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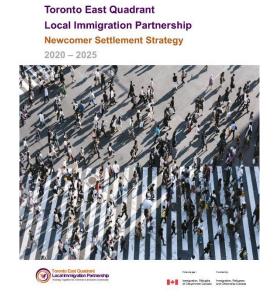
Financé par :

Immigration, Refugees and Citizenship Canada Immigration, Réfugiés et Citoyenneté Canada

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1. INTRODUCTION



The 2021-22 fiscal year was the first year of implementation phase of five years newcomer settlement strategy. As all the organizations were following the COVID-19 protocols and all the meetings were conducted virtually during the reporting period. All four Action Groups have facilitated capacity building sessions, planning sessions, small meeting and resource development virtually using zoom meeting and other methods as required.

TEQ LIP continued to follow similar meeting format and Partnership Council and each Action Groups had conducted 6 meetings during the reporting period. However, duration of the meetings was reduced to one hour to one and a half hours as per the suggestion made by the LIP partners.

In addition to key activities, the TEQ LIP continues to use existing communication tools (the E-Blast, Newsletter, Twitter) to organize annual capacity building and networking events (i.e. BRIDGES 2022 Collaboration Forum). This year BRIDGES Forum was also conducted virtually. The TEQ LIP also contributed to various city-wide initiatives with the four quadrant LIPs and the City of Toronto Newcomer Office. TEQ LIP has also facilitated development of resource guide on specific services provided during the pandemic by LIP partners.

2. ABOUT THE TORONTO EAST QUADRANT LOCAL IMMIGRATION PARTNERSHIP

The 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 2021-2022 TEQ LIP EVALUATION

The TEQ LIP conducts an annual project evaluation that is designed to help assess to what extent the TEQ LIP is effective in achieving its stated outcomes and to identify areas of improvement. For the past four years, the evaluation was implemented as a joint evaluation with all Toronto LIPs, meaning that all four Quadrant LIPs 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 result 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 70 recipients.

This year evaluation survey tool was revised and updated by LIP Team and the survey was conducted in March 2022. This evaluation report represents the responses collected from TEQ LIP members.

Evaluation Timeline

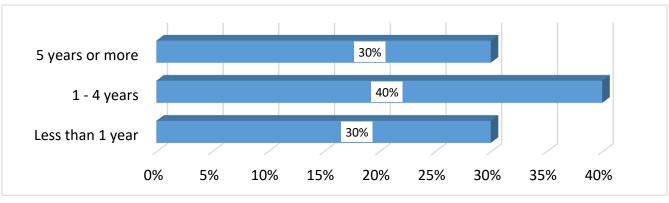
The online evaluation survey was carried out in March 2022 and was completed by a total of 30 participants representing a response rate of 43%.

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 does not benefit from a perspective that is external to 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



a) Years of Involvement with the LIP

40% of survey respondents have been involved with the TEQ LIP between 1 - 4 years who have reasonable work experience and familiarity with the TEQ LIP. 30% of the respondents are very experienced and knowledgeable about TEQ LIP while another 30% of the respondents are new to LIP activities.

The charts above demonstrate that the respondents include a mix of front-line staff, management staff, immigrant community representatives (local residents and volunteers), and a range of sectors representation.

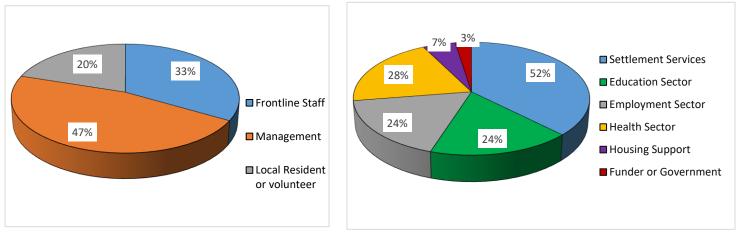


Image 2: Respondent's position at their agencies

Image 3: Sector representation of the respondents

Imaae 1: Year of involvement with the LIP

- 47% of respondents are managers/directors, 33% are front line staff, and 20% are residents or volunteers. Compared to last year, more residents/ newcomer council members participated in the survey.
- The settlement sector is the most represented at 52%, followed by the health sector 28%, education sector at 24%, employment sector 24%, housing sector 7% and the funders or government at 3%. Compared to last year data, percentage of respondents representing education sector is twice as last year.

