

Toronto East Quadrant Local Immigration Partnership

Project Evaluation Report

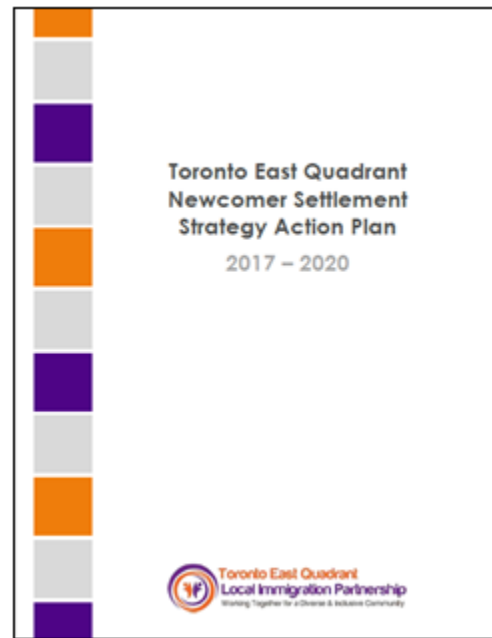
April 2017 – March 2018



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1. Introduction to the 2017-2018 TEQ LIP Fiscal Year Evaluation



The 2017-2018 fiscal year was a time of strategic visioning and planning for the Toronto East Quadrant Local Immigration Partnership, which led to the creation of the Toronto East Quadrant Newcomer Settlement Strategy and Action Plan 2017-2020. Four new Action Groups were formed and began to meet in January, 2018. They are; **Access to current and relevant information, Welcoming community for newcomers to Scarborough, Newcomers' physical and emotional health and well-being, and, Meaningful employment and economic opportunities.**

TEQ LIP team members continued participating in and contributing to the work of local planning tables in the City of Toronto Neighbourhood Improvement areas and former Priority Neighbourhoods, as well as in city-wide LIP projects such as the Systemic Issues Committee and the Women against Violence Action Group.

2018 marked the sixth annual *Bridges 2018 Collaboration Forum*, bringing together service providers and residents from across the city of Toronto to build capacity and knowledge on collaboration and partnerships. 2018 also saw the return of *Immigrant Employment TO Day (I E T.O. Day)*, a series of events designed to increase partnerships, foster connections among service providers, employers, immigrants and local businesses. The *13th Month and Beyond* session brought together service providers to strategize about supporting privately sponsored and government-assisted refugees beyond their initial first year in Canada.

Overall satisfaction is high regarding the TEQ LIP's communication tools and its effectiveness as a program that aims to equip service providers to serve newcomer and provide opportunities for collaboration and partnerships. The results of this evaluation are similar to previous years' in that a high percentage of TEQ LIP

partners value the resources and information that TEQ LIP provides, are remarking an increase in incoming and outgoing referrals, and are forming new partnerships as a results of their involvement in the TEQ LIP.

Going forward, the TEQ LIP will evaluate the effectiveness of specific Action Group initiatives by assessing metrics such as improved knowledge about, and capacity to address, health stigmas, ease of access to relevant information, and numbers of collaborations with resident, community, and faith groups.

2. About the Toronto East Quadrant Local Immigration Partnership

Local Immigration Partnerships (LIPs) are the mechanisms through which the Federal Ministry of Immigration, Refugees, and Citizenship Canada supports the development of local partnerships and community-based planning around the needs of newcomers.

The TEQ LIP was initiated in 2012 as an amalgam of four community-based LIPs and covers the geographic area of Scarborough. It is one of four Quadrant LIPs in Toronto. It seeks to involve diverse stakeholders in the partnership development process including service provider organizations, levels of government, school boards, professional associations, ethno-cultural organizations, faith-based organizations, the social services sectors as well as the community at large.

TEQ LIP's Vision

Organizations and stakeholders across Scarborough are working together to build strong, inclusive and welcoming communities supporting newcomers' settlement success by fostering collaboration, partnerships, and equitable participation by all members.

STATED OUTCOMES OF THE TEQ LIP:

- To support better co-ordination and collaboration in the planning and delivery of integration services across multiple sectors, including settlement and language training in local communities;
- To provide a framework to facilitate the development and implementation of sustainable local and regional solutions for the successful social and economic integration for newcomers;
- To strengthen local capacity to integrate newcomers in a manner that fosters improved labour market access, increased social inclusion, and the creation of sustainable welcoming communities for newcomers;
- To achieve improved newcomer outcomes as indicated by increased economic, social, political, and civic participation by newcomers.

As a multi-sectoral partnership at the local community level, stakeholders are engaged in actions that facilitate the integration of newcomers and promote inclusion by working collaboratively.

3. About the 2016-2017 TEQ LIP evaluation

The annual TEQ LIP project evaluation is designed to help assess to what extent TEQ LIP is effective in achieving its stated outcomes.

As with previous evaluations, the 2017-2018 evaluation aimed to gauge the TEQ LIP's effectiveness in facilitating service collaboration and increasing service providers' capacity to serve newcomers.

The evaluation aimed to assess the following:

- 1) TEQ LIP's impact on member agencies and changes made by partner organizations as a results of involvement in TEQ LIP**
 - a. Increase in awareness of newcomers needs, settlement trends, services and gaps
 - b. Use of TEQ LIP resources and information in strategic planning and funding applications
 - c. Other changes in services delivery or design as a result of information received from TEQ LIP
- 2) TEQ LIP's impact on service coordination and formation of partnerships**
 - a. The development of new partnerships, both formal and informal, and how these relationships help organizations achieve their project outcomes
 - b. Increase in awareness of other service providers and their programs, and impact on service coordination
 - c. Increase in incoming and outgoing referrals
- 3) TEQ LIP's impact on communication and availability of information**
 - a. Effectiveness of TEQ LIP communication tools including the website, E-Blast, Twitter, and publications
 - b. Effectiveness of TEQ LIP meetings and events as sources of information about newcomer needs, settlement trends, and service gaps.
- 4) Conclusion: TEQ LIP strengths, promising practices and recommendations**
 - a. Overview and Conclusion on three main evaluation areas
 - b. Recommendations for improvement

Evaluation process and tools

The evaluation was carried out using an anonymous online survey of TEQ LIP Action Group members, Partnership Council members, and Newcomer Leadership Table members.

