

A Study of Newcomer Settlement Services Use and Needs

Welcoming Communities Initiative
Baseline Study



Objectives:

1. Build on the inventory project that establishes the level of services in Ontario cities.
2. On-line survey of service delivery.
3. Utilization and satisfaction survey of service users, former users, and non-users.
4. Qualitative study of experiences and opinions of service providers.

Study Details:

1) Knowledge of newcomers' needs, use of services to meet those needs, means of obtaining information and access, and relative satisfaction with those services in the areas of:

- Settlement services, including reception and referral
- Language instruction
- Employment support services, including skills training and bridging programs
- Services for health and well-being
- Educational services
- Services promoting social and civic engagement and inclusion

2) **Understanding of any significant differences in perceived needs and expressed satisfaction according to:**

- Geographic location, including location on an urban-rural continuum
- Immigration status
- Length of residence in Ontario
- Source regions and languages spoken
- Demographic variables including:
 - Gender, including transgendered status
 - Race
 - Sexual orientation
 - Age
 - Occupation
 - Education
 - Ability
 - Religion
 - Combinations thereof, and impact of intersectionality

Methodological Highlights:

- Our network provides immediate access to large numbers of newcomers
- Avoid participant fatigue and exploitation by working closely with community groups and considering their local priorities in the research implementation
- Expertise in a wide range of survey instruments that will provide robust results while minimizing costs – including CAPI software to overcome translation issues

Basic Research Principles:

- Build upon, rather than duplicate, research that is already completed or in progress
- Collaboration and partnership as the foundation of our work
- Use of established and developing networks to enhance connections across the province, ensuring an inclusive and robust sample and a high level of community participation
- Highest standards of ethics, including respect, inclusivity, confidentiality, and openness