

Toronto East Quadrant  
Local Immigration Partnership  
**Project Evaluation Report**  
**April 2019 – March 2020**



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## 1. INTRODUCTION



The 2019-20 fiscal year was the third year of implementation of the 2017-2020 Toronto East Quadrant Newcomer Settlement Strategy. The initial year consisted mainly of strategic planning, action planning, and formation of Action Groups. The second year allowed for these four new Action Groups to begin implementation of the TEQ LIP Settlement Strategy in earnest. For this year, the implementation efforts of the Action Groups continued. The Action Groups 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.**



The 3-year SDI (Service Delivery Improvement) data collaboration project, renamed Newcomer Insight Collaborative, brought together service providers in Scarborough to pool data, share analytics resources and build sector capacity on service delivery data analysis.

In addition to new initiatives, the TEQ LIP has continued to use existing communication tools (The E-Blast, Newsletter, Twitter) and to organize annual capacity building and networking events (BRIDGES 2020 Collaboration Forum, Immigrant Employment T.O. Day, Scarborough Community Safety Week) as well as contribute to Neighborhood Improvement Area planning tables, and various city-wide initiatives with the four quadrant LIPs and the City of Toronto Newcomer Office.

## 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 (IRCC) 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 2019-2020 TEQ LIP EVALUATION**

TEQ LIP conducts an annual project evaluation is designed to help assess to what extent TEQ LIP is effective in achieving its stated outcomes and to identify areas of improvement. For the past three years the evaluation was implemented as a joint evaluation with all Toronto LIPs, meaning that each Toronto Quadrant LIP used the same evaluation survey with their partners.

**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 their 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 and Partnership Council members, and was sent to 94 recipients.

The evaluation survey was developed and implemented jointly by the four Toronto Quadrant LIPs to allow for shared learning. It is the same survey that was used in the previous two fiscal years to allow for comparison of outcomes and changes year over year. This evaluation report represents only responses collected from TEQ LIP members.

## **Evaluation Timeline**

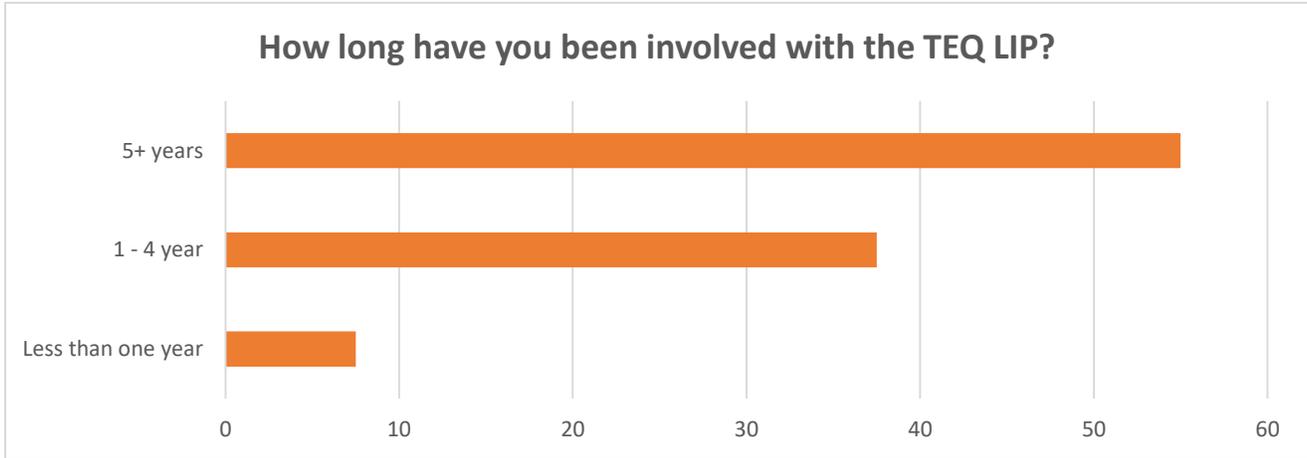
The online evaluation survey was carried out in February 2020 and was completed by a total of 40 participants representing a response rate of just over 42%.

## **Limitations of the Evaluation**

The annual TEQ LIP program evaluation is carried out by TEQ LIP staff, from survey administration to data analysis and report writing. The lack of resources to hire an outside evaluator means that the evaluation doesn't benefit from a perspective from outside of the program. The evaluation is limited in scope to measuring the impact on formal TEQ LIP partners and does not completely reflect the perspective of other stakeholders such as informal partners and event participants.

