

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

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London & Middlesex Local Immigration Partnership Project

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Background and Methodology

The London and Middlesex Local Immigration Partnership (LMLIP) is a collaborative community initiative which 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 in Ontario and now expanding to other provinces, was developed as a joint initiative of Citizenship and Immigration Canada (CIC) and the Ministry of Citizenship and Immigration of Ontario (MCI), 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 Citizenship and Immigration Canada. The *LMLIP* is co-led by the Corporation of the City of London and the United Way of London & Middlesex.

The primary goals of the *LMLIP* are to strengthen the capacity of the community in serving and integrating immigrants, and to enhance delivery of integration services to *all* immigrants. The London and 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 Citizenship and Immigration Canada and the Ministry of Citizenship and Immigration of Ontario, and assists non-settlement service providers and the community to develop a greater understanding of immigrants' needs and services.

An online survey was developed by the Local Immigration Partnership Advisory Committee and researchers from the Centre for Research on Migration and Ethnic Relations at Western University in order to develop more detailed 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 the summer of 2013, 69 organizations¹ completed the current survey, compared to 47 organizations who completed a somewhat similar survey in 2010.² Results are summarized below.

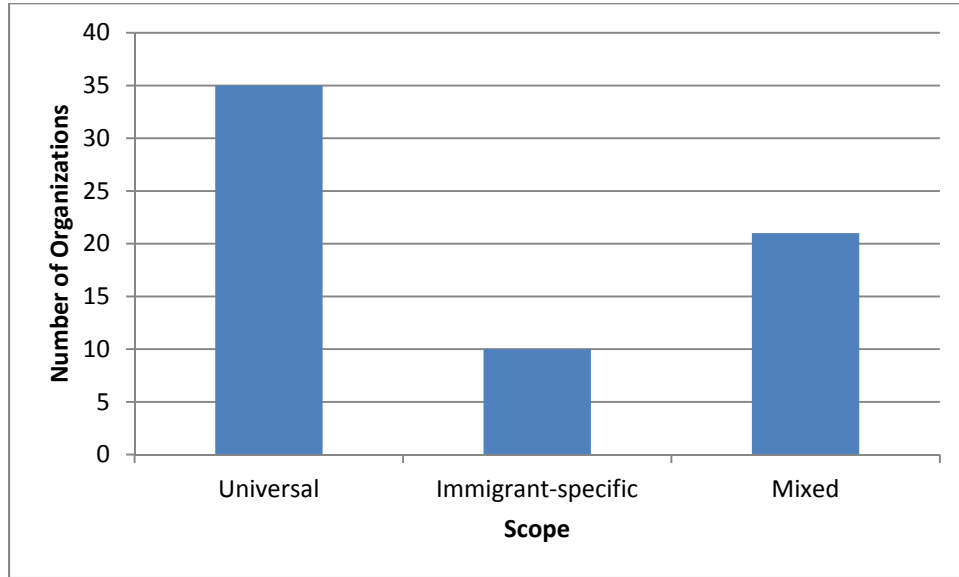
¹ In the case of the City of London, there were four separate responses included representing separate departments.

² 19 of the organizations who participated in the current survey also participated in the 2010 survey.

Organizations Participating in the Survey

Scope of Services

Number of Organizations that are Universal, Immigrant-Specific, and Mixed

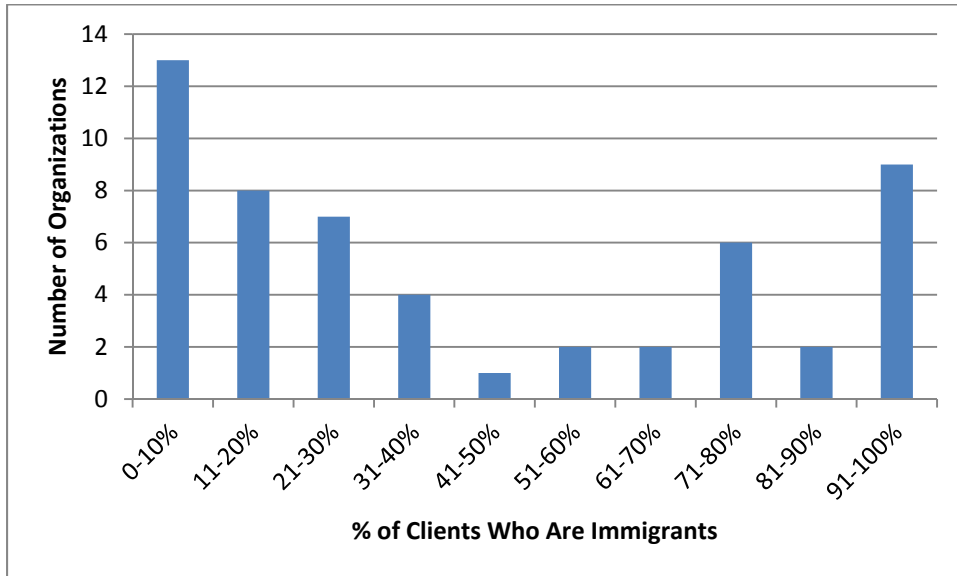


Note. This is based on the responses of 66 organizations

- **Universal organization:** all programs are for all residents
- **Immigrant-specific organization:** all programs are specifically for immigrants
- **Mixed organization:** some programs are specifically for immigrants and some are for all residents
- 35 (53%) of the organizations are universal organizations
- 10 (15%) of the organizations are immigrant-specific organizations
- 21 (32%) of the organizations are mixed organizations

Percentage of Clients who are Immigrants

Approximately what percentage of your clients are immigrants?

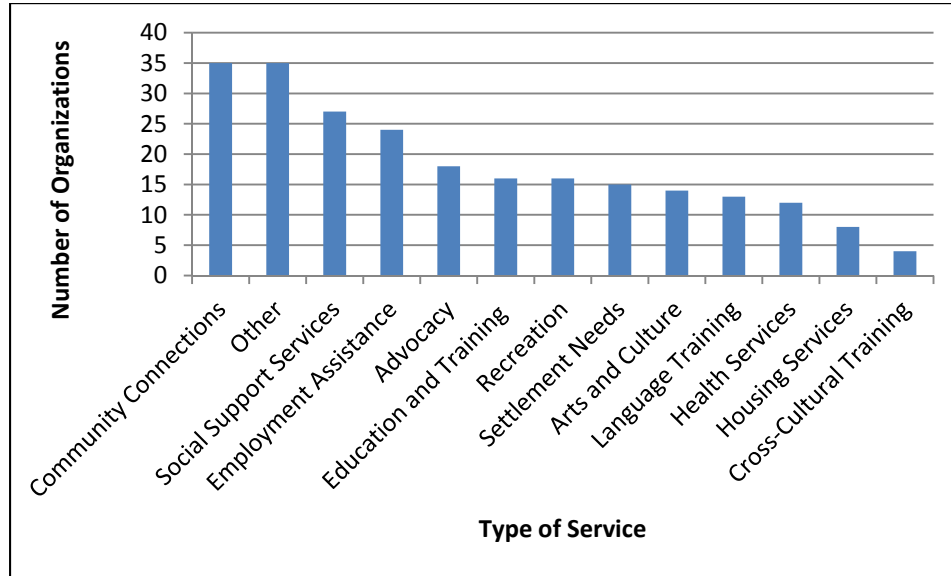


Note. This is based on the responses of 54 organizations who provided numeric responses to this question

- In line with the percentage of universal, mixed, and immigrant-specific organizations, many of the organizations have few clients who are immigrants
- 20% of the organizations have immigrants constituting more than 80% of their clients

Type of Services

Number of Organizations that Provide Different Types of Services³



Note. This is based on the responses of 69 organizations

- 45 (65%) of the organizations provide more than one type of service
- Approximately half of the organizations provide Community Connections or “Other” services, with examples of Other services including interpretation and translation services, assistance with preparing applications for permanent residence, and services specifically for Francophone immigrants
- More than one-quarter of the organizations provide Social Support or Employment Assistance services
- Less than 10% of the organizations provide Cross-Cultural Sensitivity or Anti-Racism Training services

³ Note that respondents were asked whether they provide each of these services and were likely responding based on whether they fulfill each of these functions, rather than whether they are providing programs funded under these names. Thus, for example, respondents likely indicated that they provide Community Connections based on whether they provide services that fulfill this function, rather than whether they are funded by Citizenship and Immigration Canada to provide the Community Connections program.

