Toronto East Quadrant

Local Immigration Partnership

Project Evaluation Report

April 2018 – March 2019
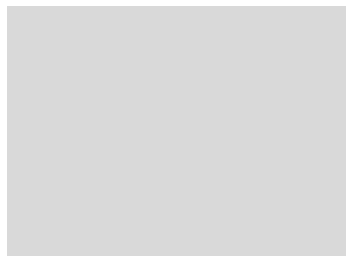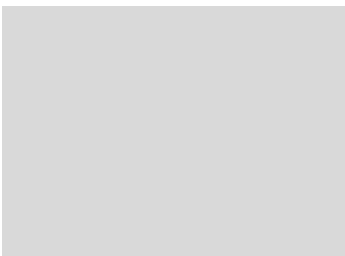
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1. Introduction

The 2018-19 fiscal year was the second year of implementation of the 2017-2020 Toronto East Quadrant Newcomer Settlement Strategy. After an initial year consisting mainly of strategic planning, action planning, and formation of Action Groups, this year allowed these four new Action Groups to begin implementation of the TEQ LIP Settlement Strategy in earnest. 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.**

This year also saw the birth of a new 3-year SDI (Service Delivery Improvement) data collaboration project bringing 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 2019 Collaboration Forum, Immigrant Employment T.O. Day, Scarborough 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 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.

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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.

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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 2018-2019 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 2018-2019 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 and Partnership Council members, and was sent to 125 potential participants.

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 2017-2018 fiscal year to allow for comparison of outcomes and changes year over year. This evaluation report represents only responses collected from TEQ LIP members.
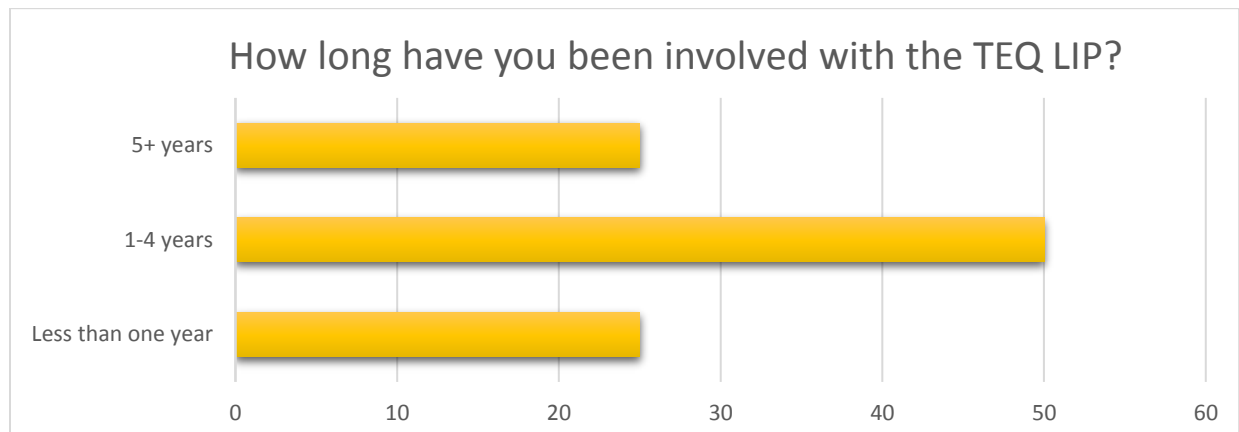
Evaluation Timeline

