

# Toronto East Quadrant Local Immigration Partnership



# Project Evaluation Report

## April 2016 – March 2017

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## 1. About the Toronto East Quadrant Local Immigration Partnership

Local Immigration Partnerships (LIPs) are the mechanisms through which CIC 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.

## **2. 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 2016-2017 evaluation aimed to gauge the TEQ LIP's effectiveness in facilitating service collaboration and increasing service providers' capacity to serve newcomers. With this evaluation we also began to develop metrics to better measure the impact of TEQ LIP's work on newcomers' access to service, and their increased economic, social, political, and civic participation.

**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 collaboration 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 collaboration
  - c. Increase in incoming and outgoing referrals
- 3) TEQ LIP's impact on the community**
  - a. Newcomers are more aware of services
  - b. The community is more aware of newcomer needs
  - c. Increase in newcomer civic participation
- 4) 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.
- 5) Conclusion: TEQ LIP strengths, promising practices and recommendations**
  - a. Top strengths and promising practices of the TEQ LIP
  - b. Recommendations for improvement

## **Evaluation process and tools**

The evaluation was carried out using two main tools:

1. An anonymous online survey of TEQ LIP Action Group and Partnership Council members
2. Focus Group discussions with the three TEQ LIP Action Groups and the Partnership Council, facilitated by a group member and a third-year placement student facilitator.

In the development of the evaluation tools the Toronto Quadrant LIPs collaborated to design a number of shared questions across all LIPs to facilitate learning and sharing of best practices.

## **Evaluation Timeline**

Focus Groups were held in January and February 2017 with a total of 47 participants. The online member survey was launched in late January with a response deadline of February 15, 2017. A total of 40 members participated in the online survey.

## **Limitations of the evaluation**

There were a number of limitations to the information gathering aspect of this evaluation. There was a limit of one focus group session per Action Group, and one for the Partnership Council. As a result, those members who were unable to attend those meetings were not able to contribute to the results of the focus group sessions.

The focus group sessions were carried out by a placement student and co-facilitated by an Action Group or Partnership Council member, and final analysis of focus group discussion and online survey results were carried out by TEQ LIP staff, as budget constraints did not allow for the hiring of a professional evaluator.

### 3. Respondent Information

To provide context to the evaluation, the below section outlines the composition of those who responded to the online member survey.

Survey respondents represent the diversity of members in terms of length of involvement with the TEQ LIP from less than one year (25%) to more than 5 years (20%), front-line workers and manager representatives, and various community sectors.

