

Community Survey 2017 Full Report

The Immigration Partnership of Waterloo Region (IP) is a collective of community partners that collaboratively develop and implement strategies for the successful settlement and integration of immigrants and refugees. Over 100 community members, organizations, public sector representatives, employers, and business associations are engaged to address organizational, systems, and policy issues that affect immigrants and refugees in our community.

This report outlines relevant findings from the 2017 IP Community Survey, encompassing responses from over 300 individuals surveyed in November/December 2017. Related data from the 2016 Statistics Canada Census is included where applicable. It is part of IP's Evaluation Strategy, which aims to understand the settlement and community integration patterns of immigrants and refugees in Waterloo Region and how IP is contributing to their success.

The findings provide a snapshot of immigrant and refugee experiences of living in Waterloo Region, as perceived by immigrants and refugees themselves, by service providers, employers, and interested community members. They highlight some challenges in the delivery of service supports to immigrants and refugees, and support the need to tackle systems and policy level change. Finally, they reinforce the priorities in IP's Community Action Plan 2017-2019 and underscore the importance of the work of IP's community partners in supporting immigrant and refugee integration.

Summary of Findings

Immigrant and Refugee Participants

- 201 immigrants, refugees, and international students completed the survey.
 - 76% self-identified as immigrants, 32% were refugees, and 2% were international students.
- Approximately half arrived in the previous five years and the rest were more established.
 - 24% of participants had been in Canada for one year or less, 28% between one and five years, and 48% had been in Canada six or more years.
- Of the participants whose first language isn't English, most spoke English well.
 - 66% of participants said they speak English "Well" or "Very well", and 11% said they speak English "Poorly" or "Not at all".
- Almost 50 first languages were represented.
 - The first languages most frequently reported by participants were Arabic (17%), Spanish (15%), English (11%), and Turkish (7%).
- Participants were highly educated.
 - 80% of participants had completed post-secondary education. A majority had a Bachelor's (34%) or Master's (21%) level degree, and 7% had a Ph.D.
- Half of the participants reported being employed.
 - 70% of participants who had arrived in the last five years and had a Bachelor's degree or lower were unemployed.
- The median household income of survey participants was between \$35,000 and \$45,000.
 - According to the latest Canadian census, the median income of all households in Waterloo Region in 2015 was \$77,530.

Settlement Supports and Experiences of Immigrants and Refugees

- Among immigrant and refugee respondents, the top challenges were:
 - Finding work (46%)
 - Learning English (35%)
 - Learning where and how to do things (27%)
 - Making friends (27%)
- 91% of immigrant and refugee participants reported they had used at least one of the 8 local service types (settlement, interpretation, English language learning, health and mental health, housing, employment, education, other) and 68% used 3 or more services.
 - 63% of participants used health and mental health services. More than half reported using English language learning programs (58%) and settlement services (54%).
- Participants were most satisfied with settlement and English language learning services with 71% and 66% rating those services as at least “Very Good”.
- Participants were least satisfied with their experience using health/mental health and employment services with 25% and 30% rating them as “Fair” or “Poor”.
- The main factors negatively impacting service experience were wait times (43%), language barriers (28%), and uncoordinated services (27%).

Community Integration of Immigrants and Refugees

- 59% of immigrant and refugee participants reported a "Strong" or "Very strong" sense of belonging to Waterloo Region.
- 57% of participants reported participation in a group/association.
 - Of those, 36% had been in a leadership position.
- 59% reported feeling isolated; 18% felt “Quite a bit” or “A great deal” isolated.
- 27% of participants reported experiences of discrimination. This most often occurred at work or when seeking work.
- Social connections are an important influence on the experiences of immigrants and refugees. When asked what had helped them most in the past year, 44% of participants said “Having family”, followed by “Making friends” (35%), and community programs and services (28%).

Service Provider Perspectives

- 69 service providers responded to the survey
- 87% had implemented specific initiatives in the last year to support newcomer integration and inclusion. The same proportion worked more collaboratively with other organizations.
- Almost half indicated that they made “More” or “A lot more” referrals to health and mental health services (48%), employment and/or skills training programs (47%), and English language learning programs (44%).
- Key barriers to serving immigrants and refugees well were language barriers and a lack of coordination between services.

Employer Perspectives

- 15 employers responded to the survey
- 80% had increased their knowledge of the benefits of hiring immigrants/refugees and had a greater level of awareness of resources available to help them hire immigrants/refugees.

Interested Community Member Perspectives

- 73 interested community members responded to the survey
- Nearly 90% believe there is greater communication about immigrant/refugee needs and issues.
- Approximately 40% of participants “Very much” agreed that settlement services and other community services have better met the needs of immigrants and refugees in Waterloo Region over the past year.

Key Challenges

- Across all groups of respondents, the most common challenges were: Language barriers, system coordination, and finding work.
- Among immigrant and refugee respondents, the top challenges were: Finding work, learning English, learning where and how to do things, and making friends.
- The top challenges mentioned by service providers and interested community member respondents overlapped significantly with those mentioned by immigrants/refugees: Language, system issues, lack of funding, lack of coordination between agencies, and cultural barriers.
- Employer respondents indicated some similar themes when asked about the top challenges in employing immigrants and refugees: Language barriers, lack of Canadian work experience, and lack of soft skills.

Key Solutions

- Across all groups of respondents, the solutions seen as likely to make the biggest difference for the settlement of immigrants and refugees were: English language learning opportunities, better coordination/collaboration, more support for finding employment.
- Among immigrant and refugee respondents, the things that helped the most in their settlement and integration were: Having family, making friends, and community programs and services.
- The most important changes that could be made, as mentioned by service providers and interested community members, included: More English language learning opportunities to help improve English skills, better coordination between agencies, better collaboration between agencies, educate employers in the value of hiring newcomers, and provide services and programs for newcomers to find work
- Employer respondents suggested that employing immigrants and refugees would be made easier with: Networking events to connect with immigrants and refugees, and connecting with employment service providers.

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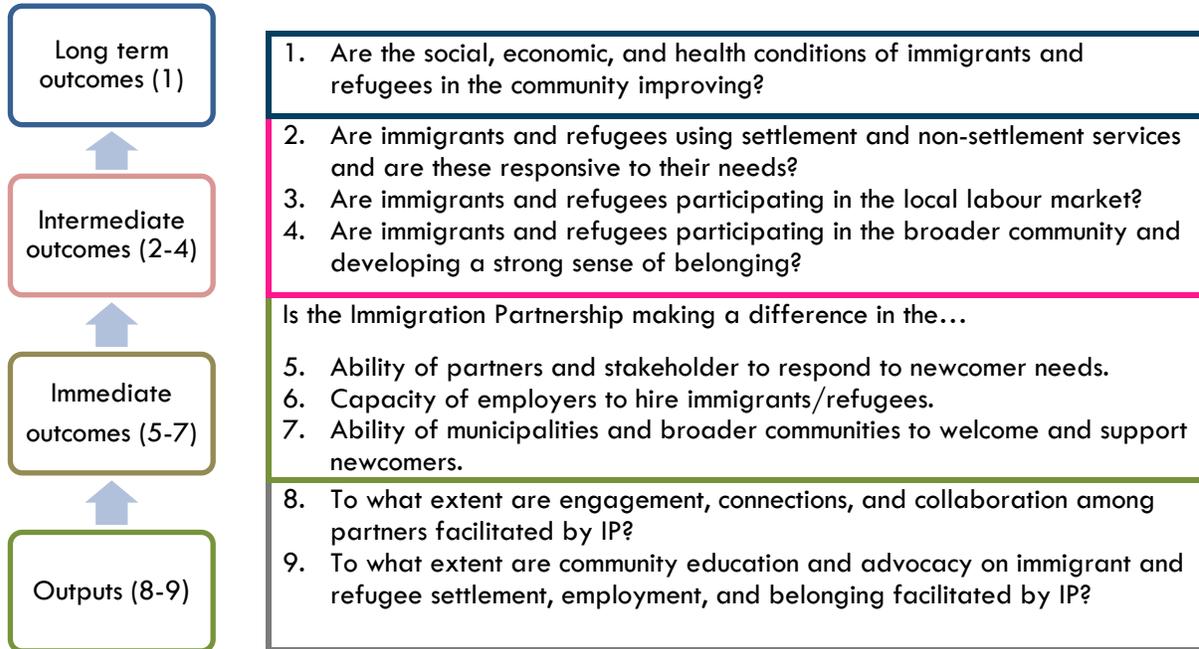
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Methodology

