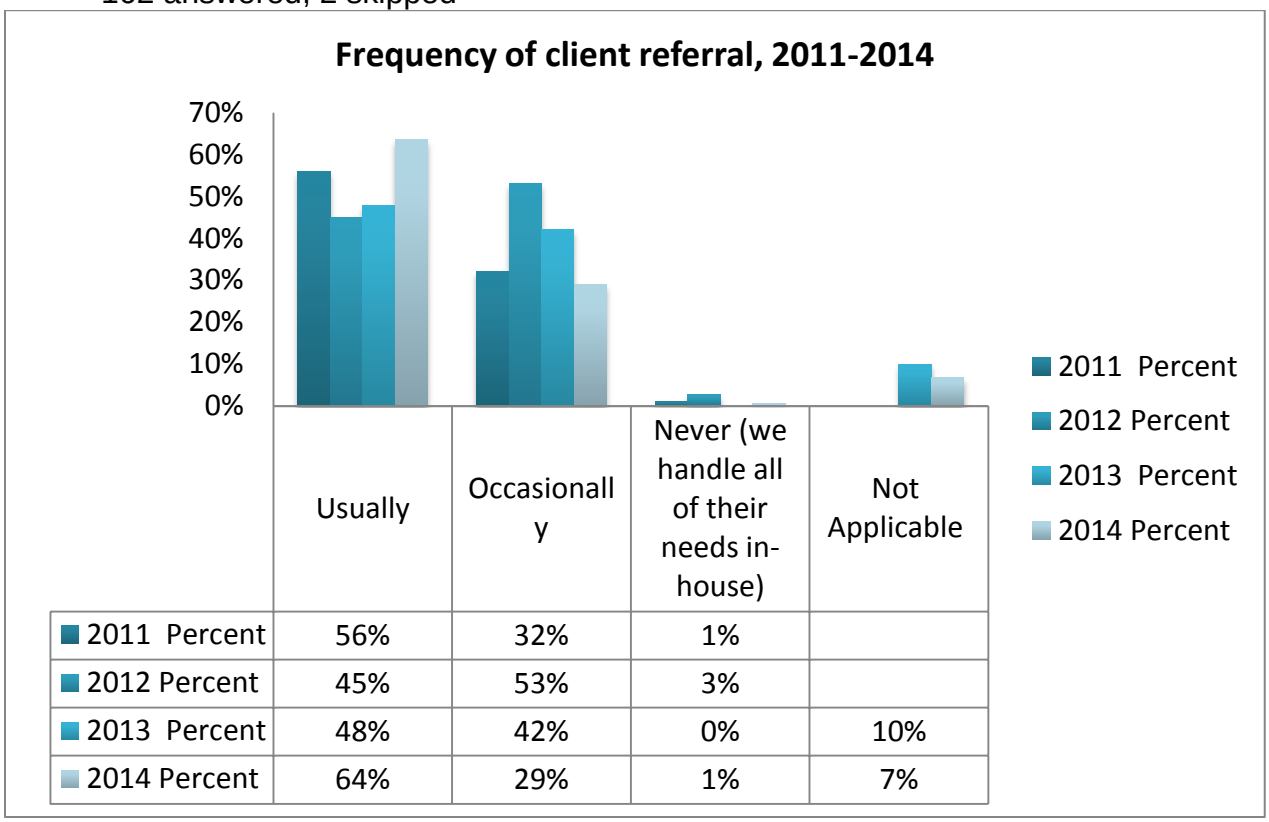
	Front line worker	Supervisor	Senior Manager	Executive Director
2011 Percent	71%	13%	6%	4%
2012 Percent	84%	11%	7%	2%
2013 Percent	69%	13%	8%	5%
2014 Percent	71%	9%	10%	3%

- The majority of respondents in the 2014 survey were Frontline Workers (71%).
- Frontline workers have consistently been the greatest proportion of respondents in this survey since 2011, peaking at 84% in 2012 and having a low of 69% in 2013.
- Other categories varied only slightly between 2011 and 2014 as well.

2.2 Information, Resources, and Services

Figure 4: *Q4: How often does a newcomer client that you are counselling need a referral to one or more services?*[3]

- 162 answered, 2 skipped



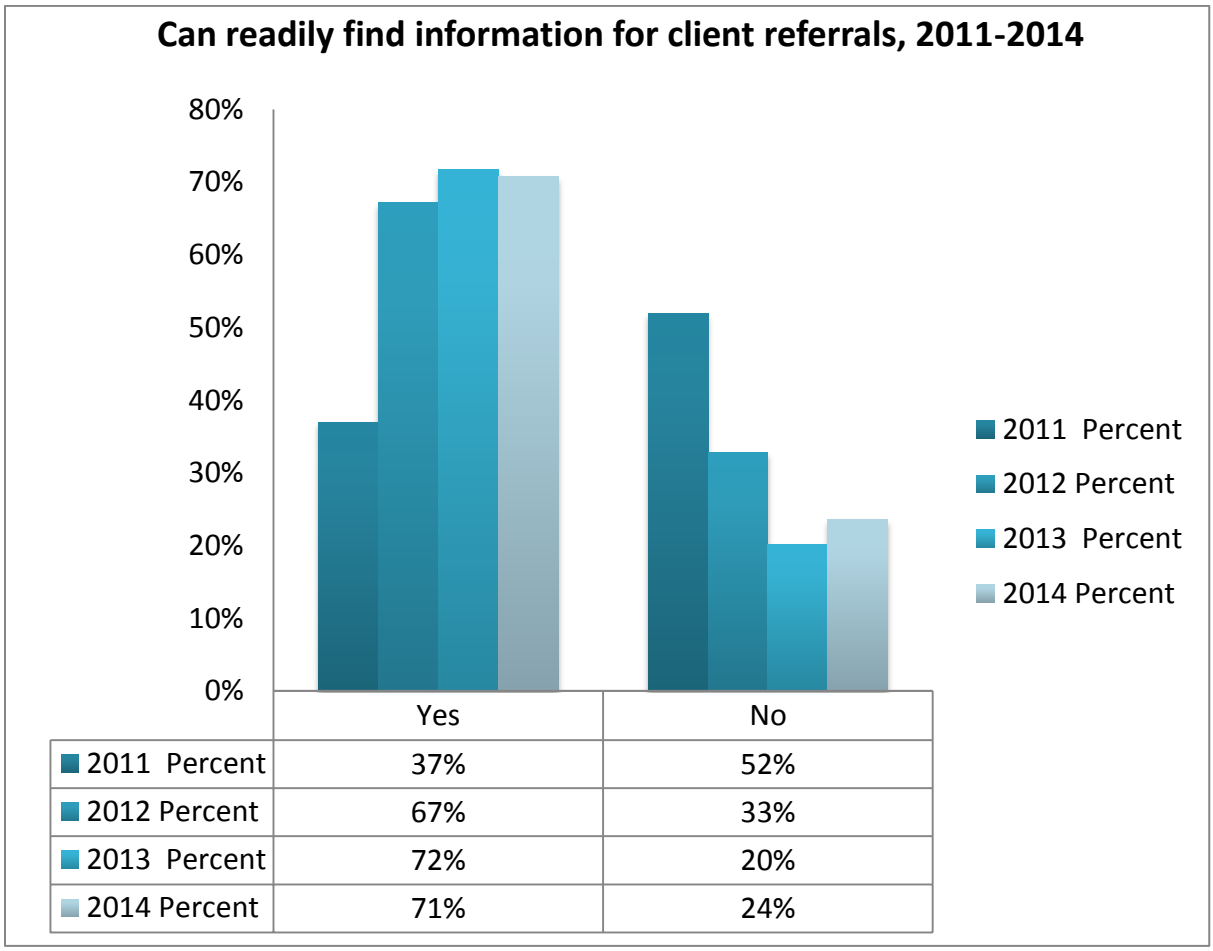
	Usually	Occasionally	Never (we handle all of their needs in-house)	Not Applicable
2011 Percent	56%	32%	1%	
2012 Percent	45%	53%	3%	
2013 Percent	48%	42%	0%	10%
2014 Percent	64%	29%	1%	7%

- 93% of 2014 survey respondents had experience referring their client to one or more services occasionally or usually, indicating that most clients of respondents see more than one service provider for support.
- The proportion of respondents saying they "usually" refer clients was the highest level among the four years that this survey has been conducted, and the "usually" category has grown since 2012.
- Situations where this was "Not Applicable" were less frequent (down by 3%). One 2014 survey respondent indicated they "never" needed to refer a client.

[3] The option "Not Applicable" was not included in the 2011 and 2012 surveys.

Figure 5: *Q5. Can you readily find all the information you need to confidently refer your newcomer clients?*

- 161 answered, 3 skipped

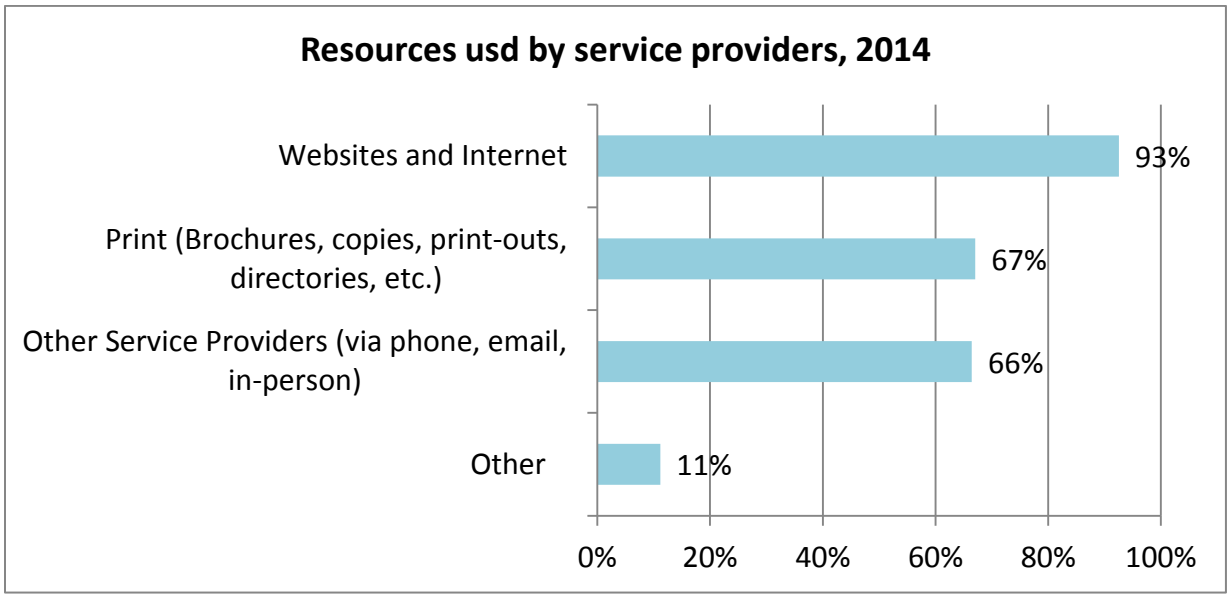


	Yes	No
2011 Percent	37%	52%
2012 Percent	67%	33%
2013 Percent	72%	20%
2014 Percent	71%	24%

- The proportion of respondents who can readily find information for referrals has grown since 2011 (by 34%), though 2014 findings showed a slight (1%) decline.

Figure 6: *Q6. What sources do you usually use when you are looking for information to refer newcomer clients to the services they need?*

- 161 answered, 3 skipped



- Almost all respondents (93%) used “Websites and Internet” when looking for information.
- A significant majority also used “Other Service Providers” (70%) and “Printed Materials” (67%).
- Respondents also reported the use of “Other” sources (10%), such as “Information Hamilton/Red Book”, “Internal program information” and “Drawing on experiences from other clients/staff”.

