



Toronto East Quadrant Local Immigration Partnership

Project Evaluation Report April 2022 - March 2023

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1. Introduction

The 2022-23 fiscal year was the second year of the implementation phase of the Toronto East Quadrant Local Immigration Partnership (TEQ LIP) Newcomer Settlement Strategy. All four Action Groups (Access to Current and Relevant Information, Employment and Economic Opportunities for Newcomers, Inclusion and Equity, and Newcomers' Physical and Emotional Health and Wellbeing) have facilitated capacity building sessions, planning sessions, small meetings and resource development virtually and in-person to carry out the strategy and build upon initiatives implemented in the previous reporting period.

The TEQ LIP continued to follow a similar meeting format and Partnership Council, with each Action Group conducting 6 meetings during the reporting period. In addition to key activities, the TEQ LIP continues to use existing communication tools (biweekly e-blast, quarterly newsletter, X (formerly Twitter), Facebook, and the TEQ LIP website) to share information, and organize annual capacity building and networking events for example, the BRIDGES 2023 Collaboration Forum. The TEQ LIP also contributed to various city-wide initiatives with the four quadrant LIPs (Toronto) and the City of Toronto Newcomer Office.

2. About the Toronto East Quadrant Local Immigration Partnership

The Local Immigration Partnerships (LIPs) are the mechanisms through which 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 coordination 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 2022-2023 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 identifying areas of improvement.

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, X (formerly Twitter), and publications
 - b. Effectiveness of TEQ LIP meetings and events as sources of information about newcomer needs, settlement trends, and service gaps.
4. Conclusion: TEQ LIP strengths, promising practices and recommendations
 - a. Overview and conclusion on three main evaluation areas
 - b. Recommendations for improvement

Evaluation Process and Tools

The evaluation was carried out using an anonymous online survey of TEQ LIP Action Group members, Partnership Council members, Executive Committee members, Steering Committee members, Scarborough Newcomer Council members, and other stakeholders within the TEQ LIP network. This year's evaluation survey was conducted between January and February 2023. This evaluation report represents the responses collected from TEQ LIP members.

Evaluation Timeline

The online evaluation survey was carried out from January 2023 to February 2023 and was completed by a total of 38 respondents.

Limitations of the Evaluation

The TEQ LIP program evaluation is conducted annually by TEQ LIP staff, encompassing survey administration, data analysis, and report writing. Due to resource constraints, the evaluation lacks an external perspective, which could provide valuable insights into the project.

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 different event participants. Moreover, the response rate for this evaluation cannot be determined accurately because the survey was distributed to different large groups of TEQ LIP members and partners, the exact number of which cannot be determined at this time.

4. Evaluation Findings

Note that the percentages presented have been rounded to the nearest whole number, which may result in the total not adding up to 100.

4.1 Respondent Information

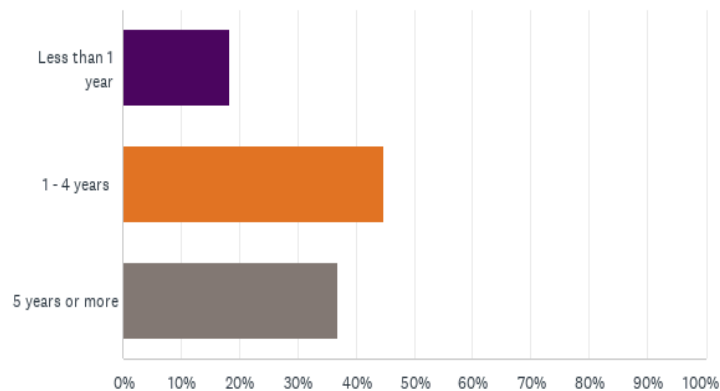


Figure 4.1a *Respondents' years of involvement with the TEQ LIP*

a) Years of Involvement with the TEQ LIP

As seen in **Figure 4.1a**, 45% of survey respondents have been involved with the TEQ LIP between 1 - 4 years and have reasonable work experience and familiarity with the TEQ LIP. 37% of the respondents are very experienced and knowledgeable about the TEQ LIP, while another 18% of the respondents are new to TEQ LIP activities.

b) Roles and sector representation at TEQ LIP

The respondents include a mix of front-line staff, management staff, immigrant community representatives (local residents and volunteers), and represent a range of sectors