The evaluation survey was designed in collaboration with the four Toronto Quadrant LIPs and a joint analysis will be carried out in order to compare strengths and share best practices. This evaluation report represents only responses collected from TEQ LIP members.

Evaluation Timeline

The online evaluation survey was carried out in February – March 2018 with a total of 28 participants.

The baseline survey was carried out in January 2018 online and at Partnership Council and Action Group meetings with a total of 30 responses.

Limitations of the evaluation

There were fewer responses to the evaluation survey (28 responses vs. 40 the previous year) which leads to a less rich foundation of information on which to base conclusions. A factor that may have contributed to having fewer responses could be the abundance of planning sessions and surveys that partners have been asked to complete in the previous months, leading to survey fatigue.

As TEQ LIP Action Groups were formed anew in January 2018 and were beginning to meet to create terms of reference and plan their work for the year, there wasn't the same opportunity for focus group discussions with Action Group members as in previous years, so the evaluation is based solely on information from the online survey.

As with previous years there is limited capacity to measure the effect on the community, for example, whether more newcomers are aware of services, and community members more aware of newcomer needs. The TEQ LIP hopes to be able to better measure its effect on the community more effectively in upcoming years.

TEQ LIP Baseline Measurement

With the development of the new TEQ LIP Settlement Strategy in the 2017-2020, the TEQ LIP developed a 9-question survey designed to evaluate progress of the four new strategic priority areas identified in the strategy. Questions aimed to measure the amount and nature of connections between service providers and resident and faith groups, service provider knowledge of health stigmas, labour trends, and ease of finding information and resources.

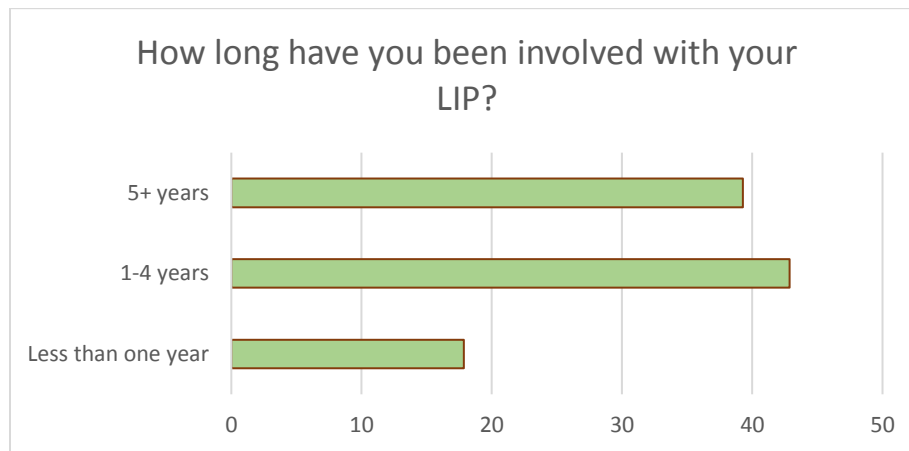
The survey results set a baseline that will help to track progress and measure outcomes of Action Group initiatives over the upcoming three years. Partnership Council and Action Group members were asked to fill out the survey.

This short survey will be administered annually or integrated into the regular TEQ LIP evaluation survey

For Action Group initiatives to be effected, we would expect the following from subsequent measurement.

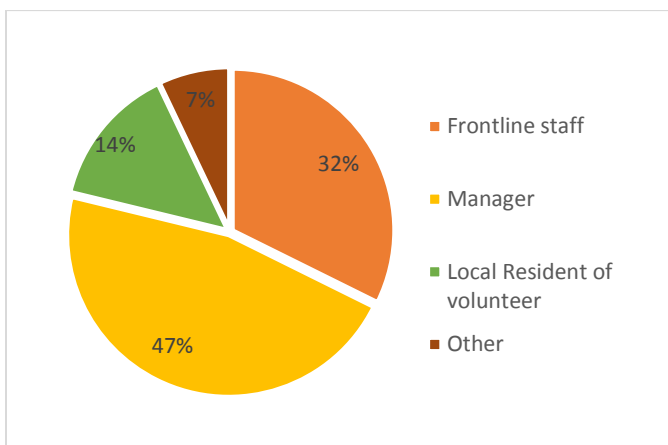
- Respondents finding it easier to get the information on services and resources they need to serve newcomer clients
- An increase in the numbers of collaborations with resident, ethnocultural and faith groups, and a deeper level of collaboration.
- An increase in knowledge about health stigmas, complex health needs, and comfortability of addressing stigmas with clients.
- An increase in knowledge about labor market trends and tools and resources that support newcomers' entrepreneurship and self-employment

4. Respondent Information

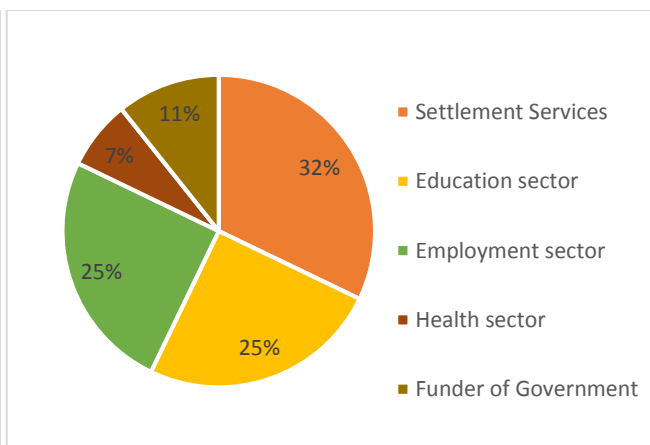


Length of involvement in TEQ LIP

Survey respondents represent the diversity of members in terms of length of involvement with the TEQ LIP from less than one year (18%), to more than 5 years (39%), front-line workers and manager representatives, and various community sectors.