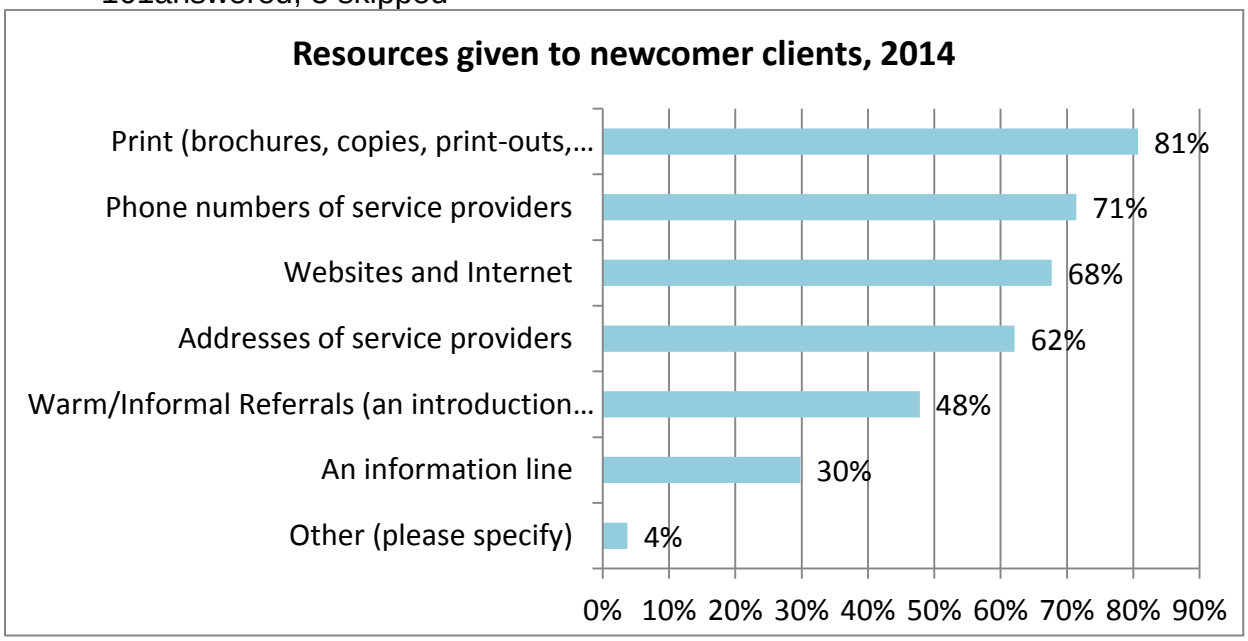
Table 3: Ranking of resources used by service providers, 2011-2014

Answer Options	2011	2012	2013	2014
	Rank	Rank	Rank	Rank
Websites and Internet	1	1	1	1
Print	3	2	2	2
Other Service Providers	4	3	3	3
Other	2	4	4	4

- Websites and Internet have consistently been the most commonly used resources from 2011-2014.
- Print materials and other service providers have been more popular resources from 2012-2014. This is likely based in the relative stability among organizations serving newcomers after significant changes in 2011.

Figure 7: *Q7. What resources do you usually give to newcomer clients when referring them to services?*

- 161answered, 3 skipped



- Print materials were the most commonly distributed resources to clients (81%)
- Service provider phone numbers, addresses, and websites were also distributed by over half of respondents (62%-71%)

Table 4: Ranking of resources given to newcomer clients, 2011-2014[4]

Answer Options	2012 Rank	2013 Rank	2014 Rank
Print (brochures, copies, print-outs, directories, etc.)	1	1	1
Service provider phone numbers	1	2	2
Service provider addresses	3	3	4
Websites and Internet	4	4	3
Warm Referrals	-	5	5
An information line	5	6	6
Other (please specify)	-	7	7

- Print materials have consistently been the resource type most commonly distributed by respondents from 2012-2014.

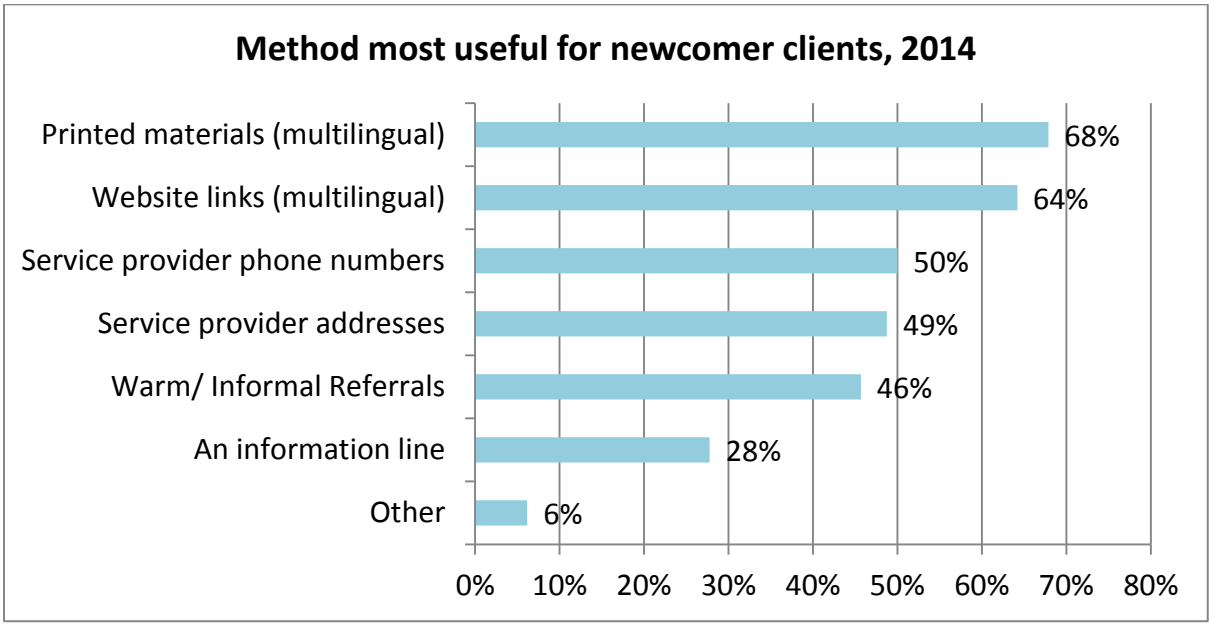
[4] Categories with "-" marked were not included as options in surveys from those years.

- The rankings of other resources have changed slightly since 2012:
    - Service provider phone numbers and addresses have become slightly less commonly distributed, while websites and internet have become more commonly distributed.

This question was not part of the 2011 survey.

Figure 8: *Q8. Based on your experience, what are the methods of finding services that would be most useful to your newcomer clients?*

- 162 answered, 2 skipped



- Similar to Figure 7 above, Figure 8 shows that printed materials are seen by respondents as most useful for newcomer clients.
- Website links in multiple languages were seen as most useful by 64% of respondents, higher than service provider phone numbers and addresses.
- Warm referrals were seen as useful by just under half of respondents, while an information line was seen as useful by 28% of respondents.

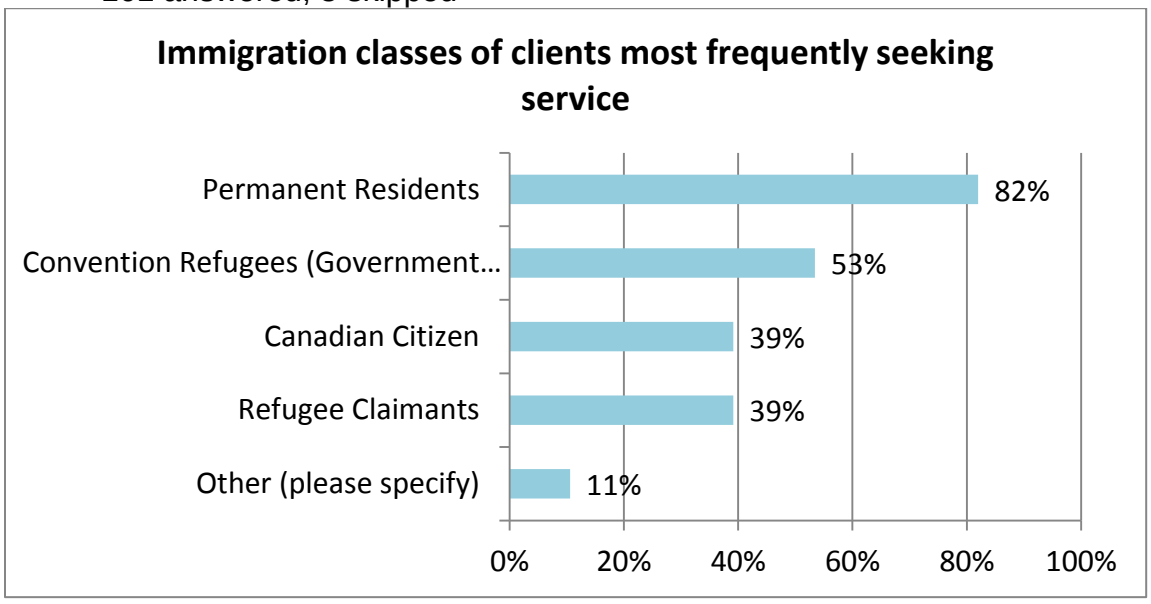
Table 5: Ranking of method most useful for newcomer clients, 2011-2014

Answer Options	2011	2012	2013	2014
	Rank	Rank	Rank	Rank
Printed Materials (multilingual)	1	1	1	1
Service provider phone numbers	3	3	2	3
Service provider addresses	-	-	3	4
Website links (multilingual)	2	2	4	2
Warm/Informal Referrals	-	-	5	5
An information line	-	-	6	6
Other	-	4	7	7

- The ranking of resources seen as most useful for clients has varied only slightly since 2011 (although more options were added in 2012 and 2013 surveys).
- The main change is that in 2013 service provider phone numbers were seen as the second most useful resource (after printed materials, which has consistently been seen as the most useful type of resource fro clients).
- Then 2014 rankings returned website links to the second most useful resource type.

Figure 9: *Q9: Which immigration classes do you see most frequently represented among your clients seeking service? (Select all that apply.)*

- 161 answered, 3 skipped

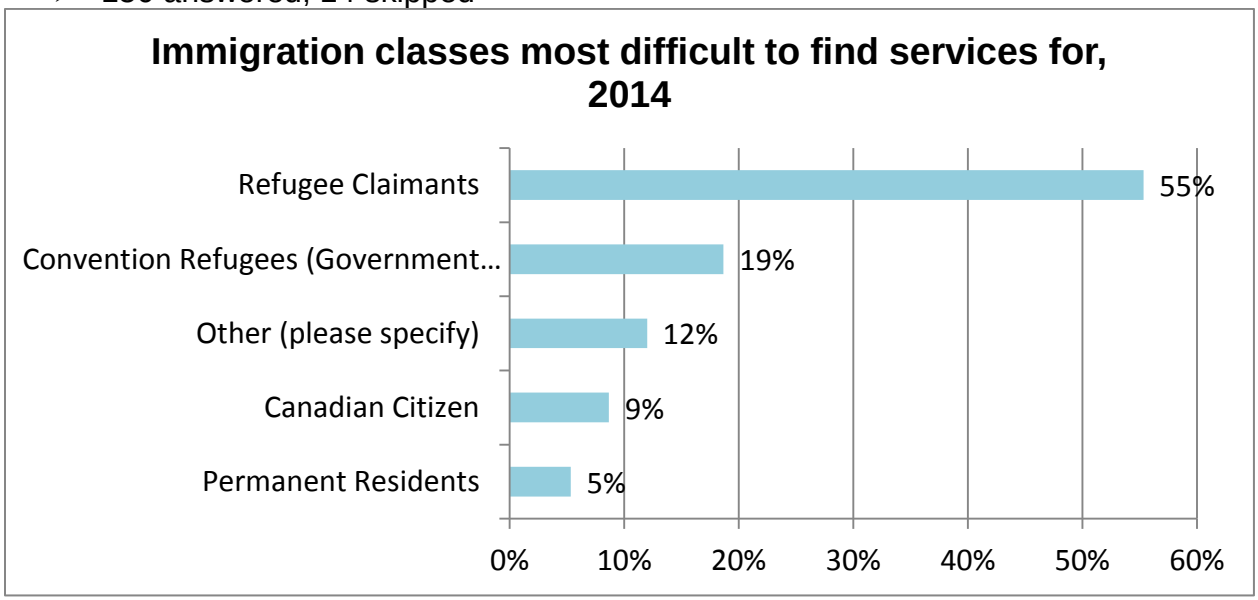


- 82% of respondents worked most frequently with Permanent Residents.