The online evaluation survey was carried out in February – March 2019 and was completed by a total of 36 participants.
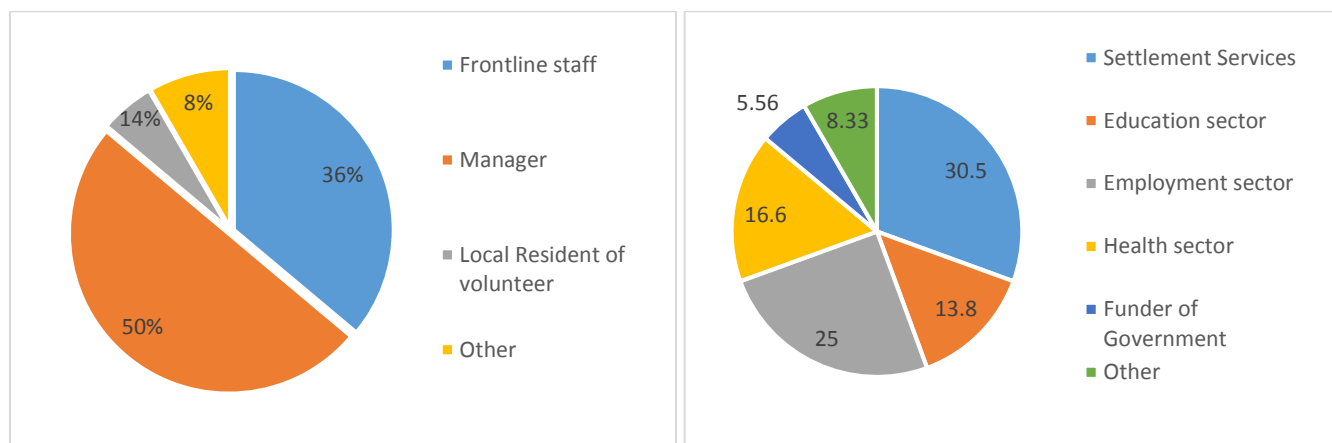
Limitations of the Evaluation

The annual TEQ LIP program evaluation is carried out by TEQ LIP staff, from survey administration to data analysis and report writing. As a result, evaluation activities are limited by available staff time. The lack of resources to hire an outside evaluator means that the evaluation doesn't benefit from a perspective from outside of the program.

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 (25%), one to five years (50%) and more than 5 years (25%) and a mix of front-line staff, managers, and immigrant community representatives who represent a variety of community sectors.