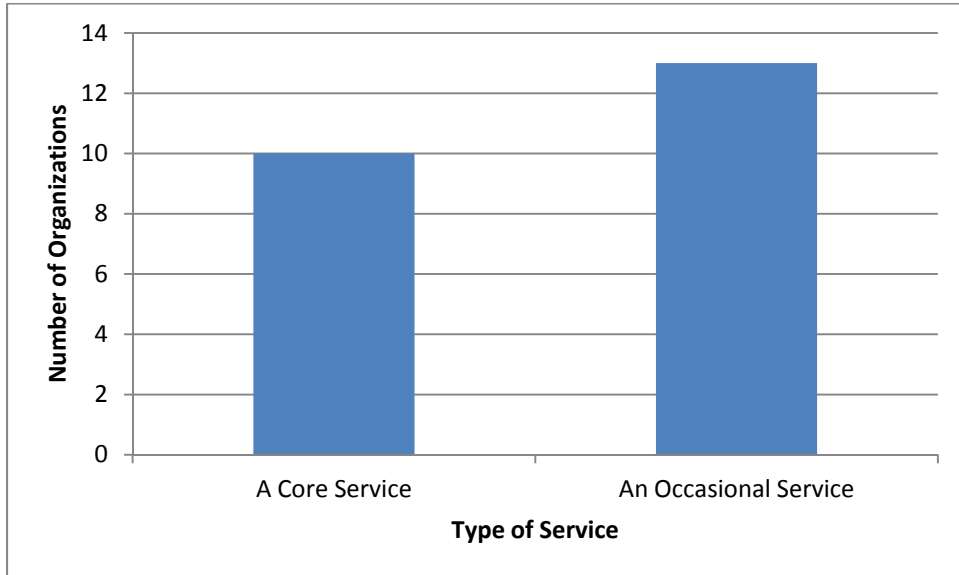
Details of the Services Provided

Employment Assistance

Employment Assistance Services – 24 (35%) of the organizations participating in the survey provide employment assistance services, including:

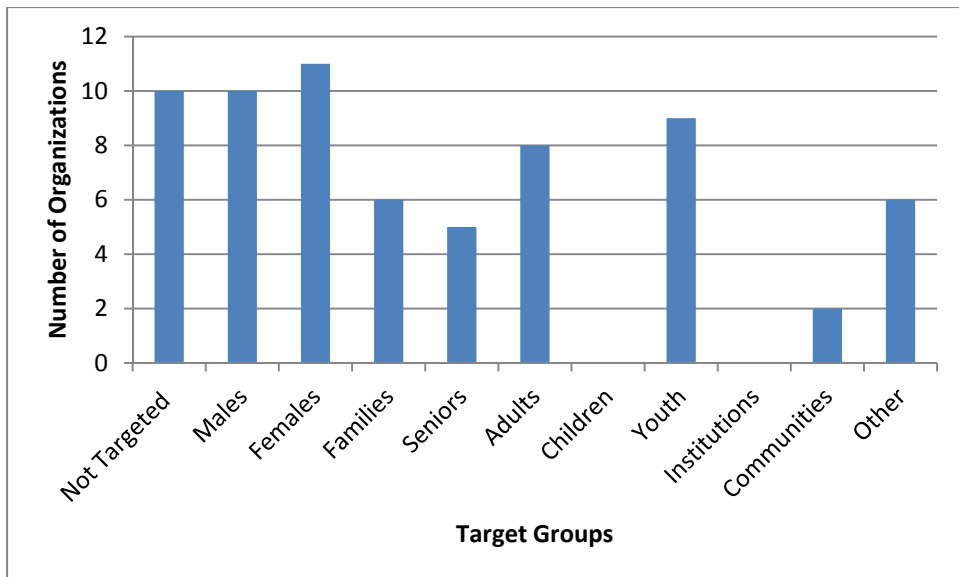
- Application, licensure, and foreign credential recognition assistance
- Career planning, action plans, and employment counselling
- Information on the job market, programs available to immigrants, and the Canadian workplace and culture
- Employment training
- Trade-specific language training
- Linking employers with job seekers
- Peer mentoring
- Networking
- Financial support
- Job search support (resume, cover letter, interview skills, job coaching)
- Work experience and co-op placements
- Assessments (needs, vocational)

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 responses of 23 organizations who reported providing Employment Assistance Services

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



Note. This is based on the responses of 23 organizations who reported providing Employment Assistance Services

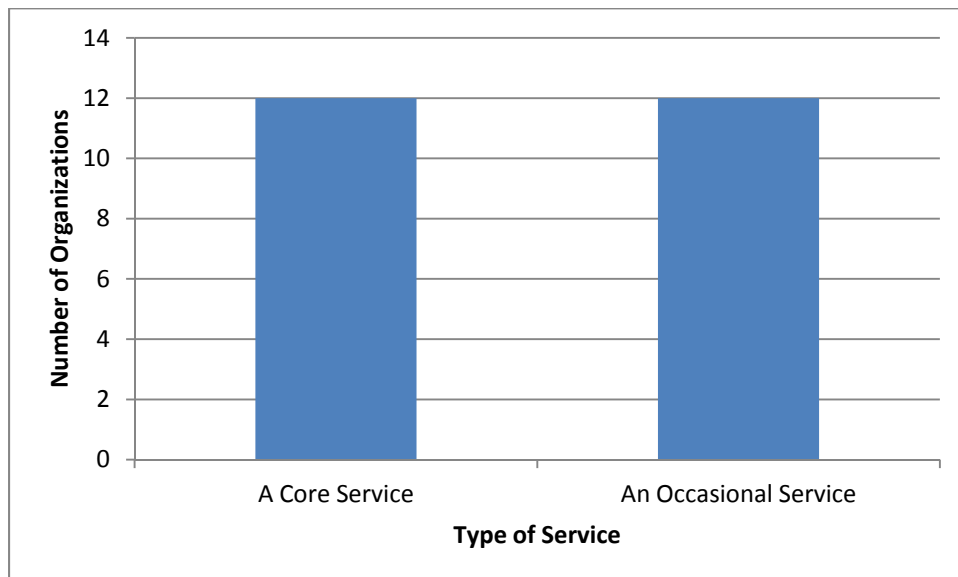
- Over 40% of the organizations who provide employment services do not target these services to particular demographic groups
- Employment services are provided for adults and youth, and both women and men

Social Support Services

Social Support Services – 27 (39%) of the organizations participating in the survey provide social support services, including:

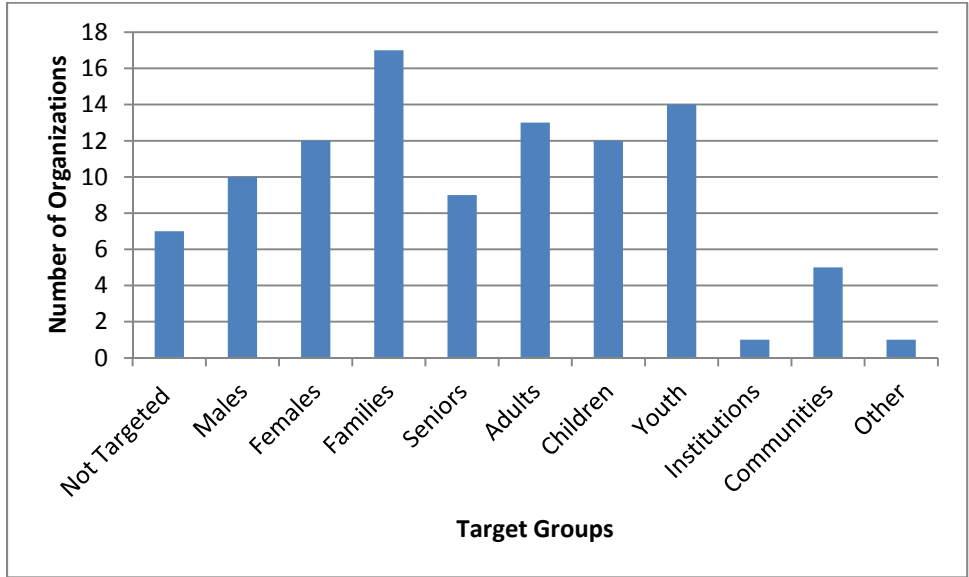
- Access to community care (referrals to social workers and counseling services)
- Support groups and mentors who can provide emotional support and practical advice
- Facilitate social events and socialization
- Individual, couple, family and group counselling services
- Neighborhood level group meetings
- Parenting support and home visiting programs
- Community centres (drop in classes, programming, and community development services)