- Over half of the respondents saw Convention Refugees (53%) frequently represented at their service, while Canadian Citizens (39%) and Refugee Claimants frequently sought services at 39% of the agencies.
- A smaller proportion of agencies (11%) saw clients from other immigration classes most frequently, including International Students, non-Status, Visitors and Caregivers.
- Comparison with previous years' findings is limited by changes in categories around refugees and by respondents' ability to select multiple options

Figure 10: *Q10. Which of the following immigration classes do you have most difficulty finding services for?*

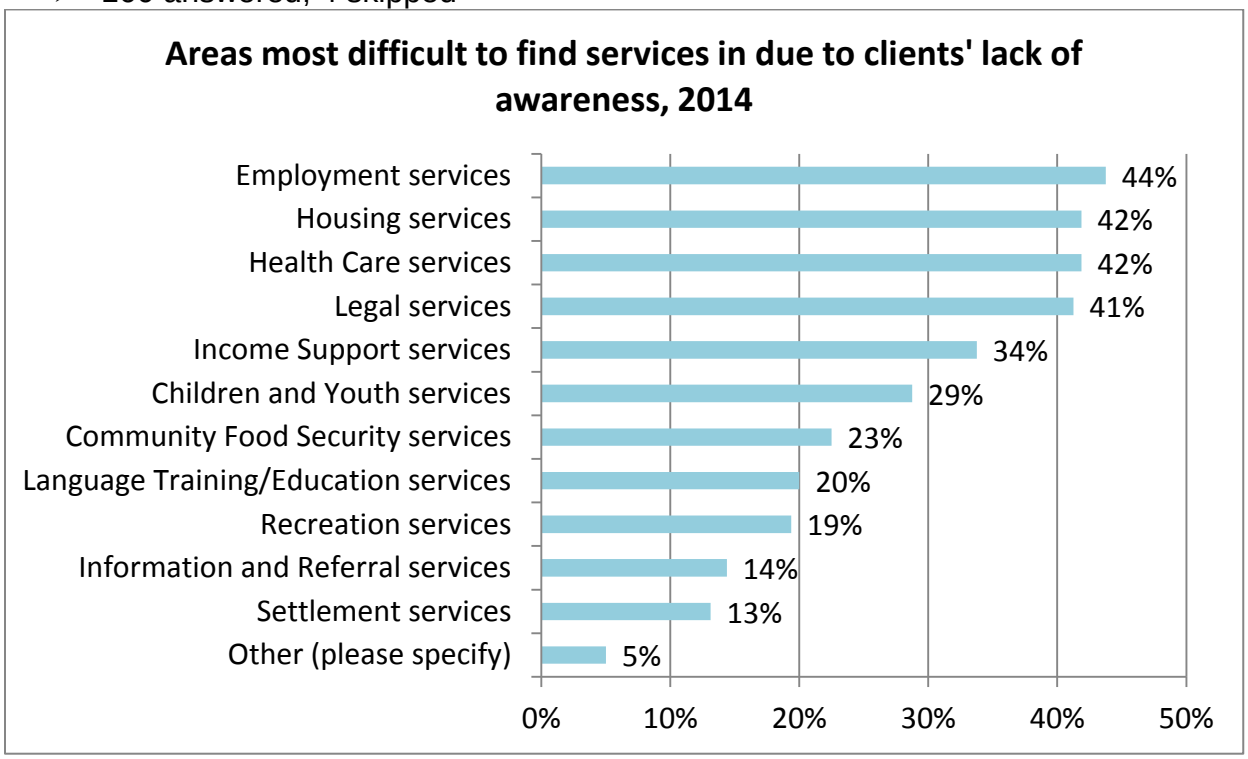
- 150 answered, 14 skipped



- Over half of respondents (55%) reported that they had difficulty finding services for Refugee Claimants, while 19% had difficulty finding services for Convention Refugees.
- Other respondents stated that they had difficulty finding services for International Students and non-Status individuals, among others groups (12%).
- The remaining 14% had difficulty finding services for Canadian Citizens (9%) and Permanent Residents (5%).
- Comparison with previous years' findings is limited by changes in categories around refugees and by respondents' ability to select multiple options. Still, Refugee Claimants and Convention Refugees have persisted as the most common classes for whom respondents found it difficult to find services.

Figure 11: *Q11. In your experience, which of the following areas are most difficult to find services in due to clients' lack of awareness?*

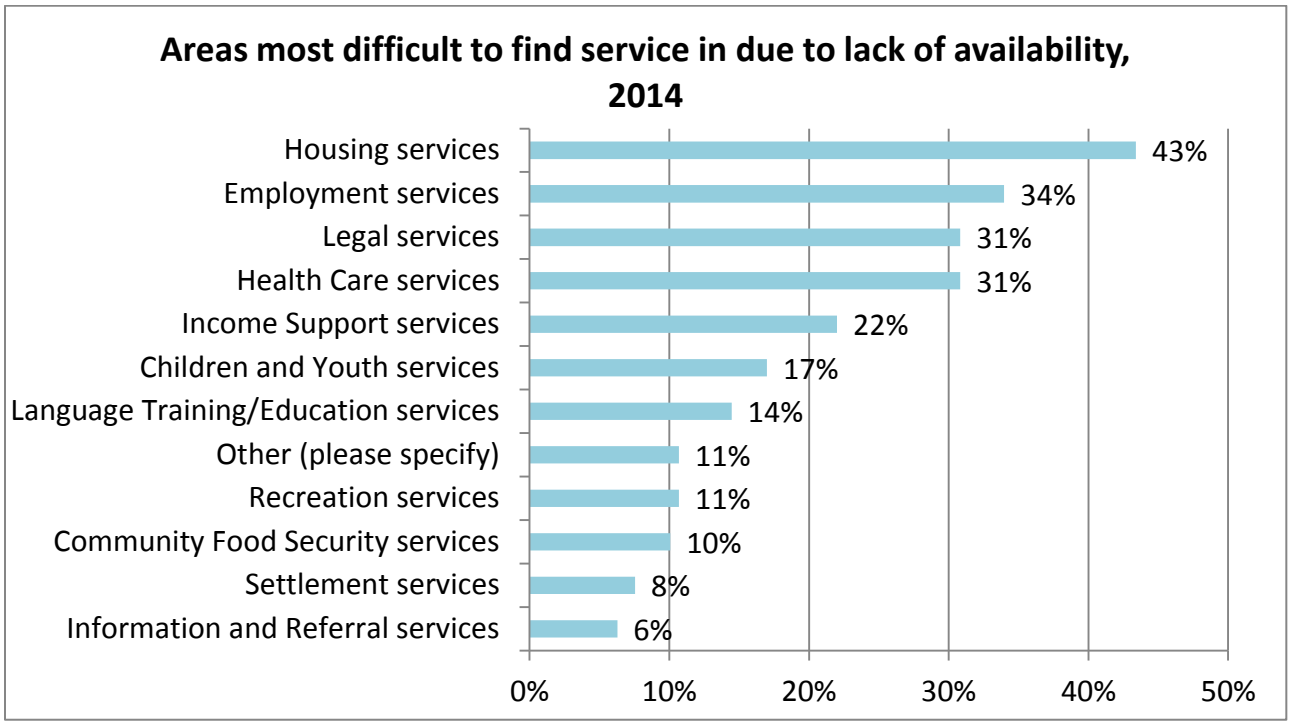
- 160 answered, 4 skipped



- Respondents reported many areas in which finding services is difficult due to clients' lack of awareness: Employment (44%), Housing (42%), Health Care (42%), and Legal services (41%) were identified most often.
- Several categories included newly in the 2014 survey including Legal (41%), Income Support (34%) and Children and Youth (29%) were also identified as resources that were difficult to find due to clients' lack of awareness.
- Changes in question wording and response categories limit comparisons to previous results.

Figure 12: *Q12. In your experience, which of the following areas are most difficult for your newcomer clients to find services in due to lack of availability?*

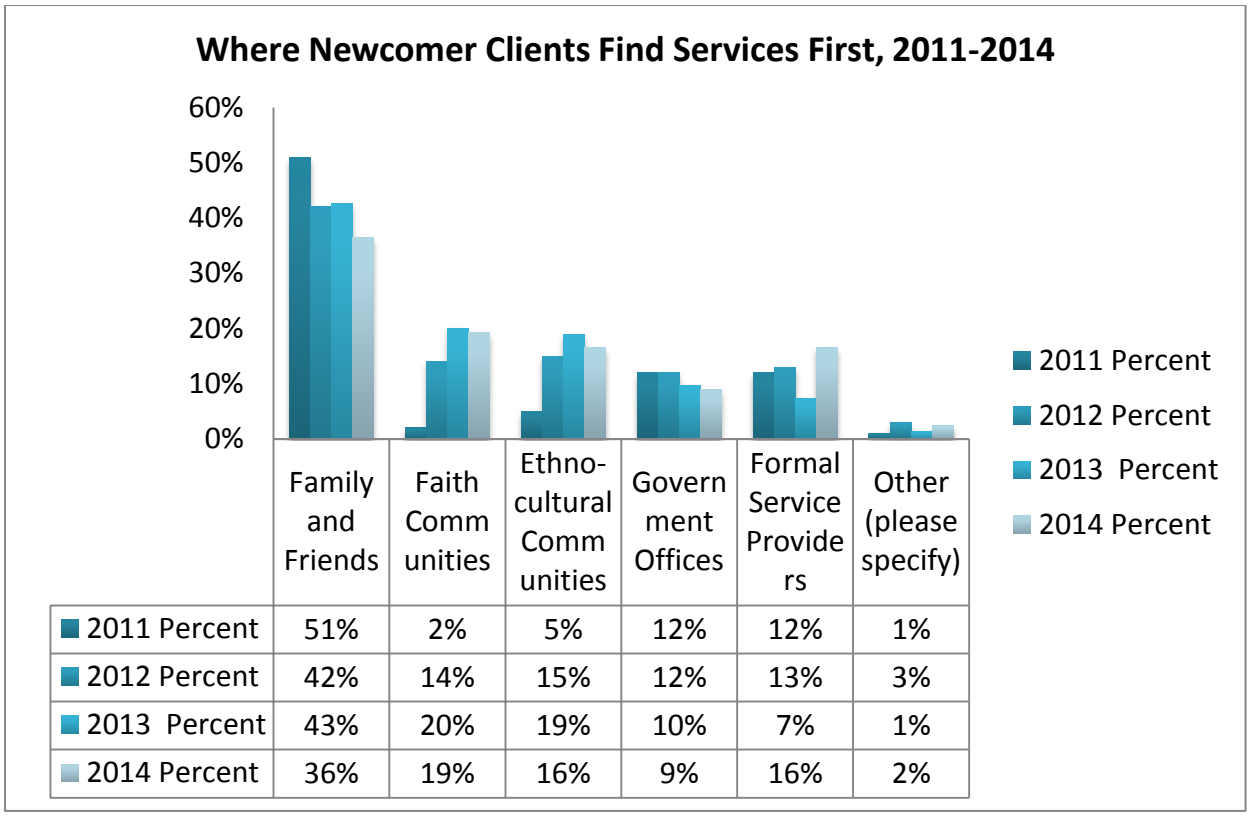
- 149 answered, 15 skipped



- Respondents indicated that a number of resources were difficult for newcomers to access due to lack of availability.
- Cited most frequently were services around
  - Housing (43%)
  - Employment (34%)
  - Legal (31%)
  - Health Care (31%)
- These four most cited categories are the same as for the previous question, which focused on lack of client awareness, though the order shifts somewhat in response to this question:
  - Housing and Employment trade places between 1st and 2nd most difficult to find service in due to lack of availability
  - Legal services and Health Care services are virtually tied (3rd and 4th most difficult to find service in) for this question and the previous one.
- As in Question 11 above, changes to question wording and response options make comparisons to previous findings challenging.