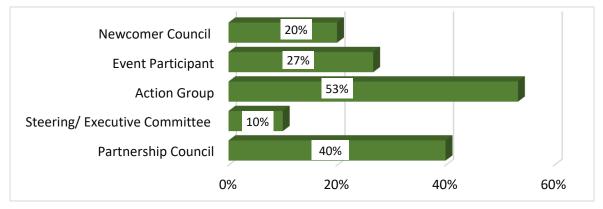
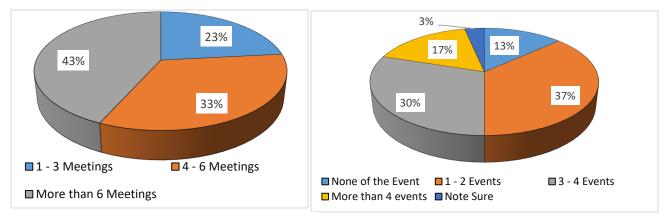


Image 4: Respondent's role at TEQ LIP Partnership

- 40% of respondents are members of the Partnership Council, 53% are members of an Action Group, 27% are event participants and 20% are Toronto Newcomer Council members (some are members of Action Group as well as the Partnership Council).
- Compared to last year, more Newcomer Council members have participated in the survey. This could be result of recruitment of more newcomers to the Newcomer Council and their active involvement.
- At the same time, response rate of Action group members reduced this year (last year it was 76%).



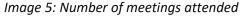


Image 6: Number of events attended by the respondents

- Among the respondents, 43% have attended more than 6 meetings, 33% have attended 3 6 meetings and 23% have attended only one or two meetings. This rate is not much different from the previous reporting period.
- As 2021-22 was fully dedicated for the implementation of the strategic plan, there were number of events and workshops organized. As per the responses, there were 17% of the respondents attended more than four events and 30% have attended 3 4 events. While 37% of the respondents indicated that they have attended 1 2 events during the period, 13% haven't attended any of the events.

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 source of information in Scarborough 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, and providing a wider awareness of other services offered in Scarborough. The TEQ LIP is committed to supporting its members through conducting community research and sharing best practices. When asked what they value about TEQ LIP, 90 % value *networking and information sharing opportunities and* 63% said they valued the opportunity for *collaboration and fostering partnerships*. (This will be discussed in detail under 4.3)

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?

- 28% accessed new funding. This is 20% higher than the previous reporting period.
- 22% started a new program or service in response to newcomers' needs.
- 22% changed the way a program or service is delivered to make it more accessible to newcomers and the same number of respondents mentioned that more programs are delivered in collaboration
- 28% have delivered more programs jointly or in partnership with other organizations
- 39% of organizations are more likely to take the services of other organizations into consideration when planning their own services and programs

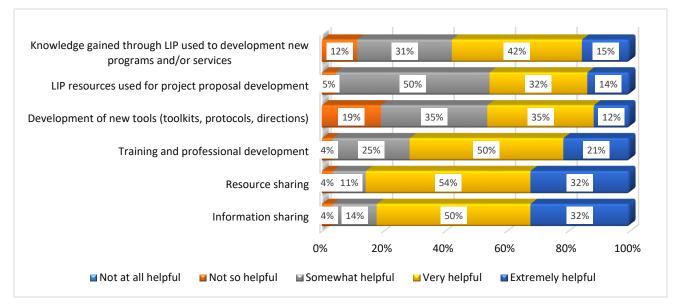


Image 7: Helpfulness of LIP to their organization in different areas

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

- In most of the categories, 67% or more of respondents indicated that the LIP is very *helpful* to *extremely helpful*. Regarding information and resource sharing, 83% or more indicated that the TEQ LIP is *helpful* to *extremely helpful*.
- The area with the highest percentage of low scores (19%) was "Development of new tools by LIP to support member organizations. This is 16% higher than the previous year data.
- The area with the second highest proportion of low scores *was knowledge gained through LIP used to develop new programs and services* with 12% choosing not useful. This is 3% higher than the previous year data.