Respondents' position at their agencies

Respondents' sector

- 36% of respondents are front line staff, 50% managers, and 6% residents or volunteers.
- The settlement sector is the most represented at 31%, followed by the employment sectors at 25%, education at 14%, health sector at 17%, and government/funders at 6%.
- 57% of respondent are members of the Partnership Council or Steering Committee, 69% a member of an Action Group, 28% were event participants, and 6% 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 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. 61% of respondents value the LIP's coordinating work and leadership on emerging issues, 64% appreciate the professional development opportunities offered, and all respondents 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.)*
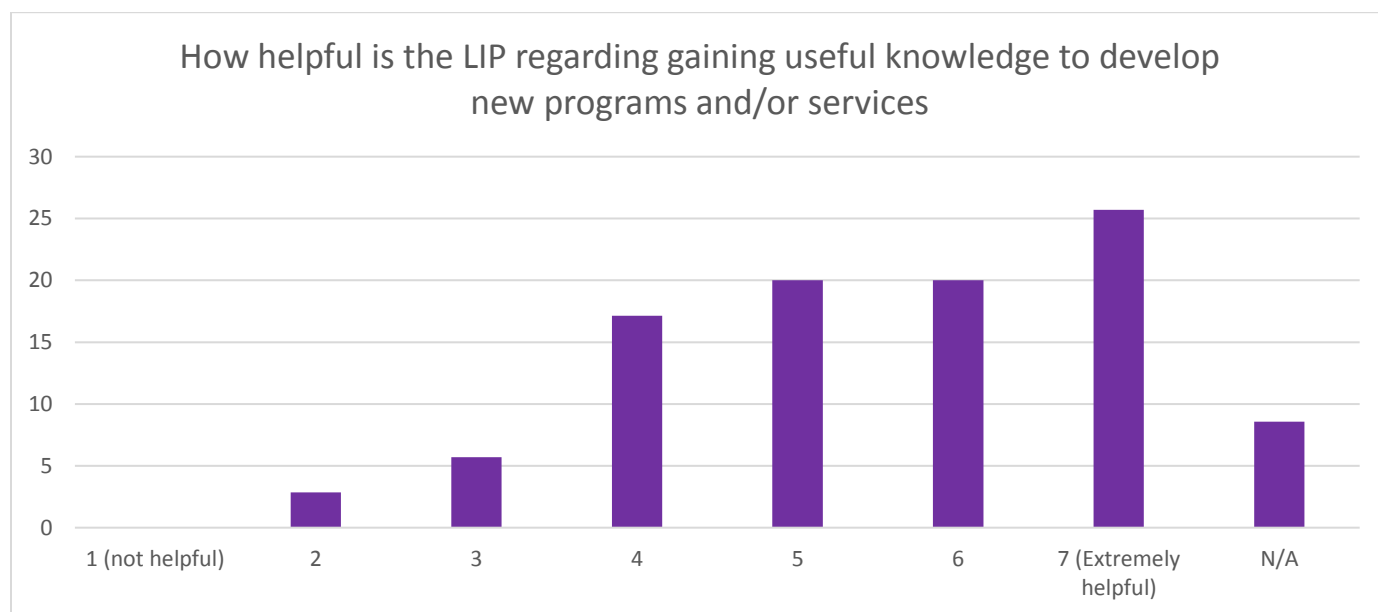
*93% of respondents say that TEQ LIP has helped their **organization increase awareness about newcomer** needs through information sessions, publications, research and information sharing*
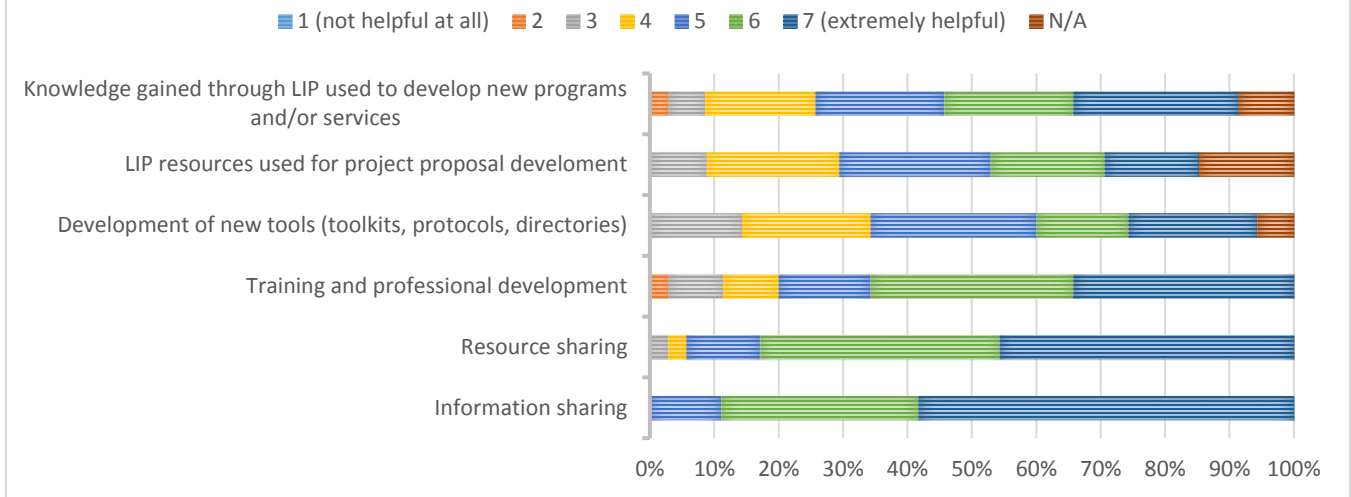
How has the programming, planning, or service delivery of TEQ LIP partner organizations changed in the past year as a result of their involvement with TEQ LIP?

- 17% changed the way a program or service is delivered to make it more accessible to newcomers
- 9% accessed new funding
- 14% started a new program or service in response to newcomers' needs
- 54% of organizations are more likely to take other organizations services into consideration when planning their own services and programs.

How helpful is the LIP regarding gaining useful knowledge to develop new programs and/or services

HOW HELPFUL IS THE LIP TO YOUR ORGANIZATION IN THESE FOLLOWING AREAS?

Legend: ■ 1 (not helpful at all) ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 (extremely helpful) ■ N/A

Categories (top to bottom):
- Knowledge gained through LIP used to develop new programs and/or services
- LIP resources used for project proposal develoment
- Development of new tools (toolkits, protocols, directories)
- Training and professional development
- Resource sharing
- Information sharing

X-axis: 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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, 94% indicated TEQ LIP is *helpful* to *extremely helpful.*
- The area with the highest proportion of low scores is *Development of new tools (toolkits, protocols, directories)* with 14% choosing 3 on the scale, and 20% choosing 4.