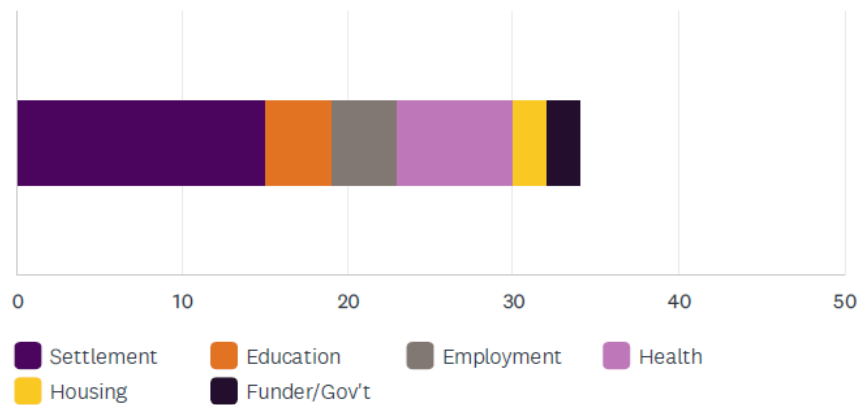


Figure 4.1b *Sector representation of respondents*

- As seen in **Figure 4.1b**, 43% of respondents are managers/directors, 46% are front line staff, and 11% are residents or volunteers. Compared to last year, we saw a 4% decrease in the number of managers/directors, a 13% increase in front line staff, and a 9% decrease in residents or volunteers.
- The settlement sector is the most represented at 48%, followed by the health sector – 23%, the education and employment sectors – 13%, and the housing and government sectors, both at 6%. Some respondents marked more than one sector. Compared to last year, the percentage of respondents that represent a funder or government body has doubled. However, we see a significant drop from 24% to 13% in the education and employment sectors.

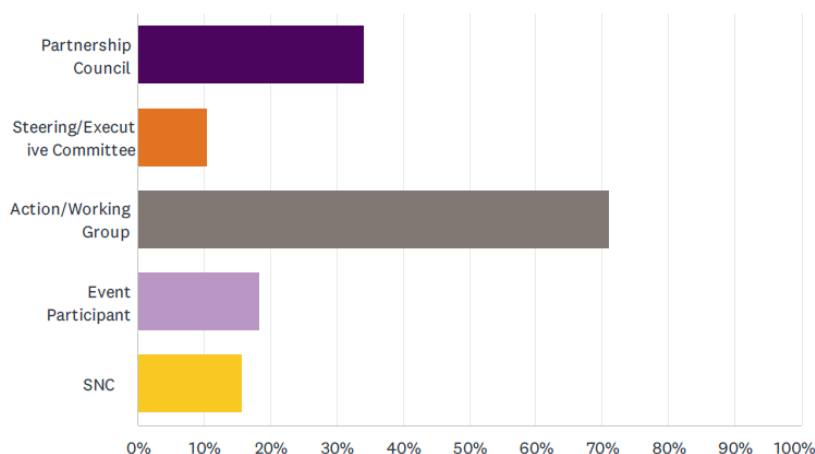


Figure 4.1c *Respondents' affiliation with the TEQ LIP*

- According to **Figure 4.1c**, 34% of respondents are members of the Partnership Council, 10% are members of the Steering Committee, 71% are members of an Action Group, 18% are event participants and 16% are Scarborough Newcomer Council (SNC) members (respondents can be members of Action Groups as well as the Partnership Council).
- Compared to last year, more Action Group members have participated in the survey; a jump from 53% to 71%.