"TEQ LIP has done important work especially during the pandemic. Staff are extremely knowledgeable, professional, helpful and approachable." –Survey Respondent

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

"Collaboration with other organizations and the community forums organized by TEQ LIP helped to increase knowledge and awareness during the pandemic." –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.

41% of online survey respondents answered that their organization partnered with another as a result of being involved in the LIP, for example, joint events, joint project, development of joint resources, space sharing etc.

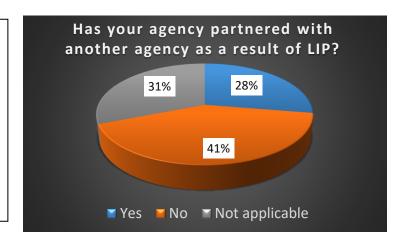


Image 8: Organizations that have partnered with another organization as a result of LIP

- 41% offer more programs jointly or in partnership with other organizations as a result of involvement in the TEQ LIP, and 39% are more likely to take other organizations' services into consideration when planning their own services (54% and 38% in previous evaluation, respectively)
- 66% value the LIP's role in *providing opportunities for collaboration and fostering partnerships*.
- 65% mentioned that LIP created opportunity for collaboration and support fostering partnership in the same sector and across sector.
- 37% indicated that referrals to other organizations have increased. It is lower score compared to
 the previous four years (2020 54%, 2019 -74%, 2018 60%, 2017 72%). The reduction
 observed in the last two years could be due to the pandemic which forced all the organizations
 to change the way that services are delivered. The LIP also used most of the time in strategy
 development where Action Groups have limited opportunity to meet on a regular basis.

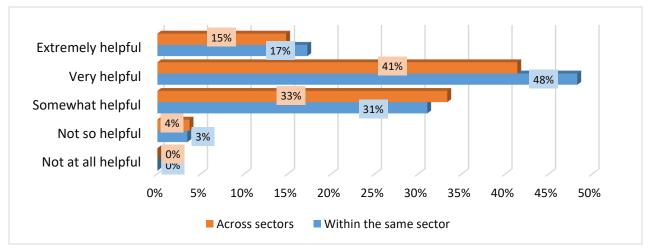


Image 9: Helpfulness of LIP in building relationships with other organizations

- 65% indicated that the TEQ LIP is very helpful to extremely helpful in building relationships within the same sector.
- 56% indicated that the TEQ LIP is very helpful to extremely helpful in building relationships across sectors.
- 1/3 in each category has mentioned that it was somewhat useful in building relationship within the sector and across the sector.

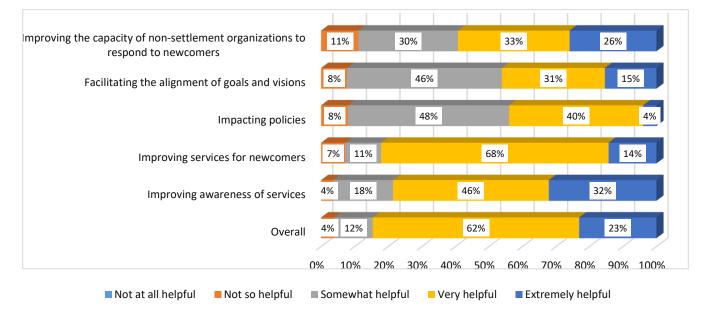


Image 10: How well has the LIP helped to coordinate services to newcomers?

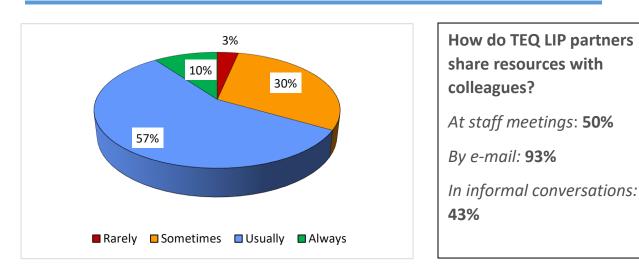
The above chart details how much the LIP has helped to coordinate services to newcomers. Compared to previous year rating, members have provided a mixed rating this year.