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 responses of 24 organizations who reported providing Social Support Services

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



Note. This is based on the responses of 25 organizations who reported providing Social Support Services

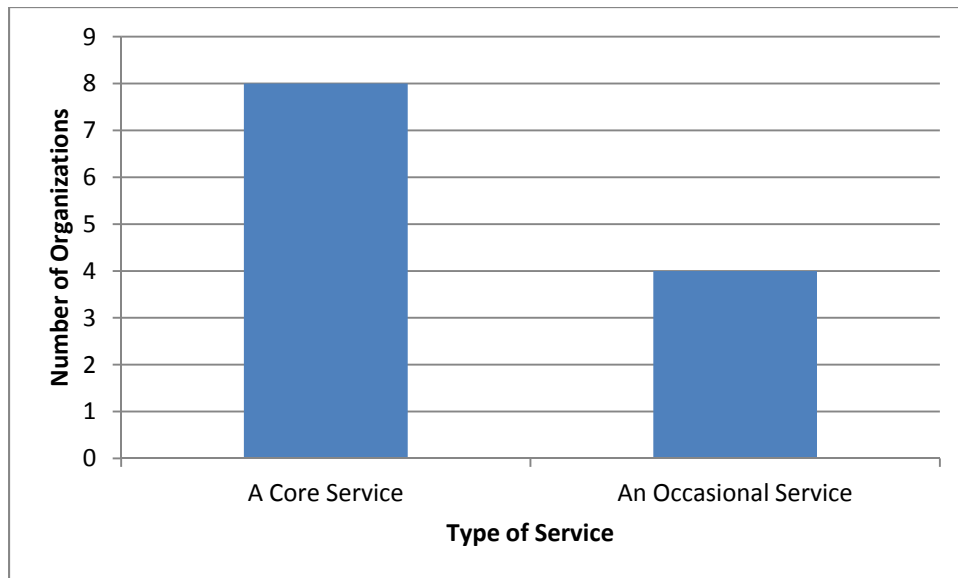
- Many of the organizations who provide social support services target families
- Over half of the organizations who provide social support services include children and/or youth in their services
- Social support services are more likely to be provided to women than to men
- Organizations who provide social support services are least likely to provide these services specifically for seniors

Health Services

Health Services – 12 (17%) of the organizations participating in the survey provide health services, including:

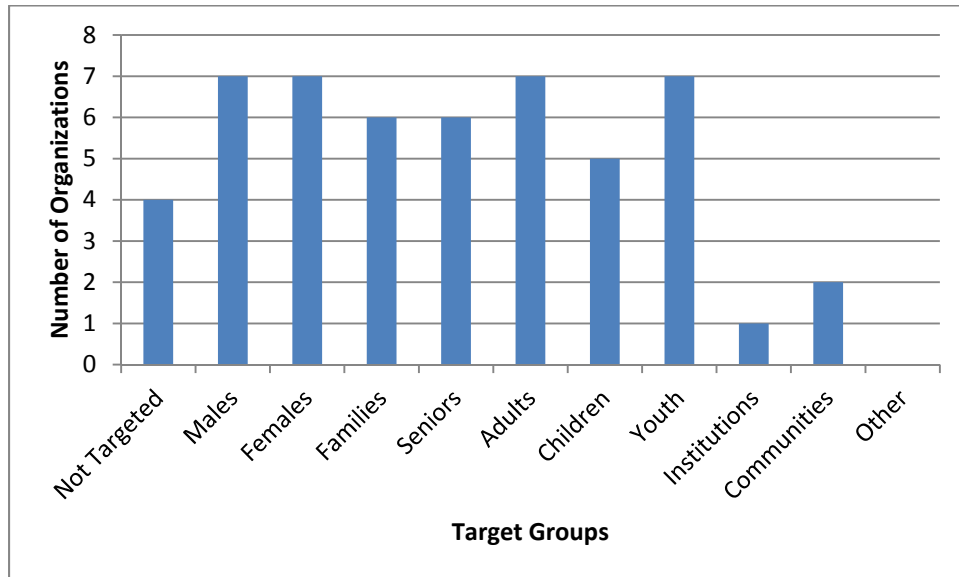
- Directory of health services available within the community
- Health access vouchers
- Cancer support (transportation to treatments and appointments, peer support)
- HIV and Hepatitis C education and social support group
- Dental, medical, and emergency care
- Healthy living education and workshops
- Healthy parents/healthy children, well baby clinics, prenatal classes, post-natal programs, and home visiting
- Health outreach provides condoms, information on safer sex, disease and injury prevention programs, new needles, and used needle disposal

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 responses of 12 organizations who reported providing Health Services

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



Note. This is based on the responses of 12 organizations who reported providing Health Services

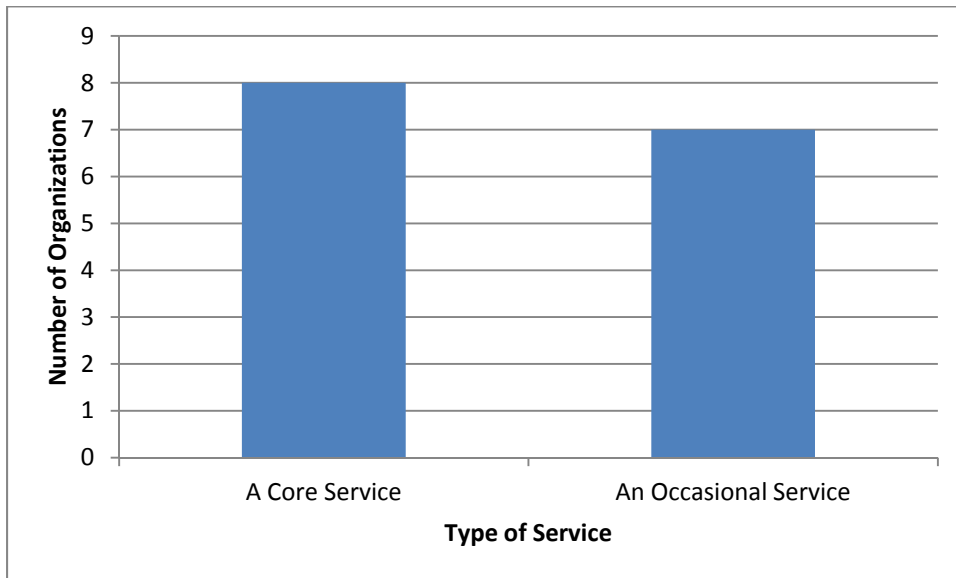
- Over half of the organizations who provide health services offer these services to a variety of individuals and groups, including: males, females, families, seniors, adults, and youth
- One-third of the organizations who provide health services do not target particular demographic groups

Settlement Needs Assessment and Support

Settlement Needs Assessment and Support Services – 15 (22%) of the organizations participating in the survey provide settlement needs assessment and support services, including:

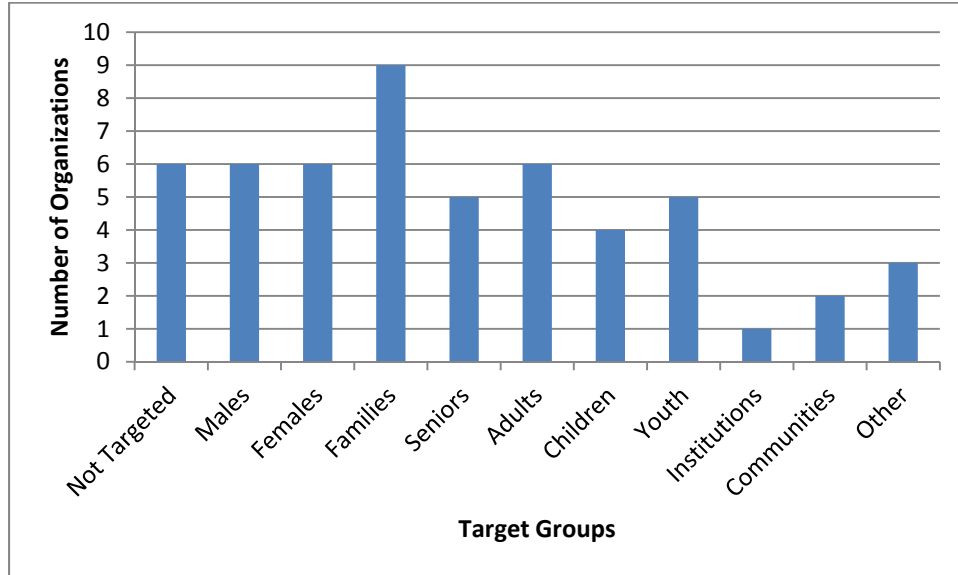
- Provide practical support, such as how to obtain housing, bus tickets, shopping information, and on-going social support
- Settlement workshops to ease the transition to London and Canada
- Work one-on-one with clients to assist with specific settlement needs and immigration concerns
- Needs assessment to develop settlement plans
- Assistance with information and referrals
- Settlement Workers in Schools offer families and individuals first year settlement 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. This is based on the responses of 15 organizations who reported providing Settlement Needs Assessment and Support Services