c) TEQ LIP events attendance

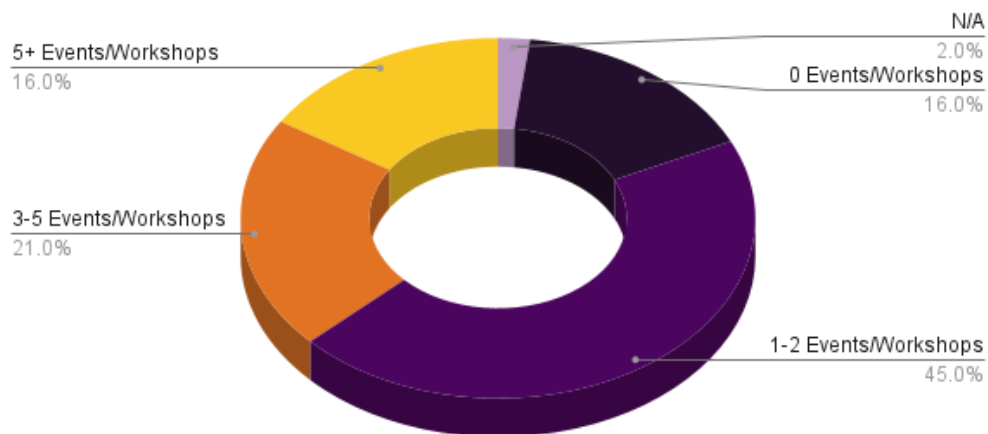


Figure 4.1d Respondents' attendances to TEQ LIP events and workshops

- Among the respondents, 3% indicate they have attended 0 meetings, 3% indicate they have attended 1-2 meetings, 39% indicate they have attended 3-5 meetings, and 53% of responses indicate that respondents have attended 6 or more meetings. Compared to last year, the proportion of respondents that attended more than 6 meetings has improved by 10%.
- In accordance with the 2020-2025 strategic plan, there were a number of events and workshops organized. As seen in **Figure 4.1d**, 16% of the responses indicate that respondents attended 0 events, 45% indicate they attended between 1-2 events, 21% indicated that they attended between 3-5 events, 16% indicated that they attended more than 5 events, and 2% indicated the question was not applicable.

4.2 TEQ LIP: Member Agency Impact and Partner Responses

The TEQ LIP aims to be a source of information in Scarborough such that it impacts service design and strategic planning across service providing organizations. This is achieved through a better understanding of newcomers' needs and gaps in service

provision, and providing a wider awareness of other settlement services offered in Scarborough. The TEQ LIP is committed to supporting its members by conducting community research and sharing best practices.

When asked to share specific activities or events that respondents felt benefited their organization, several responses mentioned BRIDGES 2023, TEQ LIP's annual collaboration forum. BRIDGES was appreciated for its value as a good networking event, a space for engaging discussion, and as an avenue to learn new developments in the settlement sector.

a) 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?

- 45% of respondents stated referrals to other organizations have increased. This is 8% more than the previous reporting period.
- 26% stated that they changed the way a program or service was delivered to make it more accessible to newcomers.
- 26% stated that when they plan new programs or services, they are more likely to take other organizations' services into consideration. This is a 13% drop from the previous year.
- 26% of respondents stated that they have delivered more programs jointly or in partnership with other organizations. This has not changed significantly from the previous year.

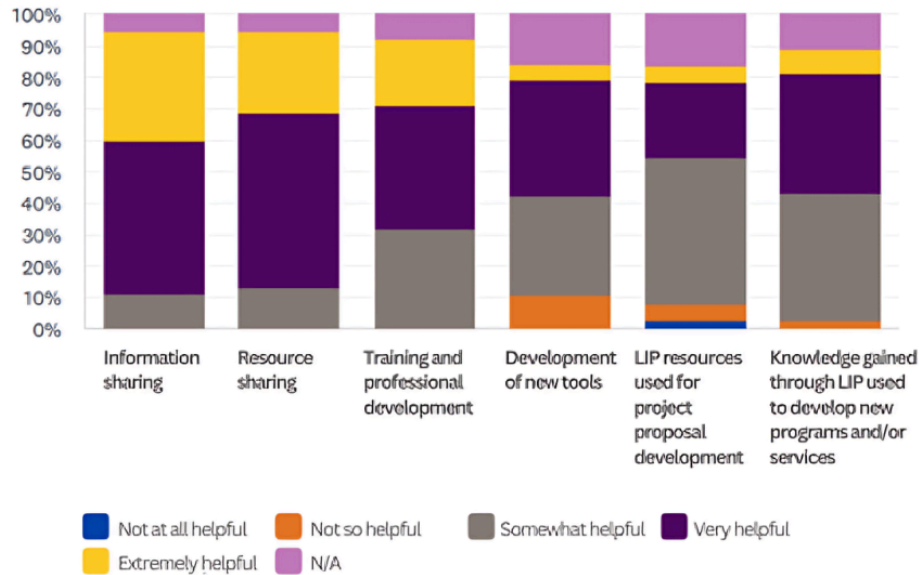


Figure 4.2a TEQ LIP's usefulness to respondents in different impact areas

b) TEQ LIP's usefulness in different impact areas

- 74% of respondents stated that the TEQ LIP was *somewhat helpful* to *extremely helpful* in the *development of new tools like creating toolkits and establishing protocols*.
- 76% of respondents stated that TEQ LIP resources were *somewhat helpful* to *extremely helpful* in *project proposal development*.
- 87% of respondents stated that the TEQ LIP was *somewhat helpful* to *extremely helpful* in *disseminating knowledge that is used to develop new programs and/or services*.
- The area with the highest percentage of low scores (11%) was *development of new tools by TEQ LIP to support member organizations*. This is 6% lower than the previous year data, which means a smaller proportion of respondents this year felt that the TEQ LIP was *not so helpful* in the development of new tools.
- The area with the second highest proportion of low scores was *TEQ LIP resources used for project proposal development* with 5% of respondents choosing *not so helpful*. This is 2% higher than the previous year's data.
- Note that the categories with the highest and second-highest percentages of low scores—*development of new tools by TEQ LIP to support member organizations* and *TEQ LIP resources for project proposal development*—remain consistent between the previous and current periods.

