

2022 Partner Survey Summary Report

The Immigration Partnership of Waterloo Region (IP) is a collective of community partners that collaboratively develop and implement strategies to create the conditions for immigrants to succeed and help build a welcoming, dynamic community. Over 100 community service, business, municipal and post-secondary organizations and Waterloo Region residents are engaged to address organizational, systems and policy issues that affect immigrants in our community.

This report outlines findings from the IP Partner Survey conducted in October 2022. It is part of IP's Data and Evaluation Strategy, which aims to understand the settlement and community integration of immigrants in Waterloo Region and how the collaborative work of the Partnership is contributing to their success.

Summary of Findings

- **The Immigration Partnership brings together increasingly diverse people:**
 - 90 survey respondents well represented IP Council, all three steering groups, staff and other partners.
 - 55% of Council, Steering Group and Action Group members were immigrants.¹
 - 46% of IP members indicated they were from a non-White racialized group.
 - Respondents were members of many different faith communities.
 - 2% identified as a member of the LGBTQ+ community.
 - 11% were living with a disability (physical or mental) or a chronic illness that limits their activity.
- **Partners affirmed Immigration Partnership directions:**
 - Partners remained convinced that the Immigration Partnership is focused on the critical issues for immigrants in Waterloo Region and is a catalyst for effective change.
 - There was a high level of affirmation that IP is achieving its mission.
- **Partner commitment and engagement and perceived impact are high**
 - Partners remain highly engaged in and committed to the Immigration Partnership.
 - Partners expressed that positive change and impact is happening. Across many areas of measurement, partners expressed as strong a change or greater than prior to the pandemic.

¹ Survey responses were disaggregated to understand any differences for immigrant and racialized respondents. Some differences were found, but further exploration is needed to understand trends and underlying reasons. This is a step in our continuous process of collaborative learning and action.

- The majority of partners felt that the needs of immigrants are increasingly being met – particularly in the areas of other community services, settlement services, education and employment and/or skills training. Housing, health, police, mental health and interpretation services had the least or declining support for this sentiment.
- Overall, the majority of partners felt that we have made moderate to significant progress on our goals and strategies at the mid-way point in our 2020-2025 strategy, with some variation on how much progress they felt we had made across Council and the Pillars. IPC and WSG members were more likely to believe they were making significant progress towards their “own” pillar goals and strategies than SSG and BSG.
- **Community trends and needs continue to evolve:**
 - More immigrants are seeking service across many partner organizations; partners expect this growth trend to continue.
 - The most common challenges partners anticipate in the coming year were housing for immigrants, funding/resources, immigrant employment, and outreach/engagement to newcomers
 - Partners felt the top changes that could be made to enable immigrants to reach their full potential were: 1) more affordable housing options, 2) a central place for employers to find immigrant workers and workers to find employment opportunities, 3) reducing racism and discrimination, and 4) greater voice/involvement in community leadership and planning. This underscores the continued relevance of the IP pillars Settle, Work, Belong.
- **In a mid-strategy check-in, partner focus for the work of IP over the next two years includes:**
 - Move the needle on the IP vision with a dedicated focus on 1) immigrant employment & employer engagement, 2) service collaboration, networking & supports and 3) housing for immigrants.
 - Help further anti-racism efforts in the community, within partner organization and/or across IP through training and capacity building, public education and centering immigrant leadership in that work.
 - Facilitate actions toward Indigenous reconciliation by hosting learning events for IP partners, newcomers and others, creating resources for newcomers and fostering relationships and dialogue with Indigenous groups.

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Detailed Data Analysis

Data was collected in October 2022 with a survey invitation was sent to all members of Immigration Partnership Council, Steering Groups and Working Groups, as well as subscribers to the Immigration Waterloo Region Weekly email updates. (Survey tool: www.immigrationwaterlooregion.ca/partnersurvey2022doc)

There were 90 responses - an increase from 87 in 2020, 70 in 2019 and 61 in 2018.²

Section 1: Survey Demographics

The majority of respondents were members of IP groups and committees³

- 56% - I am a member of the IP Council, one of the Steering Groups (Settle, Work or Belong) or subcommittees
 - 14 from Council and committees of Council⁴
 - 24 from the Settle pillar and it's committees
 - 11 from the Work pillar and it's committees
 - 15 from the Belong pillar and it's committees
 - 7 respondents indicated other connections
- 27% - I am not a member of an IP committee but receive information from IP regularly
- 8% - I am an IP staff member
- 10% - Other, please specify (Responses included that they are an external partner, stay informed, etc.)

More than half had been involved with IP for 3 or more years:⁵

- 16% - Less than 1 year
- 30% - 1 to 2 years
- 16% - 3 to 4 years
- 38% - 5 years or more

IP committee members typically attended more than 5 meetings a year:⁶

- 9% - zero
- 14% - 1-2
- 19% - 3-4
- 29% - 5-9
- 29% - 10+

Respondents represented a range of sectors:⁷

- 37% - Nonprofit/public sector employer

² Several of the questions below include disaggregation of the survey results by immigrant status and racialized status where there were clear differences between total responses and immigrant-only or racialized-only responses (difference of >10%). Obvious differences were also noted between 2022 survey findings and those of similar surveys in 2017-2020.

³ Q2. What is your connection to the Immigration Partnership? (n=90) The "n= ___" after each question indicates the total number of responses to that particular question.

⁴ Q3. What is your involvement with the Immigration Partnership? (Select all that apply) (n=65, asked only of those who indicated they were a member of an IP committees) These questions were also asked of those that indicated "Other" on question 2.

⁵ Q4. How long have you been involved with or had a connection with the Immigration Partnership? (n=56, asked only of those who indicated they were a member of an IP committees)

⁶ Q5. Approximately how many Immigration Partnership in-person or virtual meetings have you attended in the past 12 months (steering group, action group, Council, etc.)? (n=58, asked only of those who indicated they were a member of an IP committees)

⁷ Q6. Are you completing this survey as a...? Note: If you are part of the Immigration Partnership on behalf of an organization, group or business, please respond to this survey in that capacity. (Select all that apply) (n=59, asked only of those who indicated they were a member of an IP committees)

- 34% - Service provider to immigrants, refugees, international students, refugee claimants, temporary foreign workers, etc.
- 29% - Community member
- 5% - Government representative
- 2% - Private sector employer
- 12% - Other, please specify (Responses included various organizations/affiliations that did not fit clearly into the other categories.)

The percentage of respondents that were community members increased since the 2020 Partner Survey – from 7% to 29% of responses. This may impact comparisons to 2020 responses.

Approximately half of respondents were immigrants (i.e. not born in Canada).⁸

- 48% - I was born in Canada
 - 48% - I am a permanent resident or have become a citizen of Canada
 - 1% - I am a temporary resident of Canada (international student, temporary worker, refugee claimant, etc.)
 - 2% - Other
- Overall, 55% of Council, Steering Group and Action Group members were immigrants – and specifically 64% of Council respondents, 55% of Settle, 60% of Work, and 47% of the Belong pillar. This compares to 25.4% of Waterloo Region’s general population, according to the 2021 census.

Out of all immigrant respondents:⁹

- 43% came to Canada as an economic-category immigrant
- 43% came to Canada as a family-category immigrant
- 0% came to Canada as a government assisted refugee
- 2% came to Canada as a privately sponsored refugee
- 7% came to Canada as an international student
- 0% came to Canada as a temporary worker
- 9% came to Canada as a refugee claimant
- 7% indicated “Other”

As part of the Immigration Partnership’s [Anti-Racism Commitment](#), we collected data to more fully understand the degree to which the Immigration Partnership reflects the diversity of our community and the degree of alignment between the feedback of immigrant/racialized respondents and non-immigrant/racialized respondents.

Among all respondents, 44% were racialized (i.e. not White) with 46% being White and 10% where respondents indicated they preferred not to answer or where they indicated “Other” and the category was not clear.¹⁰

- 46% of IP members on committees indicated they were from a racialized group. This is an increase from the 2020 Partner Survey when 26% of respondents identified as racialized.

In terms of specific racial/population groups respondents indicated the following: (“Other” responses are kept separate below):

- 22% - Black (compared to 5% of the overall population in the 2021 census¹¹)
- 5% - Arab (compared to 2% overall population)
- 0% - West Asian (compared to 1% overall population)

⁸ Q7. Which of the following describes you? (n=87) [All demographic questions were optional]

⁹ Q8. Which of the following best describes how you came to Canada? (n=44, only asked of those not born in Canada)

¹⁰ Q9. Which racial identity best describes you? (Select all that apply.) (n=85) This question used the 2021 census by Statistics Canada to build the question response options.

¹¹ The Census included 1% of the general population that indicated multiple racial identities in a separate category, and had a much smaller “other” or not otherwise specifically noted category (<1%). As a result, a direct comparison is not possible but the comparisons listed above provide some broader context.

- 2% - Chinese (compared to 3% overall population)
 - 2% - Filipino (compared to 1% overall population)
 - 0% - Japanese (compared to <1% overall population)
 - 0% - Korean (compared to 1% overall population)
 - 3% - Southeast Asian (compared to 2% overall population)
 - 5% - Latin American (compared to 2% overall population)
 - 5% - South Asian (compared to 10% overall population)
 - 47% - White (compared to 73% overall population)
 - 2% - Indigenous (compared to 2% overall population)
 - 2% - Prefer not to answer
 - 9% - Other, please specify
 - An additional 4 respondents indicated “Prefer not to answer”
- Overall, 46% of Council, Steering Group and Action Group members identified as a member of a racialized group. This includes 55% of Council respondents, 39% of Settle, 50% of Work, and 53% of the Belong pillar. This compares to 27.5% of Waterloo Region’s general population, according to the 2021 census.