Immigration Partnership, through the work of its Evaluation Advisory Committee, developed an evaluation strategy and performance measurement framework (PM)¹ in 2017. The evaluation strategy outlines the key research questions for IP.

Research Questions



The PM framework includes 59 indicators to help IP measure how its work is helping immigrants and refugees successfully integrate in Waterloo Region (Appendix A: Performance Measurement Framework for the Waterloo Region Immigration Partnership).

The current report includes findings from the 2017 Community Survey conducted by Immigration Partnership and the most recent Census data from Statistics Canada, where applicable. The findings are split by type of survey participant, starting with immigrants and refugees, then service providers, employers, and interested community members.

Participant recruitment

Nearly all participants (78%) were recruited online through social media, email, and partner websites to access a wide diversity of participants and to include people who don't access services. A smaller number of participants (22%) were recruited in-person at the local ESL schools, through partner agencies and community members.

¹ According to the Centre of Excellence in Evaluation, a PM strategy is a “results-based management tool that is used to guide the selection, development and ongoing use of performance measures”. See: <https://www.canada.ca/en/treasury-board-secretariat/services/audit-evaluation/centre-excellence-evaluation/guide-developing-performance-measurement-strategies.html#OverviewPMS>.

Data collection tool

The Evaluation Advisory Committee designed the survey questionnaire based on PM indicators. The survey was translated into three of the top languages for translation in Waterloo Region (Arabic, Spanish, and Chinese). About 12% of participants used the translated surveys.

Limitations

The information presented in this report is not representative. The sample size is small, particularly in some areas of analyses. In these cases, the findings should be considered with caution. Partner organizations were involved in promoting the survey, which can impact the results. The information provides a useful snapshot of the experiences of immigrants and refugees currently living in Waterloo Region to inform policy, service, and other planning.

Analyses

The findings were analyzed using descriptive statistics, and took into consideration the following:

- Gender
- Educational background
- Immigration category (immigrants vs refugees)
- Length of time in Canada
- English knowledge

The survey results were analyzed by theme, looking at the following aspects relevant to settling, working, and belonging:

- Income
- Employment
- Service use
- Community involvement
- Sense of belonging
- Discrimination
- Isolation

The findings presented in this report are those that were most significant. Findings that were not deemed significant or where there were no significant differences when considering immigration category, gender, etc. were excluded. In the analyses, a finding was considered significant when there was a moderate to large difference between two or more participant categories.

Survey Findings

In total, 302 people participated in the survey: 201 were immigrants, refugees and/or international students. The remainder were employers, service providers, and interested community members (Table 1).

Table 1: Community Survey Participant Type

Participant type	# of participants	% of participants*
Immigrant, refugee and/or international student	201	67%
<i>Immigrant</i>	152	
<i>Refugee</i>	64	
<i>International student</i>	5	
Service provider	69	23%
Employer	15	5%
Interested community member	73	24%

Source: IP 2017 Community Survey

*Note: The percentages do not add up to 100% because participants could select more than one option. About a third of service providers, employers, and interested community members were immigrants and refugees.

Immigrants, Refugees, and International Students

This section provides information on survey respondents who indicated that they were immigrants, refugees, and/or international students.

Section A: Participant Demographics

Among immigrant, refugee and international student survey participants, the majority self-identified as immigrants (76%), a third were refugees (32%), and a minority were international students (2%). Some participants self-identified as both immigrants and refugees in the survey. The proportion of refugees to immigrants is similar to information on admission categories in the 2016 Census.

Fifty-nine percent of participants identified as female and 40% as male. Participants ranged in age from 15-66+, with most participants between 26 and 45 years of age (Table 2).

Table 2: Participant Age

Participant age	# of participants (immigrants, refugees, students)	% of participants
15-18 years	1	0%
19-25	16	8%
26-35	45	22%
36-45	76	38%
46-55	34	17%
56-65	17	8%
66+	10	5%
Prefer not to answer	2	1%

Source: IP 2017 Community Survey

Most survey participants reported their place of residence to be Kitchener (60%), while a third reported Waterloo (27%; Table 3).

Table 3: Place of Residence

Place of residence	# of participants (immigrants, refugees, students)	% of participants	% of Waterloo Region immigrant population (2016 Census)
Kitchener	120	60%	51%
Waterloo	54	27%	22%
Cambridge	22	11%	22%
Rural townships in Waterloo Region	1	1%	6%
Other	3	2%	

Source: IP 2017 Community Survey & 2016 Census

Among participants who reported being employed, over half selected Kitchener as their location of employment (55%).

Approximately a quarter of participants had been living in Canada for less than a year, a quarter had been living here for 1 to 5 years, and half had been living in Canada for six or more years (Table 4).

Table 4: Time Living in Canada

Time living in Canada	# of participants (immigrants, refugees, students)	% of participants
Less than 1 year	48	24%
1 to 5 years	55	28%
6+ years	94	48%

Source: IP 2017 Community Survey

Participants lived in various household sizes with the majority living in households of 2 to 4 people (Table 5).

Table 5: Number of People in Household

Number of people in household	# of participants (immigrants, refugees, students)	% of participants
1 person	16	8%
2 people	49	25%
3 people	39	20%
4 people	43	22%
5 people	28	14%
6 people	14	7%
7+ people	10	5%

Source: IP 2017 Community Survey

Survey participants were highly educated. About 80% had completed some type of post-secondary education. A majority had a Bachelor's (33%) or Master's (20%) level degree, and 7% had a Ph.D. degree, making up 60% of the sample (Table 6).

Table 6: Highest Level of Education Completed

Highest level of education completed	# of participants (immigrants, refugees, students)	% of participants	% of Waterloo Region population over age 15 (2016 Census)
Elementary school	6	3%	
High school or equivalent	34	17%	29%
Trade/technical school	10	5%	6%
College diploma	26	13%	21%
Bachelor's degree	66	34%	16%
Master's degree	41	21%	5%
PhD	14	7%	1%

Source: IP 2017 Community Survey

Survey participants tended to be more educated compared to the overall population in Waterloo Region, of which 52% have completed some type of post-secondary degree or diploma.

Only 22 of the immigrant, refugee, and international student respondents spoke English as their first language. The top first languages (i.e. mother tongues) reported by survey participants were Arabic (33 participants, 17%), Spanish (30, 15%), English (22, 11%), and Turkish (13, 7%).² Over 40 different first languages were indicated.