Figure 13: *Q13. In your experience, where do your newcomer clients go first to find services?*

- 159 answered, 5 skipped

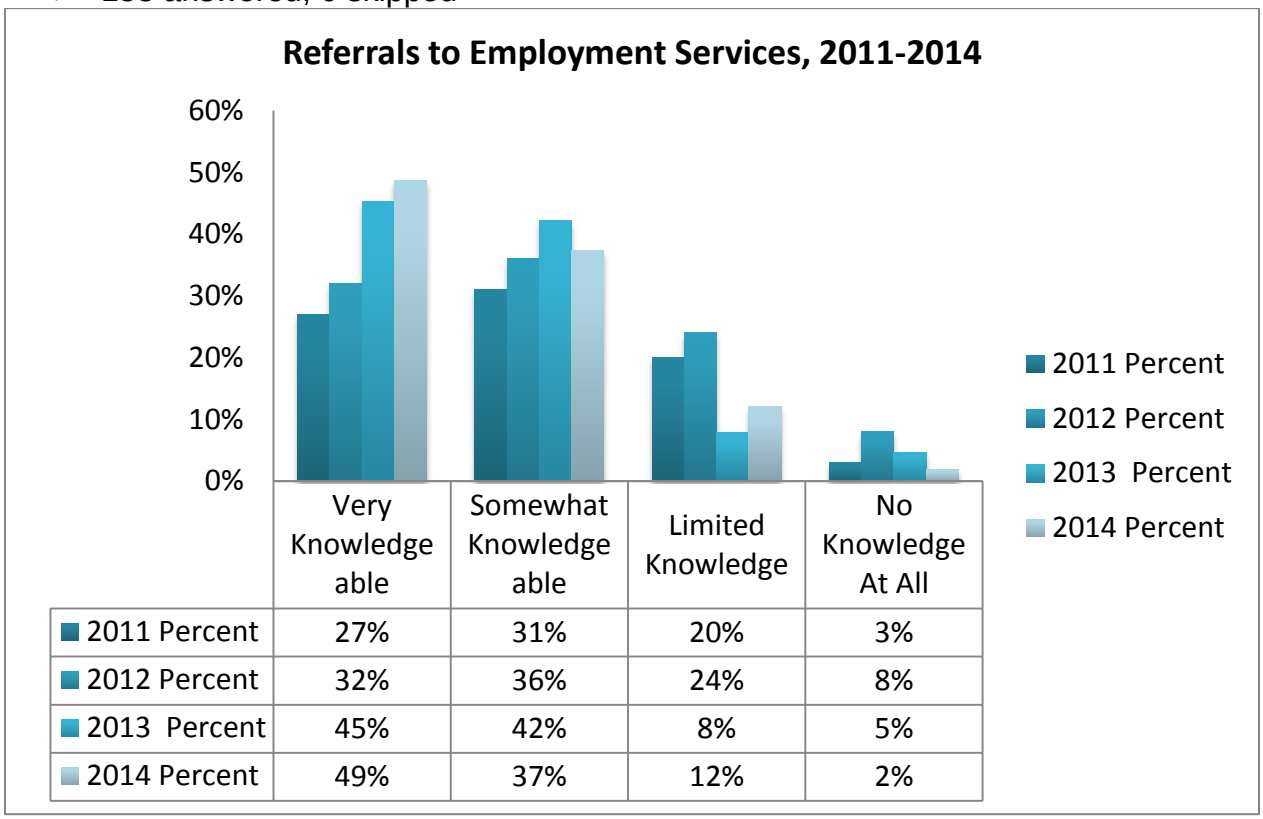


	Family and Friends	Faith Communities	Ethno-cultural Communities	Government Offices	Formal Service Providers	Other (please specify)
2011 Percent	51%	2%	5%	12%	12%	1%
2012 Percent	42%	14%	15%	12%	13%	3%
2013 Percent	43%	20%	19%	10%	7%	1%
2014 Percent	36%	19%	16%	9%	16%	2%

- Where newcomer clients go first for service is seen as more diverse and less concentrated now than in 2011.
- "Family and Friends" have consistently been where most respondents feel newcomer clients go first to find services from 2011-2014.
- Still, this category has seen a decline over this period, down from 51% in 2011 to 36% in 2014.
- Faith communities and ethno-cultural communities have both generally grown in terms of the percentage of respondents indicating that these are where newcomer clients go first for service, though both had a slight decline from 2013 to 2014.
- Formal service providers were seen as a more common first stop for newcomers in 2014 (16%, up from 12% in 2011). This is the same percentage of respondents as for "Ethno-cultural communities."

Figure 14a - Employment: *Q14 How knowledgeable do you consider yourself to be about making referrals to the following service areas in Hamilton (e.g. who is offering these services and where and how to refer clients).*

- 158 answered, 6 skipped

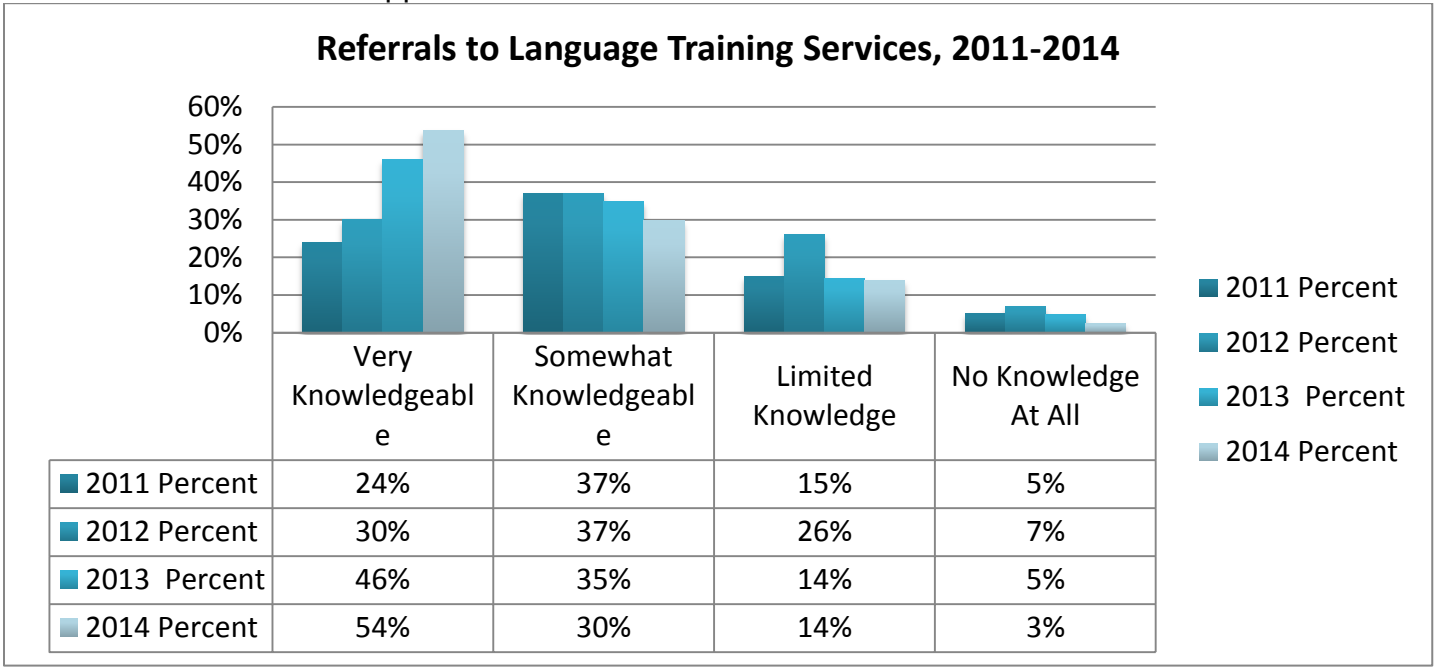


	Very Knowledgeable	Somewhat Knowledgeable	Limited Knowledge	No Knowledge At All
2011 Percent	27%	31%	20%	3%
2012 Percent	32%	36%	24%	8%
2013 Percent	45%	42%	8%	5%
2014 Percent	49%	37%	12%	2%

- Overall, service provider respondents indicate they are more knowledgeable with respect to employment than they were in 2014.
- The proportion of respondents indicating they consider themselves very knowledgeable about making referrals to employment services was at its highest level in 2014, growing steadily from 27% since 2011.
- Conversely, the percentage of respondents indicating that they had no knowledge about employment services referrals at all was at its lowest level since 2011 (2%)
- The level of respondents indicating they were somewhat knowledgeable about employment is higher than in 2011 (31%-37%), though slightly lower than in 2013 (42%)

Figure 14b – Language training: *Q14 How knowledgeable do you consider yourself to be about making referrals to the following service areas in Hamilton (e.g. who is offering these services and where and how to refer clients).*

- 158 answered, 6 skipped

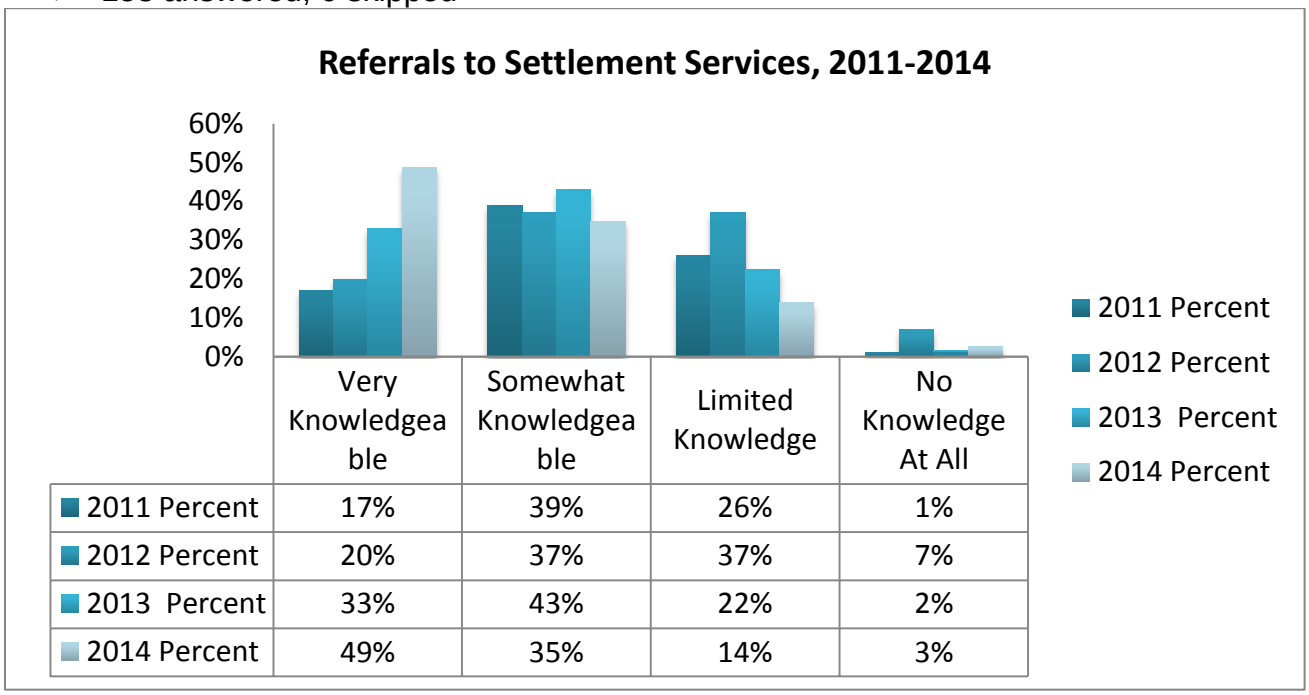


	Very Knowledgeable	Somewhat Knowledgeable	Limited Knowledge	No Knowledge At All
2011 Percent	24%	37%	15%	5%
2012 Percent	30%	37%	26%	7%
2013 Percent	46%	35%	14%	5%
2014 Percent	54%	30%	14%	3%

- The percentage of respondents indicating they consider themselves very knowledgeable about making referrals to language training services has grown consistently since 2011 to 2014, from 24% to 54%.
- The levels of respondents considering themselves somewhat knowledgeable, having limited knowledge, or no knowledge at all, generally decreased over the same period (except for increases in 2012).