Respondents were members of a spectrum of faith communities:¹²

- 35% - Christian (compared to 68% of the overall population in Statistics Canada’s National Household Survey (2011))
- 25% - Muslim (compared to 4% overall population)
- 0% - Jewish (compared to <1% overall population)
- 1% - Hindu (compared to 1% overall population)
- 0% - Sikh (compared to 1% overall population)
- 33% - I am not a member of a faith community (compared to 25% overall population)
- 4% - Other, please specify (Responses included details about specific faith connections)

In terms of other areas of diversity:

- 2% identified as a member of the LGBTQ+ community.¹³
- 11% were living with a disability (physical or mental) or a chronic illness that limits their activity¹⁴

¹² Q12. If you are a member of a faith community, please share which one: (n=82) An additional 3 individuals noted they preferred not to answer.

¹³ Q10. Do you identify as a member of the LGBTQ+ community? (lesbian, gay, bisexual, transgender, queer/questioning) (n=83) An additional 2 individuals noted they preferred not to answer. It is difficult to compare these figures to the general population as there are varying estimates of the LGBTQ+ population depending on the data source and research method. Bringing together multiple data sources, Statistics Canada (2021) reports that 4% of the population age 15 and older are LGBTQ+. The LGBT+ Realities Survey by Fondation Jasmin Roy (2017) estimated the prevalence of LGBT communities at 13% of the general adult population. A recent article (Waite & Denier, 2019)¹³ reviewed US and Canadian research and population-based surveys and suggested the prevalence is between 2.3% and 5.8%, while highlighting significant research challenges with determining prevalence (Waite, S., & Denier, N. (2019). A Research Note on Canada’s LGBT Data Landscape: Where We Are and What the Future Holds. *Canadian review of sociology = Revue canadienne de sociologie*, 56(1), 93–117. <https://doi.org/10.1111/cars.12232>).

¹⁴ Q11. Are you living with a disability (physical or mental) or a chronic illness that limits your activity? (n=85) For comparison, according to the Canadian Survey on Disability (2017) by Statistics Canada, 22% of Canadians age 15 years and older had one or more disabilities that limit them in their daily activities.

Section 2: Partner Engagement and Impact

Partners were asked about their engagement and the impact of the Immigration Partnership according to a number of dimensions in the table below.¹⁵ In general, engagement was very high.

Partners were also enthusiastic about the impact of the Partnership in the community, with 93% feeling that IP is focused on the critical issues for immigrants in our community, 90% feeling that IP is a catalyst for effective change, and 91% feeling that we are achieving the IP mission.

Across the community, 55% felt that Waterloo Region has become more welcoming of immigrants, and 71% felt that immigration and engaging/supporting immigrants is increasingly seen as a priority in planning and implementing policies, services and systems.

Partners that agree that in the past 12 months, as a result of their connection or collective work through the Immigration Partnership, they...	Historical Trends					2022	2022
	2017	2018	2019	2020	2022	Immigrant Responses	Racialized Responses
<i>Question 13</i>							
Am committed to the success of the Immigration Partnership	n/a	98%	95%	93%	96%	97%	93%
Have aligned our vision or activities with those of the Immigration Partnership	n/a	58%	75%	74%	72%	▲ 82%	▲ 89%
Feel motivated to contribute and follow-through with actions of the Immigration Partnership	n/a	85%	93%	85%	89%	97%	97%
Have aligned internal policies with those of the Immigration Partnership	n/a	51%	50%	44%	51%	▲ 61%	▲ 63%
Have an increased awareness of the services offered in the community	62%	82%	92%	76%	▲ 89%	90%	90%
Have increased knowledge of newcomer needs and service pathways	58%	74%	84%	73%	82%	90%	87%
Make more or better referrals to other organizations	45%	68%	71%	56%	▲ 72%	81%	74%
Receive more or better referrals from other organizations	29%	38%	34%	29%	▲ 48%	▲ 58%	50%
Have developed new (formal or informal) partnerships to better serve immigrants					67%	▲ 97%	74%
Work better with settlement agencies	42%	49%	65%	47%	56%	▲ 82%	60%
Get better feedback about our services and programs from immigrant clients	41%	49%	51%	29%	▲ 55%	▲ 97%	61%
Have implemented specific initiatives to support newcomer welcoming and inclusion	55%	71%	67%	41%	▲ 71%	▼ 61%	▲ 82%
Work more collaboratively with other organizations	56%	74%	75%	63%	▲ 78%	▲ 90%	▲ 89%
Have greater communication with other partners about immigrant needs/issues	60%	75%	83%	68%	75%	▲ 90%	80%

¹⁵ Q13 & Q14. Please rate your level of agreement with the following statements as relates to your work with immigrants in Waterloo Region. (n=69 to 72, depending on the item below) In the past 12 months, as a result of our connection or collective work through the Immigration Partnership my organization or I ...

Questions 13 and 14 had a 5-option scale, including “A great deal”, “Quite a bit”, “Somewhat”, “A little bit” and “Not really”. For comparison purposes, the table includes those that agreed with each statement – totaling both the “A great deal” and “Quite a bit” responses for each item. The table compares 2022, where possible, to responses from past partner surveys and bolding in green font the items with an increase of 10% or more over the last 2 years. The table also disaggregates responses from immigrant and racialized respondents in 2022.

	2017	2018	2019	2020	2022	Immigrant	Racialized
Have greater coordination around immigrant needs/issues	48%	64%	72%	57%	▲ 67%	▲ 81%	67%
Have acquired stronger abilities and tools for welcoming and responding to newcomer needs	48%	69%	67%	48%	▲ 67%	58%	▲ 77%
Have made organizational changes that are positively impacting immigrants and others					56%	▲ 70%	▲ 70%
<i>Question 14</i>							
The Immigration Partnership is focused on the critical issues for immigrants in our community	n/a ¹⁶	98%	97%	88%	93%	94%	91%
The Immigration Partnership is a catalyst for effective changes that help immigrants reach their full potential and help create and sustain a thriving community for everyone	n/a	92%	89%	84%	90%	88%	88%
Overall, we are achieving the IP Mission (“We work together to create the conditions for immigrants to succeed and help build a welcoming, dynamic community.”)	n/a	n/a	n/a	78%	▲ 91%	94%	91%
Waterloo Region has become more welcoming of immigrants in the past 12 months compared to previous years	n/a	n/a	n/a	n/a	55% ¹⁷	▲ 70%	63%
Across our community, immigration and engaging/supporting immigrants is increasingly seen as a priority in planning and implementing policies, services and systems.	n/a	n/a	n/a	n/a	71%	76%	▲ 81%

- As seen in the above table, immigrant or racialized partners were more likely (▲) to note several things, and less likely (▼) in only one area, when compared to all respondents.

There were several areas of growth or improvement over the last 2 years, including: increased awareness of services offered in the community, making more/better referrals, receiving more/better referrals, getting better feedback, implementing specific initiatives, working more collaboratively, greater coordination, and acquiring stronger abilities/tools. There were no areas where there was a significant decrease in responses since 2020.

When reflecting on the Immigration Partnership role in general, there was growth in the percentage of respondents that felt that overall we are achieving the IP mission.

When asked if immigrants have more easily been able to contribute to creating and sustaining a thriving community in the past year (and asked to give examples), most respondents were not sure.¹⁸

- 18% - Yes. If yes, please share a specific example
- 69% - Not sure
- 12% - No

Nine respondents shared specific examples that show how immigrants have more easily been able to contribute to creating and sustaining a thriving community in the past year, with half of the comments related to employment/volunteering and half related to programming/funding. See Appendix A for detailed responses.

¹⁶ Some questions were not asked, or not asked consistently, in previous years.

¹⁷ 96% of respondents felt that Waterloo Region has **to some degree** become more welcoming of immigrants in the past 12 months compared to previous years (25% a great deal, 30% quite a bit, 34% somewhat, 56% a little bit, and 4% not really).

¹⁸ Q20. Do you think immigrants have more easily been able to contribute to creating and sustaining a thriving community in the past 12 months compared to previously? (n=65). 12% responded “No”, 69% responded “Not sure”, and 18% said yes.

Section 3: Emerging Issues, Challenges and Solutions

Most partners that support newcomers had served more immigrants/refugees in the past 12 months:¹⁹

- 66% served more immigrants/refugees, compared to past years
- 27% served about the same number of immigrants/refugees, compared to past years
- 7% served fewer immigrants/refugees, compared to past years

In 2022, respondents were more likely to have served more immigrants than 2 years earlier in the first year of the COVID-19 pandemic (27% in 2020) and even 3 years ago before the pandemic (57% in 2019)

Respondents indicated a range of pressing challenges they anticipate over the coming year, when it comes to immigration and supporting immigrant success. The most common challenges were housing, funding/resources, employment, and engagement to newcomers.²⁰

- Housing (14 responses)
- Funding/resources in relation to community needs (12 responses)
- Employment supports/barriers – for employees and employers (8 responses)
- Outreach/engagement to newcomers (7 responses)
- Health (6 responses)
- Language learning (5 responses)
- Temporary resident supports (incl. international students) (5 responses)
- Interpretation/translation (4 responses)
- Government processes/policy (3 responses)
- Geographic service gaps (3 responses)
- Staffing (3 responses)
- Basic needs (3 responses)
- Understanding critical needs (2 responses)
- Public awareness/education (2 responses)
- Organizational learning (2 responses)
- Service coordination (2 responses)
- Other (7 responses)

Partners anticipated a number of significant demographic shifts, changes or emerging issues in the coming year – the most prominent being increased numbers of newcomers and the impact of that on resourcing/needed supports:²¹

- More immigrants/refugees/claimants/international students (and impacts on resourcing) (13 responses)
- Uncertain changes/specific demographic groups/global events (9 responses)
- Increased diversity/inclusion, division, discussion about racism (4 responses)
- Housing (4 responses)
- Mental health struggles (2 responses)
- Affordability and increased/continued economic needs (2 responses)
- Other (5 responses)

¹⁹ Q15. In the last 12 months, has your organization served... (n=56)

²⁰ Q16. What are some of the most pressing challenges you anticipate for your organization when it comes to immigration and supporting immigrant success over the coming year? (n=53) See Appendix A for detailed responses.

²¹ Q17. Briefly highlight any significant anticipated demographic shifts, changes or emerging issues in the coming year. (n=36) See Appendix A for detailed responses.