"We are conducting a client analysis in order to improve our current client policies to make them more effective, based on learnings from your workshop on data collection" –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*:

- Being able to be a part of many small group committees. For example, safety week allowed us to provide a session on fraud prevention
- Professional development sessions for service providers, connections with guest speakers, information session on employment laws
- Referrals to other organizations, training and information sessions
- LIP data has been used for some of our organization's business planning. Events like the Bridges Forum and "What Employers Want" open doors to increase referrals and partnerships
- Service collaboration with other community partners (LGBTQIA+ service agencies, French Language service providers etc.)
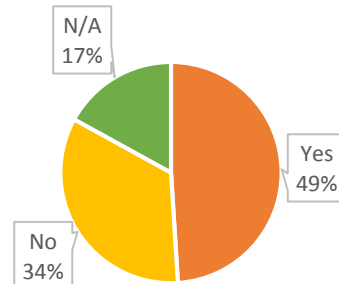
6. TEQ LIP's impact /contribution to service coordination and partnerships

"These partnerships help us to build collaboration and enhance service coordination. Making direct contact with agency representatives is always beneficial in expediting/simplifying referrals to and from other services" –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.
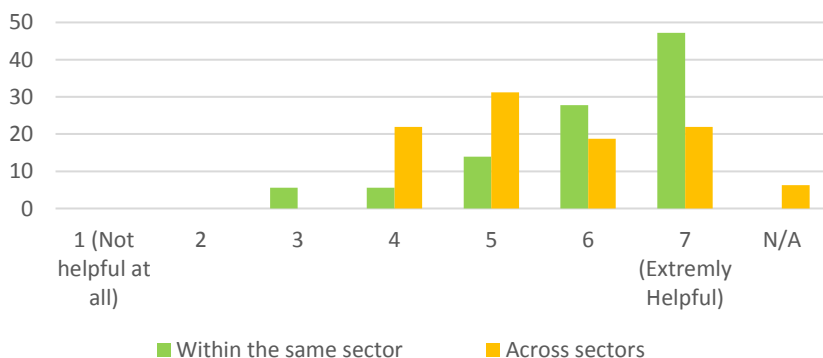
49% of online survey respondents answered that their organization partnered with another as a result of being involved in the LIP, for example, joint events, development of joint resources, space sharing etc.

