



## **London & Middlesex Local Immigration Partnership: Community Capacity and Perceptions of the LMLIP**

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## Background and Methodology

The London & Middlesex Local Immigration Partnership (LMLIP) is a collaborative community initiative that is designed to strengthen the role of local and regional communities in serving and integrating immigrants. The concept for Local Immigration Partnerships, which are operating in many communities across the country, was developed as a joint initiative of Immigration, Refugees and Citizenship Canada (IRCC) and the Ontario Ministry of Citizenship, Immigration and International Trade, and was further refined in consultation with the Association of Municipalities of Ontario (AMO) and the City of Toronto. The LMLIP is solely funded by Immigration, Refugees and Citizenship Canada. The LMLIP is led by the Corporation of the City of London.

The primary goals of the LMLIP are to strengthen the capacity of the community in serving and integrating immigrants, and to enhance delivery of settlement and integration services to all immigrants. The London & Middlesex Local Immigration Partnership Council is the strategic planning body that ensures that multiple stakeholders participate in this planning and coordination. The Council develops and implements strategies to facilitate increased access to all services, especially current services supported by Immigration, Refugees and Citizenship Canada, and assists non-settlement service providers and the community to develop a greater understanding of immigrants' needs and services.

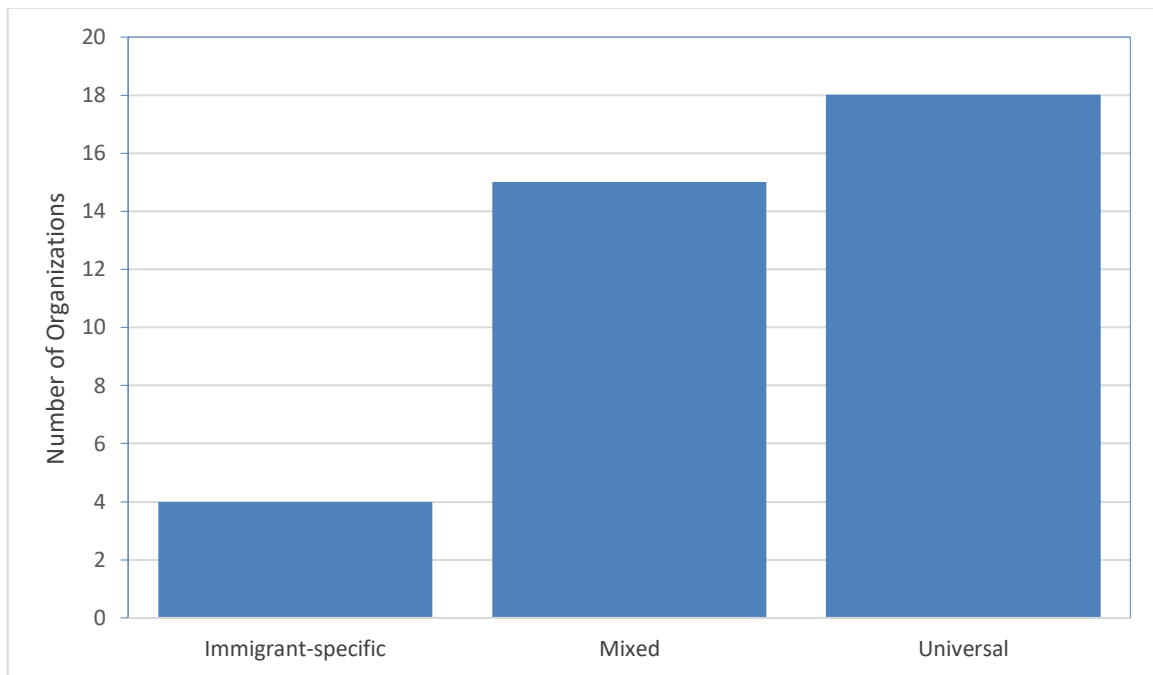
An online survey was adapted from previous surveys used by the LMLIP to develop profiles of organizations in the community and the services they provide, their relationships with other organizations, future planning, and evaluation of outcomes. The survey also assessed perceptions of the LMLIP. Based on wide circulation of the request for responses in late 2021, 37 organizations completed the current survey, compared to 40 organizations in 2019, 43 organizations in 2016, 69 organizations in 2013, and 49 organizations in 2010 who completed a somewhat similar survey.

Participation in the survey is voluntary and respondents were able to skip questions if they did not wish to provide an answer. As such, response rates vary to a small degree across questions in this survey. Additionally, some organizations had multiple respondents. While data were merged across organizations for section 1, so that each organization was only represented once, individual responses from the 41 respondents were retained in all other sections.

# 1. Organizations Participating in the Survey

## 1.1 Scope of Services

Number of organizations that offer Universal, Immigrant-Specific, and Mixed Services

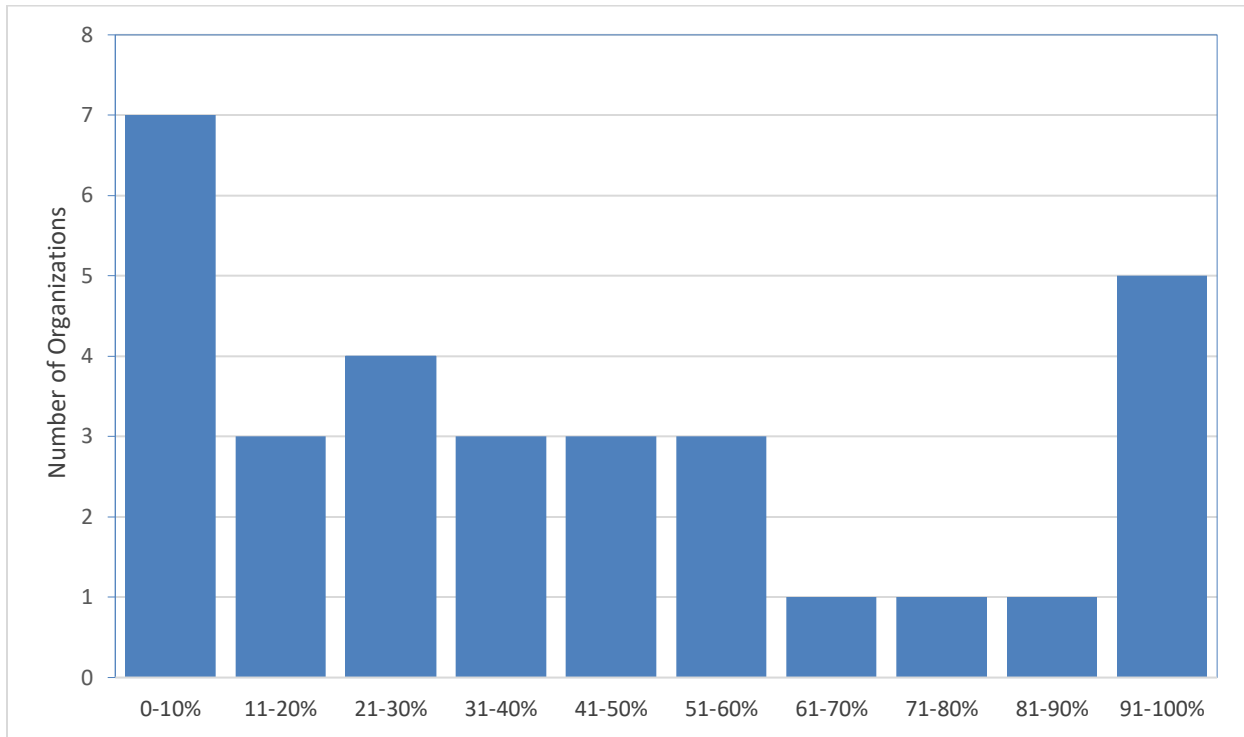


*Note:* This is based on the response of 37 organizations.

- **Universal organizations:** all programs are for all residents.
- **Immigrant-specific organizations:** all programs are specifically for immigrants.
- **Mixed organizations:** some programs are specifically for immigrants, and some are for all residents.
- 4 (10.8%) of the participating organizations are immigrant-specific organizations.
- 15 (40.5%) of the participating organizations are mixed organizations.
- 18 (48.6%) of the participating organizations are universal organizations.

## 1.2 Percentage of Clients who are Immigrants

Approximately what percentage of your clients are immigrants?

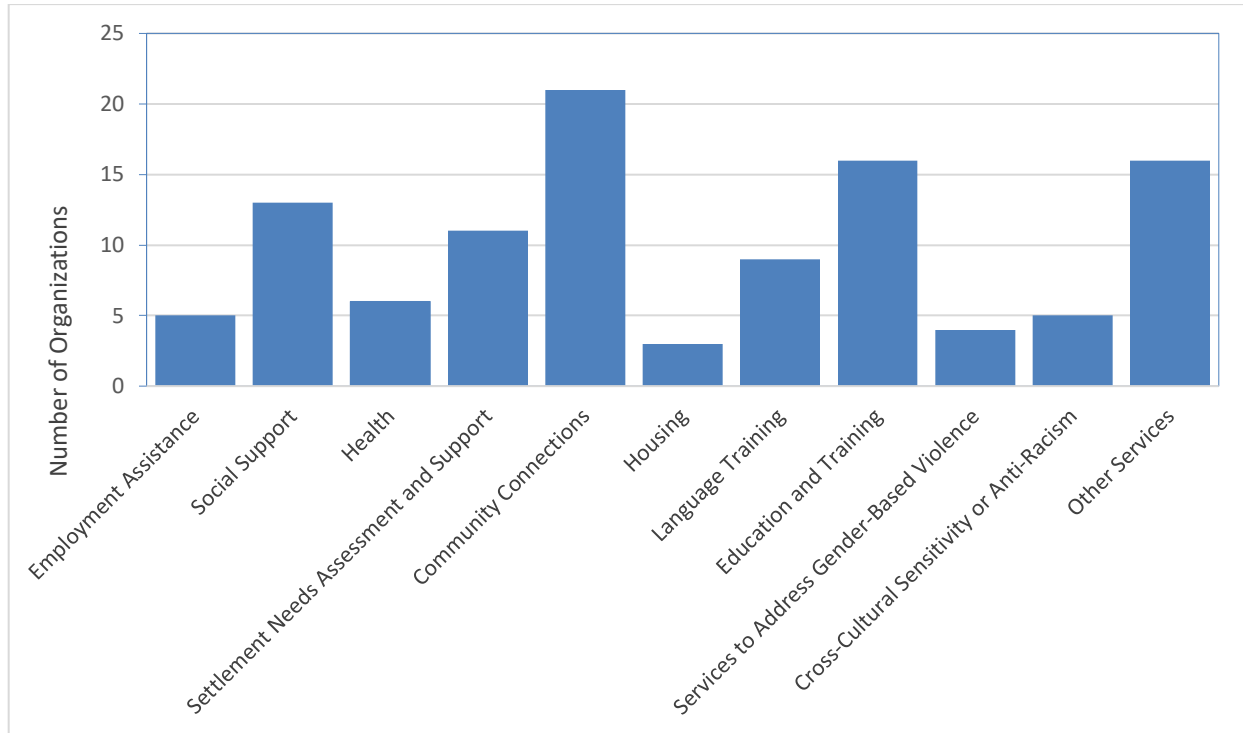


*Note:* This is based on the responses of 31 organizations who provided numeric responses to this question.

- In line with the percentage of universal, mixed, and immigrant-specific organizations who completed the survey, 14 of the organizations (approximately 45%) have 30% or fewer clients who are immigrants.
- Approximately 19% of the organizations have immigrants constituting more than 80% of their clients.

### 1.3 Types of Services

#### Number of organizations that provide different types of services specifically for immigrants



*Note.* This is based on the responses of 36 organizations. Organizations can choose to indicate more than one type of service.

#### Summary:

- 30 (83.3%) of the organizations surveyed provide more than one type of service for immigrants.
- More than half of the organizations provide community connections.
- More than a quarter of the organizations provide services relating to social support, settlement needs assessment and support, language training, education and training, and other services.
- Examples of other services include French-language services, religious services, interpretation and translation, networking, and support for entrepreneurs.
- Very few of the organizations who responded indicated that they provide cross-cultural sensitivity or anti-racism training, services to address gender-based violence, and housing services.

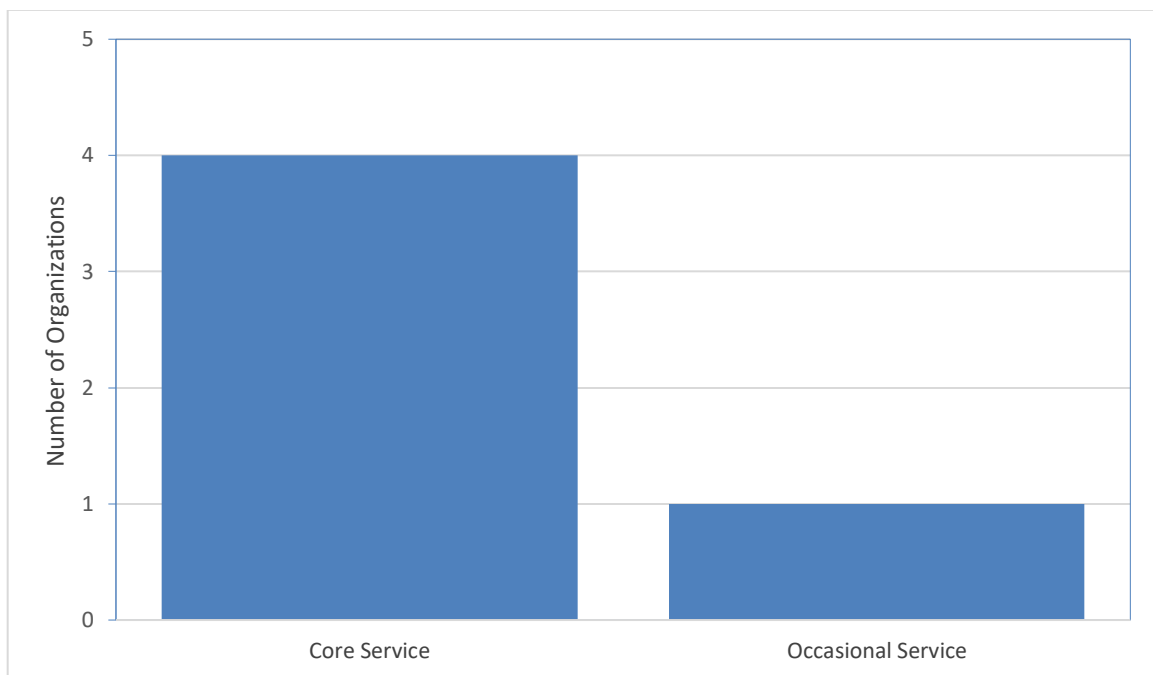
## 1.4 Details of the Services Provided

### Employment Assistance

**Employment Assistance Services** – 5 (13.9%) of the organizations that indicated the types of services they provide, provide employment assistance services including:

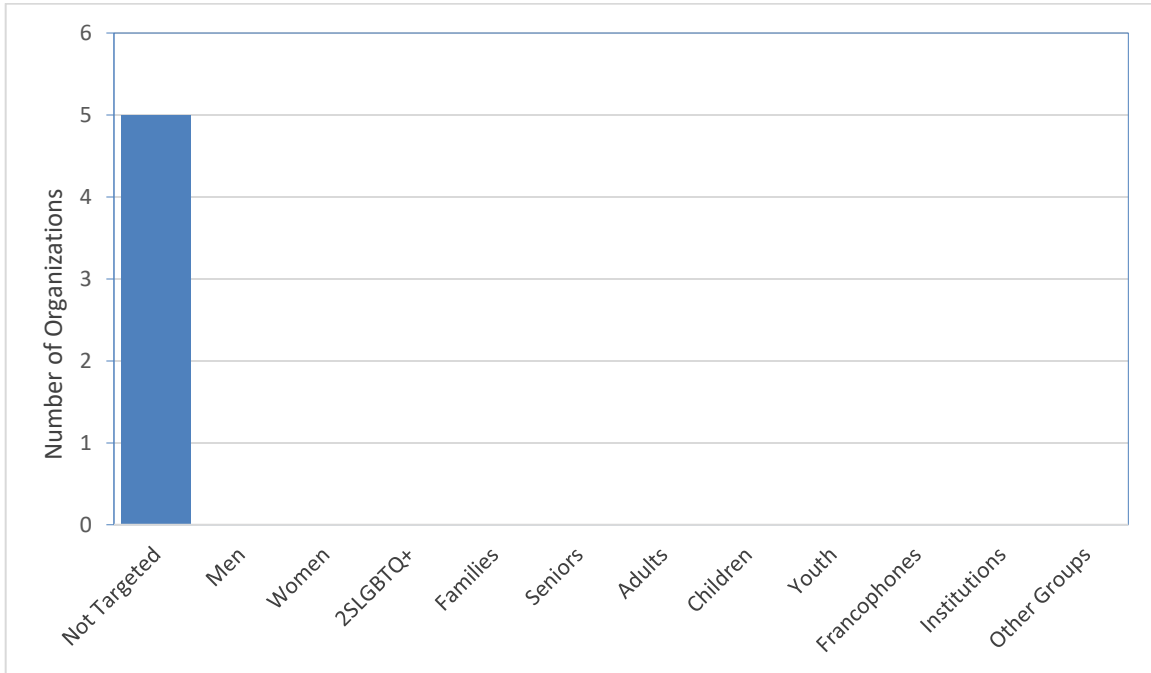
- Pre-employment program and Immigration, Refugees, and Citizenship Canada (IRCC) funded employment workshops that prepare newcomers for the Canadian workplace.
- Job matching program to connect newcomer job seekers to employment opportunities across Southwestern Ontario.
- Supports for non-permanent residents and citizens, such as language courses with an employment curriculum (e.g., Relais/Bridging Programme, etc.) through limited federal and provincial employment funding.

**Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?**



*Note.* This is based on the response of 5 organizations who reported whether Employment Assistance Services represent a core or occasional service.

**Is this service targeted at a particular group(s)?  
If so, which one(s)? (Check all that apply)**



*Note.* This is based on the response of 5 organizations who reported whether or not they targeted Employment Assistance Services towards specific groups.

**Summary:**

- Of the 5 organizations who reported providing employment assistance services, 4 reported this as a core service, whereas 1 reported this as an occasional service.
- All of these organizations who provide employment assistance services do not target services to specific groups.

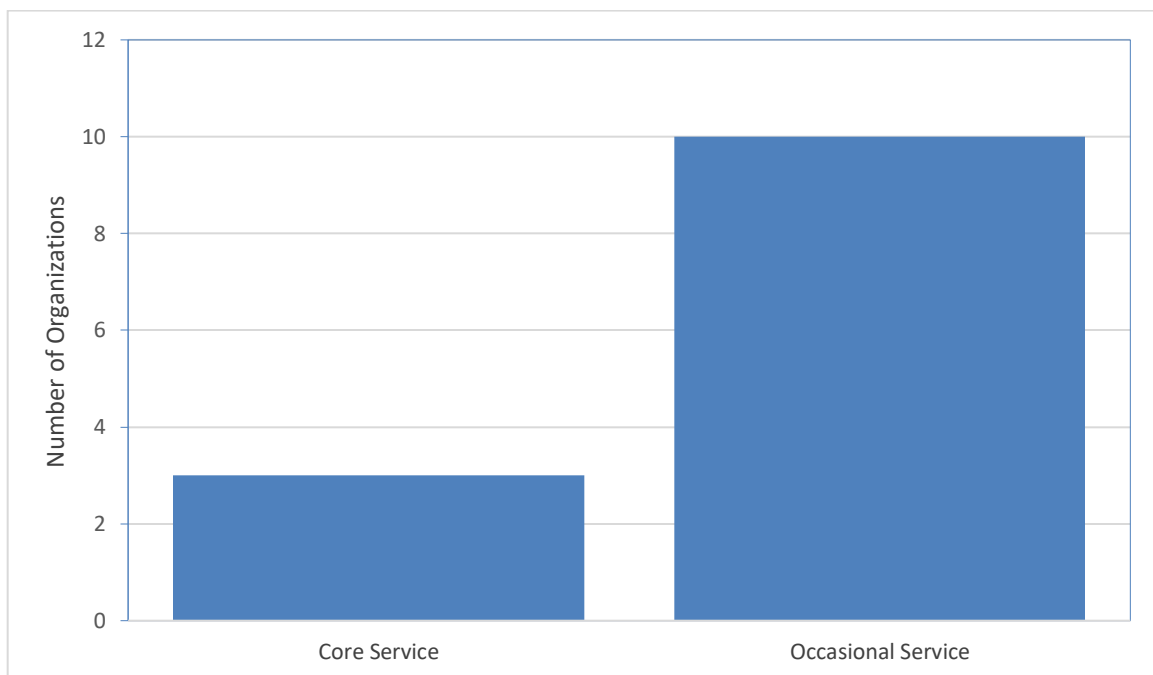


## Social Support Services

**Social Support Services** – 13 (36.1%) of the organizations that indicated the types of services they provide, provide social support services including:

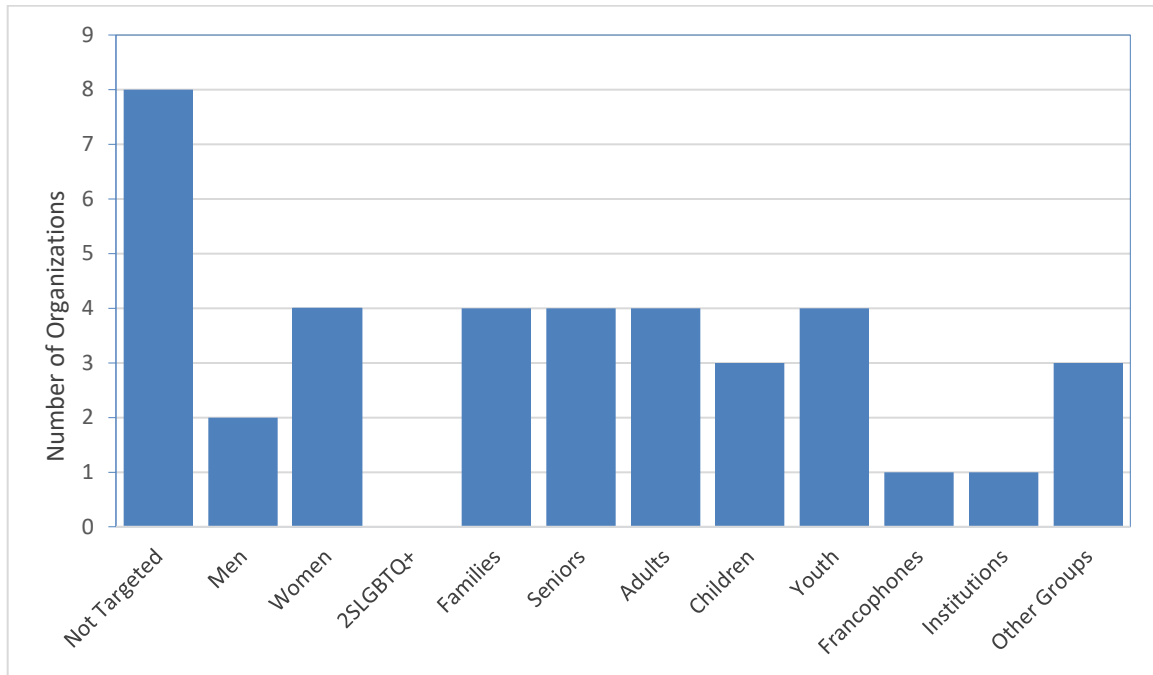
- Services of family resettlement with the K-12 school system and Canadian society.
- Support to access community services for basic needs (e.g., food bank, transportation, etc.).
- Employment and language training services.
- Services to assist newcomers to develop life skills and social determinants of health.
- Social connection, diversity, and outreach events.
- Needs-based, religious/pastoral, and culturally sensitive support.
- Support programs for specific groups, such as youth, women, and seniors.
- Support to cope with intimate partner and domestic violence.
- Counselling and anger management services.
- Support services to navigate the justice system (e.g., court process, police report, and record suspension).

**Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?**



*Note.* This is based on the response of 13 organizations who reported whether Social Support Services represent a core or occasional service.

**Is this service targeted at a particular group(s)?  
If so, which one(s)? (Check all that apply)**



*Note.* This is based on the response of 13 organizations who reported whether or not they targeted Social Support Services towards specific groups.

**Summary:**

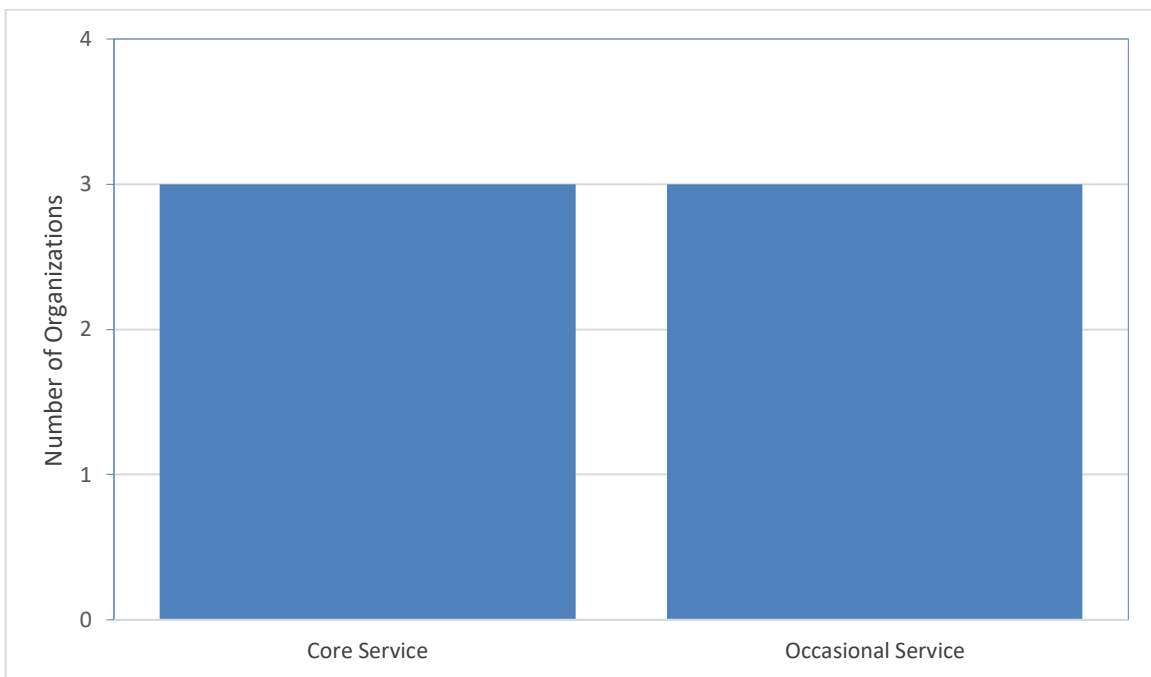
- Of the 13 organizations who reported providing social support services, 3 identified this as a core service, whereas 10 identified this as an occasional service.
- Over half of these organizations who provide social support services do not target any particular group.
- Of the targeted groups, women, families, seniors, adults, and youth are most likely to be targeted
- The organization that stated targeting other groups specified that social support services were targeted towards individuals who visit mosques, people who are linked with the criminal justice system, and visible minority (racialized) groups.

## Health Services

**Health Services** – 6 (16.7%) of the organizations that indicated the types of services they provide, provide health services including:

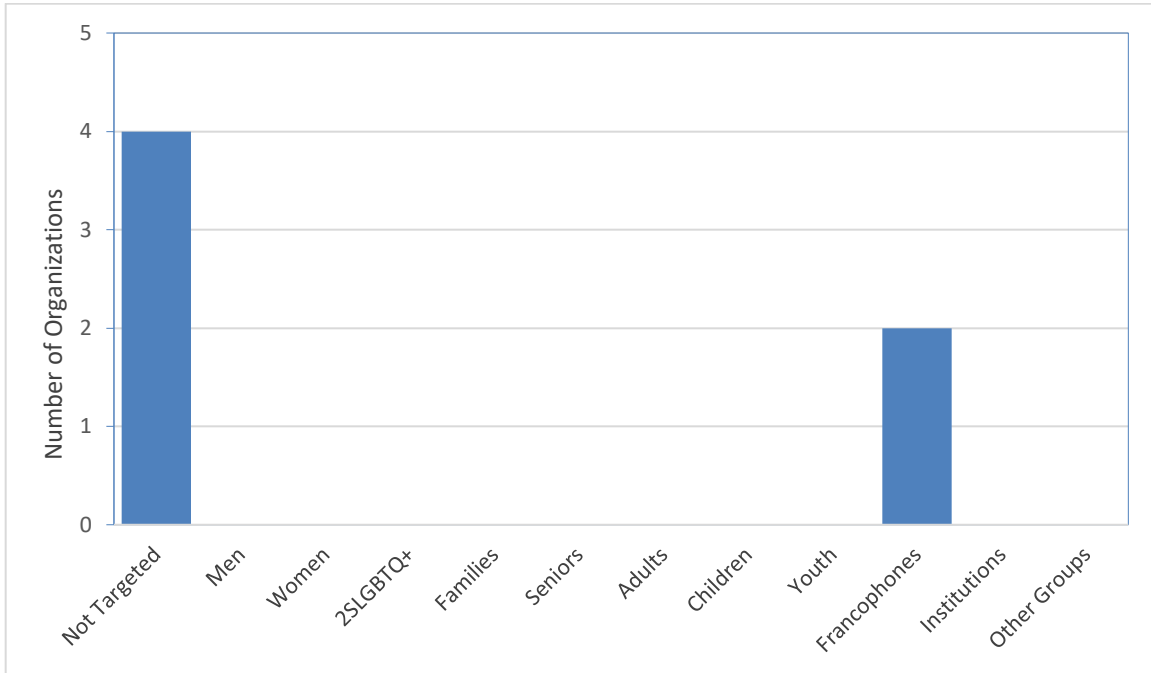
- Physical and mental health services (e.g., dental care, crisis intervention, etc.).
- Health services referrals in French language.
- Promote health and wellbeing through research and education.

**Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?**



*Note.* This is based on the response of 6 organizations who reported whether Health Services represent a core or occasional service.

**Is this service targeted at a particular group(s)? If so, which one(s)?  
(Check all that apply)**



*Note.* This is based on the response of 6 organizations who reported whether or not they targeted Health Services towards specific groups.

**Summary:**

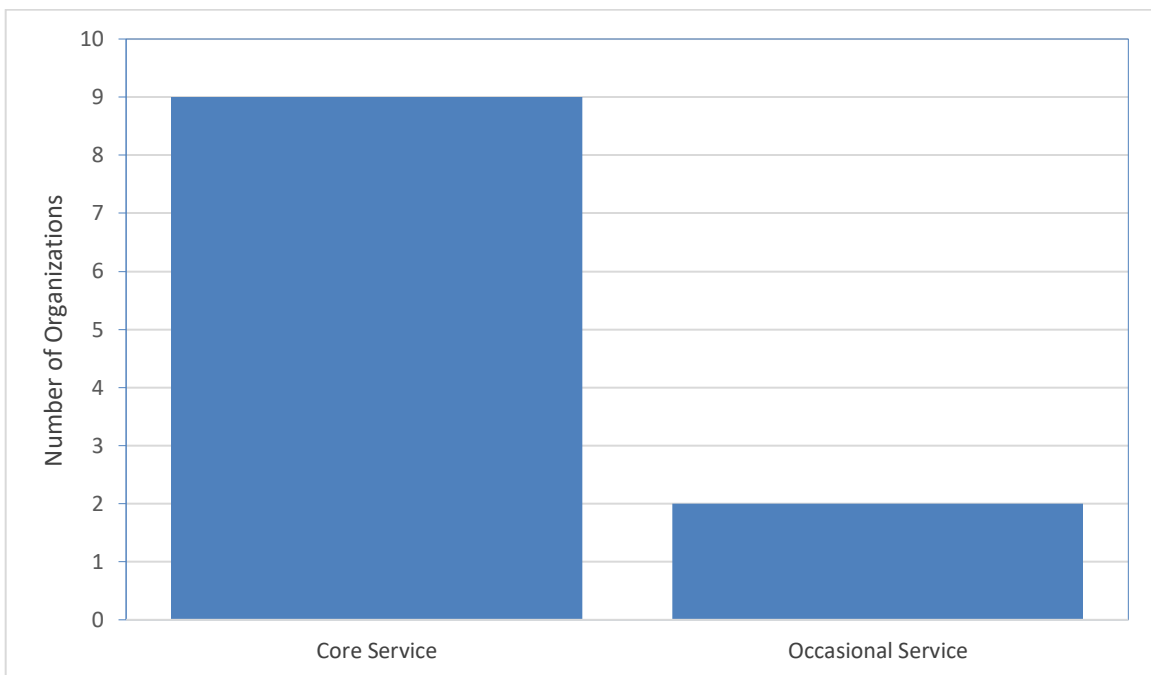
- Of the 6 organizations who reported providing health services, half identified this as a core service, and the other half identified this as an occasional service.
- Two thirds of the organizations who provide health services do not target their services to any particular group.
- All the organizations that target these services towards a particular group, targeted health services towards Francophones.

## Settlement Needs Assessment and Support Services

**Settlement Needs Assessment and Support Services** – 11 (30.6%) of the organizations that indicated the types of services they provide, provide settlement needs assessment and support services including:

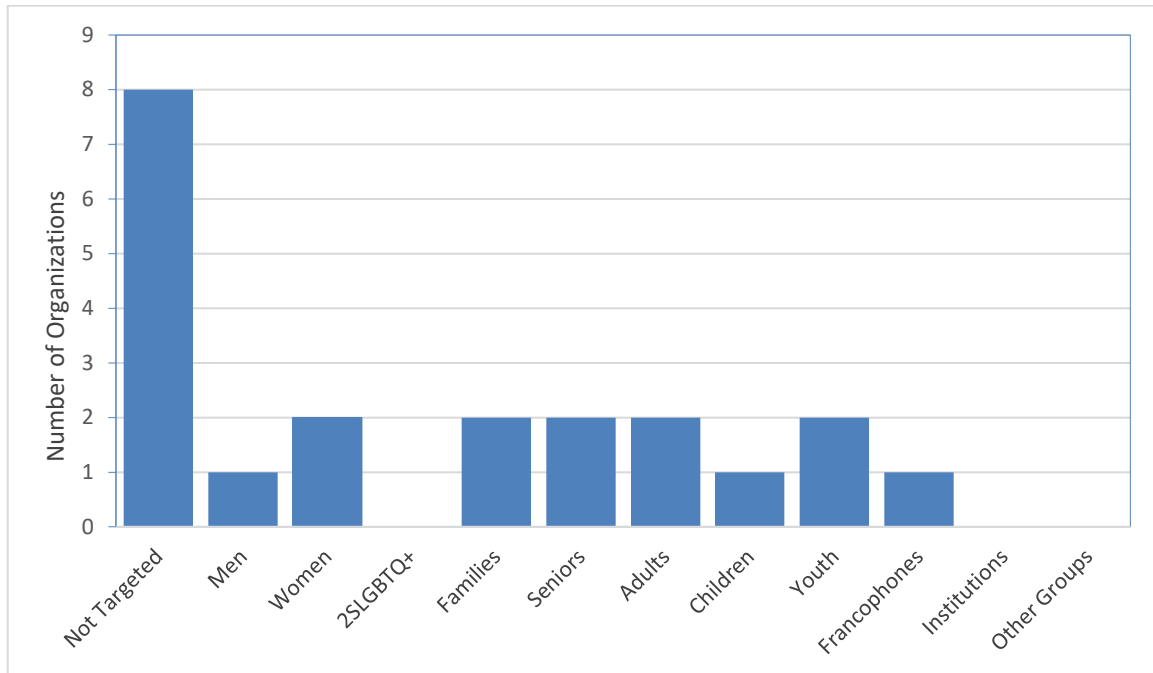
- Referrals and guidance to appropriate community and settlement services.
- Assessment of needs and assets, creating settlement plans, and follow-ups.
- Societal integration through access to basic needs, and community connection.
- Programming on settlement services for youth and families in schools and libraries.
- Information and orientation counselling.

**Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?**



*Note.* This is based on the response of 11 organizations who reported whether Settlement Needs Assessment and Support Services represent a core or occasional service.

**Is this service targeted at a particular group(s)?  
If so, which one(s)? (Check all that apply)**



*Note.* This is based on the response of 11 organizations who reported whether or not they targeted Settlement Needs Assessment and Support Services towards specific groups.

**Summary:**

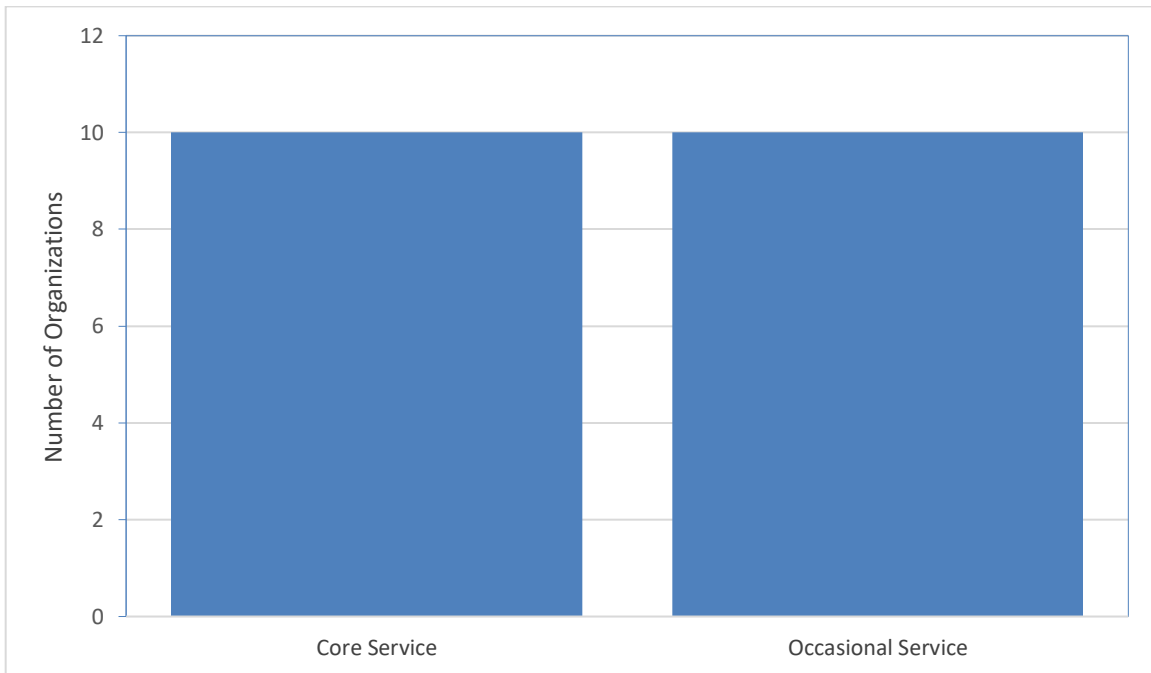
- Of the 11 organizations who reported providing settlement needs assessment and support services 9 identified this as a core service, whereas 2 identified this as an occasional service.
- The majority of organizations who provide settlement needs assessment and support services do not target any particular group.
- Women, families, seniors, adults, and youth represent the most targeted groups.

## Community Connections

**Community Connections Services** – 21 (58.3%) of the organizations that indicated the types of services they provide, provide community connections services including:

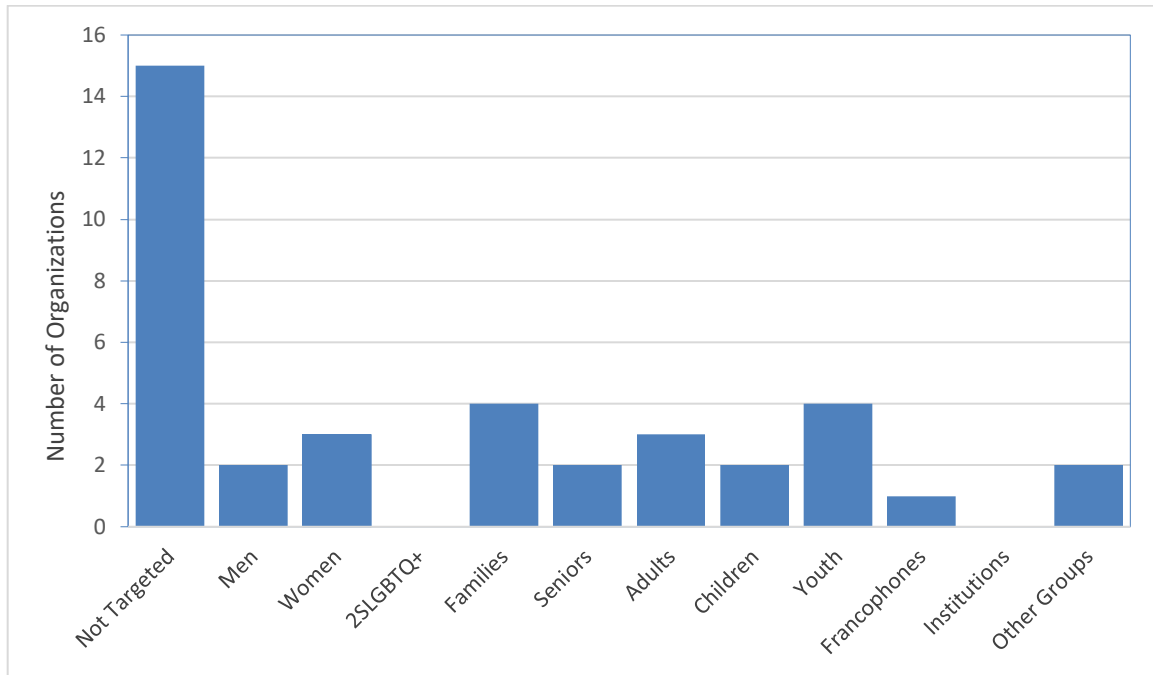
- Referrals to bilingual community organizations (e.g., Carrefour communautaire francophone de London) and resources.
- Information sessions to both residents and immigrants.
- Needs- and evidence-based, and outcome-driven community services for various social groups, such as youth, adults, families, women, international Nepali students, Francophone immigrants, and individuals and families having conflict with the law and criminal justice system.
- Community engagement, outreach, networking, and social connection opportunities.
- Community awareness of COVID-19 and vaccination.

**Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?**



*Note.* Of the 21 organizations who reported providing Community Connections Services, 20 organizations reported whether this is a core or occasional service.

**Is this service targeted at a particular group(s)?  
If so, which one(s)? (Check all that apply)**



*Note.* This is based on the response of 21 organizations who reported whether or not they targeted Community Connections Services towards specific groups.

**Summary:**

- Of the 20 organizations who reported whether community connections is a core or occasional service, half identified this as a core service, and the other half identified this as an occasional service.
- 15 of these organizations who provide community connections do not target any particular group.
- Of the targeted groups, families and youth were the most targeted group, followed by women and adults.
- The organizations that stated targeting other groups specified that community connections services were targeted towards Yazidi refugees and Black female immigrants.

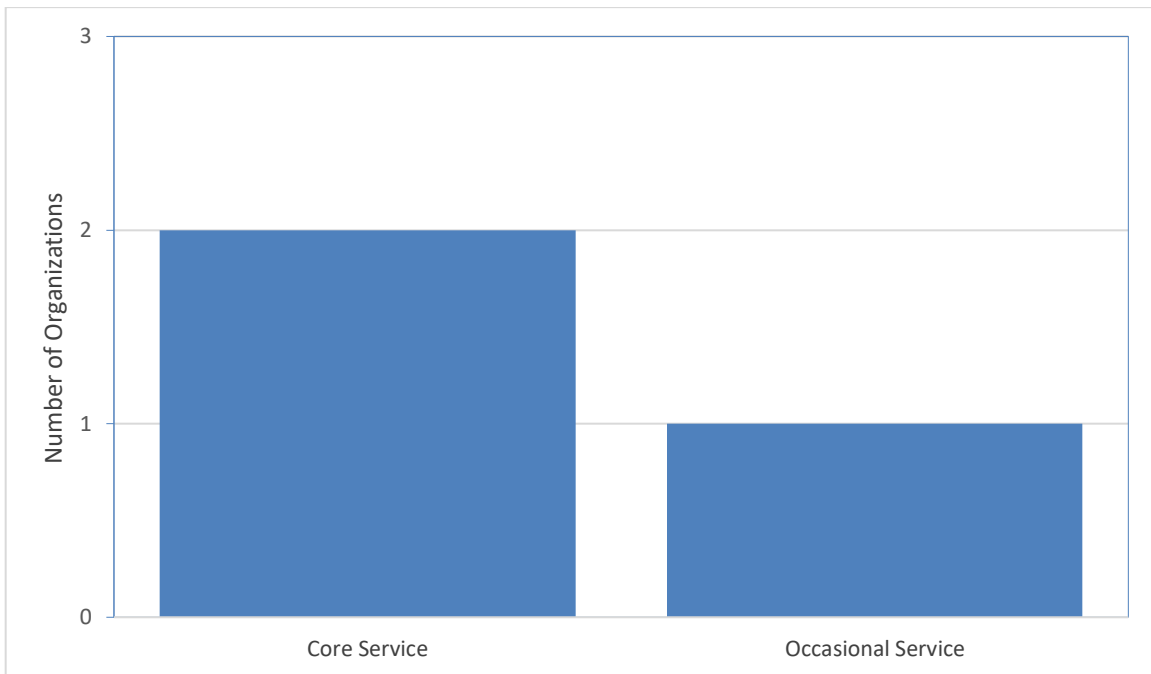


## Housing Services

**Housing Services** – 3 (8.3%) of the organizations that indicated the types of services they provide, provide housing services including:

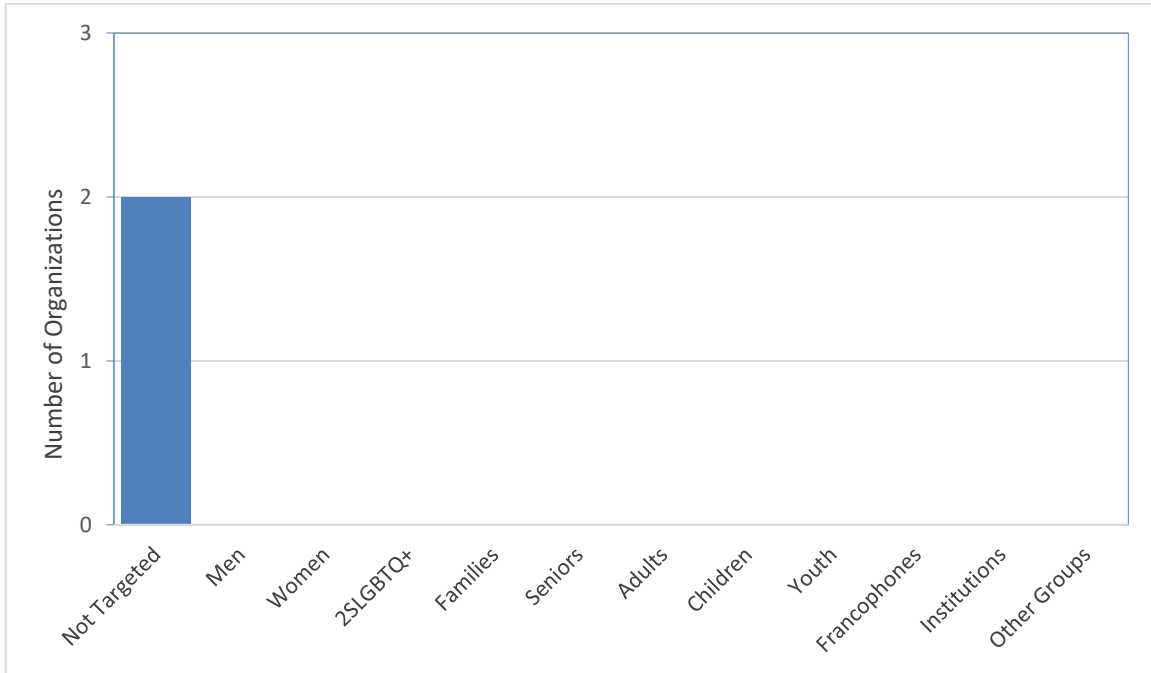
- Housing and supports for newcomers and individuals who have mental health and addiction programs.
- Temporary housing (i.e., Jeremiah's House) with basic needs supports for government assisted refugees.

**Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?**



*Note.* This is based on the response of 3 organizations who reported whether Housing Services represent a core or occasional service.

**Is this service targeted at a particular group(s)?  
If so, which one(s)? (Check all that apply)**



*Note.* Of the 3 organizations who reported providing Housing Services, 2 organizations reported whether or not they targeted specific groups.

**Summary:**

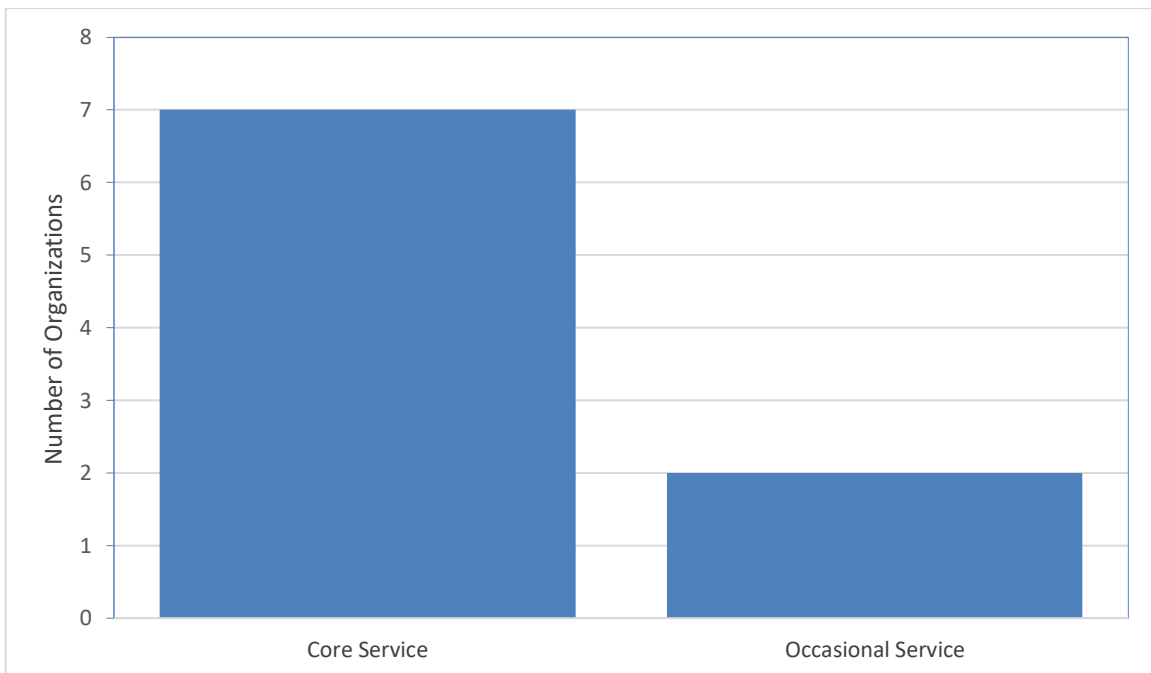
- Of the 3 organizations who reported providing housing services, 2 identified this as a core service, whereas 1 identified this as an occasional service.
- All organizations who reported whether or not they targeted specific groups (2 out of 3) did not target any specific group.

## Language Training Services

**Language Training Services** – 9 (25%) of organizations that indicated the types of services they provide, provide language training services including:

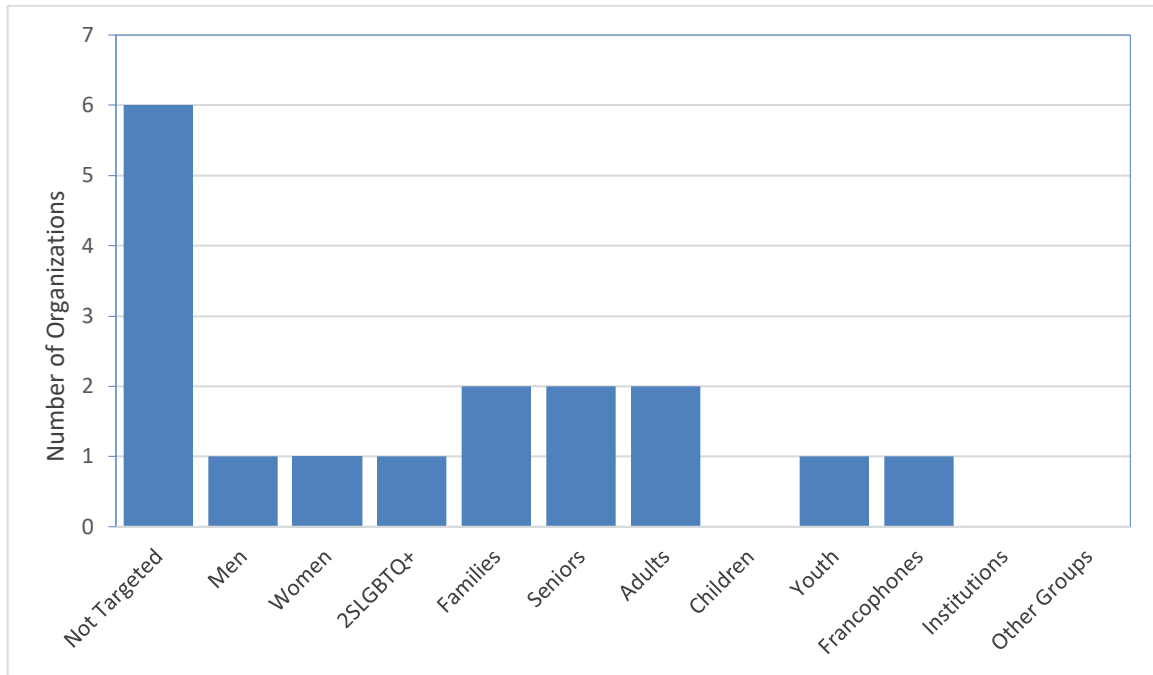
- Information and referral services to English as a Second Language (ESL) program.
- French language instruction to newcomers.
- English language education, instruction, and training at basic- and advanced-level of language skills (e.g., one-to-one English conversation program, Conversation Circles, English for Academic Purposes program, etc.).
- Employment-specific language training and workplace communication supports (e.g., Language Instruction for Newcomers to Canada [LINC] in the Workplace).
- Language acquisition and educational learning opportunities related to Ontario curriculum (Gr. K-12).
- Early foundational literacy programs for families with Gr. K-12 children.

**Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?**



*Note.* This is based on the response of 9 organizations who reported whether Language Training Services represent a core or occasional service.

**Is this service targeted at a particular group(s)?  
If so, which one(s)? (Check all that apply)**



*Note.* This is based on the response of 9 organizations who reported whether or not they targeted Language Training Services towards specific groups.

**Summary:**

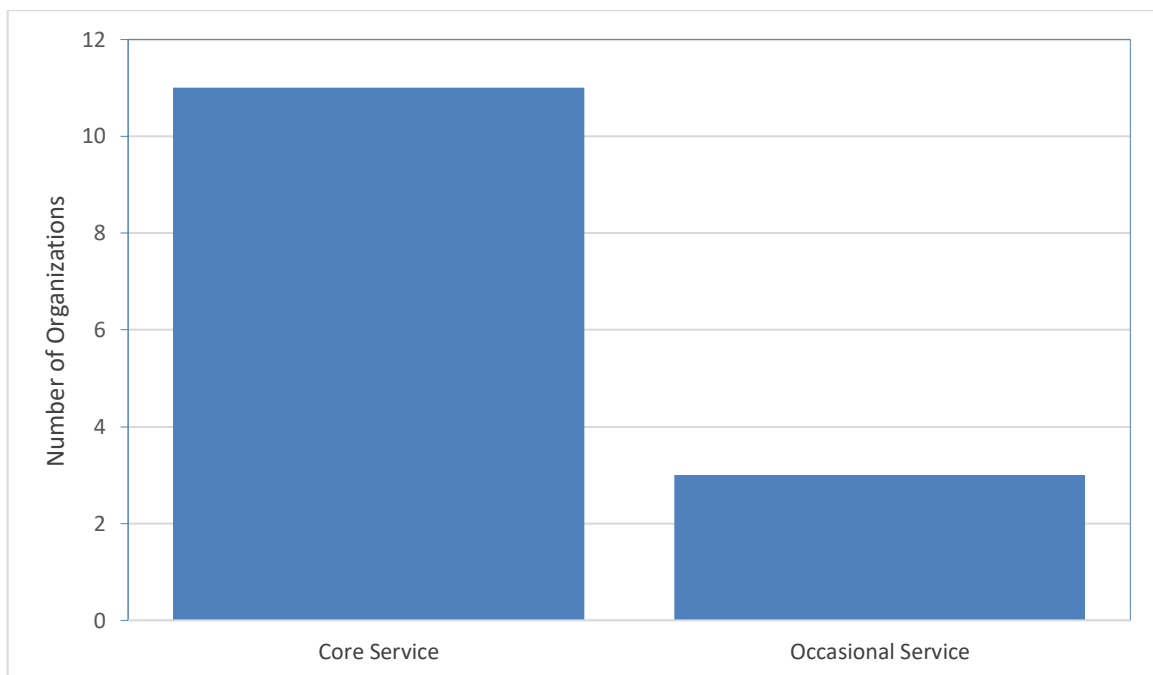
- Of the 9 organizations who reported providing language training services, 7 identified this as a core service, whereas 2 identified this as an occasional service.
- Two thirds of these organizations who provide language training services do not target particular group.
- The most targeted groups were families, seniors, and adults.