Respondents' position at their agencies



Respondents' sector

- 32% of respondents were front line staff, 46% managers, and 14% residents or volunteers
- The settlement sector was the most represented at 32%, followed by the education and employment sectors at 25% each, then funder/government at 11% and health sector at 7%.
- 64% of respondent were members of the Partnership Council or Steering Committee, 64% a member of an Action Group, 32% were event participants, and 21% Toronto Newcomer Council members (some are members of more than one TEQ LIP committee or Action Group).

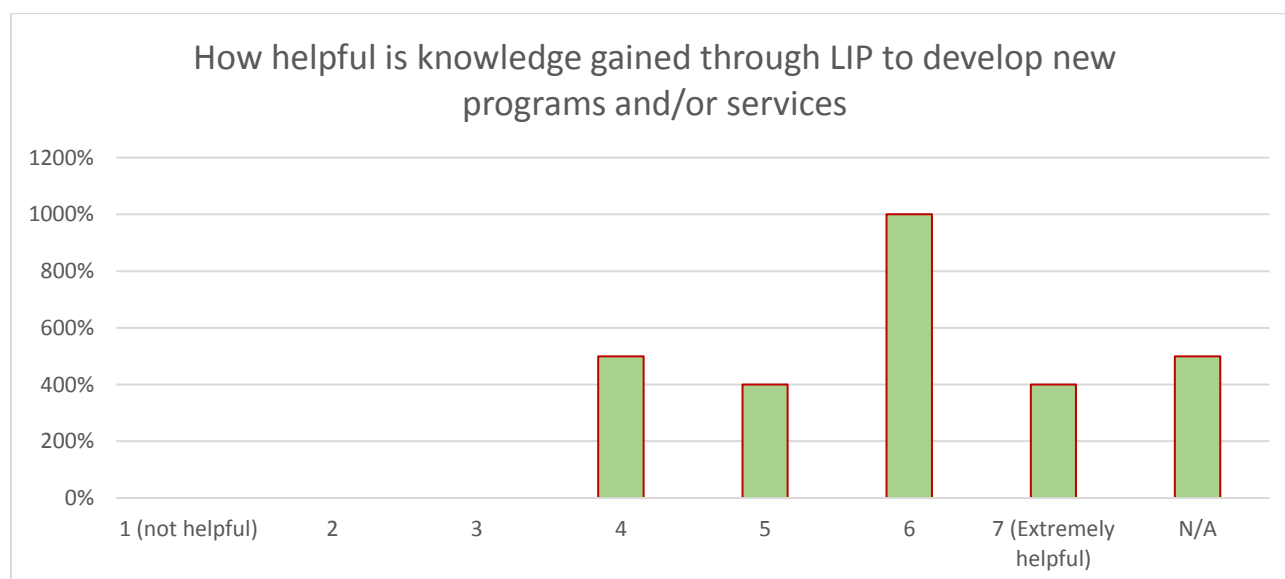
5. TEQ LIP's Impact on member agencies and changes made by partners organizations as a results of involvement in TEQ LIP

The TEQ LIP aims to be a purveyor of information in such a way that will impact service providers from design of service to strategic planning by facilitating a better understanding of newcomer needs and gaps, a wider awareness of other services offered in Scarborough, and a deeper understanding of current research and best practices. 46% of respondents value the LIP's coordinating work and leadership on emerging issues, 46% appreciate value professional development opportunities, and all respondents rated the knowledge gained through the LIP to develop new programs as moderately to extremely helpful. (*Evaluation of specific communication tools is found in section X of this report*)

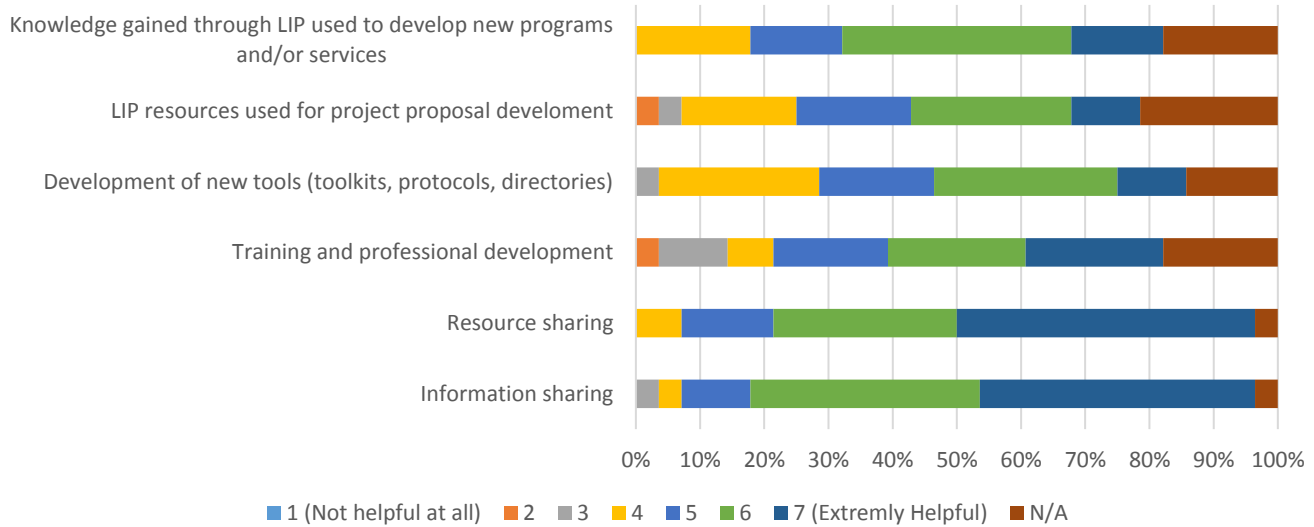
*76% of respondents say that TEQ LIP has helped their **organization increase awareness about newcomer needs** through information sessions, publications, research information sharing*

How has the programming, planning, or service delivery of TEQ LIP Partner organizations changed in the past year as a result of their involvement with TEQ LIP?