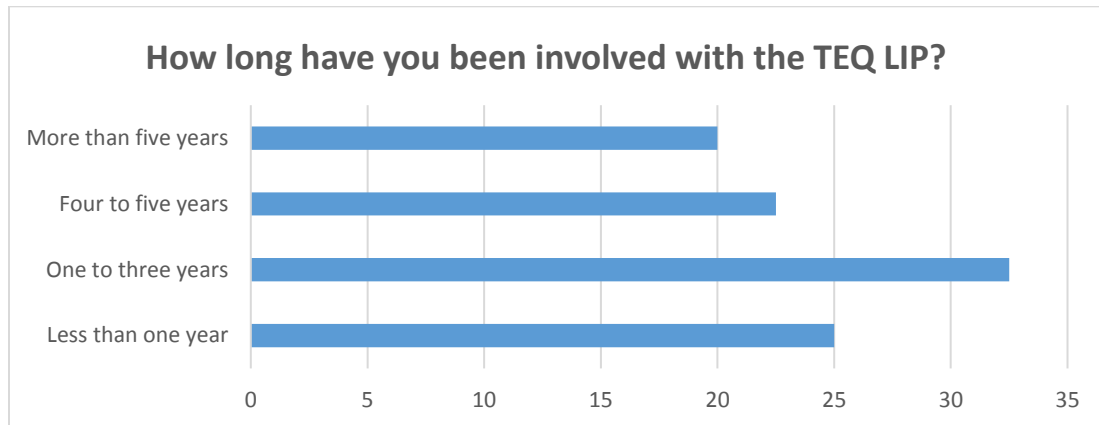


Figure 1: Length of involvement in TEQ LIP

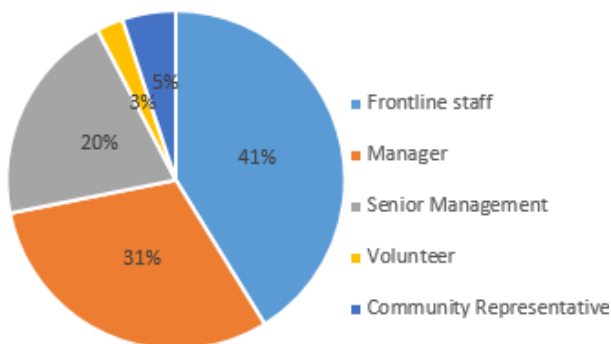


Figure 2: Respondents' position at their agencies

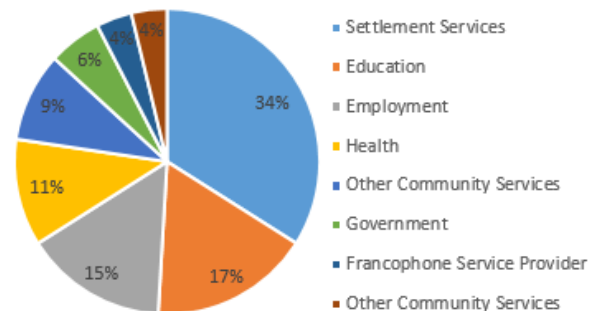


Figure 3: Respondents' sector

- 41% of respondents were front-line staff, 31% managers and 20% senior managers.
- The settlement sector was the most represented (34%), followed by education (17%), employment (15%), and health (11%).
- 60% of participants were members of a TEQ LIP Action Group, 50% members of the Partnership Council, 20% members of the Steering Committee. (some are members of more than one TEQ LIP committee or Action Group)

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

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*"The TEQ LIP keeps members updated constantly on what is going on and discusses how to respond to the needs of newcomers" – online survey respondent*

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The TEQ LIP aims to be a purveyor of information in such a way that will impact service providers from design of service to their strategic planning. Facilitating better understanding of newcomer gaps and needs helps organizations better design and change service delivery.

- 97.4% of 40 respondents to the member survey indicated that the TEQ LIP has increased their awareness of newcomer needs through information sessions, publications, research, and information sharing.
- 92.6% used information and resources obtained through the TEQ LIP to inform their agency's strategic planning process, and 18.5% have used the information in funding applications.
- 55.2% have made changes to design or delivery of services to make them more accessible to newcomers (change hours, facilitate transportation, staffing etc...)

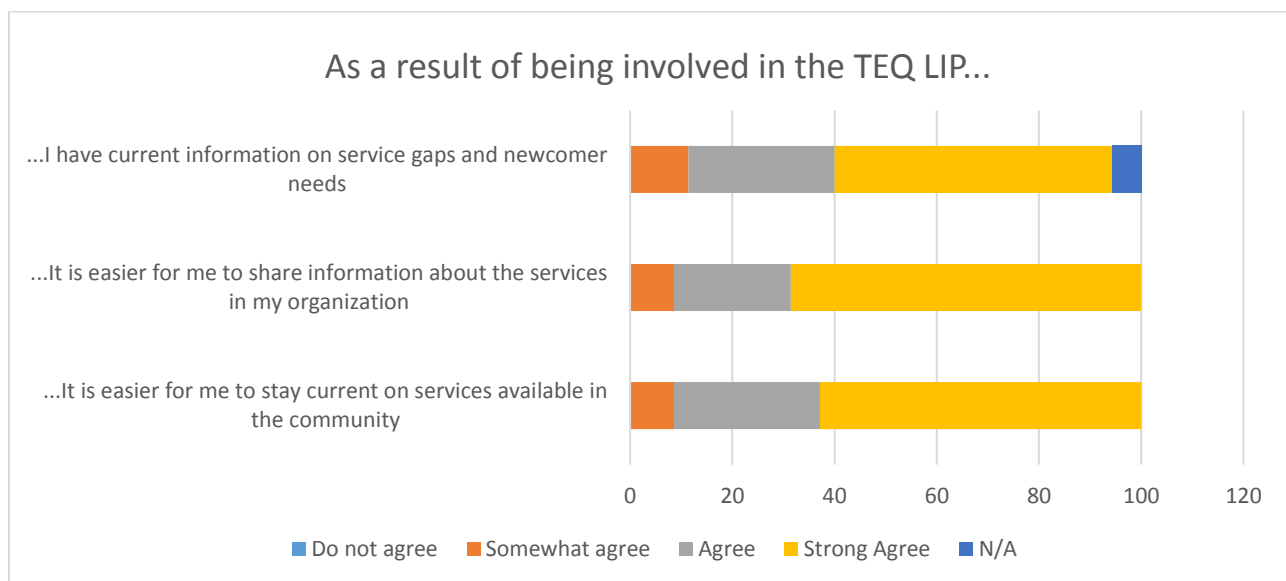


Figure 4: Results of involvement in the TEQ LIP

As can be seen on figure 4, the vast majority of respondents either agree or strongly agree that being involved in the TEQ LIP resulted in them having current information on gaps and newcomer needs, and made it easier to stay current on available community services and as well as to share information about their own services (evaluation of specific communication tools and methods is found in section 6 of this document; *TEQ LIP's impact on communication and information sharing, and effectiveness of TEQ LIP communication tools*).