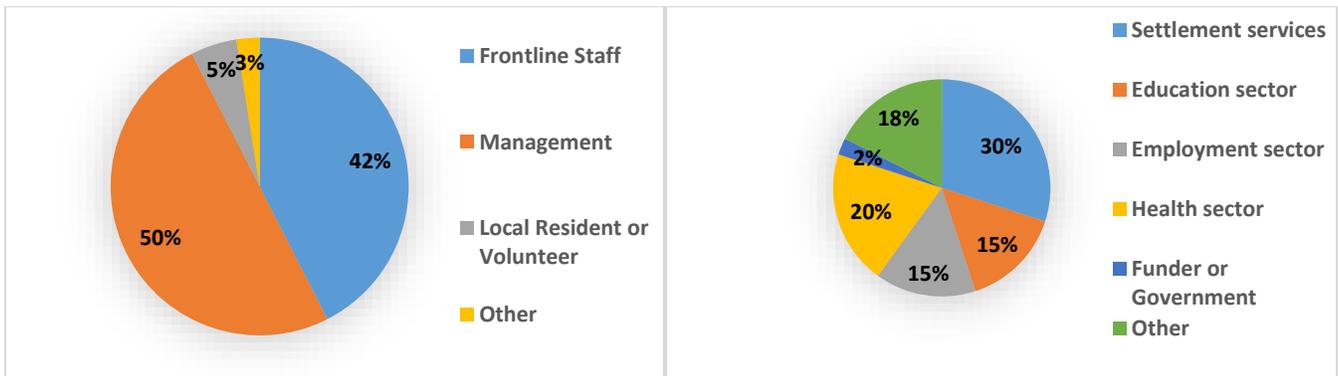
## 4. EVALUATION FINDINGS

### 4.1 RESPONDENT INFORMATION



*Length of involvement in TEQ LIP*

More than half of survey respondents have been involved with TEQ LIP for 5 or more years, representing members who are very experienced and knowledgeable about TEQ LIP. Seven percent of respondents have been with TEQ LIP for less than one year, and 37% one to four years. Respondents include a mix of front-line staff, managers, and immigrant community representatives, and a diversity of sectors and areas of expertise, as the charts below outline.



*Respondents' position at their agencies*

*Respondents' sector*

- 42% of respondents are front line staff, 50% managers, and 5% residents or volunteers.
- The settlement sector is the most represented at 30%, followed by health sector at 20%, the education and employment sectors at 15% each, and funders or government at 2%.
- 55% of respondents are members of the Partnership Council, 75% are members of an Action Group, and 7% Toronto Newcomer Council members (some are members of more than one TEQ LIP committee or Action Group).

## 4.2 TEQ LIP'S IMPACT ON MEMBER AGENCIES AND CHANGES MADE BY PARTNER 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. When asked what they value about TEQ LIP, 70% of respondents appreciate *training and professional development opportunities* offered, 92 % value *networking and information sharing opportunities*, 90% opportunity for *collaboration and fostering partnerships*, and 55% the LIP's *coordination work and leadership on emerging issues*. 72% rated *the knowledge gained through the LIP* as moderately to extremely helpful when developing new programs. (*Evaluation of specific communication tools is found in section 7 of this report.*)

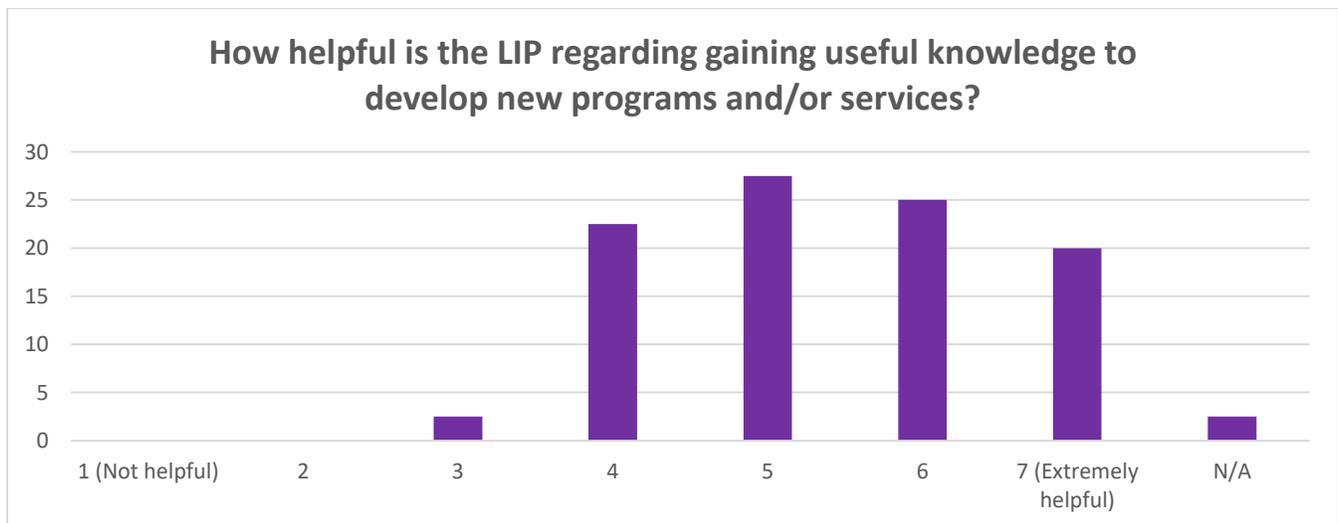
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*89% of respondents say that TEQ LIP has helped their organization increase awareness about newcomer needs through information sessions, publications, research and information sharing.*