Figure 14c – Settlement: *Q14 How knowledgeable do you consider yourself to be about making referrals to the following service areas in Hamilton (e.g. who is offering these services and where and how to refer clients).*

- 158 answered, 6 skipped

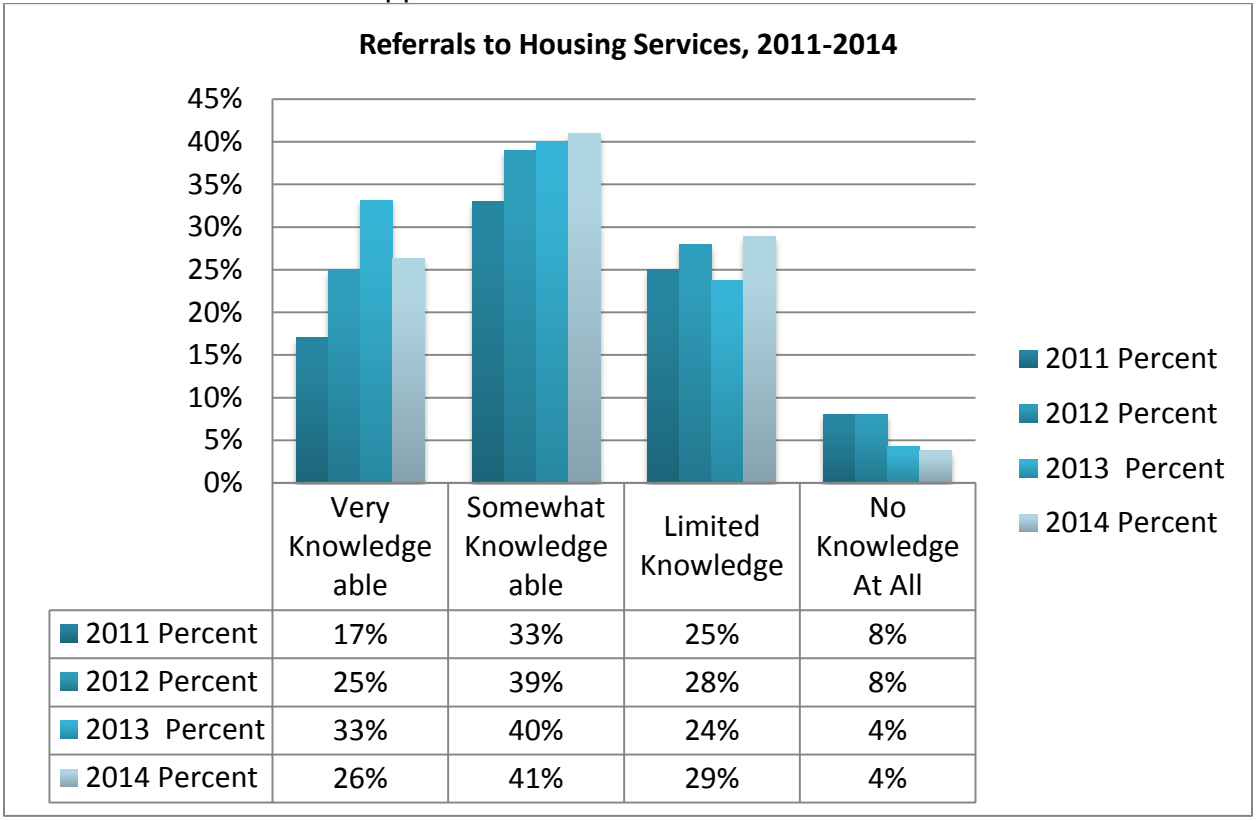


	Very Knowledgeable	Somewhat Knowledgeable	Limited Knowledge	No Knowledge At All
2011 Percent	17%	39%	26%	1%
2012 Percent	20%	37%	37%	7%
2013 Percent	33%	43%	22%	2%
2014 Percent	49%	35%	14%	3%

- As with the previous categories of services, settlement services has consistently seen growth in the percentage of respondents considering themselves to be very knowledgeable about making referrals, from 17% in 2011 to 49% in 2014.
- The proportion of respondents indicating they were somewhat knowledgeable with respect to settlement services has declined slightly since 2011 (39% to 35%), with the exception of a rise to 43% in 2013.
- The level of respondents saying they have limited knowledge about settlement services has generally declined (26% to 14%) since 2011, with the exception of 37% in 2012.
- The proportion of respondents with no knowledge of settlement services at all is marginally higher than in 2011, but still quite low at 3%.

Figure 14d – Housing: *Q14 How knowledgeable do you consider yourself to be about making referrals to the following service areas in Hamilton (e.g. who is offering these services and where and how to refer clients).*

- 156 answered, 8 skipped

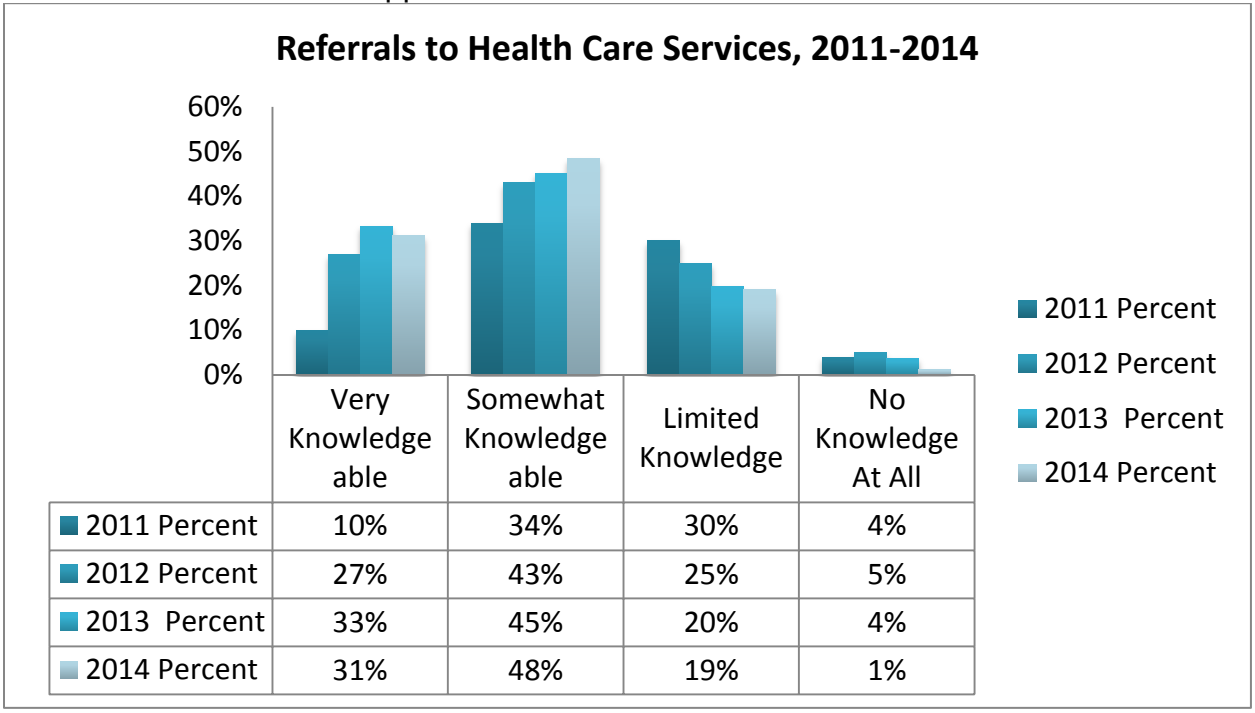


	Very Knowledgeable	Somewhat Knowledgeable	Limited Knowledge	No Knowledge At All
2011 Percent	17%	33%	25%	8%
2012 Percent	25%	39%	28%	8%
2013 Percent	33%	40%	24%	4%
2014 Percent	26%	41%	29%	4%

- Overall, housing is the service area with the lowest proportion of respondents feeling very knowledgeable in 2014 (26%).
- The proportion of respondents considering themselves very knowledgeable about housing services referrals has grown overall, from 17% in 2011 to 26% in 2014, though saw a decline from 33% in 2013.
- The proportion of respondents feeling somewhat knowledgeable has grown steadily from 33% in 2011 to 41% in 2014.
- Those with limited knowledge have grown slightly in proportion since 2011 (25% to 29%), and those with no knowledge of housing referral information at all has dropped from 8% to 4%.

Figure 14e – Health: *Q14 How knowledgeable do you consider yourself to be about making referrals to the following service areas in Hamilton (e.g. who is offering these services and where and how to refer clients).*

- 157 answered, 7 skipped



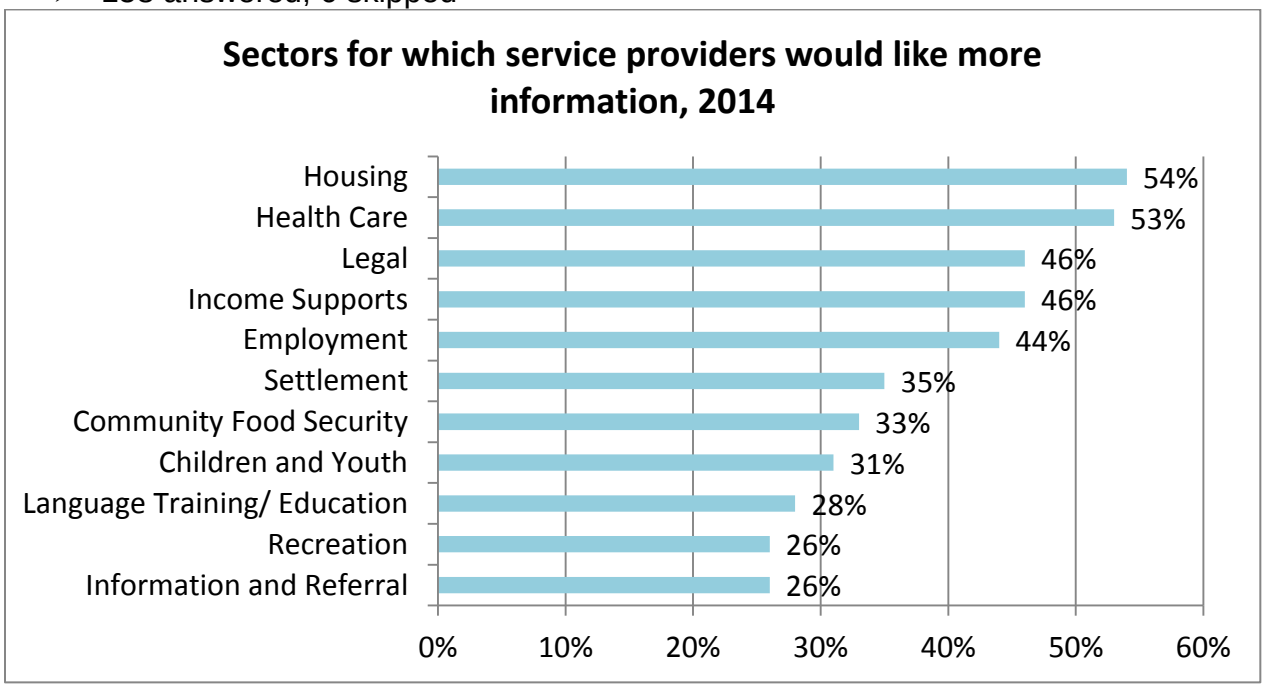
	Very Knowledgeable	Somewhat Knowledgeable	Limited Knowledge	No Knowledge At All
2011 Percent	10%	34%	30%	4%
2012 Percent	27%	43%	25%	5%
2013 Percent	33%	45%	20%	4%
2014 Percent	31%	48%	19%	1%

- More respondents felt very knowledgeable with respect to health care service referrals in 2014 (31%) compared with 2011 (10%), though this is down slightly from 2013 (33%).
- The proportion of respondents considering themselves somewhat knowledgeable about health care services has grown steadily since 2011, while those with limited knowledge have decreased steadily in that time.
- The proportion of respondents with no knowledge of health care service referral information has decreased to 1% in 2014 (from 4% in 2011).
- This suggests that service providers have become more knowledgeable in the last several years, though this service area still has the second lowest level of respondents feeling very knowledgeable.