## Education and Training Services

**Education and Training Services** –16 (44.4%) of the organizations that indicated the types of services they provide, provide education and training services including:

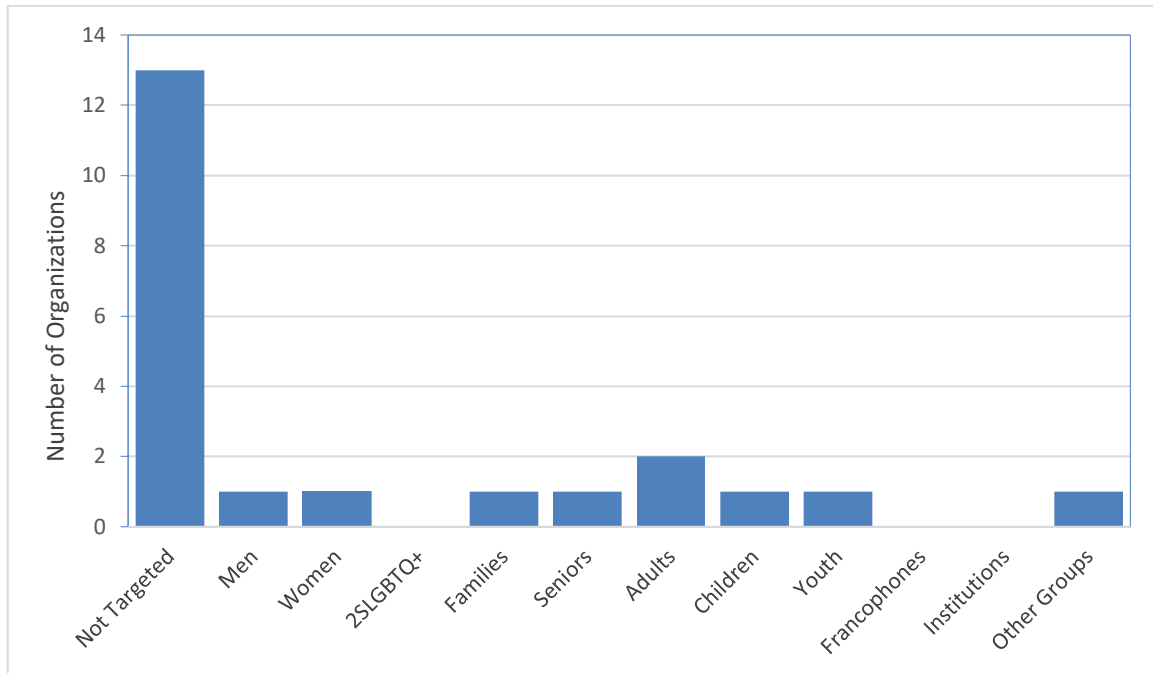
- Educational supports for language acquisition, skills development, and related to the Ontario curriculum (K-adult education).
- Test preparation materials (e.g., International English Language Testing System [IELTS], etc.).
- Undergraduate, post-graduate, and certificate programs.
- Education and training services (e.g., Relais/Bridging employment, etc.) to achieve recognized level of education for employment.
- Mentorship sessions on workplace-related topics.
- Language assessment and settlement supports by school boards for newcomer students and families.
- Citizenship exam preparation classes and orientation to Ontario training.
- Community education on Canadian Justice System (e.g., Record Suspension).

**Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?**



*Note.* Of the 16 organizations who reported providing Education and Training Services, 14 organizations reported whether this is a core or occasional service

**Is this service targeted at a particular group(s)?  
If so, which one(s)? (Check all that apply)**



*Note.* This is based on the response of 16 organizations who reported whether or not they targeted Education and Training Services towards specific groups.

**Summary:**

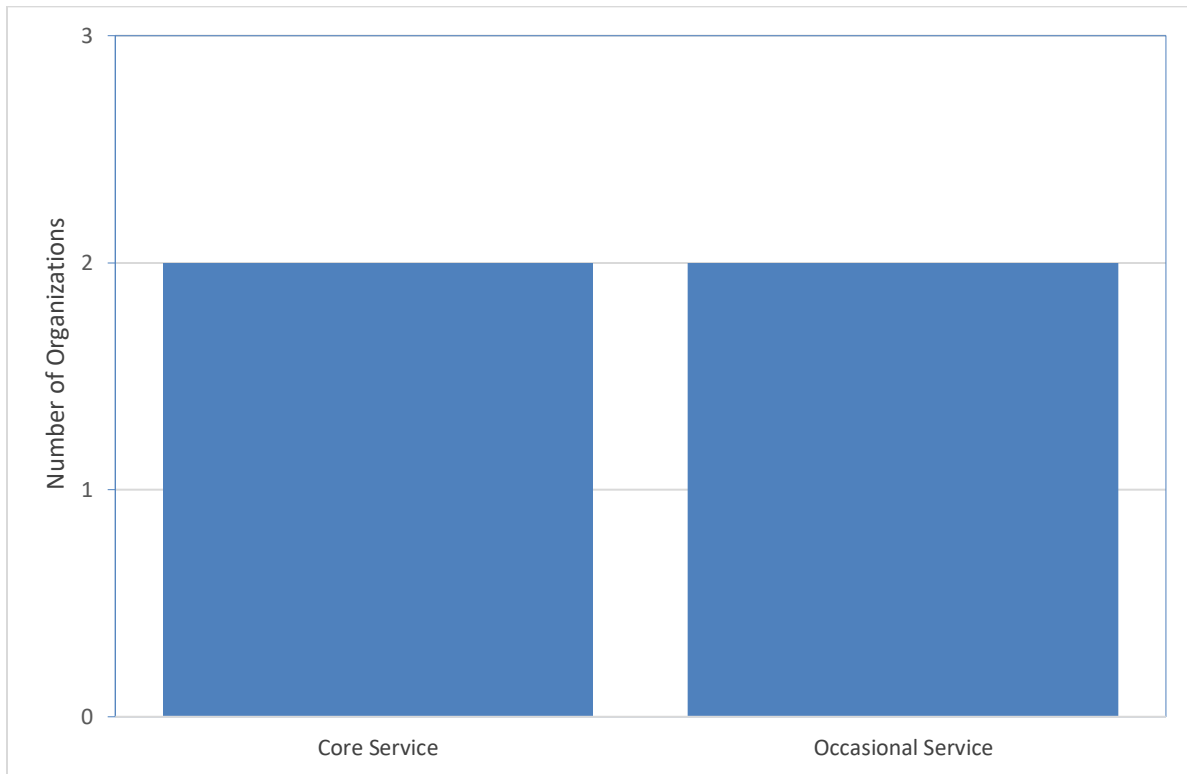
- Of the 14 organizations who reported whether education and training services are core or occasional, 11 identified this as a core service, whereas 3 identified this as an occasional service.
- More than 80% of these organizations who provide education and training services do not target any particular group.
- The most targeted group are adults. The only groups not targeted were 2SLGBTQ+, Francophones, and institutions.
- The organization that stated targeting other groups specified that education and training services were targeted towards Black female immigrants.

## Services to Address Gender-Based Violence

**Services to Address Gender-Based Violence** – 4 (11.1%) of the organizations that indicated the types of services they provide, provide services to address gender-based violence including:

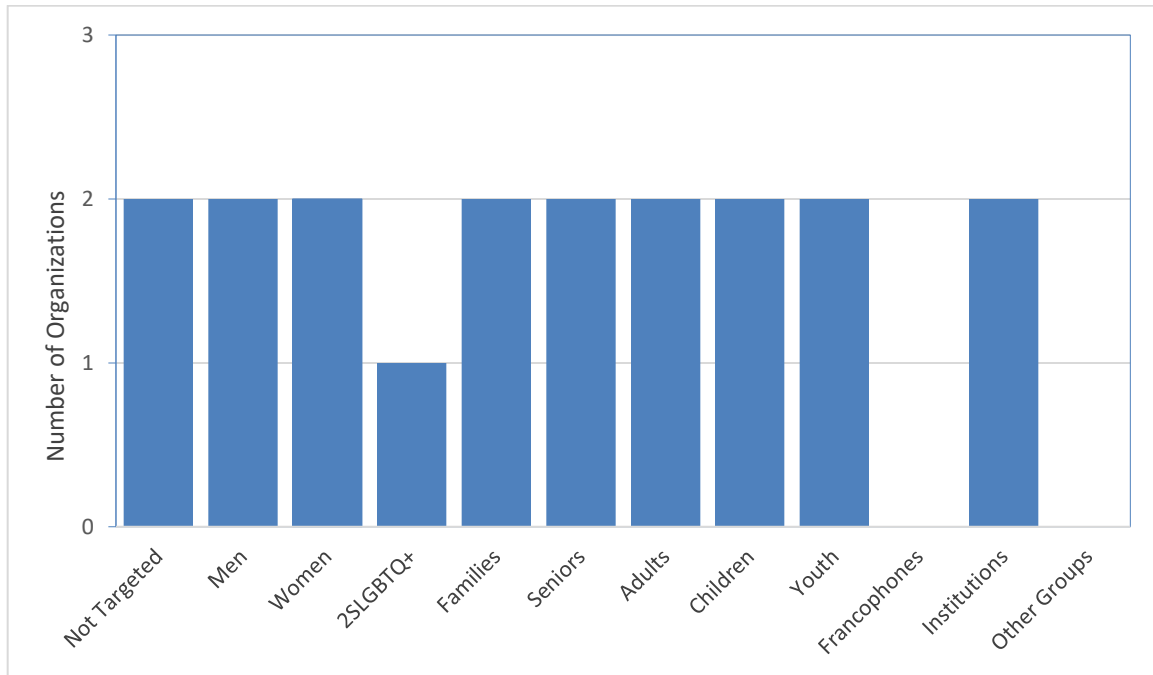
- Community education and workshops on domestic violence.
- Accessible counselling and social support services for immigrants, specifically, Muslim women and lesbian, gay, bisexual, transgender, and queer (LGBTQ+) newcomers.
- Anger management training based on court order.

**Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?**



*Note.* This is based on the response of 4 organizations who reported whether Services to Address Gender-Based Violence represent a core or occasional service.

**Is this service targeted at a particular group(s)?  
If so, which one(s)? (Check all that apply)**



*Note.* This is based on the response of 4 organizations who reported whether or not they targeted Services to Address Gender-Based Violence towards specific groups.

**Summary:**

- Of the 4 organizations who reported providing services to address gender-based violence, half identified this as a core service, and the other half identified this as an occasional service.
- Half of these organizations who provide services to address gender-based violence do not target services at any particular group.
- None of the organizations target Francophones.

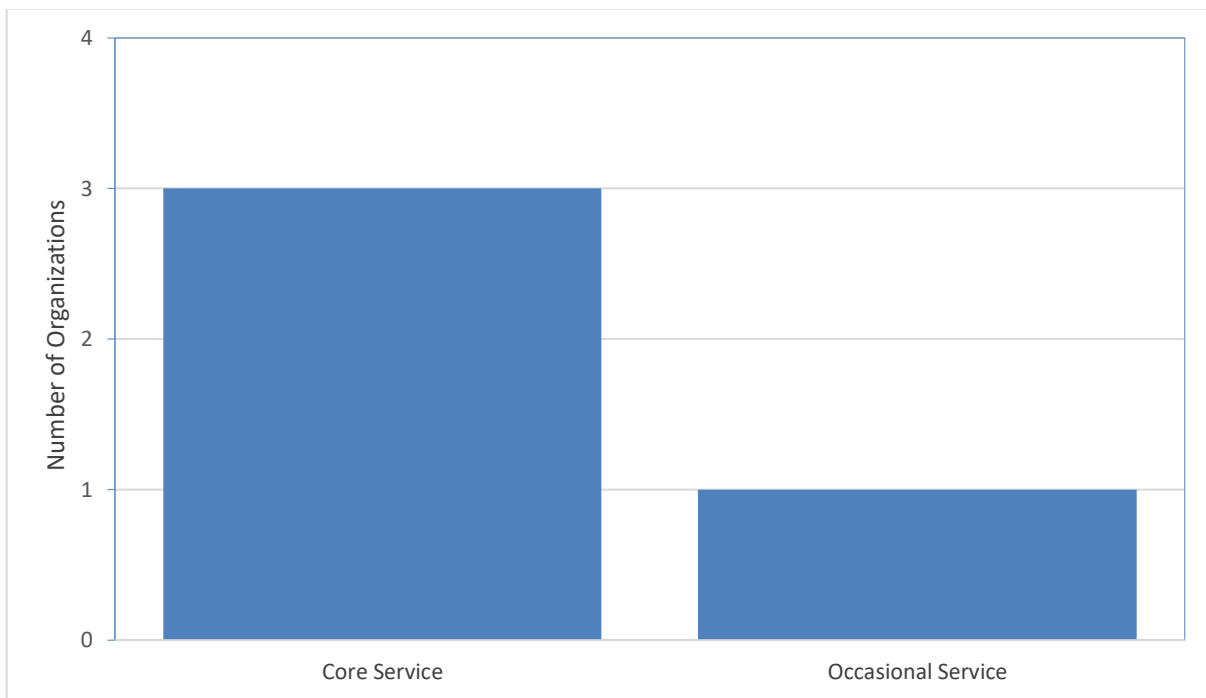


### Cross-Cultural Sensitivity or Anti-Racism Training

**Cross-Cultural Sensitivity or Anti-Racism Training** – 5 (13.9%) of the organizations that indicated the types of services they provide, provide cross-cultural sensitivity or anti-racism training including:

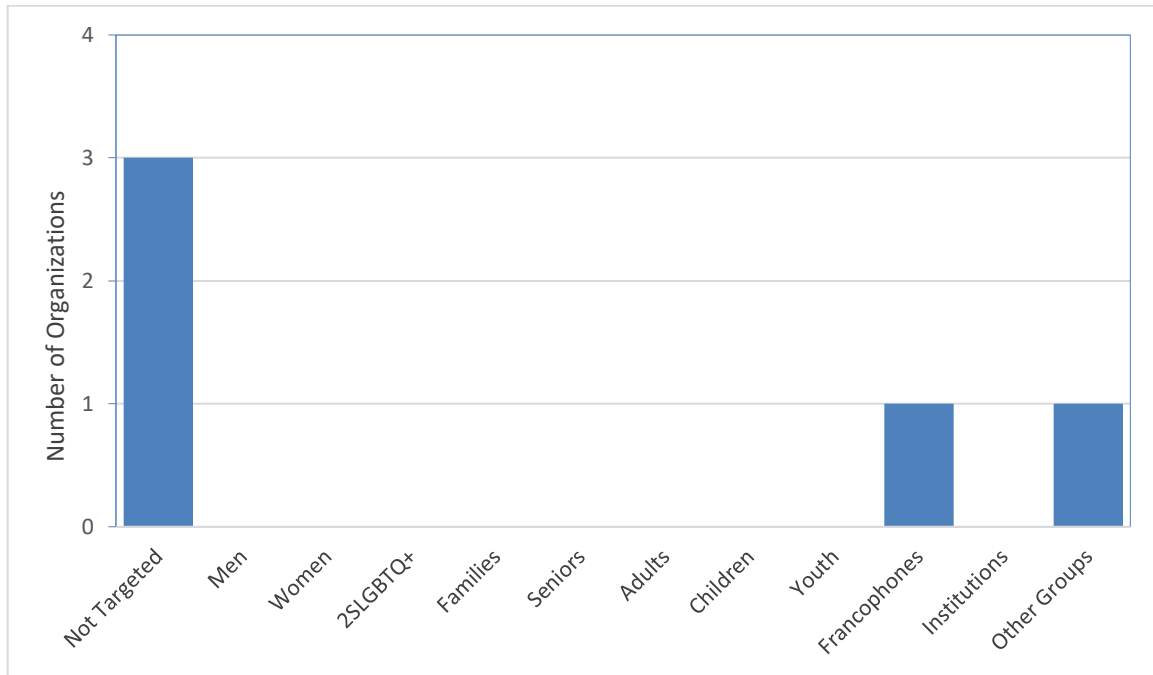
- Community and sensitivity training on immigrant inclusivity, anti-racism, and Islamophobia.
- Ethnocultural hub that facilitates the integration of and connections between ethnocultural Francophone communities.

**Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?**



*Note.* Of the 5 organizations who reported providing Cross-Cultural Sensitivity or Anti-Racism Training Services, 4 organizations reported whether this is a core or occasional service.

**Is this service targeted at a particular group(s)?  
If so, which one(s)? (Check all that apply)**



*Note.* This is based on the response of 5 organizations who reported whether or not they targeted Cross-Cultural Sensitivity or Anti-Racism Training Services towards specific groups.

**Summary:**

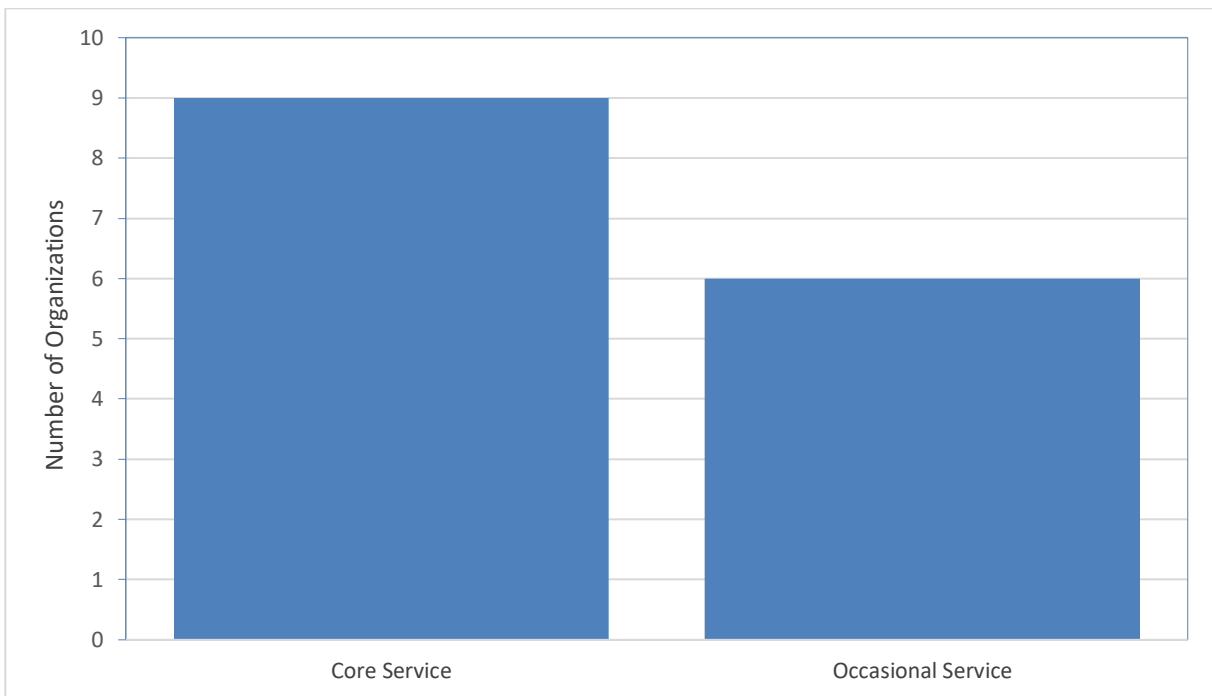
- Of the organizations who reported whether cross-cultural sensitivity or anti-racism training is a core or occasional services, 3 identified this as a core service, whereas 1 identified this as an occasional service.
- The majority of organizations who provide this service reported not targeting any particular group.
- 1 organization stated targeting Francophones, and 1 organization stated targeting other groups (specified as Muslims).

## Other Services

**Other Services** – 16 (44.4%) of the organizations that indicated the types of services they provide, provide other services including:

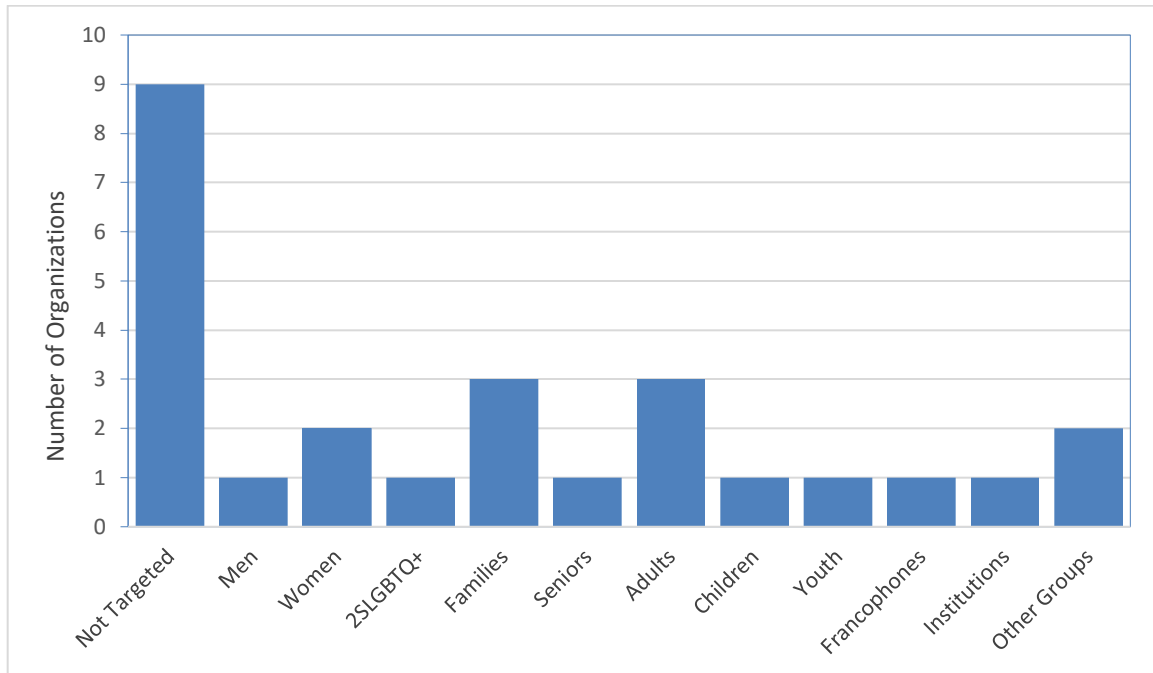
- Supports and outreach programs in multiple languages to promote personal development and social integration in London, Ontario.
- Entrepreneurship workshops for Francophone newcomers starting their own business.
- Local referral services linking international talent with Canadian companies.
- Funding and services to agencies that serve immigrants and newcomers.
- Document certification, translation, and community and medical interpretation services.
- Assistance for newcomers in faith-based institutions, and participation with external and internal agencies to welcome immigrants in London, Ontario.
- Community collaboration to improve healthcare and increase COVID-19 and vaccination awareness.
- Community-based services for Francophone individuals in Southwest Ontario seeking mental health and addiction support.

**Is this a core service (a service provided to immigrants on a regular basis) or an occasional service (a service provided to immigrants from time to time, depending on need)?**



*Note.* Of the 16 organizations who reported providing Other Services, 15 organizations reported whether this is a core or occasional service.

**Is this service targeted at a particular group(s)?  
If so, which one(s)? (Check all that apply)**



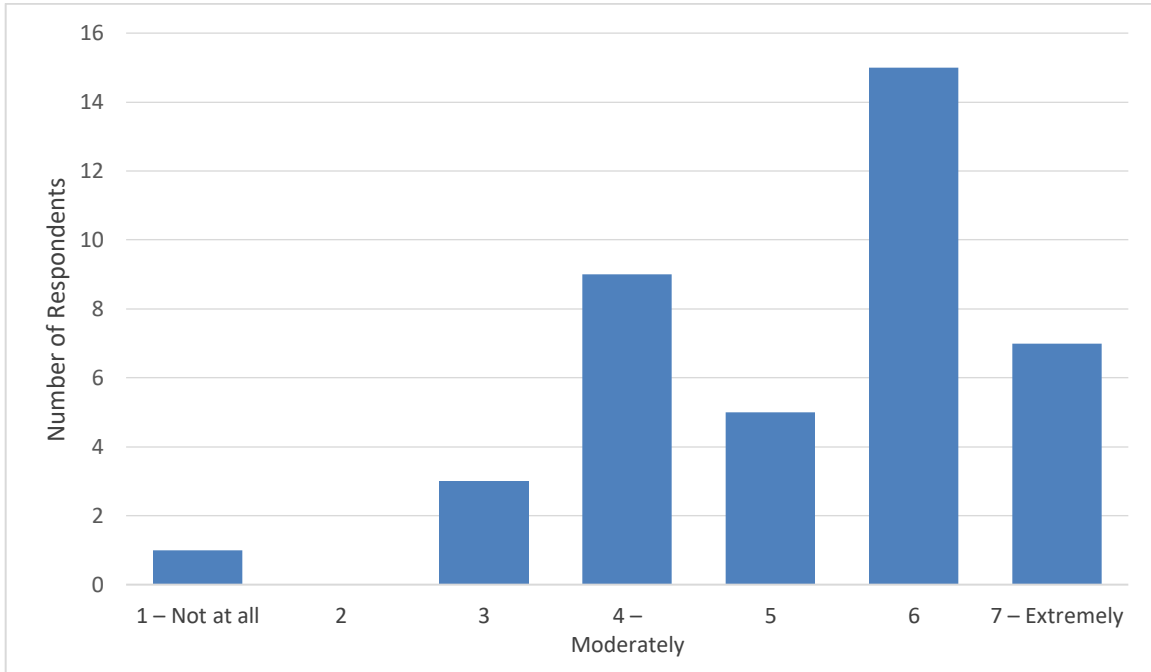
*Note.* This is based on the response of 16 organizations who reported whether or not they targeted Other Services towards specific groups.

**Summary:**

- Of the 15 organizations who reported whether the other services were core or occasional, 9 identified this as a core service, whereas 6 identified this as an occasional service.
- 9 of these organizations who reported that they provide other services than the ones specified do not target these services towards any particular group.
- Families and adults were the most targeted groups.
- Women were targeted twice as much as men.
- Examples of other groups include Muslims, and predominantly economic class and international students.

## 2. Connections with Other Organizations

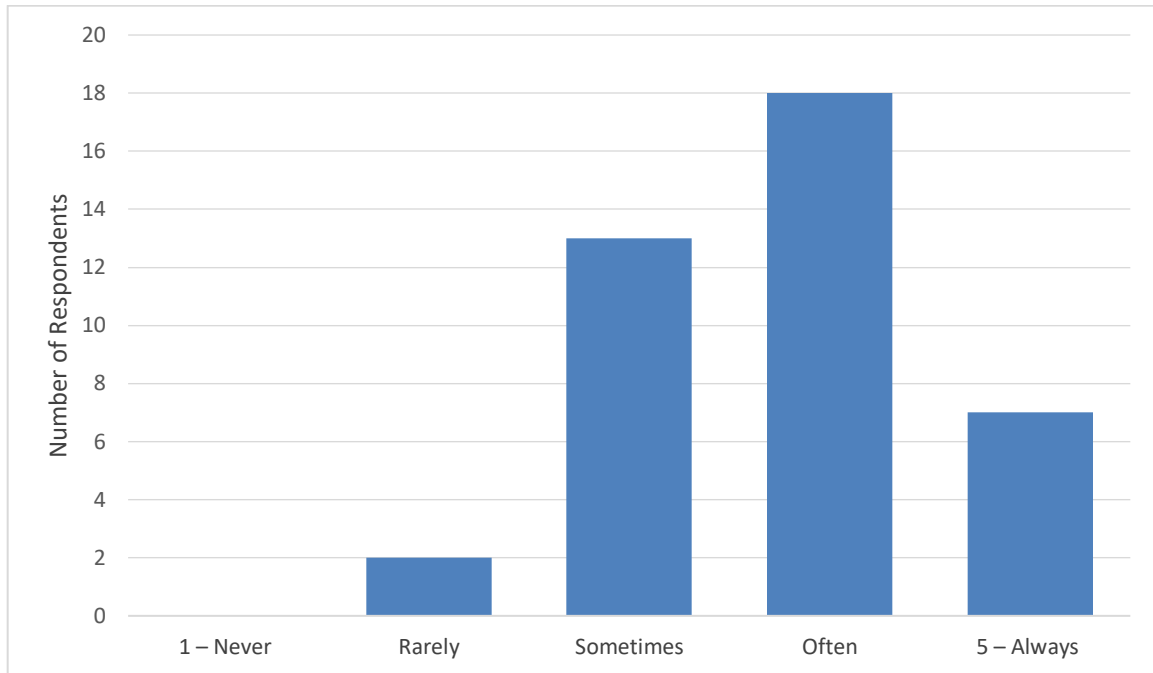
**How aware are you of the services provided by other organizations?**



**Awareness of Other Organizations** - 36 (90%) of the 40 respondents reported being at least moderately aware of the services of other organizations. People reported that their awareness of other services stemmed from:

- Involvement with the LMLIP sub-councils and other funded institutions' committees, networks, and meetings.
- Personal and professional connections with other individuals and organizations.
- Collaborations with other organizations and community partners.
- Attending local organizations' events and following their social media, newsletters, and email communication.