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



Note. This is based on the responses of 15 organizations who reported providing Settlement Needs Assessment and Support Services

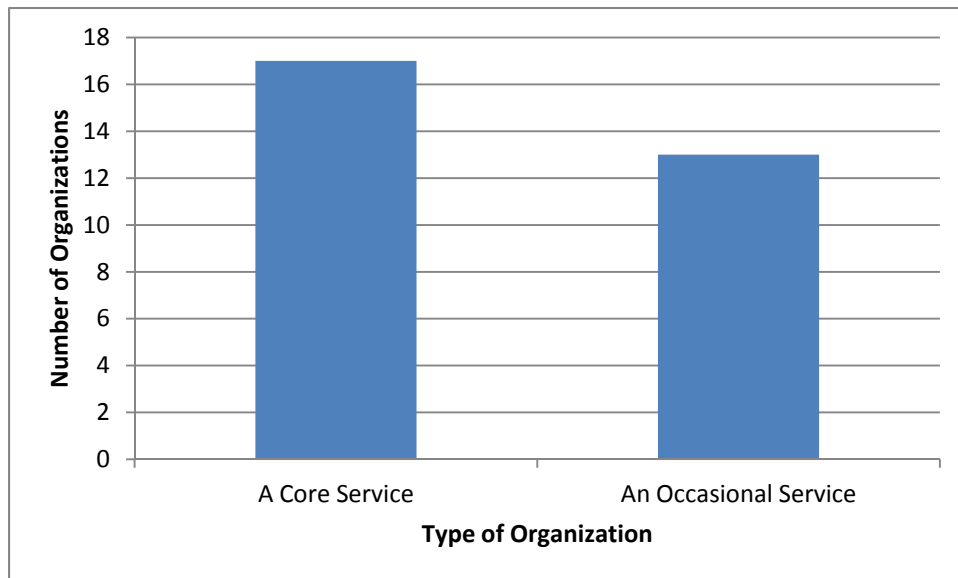
- Over half of the organizations who provide settlement needs assessment and support services provide these services to families
- 40% of the organizations who provide settlement needs assessment and support services do not target particular demographic groups

Community Connections

Community Connection Services – 35 (51%) of the organizations participating in the survey provide community connection services, including:

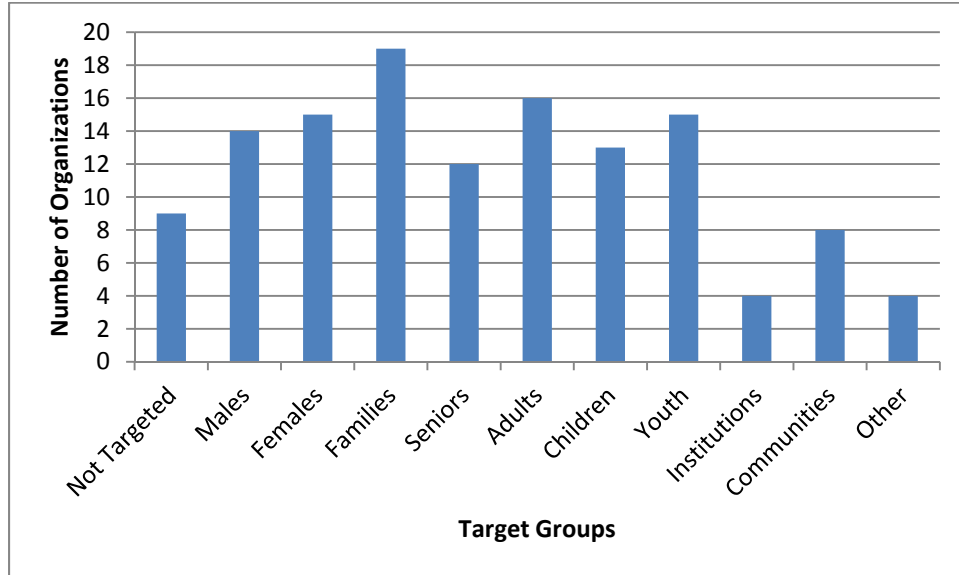
- Connect clients to service providers, community organizations, and events
- Match newcomers with immigrant and host-society mentors
- Network with greater community to promote integration and develop friendships
- Provide volunteer training and connect clients with volunteer organizations

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 responses of 30 organizations who reported providing Community Connections Services

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



Note. This is based on the responses of 30 organizations who reported providing Community Connections Services

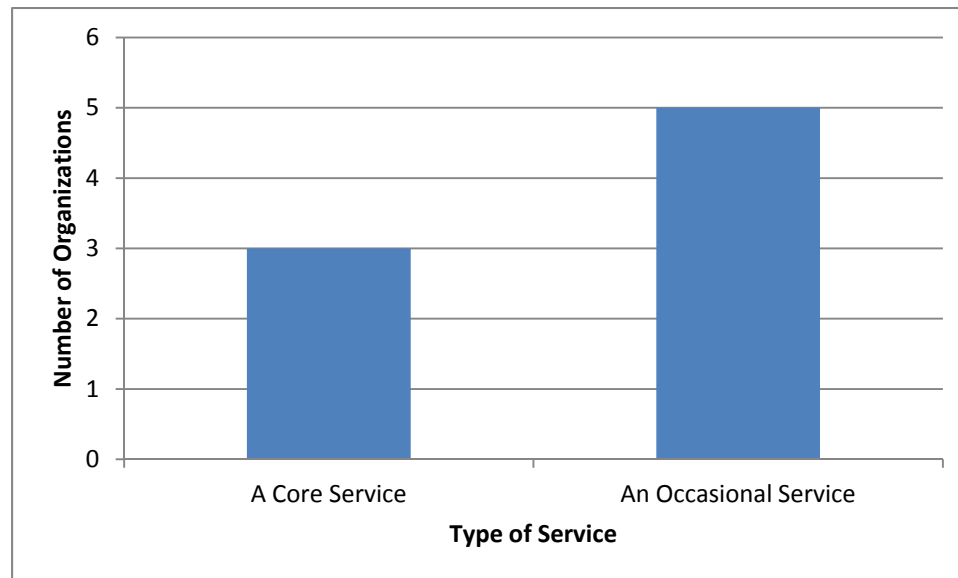
- Over 60% of the organizations who provide community connections services provide these services to families
- Half of the organizations who provide community connection services include youth in their programming

Housing Services

Housing Services – 8 (12%) of the organizations participating in the survey provide housing services, including:

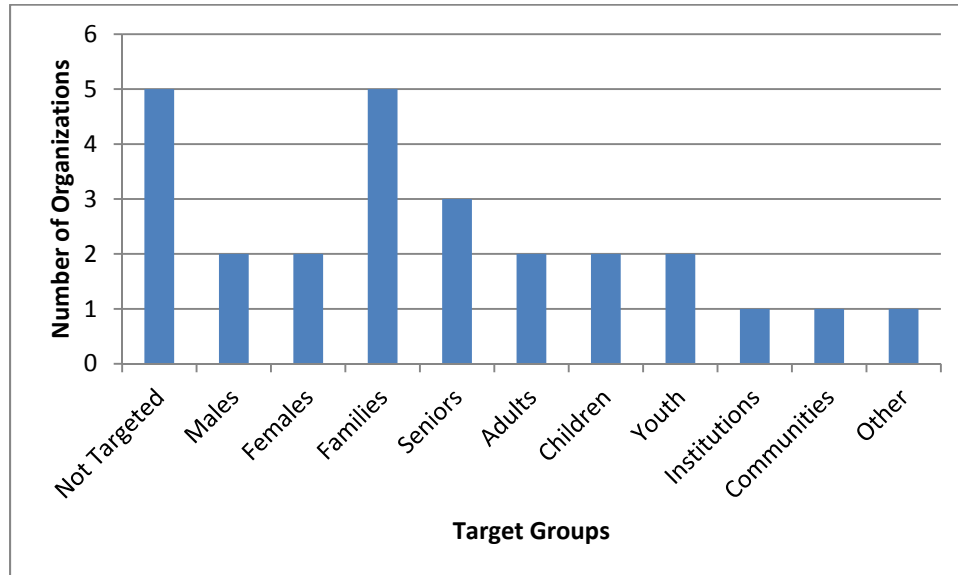
- Assistance in finding housing close to amenities
- Identify neighborhoods that are best suited for each client
- Refer clients to housing resources
- Offer group-based or one-on-one information sessions