- Overall, respondents felt most knowledgeable in the areas of Employment, Language Training/Education, and Settlement (in descending order). In general respondents were less knowledgeable in the areas of Health Care and Housing.

Figure 15: *Q15. Please indicate what sectors you would like more information on in order to better refer your clients.*

- 158 answered, 6 skipped



- Reflecting the findings in the five preceding figures, Figure 15 shows that most service provider respondents want more information about housing and health care, the service areas with the lowest levels of knowledgeability above.
- 44%-46% of respondents also wanted more information on legal services, income supports, and employment services.
- All categories had at least 26% of respondents indicating they would like more information about them.
- Response options for this question were changed from the 2013 survey, when this question was first included; 5 options were added and the “Other” option was removed, limiting the ability to draw comparisons. What does stand out, however, is that housing is the area in which the greatest percentage of respondents wanted more information on in both surveys.

Table 6: *Q16. Please indicate which of the following resources you have used to help make referrals or to increase your knowledge of other services.*

- 154 answered, 10 skipped

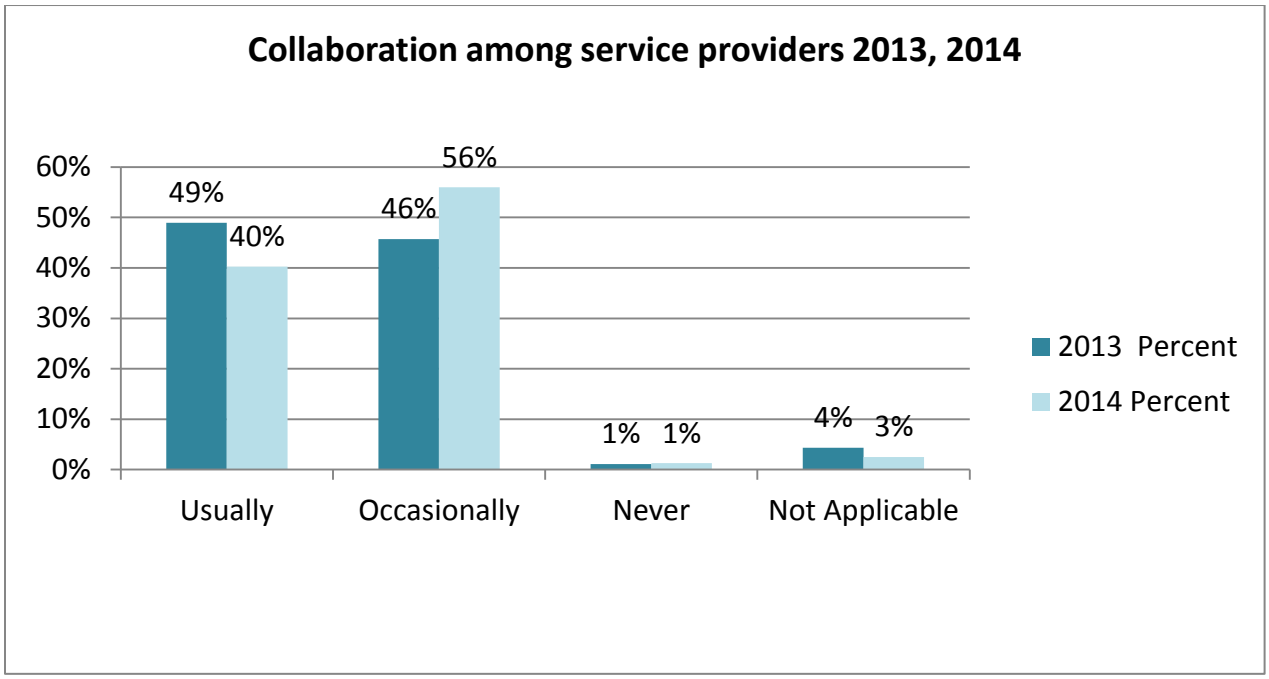
Answer Options	2013	2014
	Rank	Rank
Settlement Services for Newcomers in Hamilton (YMCA and partners)	1	1
Service Provider's Website	2	2
Newcomer Services in Hamilton – A Guidebook for Service Providers (HIPC)	4	3
The Redbook of Hamilton www.informationhamilton.ca/redbook	-	4
www.welcometohamilton.ca	5	5
Hamilton Newcomer Services – Quick Guide (HIPC)	2	6
Brown Bag Lunches	8	7
A Guide to Finding Housing in Hamilton (HIPC)	6	8
Hamilton Immigration Portal website www.hamilton.ca/immigration	7	9
A Guide to Immigrant Employment Success (WPH and HIPC)	9	10
On Track – Employment Tips and Advice for Newcomers (WPH and HIPC)	9	11
A Tool for Service Providers Outlining Language Training Options in Hamilton (HIPC)	11	12
Other (please specify)	11	13

- Respondents use a wide range of resources to make referrals and increase their knowledge of other services.
- "Settlement Services for Newcomers in Hamilton (YMCA and partners) and "Service Provider Websites" were the most commonly used resources (Ranks 1 and 2, respectively, in both 2013 and 2014).
- "Newcomer Services in Hamilton – A Guidebook for Service Providers (HIPC)" rose from 4th to 3rd most commonly used resource from 2013 to 2014.
- The Redbook of Hamilton (Information Hamilton) was not included in 2013's survey, but was the 4th most commonly used resource in 2014.
- Hamilton Newcomer Services – Quick Guide (HIPC) went from 2nd to 6th most used resource between 2013 and 2014.
- Brown Bag lunches were used slightly more, moving from 8th to 7th most commonly used from 2013 to 2014.
- Other response options changed slightly from 2013 to 2014, primarily because of the addition of another response option and the lack of ties in rank in 2014 (versus 3 ties in 2013).

2.3 Collaboration among service providers

Figure 16: *Q17. How often do you work with other service provider on matters related to your newcomer clients?*

- 159 answered, 5 skipped



- 40% of respondents in 2014 said that they "usually" collaborated with other service providers, down from 49% in 2013.
- Respondents saying they "occasionally" collaborated with other service providers rose from 46% to 56% from 2013 to 2014.
- Thus, respondents to the 2014 survey work with one another somewhat less frequently than respondents in 2013 did.
- The small percentages of respondents who said they "never" worked with other service providers, or who replied "not applicable," were comparable with findings from 2013.

Table 7: *Q18: In what ways have you worked with other service providers to better serve your newcomer clients?*

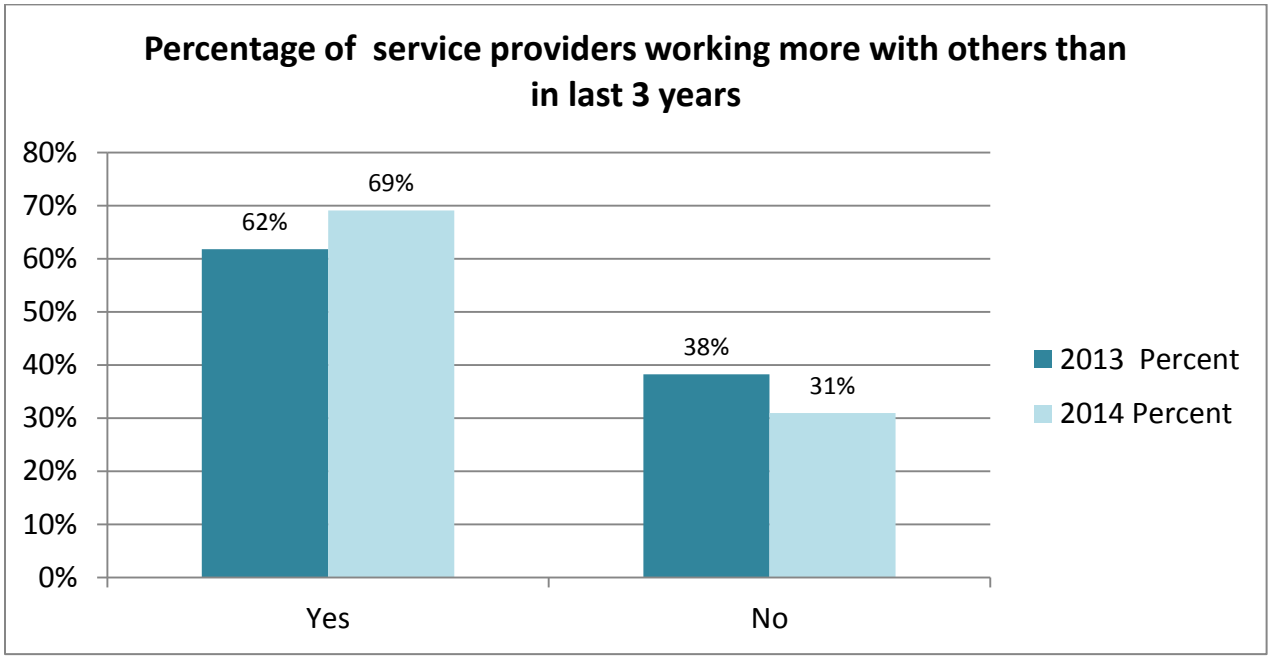
- 161 answered, 3 skipped

Answer Options	2013 Rank	2014 Rank
Attend meetings, workshops, events, consultations, etc. with other Providers	1	1
Information Sharing	8	2
Collaborate on organizing/hosting a workshop, event, training sessions or other forums	2	3
Combine/share resources (materials, human resources, fiscal resources, etc.)	5	4
Provide links to other Providers' sites on our website	3	5
Collaborate on presentations	7	6
Develop strategies, work plans, policies, initiatives, etc. in collaboration with other Providers	4	7
Collaborate on conducting research, gathering data	6	8
Not Applicable	9	9
Other (please specify)	10	10

- Attending meetings, workshops, events, consultations, etc. with other service providers was the most common way that respondents worked with other service providers in both 2013 and 2014.
- Information sharing was a much more common way of working together in 2014, moving from the 8th to the 2nd most common way.
- Respondents also continue to collaborate in organizing events, and sharing resources of various kinds (the 3rd and 4th most common of way of working together in 2014).