In general, partners felt that the needs of immigrants were being better met over the past 12 months in Waterloo Region compared to previous years²² – though this varied in different areas. They were less likely to feel things had improved when it came to housing and health services.

	2020	2022 responses
Other community services (including public services, community centres, arts and culture spaces, libraries, etc.) (n=52)	73%	94% ²³
Settlement services (n=51)	83%	92%
Education services (n=52)	74%	87%
Employment and/or skills training programs (n=51)	67%	86%
English language learning programs (n=50)	68%	82%
Small business/entrepreneurial supports (n=45)	63%	76%
Interpretation/translation services (n=50)	84%	72%
Legal services (n=39)	59%	69%
Mental health services (n=49)	68%	69%
Police services (n=40)	n/a	65%
Health services (n=54)	76%	54%
Housing services (n=54)	49%	24%

In 2022, several areas were rated more highly than in 2020, and three areas were rated worse – including “Interpretation/translation services”, “Health services” and “Housing services”.

- Some respondents also shared additional details²⁴ mentioning about specific factors/context for individual areas such as funding/resources, improved service delivery as the pandemic eases, racism, housing and health. See Appendix A for additional response details.

Partners were asked about what they felt were the top 3 changes that could be made to enable immigrants to reach their full potential and help create and sustain a thriving community for everyone in Waterloo Region.²⁵ The top suggestions were 1) affordable housing options, 2) a central place for employers to find immigrant workers and workers to find employment opportunities, 3) reducing racism and discrimination, and 4) greater voice/involvement in community leadership and planning.

	2019	2020	2022 responses
More affordable housing options	66%	63%	69%
A central place for employers to find immigrant workers and where workers can find employment opportunities	23%	34%	28%
Actions to reduce racism and discrimination towards immigrants	20%	20%	25%
Greater voice or involvement in community leadership and planning	n/a	n/a	23%
A central location where immigrants can receive many settlement and other services in one place	23%	19%	23%
Educate employers on the value and ways of hiring and retaining immigrants	25%	22%	22%

²² Q18. Are the needs of immigrants in Waterloo Region being met better in the past 12 months compared to previous years, in the areas below? (n=57)

²³ Percentage includes both “Very Much So” and “Somewhat” responses. See Appendix B for additional details.

²⁴ Q19. If you have any comments or differentiating factors to share regarding the above question, please explain here. (open-ended, n=22)

²⁵ Q21. What are the top 3 changes that could be made to enable immigrants to reach their full potential and help create and sustain a thriving community for everyone in Waterloo Region? (n=64)

	2019	2020	2022 responses
More or better programs for immigrants and refugees to find work	16%	9%	20%
More opportunities to help improve English skills	30%	17%	17%
Availability of interpretation and translation²⁶	9%	11%	13%
Actions to improve the social connectedness of immigrants	25%	22%	8%
Actions to increase welcoming and acceptance of immigrants	11%	11%	8%
More effort by community services to better serve immigrants	9%	11%	8%
Better coordination and collaboration between service agencies	n/a	n/a	8%
Better coordination between service agencies	11%	9%	
Better collaboration between service agencies	9%	9%	
English learning opportunities in workplaces	7%	11%	6%
More relevant programming in local community centres, arts & culture spaces, libraries, etc.	2%	5%	5%
More funding for... (please specify below)	5%	3%	2%
Better internet/technology access and training	n/a ²⁷	11%	0%
Other, please specify²⁸	2%	5%	13%

In general, the top suggestions are similar to those suggested two years earlier but with “More or better programs for immigrants and refugees to find work” ranked more highly in 2022 and “Actions to improve the social connectedness of immigrants and refugees” being ranked lower. “Greater voice or involvement in community leadership and planning” was a new option in 2022 and was the 4th most common suggestion.

Partners were asked about hiring and how likely they are to consider the value of the immigrant/multicultural experiences of their new hires.²⁹ The majority placed quite a bit of value on this experience.

- 67% - I assign quite a bit of value to immigrant/multicultural strengths that immigrant hires add to my organization
- 24% - I assign some value to immigrant/multicultural strengths that immigrant hires add to my organization
- 7% - I have no preference for immigrant status when hiring
- 2% - I prefer to hire people who aren't immigrants as they are more likely to understand the local context

²⁶ In 2019 and 2020 this option was worded slightly differently as “Funding for interpretation and translation”.

²⁷ Some of the above options were new in 2020. Trends are not noted for these items.

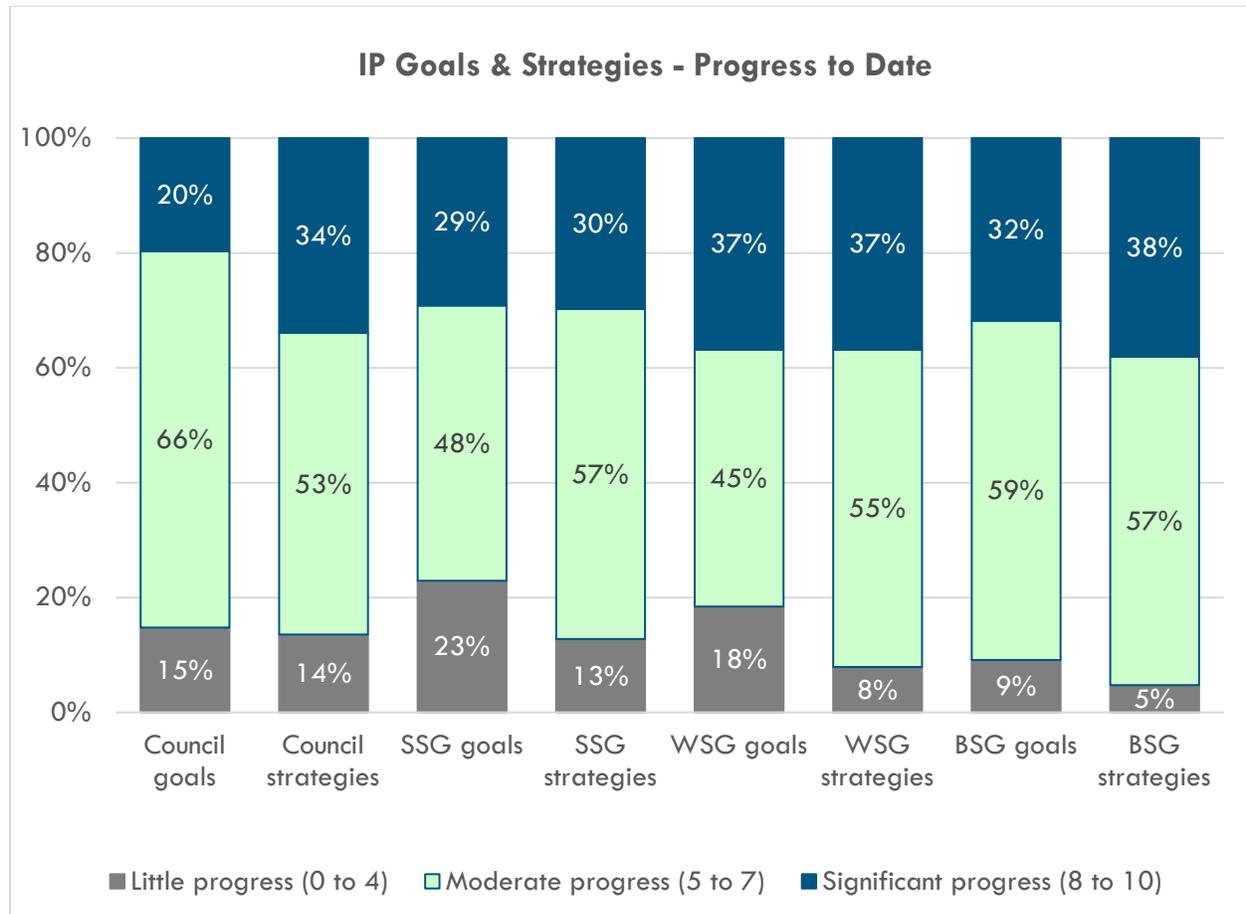
²⁸ Respondents noted Other responses of: more funding for decentralization of services, for actions to improve social connectedness, increase welcoming and acceptance of immigrants; funding for perhaps, hiring incentives for small businesses to hire newcomers? Benefiting both the small businesses who need help and can't afford to pay full wage and a job experience for newcomer, new skills, practice English and make new connections; funding for immigrant support activities; funding to support not just newcomers/PR/refugees but also temporary residents (international students or temporary workers); funding for services that helps temporary residents and their families; as well as more programs that could offer training for immigrants to get experience that could help them to find a job especially immigrants with disabilities; and actions that acknowledge immigrants' educational achievement in appropriate sectors which will remove the red tapes about Canadian certification; and recognize the profound impact of varying status on people's ability to thrive - refugees and refugee claimants are not immigrants.

²⁹ Q22. When you (or your organization) are hiring, how likely are you to consider the value of the immigrant/multicultural experiences of your new hires? (n=58)

Section 4: Mid-Term Community Action Plan Check-In

October 2022 marks the half way point in our 2020-2055 strategy to “Build Community Through Immigration.” We have accomplished much together through the first half of the strategy – from advising IRCC on issues of immigration or housing, launching the Refugee Task Force to coordinate services across sectors, increasing public awareness about immigration leading up to the provincial election, hearing from over 1500 immigrants in our biannual survey, hosting anti-racism training, launching the \$1,000,000 Economic Wellbeing Fund for entrepreneurship, supporting local employers to hire immigrants, and much more.

Respondents were asked to review the goals and strategies in IPs 2020-2025 strategic plan and share their perception of how we’ve progressed so far – responding on a scale from 0-10 with zero being “we haven’t progressed at all” to 10 being “we’ve made very significant progress”.



The majority of partners felt that we have made moderate to significant progress on our goals and strategies, though there was variation on how much progress they felt we had made across Council and the Pillars. IPC and WSG members were more likely to believe they were making significant progress towards their “own” pillar goals and strategies than SSG and BSG.