### How often do you work with other organizations in London and Middlesex to run your programs?

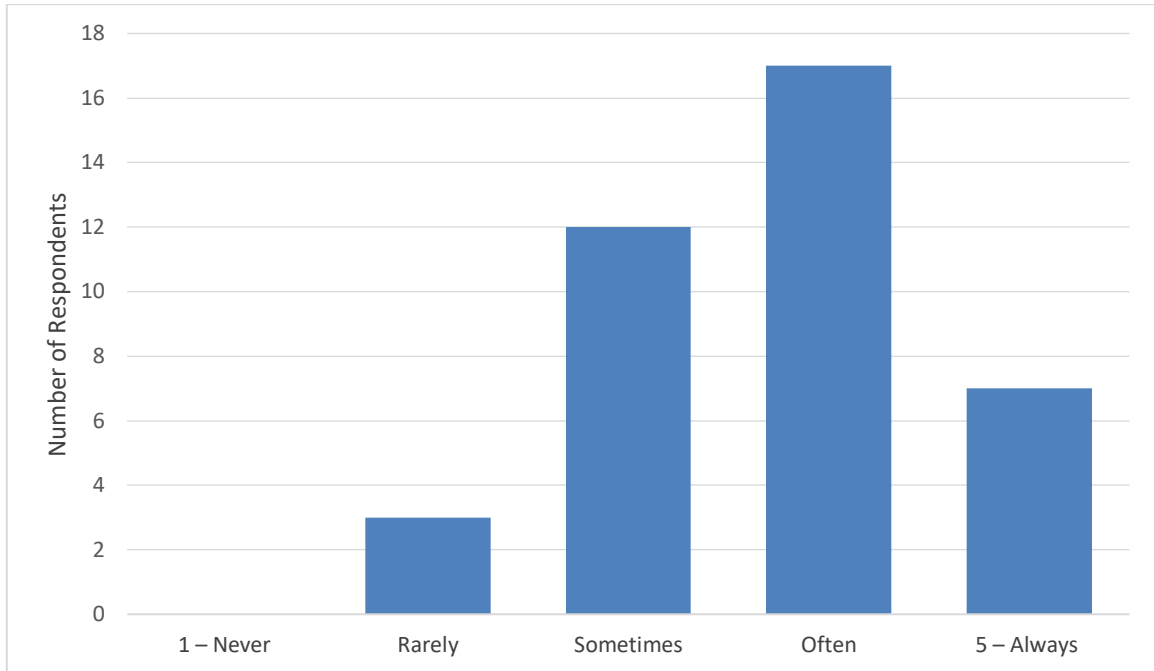


**Work with Other Organizations** –25 (62.5%) of 40 respondents reported often or always working with other organizations.

The types of organizations worked with include:

- Local, community, social, and ethnocultural organizations (e.g., family and resettlement agencies, the London Food Bank, Neighbourhood Resource Centres, community health and mental health centres).
- Ontario Works (OW) to assist unemployed individuals and social services that support people with visible and invisible disabilities (e.g., Access for Persons with Disabilities).
- Service provider and non-profit organizations (SPOs and NPOs).
- Healthcare system.
- K-12 schools, Fanshawe College, and NEST of Western University.
- Literacy centres and libraries.
- Employment agencies and councils (e.g., Immploy and Immigrant Employment Councils of Canada).
- Local Immigration Partnerships (LIPs).
- Faith-based organizations.
- Francophone agencies, organizations, colleges, and school boards (e.g., Collège Boréal and Carrefour des Femmes du SOO).

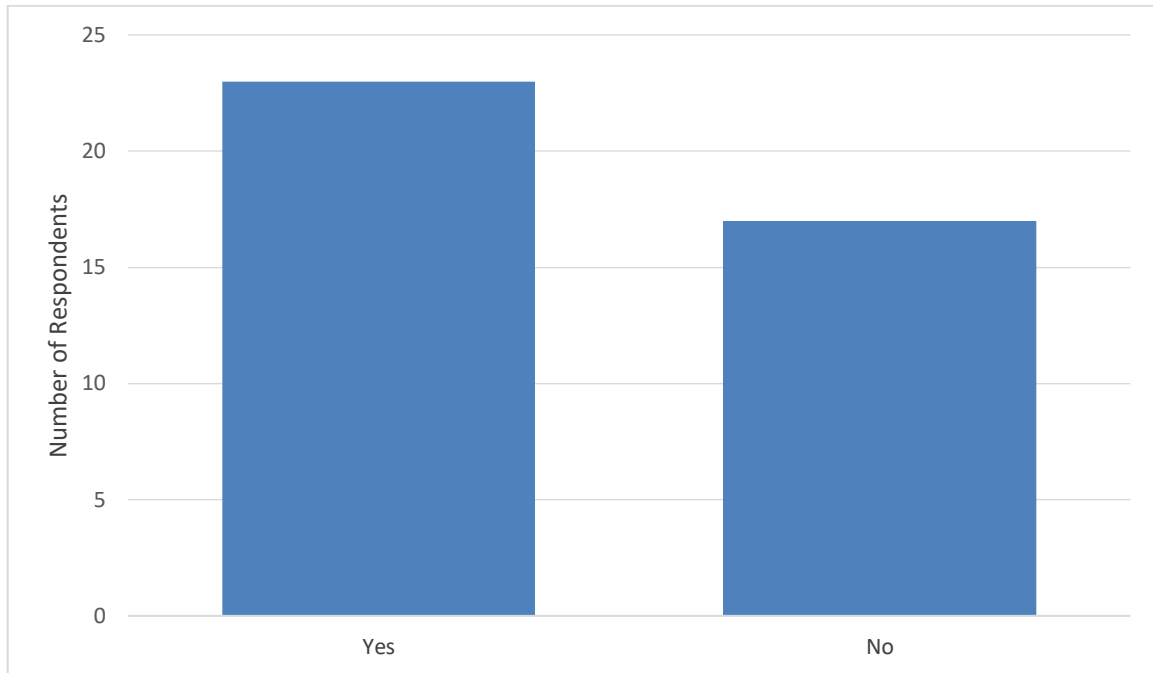
### How often do you refer clients to other services in London and Middlesex?



**Refer to other organizations** –24 (61.5 %) of 39 respondents reported often or always referring their clients to other organizations based on the needs of the client and the availability of services including:

- Health and mental health services.
- Employment services.
- Francophone services.
- Settlement services.
- Legal services.
- Language services and translation.
- Educational services and scholarship opportunities.
- Childcare services.
- Networking.
- Volunteer and placement opportunities.
- Advocacy.

**Do you have links with organizations in locations outside of London and Middlesex with whom you can share lessons and best practices?**



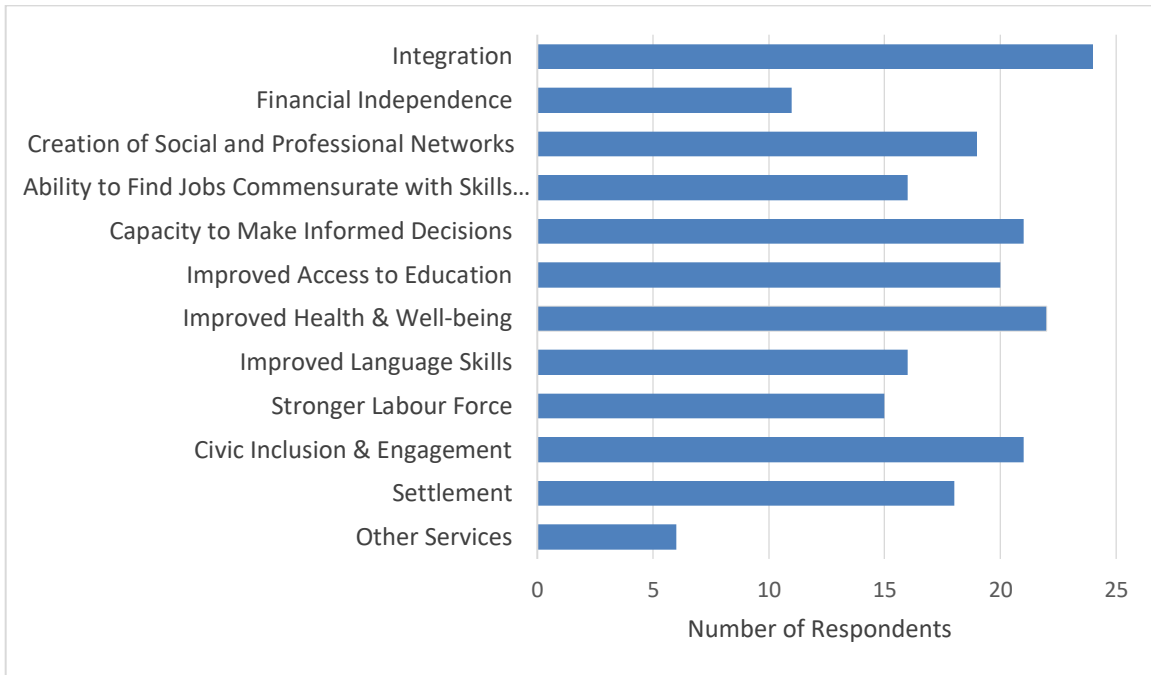
**Links with organizations outside of London & Middlesex** - 23 (57.5 %) of 40 respondents indicated that they link with organizations outside of the London & Middlesex area to share best practices, including:

- Supported Housing of Perth Program [SHOPP].
- Police and jurisdiction sectors (e.g., the Partner Assault Response Program Huron County (Goderich), and Bail Verification and Supervision Program across Ontario).
- Health units and mental health and addiction centres across Ontario (e.g., Canadian Mental Health Association [CMHA])
- Libraries and educational institutions in Ontario, including school boards, postsecondary institutions, and other Collège Boréal branches.
- Pathways to Prosperity (P2P) Partnership and Conference Board of Canada .
- Language provider organizations.
- Employment and business organizations (e.g., Chamber associations).
- Non-profit, cultural, and community organizations (e.g., Federation of Canadian Turkish Associations of Toronto and Ontario Council of Agencies Serving Immigrants [OCASI]).
- Government-level organizations (e.g., Immigration, Refugees, and Citizenship Canada [IRCC], LIPs, and Refugee Assistance Program [RAP]).



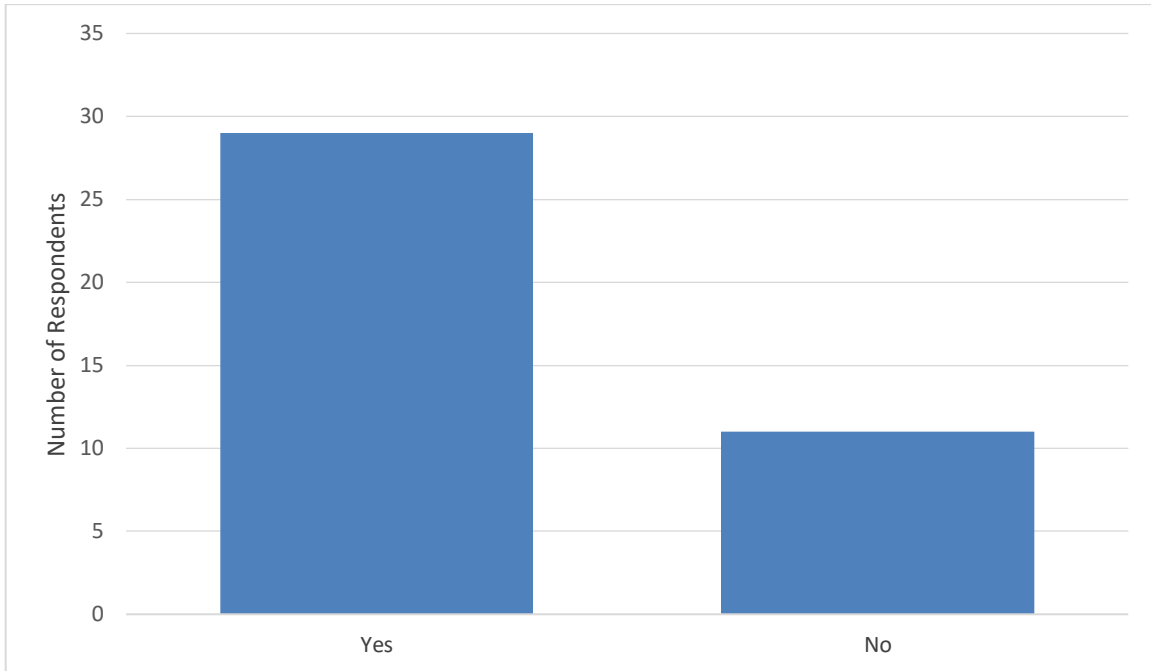
### 3. Outcomes and Evaluation of Current Services

**What are the anticipated outcomes of your current services for immigrants?  
(Check all that apply)**



#### Summary:

- Of the 40 respondents, 29 (72.5%) reported having 3 or more anticipated outcomes for their services.
- Integration is the most common outcome, anticipated by 24 (60%) of the 40 respondents.
- Over half of the respondents anticipate improving civic inclusion and engagement, mental health and well-being, and the capacity to make informed decisions.
- More than a third of the respondents anticipate settlement, stronger labour force, improved language skills, improved access to education, the ability to find jobs commensurate with skills and education, creation of social and professional networks, as outcomes.
- Other outcomes include adequate housing, poverty reduction and prevention, academic success, and better navigation of Canadian systems.

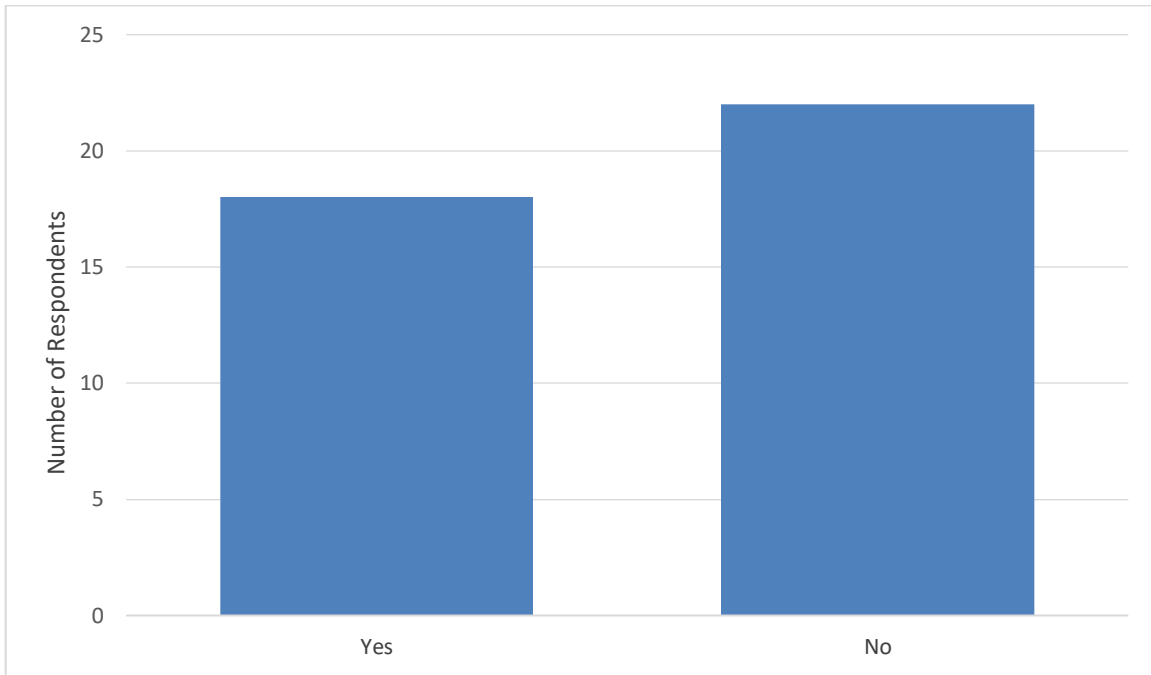
**Do you try to evaluate the effectiveness of your services?**

**Evaluation** – 29 (72.5%) of 40 respondents indicated that they performed different types of evaluations including:

- Third-party evaluation.
- Surveys and focus groups with clients.
- Feedback (surveys) from partners, employers, instructors, and community members.
- Ongoing program evaluations.
- Graduation, employment rates, and other metrics.
- The Ontario Perception of Care tool for mental health and addiction.

## 4. Emerging Plans

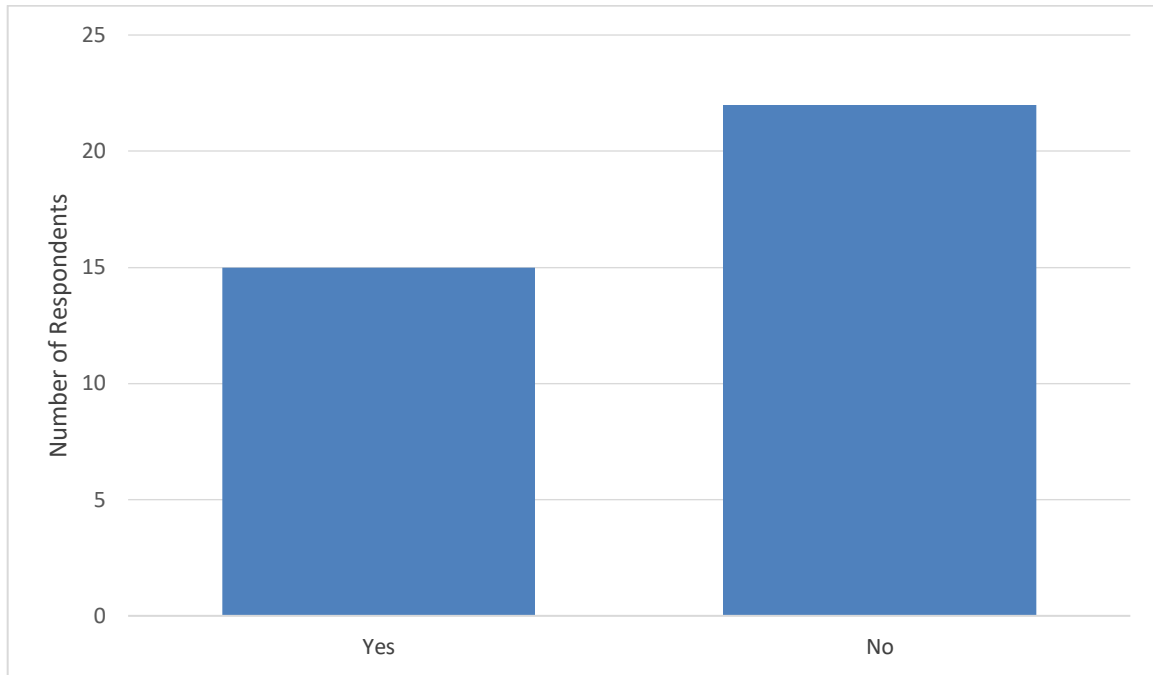
**Does your organization have any emerging plans to provide new services to immigrants in London and Middlesex?**



**Emerging plans**—18 (45%) of 40 respondents indicated that they had emerging plans to provide new services to immigrants in London, including:

- Educational programming and workshops.
- Youth programming.
- Employment services.
- Flexible language services.
- Housing services.
- Settlement services and newcomer orientation.
- Programming to help "discover London and its surroundings."
- Programming to advance equity, diversity, and inclusion, and anti-oppressive service delivery.

**Does your organization have any specific strategies to market your services to newcomers and immigrants?**

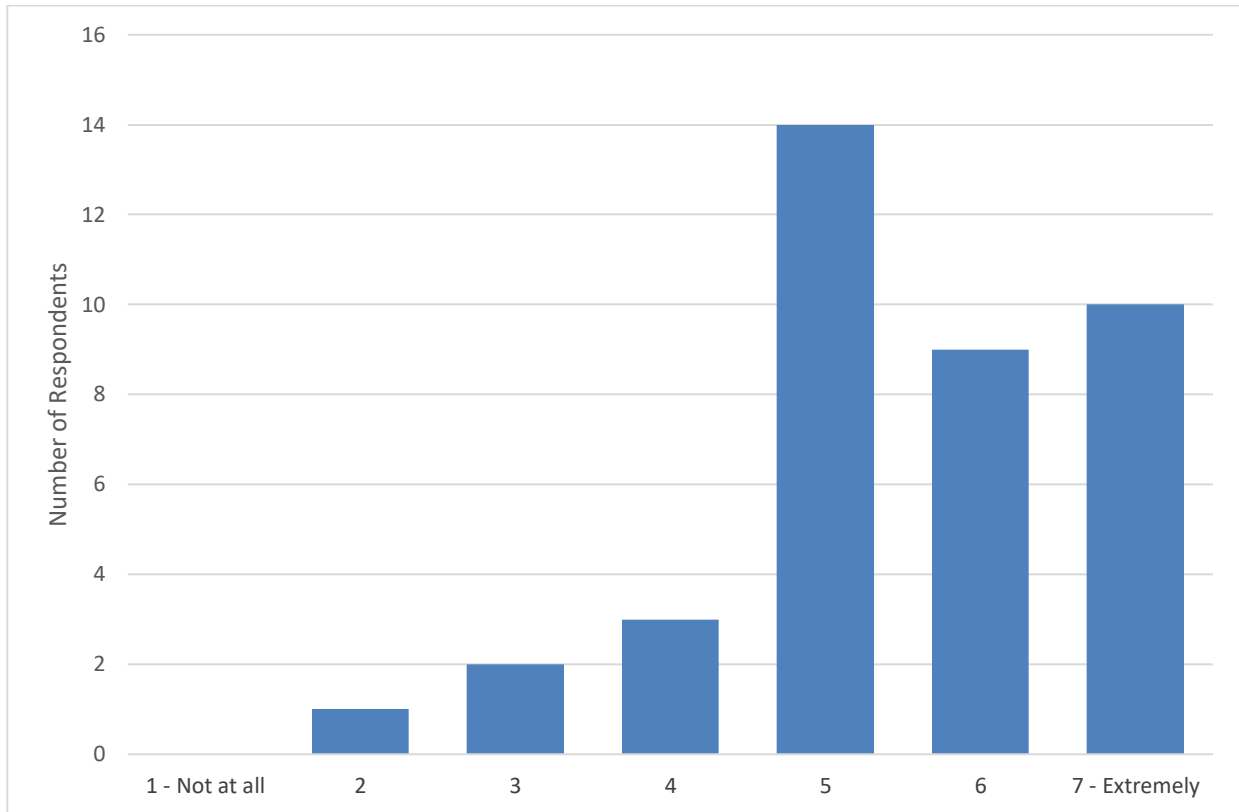


**Strategies to Market Services** – 15 (40.5 %) of 37 respondents indicated that they have specific strategies to market services to newcomers and immigrants, including:

- Multimedia advertising including print media, radio, billboards, brochures, organizations' website, the IRCC website, and social media.
- Word of mouth, referrals and promotion within existing classes and programs.
- Partnerships, outreach and participation in community and mentorship events.
- Creating a mental health and addiction resource guide in English and French, with the help of the LMLIP.

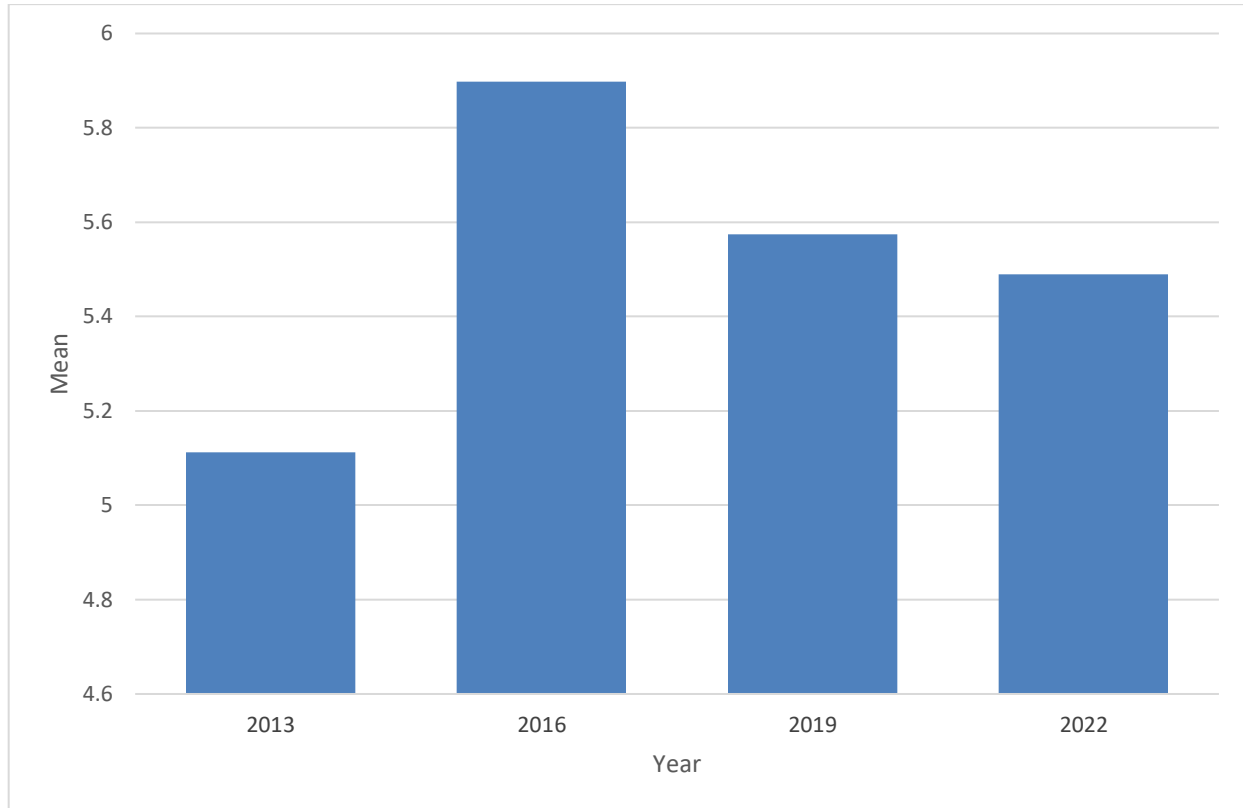
## 5. Assessment of the London & Middlesex Local Immigration Partnership

To what extent are you familiar with the activities of the London & Middlesex Local Immigration Partnership?



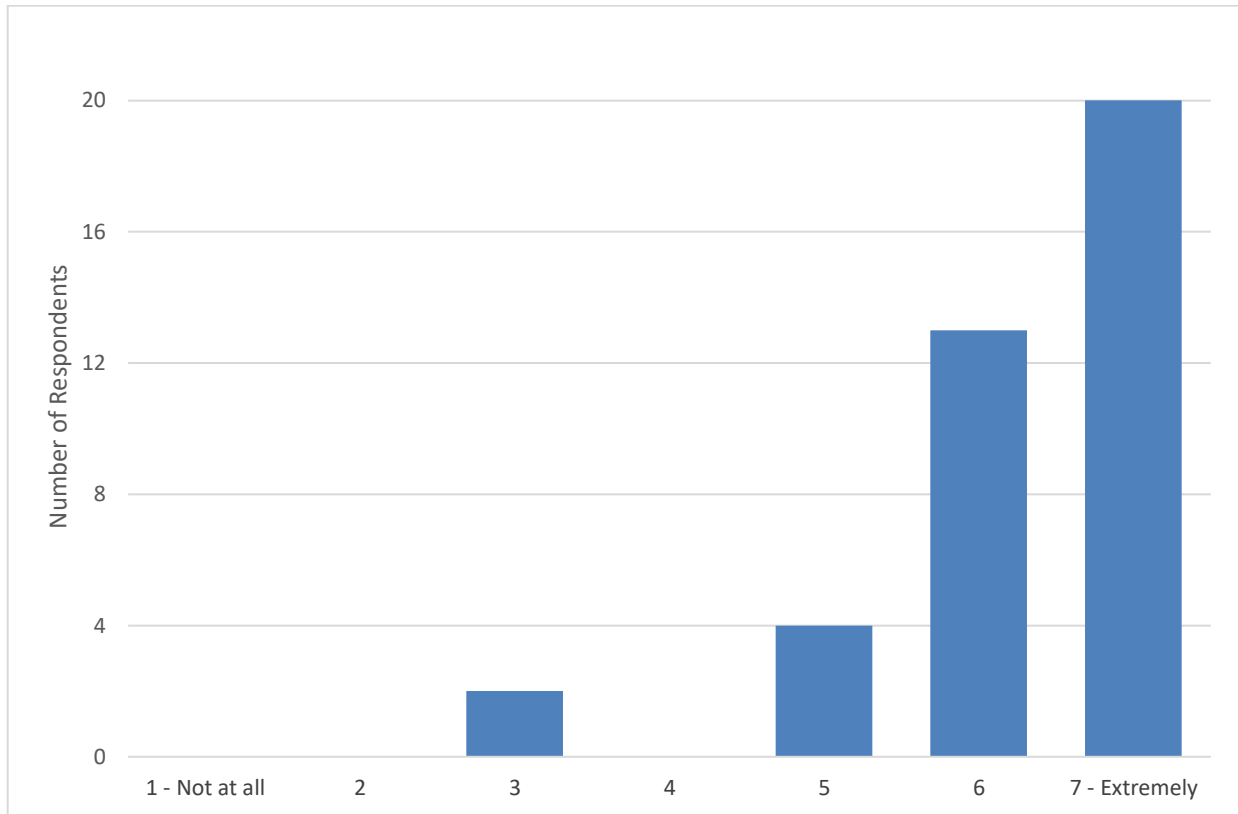
*Note.* This is based on the response of 39 respondents in 2022.