In response to service needs and gaps identified through TEQ LIP, 90% of organizations who responded to the survey have partnered with another agency to share resources, combine and/or coordinate services, 12.5% have changed the way a service is delivered, and a smaller number (6%) have started or discontinued a service in the past year.

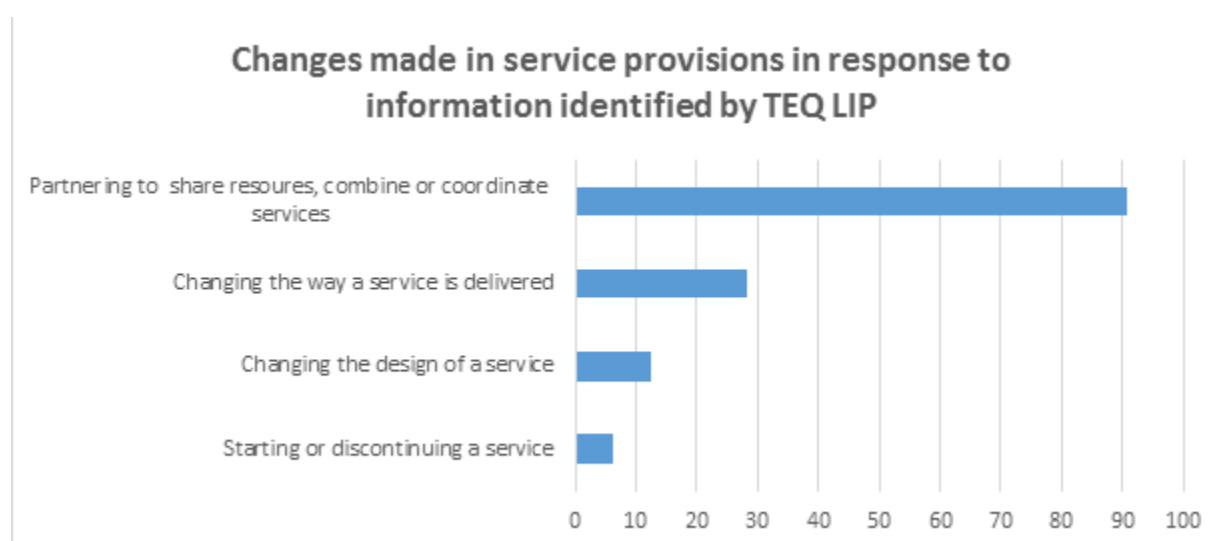


Figure 5: Changes made in service provision

When asked about the top three strengths of the TEQ LIP, one survey respondent summed it up this way: “Access to information, access to training, strong networks”.

The evaluation results show that TEQ LIP constitutes a centralized source of information offered through a variety of ways, including in-meeting updates, emails to members, the E-Blast, and publishing information collected either in partnership with educational institutions, or by TEQ LIP staff such as the Syrian Settlement Scan. Guest speakers and workshops on a variety of subjects are regular features of Action Group meetings, offering trainings on subjects such as the Ontario Human Rights Code and Mental Health First Aid.

The TEQ LIP continues to be looked to both as a source of information as well as an effective vehicle for service providers to share information with community partners and outreach to clients.



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

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*“The TEQ LIP eliminates competitiveness between service agencies and promotes collaboration” – Focus Group participant*

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Being more aware of the services offered by other organizations, both in order to coordinate services and to refer clients, is one of the most oft-cited benefits of being involved in the TEQ LIP. The TEQ LIP also facilitates connections that lead to partnerships and collaborations between service providers as well as between service providers and other stakeholders, such as refugee sponsorship groups.

- 50% of evaluation survey respondents indicated that their organization formed at least one new partnership in the past year as a result of their participation in the TEQ LIP, with 31% of those having formed formal partnerships with a signed agreement, and 81% having formed informal partnerships.
- 27.6% have noticed an increase in incoming or outgoing referrals as a results of involvement in TEQ LIP. 17.3% did not notice an increase, and 51.7% were unsure.
- 51.9% of respondents have established a new relationship with a stakeholder group such as faith groups, private refugee sponsors, or community groups.