Overall IP Goals

The IP overall goals are to be a catalyst for community action on immigration, so that by 2025:

1. The value and benefits of immigration and immigrants is widely known and championed
2. Community leaders are committed and effective champions of immigration matters
3. Policies, systems and ways of working that limit immigrant potential are changed to enhance immigrant and community success

The majority of partners (85%) felt that we have made progress on the above overarching goals³⁰

- The average response was 5.9 on the scale of 0 to 10
- The average response was similar among IP Council members³¹ only (6.0 vs 5.9) but with a higher proportion feeling that we had made significant progress (25% vs 20%).

These are our overall and Council strategies to achieve those goals:

1. Champion advocacy and engage elected officials, systems and policy leaders
2. Build awareness of the Immigration Partnership and beneficial impact of immigration
3. Lead collaborative learning and community education
4. Break down silos within the Partnership and the community for immigrant and community success

The majority of partners (86%) felt that we have made progress on the above Council strategies³²

- The average response was 6.5 on the scale of 0 to 10
- The average response was higher among IP Council members only (7.4 vs 6.5) and with a higher proportion feeling that we had made significant progress (50% vs 34%).

SSG Goals

Our Settle Steering Group (SSG) has the following goals: To be a catalyst for effective service to immigrants so that by 2025:

1. Service providers increasingly have the relationships needed to find information, make the right referrals, solve problems and provide excellent service to immigrants
2. Barriers to service due to immigration status are reduced and immigrants are a priority for community service and other organizations
3. Immigrants have the necessary information to get the service they need to find a home, learn English, enroll in school, get physical and mental health care and more

The majority of partners (77%) felt that we have made progress on the above SSG goals³³

- The average response was 6.0 on the scale of 0 to 10
- The average response was similar among SSG members³⁴ only (6.1 vs 6.0) but with a lower proportion feeling that we had made significant progress (13% vs 29%).

³⁰ Q23. In your opinion, overall how has our community progressed on the above overarching goals? (n=61). This overall percentage that felt that we have made progress on these goals includes those that rated our progress as a 5 or more on a 10 point scale (with zero being "we haven't progressed at all" to 10 being "we've made very significant progress").

³¹ Including committees of Council but not including staff.

³² Q24. In your opinion, overall how has IP collectively progressed on the above 4 Council strategies? (n=59)

³³ Q25. In your opinion, overall how has our community progressed on the above SSG goals? (n=48)

³⁴ Including committees of SSG but not including staff.

These are our SSG strategies to achieve those goals.

1. Develop communication tools and strategies to simplify service systems and pathways for immigrants
2. Brand “settlement” and drive collaboration and innovation within the sector
3. Leverage service providers and planning tables as effective immigrant supports through strong relationships and collaboration
4. Activate networks of private stakeholders in serving immigrants

The majority of partners (87%) felt that we have made progress on the above SSG strategies³⁵

- The average response was 6.3 on the scale of 0 to 10
- The average response was the same among SSG members only (6.3) but with a lower proportion feeling that we had made significant progress (25% vs 30%).

WSG Goals

Our Work Steering Group (WSG) has the following goals: To be a catalyst for economic development through immigration so that by 2025:

1. Immigration is a recognized economic driver and priority in regional talent strategies
2. An employer-focused immigrant talent hub is launched and employers are able to seamlessly hire and retain immigrants living in Waterloo Region and globally
3. Immigrant-focused employment specialists are elevated as experts to support industry and economic development leaders in fully leveraging immigrant economic contributions
4. Services help immigrants across the talent spectrum find meaningful work
5. Immigrant entrepreneurs thrive

The majority of partners (82%) felt that we have made progress on the above WSG goals ³⁶

- The average response was 6.5 on the scale of 0 to 10
- The average response was higher among WSG members³⁷ only (7.6 vs 6.5) and with a higher proportion feeling that we had made significant progress (63% vs 37%).

These are our WSG strategies to achieve those goals.

1. Develop campaigns and tools to market the value proposition and economic contribution of immigrants to employers
2. Foster cohesive service to employers and immigrant jobseekers across sectors and talent
3. Engage networks of employers to hire and retain immigrants
4. Collaborate with leaders and organizations (public, private and not-for-profit) leaders to foster immigrant attraction, employment and entrepreneurship

The majority of partners (92%) felt that we have made progress on the above WSG strategies ³⁸

- The average response was 6.7 on the scale of 0 to 10
- The average response was higher among WSG members only (7.8 vs 6.7) and with a higher proportion feeling that we had made significant progress (63% vs 37%).

³⁵ Q26. In your opinion, overall how has IP collectively progressed on the above SSG strategies? (n=47)

³⁶ Q27. In your opinion, overall how has our community progressed on the above WSG goals? (n=38)

³⁷ Including committees of WSG but not including staff.

³⁸ Q28. In your opinion, overall how has IP collectively progressed on the above WSG strategies? (n=38)

BSG Goals

Our Belong Steering Group (BSG) has the following goals: To be a catalyst for immigrant integration and community vitality so that by 2025:

1. Immigrants are socially connected, community engaged and have influence
2. Ethno-cultural leaders have influence in local policy and community development processes
3. Immigration is widely supported and racism and discrimination are addressed through a regional Anti-Racism Strategy
4. Municipalities and other public sector bodies are informed advocates and leaders in welcoming, including and engaging immigrants

The majority of partners (91%) felt that we have made progress on the above BSG goals³⁹

- The average response was 6.5 on the scale of 0 to 10
- The average response was similar among BSG members⁴⁰ only (6.6 vs 6.5) with a similar proportion feeling that we had made significant progress (33% vs 32%).

These are our BSG strategies to achieve the above goals.

1. Build connections, capacity and civic engagement among ethno-cultural groups to increase immigrant influence in policy making and social connectedness
2. Work with municipalities and other public sector partners as leaders and advocates to strengthen immigrant welcoming, inclusion and engagement
3. Increase public support for immigration, and action to address racism, discrimination and foster immigrant belonging through campaigns and initiatives
4. Collaborate with systems and community tables and leaders

The majority of partners (95%) felt that we have made progress on these BSG strategies⁴¹

- The average response was 6.9 on the scale of 0 to 10
- The average response was similar among BSG members only (7.1 vs 6.9) but with a lower proportion feeling that we had made significant progress (33% vs 38%).

³⁹ Q29. In your opinion, overall how has our community progressed on the above BSG goals? (n=44)

⁴⁰ Including committees of BSG but not including staff.

⁴¹ Q30. In your opinion, overall how has IP collectively progressed on the above BSG strategies? (n=42)

Looking Forward

We asked IP partners about specific areas of focus going forward. Partners continue to want IP to support anti-racism efforts, and particularly in the following areas.⁴² See Appendix A for detailed responses.

- Facilitate training and capacity building for IP partners, community leaders and employers on anti-racist and organizational diversity/change (9 responses)
- Support public education (5 responses)
- Engage diverse communities and centre the leadership of immigrants in this work (5 responses)
- Advocate for and support system level changes and efforts (4 responses)
- Support inter-organizational collaboration and information sharing (4 responses)
- Support diverse involvement, programming and community life (4 responses)
- Employment initiatives (2 responses)
- Other (4 responses)

Indigenous reconciliation is an important area of discussion. We asked partners what they would like to see IP doing to facilitate actions toward reconciliation⁴³ and their responses included the following. See Appendix A for detailed responses:

- Facilitate learning events for IP partners and others (9 responses)
- Facilitate learning events or resources for newcomers (8 responses)
- Foster relationships and dialogue with Indigenous groups (8 responses)
- Amplify what is already being done by working collaboratively (6 responses)
- Other (4 responses)

When asked about the top goals or actions they felt we need to collectively accomplish to really move the needle on our vision⁴⁴ their comments covered the following areas. See Appendix A for detailed responses:

- Employment & employer engagement (12 responses)
- Service collaboration, networking & supports (11 responses)
- Housing (7 responses)
- Public awareness & engagement (4 responses)
- Interpretation (3 responses)
- Government engagement & advocacy (3 responses)
- Reconciliation & Indigenous relationships (2 responses)
- General/Other (8 responses)

IP partners were asked to share stories that highlight the impact of their involvement with IP⁴⁵. Stories were varied and represented all areas of Immigration Partnership work, and are included in Appendix A.

⁴² Q31. In what specific ways would you like the Immigration Partnership to help further anti-racism efforts in the community, within your organization and/or within IP over the next two years? (n=31)

⁴³ Q32. What would you like to see Immigration Partnership doing to facilitate actions toward Indigenous reconciliation? (Considering what we should be doing as well as how this might fit within our Community Action Plan.) (n=31)

⁴⁴ Q33. Thinking about next 2 ½ years, please share the top 1-2 specific goals or actions you feel we need to accomplish through the collaborative work of IP to really move the needle on the IP vision. (Our Vision: "Immigrants will reach their full potential and contribute to creating and sustaining a thriving, prosperous community for everyone.") (n=33)

⁴⁵ Q34. Please share one story that highlights the impact of your involvement with the Immigration Partnership in the last 12 months. This will allow us to share stories with others to show the impact of our collective work. (n=22)

Appendix A: Detailed Responses to Qualitative Questions

Some responses included multiple distinct ideas/comments. In most cases, these were broken up below and included under multiple headings. With some responses, however, the response as a whole was needed to provide context and clarity. In these cases, the whole response was included under multiple applicable headings – with the second occurrence in italics.