4.3 TEQ LIPs Impact/Contribution To Service Coordination And Partnerships

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

a) TEQ LIP's involvement in building collaboration between organizations

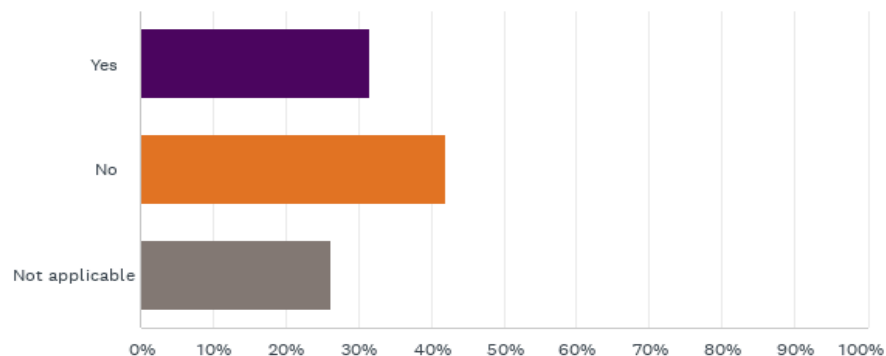


Figure 4.3a Responses to Partnership Engagement Resulting from TEQ LIP initiatives

- According to **Figure 4.3a**, 32% of survey respondents indicated that their organization has partnered with another organization as a result of the TEQ LIP's efforts in facilitating collaboration.
- 26% offer more programs jointly or in partnership with other organizations as a result of involvement in the TEQ LIP. This has increased by 9% from the previous evaluation period.
- 26% of respondents indicated that they are more likely to take other organizations' services into consideration when planning their own services. This has also improved by 3% from the previous evaluation period.
- Participants mentioned that the TEQ LIP created opportunities for collaboration and building relationships within (44%) and across sectors (50%).
- 45% indicated that referrals to other organizations have increased, which is an 8% increase from the previous evaluation period. This summarizes the upward trend of continued collaboration between organizations.

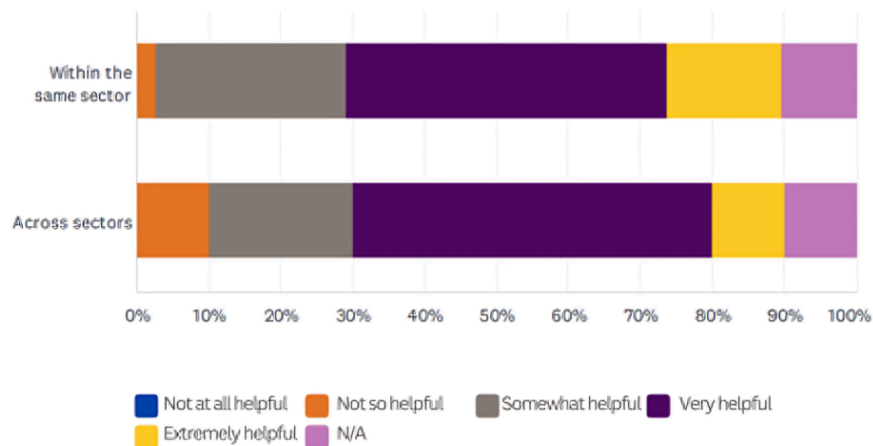


Figure 4.3b How helpful has the LIP been in relationship-building between organizations within and across sectors?

- As seen in **Figure 4.3b**, 61% of respondents indicated that the TEQ LIP is *very helpful to extremely helpful* in building relationships within the same sector.
- 60% of respondents indicated that the TEQ LIP is *very helpful to extremely helpful* in building relationships across sectors