Of the 93 individuals whose first language was not English, 66% said they speak English “Well” or “Very well” and 11% said they speak English “Poorly” or “Not at all” (Table 7).³

Table 7: Ability to Speak English Among Non-English First Language Speakers

Ability to speak English	# of participants (immigrants, refugees, students)	% of participants
Very well	75	43%
Well	40	23%
Fairly well	39	22%
Not at all	2	1%
Poorly	18	10%

Source: IP 2017 Community Survey

Section B: Employment and Income

About half of survey participants reported being employed (49%).⁴ Of those who were employed, almost all were employed by a Waterloo Region employer (94%).⁵

There were differences in employment among survey participants based on time since arrival in Canada. Among very recent immigrant and refugee respondents (those who had arrived in Canada in the last year), 27% were employed. This rose to 39% of immigrants and refugees who had arrived 1-5 years before, and to 66% of established immigrants who had arrived 6 or more years before.

A similar trend was found in the 2016 Statistics Canada Census, where 51% of recent immigrants were employed, and 57% of established immigrants were employed.

Employment rates were also higher for immigrants and refugees with higher education. Among immigrant and refugee respondents with high school or less, 13% were employed. This rose to 54% of immigrants and refugees who had trade certificates, college diploma or a Bachelor’s degree, and to 65% of those who have a Master’s or Ph.D.

Among participants who had arrived in the last five years and had a Bachelor’s degree or lower, 70% were unemployed.

There were also employment differences among survey participants based on immigration category. Among refugees, 26% were employed compared to 49% of all survey participants.⁶

Around one third of survey participants disclosed a household income of less than \$20,000, and another third disclosed a household income of \$65,000 and over (Table 8).⁷

² Q10. What is your first language? (n=199)

³ Q11. If your answer to [Q10] was a language other than English, how well can you speak English? (n=176)

⁴ Q12. Are you employed? (n=194)

⁵ Q13. If yes, is your job located in Waterloo Region? (n=93)

⁶ These findings should be interpreted with caution. Most immigrants in the sample had been in Canada for six or more years. This is the group most likely to be employed and earning a higher income. In addition, some participants may not have been in the labour force at the time of the survey.

Table 8: Household Income

Household Income	# of participants (immigrants, refugees, students)	% of participants
Less than \$20,000	45	31%
\$20,000 to less than \$25,000	11	7%
\$25,000 to less than \$30,000	8	5%
\$30,000 to less than \$35,000	9	6%
\$35,000 to less than \$45,000	14	10%
\$45,000 to less than \$55,000	5	3%
\$55,000 to less than \$65,000	8	5%
\$65,000 and over	47	32%

Source: IP 2017 Community Survey

The median household income of immigrant, refugee and international student participants was between \$35,000 and \$45,000. For comparison, according to the latest Canadian census, the median income of all households in Waterloo Region in 2015 was \$77,530 and median employment income of recent immigrants was 23% lower than that of Waterloo Region residents born in Canada.

Section D: Service Use

Service use was high among survey participants. Only 9% of participants hadn't used any services and 50% had used four or more from among the eight different types of services. The most frequently used types of services were health/mental health services (63%), English learning (58%), and settlement services (54%, Table 9).⁸

Table 9: Types of Services Used

Types of services used	# of participants (immigrants, refugees, students)	% of participants
Health/mental health	123	63%
English learning	114	58%
Settlement	106	54%
Education	82	42%
Employment	73	37%
Housing	52	27%
Interpretation	51	26%
Other Services	110	56%

Source: IP 2017 Community Survey

The types of services used varied among survey participants. Participants who have been in Canada for less than 1 year were more likely to have used settlement and English language learning services. Those

⁷ Q14. What was your household income in the past year? (n=188, percentages calculated from the 146 respondents that indicated a specific income, rather than "Don't Know/Prefer not to answer".)

⁸ Q16. Have you used any of the following services in Waterloo Region? (n=195)

who have been in Canada for between 1 and 5 years were more likely to have used English language learning, settlement, and health/mental health services. Participants who have been in Canada for 6 or more years were more likely to have used health/mental health services (Table 10).

Overall, survey participants who had been in Canada for six or more years were less likely to have reported using services compared to those who had been in Canada for less time.

Table 10: Service Use by Length of Time in Canada

Types of services used	% of very recent (Less than 1 year)	% of somewhat recent (1-5 years)	% of more established (6+ years)
Health/mental health	62%	72%	64%
English learning	76%	79%	42%
Settlement	86%	73%	34%
Education	35%	57%	46%
Employment	44%	50%	34%
Housing	41%	31%	19%
Interpretation	51%	38%	16%
Other Services	64%	60%	59%

Source: IP 2017 Community Survey

Other noteworthy findings:

- 83% of male participants indicated that they had used at least one service, while 96% of female participants said the same. Females were more likely than males to use “other” services, education services, health/mental health services, and employment services. Males were more likely to use interpretation services.
- Lacking English skills did not prevent participants from using services. All participants who speak moderate English to no English at all (n=59) reported having used at least one service.
- 98% of refugee survey participants reported using at least one service.

More than half of survey participants (55%) said they had learned about services through a friend or family member. Almost a third (32%) learned about services through a community centre/neighborhood association or websites (30%). Settlement workers were the source for 28% of participants and 12% found services through the www.immigrationwaterlooregion.ca portal (Table 11).⁹

⁹ Q.17. If you answered yes to using any of the services listed above, how did you learn about these services? (Select all that apply) (n=164)

Table 11: How Participants Learned About the Services They Used

How participants learned about the services they used	# of participants (immigrants, refugees, students)	% of participants
Friend or family member	91	55%
Community centres/neighbourhood associations	52	32%
Other websites	50	30%
Settlement worker	46	28%
immigrationwaterlooregion.ca	19	12%
Other	16	10%

Source: IP 2017 Community Survey

Of those participants who had not accessed one or more of the services listed, 43% said they were not aware of the services but they would have used them if they had known about them, and 46% said they did not need the services.¹⁰

Overall, participants provided positive ratings for services in Waterloo Region. Between 70%-91% of participants rated services as “Good”, “Very Good”, or “Excellent”, depending on the type of service. (Table 12).¹¹

Table 12: Survey Participant Rating of Services in Waterloo Region

Participant ratings of their experiences using the following services	Poor	Fair	Good	Very good	Excellent
Settlement	4%	6%	19%	30%	41%
English learning	6%	3%	24%	29%	37%
Education	2%	10%	30%	35%	22%
Interpretation	5%	9%	30%	30%	26%
Housing	9%	12%	18%	32%	28%
Health/mental health	8%	17%	23%	32%	20%
Employment	15%	15%	28%	19%	24%
Other	2%	7%	25%	24%	42%

Source: IP 2017 Community Survey

However, among participants that rated these services, 17% rated at least one of the services as “Poor” and 35% rated at least one service as either “Fair” or “Poor”.

The main reasons for low service ratings by survey participants were wait times (43% of participants shared this concern), language barriers (28%), and uncoordinated services (13%; Table 13).