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

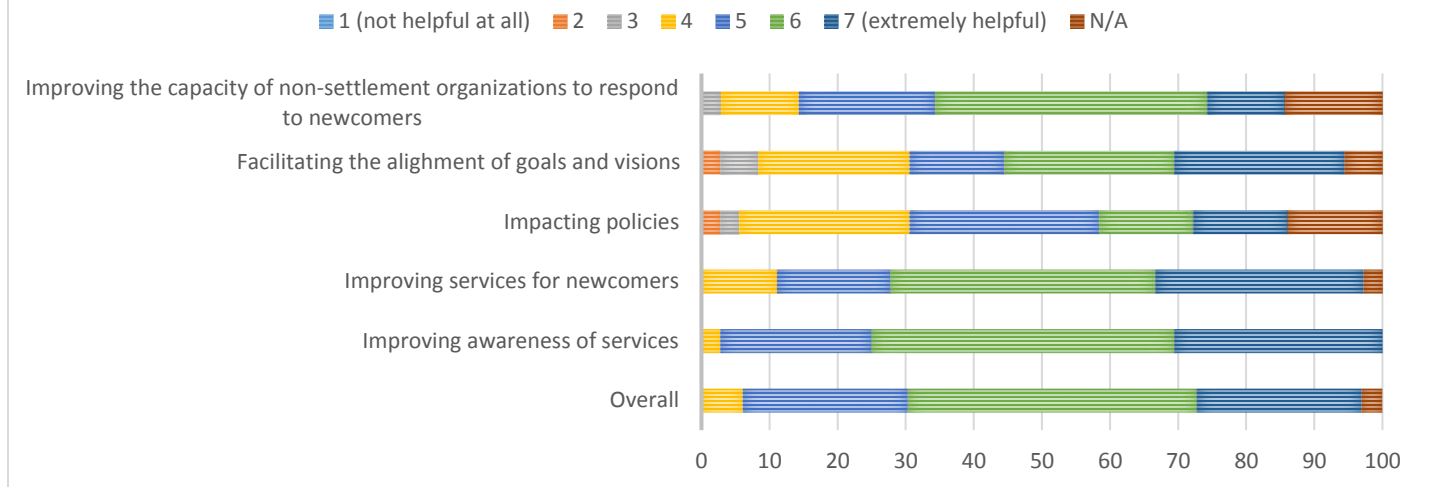- N/A 17%
- Yes 49%
- No 34%

- 40% offer more programs jointly or in partnership with other organizations as a result of involvement in the TEQ LIP, and 54% are more likely to take other organizations' services into consideration when planning their own services.
- 81% value the LIP's role in providing opportunities for collaboration and fostering partnerships.
- 60% indicated that referrals to other organizations have increased, and 60% say that those referrals are more effective.

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

- Within the same sector
- Across sectors

89% indicated that the TEQ LIP is moderately (5) to extremely (7) helpful in building relationships within the same sector, while 71% 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, over 50% of respondents chose either 6 or 7 (extremely helpful) with one exception; *impacting policies*
- *Impacting Policies* and *Facilitating the Alignment of Goals and Activities* received the largest proportion of lower scores, suggesting that while the TEQ LIP is very helpful in facilitating 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 measures partner's capacity to refer Francophone and LGBTQIA+ newcomers to appropriate services. There was a slight increase in respondents who indicated that they felt well informed to refer these clients. 19% of respondents feel "absolutely" informed enough to refer Francophone clients to appropriate services, an increase of 2% over last years' survey, though 40% indicated that they feel "somewhat" informed to refer clients, a slight decrease from 42% last year. 19% also reported that they feel "absolutely" informed enough to refer LGBTQIA+ clients to appropriate services, an increase from 13%, and 52% feel "somewhat" informed.

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

- I received updated information on other settlement and employment agencies.
- Better capacity to provide newcomer services within our organization.
- Better use of data we collect from clients
- Forming partnerships and collaboration with other agencies
- Partnerships complement each other which enables both parties to provide more extensive services for newcomers
- Expanded clientele
- Update on community needs, research, funding…
- I have been able to look at policy work from the TEQ LIP
- We have been able to do tremendous outreach through meetings and events - both in sharing our services and learning about other agencies
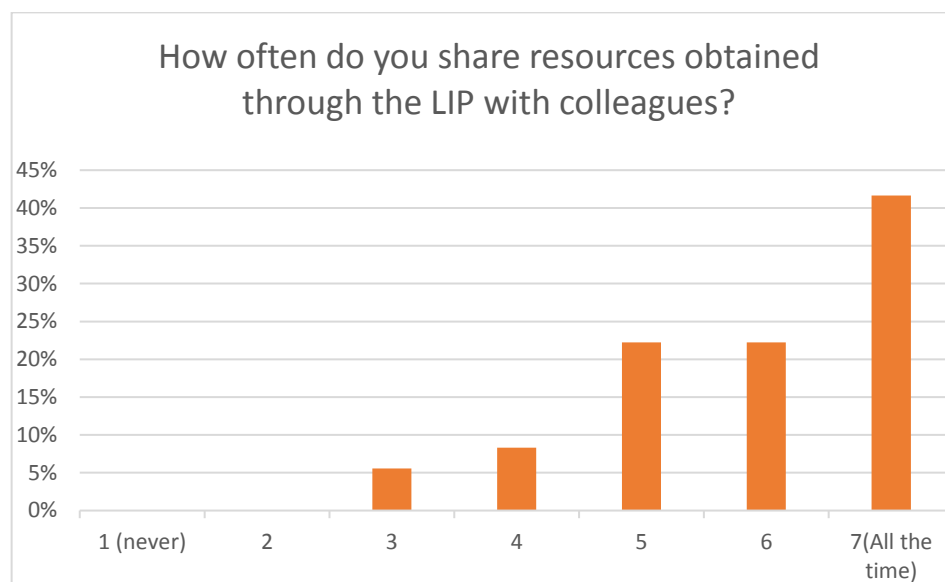
7. **TEQ LIP's impact on communication and information sharing, and effectiveness of TEQ LIP communication tools**

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

97% of survey respondents indicated that they value the networking and information sharing opportunities provided by the TEQ LIP