- 12% Changed a way that a program or service is delivered to make it more accessible to newcomers.
- 16% have accessed new funding
- 20% have started a new program or service in response to newcomers' needs
- 52% of organizations are more likely to take other organizations services into consideration.



How useful is the LIP to your organization in these following areas?



The above chart helps us understand the LIP's usefulness in areas such as project development and information sharing.

- In every category, over 50% of respondents indicated that the LIP is *helpful to extremely helpful*, having chosen 5, 6, or 7 on the scale. Regarding resource and information sharing, over 86% chose *helpful to extremely helpful*.
- The focus area with the largest proportion of low scores is training and professional development. Though not significantly lower than other areas, the area of "Training and professional development" does stand out in having a slightly higher proportion of those who chose either 1, 2, or 3 on the scale.
- There is a larger proportion of "Not Applicable" for areas related to the development of new programs and proposals, as many respondents would not be involved in that capacity in their organization.

More responses from the online survey: *Please share specific activities, events or projects of the LIP that have benefited your organization:*

- "Opportunity in building rapport with other services providers"
- "LGBTQ Training. I shared what I learned from training by with our agency staff and as a results our team has made our space more LGBTQ positive and welcoming"
- "Have begun to apply some of the learnings from the Collective Impact initiative to our agency and will continue to do so"
- "Bridges Forum – connecting agencies and leaning. And Information sessions/updates at meetings."
- "I have been able to connect with many guest speakers during networking events in order for them to present to our clients".

6. TEQ LIP's impact /contribution to service coordination and partnerships

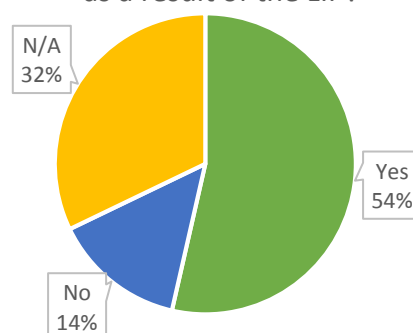
"My office has made connections with a few francophone settlement agencies and is much more prepared to refer and share information on these agencies with others."

– online survey respondent

The TEQ LIP's chief aim is to improve the community services sector's ability to serve newcomers by facilitating partnerships, collaboration, service coordination, and simply mutual awareness between community organizations.

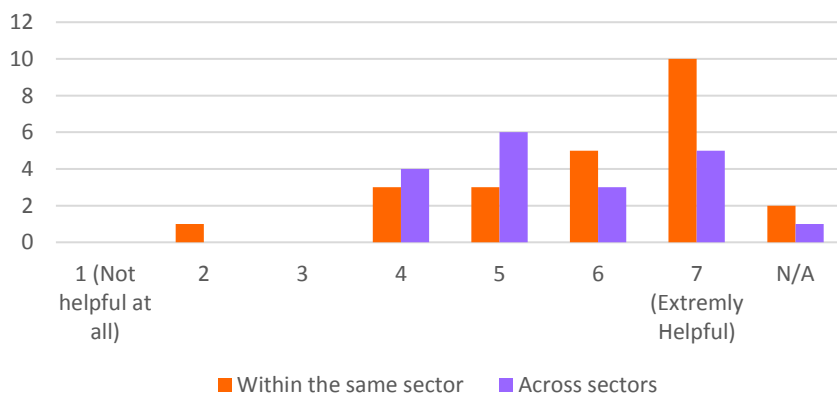
54% of online survey respondents answered that their organization partnered with another as a result of the LIP, for example, joint events, development of joint resources, space sharing etc...

Has your organization partnered with another as a result of the LIP?

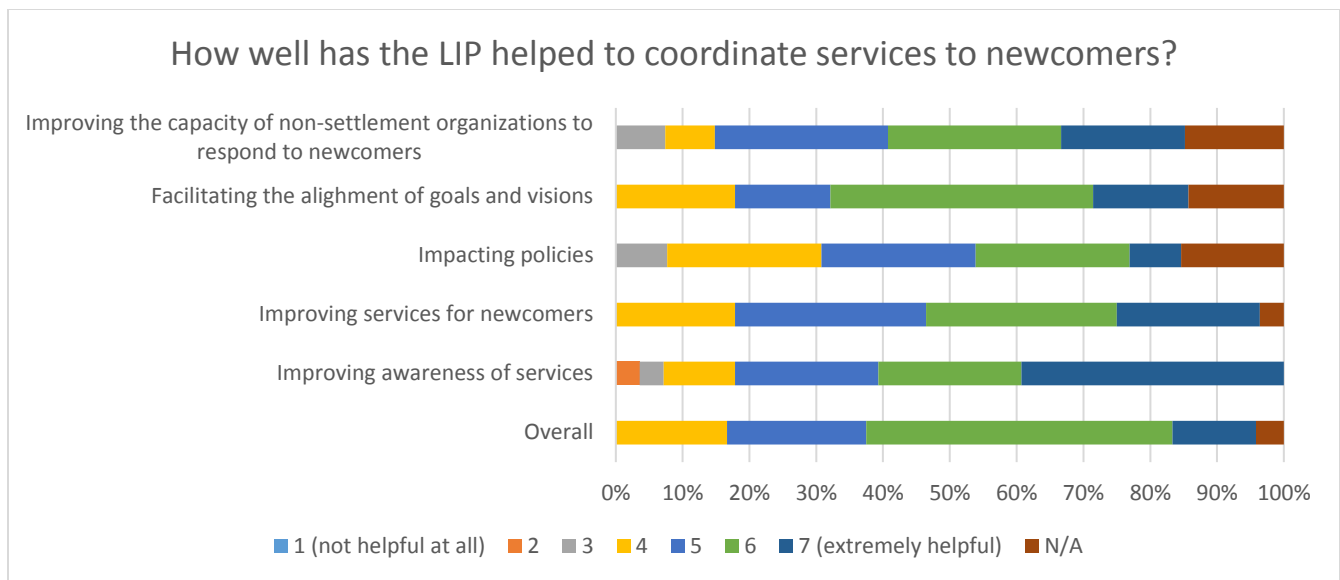


- 52% offer more programs jointly or in partnership with other organizations, and the same number are more likely to take other organizations' services into consideration.
- 79% value the LIP's role in providing opportunities for collaboration and fostering partnerships.
- 72% have indicated that referrals to other organizations has increased, and 60% say that those referrals are more effective.