Q16. What are some of the most pressing challenges you anticipate for your organization when it comes to immigration and supporting immigrant success over the coming year? (n=53)

- Housing (14 responses)
 - Affordable housing
 - COSTS OF HOUSING
 - Finding housing.
 - Housing (affordable)
 - Housing
 - Lack of affordable or geared to income housing
 - Not enough affordable or suitable housing
 - Housing issues. I believe a lot of immigrants suffer from high cost of rental and the bottlenecks associated with an immigrant getting a home.
 - Housing
 - Housing *as well as job opportunities* are also major concerns.
 - Supporting clients to find low-income housing that is suitable for their family size
 - Housing
 - Lack of host homes, financial aid or tax breaks for hosts, volunteer burn out
 - Affordable housing as it is the foundation for people successfully settling
- Funding/resources in relation to community needs (12 responses)
 - Capacity, we are under funded by the government and would benefit from greater staffing to ensure we can meet the needs of our clients.
 - Funding
 - Funding cuts have caused a reduction in classes to help immigrants reach their language goals. Lack of in-person evening classes means we are not able to support those who are working at low level jobs and unable to improve their English.
 - Funding is the most pressing challenge because not all immigrants are eligible to be served by the current funded programs.
 - Not enough funding
 - Not enough funding to provide adequate support to new comers accessing our services.
 - Operational funding
 - We don't have enough fund to support them
 - Less funding for mental health support.
 - Too many people for services
 - Increased demands on resources. Funder limitations.
 - High volume of incoming Ukrainians
- Employment supports/barriers – for employees and employers (8 responses)
 - Job opportunities
 - Meaningful employment
 - Meaningful Employment
 - Helping employers remove barriers to hiring. Helping employers execute diversity and inclusion strategies
 - More need for employment
 - I have been working with newcomer entrepreneurs since 2017, 70% of my clients are immigrants to this day, I have developed a seminar for Newcomer entrepreneurs and delivered many outreach webinars to partner organizations working with newcomers and immigrants. However, until January 22 the City of Waterloo did not have any specific policies for newcomers/newcomer entrepreneurs as immigration is outside of scope for the municipal government. The City, however, has committed to different projects related to DEI. Specifically, in January 22 a DEI team was formed. Since then we have had discussions on developing programs and policies to address the needs of equity seeking

- groups, including newcomers. At the moment, we have not formalized any programs or policies, this is still a work in progress.
 - *Housing as well as* job opportunities are also major concerns.
 - Job Opportunities
- Outreach/engagement to newcomers (7 responses)
 - Communicating to the groups that would benefit from our service.
 - 1. Disseminating of information regarding the services provide. 2. Poor engagement from newcomer communities
 - Community Engagement, system level, funding, Islamophobia, hate crime, wellbeing, equity, diversity and inclusion
 - Connecting with immigrants across Waterloo Region
 - Covid presented challenges in the past few years. We have the challenge to get the immigrants to come out of their homes now to attend programs. Winter months are always a challenge for immigrants, in terms of appropriate clothing, mode of transportation and the exposure to cold. Hence a challenge for the organization to get the immigrants to venture out.
 - Reaching immigrants and refugees, connecting with them so they know about our programs.
 - Trying to re-establish audiences to the Gallery's programs after the restrictions of the pandemic has been lifted.
- Health (6 responses)
 - Effectively functioning healthcare
 - Health services
 - Not enough family doctors
 - Our biggest challenges are accessing primary care for Newcomers
 - Access to family doctors
 - Lack of primary care providers due to slow/blocked methods of obtaining permission to recruit to the rural community which is not perceived as being underserved despite the fact that a high percentage of people would prefer to receive care locally but have to seek care in the urban area creating further pressure
- Language learning (5 responses)
 - Helping them to learn English successfully and to adapt well to the new environment
 - Language barrier for those who aren't fluent in English
 - Language barriers. I volunteer teaching English through the YMCA.
 - *Funding cuts have caused a reduction in classes to help immigrants reach their language goals. Lack of in-person evening classes means we are not able to support those who are working at low level jobs and unable to improve their English.*
 - ESL supports
- Temporary resident supports (incl. international students) (5 responses)
 - The allocation of resources - so little money given to support refugee claimants, few programs for work permits
 - Supports for temporary residents is sometimes lacking.
 - Limited funding to serve non IRCC eligible clients, especially refugee claimants
 - International student visa processing issues. International students finding relevant work experience
 - We are inundated with international students accessing our food supports. We cannot keep up. We are serving upwards of 50 unique students a week... which is hundreds more households a month. 95% of these students are from India and attending Conestoga College. We also have experienced a major increase in need when high numbers of refugees are living in transitional housing in Cambridge. Again - we absorbed serving upwards of 30 new families a month. Some of our most pressing needs to be able to support folks successfully is language barriers.
- Interpretation/translation (4 responses)
 - Availability of interpretation services
 - Collaboration and referrals to agencies helping immigrants and refugees
 - Increasing need for interpretation to assess the needs of some immigrants whose language is very low!
 - Medical interpretation

- Government processes/policy (3 responses)
 - Government practice that delays process and/or obstructs successful settlement
 - Immigration policy and support by govt
 - Canadian red tapes
- Geographic service gaps (3 responses)
 - Lack of services in Cambridge.
 - Ensuring we're serving and providing sufficient services for the increased diverse populations, cultures and perspectives in the rural townships i.e. ESL supports/conversation circles. Finding and engaging more consistently with the organizations offering these services, and advocating for these services in the rural areas.
 - *Lack of primary care providers due to slow/blocked methods of obtaining permission to recruit to the rural community which is not perceived as being underserved despite the fact that a high percentage of people would prefer to receive care locally but have to seek care in the urban area creating further pressure*
- Staffing (3 responses)
 - Ability to attract and retain qualified employees - particularly those who speak multiple languages and where specific training is required (eg clinicians)
 - Counsellors who represent the Newcomer communities
 - Employee retention (many folks are leaving the non-profit field)
- Basic needs (3 responses)
 - Food insecurity
 - Providing basic needs that are not readily available
 - Financial aid for Ukrainians while they learn English
- Understanding critical needs (2 responses)
 - We have a lot of flexibility in identifying our own service priorities, but identifying how and whom to help is a challenge.
 - Understanding what programs or services we could implement that would make a positive difference in the lives of immigrants.
- Public awareness/education (2 responses)
 - Education and awareness raising around the issues newcomers and refugees face when coming to our community and getting support from the public.
 - Plight of refugees is no longer front page news
- Organizational learning (2 responses)
 - To learn as much as we can from the newcomers themselves to support them better.
 - We are a larger organization and as such some services are more welcoming and inclusive than others. We are working on changing this.
- Service coordination (2 responses)
 - Need for more coordination for support services for immigrants
 - Working through duplications of service within the sector.
- Other (7 responses)
 - Educational discrimination
 - Children
 - Providing French language services in all areas. Lack of referrals to our Board from partner organizations that are the first point of contact for immigrants and newcomers in the region.
 - Educating our new City Council on the work and role of the Immigration Partnership, assessing the new Council's support of that work.
 - A challenge is how to reach more immigrants and share the information on cycling, walking and transit as a great option for traveling in Waterloo Region.
 - We are not an immigrant service organization
 - NA

17. Briefly highlight any significant anticipated demographic shifts, changes or emerging issues in the coming year. (n=36)

- More immigrants/refugees/claimants/international students (impacts on resourcing) (13 responses)
 - As a result of cheaper flights from Mexico/other countries from airlines like Flair, we are seeing an increase in the amount of refugee claimants arriving directly to Waterloo Region - concerns with human trafficking, etc. Already do not have enough housing etc.

- I believe more refugees are coming due to current wars and perhaps due to climate change. Housing would continue to be an issue that will put more pressure on the settlement sector.
- Increase in new immigrants including refugees. Financial pressures creating more housing and food insecurity.
- Increased number of immigrants (esp. refugees), and international students questions about whether our community reaching the maximum number of immigrants in need of support (i.e. GARs needing housing and other supports, international students needing housing and some needing community supports, Ukrainians needing housing, employment, etc)? housing will continue to become dire as cost of living increases across the board - not to mention increased housing costs
- increased visibility of diverse populations, cultures and perspectives in rural townships that we serve.
- Increasing refugee claimants
- Lack of support for temporary residents. Our region continues to attract international students and migrant workers - who eventually transition to permanent residents - but we do not have a good support system for them through their transition.
- More international students
- Continued increase of international students in the region.
- Demographically we are seeing an increased need for food supports from New Canadians. A new and alarming issue is international students and the rate in which we are registering new households associated with this demographic.
- More people needing support.
- The consistent influx of refugees and new-comers to the region contrasts with the lack of additional resources.
- Always changing. Anticipate more beginner level ESL Students.
- Uncertain changes/specific demographic groups/global events (9 responses)
 - Face of regions changing each day
 - I have seen and worked with more newcomers from Ukraine as a result of the current war. Post pandemic I have see more South Asian clients, with a decline in Asian clients. There are too many political, economic and health factors on an international scale to consider and be able to anticipate what would be the shift.
 - Increase in Ukrainian and Afghan refugees
 - Potential increase in Ukrainian Community.
 - We have been experiencing an increase in referrals for more South American/Spanish speaking participants. There have been quite a few years where Arabic speaking participants were the majority of referrals and this is changing. We are also seeing more people from Ukraine and being asked for groups/programing specifically for Ukrainians.
 - The people stuck in Afghanistan will need urgent action.
 - Not so much a new shift, but continuation of the same shift - many Ukrainians were approved to come to Canada under the CUAET program. Additionally, the new program to allow Afghani groups of Five and community groups to sponsor family members from Afghanistan without RSD)
 - The region will welcome more immigrants from Africa and India
 - Too early to understand Ukraine outcome
- Increased diversity/inclusion, division, discussion about racism (4 responses)
 - Community division and anti-immigrant hate and intolerance that is based in scarcity, nationalism, and white supremacy.
 - heightened division of help pitting one group against another and making it hard for communities to welcome as resources are treated as scarce and only for certain groups
 - Inclusion and more diversity
 - Increasing workplace diversity and racial and ethnic diversity among youth. Increasing number of senior citizen, which means increasing need for serving old people and more demand for economically-active people.
- Housing (4 responses)
 - Housing costs
 - *Increased number of immigrants (esp. refugees), and international students questions about whether our community reaching the maximum number of immigrants in need of support (i.e. GARs needing housing and other supports, international students needing housing and some*

needing community supports, Ukrainians needing housing, employment, etc)? housing will continue to become dire as cost of living increases across the board - not to mention increased housing costs

- The issue of Housing will become and remain an urgent issue.
- Need for more housing options
- Mental health struggles (2 responses)
 - Increased mental health needs
 - *Inflation and Mental health* will impact our community after COVID 19 have a great impact on families which will be a significant demographic shift.
- Affordability and increased/continued economic needs (2 responses)
 - *Inflation and Mental health* will impact our community after COVID 19 have a great impact on families which will be a significant demographic shift.
 - More people 60+ are retiring. teachers and nurses are retiring closer to their 57/58 (GenX is leaving) and burn-out is driving some of that. I have heard from the Guelph LIP that new numbers (from IRCC) released show that we will not meet the 400,000 this year which will put us further behind. Affordability in the Canadian economy is making immigrants re-consider Canada as a destination (Ontario's cost of living is also a factor over cheaper provinces which also need talent)
- Other (5 responses)
 - A Shared Micromobility Service will be launched next year by the Region of Waterloo together with a 3rd party service provider. Shared Micromobility will enable residents of Waterloo Region to rent a bike, electric bike and electric scooter for short trips around the region. We hope to share this information with immigrants and how this service can benefit them as they travel around the region.
 - The province says they are focusing on engaging higher language level learners. The goal is to get immigrants into jobs.
 - With the pandemic, there were many changes in the manner in which the Gallery presented public programs. We anticipate that we can engage more individuals in the coming year as many of the restrictions have been lifted.
 - I am not sure
 - N/A

Q19. If you have any comments or differentiating factors to share regarding the above question please explain here.. (n=22) [...regarding if the needs of immigrants in Waterloo Region are being met better in the past 12 months compared to previous years, in various areas.]