b) TEQ LIP's involvement in helping coordinate newcomer services

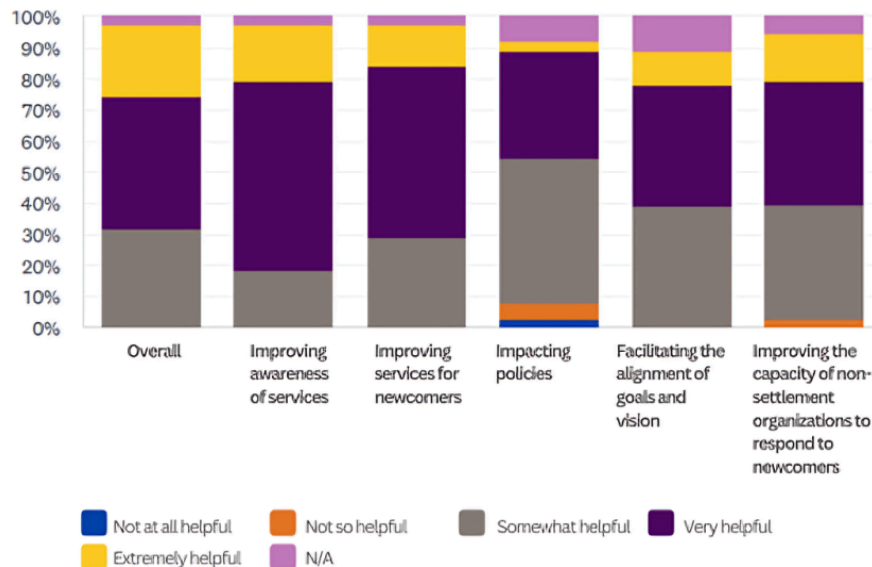


Figure 4.3c How helpful is the LIP to respondents' organizations in terms of service improvement and policy impact?

- As seen in **Figure 4.3c**, 66% of respondents indicated that the TEQ LIP's help in *coordinating services to newcomers overall* was *very helpful to extremely helpful*.
- 79% of respondents indicated that the TEQ LIP was *very helpful to extremely helpful* in *improving awareness of services*.
- 68% of respondents indicated that the TEQ LIP was *very helpful to extremely helpful* in *improving services for newcomers*.
- 55% of respondents indicated that the TEQ LIP was *very helpful to extremely helpful* in *improving the capacity of non-settlement organizations to respond to newcomers*.
- On the other hand, about 54% of respondents indicated that the TEQ LIP was *not at all helpful to somewhat helpful* in *creating policy impact*.

c) TEQ LIP's value

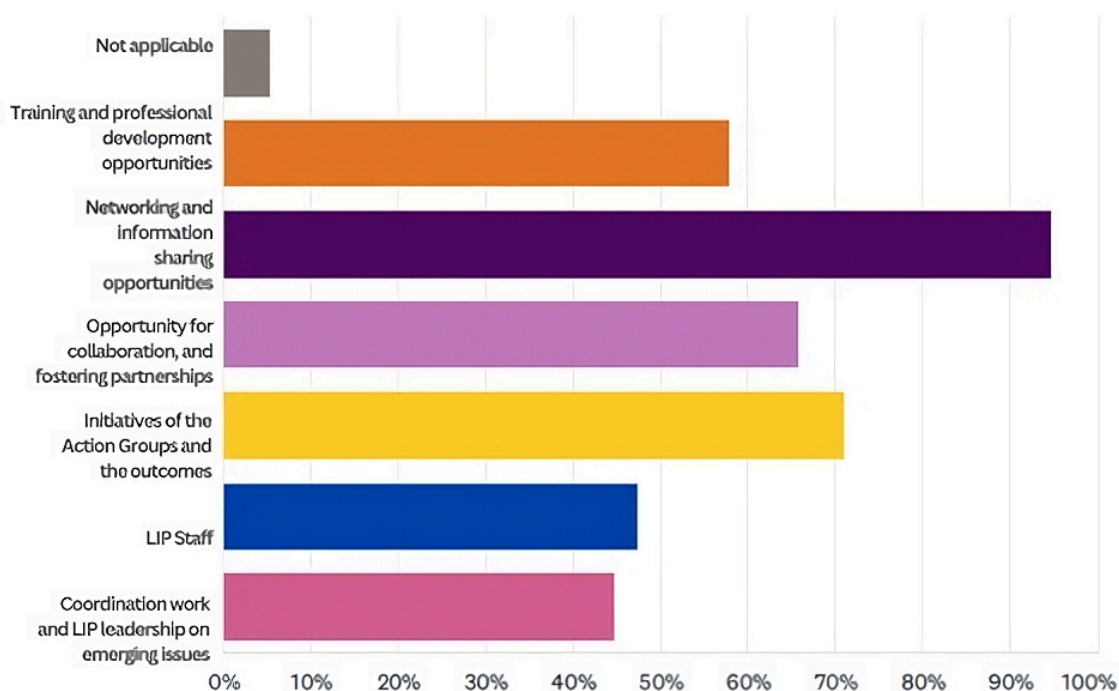


Figure 4.3d What aspects of the TEQ LIP's function do respondents value?

- **Figure 4.3d** suggests that, by far, the most valued aspect (95% of responses) of the TEQ LIP was its facilitation of *networking and information sharing opportunities*. This was 90% in the previous evaluation period.
- 66% of responses indicate that the *opportunity for collaboration and partnership-building* that the TEQ LIP facilitates is valuable. This has not changed significantly from the previous evaluation period (63%).