How helpful has the LIP been in building relationships with other organizations?



When asked how helpful the LIP is in building relationship with other organizations, over 90% indicated that the TEQ LIP rates from moderately (4) to extremely (7) helpful in building relationships within and across sectors.



The above chart details how much the LIP has helped to coordinate services to newcomers.

- In every category, over 50% of respondents indicated that the LIP is *helpful* to *extremely helpful*, having chosen 5, 6, or 7 on the scale.
- The lowest-scoring category is “Impacting Policies” which received a larger proportion of choices below 5 on the scale, as well as “Not applicable”, suggesting that the TEQ LIP more easily influences the alignment of goals and service improvements, and is less likely to reach all the way to organizations’ policies.

Capacity of respondents to refer Francophone and LGBTQ+ newcomer

There was a marked decrease in respondents who felt that they felt informed enough to adequately refer Francophone and LGBTQ+ newcomer clients to appropriate services. In 2016-2017, 30% said they were “absolutely” informed enough to refer Francophone clients, and 41% were “somewhat” informed, with 7% being “not sure”. In 2017-2018, those numbers shift, with 16% being “absolutely informed”, 42% “somewhat informed”, and 25% “not sure”.

The trend is similar regarding knowledge of services for LGBTQ+ newcomers. In 2016-2017, 32% said they were “absolutely informed” enough to refer LGBTQ+ clients, and 35% were “somewhat informed”, with 21% being “not sure”. In 2017-2018, those numbers shift, with 12% being “absolutely informed”, 42% “somewhat informed”, and 37% “not sure”.

In previous fiscal years, the TEQ LIP did in fact have a more acute focus on these underserved newcomer groups, as well as on refugee claimants and those without status, discussing matters at meetings, publishing service inventories, and partnership on research projects. These results suggest that a more sustained focus is needed for lasting change regarding knowledge of appropriate services for underserved groups.

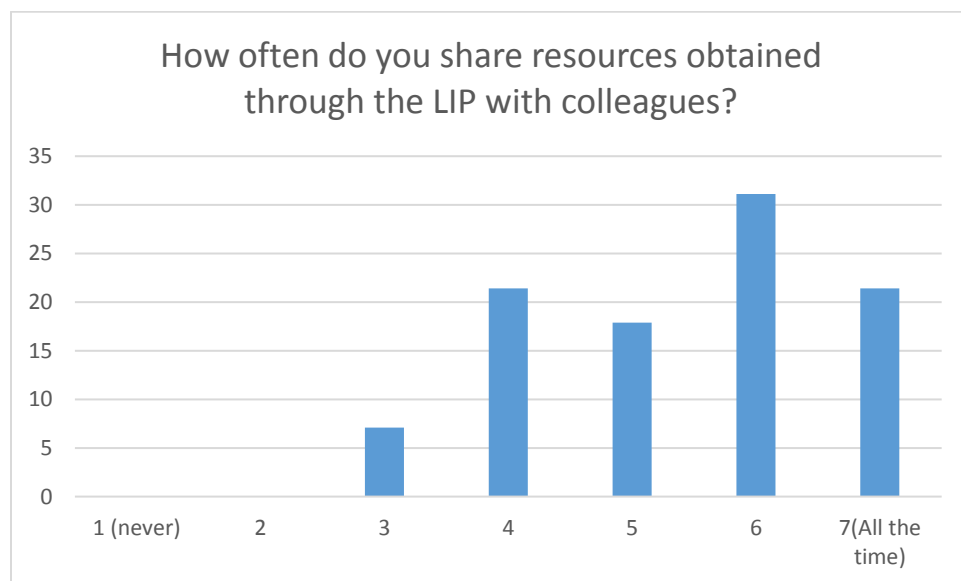
More responses from the online survey: *How have the partnerships you formed through the TEQ LIP help you and your agency achieve your objective?*

- “Supported one another with referrals and program collaborations”
- “The LIP provided us with other partnership organizations, where we can collaborate to meet newcomers’ needs”.
- “We have more resources for referrals”
- “We’ve formed more diverse partnerships with other agencies”.
- “We’ve signed agreements for settlement services”
- “Partnered with agencies that provide settlement services on site, and co-sponsored programs”.
- “My office has made connections with a few francophone settlement agencies and is more prepared to refer and share information on these agencies with others”.

7. TEQ LIP's impact on communication and information sharing, and effectiveness of TEQ LIP communication tools

The TEQ LIP provides information to partners on emerging trends related to newcomer settlement, on services in the community, service gaps, and opportunities for service alignment. It also provides partners opportunities to share their information and network with other doing community work in Scarborough. A variety of tools are used to disseminate information such as the by-weekly E-Blast, TEQ LIP website including service directory, in-person updates from TEQ LIP staff and partner information sharing in meetings, and social media.

100% of survey respondents indicated that they value the networking and information sharing opportunities provided by the TEQ LIP



How do TEQ LIP partners share resources with colleagues?