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

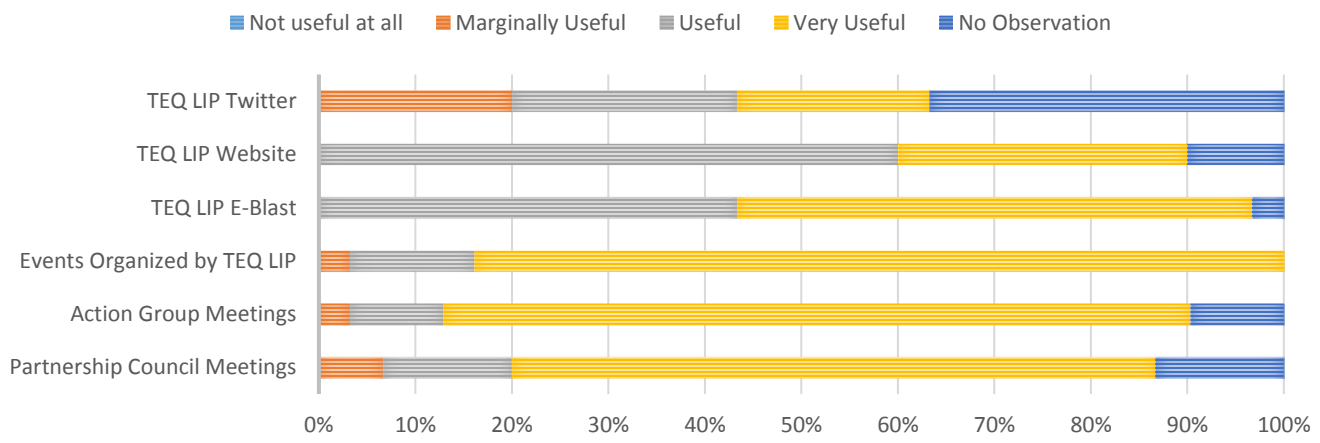**How do TEQ LIP partners share resources with colleagues?**

At staff or agency meetings: **86%**

By e-mail: **92%**
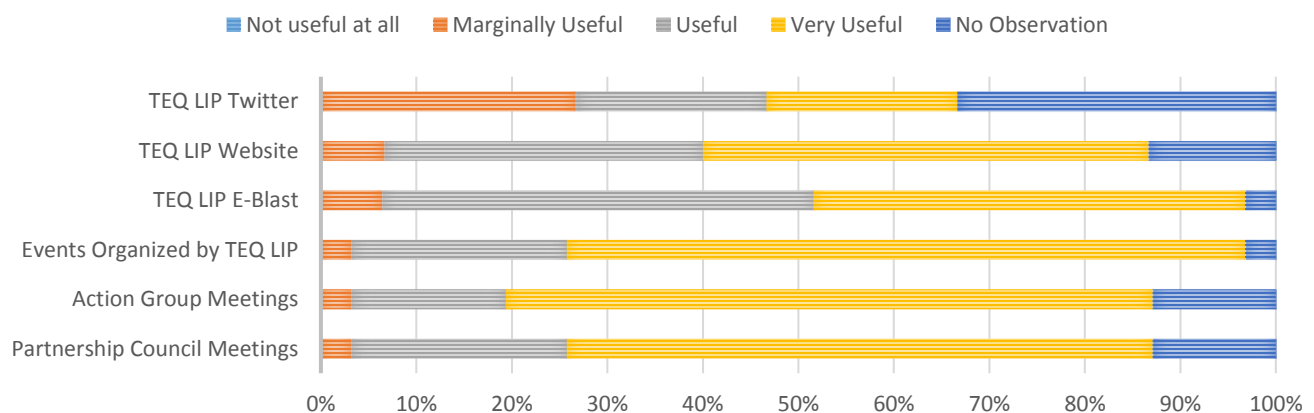
In informal conversations: **55%**

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 (80% or more) of respondents as either "Useful" or "Very Useful". Twitter retains a large proportion (over 30%) who indicate that they have "No Observation" regarding its usefulness.
- The most valued source for information related to newcomer settlement trends, as well as most valued as a source of information on services and gaps is *Events organized by TEQ LIP*, followed closely by *Action Group meetings*. Partners seem to be gathering more information from meetings and events than from formal communication tools.