Other factors negatively influencing service experiences included: Unfriendly staff, high cost of services, low accessibility, cultural barriers, lack of health insurance, barriers to accessing family doctors, and a

¹⁰ Q18. If you have not used the services listed above, what are the reasons? (n=164)

¹¹ Q19. Please rate your experience using the services listed below in the last 12 months in Waterloo Region (n=201 for the question but percentages were calculated for those that rated specific services: 77 for Interpretation, 110 for Settlement, 65 for Housing, 115 for English learning, 117 for Health/mental health, 89 for Education, 80 for Employment, and 116 for Other)

perceived lack of experience of employment service providers in supporting educated immigrants and refugees.¹²

Table 13: Reasons for Poor/Fair Experiences with Services

Reasons for poor/fair experiences with services	# of participants (immigrants, refugees, students)	% of participants
Long wait times	32	43%
Language barriers	21	28%
Lack of coordination between services	20	27%
Unfriendly staff	15	20%
High cost of services	12	16%
Low accessibility	11	15%
Cultural barriers	8	11%
Other	24	32%

Source: IP 2017 Community Survey

One outcome of the lack of access to services, particularly among refugees, was highlighted by one participant:

“I couldn't afford to pay for my dental [services], as a result I have to pull out my teeth [...].”

IP 2017 Community Survey Participant

Section E: Community Involvement

Among immigrant, refugee and international student participants, 57% had participated in a group or association in the past 12 months. There were differences in community involvement among immigrant and refugee survey participants. Survey participants had been involved in a variety of groups or associations in the past 12 months.¹³ Community involvement included participating in religious-affiliated groups (19% of all immigrant/refugee/international student respondents), sports or recreation (16%), or school groups, neighbourhood, civic or community associations (14%). A minority of respondents (5%) indicated that they were involved in a government committee or council. Other survey participants indicated that they volunteer or that they are part of a Board of Directors (Table 14).

¹² Q20. If you responded that you have had a “poor” or “fair” experience with any of the services listed above, is this due to... (Select all that apply; n=139, percentages were calculated from the 75 that provided a specific reason)

¹³ Q21. Please indicate if you were a member or participant in any group or association in the past 12 months (Select all that apply; n=155)

Table 14: Participation in a Group or Association in the Past 12 Months

Group or association	# of participants (immigrants, refugees, students)	% of participants who indicated involvement
Religious-affiliated group (e.g. church youth group, choir)	30	19%
Sports or recreational organization (e.g. hockey league, health club, soccer league, etc.)	25	16%
School group, neighborhood, civic or community association (e.g. alumni, block parents or neighborhood watch)	22	14%
Cultural, educational or hobby organization (e.g. theater group, book club)	21	14%
Union or professional association	18	12%
Immigrant or ethnic association or club	14	9%
Municipal or Regional Government citizen committee or board (e.g. City of Kitchener Arts and Culture Advisory Committee)	8	5%
Youth organization (e.g. Scouts, Guides, Big Brothers Big Sisters or YMCA/YWCA)	8	5%
Seniors' group (e.g. a seniors' club, recreational association or resource centre)	5	3%
Service club	4	3%
Political party or group	2	1%
Municipal or Regional Council	2	1%
Other (please specify)	13	8%

Source: IP 2017 Community Survey

Other noteworthy findings:

- Among those who identified themselves as refugees, 49% participated in a group or association compared.
- Approximately one third of survey participants (37%) who had been in Canada one year or less reported participation in a group or association, versus 68% of participants who had been in Canada six or more years.
- Among survey participants who were involved in a group or association, 36% were in a leadership position in the past 12 months. Most of those that had been in a leadership position (25 individuals) had been in Canada for 6 or more years, with 5 individuals who had been in Canada for 1-5 years and 2 individuals who had been in Canada for less than 1 year.

Section F: Social Support and Isolation

Among immigrants, refugees and internationally students, 14% (28 individuals) did not have any close friends in Waterloo Region and 86% of participants had at least one close friend.¹⁴ Over one third of participants had 10+ close friends in Waterloo Region.

With respect to isolation,¹⁵ 59% of survey participants reported feeling isolated in the past 12 months in Waterloo Region; 18% reported feeling "Quite a bit" or "A great deal" isolated. This appeared to be impacted by the number of close friends a survey participant had.

¹⁴ Q23. How many close friends do you have in Waterloo Region? (n=197)

¹⁵ Q24. Have you felt isolated in the last 12 months in Waterloo Region? (n=191)

Other noteworthy findings:

- Participants with no close friends were more than twice as likely to indicate they felt “A great deal” or “Quite a bit” isolated in the last 12 months (36% of respondents with no close friends) compared to those with at least one close friend (15%).
- 22% of refugee survey participants felt "Quite a bit" or "A great deal" isolated in the last 12 months.
- Participants between the ages 26 to 35 were most likely to report feeling "Quite a bit" or "A great deal" isolated in the last 12 months.

Section G: Experiences of Discrimination

Slightly more than one quarter of participants (27% or 52 individuals) had experienced discrimination in Waterloo Region in the last 12 months.¹⁶ The most reported bases for discrimination among participants were language (39%), race (35%), culture (25%), and religion (23%; Table 15).¹⁷

Table 15: Basis for Discrimination

Basis for discrimination	# of participants (immigrants, refugees, students)	% of participants
Language	22	39%
Race	20	35%
Culture	14	25%
Religion	13	23%
Color	10	18%
Physical appearance other than color	8	14%
Gender	7	12%
Age	3	5%
Other (please specify):	16	28%

Source: IP 2017 Community Survey

When asked about the situations in which they had experienced discrimination, participants most frequently cited at work or when applying for a job or promotion, in a store, bank or restaurant or at community or public events (Table 16).¹⁸

¹⁶ Q25. In the last 12 months, have you experienced discrimination or been treated unfairly by others in Waterloo Region? (n=194)

¹⁷ Q26. If yes, what are the reasons? (Select all that apply) (n=57)

¹⁸ Q27. In what types of situations have you experienced discrimination? (Select all that apply) (n=59)

Table 16: Situations in Which Discrimination Took Place

Situations in which discrimination took place	# of participants (immigrants, refugees, students)	% of participants
At work or when applying for a job or a promotion	27	46%
In a store, bank or restaurant	17	29%
At community/public events	15	25%
When crossing the border into Canada	10	17%
At school or university	10	17%
When looking for housing	10	17%
At a health centre	7	12%
When dealing with the police	5	8%
When dealing with the courts	2	3%
Other (please specify):	11	19%

Source: IP 2017 Community Survey

Section H: Sense of Belonging

The majority of participants (59%) reported having a “Very strong” or “Strong” sense of belonging to Waterloo Region, while almost one quarter of participants (24%) indicated feeling a “Somewhat weak” or “Weak” sense of belonging.¹⁹

Among immigrants, 24% said they had a “Very strong” sense of belonging and for refugees it was 15%.

There were some differences in sense of belonging among participants based on time since arrival in Canada; 11% of most recent arrivals had a very strong sense of belonging compared to 20% of individuals who had been in Canada for 1-5 years, and 30% of individuals who had been here 6 or more years (Table 17).