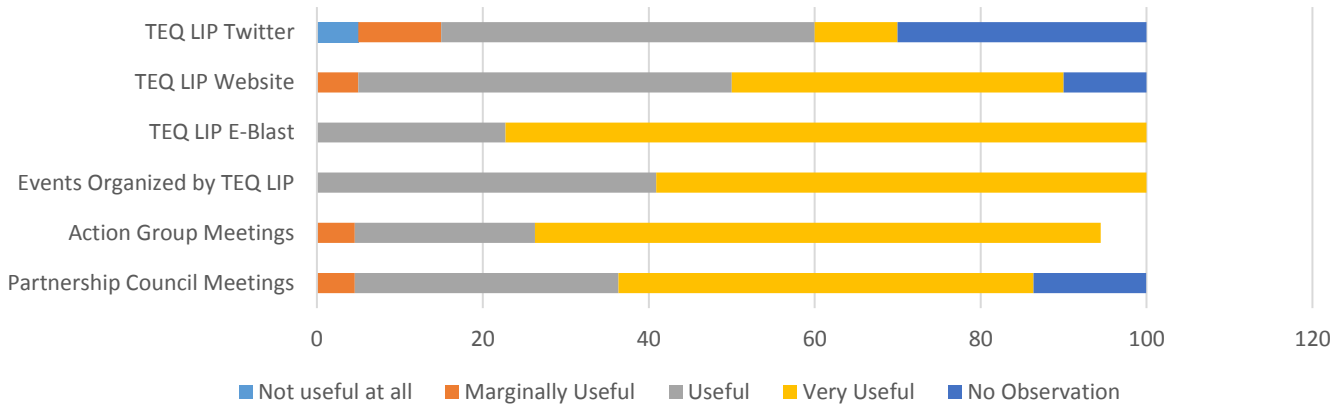
At staff or agency meetings: 68%

By e-mail: 82%

In informal Conversations: 68%

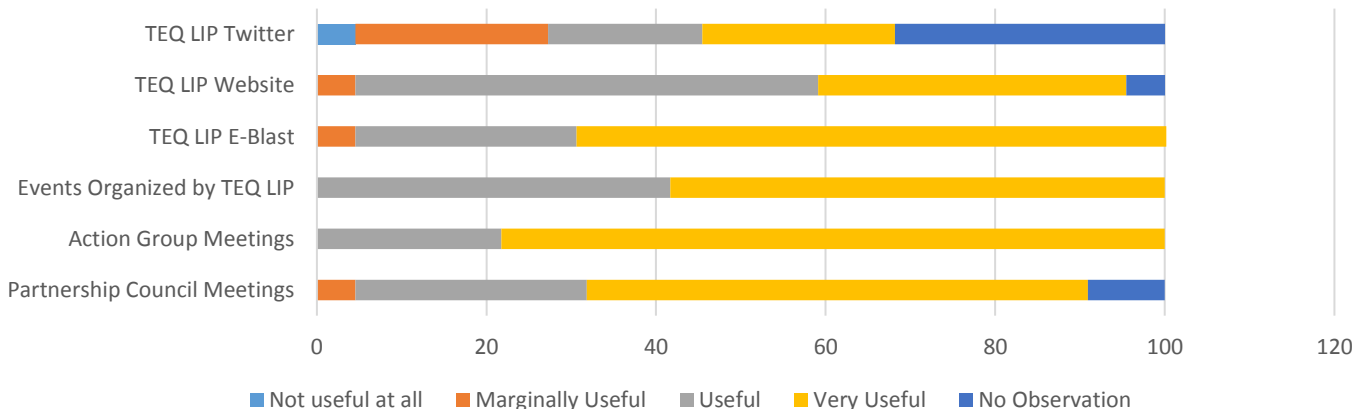
On the proceeding page we see the effectiveness of various TEQ LIP communication tools rated on their usefulness both as sources of information on trends related to newcomer settlement, and as sources of information regarding other services in the community, service gaps, and opportunities for service alignment.

How useful are the following TEQ LIP activities as sources of information on new and emerging trends related to newcomer settlement?



- Every communication tools, save for the TEQ LIP twitter, has been rated by the majority of respondents as either “Useful” or “Very Useful” by a large majority of respondents.
- The tool most valued for information related to newcomer settlement trends is the E-Blast (very useful: 77%), and most valued for information on services, gaps, and alignment is Action Group meetings (very useful: 78%).
- A significant decrease since 2016-17 in those marking “no observation” when rating the usefulness of the E-blast and website suggests that they are being accessed by a larger proportion of partners.

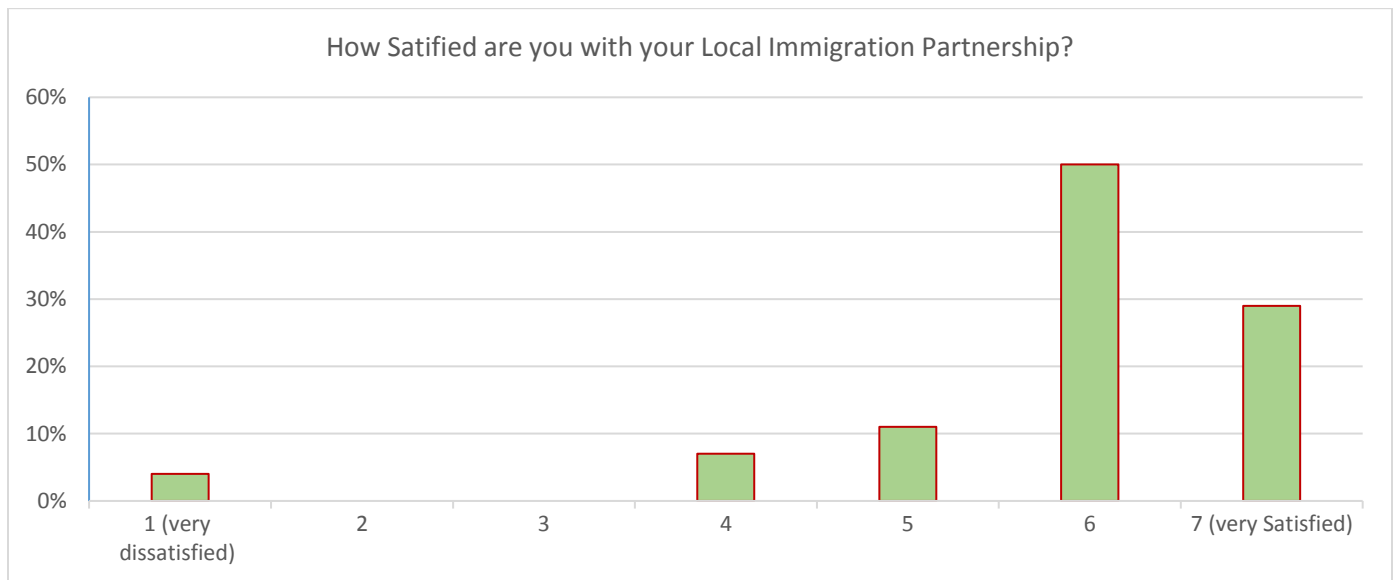
How useful are TEQ LIP events and activities as sources of info regarding other services in the community, services gaps, and opportunities for alignment?