HOW USEFUL ARE TEQ LIP EVENTS AND ACTIVITIES AS SOURCES OF INFO REGARDING OTHER SERVICES IN THE COMMUNITY, SERVICES GAPS, AND OPPORTUNITIES FOR ALIGNMENT?
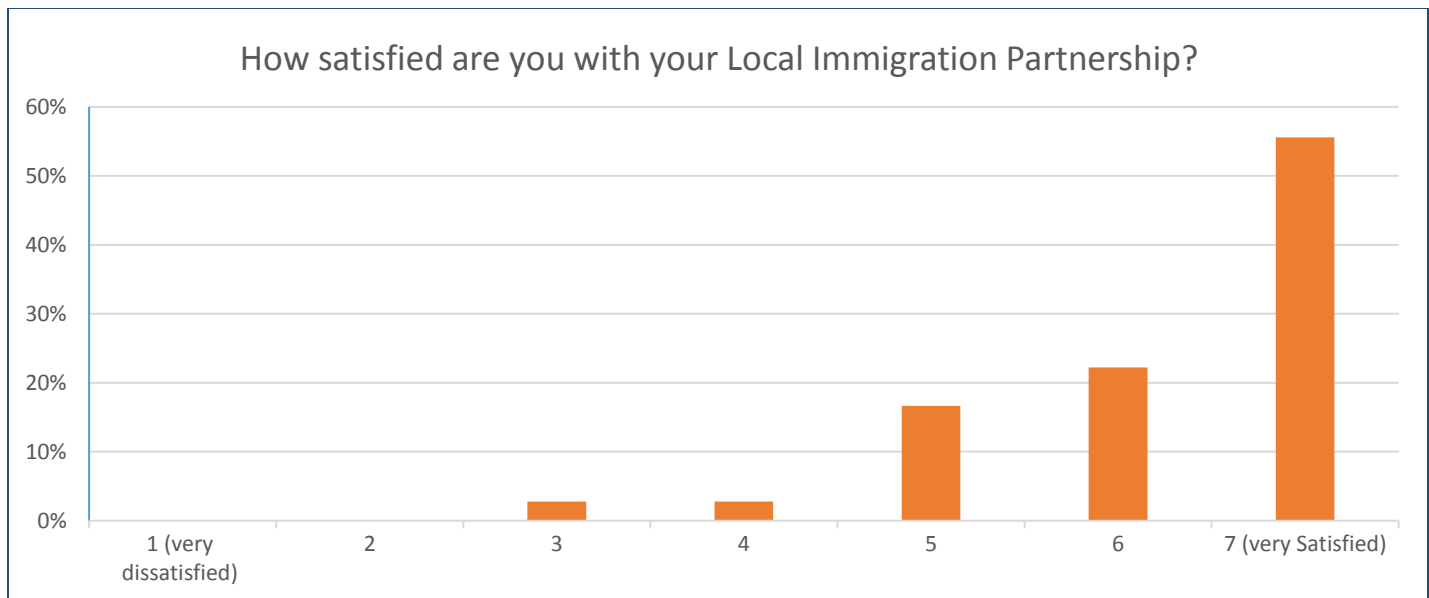
Electronic Communication and Social Media

- The **@TEQ_LIP Twitter account** continues to gain followers, currently at 649 which is an increase from 505 in the previous fiscal year. 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 482 subscribers, which is an increase from 427 in the previous year. As indicated above, a comparison to last year's survey shows a drop in over 20% of those that marker it as a "Very Useful" source of information, choosing "Useful" instead, which is remarkable in that it is the only significant (i.e. more than 10%) drop in usefulness rating.

- The **TEQ LIP website** continues to be rated as a useful tool, however, some respondent still chose "No Observation" which indicated that a certain percentage (10-15%) of TEQ LIP partners are not familiar enough with the website to judge whether it is a useful source of information.

8. Conclusion: TEQ LIP strengths and recommendations for improvement

When asked "How satisfied are you with your LIP?" 56% of respondents indicated that they were "Very Satisfied", choosing 7 on a 7-point scale – which is a significant increase from the 2017-18 survey where 29% indicated that they were "Very Satisfied".