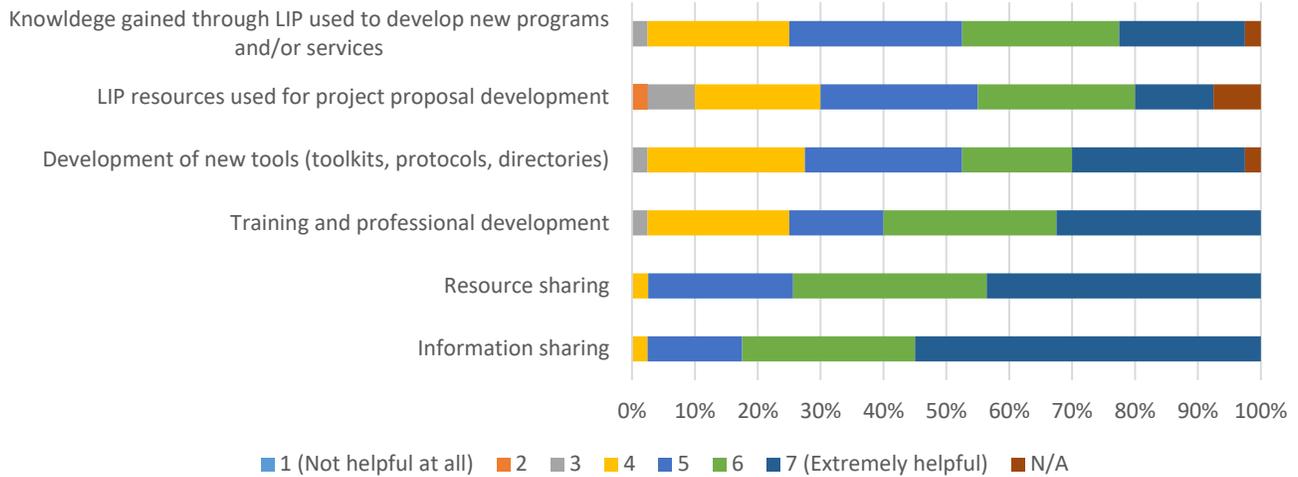
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**How has the programming, planning, or service delivery of TEQ LIP partner organizations changed in the past year as a result of their involvement with TEQ LIP?**

- 16% accessed new funding
- 34% started a new program or service in response to newcomers' needs
- 34% changed the way a program or service is delivered to make it more accessible to newcomers
- 60% of organizations are more likely to take the services of other organizations into consideration when planning their own services and programs



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



The chart helps us understand the LIP’s usefulness in various areas indicated above.

- In every category, 60% or more of respondents indicated that the LIP is *helpful to extremely helpful*, having chosen 5, 6, or 7 on the scale. Regarding information and resource sharing, 90% or more indicated TEQ LIP is *helpful to extremely helpful*.
- The area with the highest proportion of low scores is *LIP Resources Used for Project Proposal Development* with 7% choosing 3 on the scale, and 20% choosing 4.

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*“There have been many professional development trainings and events that our organization has been made aware of directly through LIP.” –Survey Respondent*

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

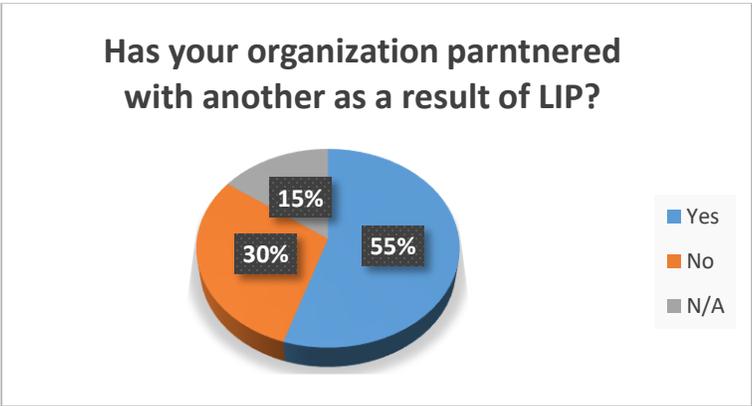
- The Newcomer Insight Collaborative is very promising
- Professional development trainings and the BRIDGES Forum
- Networking and information sharing opportunities
- Safety Week event, Health Equity seminar, Action Group meetings, and Sub-group meetings