• While the overall rating stands at a high rate (85% rated very helpful and extremely helpful), respondents have given higher score for LIP support to improve services for newcomers (82%).

- The next higher score was given to "Improving awareness of service" 78%, which was followed by "Improving the capacity of non-settlement organizations" 59%
- *"Impacting Policies"* received the lower scores (44%) this year, and it is 23 percent lower than last year.
- *"Facilitating the alignment of goals and visions" was scored second last in the list with the score of 45%.*
- This year data demonstrates that the TEQ LIP is very helpful in improving awareness of services and improving the capacity of non-settlement organizations. However, the respondents feel that the impact of LIP on policies that affect newcomer settlement programs and facilitating the alignment of goals and visions of individual organizations is limited.

4.4 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. TEQ LIP has created a tools during the reporting period to support member organizations, COVID-19 specific programs and services provided by the organizations in Scarborough.



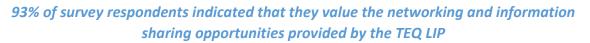


Image 11: Frequency of sharing resources obtained through LIP with colleagues

Respondents mentioned about specific events and activities that benefited their organizations during the reporting period.

- Majority of them indicated that the BRIDGES Forum helped them to enhance their knowledge on current issues and key initiatives.
- The respondents also mentioned that panel discussion on EDI framework, Training series on Anti-racism, newcomer events on small business support and the training on survey designing and analysis helped them to learn and develop their skills on different areas of the settlement sector.
- They have also indicated that the resources, and tools shared by TEQ LIP helped them to learn about newcomer trends, needs and gaps in the services.

4.5 TEQ LIP'S CONTRIBUTION TO KNOWLEDGE SHARING AND SERVICE COORDINATION DURING COVID-19 PANDEMIC

COVID-19 pandemic emerged, led to major shutdowns and had a significant impact since April 2020 on our community and stakeholders, immigration, the way services are delivered, and on society overall. As requested by all three levels of governments, all the organizations in Scarborough have had to limit personal interactions, suspend or cancel larger events, and are using modified work arrangements to ensure the health and safety of their staff and clients.

On the other hand, clients were badly hit by the pandemic as the changes adopted by the government impacted employment, mental health, and housing. The TEQ LIP has committed to providing updates on modified services, income support for immigrants and small businesses, and conducted surveys to provide updates on the emerging needs to LIP partners.

The restrictions were continuously implemented in the reporting year (Apr 2021 – Mar 2022) as Canada continued to experience higher number of positive cases. However, rapid vaccination program and installing required equipment at work place helped many organizations to resume some of the services in-person while other services were provided remotely.

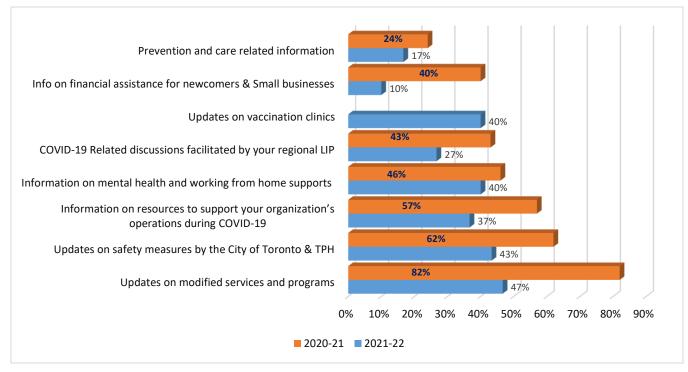


Image 12: The support received from TEQ LIP related to COVID-19 pandemic

The overall results indicate that compared to the previous year, member organizations' expectation for the support of TEQ LIP has declined in the reporting year. This the result of information shared by the City officials, Health officials and other key institutions on a regular basis since January 2021. Further, many organizations have gone through the learning curve and needed limited amount of information from other sources. However, the member organization continue to use the support and information shared by the TEQ LIP and the responses are presented in the above image (Image:12)