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*“We have been approached by community groups – sponsor groups – who have learned about our services through the TEQ LIP” – Online Survey Respondent*

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Examples of partnerships given by online survey respondents include a partnership with a school board to offer services at a LINC (Language Instruction for Newcomers to Canada) site, outreach to newcomers in partnership with a food bank, partnership with Francophone agencies, Toronto Public Health, faith-based communities, and a connection with a speaker who presented at Immigrant Employment T.O. Day in 2016.

These partnerships helped service providers achieve objectives such as increasing the visibility of an organization and its services, targeting and reaching new clients, getting more timely and accurate information and referrals to clients, removing access barriers to services, having space to offer services in other locations, increasing health literacy in clients, strengthening grants applications, and fulfilling the agency's strategic plan of increasing community partnerships to provide better integrated and coordinated services to community members.

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

The TEQ LIP employs a variety of tools and methods to share information with, and facilitate communication between, service providers, including the bi-weekly e-mail E-Blast, a website, in-person information sharing at meetings, social media, and special publications such as research briefs and service inventories. The E-Blast mailing list contains 460 recipients, and the Twitter account has 386 followers.

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*“At every session, we get to be introduced to a new initiative or an existing program that is new to me”*  
—online survey respondent

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- 53.6% of survey respondents share LIP resources and information with colleagues once a month or more. 42.8% share information received through TEQ LIP twice or more per quarter, and 3.6% less than once per quarter.
- The E-Blast, TEQ LIP events, Action Group and Partnership Council meetings were all regarded as useful or very useful as sources of information on settlement trends, as well as on community services, service gaps, and opportunities for service alignment.
- More than a quarter of respondents had no observation regarding the TEQ LIP website, which indicates that it may not be accessed by partners as much as other TEQ LIP communication tools.
- The majority of respondents had no observation on the usefulness of the TEQ LIP Twitter account, which could be explained by the number of respondents who are not using Twitter. Twitter remains, however, a potentially effective tool to reach an audience beyond the TEQ LIP membership.