Electronic communication and Social Media

- The **@TEQ_LIP Twitter account** has gained followers (from 386 to 505) and has improved its rating as a useful source of information since the 2016-2017 evaluation.
 - In 2016-17, the majority of respondents had no observation regarding its usefulness related to newcomer settlement trends (59%) and information on services (50%). Those numbers are currently 30% and 31% respectively, suggesting that the twitter account is increasingly useful for TEQ LIP communication to partners.
 - Though Twitter is not an effective tool in reaching all TEQ LIP members with information, it is useful in reaching an audience beyond TEQ LIP member organization with information on services and events in Scarborough, as well as news items of immigration and refugee topics.
- The **TEQ LIP E-Blast** continues to be widely distributed with 427 subscribers. This is a decrease from 460 subscribers in 2016-2017 which can be attributed to the use of a new email newsletter agent that is being used to distribute the E-Blast which automatically removes inactive and expired email addresses. Ratings of Useful and Very useful for the E-Blast have increased over the previous evaluation.
- Though there will inevitably be a score of “no observation” responses for the usefulness of Twitter (from those who don’t use Twitter) and the Partnership Council meeting (from those who are not members). However, all TEQ LIP members should presumably be familiar with the TEQ LIP website and its usefulness for finding services in the community and other resources, so more promotion is necessary to reduce the number of respondents who chose “no observation” for the website.

8. Conclusion: TEQ LIP strengths and recommendations



Overview and conclusions on three main areas of evaluation

1) TEQ LIP's impact on member agencies and changes made by partner organizations as a results of involvement in TEQ LIP

The survey responses show clear appreciation of the information and resources that the TEQ LIP provides, and indicated that service providers make practical improvements to services based on the information received through TEQ LIP activities. There are strong indications that show that service provider agencies have increased levels of knowledge about newcomer needs, and settlement trends, and service gaps.

The largest opportunities for improvement are in the LIP's usefulness as a resource for project proposal development, the development of new tools (toolkits, protocols, directories), and in training and professional development. Also while the respondents did indicate that the TEQ LIP involvement did have an effect on whether they changed a service design, started a new service, or accessed new funding, those numbers (all less than 20% of respondents) have potential to improve. There was also a marked decrease in how informed respondent felt they would be to refer Francophone or LGBTQ+ newcomers to appropriate services, suggesting that a focus on underserved newcomers has to be sustained and unrelenting, and not a topic that can be tackled in a single year.

2) TEQ LIP's impact on service coordination and formation of partnerships

For many service providers, being involved in the TEQ LIP means the opportunity to simply know who the agencies and the people are in community services in Scarborough, and to work together whether formally or informally with those in other agencies, in the same sector or across sectors. Over half of respondents have partnered with another agency as a result of involvement in the LIP, and the vast majority value LIP for networking opportunities, and have found that referrals have increased and are more effective.

There is room for improvement regarding deeper levels of service coordination such as alignment of goals and vision, and impacting the policies of service providers.

3) TEQ LIP's impact on communication and availability of information

The TEQ LIP has continued communication and information sharing practices that were rated as helpful by the membership in previous years, such as the E-Blast, In-meeting partner updates, the TEQ LIP website, and social media. Compared to the previous years' results, twitter, website, E-Blast and event were all ranked higher as Very Useful sources of information on newcomer needs and settlement sector trends. The Action Groups were not as well rated as sources of information as the previous year, but Action Group meetings were also suspended in order to focus on the strategic planning process

This underlies the importance of Action Group meetings as places where partners seek information about newcomer needs and the community services sector, and for training and professional development opportunities.

As these communication tools and practices are highly valued by TEQ LIP members, it makes sense to continue with their continued use, and take advantage of opportunities to refine the quality of information and structure of the website, E-Blast, and social media.

Recommendations

- Continue to offer opportunities for staff training, professional development, and information session integrated into Action Groups and Partnership Council meetings and as stand-alone sessions
- Continue focusing on the E-Blast, Website, Twitter, and information sharing as communication tools and seek opportunities to improve design and effectiveness
- Continue focus on dissemination of information on funding opportunities
- Continue emphasis on informing partners about the needs of underserved groups, and the services available to them. Namely, LGBTQ+ and Francophone newcomers.

Additional Recommendations from survey respondents

- Provide more training / workshop opportunities for settlement staff
- Involved more francophones service providers

- Hire more LIP staff to lead events, rather than relying on organizations who already have a full plate
- LIP can be more involved on research projects on social issues experienced by newcomers
- Helping to facilitate connections to agencies that my organization would like to partner with such as the indigenous community agencies in Scarborough
- LIP can be more applicable to newcomer youth and mental health
- Create networks and helping effective referrals

Update on recommendations from 2016-2017 evaluation survey

2016-2017 Recommendation	Update
Members requested more information about other Toronto LIPs and more opportunities to collaborate with them	<ul style="list-style-type: none"> • Provided overview of TEQ LIP work with other City of Toronto LIPs at the Partnership Council Meeting on January 9, 2018 • Offered TEQ LIP partners the opportunity to join the city-wide Systemic Issues Action Group chaired by the Toronto South LIP, and attend the gender-based violence training for manager organized by the Toronto West LIP.
Include Community Voices at meetings	<ul style="list-style-type: none"> • The Toronto Newcomer Council continued with regular meetings and trainings in 2017-2018 and has members sitting on every Action Group.
Organize Positive Spaces training for members	<ul style="list-style-type: none"> • A Positive Spaces training was organized for Settlement Action Group members and the wider TEQ LIP membership on May 19, 2017
Need to address the sustainability of the LIP and prepare for a future where funding is not maintained at the same level	<ul style="list-style-type: none"> • The Toronto LIP managers have established a committee to address the question of future LIP sustainability and have undertaken a process to create a LIP “Vision Paper” that will help funders more easily understand, and get involved with, the Toronto Quadrant LIPs.