- 45% of responses indicate that *TEQ LIP leadership on emerging issues and help in coordinating services* was important. This was 53% in the previous evaluation period, indicating a downward trend.

d) BRIDGES Collaboration Forum

The annual BRIDGES Forum provides a venue for service providers from across the GTA to discuss innovative strategies and ideas to support newcomers through a time of unprecedented socioeconomic challenges and uncertainty. It includes diverse speakers, thought leaders and trailblazing thinkers who discuss new approaches to designing, delivering and developing partnerships to meet the changing and emerging needs in the settlement sector. This year's BRIDGES Forum took place in a virtual format on April 26, 2023. It welcomed approximately 170 individuals representing newcomer-serving organizations across Scarborough.

The Forum was well-attended, and participants shared valuable feedback. In general, 37% of participants shared that the overall organization of the Forum was *excellent*, while 42% indicated that it was *very good*. Notably, 66% of respondents shared that they were *very likely* to apply ideas learned at the forum in their work. Participants shared that the Forum provided a good place to network and discuss shared challenges in the sector. This is reflected in 44% of respondents sharing that the Forum *helped a lot* in having a better understanding of building partnerships among different organizations.

“Bridges Forum is always a great way to learn about different topics and a good way to network.” - Respondent

“It was very informative event, well organized” - Respondent

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, services in the community, service gaps, and opportunities for service alignment. It also provides partners opportunities to share their information and network with others working in Scarborough. A variety of tools are used to disseminate information. These include:

- Bi-weekly e-blast
- Quarterly newsletter
- TEQ LIP website
- In-person updates from TEQ LIP staff

- Partner information sharing in meetings
- Social media

The majority of respondents (95%) shared that they value *networking* and *information sharing opportunities* facilitated by the TEQ LIP. When asked how helpful the TEQ LIP is to participants' organizations for information sharing, 49% of participants responded that it is *very helpful*, and 35% of participants responded that it is *extremely helpful*. In terms of resource sharing, 55% of participants responded that the LIP is *very helpful* and 26% of participants responded that it is *extremely helpful*.

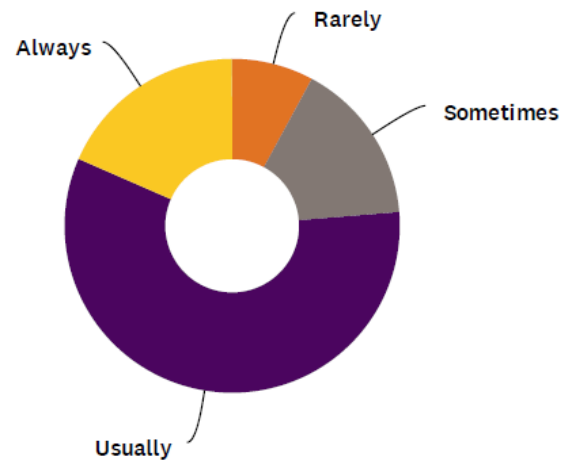


Figure 4.4a How often do you share resources obtained through the TEQ LIP with colleagues and/or your network?

When asked how often they share resources obtained through the LIP with colleagues and/or their network, 18% of respondents answered *always*, while 58% stated that they *usually* share these resources. Notably, no respondents answered that they *never* share resources. Survey results showed that respondents mainly used email communication (87% of total respondents) to share resources within their organizations.

When asked about partnerships facilitated by the TEQ LIP, two participants shared that information and data sharing were ways in which they were engaged with the TEQ LIP.

“I learned about many resources and information that I can use at work. and share with my clients” - Respondent

Electronic Communication and Social Media

The TEQ LIP e-blast continues to be widely distributed with 429 subscribers, which is lower than the number of subscribers last year (470) and 480 in 2020-21. There were 3 new subscribers, and 40 recipients that unsubscribed or were removed by the system automatically.

4.5 TEQ LIP's contribution to knowledge sharing and service coordination during COVID-19 pandemic

The COVID-19 pandemic has had a long-lasting impact on our communities in many ways. During the height of the pandemic and recovery, the TEQ LIP committed to

providing updates on modified services, income support for immigrants and small businesses, and also conducted surveys to provide updates on the emerging needs to LIP partners.