- The majority of respondents who answered this question reported being moderately or extremely familiar with the activities of the LMLIP, with 33 (84.6%) choosing 5, 6, or 7 on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2013, 2016, 2019, and 2022

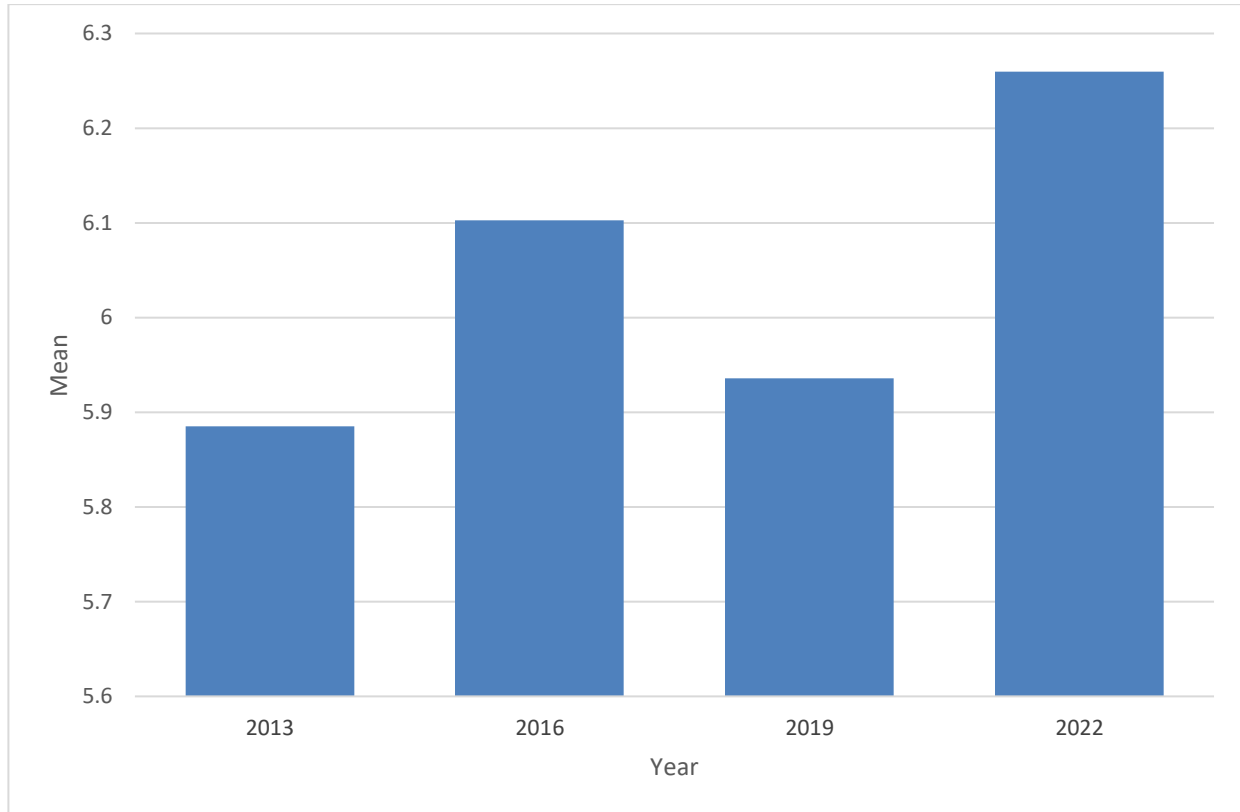
*Note.* This is based on the response of 62 respondents in 2013, 39 respondents in 2016, 47 respondents in 2019, and 39 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely).

**Do you think that the London & Middlesex Local Immigration Partnership is relevant to the work going on in the community to support immigrants?**



*Note.* This is based on the response of 39 respondents in 2022.

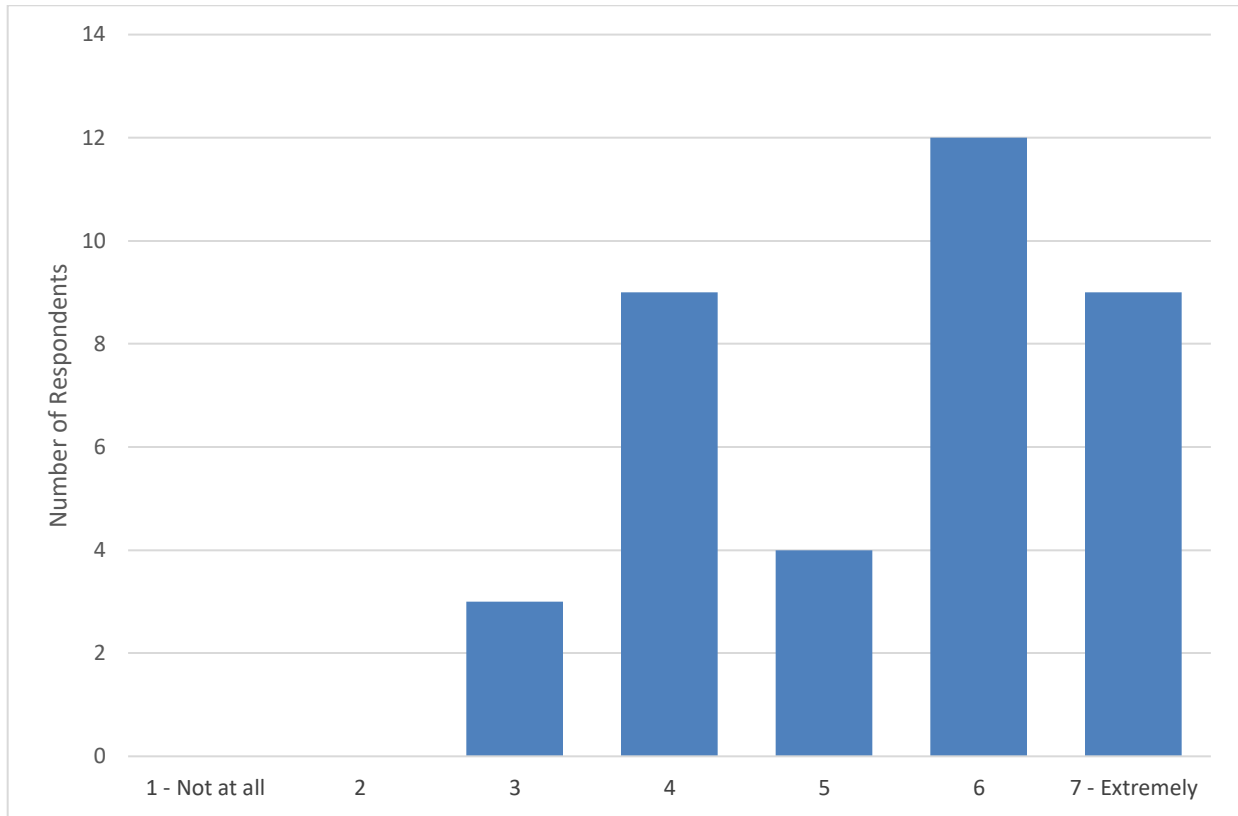
- The majority of respondents who answered this question reported that the LMLIP is quite relevant to the work going on in the community to support immigrants, with 33 (84.6%) choosing 6 or 7 on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2013, 2016, 2019, and 2022

*Note.* This is based on the response of 61 respondents in 2013, 39 respondents in 2016, 47 respondents in 2019, and 39 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely).



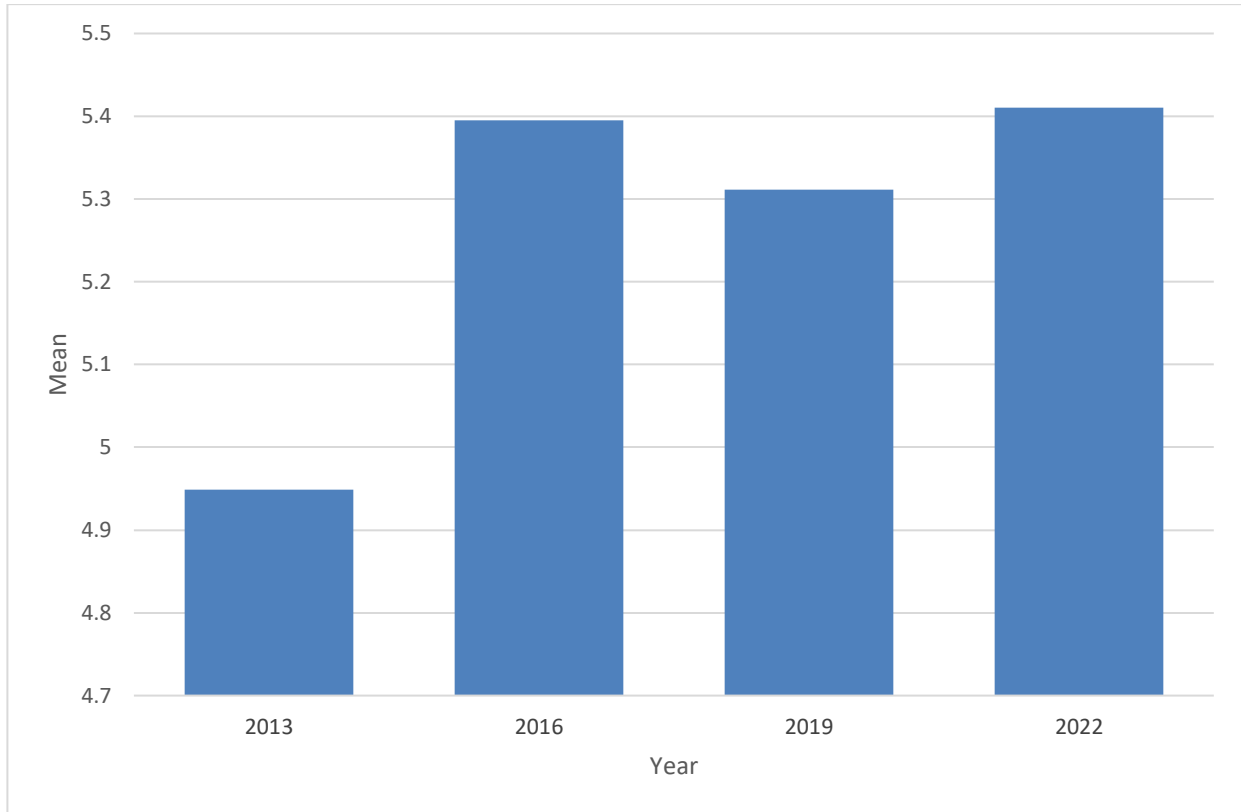
**Do you think that the London & Middlesex Local Immigration Partnership has changed the way in which services for immigrants are delivered in London and Middlesex?**



*Note.* This is based on the response of 37 respondents in 2022.

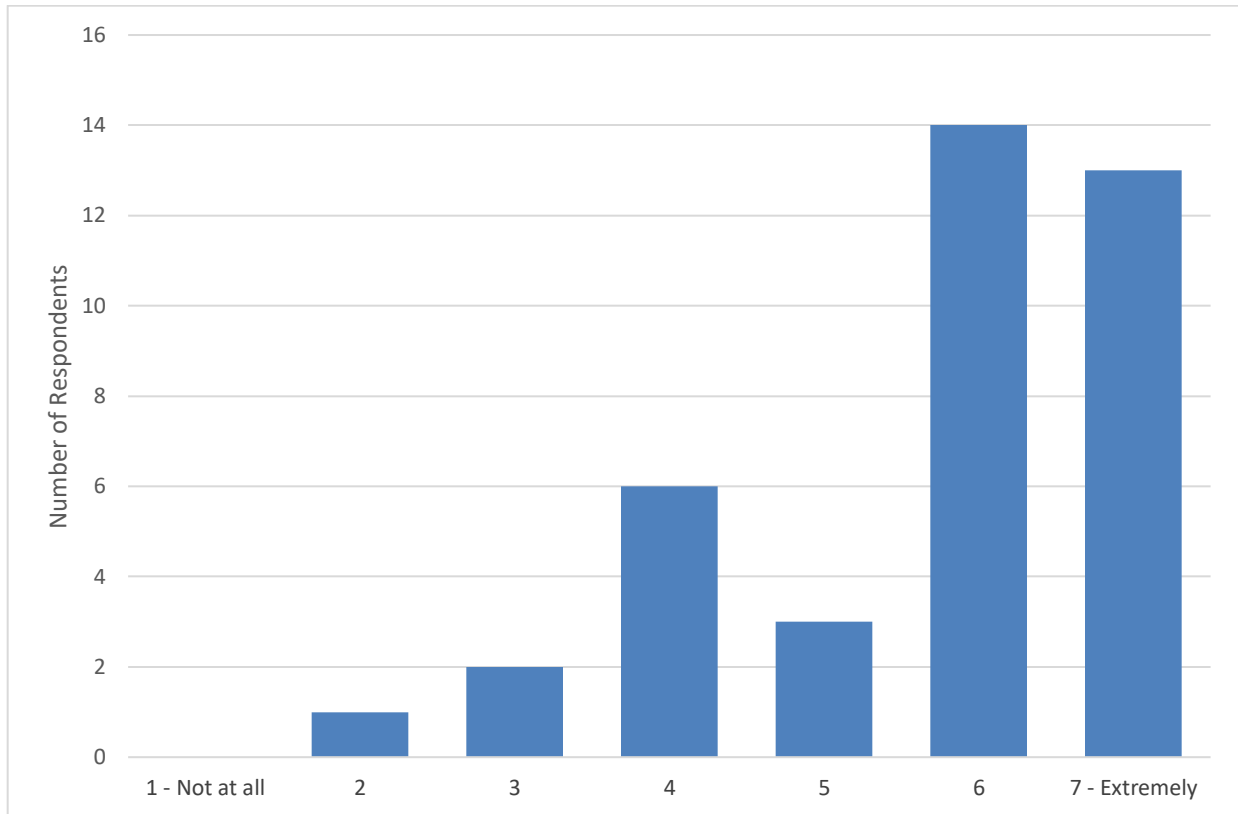
- More than half of respondents who answered this question reported that the LMLIP has fairly changed the way in which services for immigrants are delivered in London and Middlesex, with 21 (56.8%) choosing 6 or 7 on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2013, 2016, 2019, and 2022



*Note.* This is based on the response of 59 respondents in 2013, 38 respondents in 2016, 45 respondents in 2019, and 37 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely).

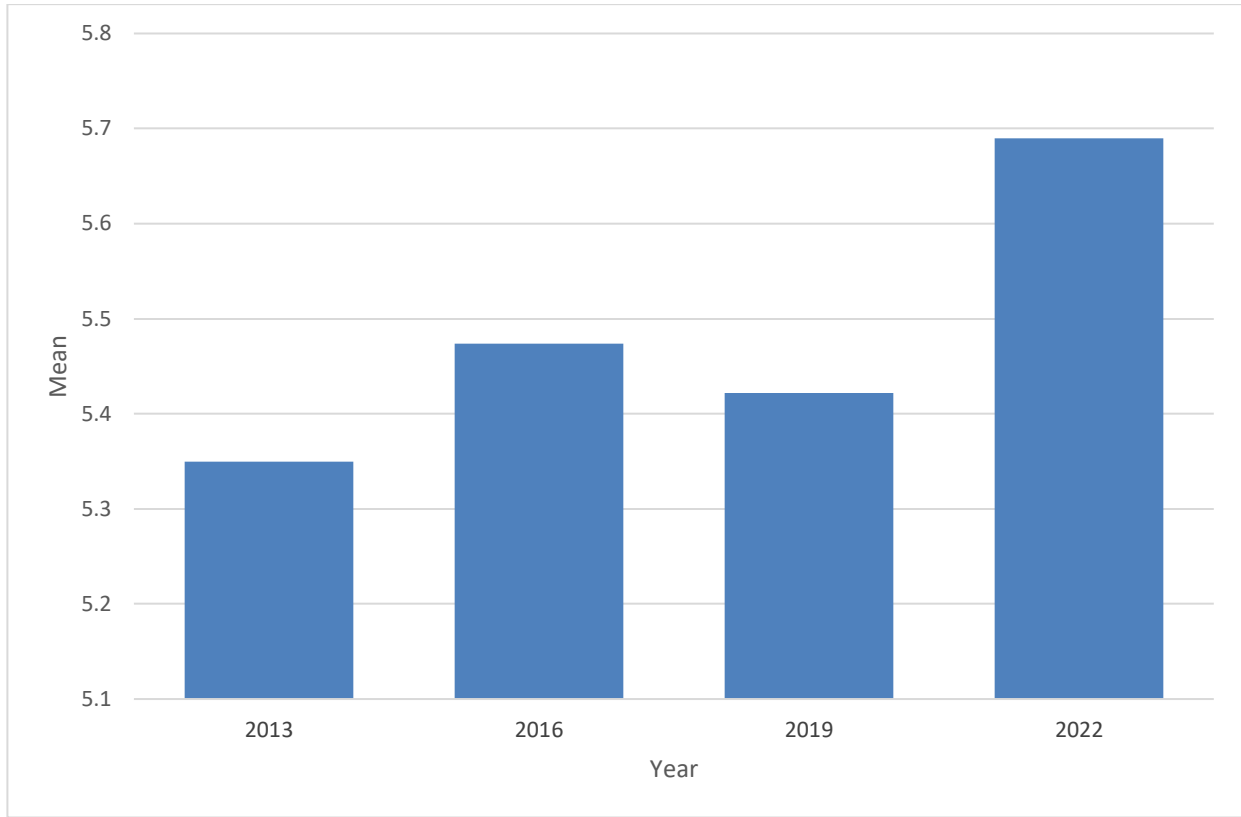
**Do you think that the London & Middlesex Local Immigration Partnership has increased coordination of services for immigrants in London and Middlesex?**



*Note.* This is based on the response of 39 respondents in 2022.

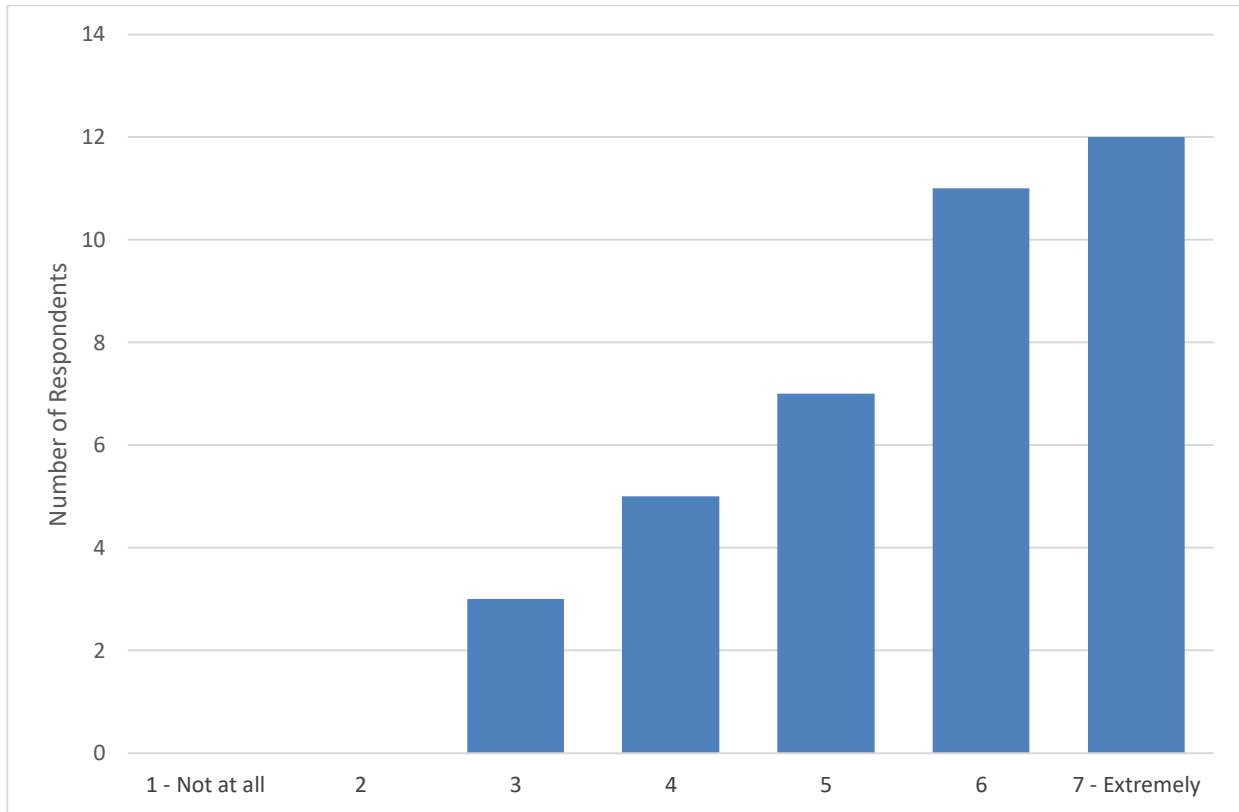
- The majority of respondents who answered this question reported that the LMLIP has increased coordination of services for immigrants in London and Middlesex, with 27 (69.2%) choosing 6 or 7 on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2013, 2016, 2019, and 2022



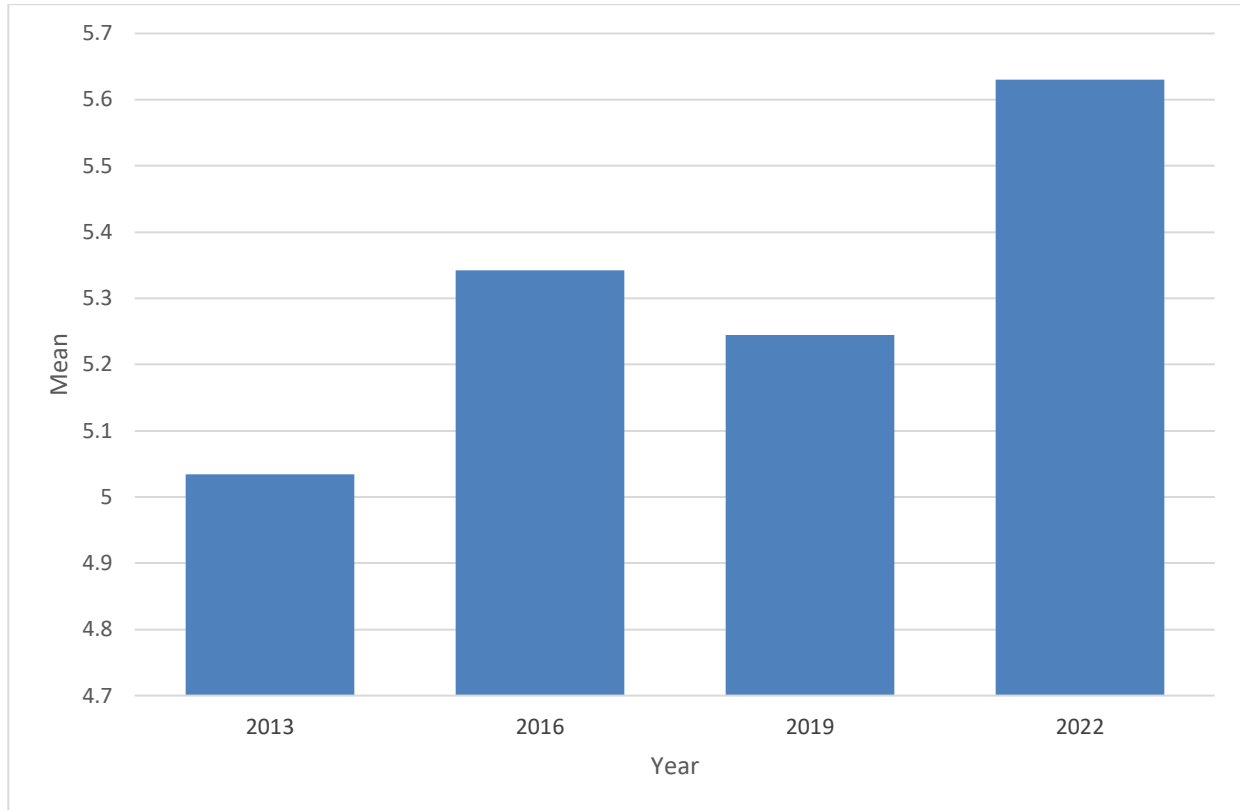
*Note.* This is based on the response of 60 respondents in 2013, 38 respondents in 2016, 45 respondents in 2019, and 39 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely).

**Do you think that the London & Middlesex Local Immigration Partnership has improved the type of services that are offered to immigrants in London and Middlesex?**



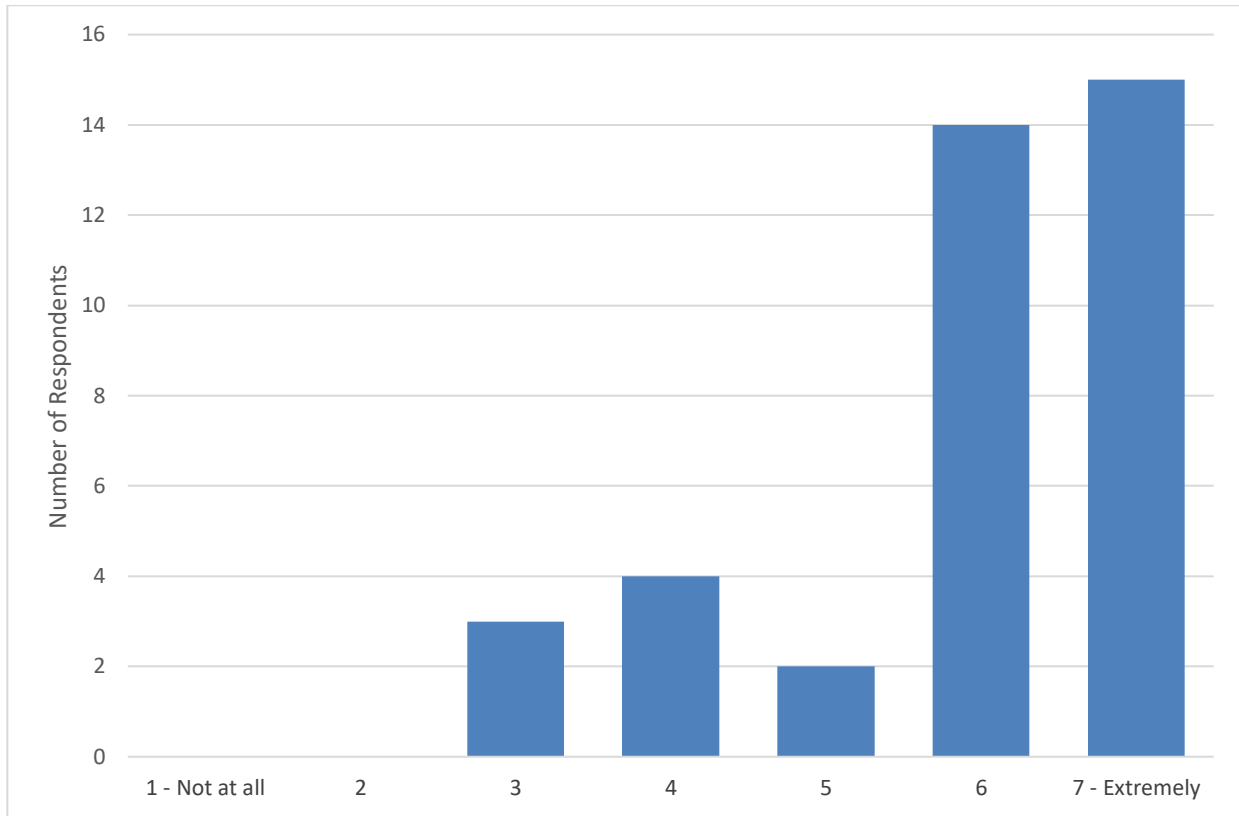
*Note.* This is based on the response of 38 respondents in 2022.

- The majority of respondents who answered this question reported that the LMLIP has significantly improved the type of services that are offered to immigrants in London and Middlesex, with 23 (60.5%) choosing 6 or 7 on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2013, 2016, 2019, and 2022

*Note.* This is based on the response of 58 respondents in 2013, 38 respondents in 2016, 45 respondents in 2019, and 38 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely).