### 4.3 TEQ LIP'S IMPACT /CONTRIBUTION TO SERVICE COORDINATION AND PARTNERSHIPS

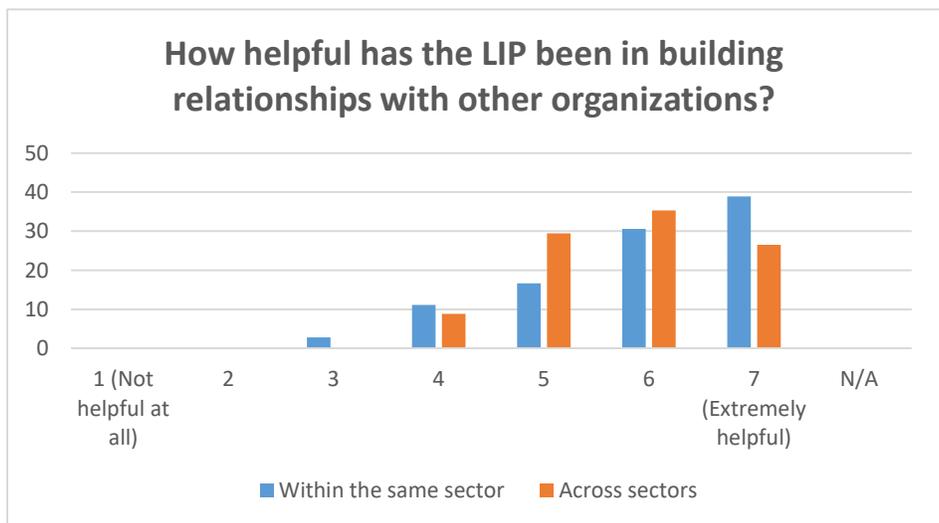
*“Through referral from the LIP, I was able to form a partnership with another organization and host workshops at my own organization.” –Survey Respondent*

The TEQ LIP’s chief aim is to improve the community services sector’s ability to serve newcomers by facilitating partnerships, collaboration, and service coordination.

55% of online survey respondents answered that their organization partnered with another as a result of being involved in the LIP, for example, joint events, development of joint resources, space sharing etc.

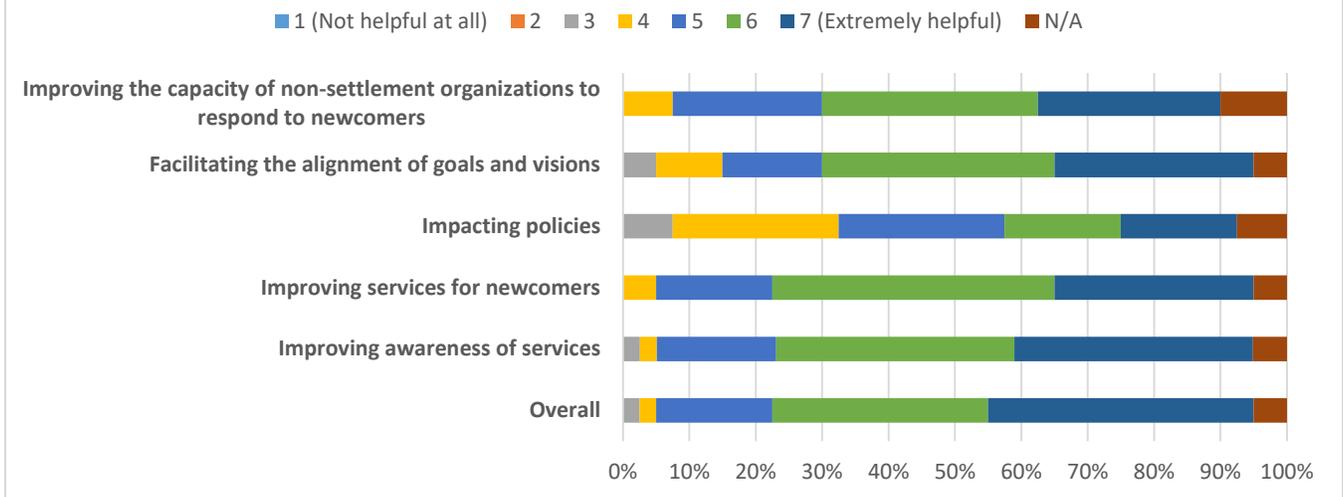


- 42% offer *more programs jointly or in partnership with other organizations* as a result of involvement in the TEQ LIP, and 60% are *more likely to take other organizations’ services into consideration when planning their own services* (40% and 54% in previous evaluation, respectively)
- 90% value the LIP’s role in *providing opportunities for collaboration and fostering partnerships*.
- 74% indicated that *referrals to other organizations have increased*, and 60% say that *those referrals are more effective*. (60% and 60% in previous evaluation, respectively)



86% indicated that the TEQ LIP is moderately (5) to extremely (7) helpful in building relationships within the same sector, while 91% indicated that the TEQ LIP is moderately (5) to extremely (7) helpful in building relationships across sectors (on a scale of 1 – 7).

## How well has the LIP helped to coordinate services to newcomers?



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

- In every category, 60% or more of respondents chose either 6 or 7 (extremely helpful) with one exception in the *Impacting Policies* category. This indicates an increase of 10% from last year.
- *Impacting Policies* received the largest proportion of lower scores, the same as last year, suggesting that while the TEQ LIP is very helpful in facilitating the improvement of service provision and awareness of services, its impact on the policy level is smaller.