Acknowledgements

The TEQ LIP would like to thank all of its community partners, members of the Action Groups, Partnership Council, Steering Committee, and Newcomer Leadership Council, who took time to participate complete the online evaluation survey. Without your effort, this evaluation would not have been possible, and without your honest input, it would not have been possible to evaluate both the value of the TEQ LIP project and the much needed areas for improvement.

Online Survey Questions

Toronto Quadrant LIPs Evaluation Survey 2017-2018

1.

1. How satisfied are you with your Local Immigration Partnership (LIP)?

1 (Very dissatisfied) 2 3 4 5 6 7 (Very satisfied)

2. How often do you share resources obtained through the LIP with colleagues?

1 (Never) 2 3 4 5 6 7 (All the time)

3. What method(s) do you use to share resources? (Check all that apply.)

- ☐ Staff or agency meetings
- ☐ Email
- ☐ Informal Conversations
- ☐ Other (please specify)

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4. How helpful has the LIP been in building relationships with other organizations?

[illegible]

5. How helpful is the LIP to your organizations in these following areas?

	1 (Not helpful at all)	2	3	4	5	6	7 (Extremely helpful)	N/A
Information sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resource sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training and professional development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development of new tools (toolkits, protocols, directories)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LIP resources used for project proposal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge gained through LIP used to develop new programs and/or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Has your organization partnered with another organization as a result of the LIP? For example, joint events, development of joint resources, space sharing etc...

- ☐ Yes
- ☐ No
- ☐ N/A

If Yes, please describe:

7. How well has the LIP helped to coordinate services to newcomers?

	1 (Not helpful at all)	2	3	4	5	6	7 (Extremely helpful)	N/A
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving awareness of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving services for newcomers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impacting policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitating the alignment of goals and visions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving the capacity of non-settlement organizations to respond to newcomers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

8. Has the programming, planning or service delivery of your organization changed in the past year as a result of your involvement with the LIP? Please check all that apply. If applicable, please consult with others from your organization to answer this question.

- ☐ Accessed new funding opportunities
- ☐ Started a new program or service in response to newcomers' needs
- ☐ Discontinued a program or service in response to newcomers' needs
- ☐ Changed the design or key elements of a service
- ☐ Changed the way a program or service is delivered to make it more accessible to newcomers
- ☐ Referrals to other organizations have increased
- ☐ Referrals to other organizations are more effective
- ☐ When planning our programs and services, we are more likely to take other organizations' services into consideration
- ☐ More programs are delivered jointly or in partnership with other organizations
- ☐ Comments:

9. Please share specific activities, events or projects of the LIP that have benefited your organization:

10. What do you value about your LIP?

- ☐ Training and professional development opportunities
- ☐ Networking and information sharing opportunities
- ☐ Opportunity for collaboration, and fostering partnerships
- ☐ LIP Staff (professionalism, approachability, breadth of knowledge)
- ☐ Coordination work and LIP leadership on emerging issues
- ☐ Other (please specify)

11. How can the LIP be more relevant to your organization's needs?

12. What is your role within your organization?

- ☐ Frontline Staff
- ☐ Management
- ☐ Local Resident or volunteer
- ☐ Other (please specify)

13. What sector do you represent at the LIP?

- ☐ Settlement services
- ☐ Education sector
- ☐ Employment sector
- ☐ Health sector
- ☐ Funder or Government
- ☐ Other (please specify)

14. Which of the following best describe your role(s) in the LIP? (Check all that apply.)

- ☐ Partnership Council/Planning and Coordinating Committee Member
- ☐ Action / Working Group member
- ☐ Event Participant
- ☐ Toronto Newcomer Council Member
- ☐ Other (please specify)

15. How long have you been involved with your LIP?

- ☐ Less than one year
- ☐ 1 - 4 years
- ☐ 5+ years

16. Approximately how many LIP related meetings and/or events have you attended during the last year?

17. Do you have anything else you would like to add?

* 18. Which LIP are you a member of? (If you are a member of more than one LIP, please chose the LIP whose staff sent you the link to access the survey).

- ☐ Toronto NORTH LIP (TNLIP)
- ☐ Toronto WEST LIP (TWLIP)
- ☐ Toronto SOUTH LIP (TSLIP)
- ☐ Toronto EAST Quadrant LIP (TEQ LIP)

3. Toronto East LIP Questions

20. Has the TEQ LIP helped your organization increase awareness about newcomer needs (through information sessions, publications, research information sharing etc.)?

☐ Yes

☐ No

If so, please tell us more

21. How have the partnerships you formed through the TEQ LIP help you and your agency achieve your objectives?

22. Which Francophone agencies are you aware of that offer services in Scarborough?

23. Has your organization worked / collaborated with (a) Francophone organization in the past year on a project/initiative/service delivery?

☐ Yes

☐ No

Please describe:

24. Would you say that you feel informed enough to refer Francophone newcomer clients to appropriate Francophone services?

- ☐ Yes, absolutely
- ☐ Yes, somewhat
- ☐ Not sure
- ☐ Not at all
- ☐ Not Applicable

Any additional comment?

25. Would you say that you feel informed enough to refer LGBTQ+ clients to appropriate services for the LGBTQ+ community?

- ☐ Yes, absolutely
- ☐ Yes, somewhat
- ☐ Not sure
- ☐ Not at all
- ☐ Not Applicable

Any additional comment?

26. How useful are the following TEQ LIP activities as sources of information on new and emerging trends related to newcomer settlement?

	Not useful at all	Marginally useful	Useful	Very Useful	No Observation
Partnership Council meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Action Group meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Events organized by TEQ LIP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TEQ LIP E-Blast	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TEQ LIP Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TEQ LIP Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. How useful are TEQ LIP events and activities (such as regular meetings, E-Blasts, networking events) as sources of information regarding other services in the community, service gaps, and opportunities for service alignment?

	Not useful at all	Marginally useful	Useful	Very Useful	No Observation
Partnership Council meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Action Group meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Events organized by TEQ LIP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TEQ LIP E-Blast	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TEQ LIP Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TEQ LIP Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any comments?