- Funding/resources (5 responses)
 - Provincial funding for English language classes was decreased
 - Funding cuts in summer 2022 to ESL programs is not beneficial
 - Funding cuts in language training and lack of options.
 - During the pandemic, various agencies including the WRSBC and City of Waterloo have surveyed small business owners / immigrant business owners to identify their needs, gaps, etc. More support programs have emerged to allow businesses to continue their operations. Although, we are still in recovery, there were more business support programs developed in the past 2 years. However, access to funding is still a challenge. The arts and culture sector was hit very hard.
 - Police services tend to take the lions share of what resources are available yet they are among the most expensive and least effective at moving societal gaps.
- Improved service delivery (especially in-person) as pandemic eases (3 responses)
 - Having programs open up again after COVID is beneficial for many.
 - The pandemic meant that services were not able to be delivered as effectively as in the past as virtual delivery of services is much more difficult for those for whom English is a second language. With the return to more in person services, things are beginning to improve.
 - Most services have improved as organizations have been able to open up and see people in-person.
- Racism (3 responses)
 - Racism and systemic issues continue to be highlighted and a concern.

- Not all organizations / employers are equipped to meet the needs of immigrants as a whole.
- *Housing issue and health care plus language service are critical issue.* Hate crime is main focus
- Housing (3 responses)
 - We are in an affordable housing crisis that is severely affecting immigrants and refugees
 - Lack of affordable housing (not only subsidized housing, but actually affordable housing for people who work and are willing to rent and/or buy).
 - *Housing issue and health care plus language service are critical issue.* Hate crime is main focus
- Health (2 responses)
 - The health sector is a huge barrier with little to no Dr. willing to take on Newcomer patients. There is a focus on this for the upcoming year but plays a huge role in wellbeing.
 - *Housing issue and health care plus language service are critical issue.* Hate crime is main focus
- Other or unsure (13 responses)
 - Lots of services but some not available to temporary residents or at least the clients are not aware of them.
 - Post-COVID challenges to healthcare, backlogs within all systems
 - I think we should revisit the goals and strategize with each partner about how they can meet those goals through the individual mandates of each partner organization. We should also have better/ structured ways to amplify each others' programs and services
 - It will be great if 'Transportation and Commuting Services' can be included in the future.
 - Mental Health services were not enough to support people who are struggling with Mental health issues especially during the pandemic, patients are struggling to have support to integrate them in the community by offering some sort of support and training.
 - I use to work as a volunteer interpreter for medical, legal and other services.
 - We do not work closely with individuals on referrals to these kinds of services, unless they present a need
 - I am sorry I don't have any real insight to have a confident response to that question above as I work in food supports.
 - I interpreted 'not at all' to mean staying the same.
 - I did not answer some as I am unsure
 - I honestly don't know the answer to most of these.
 - N/A
 - None

Q20. Do you think immigrants have more easily been able to contribute to creating and sustaining a thriving community in the past 12 months, compared to previously? - "Other" responses (n=9)

- Employment & volunteering related comments (5 responses)
 - Their talents are being more considered because we are in a people shortage. In our research we heard many moved up the career ladder.
 - New businesses and more immigrants are employed to key positions within the region
 - Immigrants make up the young population of workers, we are able to take on multiple jobs thus pay more taxes. Immigrants take on more of the manufacturing and production jobs which helps to meet the needs of our growing population. We also have a lot of small business, all of which adds to the GDP of the region.
 - Many front-line workers are immigrants. They help strengthen the work force and the economy
 - Most volunteers in the community are immigrants
- Programming & funding related comments (4 responses)
 - Several community funds became available in 2022 that were specifically targeted to various equity groups, including immigrants. This has distributed a fair amount of data to smaller groups/associations doing great work.
 - There are a lot more immigrant led programs available in the community.
 - I think the Welcoming Week activity and KW Multicultural events have been very instrumental in enabling immigrants to thrive in our community.

- An example of this are the different multicultural festivals that take place throughout the year and that enrich the economy and culture of our region: Multicultural Festival, Oktoberfest, Irish Festival, etc. This year, immigrants have had the opportunity to participate as hosts in public spaces as the Covid-19 restrictions have lifted

Q31. In what specific ways would you like the Immigration Partnership to help further anti-racism efforts in the community, within your organization and/or within IP over the next two years? (n=31)

- Facilitate training and capacity building for IP partners, community leaders and employers on anti-racist and organizational diversity/change (9 responses)
 - Continue educational programming on white supremacy
 - Continuing to offer trainings
 - I would love for you folks to aid us in further educating our team on anti-racism efforts and how we can do more.
 - Provide training that can be a train the trainer model and can be used in a way that is relevant to local neighbourhoods.
 - Deliver workshops on these issues to our participants.
 - Training on practical ways to model equity across the community. Schools, governance, workplaces, community services, etc. Time to walk the talk.
 - To continue education staff about anti-racism issues and workplace diversity.
 - Training, tools and templates that inform what agencies should be doing.
 - Offer educational opportunities etc. to IP partners.
- Support public education (5 responses)
 - Communication
 - Continue the lawn sign campaign continue access to training and info, like the session on White supremacy (just naming that was so important!). Are there tangible ways to support and/or amplify the work of the Region's Anti-Racism Advisory group? Would that group be interested in connecting with the IP?
 - Continue to do public education campaigns, *offer educational opportunities etc. to IP partners*. It would be good to engage with the larger community, employers through WSG if possible as well.
 - Continue to take a lead, campaign messages, keep it present but don't kill the message by overdoing it. It is everywhere right now and people are more aware overall. Slow and steady.
 - Education is the key! It has to start at an early age. Start programs in schools.
- Engage diverse communities and centre the leadership of immigrants in this work (5 responses)
 - Better community engagement and supporting grassroots level community organization
 - Collaborate with other agencies to enable events celebrating different cultures and ethnicities. In the past year, I had a conversation about black entrepreneur representation. I was told by one of the black entrepreneurs that there is no representation or specific support and opportunities for black entrepreneurs. They wanted to organize a Black Entrepreneur Vendor Market. I tried to help facilitate it, but it required more effort than I had time. We have Lift Off program now by CCAWR with whom we can partner on something like this. It seems to be a common theme - organizations trying to create opportunities by themselves and not being able to find enough resources to pull this as this is not their primary focus (like in our case). Working together on such opportunities could bring better results.
 - Talk or present positive ways immigrants have contributed to our community.....like the book: Peace by Chocolate!
 - Create an Anti-Racism Fund to support community-led projects that address racism and discrimination in the community and promote inclusion and belonging.
 - They can help us allocate sustainable funds to address these issues. Also, Come and participate in our events.
- Advocate for and support system level changes and efforts (4 responses)
 - Work at the systems level to organize and champion these efforts
 - Amplify the collective community and partner voices that make up IP through advocacy for systems level changes.
 - As employment and community engagement grows for immigrants, so will acceptance and anti-racism.

- Support anti racism laws
- Support inter-organizational collaboration and information sharing (4 responses)
 - Continuing to send information through email and newsletter
 - Effective collaboration with other agencies.
 - We can plan some program together
 - It needs to engage and stop trying to do things on its own. Engage with community and partner with the equity departments in the cities of Kitchener, Waterloo & Cambridge as well as the Region to work out solutions. If the issues concern students work with the school boards. The ISP can achieve little on its own. It doesn't have access to the systems that need to be changed. Right now the general public had no idea of your existence or purpose.
- Support diverse involvement, programming and community life (4 responses)
 - How do we get the message out to rural and incorporate that inclusiveness? With so many people moving out and about, I am seeing towns taking in more people who are more diverse. Services don't exist. There are changes and those who have lived there for years are upset their towns are growing and changing.
 - I believe that one part of anti-racism efforts involves integrating immigrants into various industries such as farming, manufacturing, etc. Having immigrants and Canadian citizens work and play in partnership, side by side removes stigma and bias on all sides. I suppose this process takes time.
 - Increased bilingual campaigns, events and service coordination and referrals.
 - Getting people from different ethnic groups
- Employment initiatives (2 responses)
 - Give incentives to employers for hiring racialized immigrants.
 - Help support targeted summer jobs employment matching
- Other (4 responses)
 - Continue to do what they do
 - Larger marketing of IP and its impact in community outside of the social work network.... easier said than done I know :)
 - Need to turn the anti racism commitment to a living strategy - and use strategy to inform work
 - Make Anti-Racism resources easily and readily available to immigrants -Set up a structured referral policy for third party reporting portals and victim support centers - Engage public officials to promote the use community spaces to display relevant information about available resources (e.g. libraries, community centers, public transport, etc.)