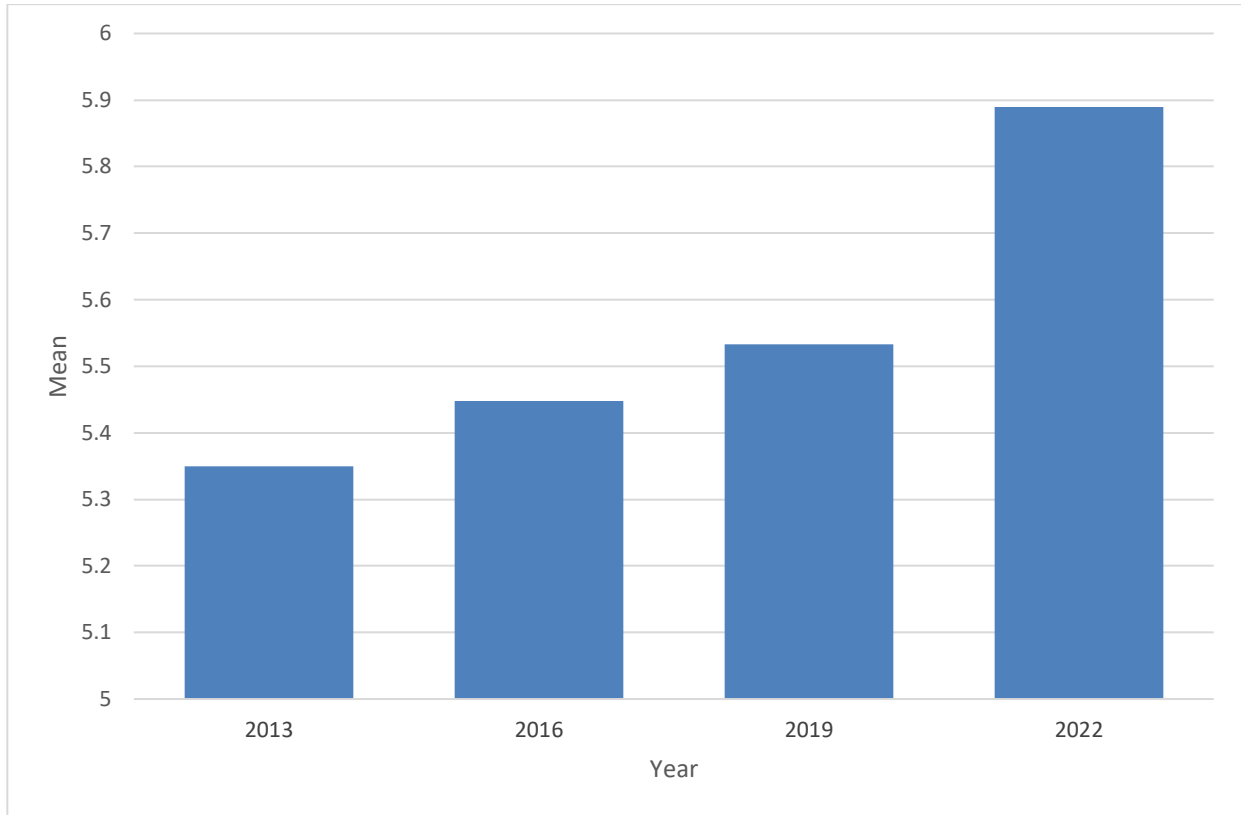
**Do you think that the London & Middlesex Local Immigration Partnership has changed the extent to which London and Middlesex is a welcoming community for immigrants?**



*Note.* This is based on the response of 38 respondents in 2022.

- The majority of respondents who answered this question reported that the LMLIP has changed the extent to which London and Middlesex is a welcoming community for immigrants, with 29 (76.3%) choosing 6 or 7 on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

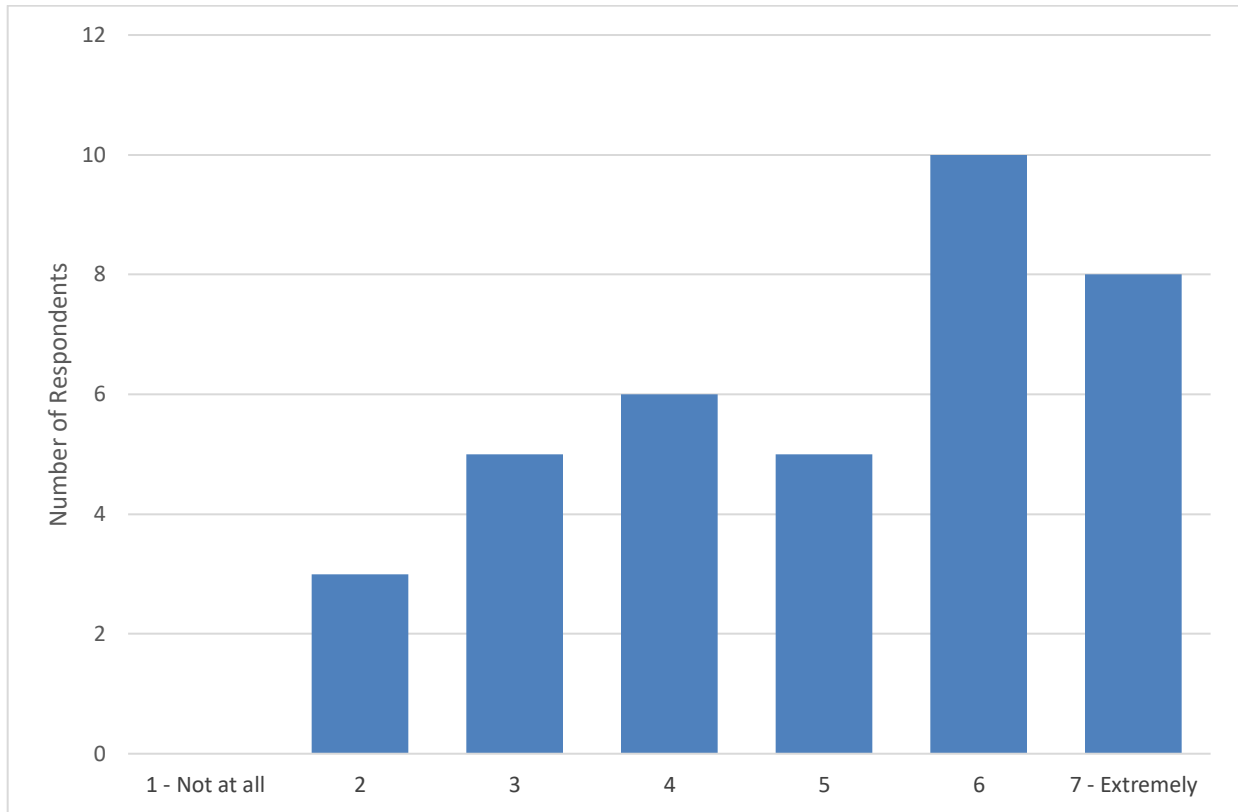
Comparison of Means: 2013, 2016, 2019, and 2022



*Note.* This is based on the response of 60 respondents in 2013, 38 respondents in 2016, 45 respondents in 2019, and 38 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely).

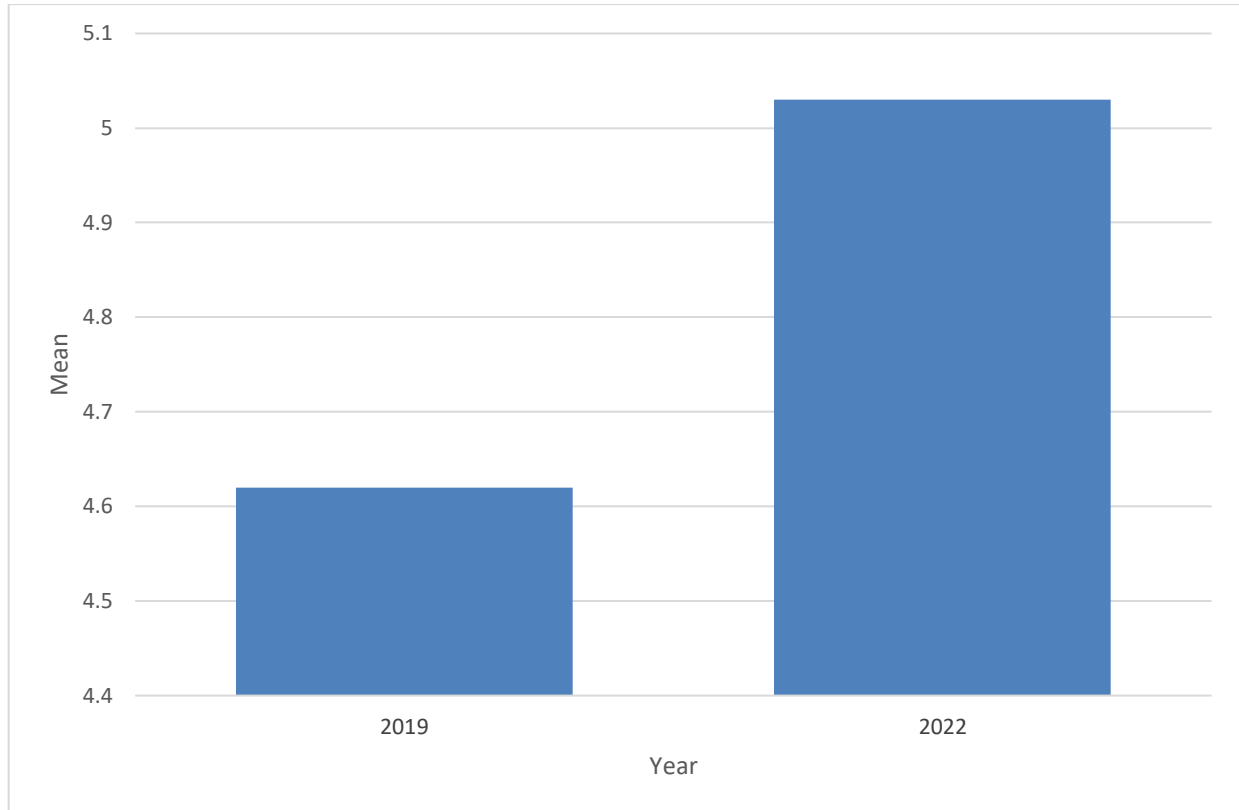


**Do you think that the London & Middlesex Local Immigration Partnership has increased your capacity to deliver services effectively?**



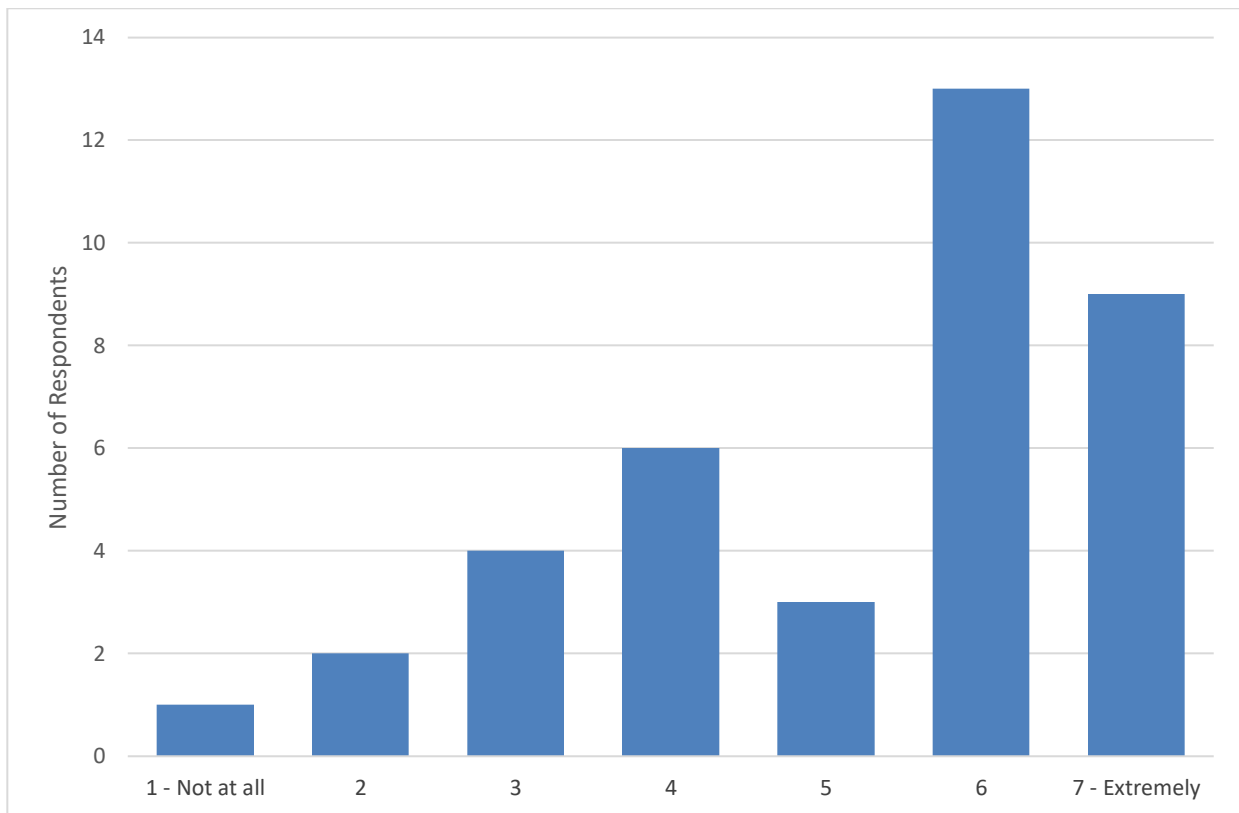
*Note.* This is based on the response of 37 respondents in 2022.

- Nearly half of respondents who answered this question reported that the LMLIP has increased their capacity to deliver services effectively, with 18 (48.6%) choosing 6 or 7 on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2019 and 2022

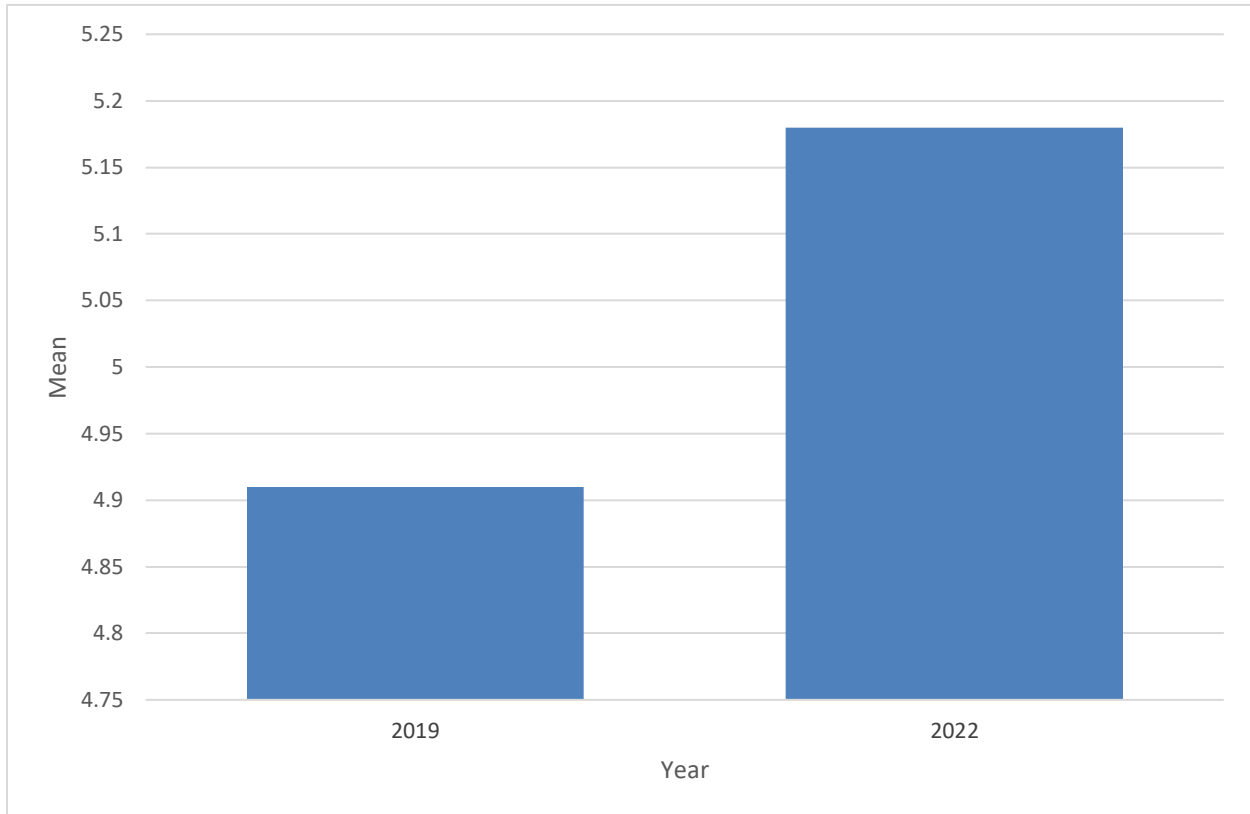
*Note.* This is based on the response of 45 respondents in 2019 and 37 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely). This question has been added to the survey since 2019; thus, data from 2013 and 2016 are not available for comparison purposes.

**Do you think that the London & Middlesex Local Immigration Partnership has increased your capacity to serve clients through collaboration with other organizations?**



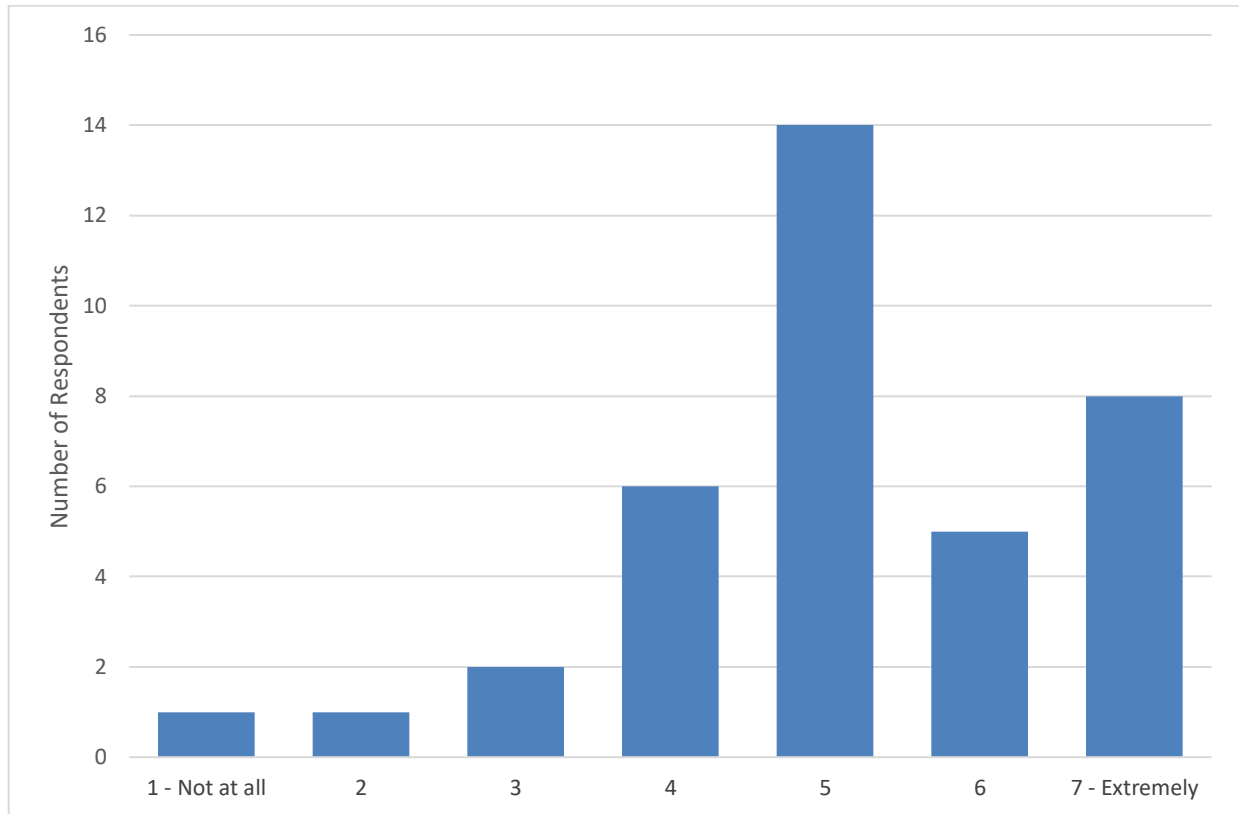
*Note.* This is based on the response of 38 respondents in 2022.

- More than half of respondents who answered this question reported that the LMLIP has increased their capacity to serve clients through collaboration with other organizations, with 22 (57.9%) choosing 6 or 7 on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2019 and 2022

*Note.* This is based on the response of 44 respondents in 2019 and 38 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely). This question has been added to the survey since 2019; thus, data from 2013 and 2016 are not available for comparison purposes.

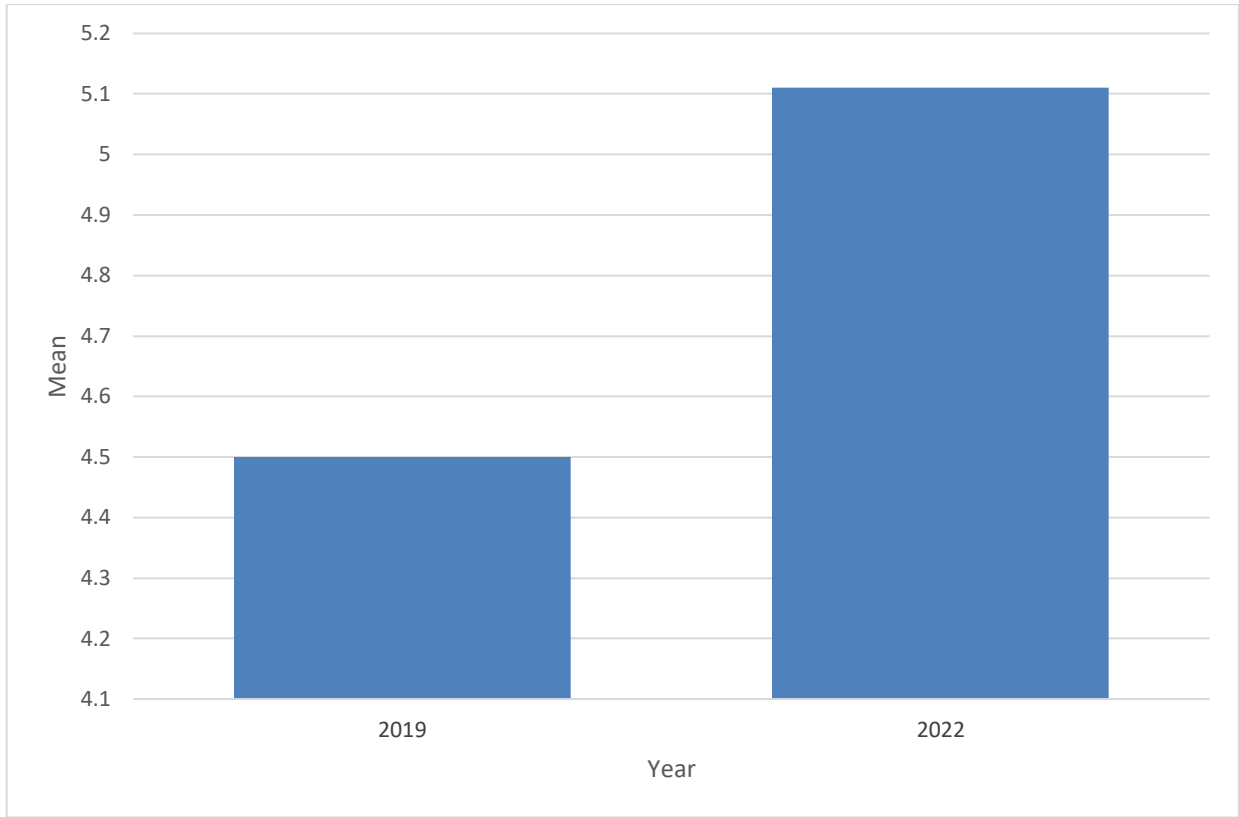
### To what extent do you think the LMLIP has increased individual Canadian's engagement?



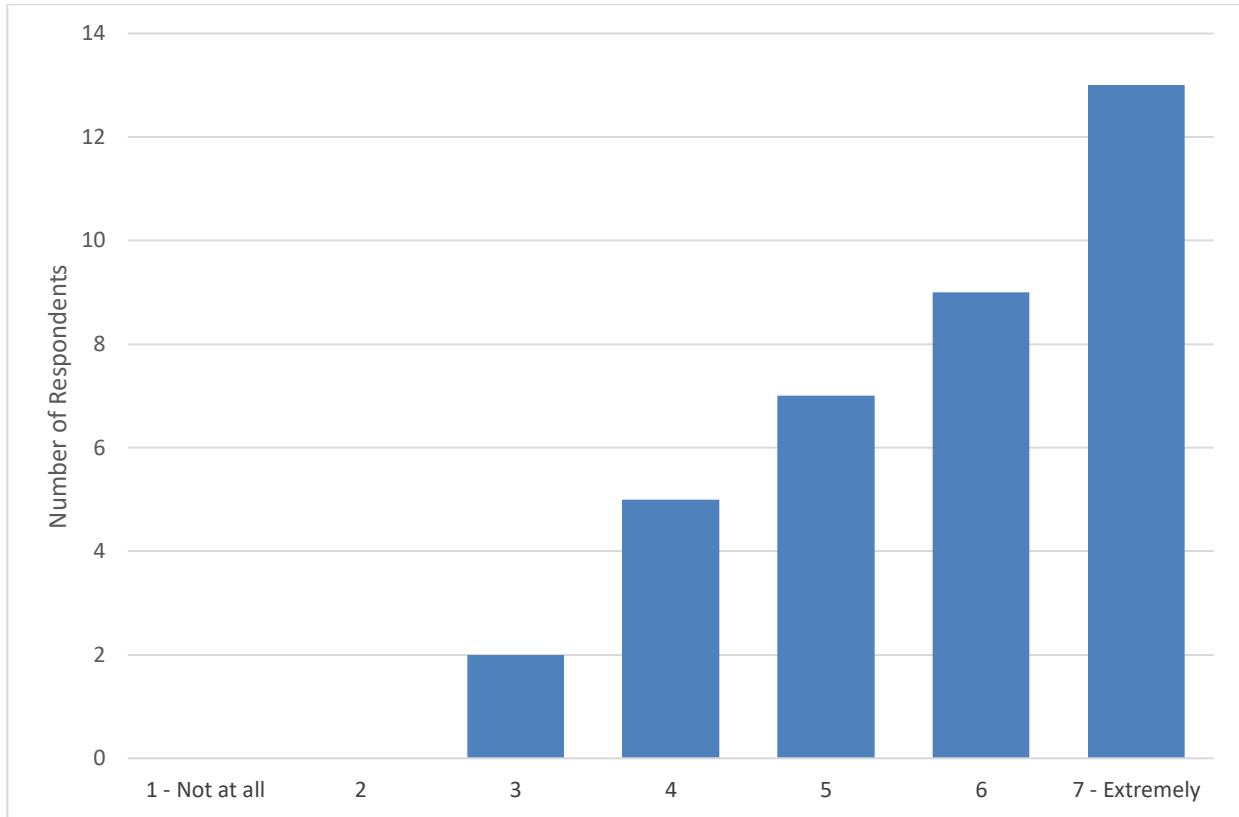
*Note.* This is based on the response of 37 respondents in 2022.

- The majority of individuals who answered this question reported that the LMLIP has increased individual Canadian's engagement, with 27 (73%) choosing 5, 6 or 7 on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2019 and 2022

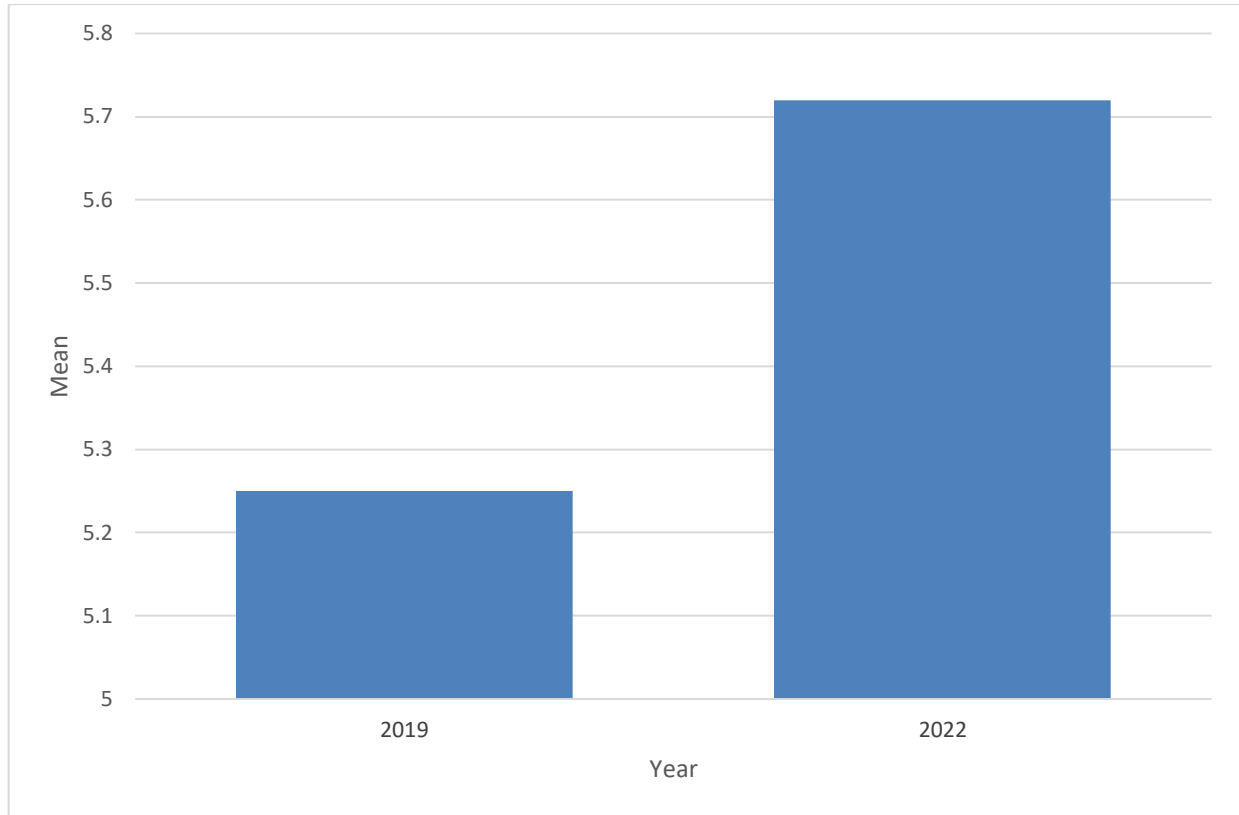


*Note.* This is based on the response of 44 respondents in 2019 and 37 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely). This question has been added to the survey since 2019; thus, data from 2013 and 2016 are not available for comparison purposes.