When asked which TEQ LIP supports were helpful in their work to support clients in response to the COVID-19 pandemic, respondents identified several key areas. Three supports were the most common among respondents. These are:

- Updates on modified services and programs during the pandemic (63% of all respondents)
- Information on resources to support your organization's operations during COVID-19 (53% of all respondents)
- Information on mental health and working from home supports during COVID19 (42% of all respondents)

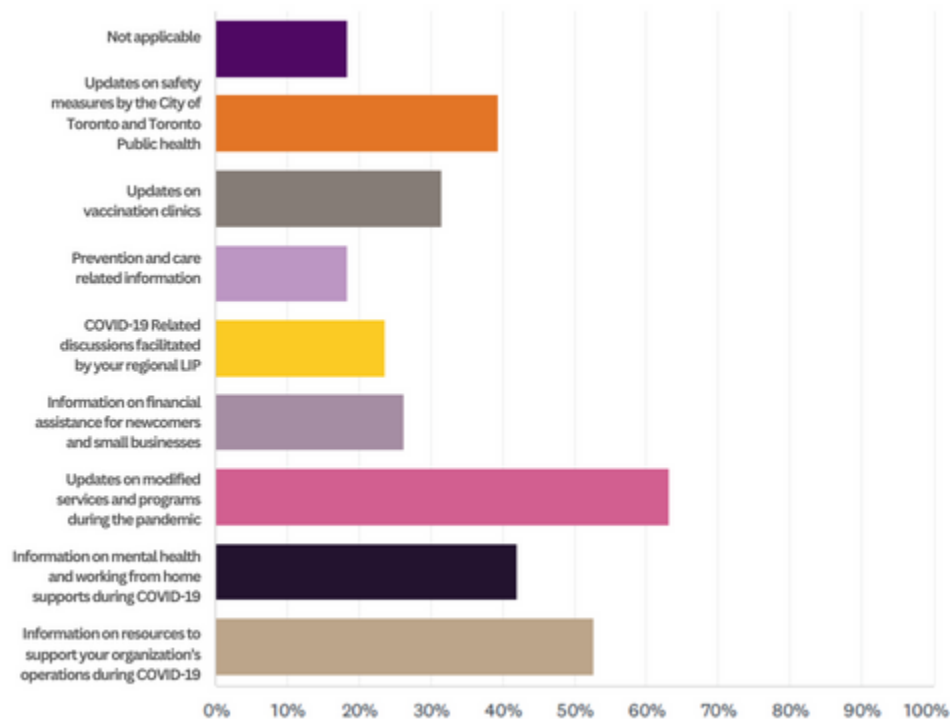


Figure 4.5a Which of the following TEQ LIP supports were helpful in your work to support your clients in response to the COVID-19 pandemic? (Select all that apply)

These results differ slightly from the previous year, where the top three supports offered were:

- Updates on modified services and programs during the pandemic (46.67% of all respondents)
- Updates on safety measures by the City of Toronto and Toronto Public health
- Updates on vaccination clinics; information on mental health and working from home supports during COVID-19 (both 40% of all respondents)

Conclusion: TEQ LIP Strengths and Recommendations for Improvement

When asked “How satisfied are you with your LIP?”, 37% of respondents indicated that they were *very satisfied*, while 37% also indicated that they were *satisfied*. These results are similar to the previous reporting period, where 40% of respondents indicated they were *very satisfied*, and 37% indicated they were *satisfied*. Notably, 3% of respondents indicated they were *very dissatisfied* with TEQ LIP in this year’s evaluation, a decrease from 10% in the previous reporting period.