Table 17: Sense of Belonging by Length of Time in Canada

Sense of belonging	All immigrants/ refugees/ international students	Less than 1 year in Canada	1-5 years in Canada	6+ years in Canada
Very Strong	23%	11%	20%	30%
Strong	35%	40%	29%	37%
Somewhat weak	17%	20%	24%	13%
Very weak	7%	2%	8%	9%
Don't Know/No Opinion	17%	27%	20%	11%

Source: IP 2017 Community Survey

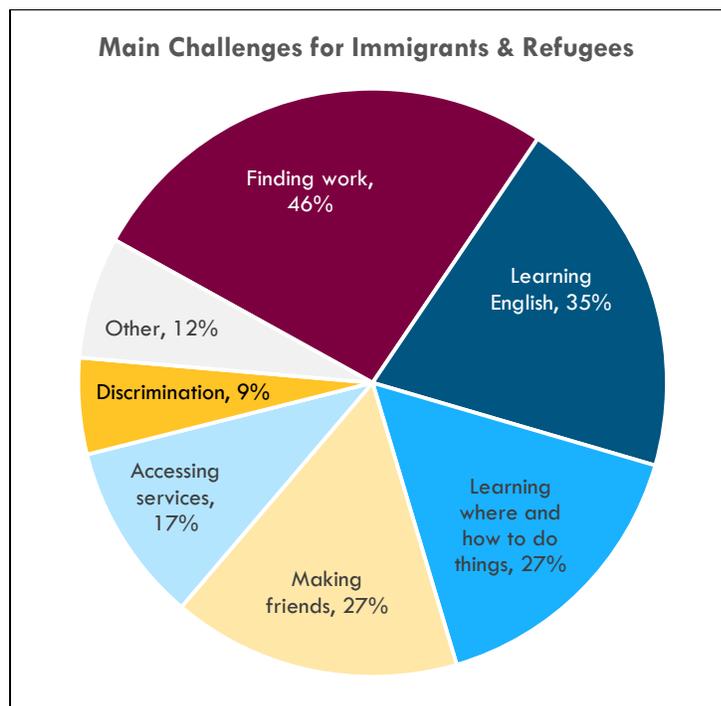
Section I: Challenges and Solutions Reported by Immigrants and Refugees

There were 164 participants who responded to questions about the challenges they experienced as an immigrant or refugee in Waterloo Region.²⁰ The two main challenges reported were “Finding work” (46%)

¹⁹ Q28. To what extent do you consider yourself belonging to Waterloo Region? (We define sense of belonging as an essential human need to be accepted and valued by others in order to reach one's full potential in connecting, participating, integrating and thriving in the community) (n=189)

and “Learning English” (35%), followed by “Learning where and how to do things” (27%), and “Making friends” (27%; Figure 1).

Figure 1: Main Challenges of Survey Participants



Source: IP 2017 Community Survey

When asked what had helped them most in the last year, survey participants most often indicated “Having family” (44%) and “Making friends” (36%; Table 18).²¹

Table 18: Most Helpful Factors

Most helpful factors	# of participants (immigrants, refugees, students)	% of participants
Having family	75	44%
Making friends	61	35%
Community programs and services	48	28%
Finding work	33	19%
Belonging to a religious group	25	15%
Settlement worker	20	12%
Other community group	17	10%
Other	15	9%

Source: IP 2017 Community Survey

²⁰ Q29. What is the biggest challenge you’ve experienced in the last year as an immigrant or refugee in Waterloo Region? (Select all that apply) (n=164)

²¹ Q30. What is the one thing that helped you most in the last year as an immigrant or refugee in Waterloo Region? (Select all that apply) (n=172)

Service Providers

Section A: Demographic Overview

In total, 69 service providers completed the survey: 43% represented the social services sector, 32% represented the settlement sector, and 32% represented the education sector (Table 19).²²

Table 19: Sector Representation among Service Providers

Sector	# of participants (service providers)	% of participants
Social services	30	43%
Education	22	32%
Settlement	22	32%
Employment	10	14%
Health/mental health	7	10%
Recreation/arts/culture	4	6%
Business	2	3%
Regional Government	2	3%
Housing	2	3%
Municipal Government	1	1%
Other	10	14%

Source: IP 2017 Community Survey

Note: Participants could select more than one sector

Section B: Reflections on Their Service to Immigrants and Refugees

Service providers were asked to rate their agreement with statements related to their work and/or interaction with immigrants and refugees in Waterloo Region in the past 12 months. Of the approximately 60 respondents to these questions, most participants (88%) had interacted with more immigrants and refugees, and 87% had implemented specific initiatives to support newcomer integration and inclusion. Almost 87% of service providers noted that they had worked more collaboratively with other organizations (Table 20).²³

²² Q6. What sector(s) do you represent? (Select all that apply) (n=69)

²³ Q31. Please rate your level of agreement with the following statements as relates to your work with immigrants and refugees in Waterloo Region. (n=72)

Table 20: Perception of Conditions Impacting Work with Immigrants and Refugees among Service Providers

Please rate your level of agreement with the following statements...	% indicating some change *	% indicating only "Quite a bit" or "A great deal" of change
Have an increased awareness of the services offered in the community	94%	52%
Have increased knowledge of newcomer needs and service pathways	92%	38%
Make more referrals to other organizations	87%	51%
Receive more referrals from other organizations	72%	34%
Work better with settlement agencies	73%	27%
Interact with more immigrants and refugees	88%	67%
Get better feedback about our services and programs from immigrant and refugee clients	78%	29%
Have implemented specific initiatives to support newcomer welcoming and inclusion	87%	57%
Work more collaboratively with other organizations	87%	57%
Have better communication about immigrant/refugee needs and issues	85%	49%
Have better coordination around immigrant/refugee needs and issues	80%	38%
Have acquired stronger abilities and tools for welcoming and responding to newcomer needs	85%	44%

Source: IP 2017 Community Survey

* The % indicating some change includes respondents that indicated there was “A little bit”, “Somewhat”, “Quite a bit”, and “A great deal” of change.

Participants who responded “Not really” or “A little bit” to the above statements were asked to elaborate on their answers.²⁴ Some participants indicated that they could not comment on differences from previous years because things had not significantly changed over the last 12 months. Others discussed the need for more referrals to provide more integrated services to newcomers:

“I would like to work more with settlement agencies who can refer newcomers to our program if they cannot assist them in their needs within their organization.”

IP 2017 Community Survey Participant

In addition, participants discussed the need for training and knowledge support to better serve immigrants and refugees:

“We have been trained to support immigrants and refugees; however, one time training is not enough. It should be ongoing. There also needs to be a better support network for service providers.”

IP 2017 Community Survey Participant

This is in alignment with various statements by immigrant and refugee participants who indicated that a lack of knowledge and experience of some service providers negatively impacted their experience using various services.

²⁴ Q32.If your answer to any of the statements above was “Not really” or “A little bit”, please explain (n=36)

Other themes brought up by participants were:

- Need for more collaboration and coordination
- Need to address language barriers
- Barriers in program delivery

Section C: Referrals and Collaboration

Almost half of service provider survey participants indicated that they made more or a lot more referrals to health and mental health services (48%), employment and/or skills training programs (47%), and English language learning programs (44%; Table 21).²⁵

Table 21: Change in Referrals by Service

How many referrals have you made to the following services, compared to the previous year?	Fewer	Some	About the same	More	A lot more
Health and mental health services	2%	5%	45%	27%	20%
Employment and/or skills training programs	2%	9%	42%	26%	21%
English Language Learning programs	2%	2%	51%	20%	24%
Other community services (library programs, peer-support programs, drop-in centres, etc.)	4%	6%	47%	30%	13%
Settlement services	2%	10%	50%	31%	7%
Housing services	3%	5%	54%	30%	8%
Interpretation services	6%	12%	50%	21%	12%
Education services	2%	7%	60%	16%	14%

Source: IP 2017 Community Survey

In total, 27 survey participants provided information about formal and informal agreements that they have made to serve immigrants and refugees in Waterloo Region, mainly in the areas of: Language, mentorship, youth, referrals or information, settlement, and health.²⁶

Section D: Perceptions of Quality of Service to Immigrants and Refugees

Thirty seven participants commented on how services are meeting the needs of immigrants and refugees in Waterloo Region compared to previous years.²⁷ Their perceptions were somewhat more favorable regarding services for refugees than immigrants.