### Capacity of respondents to refer Francophone and LGBTQIA+ newcomers to appropriate services

Francophone newcomers and those that identify as LGBTQIA+ have been identified as an underserved group in Scarborough. Supporting awareness of needs and services for these groups has been a priority for TEQ LIP. To learn about the effect of these activities, the TEQ LIP asked respondents whether they would say that they felt informed enough to refer Francophone and LGBTQ+ newcomer clients to appropriate services. 12% of respondents feel “absolutely” informed enough to refer Francophone clients to appropriate services, a decrease of 7% over last year’s survey, which represents 2 respondents. 42% of respondents indicated that they feel “somewhat” informed to refer clients, the same as last year. 21% of respondents feel “absolutely” informed enough to refer LGBTQIA+ clients to appropriate services, and 58% feel “somewhat” informed, an increase from the previous year.

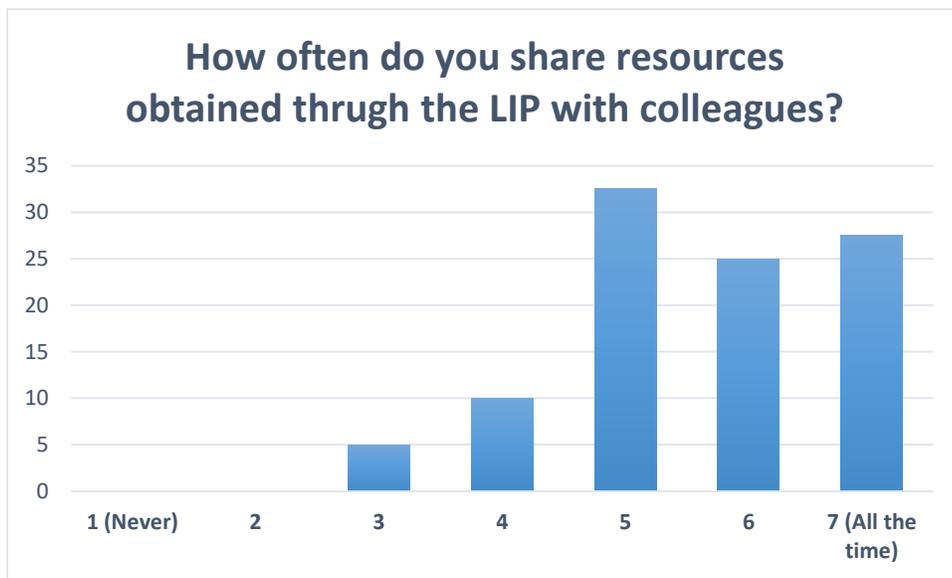
More responses from the online survey: *How have the partnerships you formed through the TEQ LIP help you and your agency achieve your objectives?*

- The partnerships we have had have improved population health, health equity and system integration. We have also been able to increase referrals to health and community service agencies. Additionally, we have advanced health promotion, both internally and externally in the community.
- We have reached more people in our catchment area and gained more visibility.
- Service coordination with other agencies.
- We have cooperated with other service providers in providing services to clients.
- More knowledge, skills and an expanded circle of friends.
- Increased partnerships, more guest speakers, and better collaboration across sectors.
- Increased networking and awareness of resources in the east.
- Have become more knowledgeable about the issues, which allows for better advocacy.
- It has helped with program planning and partnership building to expand our capacity to serve newcomer clients.

#### 4.5. 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 others doing community work in Scarborough. A variety of tools are used to disseminate information such as the E-Blast, TEQ LIP website, in-person updates from TEQ LIP staff, partner information sharing in meetings, and social media.