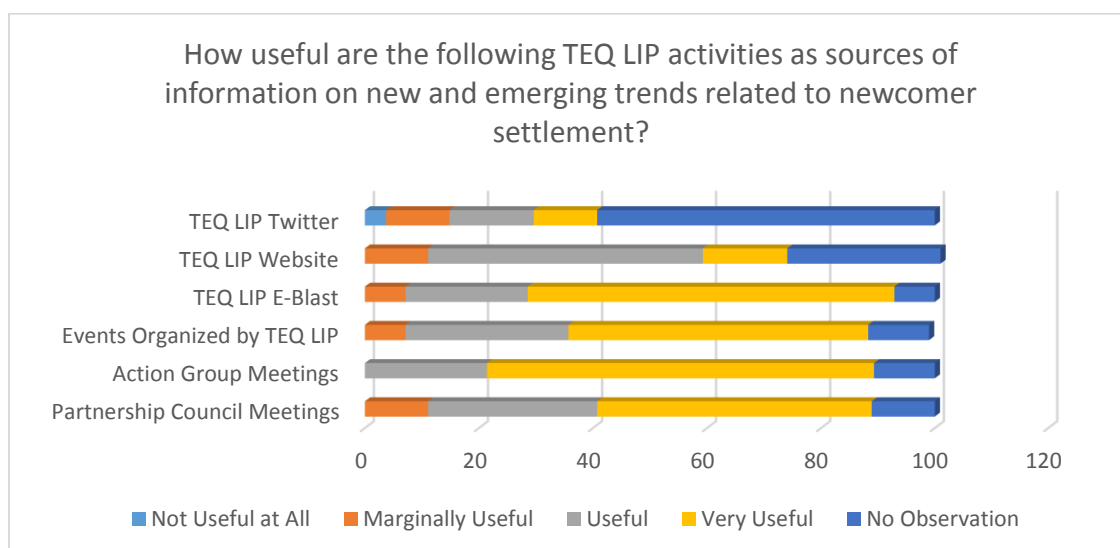
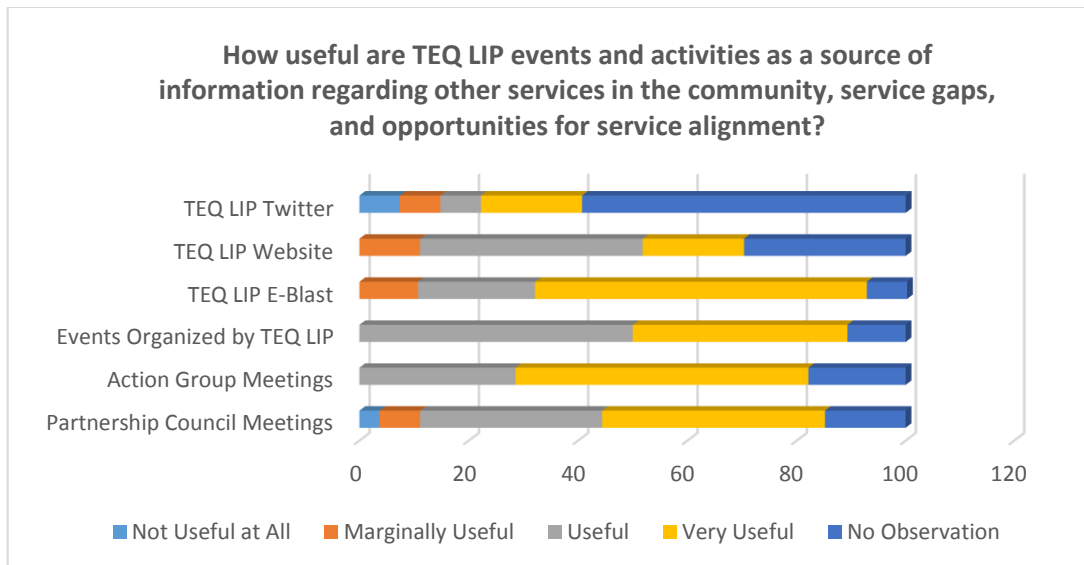
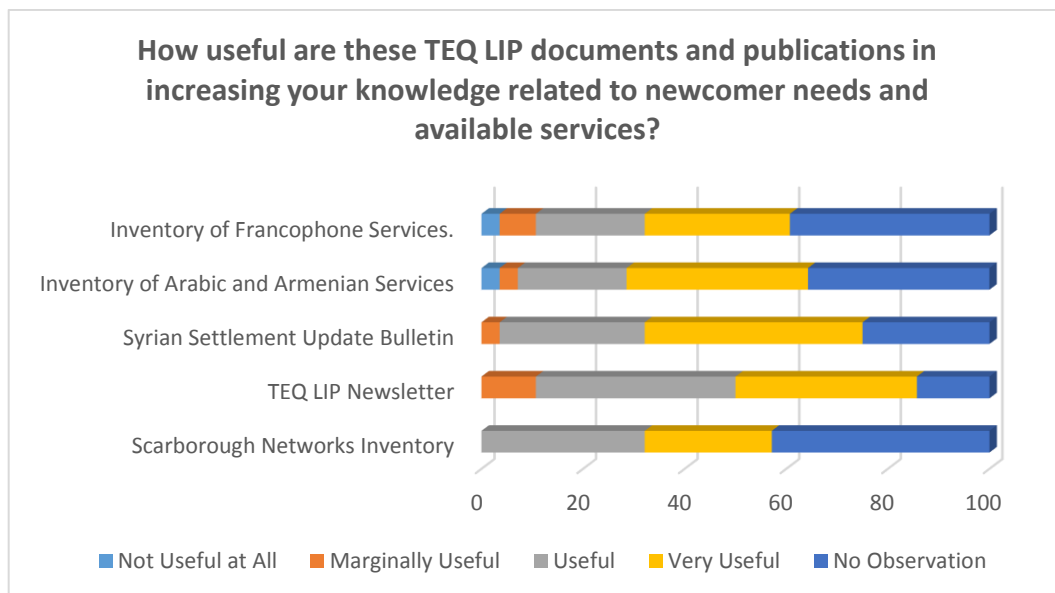


Figure 5: Assessment of TEQ LIP events and activities



*Figure 6: Assessment of TEQ LIP events and activities*



*Figure 7: Assessment of TEQ LP documents and publications*

- Over 50 % of survey respondents regarded the service inventories published in 2016 (Francophone Services and Arabic and Armenian Service Inventory) as useful or very useful sources of information.
- The Syrian Settlement Update bulletin was most highly rated as a very useful source of information, and 75% of respondents rated the TEQ LIP Newsletter as useful or very useful source of information.
- All three inventories (Scarborough Networks Inventory, Francophone Services, Arabic and Armenian Services) had over 25% of respondents indicating no observation, suggesting perhaps that more promotion is needed to raise awareness about the existence of these inventories and about their relevance and importance.

## **7. TEQ LIP's Impact on the community**

As of the 2016-2017 evaluation TEQ LIP has begun to include metrics designed to help learn about TEQ LIP's impact on the community. The TEQ LIP ultimately aims to have an impact beyond service providers, including increasing newcomer awareness of, and access to, services, increasing the community's awareness of newcomer needs, increasing newcomers' civic participation, and ultimately contributing to more welcoming communities for newcomers.