- There were 47% indicated that they value the updates on modified services and programs received from TEQ LIP.
- 43% of respondents valued LIP support to get updates from the City of Toronto and Toronto Public Health on a regular basis, and 37% mentioned that the information on resources obtained through the LIP helped the day-to-day operations of their organizations.
- The government and the health system worked together to boost the vaccination in the communities and used different channels to disseminate vaccine related information. There were 40% of the respondents indicated that received information on COVID-19 vaccine related information from TEQ LIP which was useful to them.
- There were only 10% of the respondents stated that financial assistance was useful and 17% reported that prevention and care related information were useful.

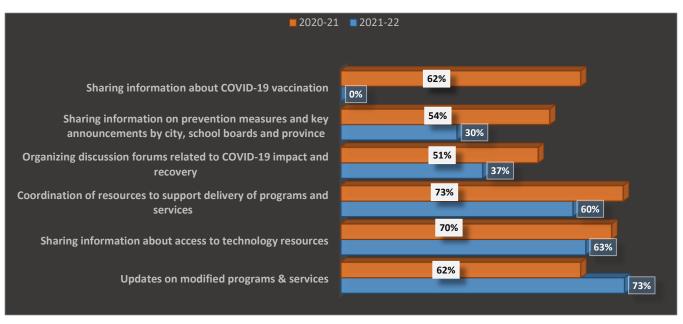


Image 13: The support expected from TEQ LIP by the partner organizations

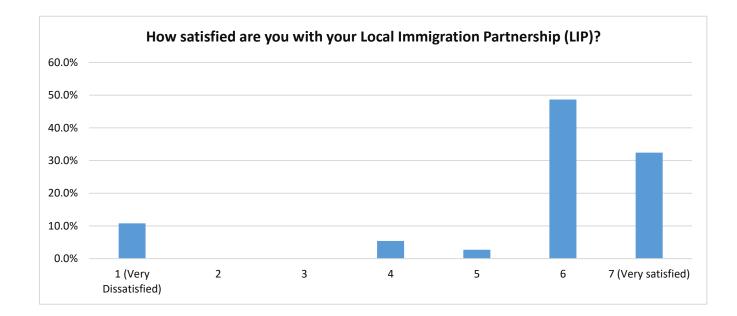
- Respondents mentioned that they expect the LIP to share updates on modified programs and services as a result of the pandemic (73%) and to continue to share information about access to technology and resources (63%)
- None of the respondents indicated that they expect the LIP to share information on COVID-19 vaccination as the information was already out there and most of the organizations have direct access to information.
- On the other hand, 60% of the respondents expect the TEQ LIP to coordinate resources to support delivery of programs and services in Scarborough.
- It was also recommended to support capacity building and share best practices related to new service delivery methods, technologies and tools.

Electronic Communication and Social Media

- The **@TEQ_LIP Twitter account** continues to gain followers, currently at 860, which is an increase from 838 in 2020-21 fiscal year, 754 in the 2019-20 fiscal year, 649 in 2018-19 fiscal year, and 505 in 2017-18. However, the growth rate is slower compared to the previous years. 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 470 subscribers, which is lower than the number of subscribers previous year (499). It was 502 in 2019-20, 482 subscribers in 2018-19 and 427 in 2017-18). Though there were 16 new subscribers, 45 unsubscribed from the list for various reasons or removed by the system automatically.
- The **TEQ LIP website** continues to be rated as a useful tool. The website was revamped and new tools added to the website during the reporting period, October 2021. As experienced in the previous year, website traffic varied each month. Number of visitors and page view increased significantly after the website revamp.

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 with this rating being the same as the previous year's survey (2019-20). However, the number of respondents who chose either 6 or 7 on the scale remained relatively stable over the past four years (81%, 72%, 77%, and 79% 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 result of involvement in the TEQ LIP

75% of respondents indicated that the LIP is helpful (5) to extremely helpful (7) in terms of *providing knowledge that agencies use to develop new programs 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. The past one-year period was very unique as the residents and service providers when through the pandemic. 81% of the respondents mentioned that the updates on modified services and programs during the pandemic was very helpful to their organizations.