*92% 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?**

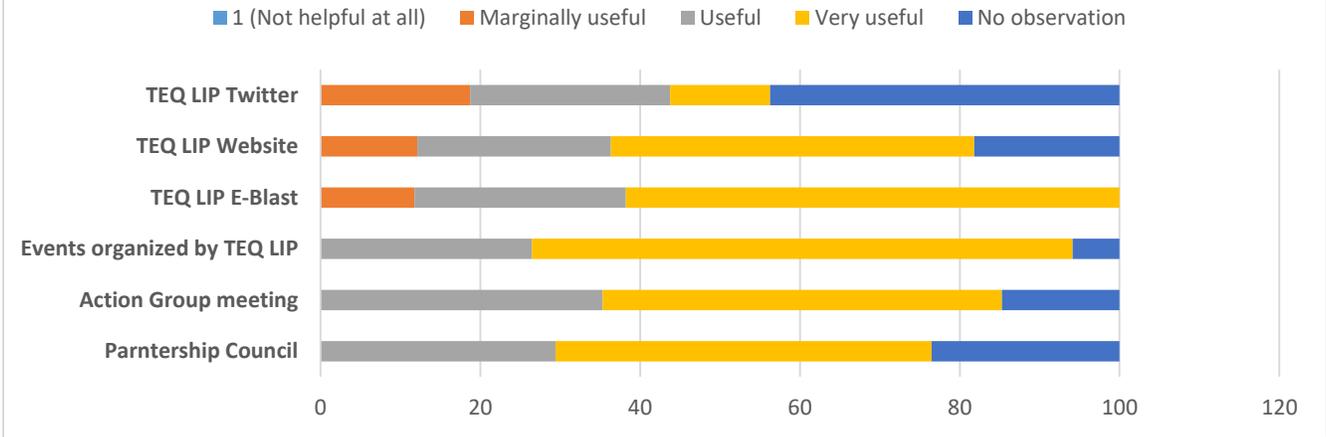
*At staff or agency meetings: 72%*

*By e-mail: 95%*

*In informal conversations: 67%*

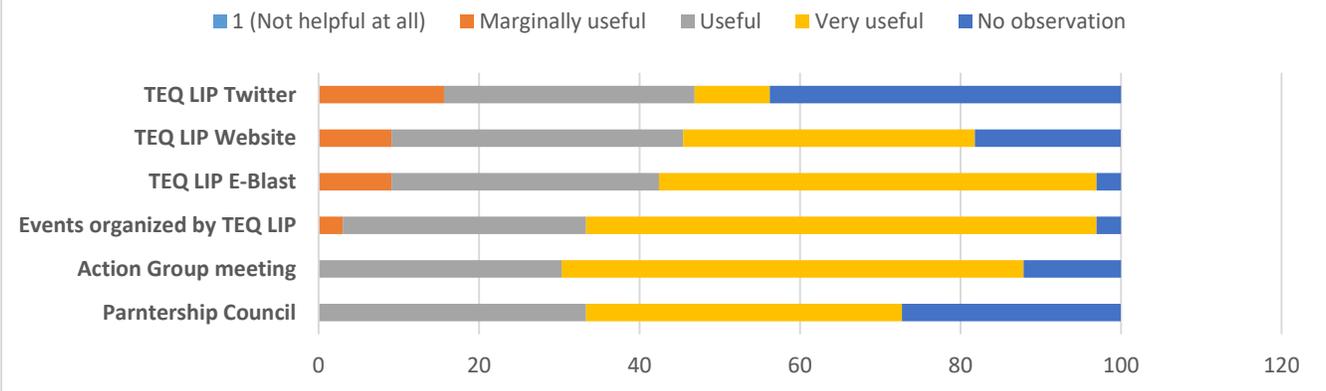
On the proceeding page we see the effectiveness of various TEQ LIP communication tools rated on their usefulness both as sources of information on trends related to newcomer settlement, and as sources of information regarding other services in the community, service gaps, and opportunities for service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

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



- Every communication tool, save for the *TEQ LIP Twitter*, was rated by the large majority (70% or more) of respondents as either “Useful” or “Very Useful”. Twitter retains a large proportion (44%) who indicate that they have “No Observation” regarding its usefulness, which is a slight increase over the previous year (36%).
- The most valued source for information related to newcomer settlement trends is *Events Organized by TEQ LIP*, followed by *Action Group meetings* (88%) and *TEQ LIP E-Blast* (88%). Similarly, the most valued as a source of information on services and gaps is *Events organized by TEQ LIP* (94%), followed closely by followed by *Action Group meetings* (88%) and *TEQ LIP E-Blast* (88%). Partners seem to be gathering more information from events and action groups as well as from the formal communication tool such as e-blast.