### **Online survey respondents indicated that TEQ LIP work has resulted in:**

- Newcomers knowing where to find resources
- Increased awareness of new activities especially for Syrians
- More awareness of newcomer programs and resources
- Increased accessibility of services for Arabic-speaking newcomers
- Increased knowledge of community safety

The Toronto Newcomer Leadership Council is a new initiative of the Toronto LIPs that also aims to increase newcomers' civic awareness and participation.

### **Limitations**

It is difficult to measure and attribute outcomes and impact of a complex community partnership project such as the TEQ LIP, which is also reflected in the evaluation. A few survey respondents indicated that they have not noticed any significant changes in the community as a result of TEQ LIP's work, and almost 50% skipped the question, which may reflect the difficulty of measuring community impact and its direct link to the TEQ LIP's work. The TEQ LIP will have to continue to look for new ways to measure community impact in order to learn about effectiveness of initiatives in improving newcomers' knowledge of services, increasing general awareness of newcomer needs, and increasing newcomers' civic participation.

## **8. Conclusion: TEQ LIP strengths, promising practices, and recommendations**

The previous sections outlined TEQ LIP effectiveness in impacting member organizations in terms of their understanding of newcomer needs, informing their service practices, facilitating partnerships, and providing effective vehicles for communication. TEQ LIP processes and tools are relied upon as sources of information and opportunities for networking and connection, for example, the E-Blast, Newsletter, Action Group and Partnership Council meetings, and other events and forums.

Evaluation participants also appreciate TEQ LIP's flexibility in terms of responding to emerging needs and trying new methods of communication, for example, revising Immigrant Employment T.O. Day format, exploring new social media tools like Twitter, and launching an initiative to facilitate connections between research institutions and community service providers.

### **TEQ LIP strengths and promising practices**

This section will focus on particular strengths and promising practices of the TEQ LIP as reported by online survey respondents and focus group participants. Responses on promising practices and strengths shed light on the value that being a part of the LIP provides to members and on what initiatives and practices the TEQ LIP should continue as it moves into a new project cycle in 2017.

Online survey respondents were asked about the "top three strengths of the TEQ LIP" as well as if there were any TEQ LIP practices that could be considered to be a "promising practice". Responses are summarized under the following categories; communication and information sharing, membership and collaboration, events and initiatives, TEQ LIP staff,

#### **1. Communication and Information Sharing**

- a. The E-Blast, Newsletter, Website, and information sharing in meetings are highly regarded as sources of information
- b. Members appreciate work done by TEQ LIP in collecting and disseminating information such as the report on Syrian Newcomer settlement in Scarborough
- c. Regular meetings and the Action Group structure are considered to be an effective practice
- d. The TEQ LIP has a wide audience and disseminates information beyond the LIP membership.

## **2. Membership and Collaboration**

- a. TEQ LIP membership reflects a wide cross-section of various sectors
- b. The TEQ LIP facilitates connections and partnerships, both formal and informal, and works to eliminate competitiveness between services agencies.
- c. The newcomer experience is brought to the table
- d. Active participation of TEQ LIP members is encouraged

## **3. Events and Initiatives**

- a. Free training opportunities are organized by the TEQ LIP for members and the wider community regarding a wide range of relevant topics
- b. Annual events such as Immigrant Employment T.O. day are highly valued and seen as effective

## **4. TEQ LIP Staff**

- a. Staff are considered to be approachable, and diligent, and knowledgeable.

<b>Recommendations and areas of improvement</b>
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Members offered many suggestions for improvement which fall under common categories. Many focused on improved communication and meeting administration, as well as strengthening partnerships and ensuring long-term TEQ LIP sustainability. More than once it was mentioned that the TEQ LIP should collaborate with other Toronto Quadrant LIPs, suggesting that the TEQ LIP could be more effective in communicating about the collaborating that already occurs with those LIPs. Another subject area mentioned more than once is a desire for an increase in lobbying, which is an area in which the TEQ LIP is limited in its status as a government-funded program.