Figure 17: *Q19. Do you feel that you currently work with other providers to address the needs of your newcomer clients more often than you did 3 years ago?*

- 152 answered, 12 skipped



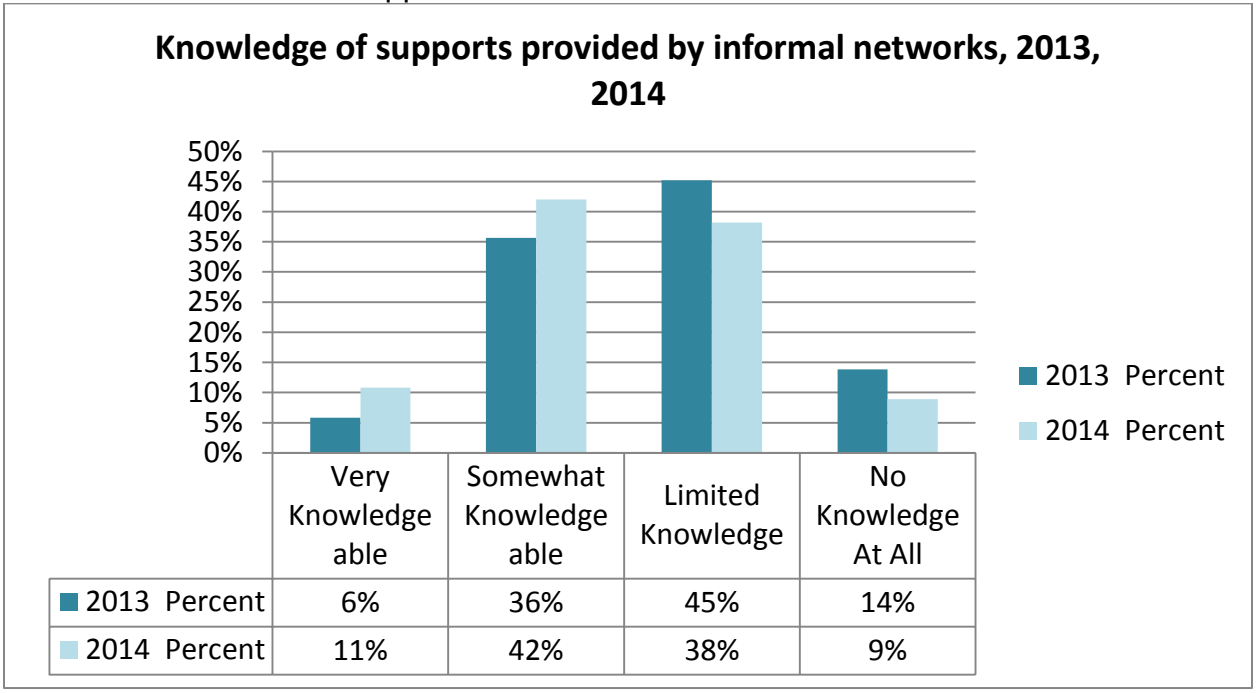
- Although collaboration appeared to be slightly lower in 2014 than in 2013 (see Figure 16 above), the percentage of respondents who indicated that they are working with others more in the last 3 years has grown by 7% to 69% since 2013.

There may appear to be some discrepancy between these findings and those related to Question 17, above ("How often do you work with other service providers on matters related to newcomer clients?"). Respondents to the 2014 survey may well be working with other service providers more than they did 3 years ago, but that does not mean that they do so "usually." Still, among respondents to both 2013 and 2014 surveys there continues to be a sense that service providers are working together more than they were in the preceding 3 years.

2.4 Informal networks

Figure 18: *Q20. How knowledgeable do you consider yourself to be about the supports provided by informal networks (such as faith-based communities and ethno-cultural communities and associations) to newcomers?*

- 157 answered, 7 skipped

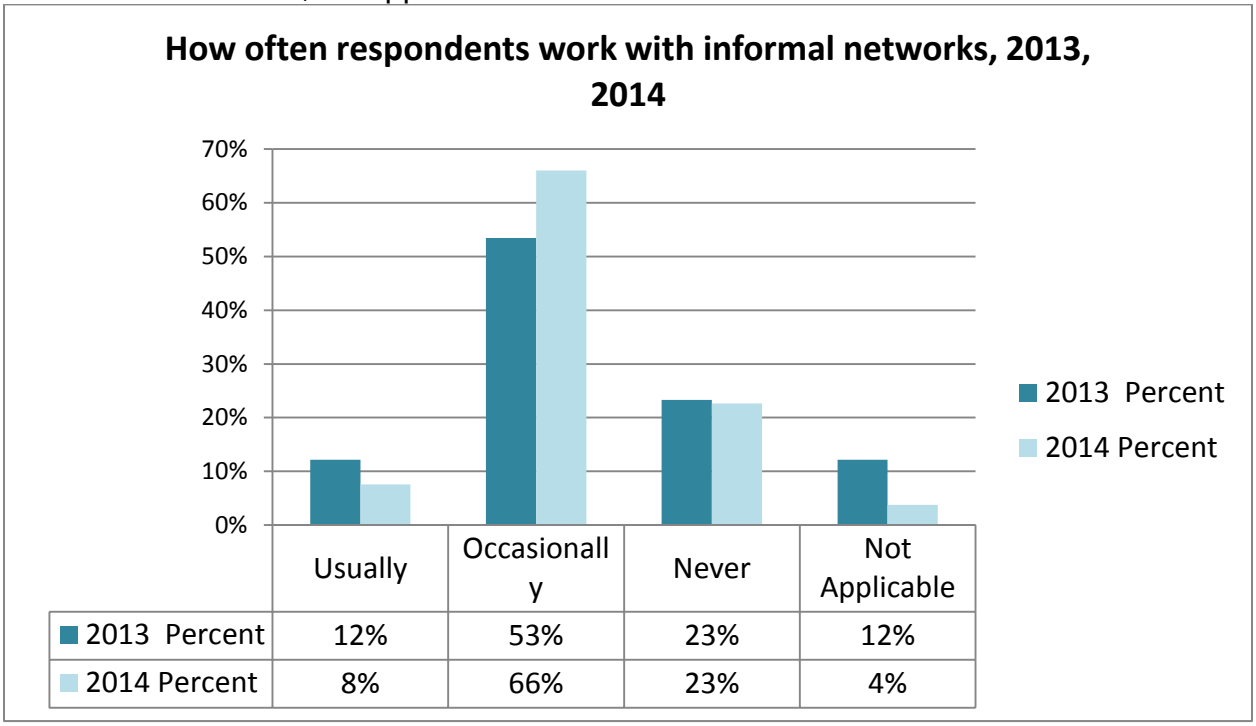


	Very Knowledgeable	Somewhat Knowledgeable	Limited Knowledge	No Knowledge At All
2013 Percent	6%	36%	45%	14%
2014 Percent	11%	42%	38%	9%

- The proportions of respondents feeling very or somewhat knowledgeable about supports provided by informal networks grew by 5% and 6%, respectively since 2013.
- Conversely, those with limited or no knowledge of informal network supports decreased by 7% and 6%, respectively.
- Overall, this suggests that service providers may be gaining more knowledge and familiarity with informal networks and the supports they offer in the community.

Figure 19: *Q21. How often do you work with informal networks (such as faith-based communities and ethno-cultural communities and associations) to meet the needs of newcomers?*

- 159 answered, 5 skipped



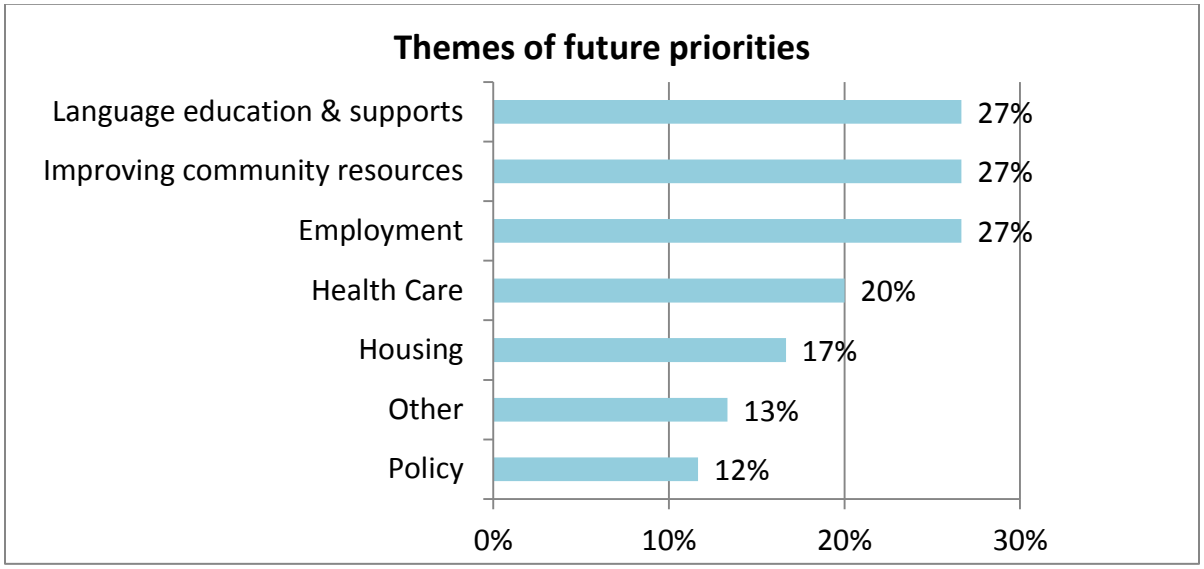
	Usually	Occasionally	Never	Not Applicable
2013 Percent	12%	53%	23%	12%
2014 Percent	8%	66%	23%	4%

- The total percentage of respondents who work with informal networks (ocassionaly or usually) to meet newcomers' needs rose slightly from 2013 to 2014.
- The propportion of respondents who usually work with informal networks declined from 12% in 2013 to 8% in 2014.
- The level of respondents who occasionally worked with informal networks grew from 53% in 2013 to 66% in 2014.
- Those who never work with informal networks was unchanged at 23%.

2.5 Future priorities

Figure 20: *Q22. Hamilton's Immigration Strategy and Action Plan will be reviewed in 2015. What priorities do you think it should address to support the settlement and integration of newcomers?*

- 80 answered, 84 skipped



- Respondents supported the inclusion of language education and supports, improving community resources, and employment equally as priorities to be included in the next immigration strategy.
- Other themes among identified priorities included health care, housing, policy, and other matters.
- Full responses to this question, as well as other comments offered at the end of the survey, are included in Appendix B.

3.0 CONCLUSION

The 2014 HIPC Service Provider Survey, completed primarily by frontline workers, showed that service providers' knowledge has improved since 2011 in all 5 service areas explored (settlement, housing, health, language training, and employment). Other key findings include the following:

- 64% of respondents said they usually refer newcomer clients to other services, the highest level in the four years of this survey, suggesting that most clients of respondents see more than one service provider for support.

- The proportion of respondents who can readily find information for referrals has grown by 34% since 2011.

- Service providers tend to go to websites most often for information, but print materials and other service providers were each usually used by two-thirds of respondents.

- Print materials have consistently been the resource type most commonly distributed by respondents from 2012-2014, and were seen as the most useful resource type for newcomer clients in 2014.

- The immigration class most frequently seen by respondents continued to be Permanent residents, while Refugee Claimants have persisted as the most common group for whom respondents found it difficult to find services.

- Housing continues to be an area that service providers experience difficulty finding services due to lack of *availability*. Employment, housing, health care, and legal services were seen as most commonly difficult to find service in due to clients' lack of *awareness*.

- Family and friends have consistently been where most respondents feel newcomer clients go first to find services from 2011-2014. Still, this category has seen a decline over this period, down from 51% in 2011 to 36% in 2014.

- A higher proportion of respondents suggested newcomer clients go to formal service providers first in 2014 than in previous surveys.

- Most service provider respondents want more information about housing and health care, the service areas with the lowest levels of knowledgeability.

- 69% of 2014 survey respondents feel they work with other service providers to address the needs of newcomer clients more than they did 3 years ago (compared to 62% who said the same in 2013).

- Respondents to this year's survey are somewhat more familiar with informal networks than those of the 2013 survey.

APPENDIX A – SERVICE PROVIDER SURVEY

(This survey has been reformatted from its original form.)