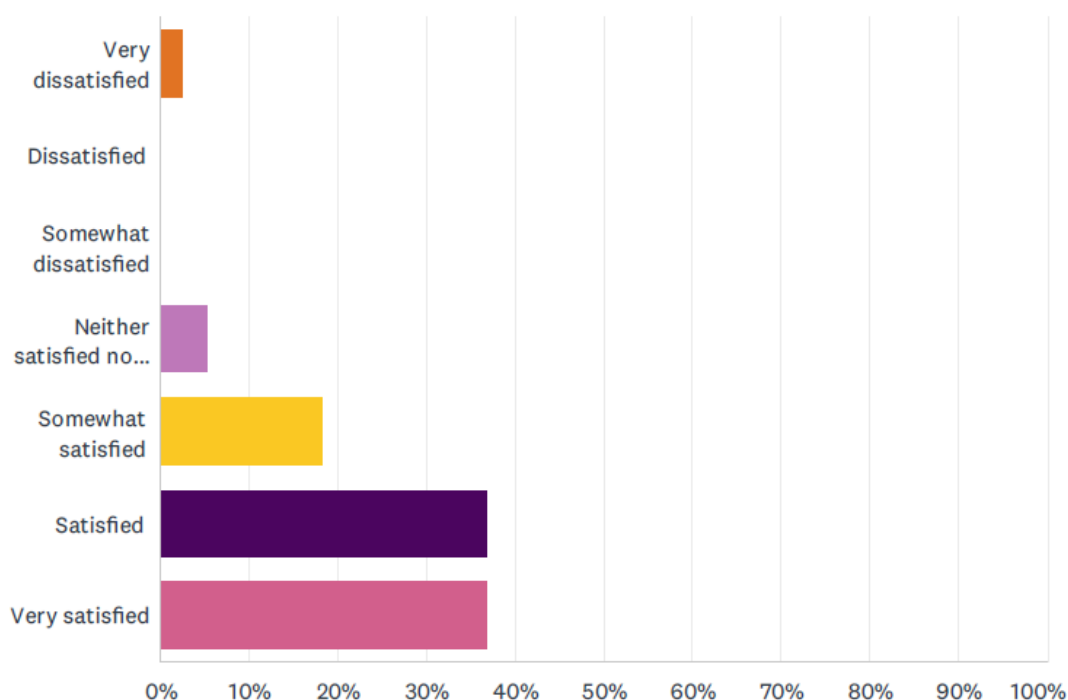


Figure 4.5b How satisfied are you with your Local Immigration Partnership (LIP)?

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

Overall, there was a significant increase in the number of respondents who are Action Group members; this year, 71% of responses indicated the respondent was an Action Group member at the TEQ LIP, as opposed to last year's 53%. This is important to note because it signals more proactive involvement of Action Group members by the TEQ LIP.

86% of respondents indicated that the LIP is *somewhat helpful to extremely helpful* 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 oneFigure 4.5b How satisfied are you with your Local Immigration Partnership (LIP)? year period marked the second year of the COVID-19 pandemic. 63% of responses mentioned that the *updates on modified services and programs during the pandemic* were *very helpful* to their organizations. 52% of responses also indicated that *information on resources to support their organizations' operations during COVID-19* were *helpful*.

There is still a lot of opportunity for improvement in terms of the TEQ LIP's impact on member agencies. Only 26% of respondents agreed that when they plan new programs or services, they are more likely to take other organizations' services into consideration; this is a 13% drop from the previous reporting period. In terms of possible solutions to enhance collaboration among member agencies, it is recommended to implement targeted awareness campaigns of the various services member agencies offer, for more effective utilization of services when planning new programs.

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 form working relationships. Respondents expressed appreciation for opportunities related to knowledge mobilization and capacity-building on diverse topics such as data-sharing. Additionally, they acknowledged TEQ LIP's

initiatives in enhancing access to services for under-served minority groups through collaborative efforts.

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. 32% of respondents indicated that they have *formed a partnership* because of being involved in the TEQ LIP. 41% of LIP partners indicate that they have *formed a partnership* because of *being involved* in the TEQ LIP, and 45% reported an *increase in referrals*.

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.

The TEQ LIP has continued to reliably share information with a variety of tools and methods – the biweekly e-blast, TEQ LIP website, Twitter, quarterly newsletter, and information sharing and updates in Action Groups and Partnership Council Meetings.

Recommendations

Feedback from respondents informed three key areas for recommendations. These include:

Facilitating Meaningful Connections between Newcomers and Service Providers

- It is recommended that the TEQ LIP support organizations in improving service access for newcomers, and facilitate connections between service providers, newcomers, and community grassroots efforts to address emerging needs.
- The TEQ LIP can do this by focusing its efforts on hosting platforms for community dialogue, and bringing together relevant stakeholders to the table when discussing emerging issues.

Improving Access to Relevant Information and Resources for Service Providers

- The TEQ LIP can facilitate access to relevant information and resources for service providers, particularly in terms of connecting them with subject matter experts on issues that are of interest and importance to their work. These areas include Indigenous health, refugee and immigrant health, mental health and addictions, etc.).

- The LIP can continue to disseminate a wider variety of information and data resources through its existing communication channels, including the E-blast and newsletter.

Fostering Collaboration Across the Newcomer-serving Sector

- The TEQ LIP has facilitated partnerships across newcomer-serving organizations, fostering collaboration to address challenges faced by providers in the sector.
- This can be further improved upon by inviting a more diverse array of stakeholders to be involved in LIP activities. In particular, improving outreach and meaningful collaboration with the Indigenous and Francophone communities in East Toronto.

Acknowledgements

The TEQ LIP expresses sincere appreciation to our esteemed community partners, dedicated members of the Action Groups, participants of the Partnership Council, Steering Committee, and the Scarborough Newcomer Council for their invaluable participation in completing the online evaluation survey. Your commitment and contributions have played a vital role in facilitating this evaluation process. Your insights are deeply valued as they enable us to comprehensively assess the impact of the TEQ LIP project on our partners and the community, while identifying areas for improvement. We thank you for your ongoing support and collaboration.