**To what extent do you think the LMLIP has increased community partnerships?**

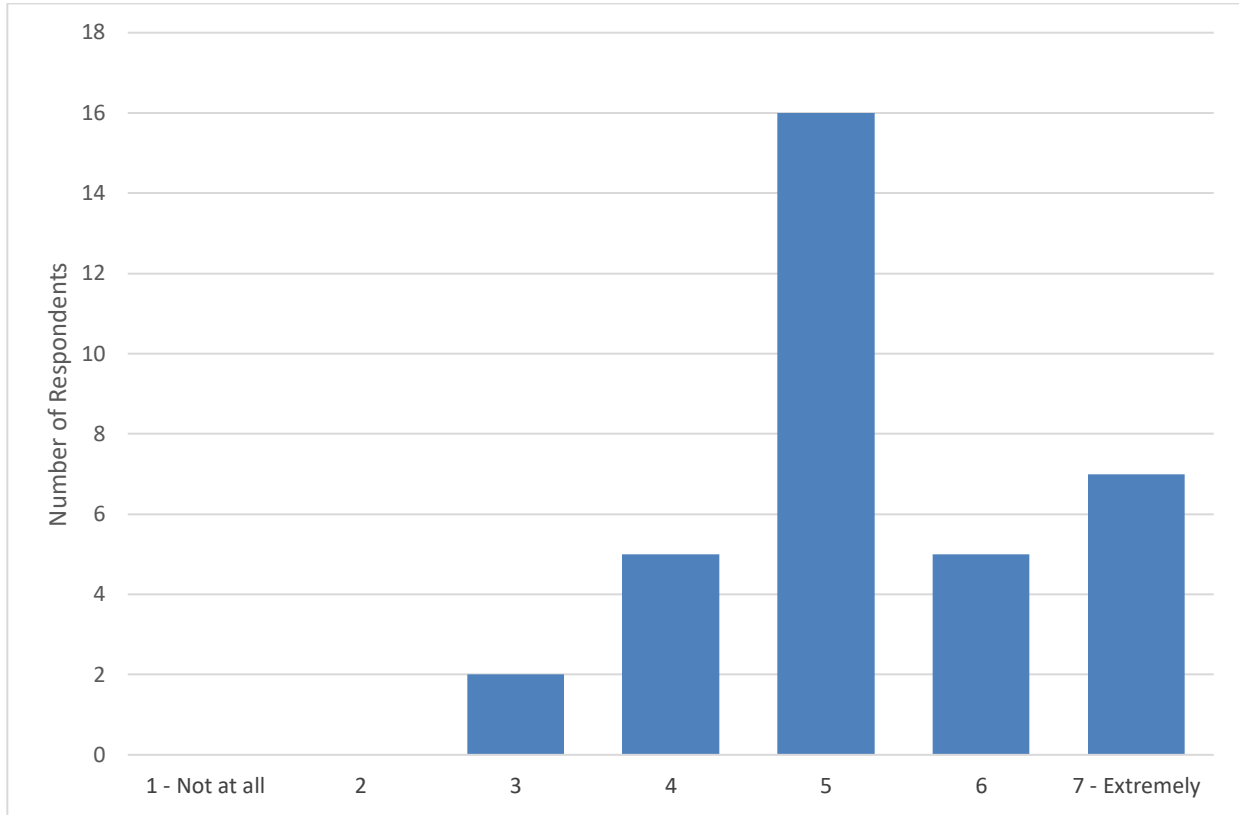
*Note.* This is based on the response of 36 respondents in 2022.

- Most respondents who answered this question reported that the LMLIP has increased community partnerships, with 22 (61.1%) choosing 6 or 7 on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2019 and 2022

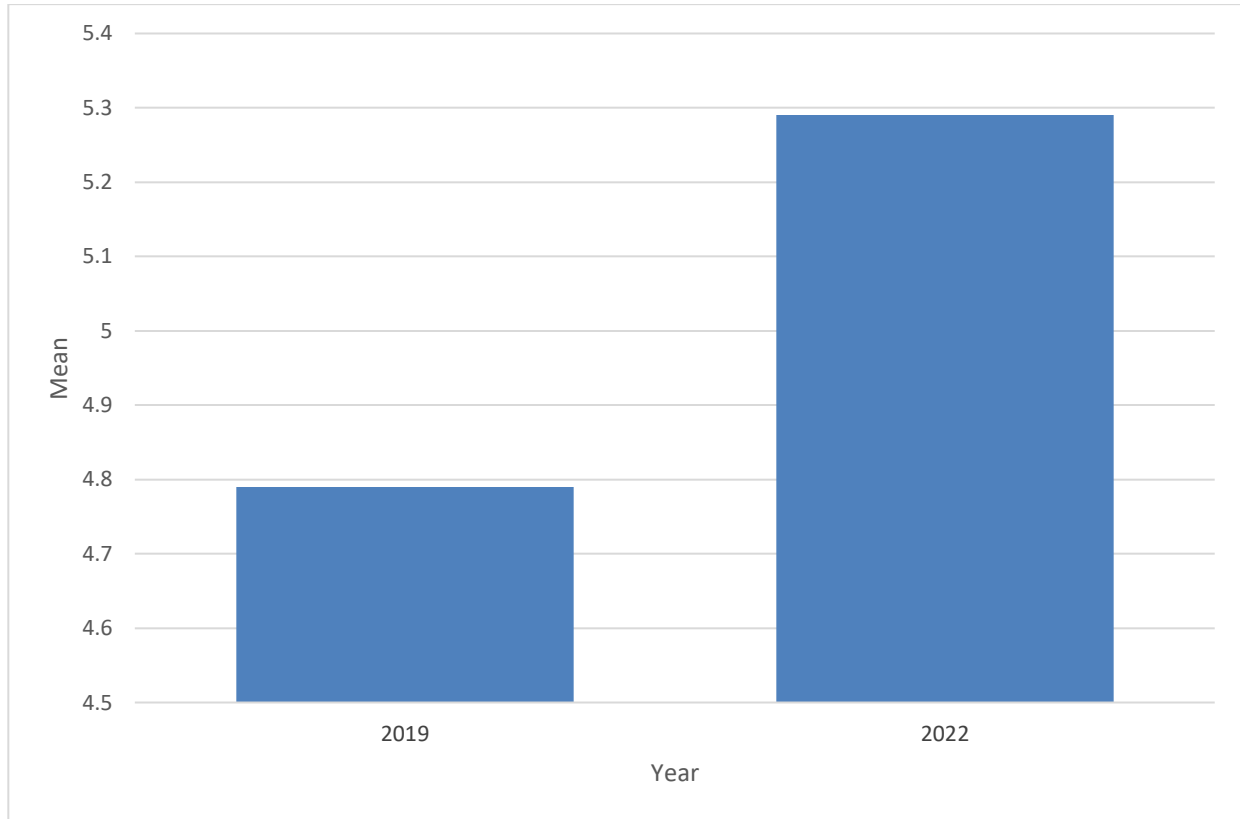
*Note.* This is based on the response of 44 respondents in 2019 and 36 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely). This question has been added to the survey since 2019; thus, data from 2013 and 2016 are not available for comparison purposes.



**To what extent do you think the LMLIP has increased tools development?**

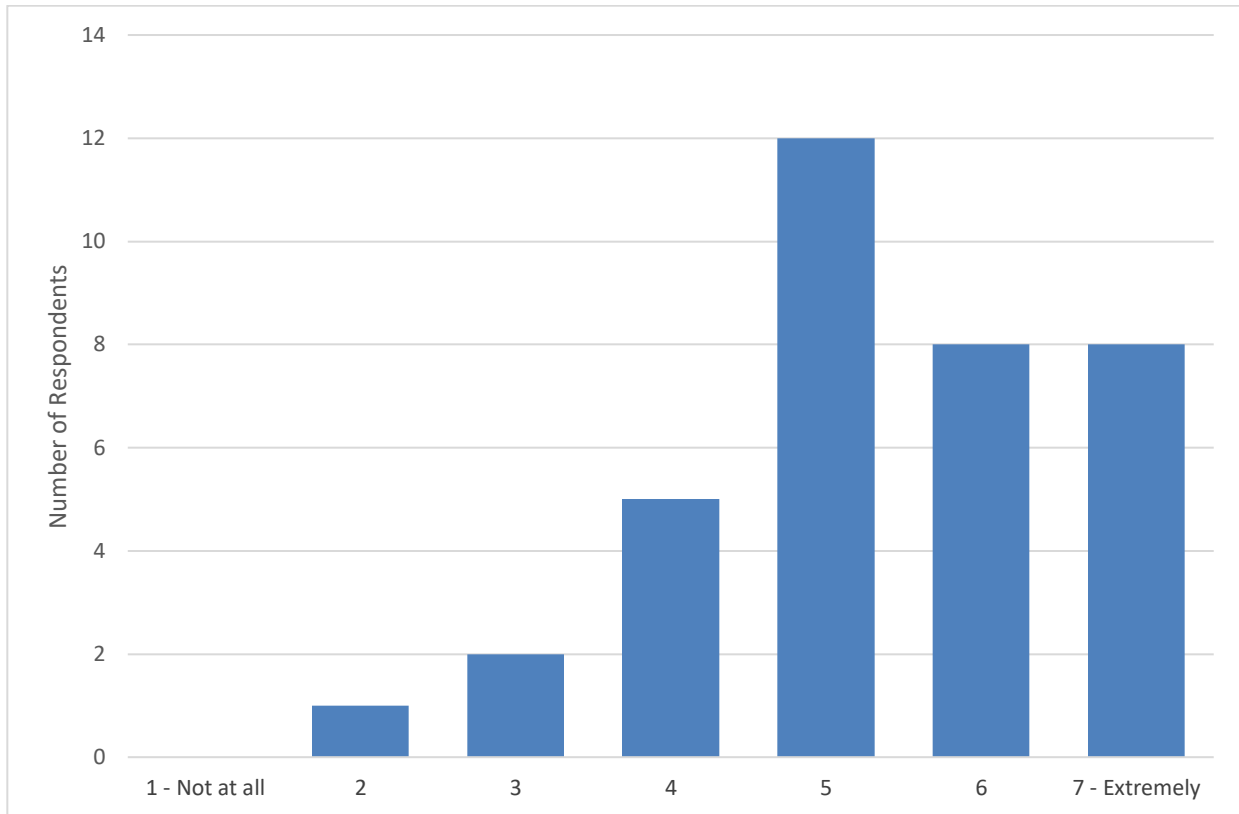
*Note.* This is based on the response of 35 respondents in 2022.

- The majority of individuals who answered this question reported that the LMLIP has at least moderately increased tools development, with 28 (80%) choosing 5, 6 or 7 on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2019 and 2022

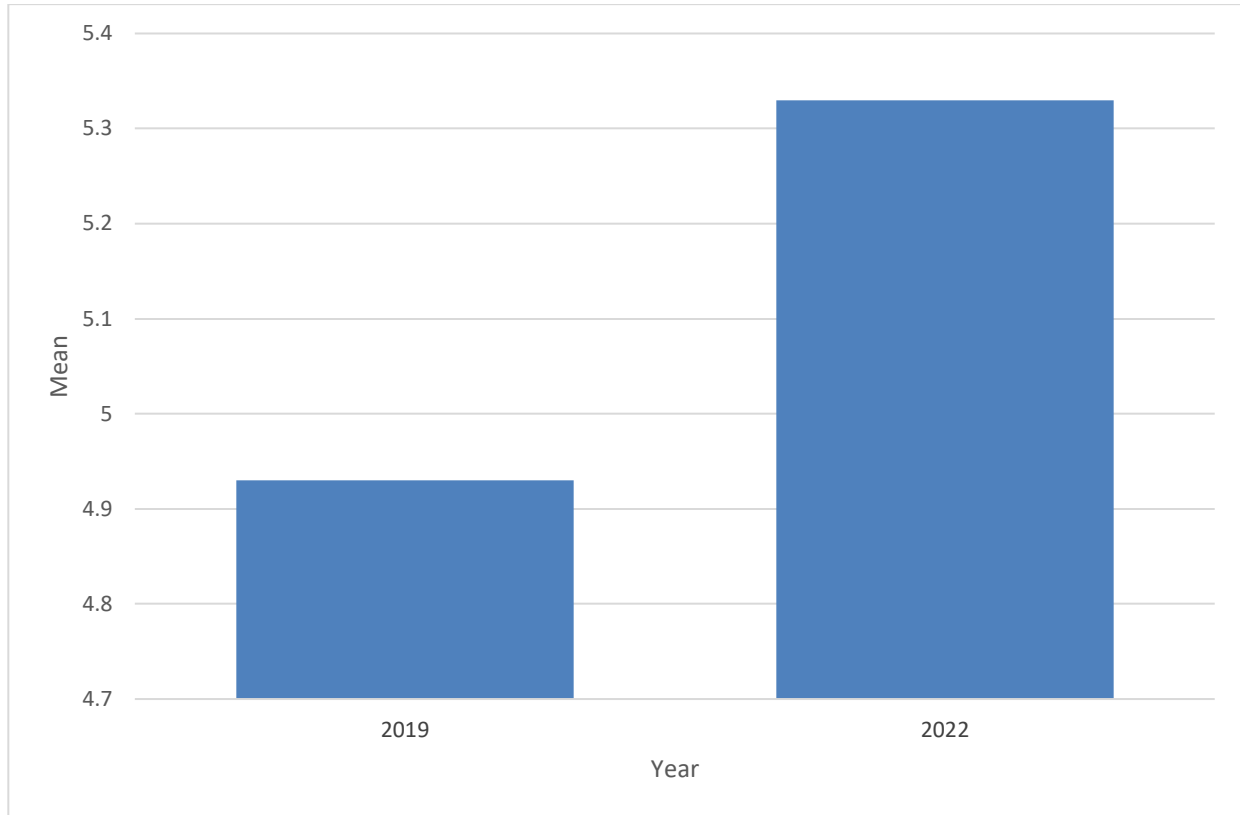
*Note.* This is based on the response of 43 respondents in 2019 and 35 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely). This question has been added to the survey since 2019; thus, data from 2013 and 2016 are not available for comparison purposes.

**To what extent do you think the LMLIP has increased competency development for service providers?**



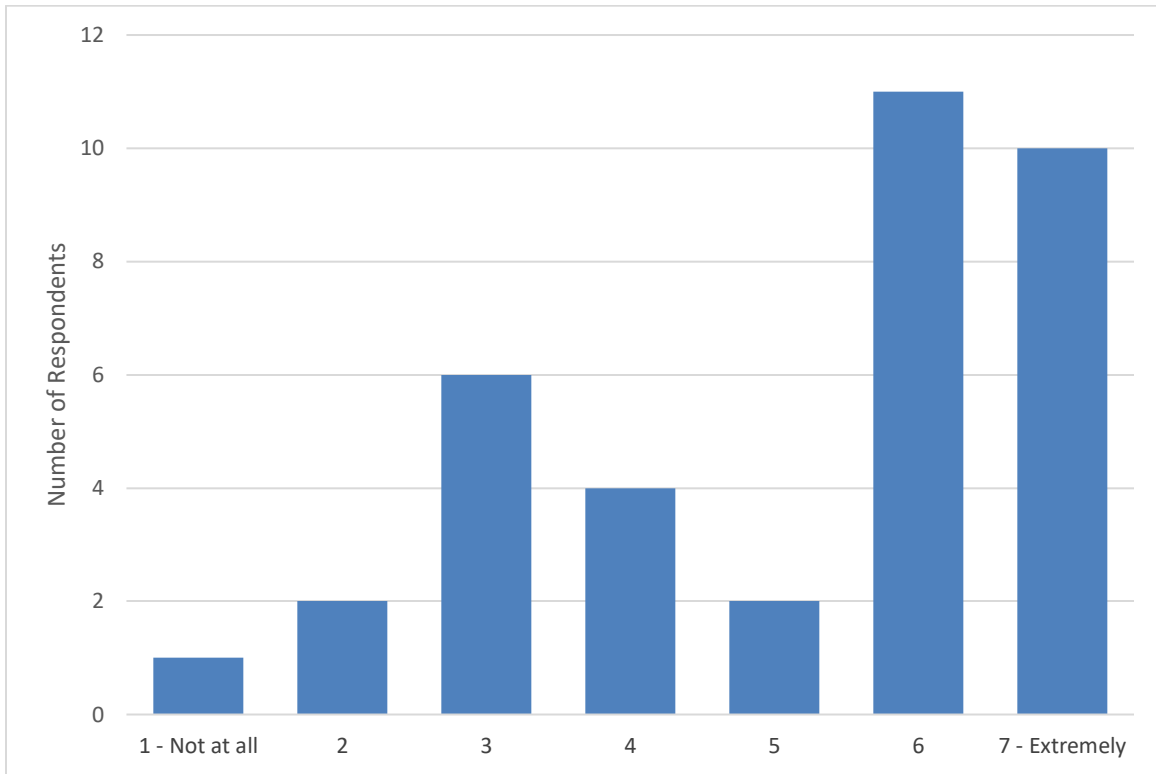
*Note.* This is based on the response of 36 respondents in 2022.

- The majority of respondents who answered this question reported that the LMLIP has increased competency development for service providers, with 28 (77.8%) choosing 5 or above on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2019 and 2022

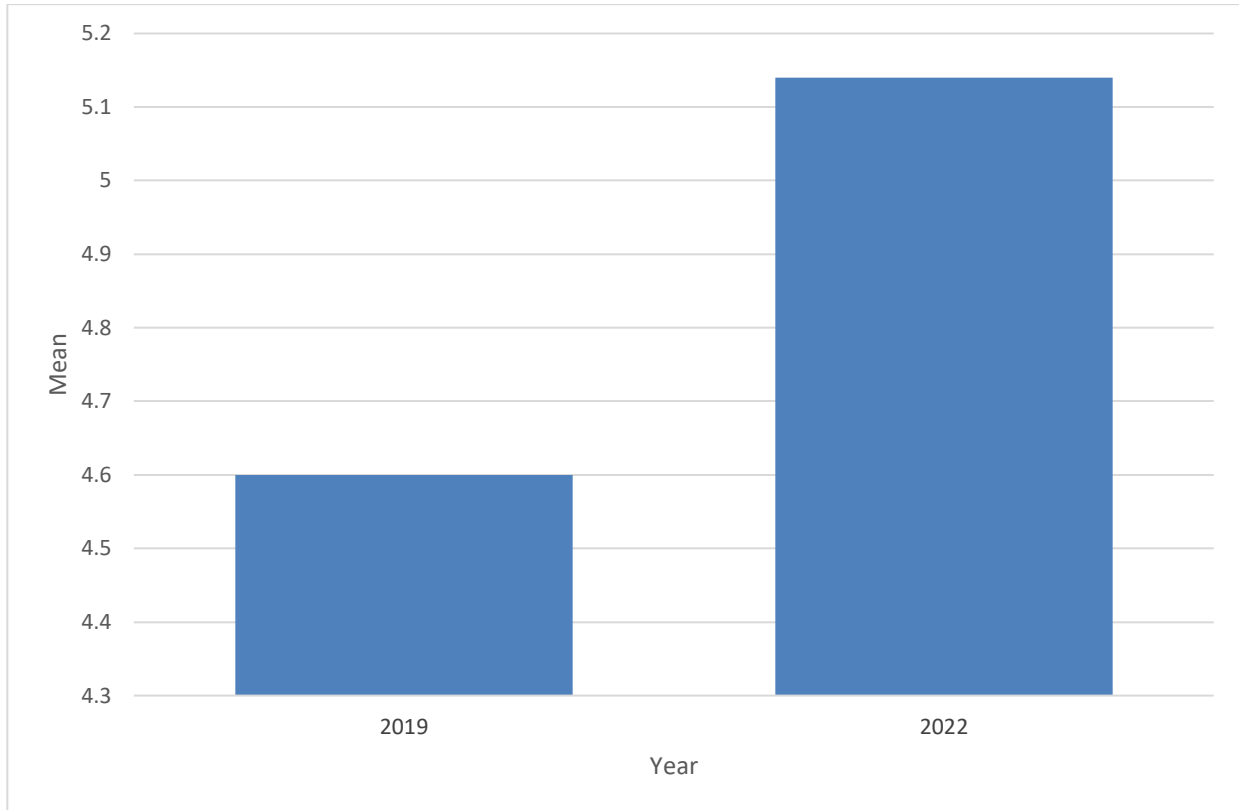
*Note.* This is based on the response 42 respondents in 2019 and 36 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely). This question has been added to the survey since 2019; thus, data from 2013 and 2016 are not available for comparison purposes.

**To what extent do you think the LMLIP has increased your connections with other public organizations or institutions, such as schools, police, health system?**



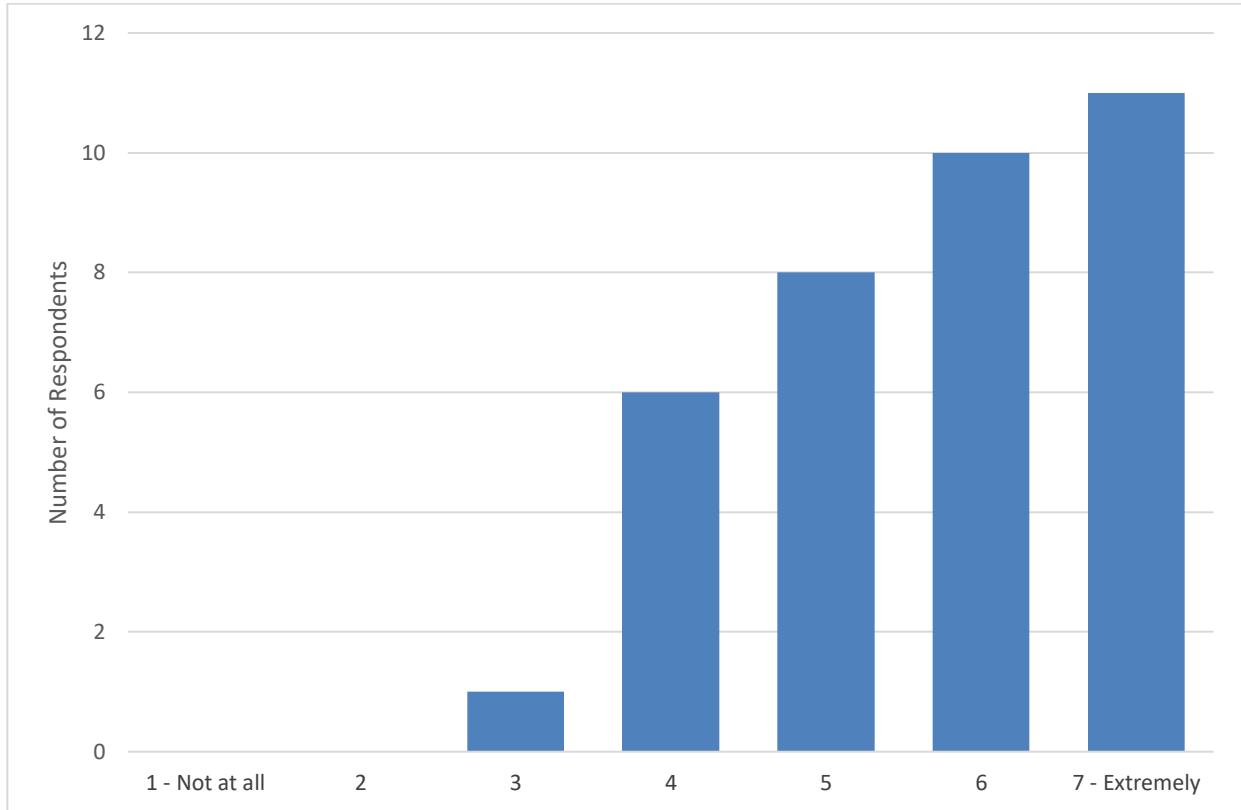
*Note.* This is based on the response of 36 respondents in 2022.

- More than half of respondents who answered this question reported that the LMLIP has increased their connections with other public organizations or institutions (e.g., schools, etc.), with 21 (58.3%) choosing 6 or 7 on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2019 and 2022

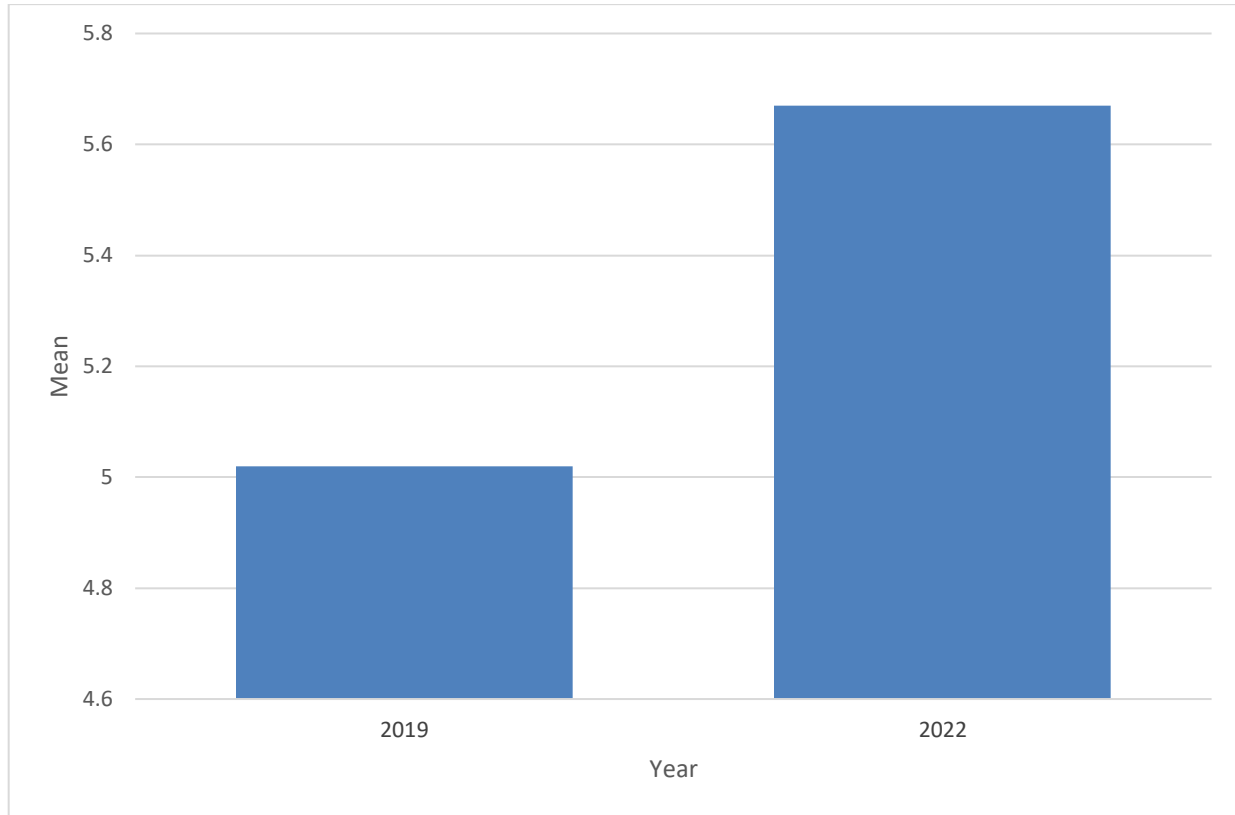
*Note.* This is based on the response of 43 respondents in 2019 and 36 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely). This question has been added to the survey since 2019; thus, data from 2013 and 2016 are not available for comparison purposes.

**To what extent do you think the LMLIP has increased knowledge of what other organizations in the community are doing?**



*Note.* This is based on the response of 36 respondents in 2022.