Over one third of participants “Very much” agreed that education services (39%), English language learning programs (37%), and settlement services (33%) had better met the needs of immigrants in Waterloo Region in the past 12 months compared to previous years. By comparison, almost half of

²⁵ Q33. In the past 12 months, how many referrals have you made on average to the following services compared to the previous year as relates to your work with immigrants and refugees? (n=68 for the overall question but percentages were calculated based on the number of participants who provided a response to each option)

²⁶ Q34. Tell us about any new formal or informal agreements you have made with community partners to serve immigrants and refugees in Waterloo Region (n=27)

²⁷ Q35. Are the needs of immigrants and refugees in Waterloo Region being met better in the past 12 months compared to previous years in each of the areas below? (n=43 for the overall question but percentages were calculated based on the number of participants who provided a response to each option)

participants “Very much” agreed that English language learning programs (46%), settlement services (43%), and education services (43%) had better met the needs of refugees in the past year (Table 22).

On the other hand, about one third of participants indicated that “Not at all” had housing services better met the needs of immigrants (40%) and refugees (30%).

Table 22: Are Needs Being Met Better in the Past 12 Months?

Are the needs of immigrants and refugees in Waterloo Region being met better in the past 12 months compared to previous years, in each of the areas below?	Not at all	Somewhat	Very much so
Immigrants			
Education services	6%	56%	39%
English language learning programs	16%	47%	37%
Interpretation services	19%	56%	25%
Settlement services	28%	39%	33%
Employment and/or skills training programs	21%	58%	21%
Health/mental health services	22%	61%	17%
Other community services	17%	72%	11%
Housing services	44%	38%	19%
Refugees			
Education services	0%	57%	43%
English language learning programs	13%	42%	46%
Interpretation services	10%	57%	33%
Settlement services	13%	43%	43%
Employment and/or skills training programs	17%	72%	11%
Health/mental health services	10%	60%	30%
Other community services	5%	68%	27%
Housing services	30%	40%	30%

Source: IP 2017 Community Survey

When 38 participants were asked why they had indicated that some services areas had “Somewhat” or “Not at all” better met the needs of immigrants and refugees compared to previous years, they most frequently indicated language barriers (68%) and a lack of coordination between services (63%; Table 23).²⁸

²⁸ Q36. If you responded that the needs of immigrants and refugees are somewhat or not at all being met, is this due to... (Select all that apply) (n=41)

Table 23: Reasons for Lack of Service Improvements

Reasons for lack of service improvements	# of participants (service providers)	% of participants
Language barriers	26	68%
Lack of coordination between services	24	63%
Long wait times	18	47%
Cultural barriers	17	45%
Low accessibility	12	32%
High cost of services	5	13%
Unfriendly staff	2	5%
Other	9	24%

Source: IP 2017 Community Survey

Section E: Challenges and Solutions to Better Serving Immigrants and Refugees

Participants commented on what they perceived to be the biggest challenges in serving immigrants and refugees. A majority of participants (67%) indicated that language barriers are the biggest challenge, followed by a lack of funding (42%), system issues (40%), and lack of coordination between agencies (40%; Table 24).²⁹

Table 24: Challenges to Serving Immigrants and Refugees Reported by Service Providers

Biggest challenges to serving immigrants and refugees	# of participants (service providers)	% of participants
Language barriers	38	67%
Lack of funding	24	42%
System issues	23	40%
Lack of coordination between agencies	23	40%
Lack of collaboration between agencies	21	37%
Cultural barriers	15	26%
Racism/discrimination towards immigrants and refugees	8	14%
Other	4	7%

Source: IP 2017 Community Survey

When asked what would make serving immigrants and refugees easier, 58% of service provider participants indicated that providing more opportunities to help improve English skills among immigrants and refugees would be the most important change, followed by better coordination between agencies (50%), providing services and programs for newcomers to find work (45%), and better collaboration between agencies (45%; Table 25).³⁰

²⁹ Q37. What is your biggest challenge in serving immigrants and refugees in Waterloo Region? (Select all that apply) (n=66)

³⁰ Q38. What is the most important change that could be made to make serving immigrants and refugees in Waterloo Region easier? (n=68)

Table 25: Changes That Would Make Serving Immigrants and Refugees Easier

Most important change	# of participants (service providers)	% of participants
More ESL opportunities to help improve English skills	35	58%
Better coordination between agencies	30	50%
Provide services and programs for newcomers to find work	27	45%
Better collaboration between agencies	27	45%
Educate employers in the value of hiring newcomers	26	43%
Better coordination between different levels of government	23	38%
Funding for interpretation and translation	22	37%
More funding	22	37%
Create better awareness of racism and discrimination towards immigrants and refugees	14	23%
Other	7	12%

Source: IP 2017 Community Survey

Employers

Section A: Demographic Overview

Fifteen employers completed the survey. They most frequently represented the employment sector (40%), business (27%), Education (20%), Social services (20%), Settlement (20%) and other sectors including Health/mental health and Government.

Among the 13 that shared about hiring immigrants, 3 participants said they had hired between one and four immigrants/refugees, and 6 participants indicated that they had hired between five and 30 (or more) immigrants and refugees.³¹

Section B: Awareness & Tools

When asked if their knowledge of the benefits of hiring immigrants/refugees had increased, 80% felt that their knowledge had increased; 80% felt they had some level of greater awareness of resources available to hire immigrants/refugees. Among employers, 78% had acquired stronger skills and tools for hiring newcomers.³²

Section C: Challenges and Solutions to Hiring Immigrants and Refugees

Eleven participants provided information about challenges they have encountered in hiring immigrants and refugees.³³ The top challenges reported were:

- Language barriers (64%)
- Lack of soft skills (36%)
- Lack of Canadian work experience (18%)
- Lack of knowledge on how to hire immigrants and refugees (9%)

As one employer participant shared:

My experience has been that it is not that either party is not interested in making this succeed, but that there is a [gap] in cultural awareness from both parties. We had hired an employee who was dedicated and hard working, but the expectation of the way that he was used to doing work and the way we collaboratively approached our work provided a challenge. We spent a number of months working together to understand the gap. I expect that many don't fully appreciate this gap until they actually experience it. I see it as a challenge that faces both the employee and the employer.

IP 2017 Community Survey Participant

When asked what they thought would make employing immigrants and refugees easier, survey participants stated:³⁴

- Networking events to connect with immigrants and refugees (67%)
- Learning about the benefits of hiring immigrants and refugees (25%)
- Connecting with employment service providers (17%)

Other suggestions included: Decent jobs, providing immigrants with the skills and tools to overcome the barriers in awareness of cultural norms in the Canadian workplace, and employers need to ensure that they fully understand necessary changes/plans to accommodate employing immigrants within the workplace.

³¹ Q40. Approximately how many immigrants/refugees have you hired in the past 12 months? (n=13)

³² Q42. Please rate your level of agreement with the following statements. (n=15)

³³ Q42. What is your biggest challenge in employing immigrants and refugees? (n=14)

³⁴ Q43. What is the most important change that could be made to make employing immigrants and refugees in Waterloo Region easier? (n=15)

Interested Community Members

There were 73 individuals who completed the survey as interested community members.