### **Evaluation participants recommended the following improvements:**

#### **(1) Communication**

- (a) Improve project status updates for members- to be kept aware of the progress of ongoing initiatives and projects.
- (b) Explore wider use of social media
- (c) Create a chatroom for quick info sharing within the TEQ LIP website
- (d) Create a members' contact info page on the TEQ LIP website

## **Recommendations for improvement**

### **(2) Improving meeting administration**

- (a) Using online technology, video or teleconferencing would facilitate participation by members who cannot attend meetings in person, and potentially allow for an archive of meetings for future reference.
- (b) Provide a system to communicate with those who were unable to attend meetings to bring them up to speed as soon as possible.
- (c) Consider reducing the number of questionnaires and meetings
- (d) Reduce the number of meeting agenda items, shortening meetings.
- (e) If a meeting is bi-monthly, have three long meetings to discuss major initiatives and project, and three short meetings for quick updates
- (f) Include community voices at meetings.

### **(3) Partnership and service coordination**

- (a) Members would like a better understanding of the work of other Toronto LIPs and what their structures look like
- (b) More opportunities to collaborate with other LIPs as well as better information about other agencies in the TEQ LIP
- (c) Opportunities to visit other agencies (organize a tour)
- (d) Need to address inconsistency of members at the table and turnover rate
- (e) Consider a city-wide forum where all services can come together to network and share information – a convention for social agencies

### **(4) New initiatives and ideas**

- (a) More contact and collaboration with City Councilors
- (b) Explore possibilities to perform advocacy work, ex. getting better transit for clients to access health and community programs
- (c) Organize Positive Spaces training for members

### **(5) Sustainability**

- (a) Need to address the sustainability of the LIP and prepare for a future where funding is not at the same level.

## Conclusion

The TEQ LIP succeeds in achieving its stated outcomes as they relate to the impact on member agencies, their knowledge of newcomer needs, their need for information to adapt service design, and facilitating connections, collaboration, and formal and informal partnerships. TEQ LIP Action Groups and the Partnership Council represent a cross-section of representatives from community service providers as well as government agencies and community residents.

In both online survey and focus group responses, there was a clear and widespread acknowledgement of the value of the service that TEQ LIP offers in providing avenues for partners to receive and disseminate information, in equipping partners to better serve and better refer clients, and facilitating opportunities for networking and collaboration with others in the community services and governmental sectors.

This is achieved through meeting updates, E-Blasts, and other TEQ LIP communicative tools and events providing opportunities for connection, as well as TEQ LIP involvement in local service provider networks, NIA planning tables, and other community networks. The TEQ LIP aims to participate in these networks by encouraging community work to be looked at with a newcomer lens, and offers support where possible as it related to connecting other TEQ LIP partners with the work as needed.

Measuring improved outcomes for newcomers as a direct result of TEQ LIP work is still a work in progress. The TEQ LIP will be working on how to better measure its impact as it relates to increased newcomer knowledge of services, increased civic participation, and increased knowledge of newcomer needs in the community and newcomer social inclusion.

Along with continuing measures and practices that have been proven to impact the TEQ LIP's stated outcomes, the TEQ LIP should review recommendations and areas of improvement which largely deal with improvements in communication and meeting administration, as well as new ideas that would help agencies better know each other, and be better connected with other LIPs and agencies throughout the City of Toronto.

As the TEQ LIP enters into a new three-year project cycle, it behooves it to continue the communicative practices that are so relied upon for receiving and disseminating information in the community service sector, to continue to strengthen its connection with partners, and to continue to find new and innovative ways to address barriers to newcomer settlement through collaborative initiatives.



## **Acknowledgements**

The TEQ LIP would like to thank all of its community partners, members of the Action Groups, Partnership Council, and Steering Committee, who took time to participate in Focus Group discussions and 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.

## **9. Appendix: Evaluation questions – focus group and online survey**

### **1) Focus group questions**

#### ***Opening questions***

- 1) What would you say that the TEQ LIP does well?
- 2) What could be done better at the TEQ LIP?

#### ***Communication and Members' participation***

- 3) Could communication between TEQ LIP staff and members be improved? How?
- 4) How can TEQ LIP staff better support members in participating in TEQ LIP meetings and initiatives?

#### ***Collaboration and Partnership***

- 5) The main purpose of TEQ LIP is to build capacity for collaboration and partnerships: How is this done at the TEQ LIP?
- 6) How do TEQ LIP organizations share ideas and resource with one another?

#### ***Addressing service needs and gaps***

- 7) What are examples of joint initiatives you have initiated as a result of your participation in TEQ LIP in the past year? How did these initiatives benefit your work and your organization?
- 8) How Does TEQ LIP affect your knowledge about the specific needs, available services and service gaps for newcomers? Please provide examples.
- 9) Have you changed your services to address needs or gaps discussed at TEQ LIP?
- 10) In your opinion, what has been the impact of TEQ LIP's work on Newcomers in Scarborough?
- 11) Is there anything else you would like to say about the TEQ LIP?