There was a further decrease in the number of members this year (54%) that indicated that the TEQ LIP isvery helpful to their organization by providing *training and professional development support* (down from 65%).

There is still a lot of opportunity for improvement in terms of the TEQ LIP's impact on member agencies. Compared to the past three years, the impact of effective referral practices has decreased this year by 20%. However, there were positive responses related to "changes to services as a result of involvement in LIP" with scores having improved slightly (24%). Only 8% indicated that they accessed new funding (last year – 16%), a significant decrease from last year (8%), 34% started a new program or service in response to newcomers' needs identified through participating in the TEQ LIP, and 22% changed a key design element of a service, a significant increase from last year's 2%.

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 in forming 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. 41% of LIP partners indicate that they have formed a partnership because of being involved in the TEQ LIP, and the majority reported 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 increased since 2018 and there is a slight drop (73%) in 2020-21 (2017-18 – 54%; 2018-19 – 71% & 2019-20 – 79%) The changes in program delivery during the pandemic and LIP's concentration on strategic planning could have been contributing factors for this declined rate.

Since 2017, there is a declining trend observed where members feel they are well informed to refer their clients to most appropriate Francophone services in Scarborough. However, the rate of working in partnership with Francophone services has been increasing since 2017 (16% in 2017-18 to 22% in 2018-19 and 21% in 2019-20), and last year, it was 44%. This is more than a 100% increase from previous year rating. However, LIP should give more attention to connect with Francophone services and making more connections. Information of existing Francophone services should be made available to the LIP membership.

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 Groups and Partnership Council Meetings.

Twitter continued gain followers over the years despite of slower increase since 2017-18. Impact of communication through twitter is comparatively lower as the twitter communication reaches a handful of staff members from each organization.

The E-blast remained as most popular communication tool among the LIP partners despite of slight declining of members in the past two years. The TEQ LIP website become popular during the report period and continue to have more traffic compared to previous year. As the e-blast and the website reach a larger number of non-LIP membership it is possible to measure the impact of those two tools accurately.

Recommendations

- there were a quarter of respondents have attended less than 50% if the meetings during the reporting period. As only 50% of the total membership has completed the survey, the actual number could be higher. This is reflected in number of members take lead role and play important role in implementation. Therefore, LIP team should identify different ways to engage the members more.
- The contribution of TEQ LIP during pandemic by develop useful tools and sharing different updates on programs and services highly valued by the membership. LIP team should continue to assess the needs of the LIP partners and support accordingly.
- Continue offering consistent and reliable information in a diversity of communication channels that target different audiences use, i.e. email, E-Blast, TEQ-LIP website, Twitter, and the TEQ-LIP Newsletter. Special attention should be given to increase the Twitter presence as many LIP memberships have increased using social media in the past two years.
- TEQ LIP website become more functional and traffic has increased in the reporting period after the revamp of the website. LIP team should continue to add value to the website by adding current and relevant information that would attract more visitors to the website. The management team can work with larger organization similar to outreach partnership with Toronto Public Library which worked in the past.
- Members continued to rate TEQ LIP higher rank for information sharing and resource sharing. However, they rated LIP's function as a source of information to develop new programs and services lower. Similarly, they rated usefulness of LIP resources in developing project proposal also lower compared to other areas. LIP management should revisit their strategy and explore investing resources to build the capacity of the member organization on these areas.
- Members considered the evaluation survey is longer and requested to share a short survey in the future.

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

- Bring in more joint capacity-building opportunities and workshops for agency staff
- Consistent and relevant professional development opportunities for service provider staff and most especially provide more seat allocations so that our frontline workers can also benefit from it.
- Create more opportunities to LIP members to share information on their resources and services.
- Increase networking opportunities and resource sharing.
- Invite Employers and other sector representatives to LIP meetings.
- Providing more information and resources about newcomer women and girls
- Strengthen inter-LIP connections to support our initiatives with program expansion to other areas.

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 efforts and contributions, 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.