Q32. What would you like to see Immigration Partnership doing to facilitate actions toward Indigenous reconciliation? (Considering what we should be doing as well as how this might fit within our Community Action Plan.) (n=31)

- Facilitate learning events for IP partners and others (9 responses)
 - Continue to bring more knowledge sharing workshops between the indigenous communities and the larger community.
 - Continue to build and foster relationships with our indigenous groups. More training and activities that improve knowledge of truth and reconciliation. Especially within grassroots organizations.
 - Continue to offer learning opportunities, like those the BSG has done Continue to grapple with questions of what it means to invite/welcome people to lands that have such a complicated history how we might work alongside Indigenous peoples to have a meaningful part in that invitation/welcome (if they want to or have the capacity to).
 - Education. Host events
 - Events and other opportunities to learn about not only about Indigenous culture, but also the Métis and Inuit cultures. This province and country have a big Métis population, however we seem to continuously overlook the Métis people, their culture and their contributions to Canadian society. A lot of francophones are Métis, and it would be great to work with indigenous leads from School Boards and community partners.
 - I would like us to explore how welcoming immigrants connects to indigenous reconciliation - we are contributing to ongoing settlement on historically indigenous lands. What does this

- mean? What is our responsibility in this? Certainly it includes increasing awareness of IP partners *and likely among newcomers that we support*, but does it mean something else beyond that? Perhaps we could talk with other LIPs to find out what is being done and discuss this in more detail with them.
- More public education events. More programs focussed on implementing the calls to action from the Truth and Reconciliation reports.
 - Provide ongoing training and education to the settlement agencies in the Region - available throughout the year and not just around Sept 30th. Many organizations are tasking their employees with delivering truth and reconciliation training, yet they may not be an expert or well positioned to deliver.
 - Start with creating space for sharing what is being done continue to develop that space in order to build a set of shared resources and activities that could be used.
- Facilitate learning events or resources for newcomers (8 responses)
 - Organize webinars or workshops for newcomers to teach them about Indigenous history in different languages.
 - I think education to new settlers is important. I have seen quite a few immigrants undertake their own education but not all. Opportunities for the 2 groups to talk is always good.
 - I would like the IP to take the lead on developing a local resource with information for newcomers about our local indigenous context (nations, history, current issues in our region). This could be done in collaboration with folks from the settlement sector, and the indigenous community, and could be used by local settlement agencies, as well as newcomers.
 - I would like us to explore how welcoming immigrants connects to indigenous reconciliation - we are contributing to ongoing settlement on historically indigenous lands. What does this mean? What is our responsibility in this? Certainly it includes increasing awareness of *IP partners and likely among newcomers that we support*, but does it mean something else beyond that? Perhaps we could talk with other LIPs to find out what is being done and discuss this in more detail with them.
 - Same as above. Broaden reach of inclusion of facilitators. Appropriate time to introduce indigenous reconciliation with immigrants respecting their own journey in a new country.
 - Whatever we do should be rooted in our strategy and help build community capacity towards reconciliation. How do we bring that back to supporting immigrants. A few ideas: Create shared resources to help immigrants and others understand Indigenous history in Canada and Waterloo Region and Indigenous communities in WR. *Help build bridges between Indigenous groups, groups supporting immigrants and immigrants themselves.*
 - To educate newcomers about the history of Canada and the truth and reconciliation recommendations and how to be allied to indigenous people.
 - Targeted actions linked to the Truth and Reconciliation report. More land based learning programs especially for new immigrants
 - Foster relationships and dialogue with Indigenous groups (8 responses)
 - Continue to offer Indigenous programs to the public such as CrowShield Lodge's events. There is greater interest to the Indigenous cultures here in our community than has been shown in the past. Capitalize on this interest to foster greater awareness and friendships.
 - Continue to build and foster relationships with our indigenous groups. *More training and activities that improve knowledge of truth and reconciliation. Especially within grassroots organizations.*
 - I am not familiar with the work done by IP in this regards so far, but in my opinion, this question and any discussions should be addressed with Indigenous groups and advocates directly as this is one of the biggest social challenges Canada has been facing since its inception. For example, within our DEI team at City of Waterloo we have the Indigenous Advocate, who, I am sure, will be happy to discuss this question. I am happy to facilitate the intro.
 - Explore work opportunities for indigenous people and engage their organizations
 - Continue to bring more knowledge sharing workshops between the indigenous communities and the larger community.
 - Learning more about them & their needs
 - Round table community discussion between Indigenous and Immigrant communities
 - Whatever we do should be rooted in our strategy and help build community capacity towards reconciliation. How do we bring that back to supporting immigrants. A few ideas:

Create shared resources to help immigrants and others understand Indigenous history in Canada and Waterloo Region and Indigenous communities in WR. Help build bridges between Indigenous groups, groups supporting immigrants and immigrants themselves.

- Amplify what is already being done by working collaboratively (6 responses)
 - As above. It's not the ISP's job to decide what needs to be done - meet with the Region's Director of Reconciliation as well as the Indigenous staff within the equity departments named above. There are at least 5 Indigenous organizations in the community that should also be partnered with.
 - Along the same lines as the previous question, raising awareness, using the IP platform to inform and educate where you can. Lead by example by integrating new practices
 - Collaborative initiatives that leverage agencies doing this work.
 - Continue great work started toward collaborations and breaking down silos.
 - I am not sure about this one. There seems like there are many groups doing this. How do we work together with them.
 - Working together directly with the group and facilitating with other community groups
- Other (4 responses)
 - Unknown
 - This is a challenge.
 - More awareness and more indications of how others can be engaged on a practical basis.
 - Tangible actions and activities toward indigenous reconciliation

Q33. Thinking about next 2 ½ years, please share the top 1-2 specific goals or actions you feel we need to accomplish through the collaborative work of IP to really move the needle on the IP vision. (Our Vision: 'Immigrants will reach their full potential and contribute to creating and sustaining a thriving, prosperous community for everyone.') (n=33)

- Employment & employer engagement (12 responses)
 - See the Immigrant Talent Hub come to life.
 - An employer-focused immigrant talent hub is launched and employers are able to seamlessly hire and retain immigrants living in Waterloo Region and globally
 - The Employer Hub will have a huge impact
 - Finding jobs
 - More employment success stories. Greater number of local employers with positive immigrant hiring experiences.
 - Employment - more advocacy to governing bodies via partners
 - Ensuring a smooth settlement into Waterloo Region by offering *affordable housing and work opportunities*.
 - Work with employers to encourage education and understanding of why this region needs foreign workers and how that will benefit the region as well as their organization.
 - Establish employment services that truly meet the needs of immigrant job-seekers and employers, even if it means discontinuing some programs that have a long history, but have provided few results.
 - Provide assistance (translation, ESL training, education equivalency tests, placement opportunities at first as a volunteer to expose them to the employment places in Canada.
 - Healthcare - both service and employment of international trained medical staff
 - We need to retain! We do good at attraction but, like most, we need to retain (housing, well-paid opportunities) - maybe we need to look at larger advocacy work in partnership with chambers, etc. Let's get some numbers that show impact We need to stop waiting on government. They aren't moving fast enough so let's try a pilot somewhere with private industry like a developer to see what we can move the needle on
- Service collaboration, networking & supports (11 responses)
 - Continued community networking opportunities
 - Make a central hub for information and accessing services and referrals to services offered by community partners
 - Collaborate with other community spaces to set up information desks (libraries, sport centers, gyms, farmers markets, etc)
 - Increase our efforts to collaborate with francophone partners, including French language School Boards.
 - Collaborative efforts with newcomers and community organizations and leaders

- Create a community of learning and sharing that fosters greater communication and collaboration. Continue to make connections with organizations that immigrants might touch at some point.
- Focus on funding the grass root organizations that are doing a lot of work with Immigrations and refugees.
- More collaboration between grassroots organizations. Actual support for grassroots organizations by way of funding, training/workshops, or collaboration on projects.
- Providing more access to resources
- Increase services and access in Cambridge so immigrants can make Cambridge their home.
- Knowledge of and collaboration amongst providers
- Housing (7 responses)
 - Affordable Housing
 - Affordable Housing
 - Housing improvements
 - Ensuring a smooth settlement into Waterloo Region by offering affordable housing *and work opportunities*.
 - Advocate for housing options - e.g. at multiple government levels, being vocal about disincentivizing housing as a money-making / investment venture
 - Housing seems to be a big concern, so productive ways to engage community members and service providers in this discussion seems like it would be useful.
 - Better housing
- Public awareness & engagement (4 responses)
 - Constant Campaign messaging - keep the word out there about value of immigration as well as messages about anti-racism and inclusion.
 - Highlight positive outcomes community outreach
 - Digging into the capacity of individuals and neighborhoods to be welcoming - jumping on the lessons of the welcome for Ukrainians to help Canadian's be more welcoming for other newcomers
 - Addressing the misconceptions about newcomers and refugees
- Interpretation (3 responses)
 - Achieve a long term solution to the medical interpretation shortfall.
 - Interpretation is a key issue for many newcomers that are most vulnerable. We need to move this forward at a community level. We need to build ambassadors in key public and visible roles that can champion the benefits of immigration and encourage us as a community to be more welcoming.
 - Interpretation improvements
- Government engagement & advocacy (3 responses)
 - Deep engagement with new municipal councils to leverage their voice on behalf of newcomers with upper levels of government.
 - To work with all government levels for creating the equitable community where immigrants can find the fair opportunity to succeed and prosper.
 - Policy change and advocacy within the municipal, provincial, and federal spheres. Many of the service providers want to see change at these levels, but do not have the capacity to dedicate time to lobbying and advocacy.
- Reconciliation & Indigenous relationships (2 responses)
 - Increase our efforts towards reconciliation with Indigenous, Métis and Inuit people of our community.
 - Focusing on reconciliation and bridging the gap between indigenous folks and newcomers is an important part of ensuring that we have a prosperous community for everyone.
- General/Other (8 responses)
 - Getting immigrants more involved in the community
 - Increase the number of immigrants being served Increase the number of immigrants whose needs are met and who have moved on to gainful employment
 - Continuing to shine the light on barriers and get others involved in breaking those down
 - Keep working on this positive vision and highlight successful situations!
 - Immigrants and refugees will have the opportunity to contribute, belong and thrive as in integral part of the whole community.