## 2) Online Survey Questions

### TEQ LIP 2016-2017 Evaluation

Thank you for taking the time to fill out the 2016/2017 evaluation survey for the TEQ LIP! Your input is essential for us to gauge how we're doing, if we are achieving our intended outcomes, what works well and what we can improve upon.

Your responses are anonymous. The results of this survey together with the results from our focus group discussions will be compiled in an evaluation report that will be shared with all TEQ LIP members.

Thank you for your input!

#### 1. How long have you been involved with the TEQ LIP?

- ☐ Less than one year
- ☐ One to three years
- ☐ Four to five years
- ☐ More than five years

#### 2. What is your role within you agency?

- ☐ Frontline staff
- ☐ Manager
- ☐ Senior Management
- ☐ Volunteer
- ☐ Community representative

3. What sector do you represent at the TEQ LIP? (choose more than one if applicable)

- ☐ Settlement Services
- ☐ Education Sector
- ☐ Employment Sector
- ☐ Health Sector
- ☐ Other Community Sector
- ☐ Government
- ☐ Francophone Service Provider
- ☐ Other:

4. How do you participate in the TEQ LIP?

- ☐ Member of an Action Group
- ☐ Member of the Partnership Council
- ☐ Member of the Steering Committee
- ☐ Other (please specify)

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

- ☐ Yes
- ☐ No

If so, please tell us more:

6. Have you used information & resources obtained through TEQ LIP to (choose all that apply):

- ☐ Inform your agency's strategic planning process
- ☐ Apply for funding

Comments:

7. To which degree to you agree with the following statements: As a result of being involved in the TEQ LIP...

	Do not agree	Somewhat agree	Agree	Strongly agree	N/A
...It is easier for me to stay current on the services available in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...It is easier for me to share information about the services of my organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...I have current information on service gaps and newcomer needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Have you made any changes in your programs and services to address needs or service gaps identified through the TEQ LIP? (Select all that apply)

- ☐ Starting or discontinuing a service
- ☐ Changing the design of a service
- ☐ Changing the way a service is delivered
- ☐ Partnering with others to share resources, combine services and/or to improve service coordination
- ☐ Other changes

Please tell us more

9. Has your organization formed any new partnerships in the past year as a result of your participation in the TEQ LIP?

- ☐ Yes
- ☐ No
- ☐ Not sure

Comments:

10. Please describe the partnership

FORMAL (signed agreement), please describe

INFORMAL, please describe

11. How did this / do these partnerships help you and your agency achieve your objectives?

12. Have you noticed an increase in outgoing or incoming client referrals as a result of your involvement in TEQ LIP?

- ☐ Yes
- ☐ No
- ☐ Unsure
- ☐ Any additional comments?

13. What changes have you observed in the community as a result of TEQ LIP work? (for example, increased accessibility of services for newcomers etc...)

14. Have you made any changes to design or delivery of your services to make them more accessible to newcomers? (for example, change hours, facilitate transportation, staffing, location etc...)

- ☐ Yes
- ☐ No
- ☐ Unsure

If yes, please provide examples:

15. As a result of being involved in TEQ LIP, have you established any relationships with stakeholders you hadn't worked with before (i.e. faith groups, private sponsors, community groups...). Please tell us more:

- ☐ Yes
- ☐ No
- ☐ Unsure

Please describe these relationships:

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

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

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

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

Any additional comments?

19. Would you say you feel informed enough to refer LGBTQ newcomer clients to appropriate services?

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

Any additional comments?



## 20. How often do you share LIP resources and information with colleagues?

- ☐ Rarely - Less than once per quarter
- ☐ Sometimes - twice or more per quarter
- ☐ Often - Once a month or more
- ☐ Not sure

Comments:

## 21. 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"/>

22. How useful are TEQ LIP events and activities (such as regular meetings, e-blasts, networking events) as a source 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 Meeting	<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?

23. Have any other TEQ LIP documents and publications been useful in increasing your knowledge related to newcomer needs and available services?

	Not Useful at all	Marginally useful	Useful	Very Useful	No Observation
Scarborough Networks Inventory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TEQ LIP Newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Syrian settlement update bulletin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inventory of service offered in Arabic and Armenian in Scarborough	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inventory of Francophone services in Scarborough	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. What are the top three strengths of the TEQ LIP?

25. What are the top three areas of improvement for the TEQ LIP?

26. Would you consider any aspect of the TEQ LIP to be a "promising practice"? Please provide an example.

27. Any other feedback or comments?

Thank you for completing our evaluation survey! Your input is extremely valuable and we sincerely appreciate you taking the time to answer these questions.

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