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**

66% of respondents indicated that the LIP is helpful (5) to extremely helpful (7) in terms of providing knowledge 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 planning of their services, strategic planning and in some cases in funding applications. There was a marked improvement in the number of members that indicated that the TEQ LIP provides helpful training and professional development (65% chose either 6 or 7 on the scale of helpfulness, and increase from 41%). This is perhaps due to a resumption of regular Action Group meetings and a focus on capacity-building projects with the other Toronto LIPs.

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 relatively low; 8% indicated that they accessed new funding, 14% started a new program or service in response to newcomers' needs identified through participating in the TEQ LIP, and 9% changed a key design element of a service.

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. 49% 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 services providers and their programs, which includes knowledge of appropriate services for underserved groups such as Francophone and LGBTQIA+ newcomers. Though the numbers of partners who feel they have adequate knowledge to refer these clients has increased dramatically from two years prior, the numbers are very similar to 2017-18 levels. With less than 20% of respondents being "Absolutely" informed enough to properly refer these clients, there is a lot of room for improvement.

There has also been a decrease in agencies that report that they have worked in partnership with a Francophone agency in the past year, from 32% to 22%, 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 reliable 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" (20%) and "No Observation" (37%) 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's 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 13%, indicating that there are still TEQ LIP members who do not access the website.

Recommendations

- Continue to focus on under-served groups such as LGBTQIA+ and Francophone newcomers, as well as refugee claimants. Increase service provider knowledge of appropriate services and capacity to serve clients, and opportunities to partner with agencies offering services to these underserved groups.
- Continue using a mix of communication tools to reach different audiences – E-Blast, Website, Twitter, and Newsletter. Explore ways to encourage TEQ LIP members to use the website and value it as a source of information.
- Explore more ways to support service providers in service design and planning with information on trends and needs in the community.
- Explore barriers to cross-sectoral partnerships (which seem to be less easily created than partnerships within the same sector) and provide opportunities for cross-sectoral connections.
- Determine ways in which the TEQ LIP can evaluate its impact beyond direct impact on partner organizations, such as its impact on the community, and newcomer access to services.

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

- More training and professional development opportunities
- Continue to share information on emerging trends, immigration patterns, and updates on local issues and events
- Promote effective referrals through connecting with agencies and increasing networks
- Create more outreach opportunities
- Provide more professional development activities, more opportunities for collaboration, inter-agency and across Ontario
- Create mechanisms for members attending meetings to take greater responsibility for completing action items and meaningfully contribute to sub-group projects
- It would be good to get assistance with forming collaborations with other agencies and members

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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 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.

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)

[   ]

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

	1 (not helpful at all)	2	3	4	5	6	7 (extremely helpful)	N/A
Within the same sector	○	○	○	○	○	○	○	○
Across sectors	○	○	○	○	○	○	○	○

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	○	○	○	○	○	○	○	○
Resource sharing	○	○	○	○	○	○	○	○
Training and professional development	○	○	○	○	○	○	○	○
Development of new tools (toolkits, protocols, directories)	○	○	○	○	○	○	○	○
LIP resources used for project proposal development	○	○	○	○	○	○	○	○
Knowledge gained through LIP used to develop new programs and/or services	○	○	○	○	○	○	○	○

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	○	○	○	○	○	○	○	○
Improving awareness of services	○	○	○	○	○	○	○	○
Improving services for newcomers	○	○	○	○	○	○	○	○
Impacting policies	○	○	○	○	○	○	○	○
Facilitating the alignment of goals and visions	○	○	○	○	○	○	○	○
Improving the capacity of non-settlement organizations to respond to newcomers	○	○	○	○	○	○	○	○

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 organizatons

☐ Comments:

[   ]

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

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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)

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

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12. What is your role within your organization?

◯ Frontline Staff

◯ Management

◯ Local Resident or volunteer

◯ Other (please specify)

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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?

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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?

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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	○	○	○	○	○
Action Group meetings	○	○	○	○	○
Events organized by TEQ LIP	○	○	○	○	○
TEQ LIP E-Blast	○	○	○	○	○
TEQ LIP Website	○	○	○	○	○
TEQ LIP Twitter	○	○	○	○	○

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	○	○	○	○	○
Action Group meetings	○	○	○	○	○
Events organized by TEQ LIP	○	○	○	○	○
TEQ LIP E-Blast	○	○	○	○	○
TEQ LIP Website	○	○	○	○	○
TEQ LIP Twitter	○	○	○	○	○

Any comments?