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 responses of 8 organizations who reported providing Housing Services

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



Note. This is based on the responses of 8 organizations who reported providing Housing Services

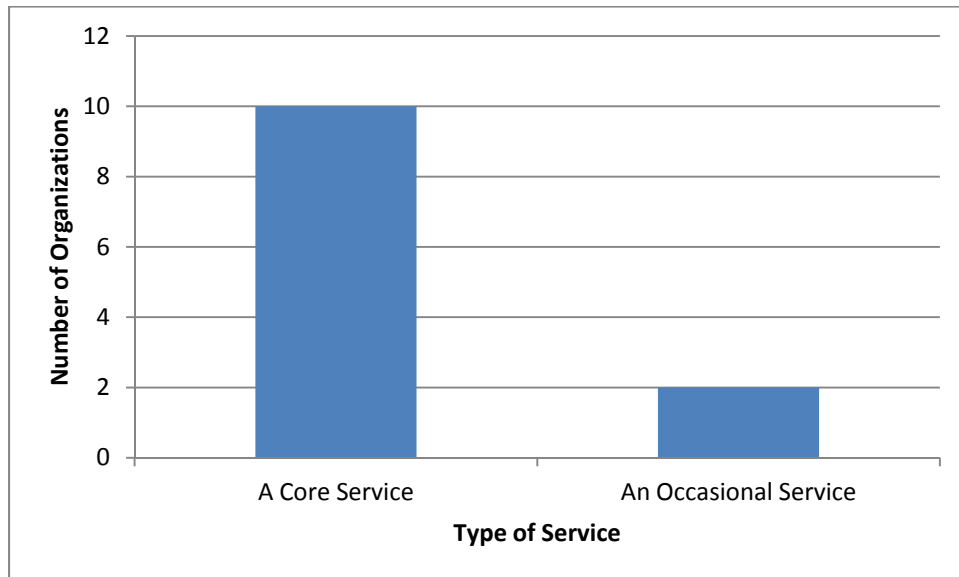
- Housing services are most likely to be provided to families or to be not targeted to a particular demographic group

Language Training

Language Training Services – 13 (19%) of the organizations participating in the survey provide language training services, including:

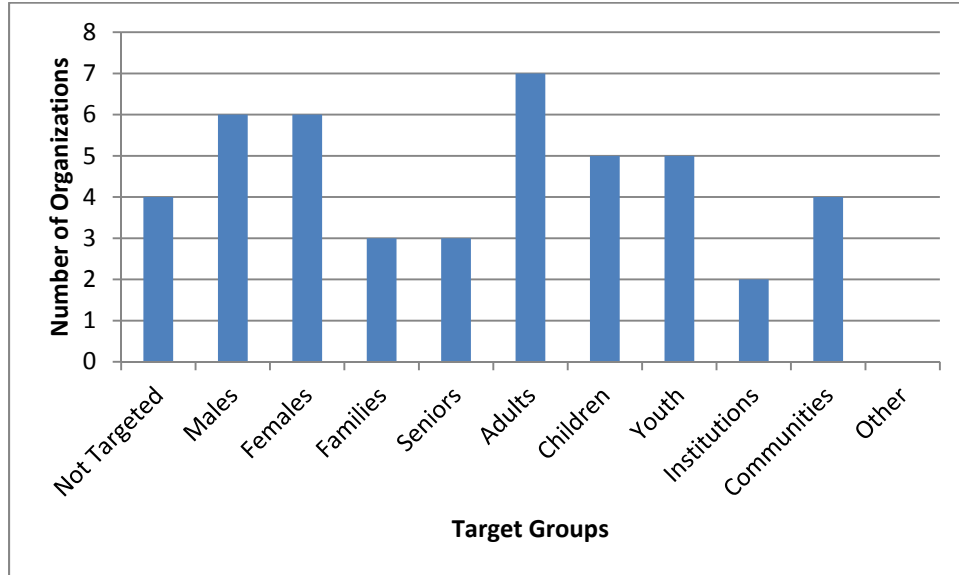
- Instruction and support for learning English as an additional language, such as ESL, ELT, LINC, and adult literacy classes
- Workplace and conversational language training
- Language learning materials available in a variety of formats for free public use, such as electronic resources (Rosetta Stone and Mango) and ESL book clubs
- Conversation circles and one-on-one conversations

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 responses of 12 organizations who reported providing Language Training Services

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



Note. This is based on the responses of 12 organizations who reported providing Language Training Services

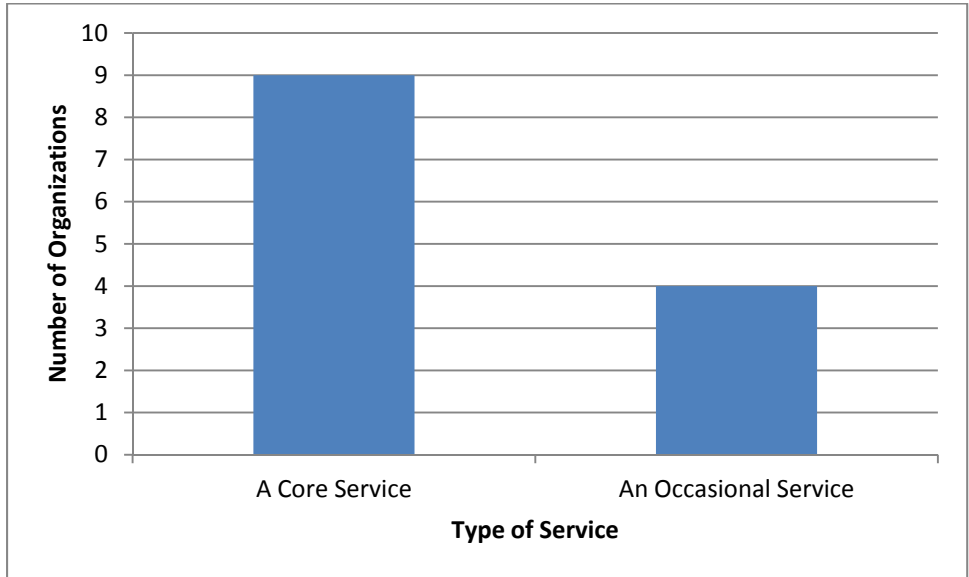
- Over half of the organizations who provide language training services do so for adults
- One third of the organizations who provide language training services do not target a particular demographic group
- Organizations who provide language training services are least likely to provide these services specifically for seniors

Education and Training

Education and Training – 16 (23%) of the organizations participating in the survey provide education services, including:

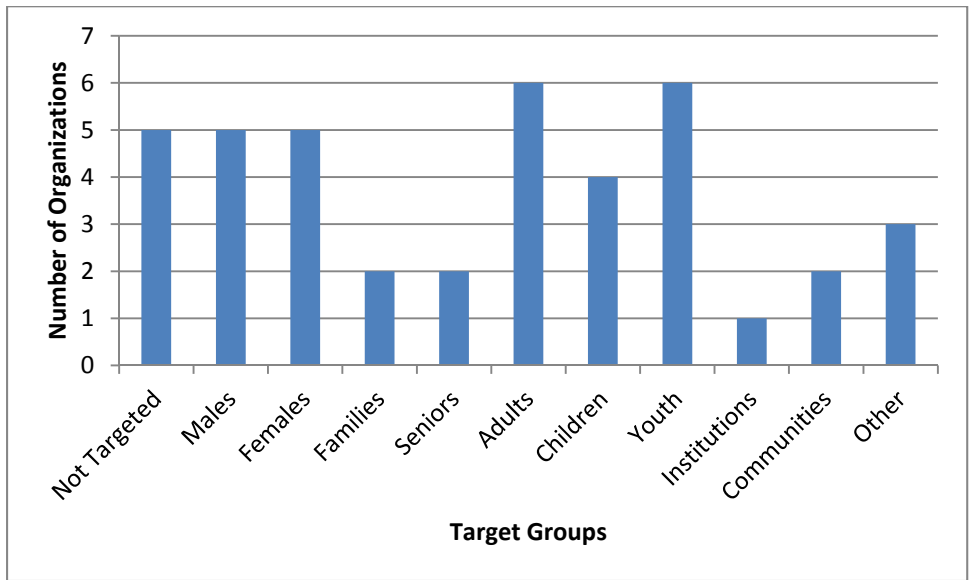
- Monthly informational sessions on Canadian life (laws, food technology, etc.)
- Post-secondary program in early childhood education and Literacy and Basic skills program for Francophone immigrants and non-immigrants only
- Offer training and certification in a variety of capacities, such as workplace health and safety, Environmental Service Worker certification, hands-on hospitality training, customer service and cash register training, on-the-job training, specialized training (e.g., photography)
- Assist in finding access to funding available for training and education
- Parent education across all areas of childhood development
- Provide workshops focused on gaining volunteer and leadership experiences
- Continuing education, elementary and secondary school diploma programs, adult and alternative education programs
- Co-op, apprenticeship, and sector specific training