1. **Which service sector do you represent?**
   a. Employment
   b. Health Care
   c. Housing
   d. Language Training/ Education
   e. Settlement
   f. Children and Youth
   g. Community Food Security
   h. Income Supports
   i. Information and Referral
   j. Legal
   k. Recreation
   l. Other (Please Specify)

2. **How long have you worked in your current sector?**
   a. Less than one year
   b. 1-3 Years
   c. 4-6 Years
   d. 7-9 Years
   e. 10 or more years

3. **What type of role do you play in your organization?**
   a. Frontline worker (work directly with clients)
   b. Supervisor
   c. Senior Manager
   d. Executive Director
   e. Other (Please Specify)

4. **How often does a newcomer client that you are counseling need a referral to one or more services?**
   a. Usually
   b. Occasionally
   c. Never. We handle all of their needs in-house.
   d. Not Applicable

5. **Can you readily find all the information you need to confidently refer your newcomer clients?**
   a. Yes

b. No
c. Not Applicable

6. What sources do you usually <u>use</u> when you are looking for information to refer newcomer clients to the services they need?

a. Websites and Internet
b. Print (Brochures, copies, print-outs, directories, etc.)
c. Other Service Providers (via phone, email, in-person)
d. Other (Please Specify)

7. What resources do you usually <u>give</u> to newcomer clients when referring them to services?

a. Websites and Internet
b. Print (brochures, copies, print-outs, directories, etc.)
c. An information line
d. Phone numbers of service providers
e. Addresses of service providers
f. Warm/Informal Referrals (an introduction by phone or visit, where the individual making the referral makes first contact on behalf of the client/ provider)
g. Other (Please Specify)

8. Based on your experience, the method of finding services that would be most useful to your newcomer clients is?

a. Websites with links to services in multiple languages
b. Printed materials in multiple languages
c. An information line
d. Phone numbers of service providers
e. Addresses of service providers
f. Warm/ Informal Referrals (an introduction by phone or visit, where the individual making the referral makes first contact on behalf of the client/ provider)
g. Other (Please Specify)

9. Which immigration class do you see most frequently seeking services?

a. Refugee Claimants
b. Convention Refugees (Government Assisted and Privately Sponsored)
c. Permanent Residents
d. Canadian Citizen
e. Other (Please Specify)

10. Which of the following immigration classes do you have most difficulty finding services for?

a. Refugee Claimants

b. Convention Refugees (Government Assisted and Privately Sponsored)
c. Permanent Residents
d. Canadian Citizen
e. Other (Please Specify)

11. In your experience, which of the following areas are most difficult to find services in due to clients' lack of awareness?

a. Employment
b. Health Care
c. Housing
d. Language Training/ Education
e. Settlement
f. Children and Youth
g. Community Food Security
h. Income Supports
i. Information and Referral
j. Legal
k. Recreation
l. Other (Please Specify)

12. In your experience, which of the following areas are most difficult for your newcomer clients to find services in due to lack of availability?

a. Employment
b. Health Care
c. Housing
d. Language Training/ Education
e. Settlement
f. Children and Youth
g. Community Food Security
h. Income Supports
i. Information and Referral
j. Legal
k. Recreation
l. Other (Please Specify)

13. In your experience, where do your newcomer clients go first to find services?

a. Formal Service Providers
b. Family and Friends
c. Faith Communities
d. Ethno-cultural communities
e. Government Offices
f. Other (Please Specify)

14. How knowledgeable do you consider yourself to be about making referrals to the followings service areas in Hamilton? (e.g. who is offering these services and where and how to refer clients)

	Very Knowledgeable	Somewhat Knowledgeable	Limited Knowledge	No Knowledge
Employment				
Health				
Housing				
Language Training				
Settlement				

15. Please indicate what sectors you would like more information on in order to better refer your clients:

a. Employment
b. Health Care
c. Housing
d. Language Training/ Education
e. Settlement
f. Children and Youth
g. Community Food Security
h. Income Supports
i. Information and Referral
j. Legal
k. Recreation

16. Check one or more of the following resources you have used to help make referrals or to increase your knowledge of other services:

	Resource	**Check All that Apply**
a.	Hamilton Newcomer Services – Quick Guide (HIPC)	
b.	Newcomer Services in Hamilton – A Guidebook for Service Providers (HIPC)	
c.	Settlement Services for Newcomers in Hamilton (YMCA and partners)	
d.	Welcome to Hamilton Website www.welcometohamilton.ca	
e.	Hamilton Immigration Portal website www.hamilton.ca/immigration	
f.	A Guide to Immigrant Employment Success (WPH and HIPC)	
g.	On Track – Employment Tips and Advice for Newcomers (WPH and HIPC)	
h.	A Guide to Finding Housing in Hamilton (HIPC)	

i.	A Tool for Service Providers Outlining Language Training Options in Hamilton (HIPC)	
j.	Brown Bag Lunches (monthly meetings of service providers)	
k.	The Redbook of Hamilton www.informationhamilton.ca/redbook	
l.	Service Providers' websites	

m. Other (Please specify): _____

17. How often do you work with other service providers on matters related to your newcomer clients?

a. Usually
b. Occasionally
c. Never
d. Not Applicable

18. In what ways have you worked with other service providers to better serve your newcomer clients? (Please check all that apply)

	Methods of Working with other Service Providers	**Check All that Apply**
a.	Attend meetings, workshops, events, consultations, etc. with other Providers	
b.	Collaborate on organizing/hosting a workshop, event, training sessions or other forums	
c.	Provide links to other Providers' sites on our website	
d.	Develop/ implement strategies, work plans, policies, initiatives, etc. in collaboration with other Providers	
e.	Combine/share resources (materials, human resources, fiscal resources, etc.)	
f.	Collaborate on conducting research, gathering data	
g.	Collaborate on presentations	
h.	Information sharing	
i.	Not Applicable	

j. Other (Please specify): _____

19. Do you feel that you currently work with other providers to address the needs of your newcomer clients more often than you did in the past (2 years ago)?

a. Yes
b. No

Please explain your answer_____

20. How knowledgeable do you consider yourself to be about the supports provided by informal networks (such as faith-based communities and ethno-cultural communities and associations) to newcomers?

a. Very Knowledgeable
b. Somewhat Knowledgeable
c. Limited Knowledge
d. No Knowledge at all

20. How often do you work with informal networks (such as faith-based communities and ethno-cultural communities and associations) to meet the needs of newcomers?

a. Usually
b. Occasionally
c. Never
d. Not Applicable

21. Hamilton's Immigration Strategy and Action Plan will be reviewed in 2015. What priorities do you think it should address to support the settlement and integration of newcomers?

_____
_____
_____
_____

Additional Comments:_____

Thank you for completing this survey!

APPENDIX B – OPEN ENDED RESPONSES

Hamilton's Immigration Strategy and Action Plan will be reviewed in 2015. What priorities do you think it should address to support the settlement and integration of newcomers?

1. Employment and housing
2. Better integrate resources from different sectors and francophone services in global strategies.
3. language courses
4. More accessible housing services, more sensitive employers to hire on immigrants who have been trained abroad.
5. Learn English with financial assistance
6. Access to health care for asylum seekers
7. HOUSING, HEALTH
8. Addressing integration and settlement of international students/young newcomers. How can we retain them in the city and continue to provide assistance and resources to support their personal and professional growth?
9. Promote civic engagement of all newcomers
Promote citizenship (orientation and preparation)
10. Housing
11. They should give priority to the settlement process of the refugee claimant
12. Employment assistant
13. decrease barriers to access
14. The general supports available to immigration and legalities behind immigration itself.
15. Access to health care
16. More Services and information in multiple languages, free interpreters available for families and easier to access and more services for citizens.
17. -Gentrification and therefore displacement
-Racial profiling within house/apartment hunting and job searching
-ESL programs/life skills
-Settlement
18. one point of contact for all services for newcomers
- an information line would be great!
19. an ongoing campaign to educate employer s as to the benifits of hiring newcomers.
20. Hosting more large group workshops to dissect the different services available. Think outside the box to who should have this information. Child care providers specifically.
21. Language training
Employment
22. health literacy to learn how to talk with health care provider

interpreters
Service providers to understand health care coverage
Mental health needs and services for newcomers
23. Before the newcomers to land in Canada, by email should be sent to them a list of the service providers, per province, per city (at least for the bigger city from ON) For the refugees, maybe the Immigration Office from the Pearson Airport can offer to them the same list.
24. Build affordable housing big enough to house large families.
25. affordable housing or housing initiatives/allowances that assist families to be able to afford a safe secure place to live. assistance with paying for applications, getting to immigration meetings. employment programs that provide work placement opportunities to gain experience.
26. yes
27. Employment Services
28. non-status individuals and how they can receive support/access to services
29. employment services for newcomers
30. policies/programs to get people working
31. Helping skilled workers to realize their goals and potential rather than returning to their countries or taking menial jobs.
32. work with faith-based communities and ethno-cultural communities and associations
33. Independent Housing & Legal Aid/Services
34. provide better housing to newcomers faster than before.
35. Employment/networking/language and skills development
36. Health care! Support for refugees families to find housing. Support for all newcomers to find work that earns adequate income to support their family.
37. - Affordable rental housing for new low income immigrants.
- Health and dental care for low income new immigrants.
- More job opportunities for economic class immigrants.
38. In my opinion a top priority would be ensuring that beyond each family having their basic needs met (food, shelter, clothing etc.)- the parents and children in those families must have access to counselling services to deal with any acculturation difficulties, mental health issues or trauma they may have experienced.
39. 1. job opportunities
2. Interpretation facilities at government and non government agencies
3. More health care places for newcomers with different language
40. - Program budgets
41. Health and mental health - access, culturally competent delivery, prevention & promotion
Counselling and psycho-social support services

Access to Housing
42. Offering better settlement services and ensuring follow ups are done.
43. I'd like to know which resource listing is most used by my colleagues, and also how to connect more effectively with our community faith-based organizations to

reach out to potential clients.
44. Better integration and communication between community/faith supports and formal community services.
45. Language Training and Employment.
46. More employment opportunities. employer connection services.
47. The two big challenge for my clients are: Employment and Healthcare. If we can give newcomers more supports of these issues, it will help newcomer better integrate into the society.
Also, the senior immigrants are the most vulnerable group, they need more supports.
Because of language barrier, some clients could not access to the service and support.
48. Coordination of services in particular for the first 2 -3 years for those with children and/or seniors.
49. better housing without bugs
more access to health care
greater school support / trauma and acculturation
50. Is Ontario Works going to be cut-off for refugee claimants? That is what the Feds are doing - how will the Province and City respond to this catastrophe?
51. housing
counselling
French-language services
52. Easier way to access information for faster referrals.
53. Affordable housing
Bridging Programs
54. Ensuring children/teens attend and are successful in school. Ensure adults have all info necessary regarding ESL classes offered throughout city.
55. A review of the language training and education for individuals.
56. More free conversational English programs
57. this is a loaded question! when newcomers arrive in Hamilton they know nothing about their new lifestyle and the challenges they will face. Housing is the 1st priority and Hamilton falls down on this responsibility terribly. The housing they end up moving into a substandard and they sign agreements and leases without understanding the commitment they are making. They then are afraid to complain about the conditions that their living in as they are afraid they will get evicted or deported. We are not integrating newcomers into Canada we are dumping them into situations they have no knowledge on how to get out of. Another example is St. Charles on Barlake. They offer wonderful ESL classes, employment classes, and educational classes. They have had their funding cut from the CIC to provide child care. This is had a huge impact on a lot of families in the community as they relied on the child care so they could take the ESL classes. So we now have actually created a barrier for families in the East end who need child care. this does not contribute to a thriving community. I feel that either the city of Hamilton or another agency-I'm not really sure how all that works-should be working with St. Charles to provide child care for those families. I see the results of adults who attend St.

Charles and how their families are thriving once they have some English under their belt. A lot of them move on to go to Mohawk college or McMaster… What we want the other huge issue as I have mentioned previously is housing. There is not enough affordable housing in Hamilton to accommodate the number of families that are moving into Hamilton as well as families that are already established here. There are very few plans for building more affordable housing. With the wait list of over 5000 people it is a daunting task. I am embarrassed when I have to tell our families that they may have to wait 7 years or more to obtain subsidized housing. It's almost a joke. But not a very funny one.

58. Employment, language, mentorship
need to educate employers re: the benefit of hiring Internationally Educated Individuals

59. connecting with volunteers who know Hamilton
faith based communities, libraries, outlet stress etc.

60. Financial investment in programs/services needed, especially those who have to fundraise to continue.

Additional Comments

1. Seeking to differentiate and coordinate the services offered to newcomers is commendable!
2. No more feedback
3. no comment
4. Thank you for taking time to put together all the answers. Looking to hear about the survey results.
5. N/A
6. Majority of the newcomers are in need of employment as soon as they arrive in Canada (especially landed immigrants). they are looking for employer connection on the top of resume help and job search workshop.
7. Services for men seems to be a gap with the focus in the past and currently on women and children.
8. Service providers need to assess being able to assist clients even if they officially don't qualify for services under their funding. (this is in case of emergency and due to lack of services in the community)