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

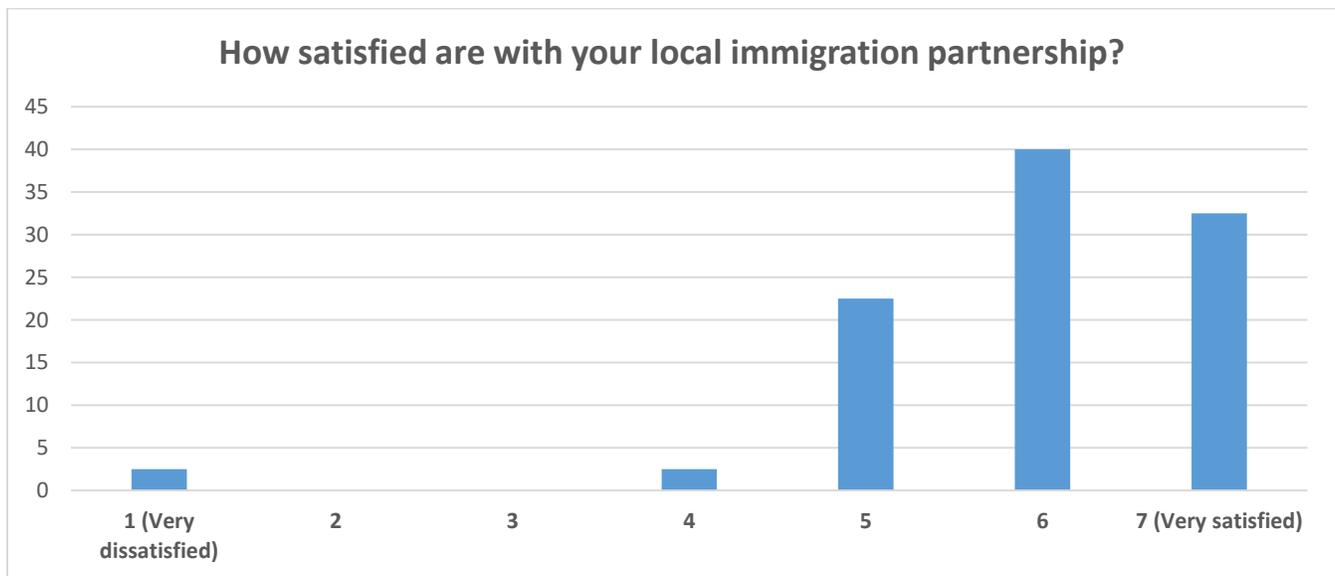


## Electronic Communication and Social Media

- The **@TEQ\_LIP Twitter account** continues to gain followers, currently at 754, which is an increase from 649 in 2018-19 fiscal year and 505 in 2017-18. The account is followed by other LIPs, service provider organizations, political representatives, community members, and other stakeholders in the settlement sector such as journalists and researchers, indicating that it is a useful means of communication for stakeholders and community members outside of the formal TEQ LIP partnerships.
- The **TEQ LIP E-Blast** continues to be widely distributed with 502 subscribers, which is an increase from 482 subscribers in 2018-19 and from 427 in 2017-18. As indicated above, a comparison to last year's survey shows an increase of those that indicate it as a "Very Useful" source of information (62%).
- The **TEQ LIP website** continues to be rated as a useful tool, however, some respondents still chose "No Observation" which indicated that a certain percentage (18%) of TEQ LIP partners are not familiar enough with the website to judge whether it is a useful source of information while 45% find it "Very Useful".

## 5. CONCLUSION: TEQ LIP STRENGTHS AND RECOMMENDATIONS FOR IMPROVEMENT

When asked “How satisfied are you with your LIP?” 32% of respondents indicated that they were “Very Satisfied”, choosing 7 on a 7-point scale - a significant decrease from the 2018-19 survey where 56% indicated that they were “Very Satisfied”. However, the number of respondents who chose either 6 or 7 on the scale remains relatively stable over the past three years (88%, 77%, and 82% respectively).



### 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

72% of respondents indicated that the LIP is helpful (5) to extremely helpful (7) in terms of *providing knowledge that agencies use to develop new program and services*. Partners value the TEQ LIP as a source of information for newcomer needs and trends. They use this information in understanding newcomer demographic data in their catchment area, the complexity of newcomer issues in marginalized communities (i.e. LGBTQ+, seniors, individuals with disability, etc.), and existing services. There was a slight decrease in the number of members (60%) that indicated that the TEQ LIP provides very helpful (6) to extremely helpful (7) *training and professional development*, choosing 6 and 7 on the scale of helpfulness, a decrease from (65%). The 5% decrease equates to 1 respondent.

There is still a lot of opportunity for improvement in terms of the TEQ LIP’s impact on member agencies. Though a large proportion of partners report that their referral practices have improved as a result of involvement in TEQ LIP, other answers related to “changes made to services as a result of involvement in LIP” scored low; 16% indicated that they *accessed new funding*, a significant increase

from last year (8%), 34% *started a new program or service* in response to newcomers' needs identified through participating in the TEQ LIP, and 2% *changed a key design element of a service*, a decrease from last year's 9%.

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

A consistent theme in survey responses is that partners value the TEQ LIP for opportunities to meet representatives from other service providers in Scarborough, learn about their services, and sometimes to form working relationships. Respondents rate the TEQ LIP very highly in terms of its helpfulness in building relationships to other organizations within the same sector and across sectors. 55% of LIP partners indicate that they have formed a partnership as a result of being involved in the TEQ LIP, and the majority report an increase in referrals, in referral effectiveness, and an increase in the likelihood that they will take other services into consideration while planning their own.

In this focus area we measure service providers' awareness of other service providers and their programs, which includes knowledge of appropriate services for underserved groups such as Francophone and LGBTQIA+ newcomers. The numbers of partners who feel they have adequate knowledge to refer LGBTQIA+ newcomers have slightly increased from 2017-18 and 2018-19 levels. Although 21% of respondents are "Absolutely" informed enough to properly refer these clients, there is a lot of room for improvement.

There has also been a slight increase in agencies that report that they have worked in partnership with a Francophone agency in the past 2 years, from 16% in 2017-18 to 22% in 2018-19 and 21% in 2019-20, which suggest that more opportunities are needed for partnership with Francophone service providers, and that a sustained focus is necessary in order to make progress with awareness of services for, and needs, of, underserved groups.