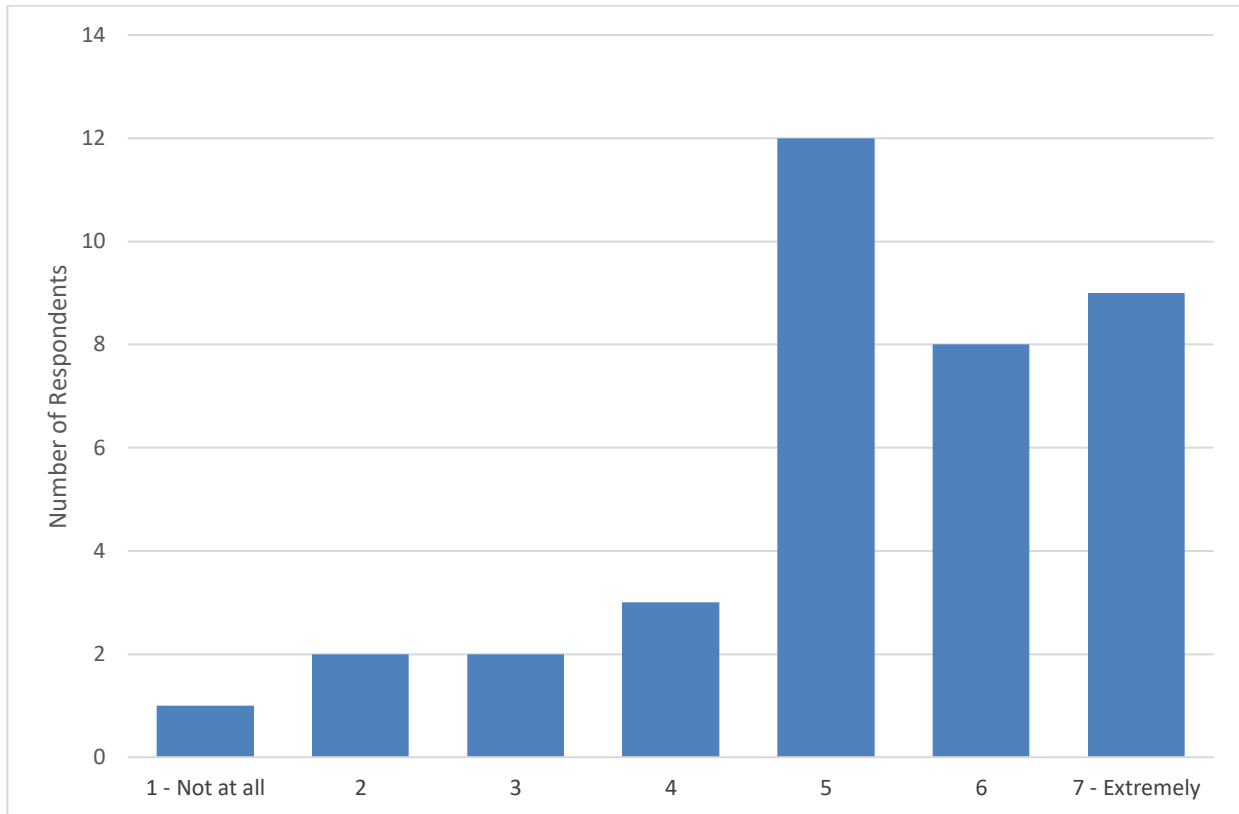
- More than half of respondents who answered this question reported that the LMLIP has increased knowledge of what other organizations in the community are doing, with 21 (58.3%) choosing 6 or 7 on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2019 and 2022

*Note.* This is based on the response of 42 respondents in 2019 and 36 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely). This question has been added to the survey since 2019; thus, data from 2013 and 2016 are not available for comparison purposes.



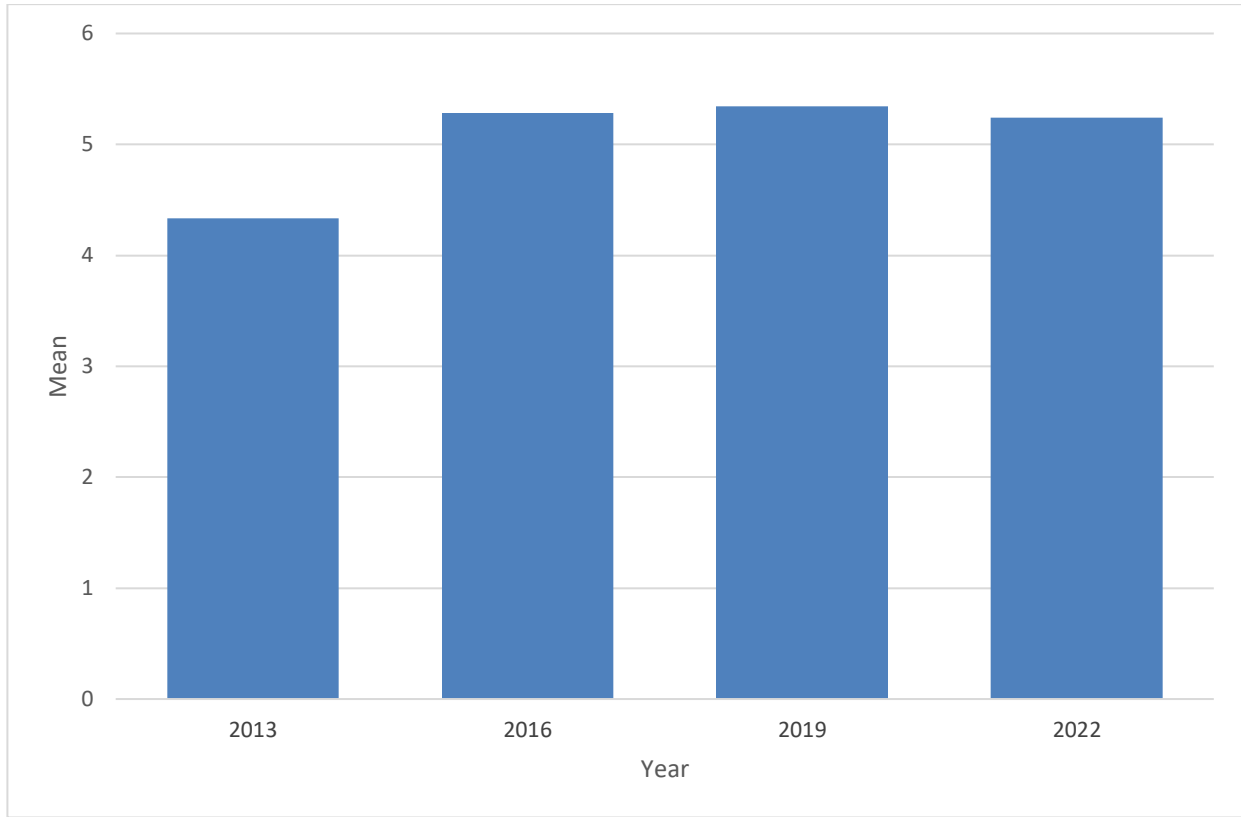
### To what extent has your organization participated in the London & Middlesex Local Immigration Partnership?



*Note.* This is based on the response of 37 respondents in 2022.

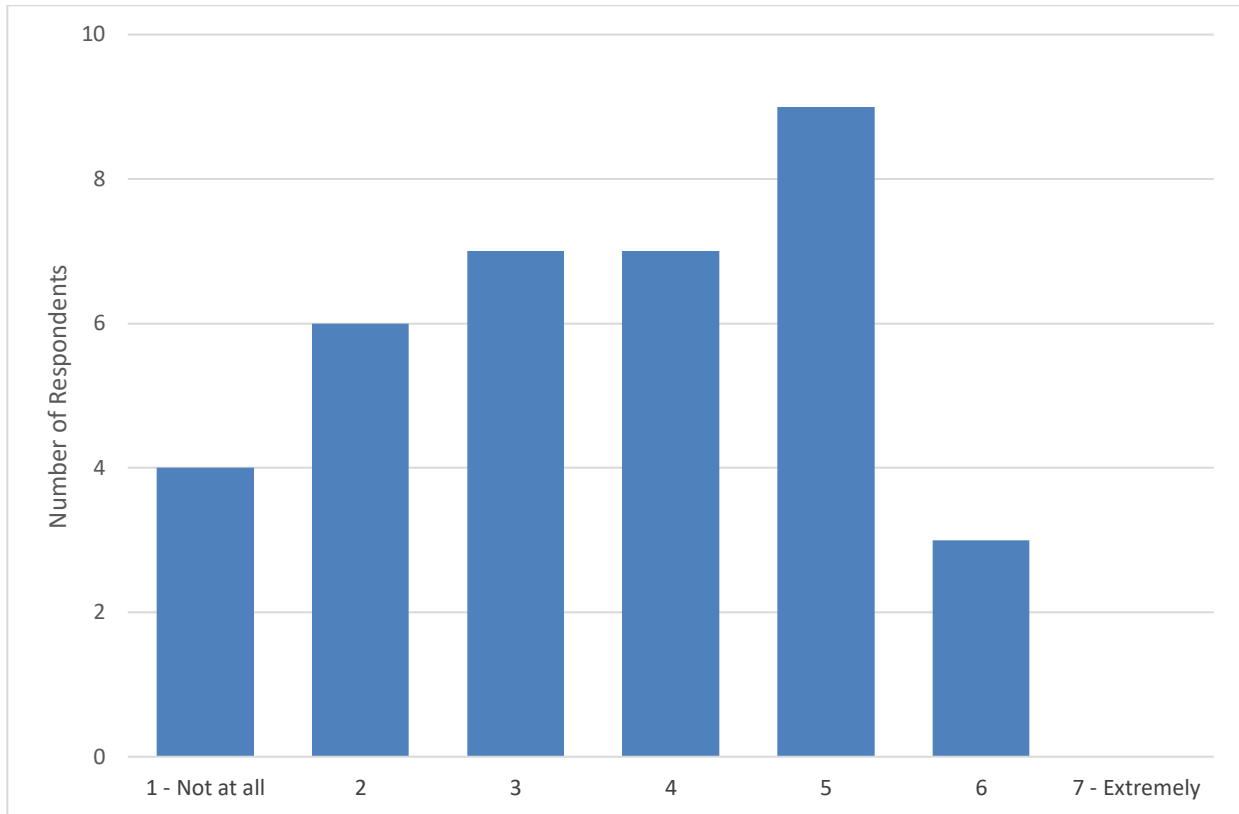
- The majority of respondents who answered this question reported participation in the LMLIP, with 29 (78.4%) choosing 5 or above on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2013, 2016, 2019 and 2022



*Note.* This is based on the response of 60 respondents in 2013, 39 respondents in 2016, 44 respondents in 2019, and 37 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely).

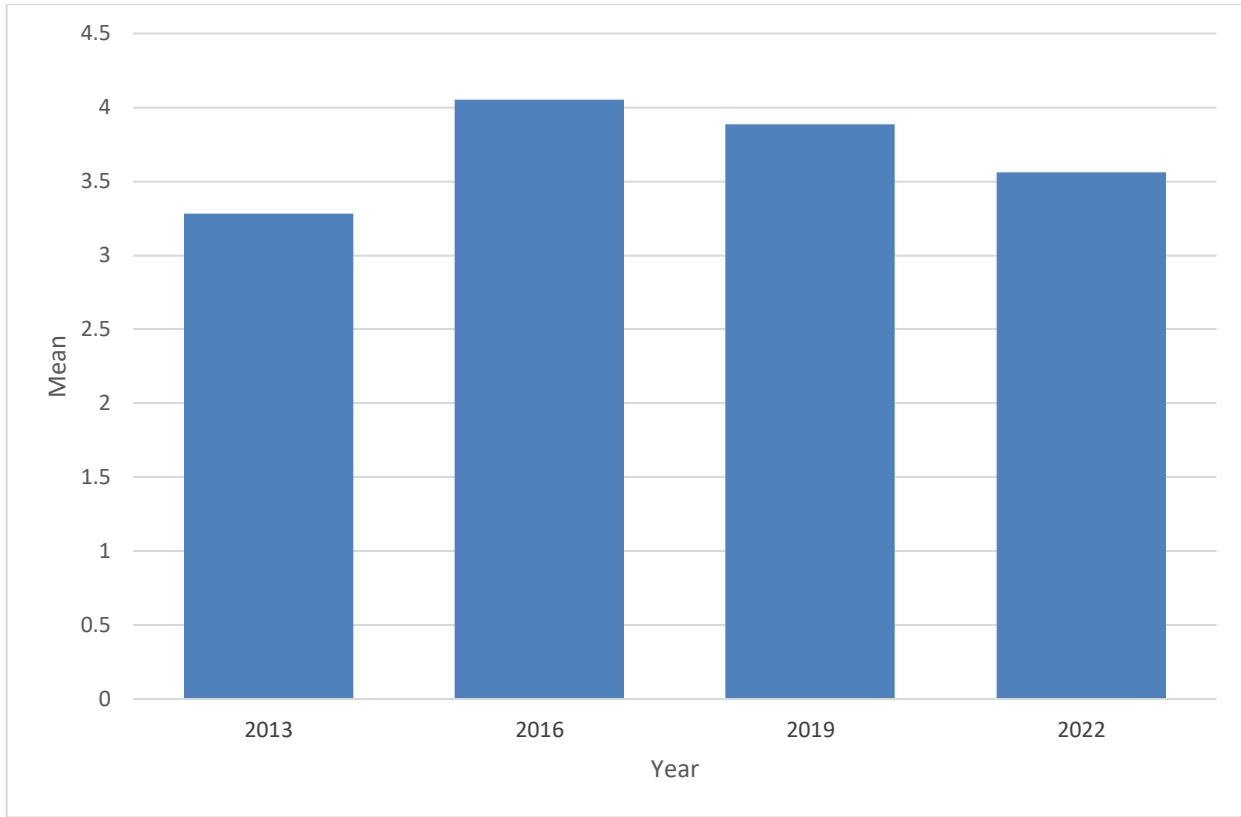
**To what extent has your organization changed its delivery of services in response to the strategic planning and activities of the London & Middlesex Local Immigration Partnership?**



*Note.* This is based on the response of 36 respondents in 2022.

- Respondents who answered this question reported that they were somewhat less likely to have changed their delivery of services in response to the strategic planning and activities of the LMLIP, with only 12 (33.3%) choosing 5 or above on a 7-point scale (ranging from 1 = not at all to 7 = extremely).

Comparison of Means: 2013, 2016, 2019 and 2022



*Note.* This is based on the response of 57 respondents in 2013, 39 respondents in 2016, 44 respondents in 2019, and 36 respondents in 2022. Responses could range from 1 (Not at all) to 7 (Extremely).

**Please describe the ways in which your organization has changed its delivery of services in response to LMLIP's strategic planning and activities:**

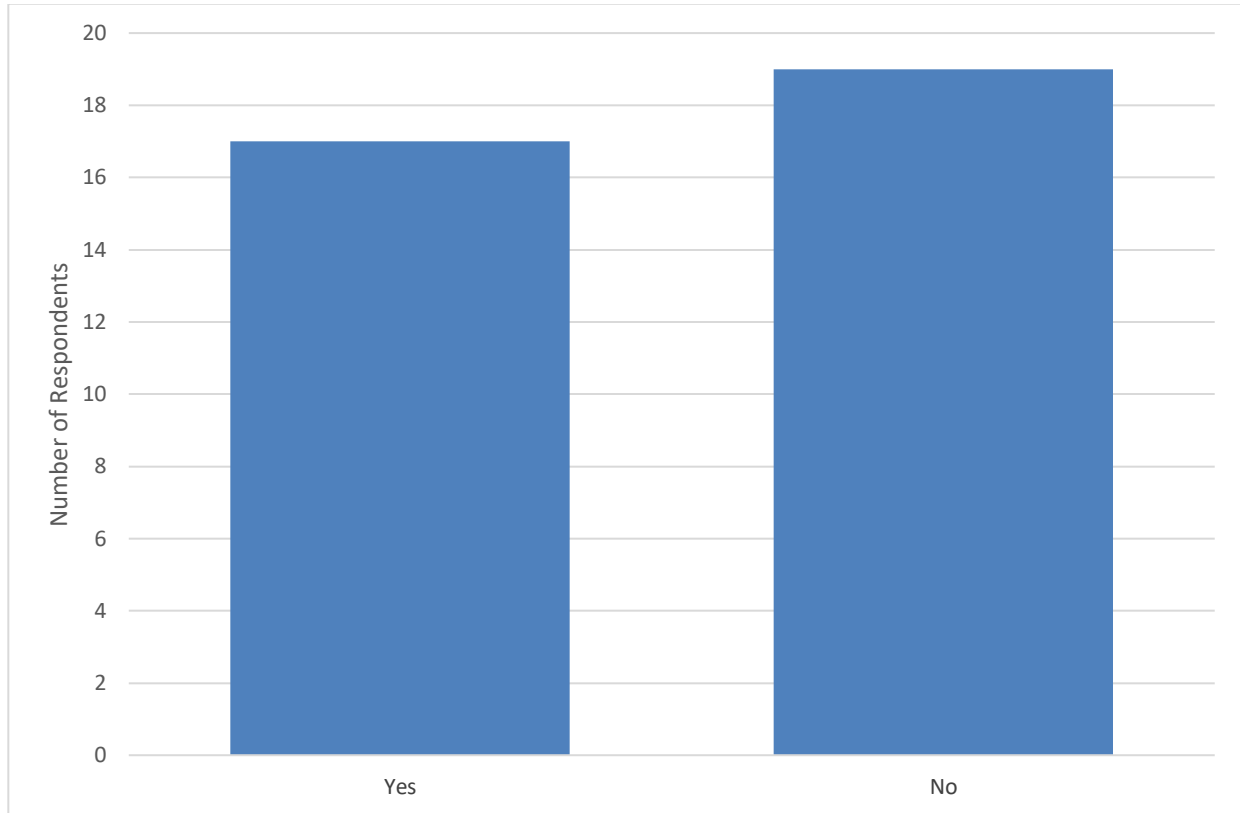
Of the 19 respondents who responded 4-moderately or above to the previous question, 14 (73.7%) described the ways in which their organization has changed its delivery of services in response to LMLIP's strategic planning and activities. These changes include:

- Develop workshops on immigrants' sense of belonging and the availability of current immigrant-based services (e.g., healthcare).
- Offer culturally- and linguistically sensitive services (e.g., language translation) to immigrants.
- Reconsider interview and hiring practices to be more inclusive and support newcomer job seekers.
- Focus on issues related to equity, diversity, and inclusion (EDI), such as prevalence of racism, workforce cultural diversity, and cultural competency of staff who do not work with newcomers daily.
- Become more aware of available services for immigrants and understanding their needs.

## 6. Needs and Gaps

### 6.1 Lacking or Underprovided Services for Immigrants

**Are there specific services or supports for immigrants that are currently lacking or under-provided in London and Middlesex?**



*Note.* This is based on the responses of 36 respondents.

**Please describe this service or support.**

17 respondents (47.2%) who answered this question indicated that there are specific services or supports for immigrants that are currently lacking or under-provided in London and Middlesex, including:

- Culturally and linguistically appropriate services in healthcare and other social institutions.
- Mental health, employment, education, language, accreditation, and housing supports.
- Equity, diversity, and inclusion-related initiatives to reduce economic divide.
  - Awareness and education on Indigenous history, racism, and Islamophobia.

- Supports for senior immigrants and non-immigrant newcomers (e.g., international students).
- Cultural relations between immigrants and Indigenous Peoples.
- Development of a site to report discrimination.
- Service provision for immigrants with special needs.
- Mentorship seeking opportunities.

### **Who should be involved in providing this service or support?**

Respondents were asked who they think should be involved in providing the services or support that are currently lacking or underreported. Responses include:

- Various levels of government and government organizations (e.g., Government of Canada, Province of Ontario, the City of London, and the LMLIP).
- Indigenous-based community organizations and educators.
- Educational institutions (Fanshawe and NEST of Western University) and licensing bodies.
- Local community organizations and not-for-profits that serve immigrants and the overall community.
- Healthcare, mental health, and counselling agencies (e.g., CMHA).
- Francophone and Anglophone partners and members of various language-speaking groups.
- Employment agencies with language providers.
- Professionals and staffs with knowledge, skills, and active participation in social issues such as racism and newcomer settlement.

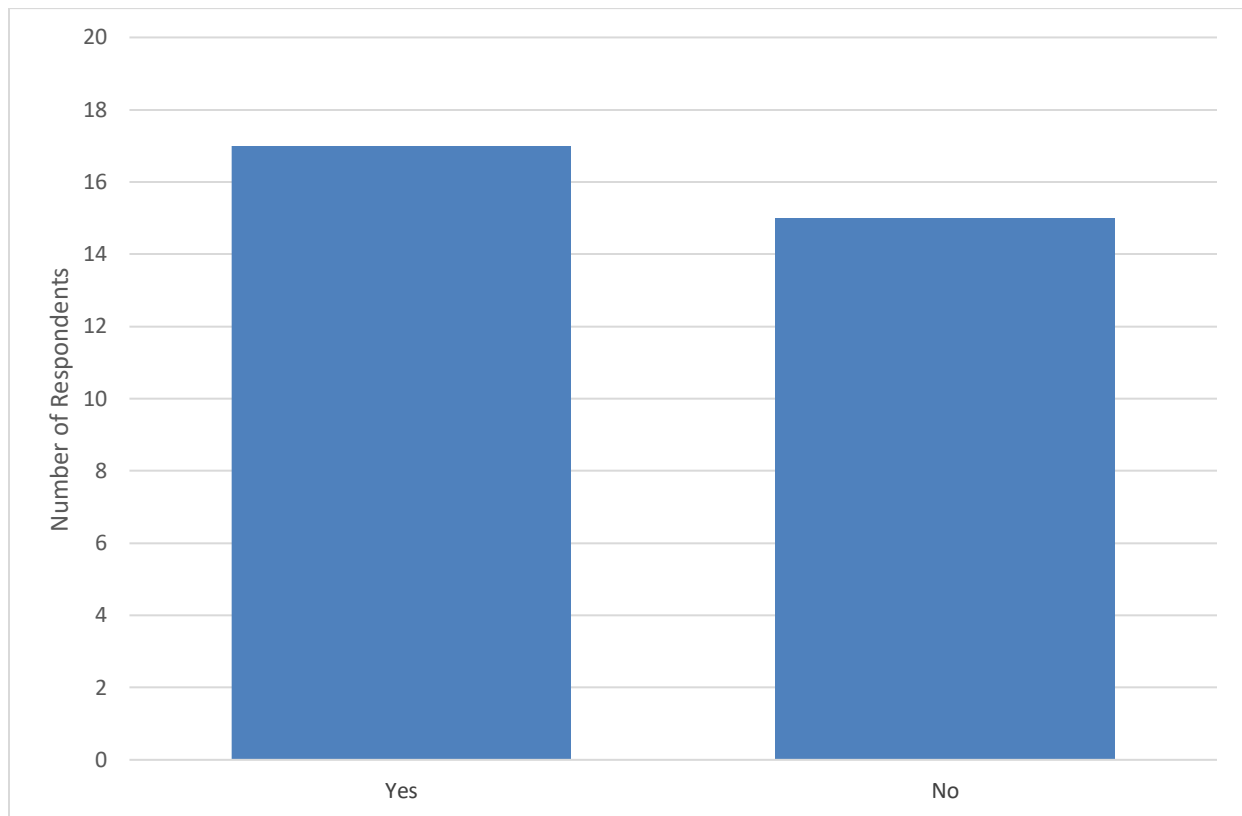
### **What would be needed to provide this service or support?**

Respondents were asked what they think would be needed to address the lacking or under-provided services and supports for immigrants. Their responses include:

- Funding.
- Anti-racism advocacy and a site to report discrimination.
- Consultations and policy change at various government levels.
- Consultations with licensing boards and immigrants with professional qualification.
- Leadership by LMLIP members.
- Culturally and linguistically appropriate mental health and counselling services.
- Diversity hiring, and workplace training and education.
- Settlement workers and collaboration between community partners.
- Demographic environmental scan, needs assessment, market research, and strategic approach and effort.

## 6.2 Other Activities to Support Newcomers

**Are there other activities we could be doing in London and Middlesex to support newcomers?**



*Note.* This is based on the responses of 32 respondents.

### **Please describe this activity:**

16 respondents (50%) who answered this question indicated that there are other activities that could be done in London and Middlesex to support newcomers, including:

- Grassroot and larger-scale campaigns and collaborations with businesses, associations, and community organizations to retain immigrants.
- International partnerships with educational institutions to support community connections with international students.
- Greater accessibility to social services (e.g., language programs and housing).
- Anti-racist activities and cultural events at organizational levels.
- Reassessment of current activities to support newcomers.
- Leadership of community directors and managers who have the power to push for social change.
- Greater representation of community partners at LIP meetings.
- Representation of youth with an intersectional lens within the LMLIP.



- Newcomers' engagement in activities, community organizations, consultation, and structural initiatives to support other newcomers.
- Mobilization between Canadian-born individuals in London and Middlesex to build a welcoming community for newcomers.

### **Who should be involved in this activity?**

Respondents were asked who they think should be involved in these activities to support newcomers. Their responses include:

- Everyone: all organizations, citizens, and newcomers.
- Government level organizations (e.g., LIPs, City, and municipality).
- Local, non-profit, and service provision organizations.
- Community associations, groups, and partnerships.
- Academic community (e.g., students from age 5-12) and institutions (e.g., Western, Fanshawe, and school boards).
- Business associations and employment sectors.
- Social, religious, and neighbourhood groups, newcomers, and all citizens.

### **What would be needed to develop this activity?**

Respondents were asked what they think would be needed in order to provide these activities that can help newcomers. Their responses include:

- Support from local government.
- Needs assessment research.
- Community and local collaboration/partnership.
- Leadership, facilities, services, and resources.
- Educators, career service professionals, and housing coordinators.
- Safe spaces.
- Brainstorming and a strong will.

## 7. Final Comments

### **What do you think are the top 3 priorities and issues that the LMLIP should focus on for the next 3 years?**

Recurring responses to this question were provided by participants including:

- Community and institutional initiatives based on equity, diversity, and inclusion standards, such as: 1) equal access to education for international students; 2) advocacy against Islamophobia, racism, poverty, and gender-based violence; and 3) fostering positive relations between newcomers and Indigenous Peoples in Canada.
- Physical and mental health services.
- Resettlement and integration services, including: 1) affordable housing; 2) allyship with rural communities; 3) education and literacy skills development; 4) employment mentorship, job opportunities, and equitable pay for newcomers; 5) making Canadian employers aware about the economic benefit of immigrants; and 6) post-pandemic recovery.

### **Is there any additional information you would like to share with us about your services, about London and Middlesex, and/or about the London & Middlesex Local Immigration Partnership?**

Responses from individual respondents can be summarized as follows:

- The mainstream community should be educated on the benefits of immigration, and newcomers should be educated about the Canadian system.
- Counselling on how to cope with traumas should be promoted amongst newcomers.
- The LMLIP is recommended to transition in its focus because of its unique position to work on broader strategic levels with the business community, the faith community, municipality, and private businesses. Overall, the LMLIP is being appreciated for their effort in supporting newcomers.

## Summary

- Level of participation in the 2022 wave of the "Community Capacity and Perceptions of the LMLIP" survey was somewhat similar to 2019.
- In the 2022 wave, close to 90% of the participating organizations provide universal services (all programs are for all residents) or mixed services (some programs are for all residents and some specifically for immigrants).
- The services most frequently offered by participating organizations specifically for immigrants were community connections services, whereas the services least frequently offered were housing services.
- Most respondents (73%) reported evaluating their services, and close to half (45%) reported having specific action plans to provide new services to immigrants. The plans focused on key issues such as education, youth programming, employment, housing, language training, resettlement, and anti-oppressive service provision. Their strategies to market their services to newcomers and immigrants include multimedia advertising, referrals and promotion, community partnerships, and resource development.
- 90% of respondents reported awareness of the services provided by other organizations, often through involvement with the LMLIP. 63% of respondents reported working with other organizations to run their programs.
- Perceptions of the LMLIP and its impact have remained consistently positive across dimensions since 2016 and in some cases increased in positivity since that time.
- New questions were added since the 2019 wave of the survey. Responses to these questions were compared between 2019 and 2022, indicating that:
  - Compared to 2019, respondents in 2022 were **more** likely to report that the LMLIP has increased their organization's capacity to deliver their services effectively and serve clients through collaborations with other organizations.
  - Similarly, respondents in 2022 were **more** likely to report that the LMLIP has significantly increased:
    - Individual Canadian's engagement and community partnerships.
    - Development of tools and competencies of service providers to better serve clients.
    - Connections with other public organizations or institutions, and knowledge of what other organizations in the community are doing.

- Additionally, the community noted gaps in services for immigrants and newcomers to London and Middlesex, including the need to: 1) provide culturally and linguistically appropriate social services for mental health, education, employment, mentorship, and housing; 2) focus on equity, diversity, and social justice issues to reduce economic division; and 3) promote positive cultural relations between immigrants and Indigenous Peoples. Respondents reported a greater need for support from government-level and community organizations as well as educational institutions to increase advocacy, collaborations, consultations, funding, leadership, research, and training to aid in these services.
- The top three priorities that the LMLIP is recommended to focus on for the next 3 years are: (i) Equity, diversity, and inclusion-focused community and systemic initiatives, (ii) Physical and mental health services, and (iii) Resettlement and integration focusing on education, employment, housing, and post-pandemic recovery.