Section A: Reflection on Supports for Immigrants and Refugees

Approximately 90% of individuals who responded as interested community members felt there had been some movement on a number of conditions impacting immigrant and refugee settlement. Approximately half of all interested community members who responded to the survey agreed “Quite a bit” or “A great deal” that there is better communication about immigrant and refugee needs and issues (49%), and that they have an increased awareness of the services in the community that help newcomers (47%; Table 26).³⁵

Table 26: Perception of Conditions Impacting Immigrant and Refugee Settlement among Interested Community Members

In the last 12 months, I...	Not really	A little bit	Somewhat	Quite a bit	A great deal
Believe there is greater communication about immigrant/refugee needs and issues	4%	16%	31%	31%	18%
Have an increased awareness of the services offered in the community that help newcomers	12%	14%	26%	33%	14%
Interact with more immigrants and refugees	14%	11%	29%	27%	20%
Have taken specific actions to support newcomer welcoming and inclusion	16%	11%	30%	18%	25%
Have increased knowledge of newcomer needs and service pathways	14%	12%	32%	27%	15%
Believe there is better coordination around immigrant/refugee needs and issues	11%	13%	35%	31%	9%
Have acquired stronger abilities and tools for welcoming and responding to newcomer needs	16%	22%	24%	25%	13%

Source: IP 2017 Community Survey

Section B: Perception of Quality of Services for Immigrants and Refugees

Forty-four participants provided their thoughts on how services are meeting the needs of immigrants and refugees in Waterloo Region compared to previous years.³⁶

Around 40% of participants “Very much” agreed that other community services and settlement services have better met the needs of immigrants in Waterloo Region over the past 12 months, and almost 40% of participants “Very much” agreed that other community services, English language learning programs and settlement services have better met the needs of refugees over the past 12 months. (Table 27).

³⁵ Q44. Please rate your level of agreement with the following statements as relates to your experience with immigrants and refugees in Waterloo Region. (n=70 for the general question but percentages were calculated from those that provided a response to each specific item)

³⁶ Q45. Are the needs of immigrants and refugees in Waterloo Region being met better in the past 12 months compared to previous years in each of the areas below? (n=55 for the general question but percentages were calculated from those that provided a response to each specific item)

Table 27: Participant Perception of How Services are Meeting the Needs of Immigrants and Refugees

Are the needs of immigrants and refugees in Waterloo Region being met better in the past 12 months compared to previous years in each of the areas below?	Not at all	Somewhat	Very much so
Immigrants			
Other community services	3%	56%	41%
Settlement services	13%	48%	39%
English language learning programs	9%	53%	38%
Interpretation services	13%	50%	37%
Employment and/or skills training programs	16%	55%	29%
Housing services	20%	53%	27%
Health/mental health services	13%	61%	26%
Education services	9%	70%	21%
Refugees			
Other community services	10%	48%	41%
Settlement services	7%	54%	39%
English language learning programs	7%	48%	44%
Interpretation services	7%	68%	25%
Employment and/or skills training programs	8%	69%	23%
Housing services	10%	66%	24%
Health/mental health services	11%	57%	32%
Education services	10%	63%	27%

Source: IP 2017 Community Survey

Participants indicating that the needs of immigrants and refugees are “Somewhat” or “Not at all” better met were asked to elaborate on their response. They pointed to the following influencing factors:

- Lack of coordination between services (65%)
- Language barriers (58%)
- Cultural barriers (43%)
- Long wait times (35%)
- Low accessibility (35%)
- High cost of services (23%)
- Unfriendly staff (18%)
- Other (13%)

Section C: Challenges and Solutions to Immigrant and Refugee Integration

In reflecting on the challenges experienced by immigrants and refugees in Waterloo Region,³⁷ interested community member responses aligned with those of service providers and employers. Most participants (66%) reported language barriers to be the main challenge, followed by cultural barriers (57%), and system issues (50%; Table 28).

³⁷ Q46. What is the biggest challenge that immigrants and refugees experience in settling and belonging in Waterloo Region? (n=62)

Table 28: Main Challenges of Immigrants and Refugees According to Interested Community Members

Main challenges	# of participants (interested community members)	% of participants
Language barriers	37	66%
Cultural barriers	32	57%
System issues	28	50%
Lack of coordination between agencies	21	38%
Racism/discrimination towards immigrants and refugees	21	38%
Lack of funding	19	34%
Lack of collaboration between agencies	18	32%
Other	5	9%

Source: IP 2017 Community Survey

Finally, participants provided suggestions for what can be done to better support the settling and belonging of immigrants and refugees in Waterloo Region. Over half of participants reported the need to provide services and programs for newcomers to find work (57%), more ESL opportunities to help newcomers improve English skills (55%), and to educate employers about the value of hiring newcomers (50%; Table 29).³⁸

Table 29: Changes to Better Support Immigrants and Refugees Identified by Interested Community Members

Most important change	# of participants (interested community members)	% of participants
Provide services and programs for newcomers to find work	32	57%
More ESL opportunities to help improve English skills	31	55%
Educate employers about the value of hiring newcomers	28	50%
Better coordination between agencies	25	45%
Better collaboration between agencies	23	41%
Create better awareness of racism and discrimination towards immigrants and refugees	22	39%
Better coordination between different levels of government	21	38%
Funding for interpretation and translation	18	32%
More funding	18	32%
Other	3	5%

Source: IP 2017 Community Survey

³⁸ Q48. What is the most important change that could be made to better support the settling and belonging of immigrants and refugees in Waterloo Region? (n=61)

All Survey Participants

Main Challenges – Across All Respondents

Immigrants & Refugees What is the biggest challenge you've experienced in the last year in Waterloo Region? <u>Immigrants and Refugees (n=164)</u>	Service Providers What is your biggest challenge in serving immigrants and refugees in Waterloo Region? <u>Service Providers (n=66)</u>	Community Members What is the biggest challenge that immigrants and refugees experience in settling and belonging in Waterloo Region? <u>Community Members (n=62)</u>	Employers What is your biggest challenge in employing immigrants and refugees? <u>Employers (n=14)</u>
Finding work (46%)	Language (68%)	Language barriers (68%)	Language barriers (71%)
Learning English (35%)	System issues (39%)	Cultural barriers (58%)	Lack of Canadian work experience (29%)
Learning where and how to do things (27%)	Lack of funding (39%)	System issues (47%)	Lack of soft skills (43%)
Making friends (27%)	Lack of coordination between agencies (39%)	Lack of coordination between agencies (35%)	Finding immigrants and refugees to hire (14%)
Receiving public or social services (17%)	Lack of collaboration between agencies (33%)	Racism/discrimination towards immigrants and refugees (35%)	Lack of knowledge on how to hire immigrants and refugees (7%)
Discrimination (9%)	Cultural barriers (28%)	Lack of funding (32%)	Other (29%)
Other (12%)	Racism/discrimination towards immigrants and refugees (15%)	Lack of collaboration between agencies (31%)	
	Other (8%)	Other (8%)	

Source: IP 2017 Community Survey

Suggested Changes to Better Support Immigrants and Refugees – Across all Respondents