- How to truly help newcomers settle and integrate faster - regardless of status.
- Mental health initiatives
- Unsure

Q34. Please share one story that highlights the impact of your involvement with the Immigration Partnership in the last 12 months. This will allow us to share stories with others to show the impact of our collective work. (n=22)

- Being able to share information that directly impacts ESL students' daily lives for the better.
- Coming to the understanding the need for immigration partnership, settlement agencies and community to work together. Keep the lines of communication and collaboration open. Think outside the box. Through my experience my husband and I felt confident to open our home knowing the support available to us. We will also continue on our journey of learning about the experiences of refugees and how we can make their experience an easier one.
- Finding housing successfully and teaching English at Reception House to young women, one of which became involved in a beauty pageant that I recognized when she was in the news on TV!
- Having one of our international students work with the IP
- I haven't been as active on the Belonging group as I would have liked due to increased work here and staff shortages. As a result of attending the few meetings I have, I have met and worked alongside folks from YMCA Settlement Services and Reception House - this is bc of IP.
- I really think we did a great job promoting the #RacialEquityWR Campaign at the Multicultural Festival in June through our social media platforms. It allowed many people to know about the campaign and others to post their picture participating in the campaign sharing their 'We All belong message.'
- I was invited to speak on refugee perspective and youth volunteer impact in our community. I was so impressed to see the attraction of the people toward IP's work.
- Increased and enhanced partnerships due to more virtual work. Easier to access time with people. A great partnership with World Education Services on a new Waterloo Region Employer Playbook. Closer partnerships with Economic Development teams, Immploy (London), Workforce Planning Board and more. Representation on the Chamber's DEI committee as well.
- Increased collaboration with IP partners: - The Kitchener-Waterloo Multicultural Centre through sponsorship opportunity - Idea Exchange through the Migration Film Festival
- Our group has welcomed people who are fairly new to Canada and included them in our weekly conversations. A member assisted a woman who was having issues with her landlord and another woman who needed a familiar face around during a visit to the doctor.
- Partnership opportunities
- Setting up the Isabella Street Guesthouse for Ukrainian newcomers in St Jacobs would not have happened without the advice and support of IP organizations and KW Multicultural Centre in particular.
- The CMW partnered with the IP to host a one day online webinar highlighting the work of local organizations working towards countering hate and racism. Delegates from various organizations were mobilized to address the audiences of the work that is happening in the region and how others could support and amplify the work. This took place in March on the International Day of Eradication of Racial Inequality.
- The formation of migrant workers coalition - a coalition of services allies whose mission is to improve the working and living conditions of migrant workers
- The Gallery continues to enjoy being part of the Belong Steering Group and learning about all the work the Immigration Partnership is doing in the community.
- Through IP I was able to more intentionally connect with Health services - CFFM and Sanctuary and as a result was able to place mental health staff who focus on Newcomers in these spaces and find new ways to engage with people early on in their settlement journey.
- Through our involvement and attending the meetings and events organized by IP (WSG), we have developed a good relationship with many employers. This relationship helped us

connect our clients with them. This kind of connection helped our clients have a good opportunity for networking and being hired at the professions they were targeting.

- We have been reviewing our fee assistance program that provides funding for people living on low income to participate in City-run recreation activities. We needed to make some changes to eligibility based on immigration status. Connections/relationships developed at the BSG made it easier to know who to connect with in the settlement sector to ask our questions and get advice on the best approach.
- We provide culturally and spiritually sensitive counseling and when people come to us so depressed and lost hope in life we try to help them figure out another way to live their life by providing the right services and therapies to them which help me think about the future in a different way. We have a young boy who lost his way when he migrated to Canada and he sought counseling through our organizations after few sessions we helped him put his life together and started going to school after quitting for months. He said 'Counselling changed my life for better and thank you to MSS for providing this service to Immigrants and refugees here in Waterloo Region'.
- Welcome week and Newcomer info night were successful! Hopefully events like these help folks to feel more like they belong in our region, and are getting connected to the appropriate resources to help them settle
- Welcome week. We participated, running our Newcomer Picnic which provided the opportunity for our Cambridge community meet their new immigrant neighbours.
- Whenever we start new programs, we are able to share with the BSG steering committee for further exposure of the service we are providing.

Appendix B: Detailed Responses for Multiple Choice Questions

13. Please rate your level of agreement with the following statements as relates to your work with immigrants in Waterloo Region. (n=69 to 72, depending on the item below)

In the past 12 months, as a result of our connection or collective work through the Immigration Partnership my organization or I ...

	A great deal	Quite a bit	Some-what	A little bit	Not really
Am committed to the success of the Immigration Partnership (n=68)	66%	29%	4%	0%	0%
Have aligned our vision or activities with those of the Immigration Partnership (n=57)	35%	37%	23%	2%	4%
Feel motivated to contribute and follow-through with actions of the Immigration Partnership (n=66)	41%	48%	9%	2%	0%
Have aligned internal policies with those of the Immigration Partnership (n=51)	27%	24%	31%	8%	10%
Have an increased awareness of the services offered in the community (n=65)	45%	45%	5%	5%	2%
Have increased knowledge of newcomer needs and service pathways (n=67)	45%	37%	12%	4%	1%
Make more or better referrals to other organizations (n=57)	28%	44%	19%	9%	0%
Receive more or better referrals from other organizations (n=48)	8%	40%	27%	13%	13%
Have entered new (formal or informal) partnerships to better serve immigrants and refugees (n=60)	20%	47%	15%	12%	7%
Work better with settlement agencies (n=54)	13%	43%	26%	7%	11%
Get better feedback about our services and programs from immigrant clients (n=42)	21%	33%	26%	7%	12%
Have implemented specific initiatives to support newcomer welcoming and inclusion (n=59)	31%	41%	19%	10%	0%
Work more collaboratively with other organizations (n=64)	38%	41%	20%	2%	0%
Have greater communication about immigrant needs/issues (n=68)	35%	40%	21%	1%	3%
Have greater coordination around immigrant needs/issues (n=63)	30%	37%	21%	8%	5%
Have acquired stronger abilities and tools for welcoming and responding to newcomer needs (n=66)	30%	36%	23%	11%	0%
Have made organizational changes that are positively impacting immigrants and others (n=55)	27%	29%	35%	7%	2%

14. Please rate your level of agreement with the following statements. (n=67 to 71, depending on the item below)

In my opinion...	A great deal	Quite a bit	Some-what	A little bit	Not really
The Immigration Partnership is focused on the critical issues for immigrants in our community (n=71)	59%	34%	6%	1%	0%
The Immigration Partnership is a catalyst for effective changes that help immigrants reach their full potential and help create and sustain a thriving community for everyone (n=70)	53%	37%	9%	0%	1%
Overall, we are achieving the IP Mission ('We work together to create the conditions for immigrants to succeed	43%	49%	9%	0%	0%

and help build a welcoming, dynamic community.') (n=68)					
Waterloo Region has become more welcoming of immigrants in the past 12 months compared to previous years (n=67)	25%	30%	34%	6%	4%
Across our community, immigration and engaging/supporting immigrants is increasingly seen as a priority in planning and implementing policies, services and systems (n=70)	34%	37%	23%	3%	3%

18. Are the needs of immigrants in Waterloo Region being met better in the past 12 months compared to previous years, in the areas below?

	Very much so	Somewhat	Not at all	Getting worse
Other community services (including public services, community centres, arts and culture spaces, libraries, etc.) (n=52)	15%	79%	4%	2%
Settlement/immigrant services (n=51)	18%	75%	8%	0%
Education services (n=52)	17%	69%	8%	6%
Employment and/or skills training programs (n=51)	14%	73%	12%	2%
English language learning programs (n=50)	14%	68%	12%	6%
Small business/entrepreneurial supports (n=45)	9%	67%	24%	0%
Interpretation/translation services (n=50)	8%	64%	14%	14%
Mental health services (n=49)	8%	61%	14%	16%
Legal services (n=39)	5%	64%	21%	10%
Police services (n=40)	10%	55%	25%	10%
Health services (n=54)	4%	50%	19%	28%
Housing services (n=54)	4%	20%	22%	54%

Appendix C: Methodology

Immigration Partnership, through the work of its Evaluation Advisory Committee (EAC), developed a [Data & Evaluation Framework](#). The Framework outlines the overarching research objectives and community outcomes, as well as a wide variety of indicators to help IP measure how its work is helping immigrants successfully integrate in Waterloo Region. IP gathers data for these indicators from various sources – including this annual survey of engaged partners and a bi-annual community survey of immigrants.

Partner Survey Data collection

The first annual Partner Survey was conducted in November/December 2017 and repeated annually since then. This current report includes findings from the 2022 Partner Survey with comparisons to past years were possible.

The survey questionnaire was originally designed in 2017 and subsequent surveys used many of the same questions as the original version but, each year in discussion with the Evaluation Advisory Committee, incorporated feedback on previous questions and several new questions. The survey tool is available at www.immigrationwaterlooregion.ca/partnersurvey2022doc.

All survey participants are partners directly involved with IP or subscribers to the Immigration Waterloo Region Weekly email updates.

Data was collected over 3 weeks in October 2022. There were 90 survey responses after 3 duplicate and 3 ineligible records were removed. Surveys were duplicates if they were double entries from the same person due to technical difficulties, and ineligible if they answered the first question about connection to IP and the rest of the survey was blank.

Analysis & Limitations

The findings were analyzed using descriptive statistics. In some cases, the sample size is small and the findings should be interpreted with caution (sample sizes are included throughout).

For some questions, the analysis includes disaggregation of the survey results by immigrant status, racialized status or for only certain groups (e.g. only members of a specific steering group/committees). Disaggregated results are highlighted where there were clear differences (>10%) between total responses and either the immigrant-only or racialized-only responses. More obvious differences were also noted between this 2022 survey data and similar surveys in 2017-2020.