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

The TEQ LIP has continued to reliably share information with a variety of tools and methods – the E-Blast, TEQ LIP Website, Twitter, Newsletter, and information sharing and updates in Action Group and Partnership Council Meetings. All of the communication pathways were assessed as "useful" or "very useful" by a majority of respondents, with the exception of Twitter.

Twitter continued to have higher scores of "Marginally Useful" (19%) and "No Observation" (44%) as a source of information on emerging trends, indicating that it's not relied upon as a source of information by the majority of TEQ LIP partners. Its audience reaches beyond the TEQ LIP partnership and it is assumed that it is a useful communication tool for promoting events and services, and for connecting with stakeholders outside of the TEQ LIP formal partnership, but that cannot be measured with this partner survey.

Though it is understandable that Partnership Council meetings and Action Group meetings have a certain percentage of "No Observation" due to the fact that not all survey respondents are members of

these groups, the TEQ LIP website also receives a “No Observation” score of 18%, indicating that there are TEQ LIP members who do not access the website.

## Recommendations

- There is a clear and persistent need to identify needs and service gaps related to under-served groups in Scarborough such as LGBTQIA+ and Francophone newcomers, and to increase service provider capacity to understand and meet these needs, as well as refer clients to appropriate services.
- Continue offering consistent and reliable information in a diversity of communication channels that target difference audiences – Email, E-Blast, Website, Twitter, and Newsletter. Explore ways in which more TEQ LIP members could engage with the TEQ LIP website.
- Given that this is the end of a project cycle, and the results of the evaluations have been similar in the previous three years:
  - Explore innovative approaches to evaluation whose results apply more directly to informing and improving TEQ LIP planning and work, and consider a redesign of the report to make information easier to understand and use for the TEQ LIP team and all its partners
  - Identify areas of lesser TEQ LIP effectiveness (such as effecting policy change) and consider using strategic planning activities to whether addressing these areas is a priority or not.
  - Identify the areas of greater TEQ LIP effectiveness that have not shown an increase in effectiveness over the three years of evaluation (such as the proportion of TEQ LIP partners that report collaborating with another agency as a result of involvement in LIP), and consider whether a more intentional effort needs to be made to increase results.

More responses from the online survey: *How can the LIP be more relevant to your organization?*

- Continue to share resources and promote events
- Advocate for policy change and more funding
- Updated trend of community needs and services
- Organize more forums so services providers can share their experiences
- Offer more professional development training
- Increase the level and frequency of employer participation, as well as that of local and provincial governments

## **Notes on trends in successive evaluations, 2017-18, 2018-19, and 2019-20**

The objective of this evaluation is to survey TEQ LIP partners to measure the impact of the TEQ LIP project for the 2019-2020 fiscal year. However, this is the third consecutive TEQ LIP evaluation that is using the same information gathering tool, the online survey, which has used the same questions, in the same order, for the 2017-18, 2018-19, and 2019-20 evaluations. We assume that there are other factors which are not consistent from year to year (such as the number of surveys completed and the particular individuals who fill out the survey) account for some variability in the results. An entire analysis and report could be produced on trends over these years, this section merely provides some basic analysis and commentary.

### **Some points of consideration:**

- An analysis of the numbers over the three years reveals fairly consistent results. There were few results that trended up or downward, with it being more likely to dip or rise slightly in the middle year.
- Regarding results that are generally positive – where TEQ LIP is having an impact as intended – but that haven't improved in the previous three years, there's an opportunity for the TEQ LIP to ask whether it should be striving to increase effectiveness in that area. For example, in 2019-2020, 55% of LIP partners collaborated with another agency as a result of their involvement with the TEQ LIP, which indicated that the LIP is successful in facilitating partnerships and collaboration. In 2017-18 the number was 54%. Is this consistency satisfactory or should there be an effort to increase the number?
- One question group that indicates a clearer upward trend is "How well has the LIP helped to coordinate services to newcomers?", where respondents were asked to rate the helpfulness of the LIP in improving awareness of services, improving services, impacting policies, facilitating alignment of goals and visions, and improving the capacity of non-settlement organizations to respond to newcomers' needs. In every category the numbers of respondents choosing either 6 or 7 on the scale of helpfulness (the highest ratings) increased. There was only one exception – the helpfulness of the LIP in impacting policies, which is the lowest scoring of all categories and decreased slightly since 2017-18.
- The number of respondents who feel informed enough to refer Francophone newcomer clients to appropriate services has not increased appreciably over the three year period – indicating that more work is necessary in that area.
- There is an increase in respondents who feel informed enough to refer LGBTQ+ newcomer clients to appropriate services. In 2017-18, 13% felt absolutely well-informed, and 42% felt somewhat well-informed. In 2019-20 those numbers increased to 21% and 59% respectively.

## **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 and complete the online evaluation survey. Without your effort and contribution, this evaluation would not have been possible. Your input is valued and important to help us assess both the value the TEQ LIP project brings to its partners and the community, and the much needed areas for improvement.