Immigrants & Refugees What is the one thing that helped you the most in the last year as an immigrant or refugee in Waterloo Region? <u>Immigrants and Refugees (n=172)</u>	Service Providers What is the most important change that could be made to make serving immigrants and refugees easier? <u>Service Providers (n=68)</u>	Community Members What is the most important change that could be made to better support the settling and belonging of immigrants and refugees in Waterloo Region? <u>Community Members (n=61)</u>	Employers What is the most important change that could be made to make employing immigrants and refugees easier? <u>Employers (n=15)</u>
Having family (44%)	More ESL opportunities to help improve English skills (56%)	More ESL opportunities to help improve English skills (54%)	Networking events to connect with immigrants and refugees (57%)
Making friends (35%)	Better coordination between agencies (47%)	Provide services and programs for newcomers to find work (52%)	Connecting with employment service providers (36%)
Community programs and services (28%)	Better collaboration between agencies (44%)	Educate employers about the value of hiring newcomers (46%)	Learning about the benefits of hiring immigrants and refugees (29%)
Finding work (19%)	Educate employers in the value of hiring newcomers (41%)	Better coordination between agencies (43%)	Other (36%)
Belonging to a religious group (15%)	Provide services and programs for newcomers to find work (41%)	Better collaboration between agencies (39%)	
Settlement worker (12%)	Better coordination between different levels of government (38%)	Create better awareness of racism and discrimination towards immigrants and refugees (38%)	
Other community group (10%)	Funding for interpretation and translation (37%)	Better coordination between different levels of government (34%)	
Other (9%)	More funding (35%)	More funding (33%)	
	Create better awareness of racism and discrimination towards immigrants and refugees (22%)	Funding for interpretation and translation (31%)	
	Other (10%)	Other (7%)	

Source: IP 2017 Community Survey

Appendix A: Performance Measurement Framework for the Waterloo Region Immigration Partnership

Immigration Partnership Results Framework (Community Action Plan 2017-2020)

	Settle	Work	Belong
Ultimate outcome	More inclusive community (i.e. Waterloo Region) where immigrants and refugees successfully settle, work and belong		
Indicators	<p>Economic</p> <ul style="list-style-type: none"> a) % of immigrants and refugees living above the low income measure b) % of immigrants and refugees living at or above the median employment income of Waterloo Region c) % of immigrants and refugees with knowledge of one of the official languages <p>Social</p> <ul style="list-style-type: none"> a) % of immigrants and refugees reporting a strong sense of belonging (disaggregated by sex)³⁹ b) # of immigrants and refugees in leadership positions c) % of immigrants and refugees reporting feelings of isolation d) % of immigrants and refugees reporting an incident of discrimination in the past 5 years <p>Health</p> <ul style="list-style-type: none"> a) % of immigrants and refugees who perceive that their health care needs are being met 		
	Settle	Work	Belong
Intermediate outcomes (immigrant/ refugee level)	Increased use of settlement and non-settlement services by immigrants and refugees that are responsive to their needs	Increased participation of immigrants and refugees in local labour market	Increased participation of immigrants and refugees in social networks and broader communities
Indicators	<ul style="list-style-type: none"> a. # of immigrants/refugees accessing settlement and non-settlement services b. # of immigrants and refugees learning one of the official languages (disaggregated by sex) c. # of immigrants and refugees who report good or excellent quality of settlement and non-settlement services 	<ul style="list-style-type: none"> a. # of immigrants/refugees hired by local employers (disaggregated by sex) b. % of immigrants and refugees who are employed (disaggregated by sex) c. # of immigrants and refugees reporting access to employment services and skills training programs d. # of immigrants and refugees reporting good or excellent quality of employment services 	<ul style="list-style-type: none"> a. Ratio of immigrants/refugees participating in local councils or advisory committees (disaggregated by sex) b. % of immigrants and refugees who report engagement in a group, organization, or association in the past 12 months⁴⁰ c. % of immigrants and refugees with one or more close friends in Waterloo Region

³⁹ Includes BSG's definition of belonging as "an essential human need to be accepted and valued by others in order to reach one's full potential in connecting, participating, integrating and thriving in the community"

⁴⁰ Data from General Social Survey, includes union/professional association, political party/group, sports and rec, cultural, educational or hobby org, religious group, a school group, neighbourhood, civic or community association, service club, senior's group, youth org, immig/ethnic association, and other

	Settle	Work	Belong
Immediate outcomes (partner/ community level)	Increased ability of settlement and non-settlement partners and stakeholders to respond to newcomer needs	Increased capacity of employers to hire immigrants and refugees	Increased ability to welcome and support newcomers by municipalities and broader communities
Indicators	<ul style="list-style-type: none"> a. # of referrals between settlement and non-settlement services b. % of settlement and non-settlement stakeholders who are knowledgeable about newcomer needs and service pathways c. % of settlement and non-settlement stakeholders reporting increased ability to respond to newcomer needs d. % of partners and stakeholders reporting better collaboration, coordination and networks in support of newcomers e. # of formal agreements between partners and other stakeholders f. # of settlement and non-settlement stakeholders reporting stronger skills and tools for welcoming and supporting newcomers 	<ul style="list-style-type: none"> a. # of employers who are aware about the benefits of hiring immigrants and refugees b. # of employers who are knowledgeable about resources available to hire immigrants and refugees c. # of employers reporting stronger skills and tools for hiring newcomers 	<ul style="list-style-type: none"> a. # of municipal and community members reporting possessing stronger skills and tools for welcoming and supporting newcomers b. # of municipal and community initiatives to support newcomer welcoming and inclusion

	Settle		Work		Belong	
Outputs	Education and advocacy provided to service providers and systems leaders on immigrant and refugee settlement	Engagement, connections and collaboration facilitated in areas affecting immigrant and refugee settlement	Education and advocacy provided to employers and government/systems leaders on immigrant and refugee employment	Engagement, connections and collaboration facilitated in areas affecting immigrant and refugee employment	Education and advocacy provided to municipalities, the broader community and government/systems leaders on immigrant and refugee belonging	Engagement, connections and collaboration facilitated in areas affecting immigrant and refugee belonging
Indicators	<p>a. # of learning events hosted by IP</p> <p>b. # of service providers/ stakeholders participating in learning events by IP</p> <p>c. # of awareness/ educational resources developed⁴¹ by IP</p> <p>d. # of information briefings submitted to or meetings with government and community leaders</p> <p>e. # of service providers/ stakeholders reached with IP communication tools, materials and campaigns⁴²</p>	<p>a. # of IP meetings</p> <p>b. # of partners participating in IP meetings</p> <p>c. # of partners and other stakeholders attending IP networking events/ community forums by IP</p>	<p>a. # of learning events hosted by IP</p> <p>b. # of employers/ stakeholders participating in learning events by IP</p> <p>c. # of awareness/ educational resources developed by IP</p> <p>d. # of employers/ stakeholders reached with IP communication tools, materials and campaigns</p> <p>e. # of information briefings submitted to or meetings with government and community leaders</p>	<p>a. # of IP meetings</p> <p>b. # of employers/ stakeholders participating in IP meetings</p> <p>c. # and type of employer engagement opportunities created/ hosted by IP</p> <p>d. # of employment services, employers, stakeholders engaged at networking events, community forums, etc.</p>	<p>a. # of learning and other events hosted by IP</p> <p>b. # of participants in learning events by IP</p> <p>c. # of awareness/ educational resources developed by IP</p> <p>d. # of stakeholders reached with IP communication tools, materials and campaigns</p> <p>e. # of information briefings submitted to or meetings with government and community leaders</p>	<p>a. # of IP meetings</p> <p>b. # of partners participating in IP meetings</p> <p>c. # of initiatives engaging municipalities with immigrants and refugees with direct and indirect IP involvement</p> <p>d. # of immigrants and refugees, municipal and community stakeholders engaged at IP events, community forums, etc.</p>

⁴¹ Includes fact sheets and other educational pieces

⁴² Immigration portal, social media, newsletters, media releases, editorials, employer materials, public campaigns, etc.