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 responses of 13 organizations who reported providing Education and Training Services

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



Note. This is based on the responses of 13 organizations who reported providing Education and Training Services

- Many of the organizations who provide education and training services do so for adults and/or youth

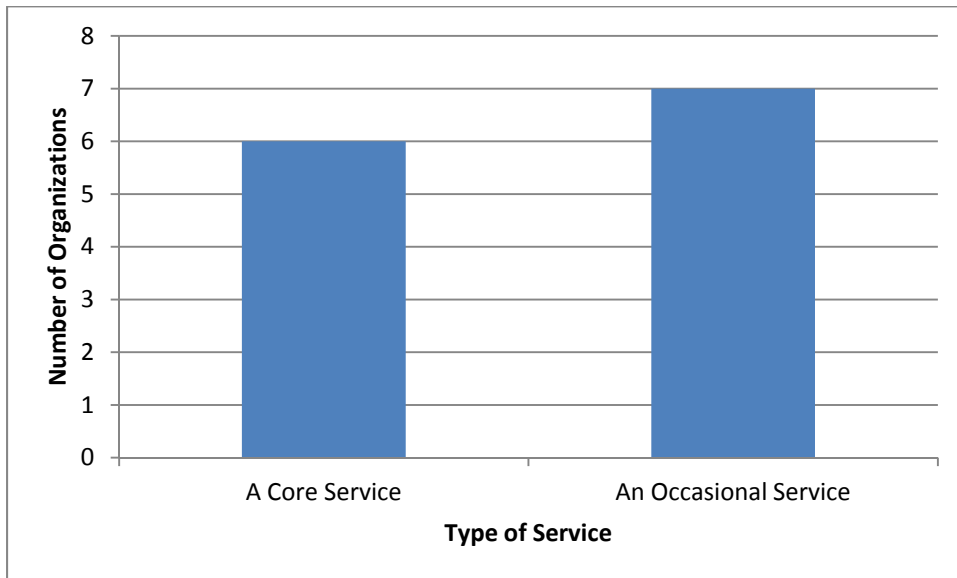
- Close to 40% of the organizations who provide education and training services do not target particular demographic groups
- Organizations who provide education and training services are least likely to provide these services specifically for seniors

Recreation

Recreation Services – 16 (23%) of the organizations participating in the survey provide recreation services, including:

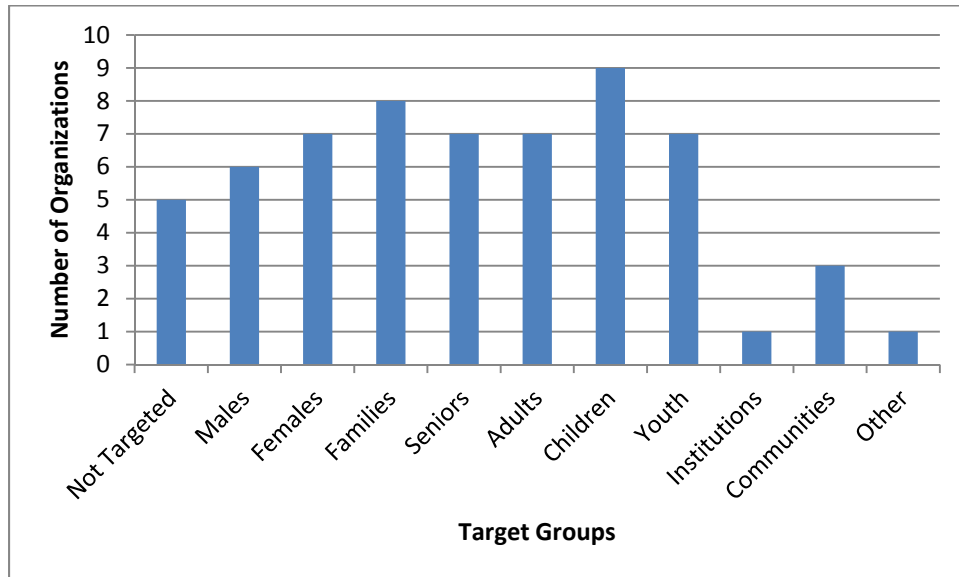
- Social programming such as picnics, trips outside of London, camping, and swimming
- Information regarding social events occurring in London
- Cultural celebrations and community events, such as festivals, community meals, and music events
- After school and summer recreational programs for youth that includes skill building, education, nutrition, and physical activity
- Programming for youth, such as soccer, basketball, and day camps
- Programming for seniors, such as social coffee and games
- Programming directly aimed at physical activity and Family Sports Day
- Community gardening open to all community members

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 responses of 13 organizations who reported providing Recreation Services

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



Note. This is based on the responses of 13 organizations who reported providing Recreation Services

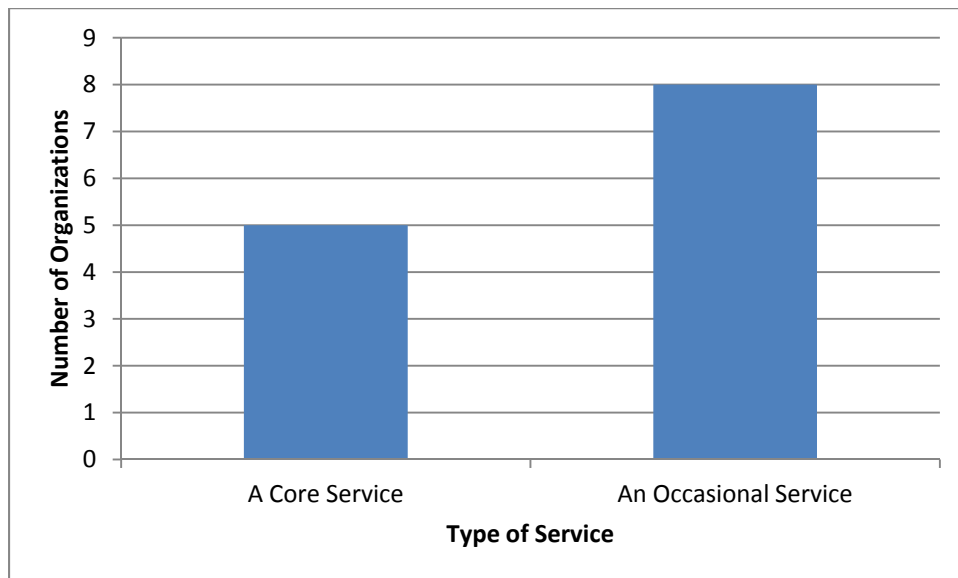
- Recreation services are provided to all age groups and demographics, including children and youth, and seniors

Arts and Culture

Arts and Culture Services – 14 (20%) of the organizations participating in the survey provide arts and culture services, including:

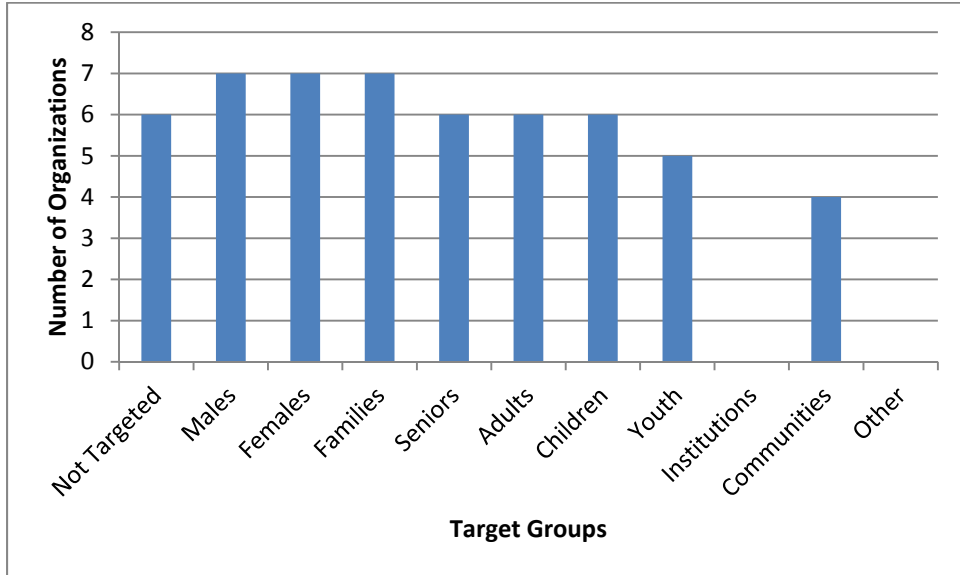
- Promote diverse cultures through religious and cultural festivals
- Host and promote cultural heritage celebrations that include food, music, dance, and art
- Host art exhibitions and performing arts events
- Teach art and music

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 responses of 13 organizations who reported providing Arts and Culture Services

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



Note. This is based on the responses of 13 organizations who reported providing Arts and Culture Services

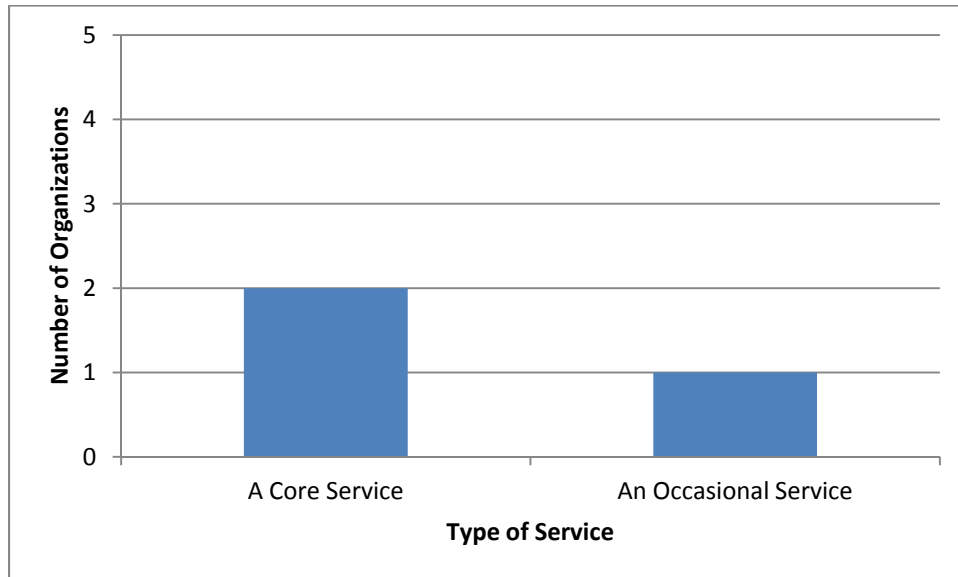
- Arts and culture services are provided to all age groups and demographics, including children and youth, and seniors

Cross-Cultural Sensitivity or Anti-Racism Training

Cross-Cultural Sensitivity Training or Anti-Racism Training Services – 4 (6%) of the organizations participating in the survey provide cross-cultural sensitivity training or anti-racism training services, including:

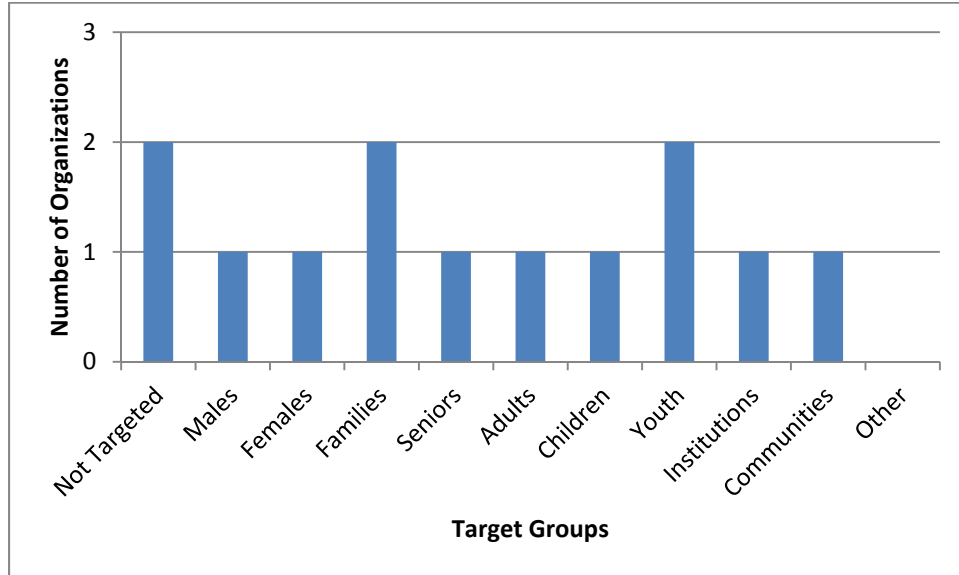
- Provide resources, workshops, presentations, and training to individuals of all ages, schools, and community organizations to help identify and address racism, discrimination, and bias
- Educational presentations for community groups and service providers to develop awareness and strategies to address and prevent hate bias and discrimination

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 responses of 3 organizations who reported providing Cross-Cultural Sensitivity or Anti-Racism Training Services

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



Note. This is based on the responses of 3 organizations who reported providing Cross-Cultural Sensitivity or Anti-Racism Training Services

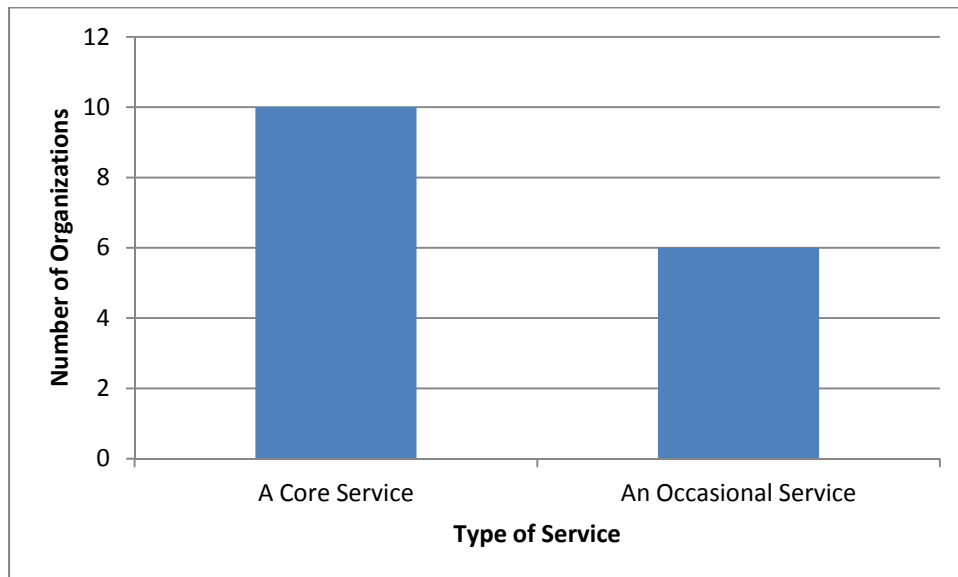
- Cross-cultural sensitivity or anti-racism training services are generally not targeted to particular demographic groups

Advocacy

Advocacy Services – 18 (26%) of the organizations participating in the survey provide advocacy services, including:

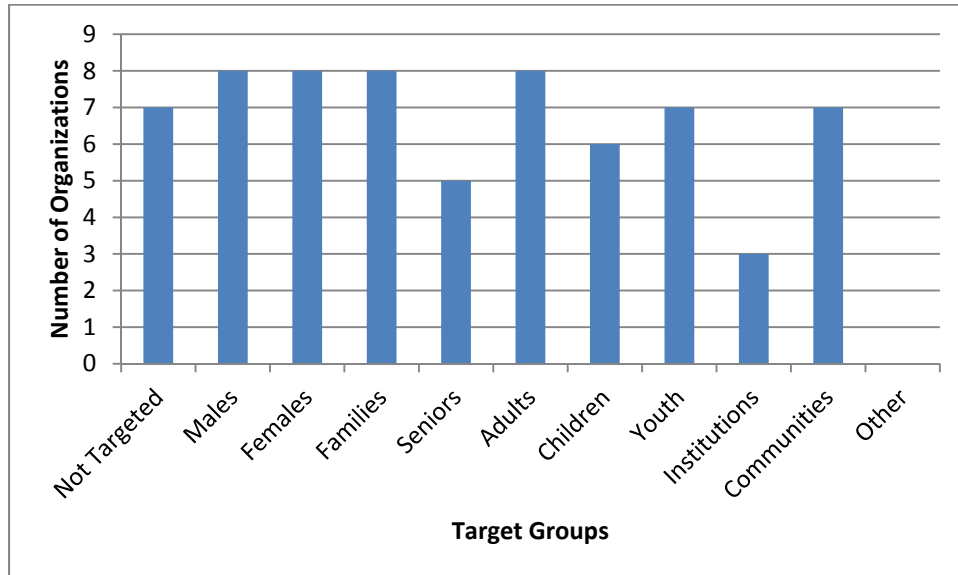
- Advocate on behalf of families when they arrive regarding issues in schools, housing, legal matters, and whatever needs that may arise
- Advocate and speak on behalf of newcomers and immigrants at educational institutions, legal matters, places of employment, housing, and medical situations
- Front-line workers advocate on behalf of clients to obtain necessary services in the community
- Participate in partnerships and coalitions to advocate at a community and systems level on issues that affect immigrants, particularly in relation to health equity

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 responses of 16 organizations who reported providing Advocacy Services

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



Note. This is based on the responses of 16 organizations who reported providing Advocacy Services

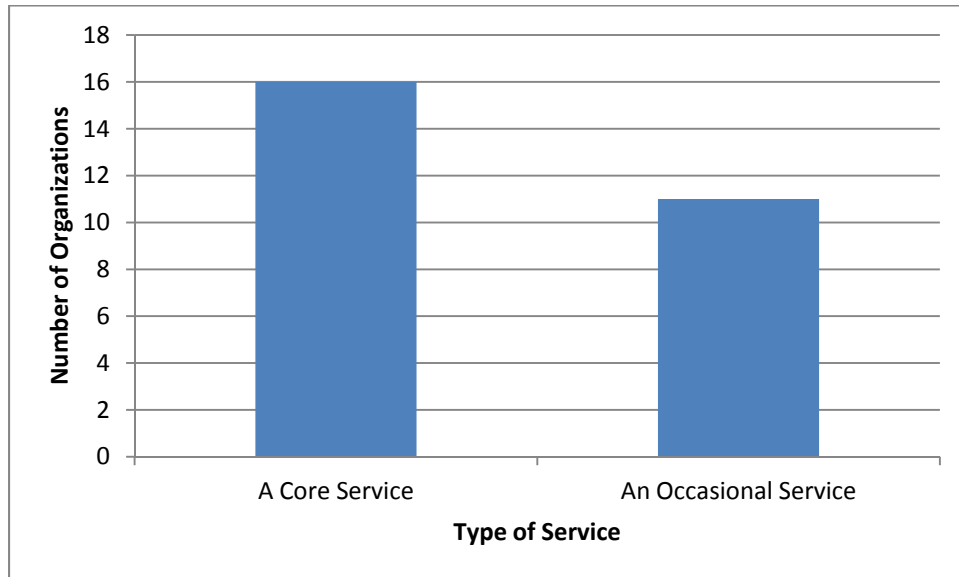
- Over 40% of the organizations who provide advocacy do not target particular demographic groups
- Organizations who provide advocacy are least likely to provide this service specifically for seniors

Other Services

Other Services – 35 (51%) of the organizations participating in the survey provide other services, including:

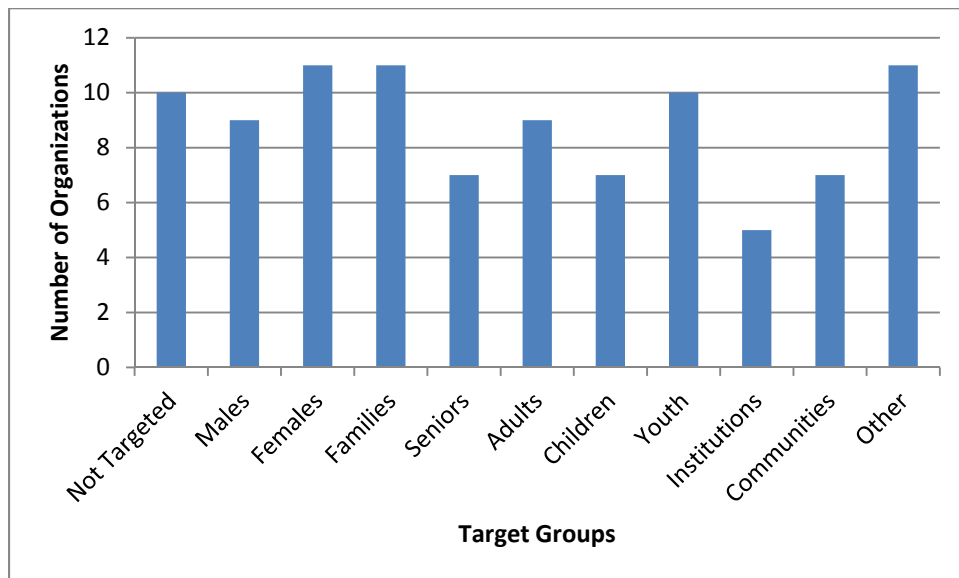
- Interpretation and translation for Non-English and Limited-English speakers
- Holiday and seasonal celebrations (e.g., Carnaval, Bye Bye Summer)
- Staff is trained to be culturally sensitive
- Offer a Francophone business consultant to assist and advise Francophone immigrant clients who want to start their own business
- Monthly immigration sessions, application, and submission assistance for those who are seeking permanent residence
- Work with direct health service providers to increase access to French language health services
- Interactive workshops coordinated with SWIS workers to address education in Ontario, learning disabilities vs. English language learner difficulties, and tips for working with your child at home
- Offer advice to the City of London and Council on issues of diversity and race relations
- Make presentations to international students and job seekers on the London economy
- Offer book collections in world languages, free public internet, and computer classes
- Provide an emergency food cupboard and cultural food staples as needed
- Full range of Judaism spiritual services

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 responses of 27 organizations who reported providing Other Services

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

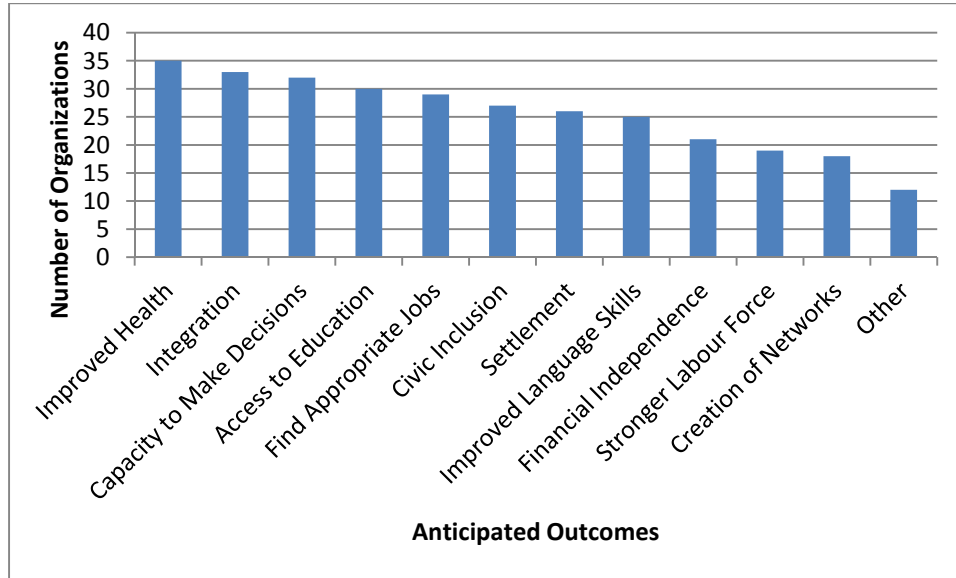


Note. This is based on the responses of 32 organizations who reported providing Other Services

- Organizations providing other services tend to target them across demographic groups, depending on the type of service

Anticipated Outcomes

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

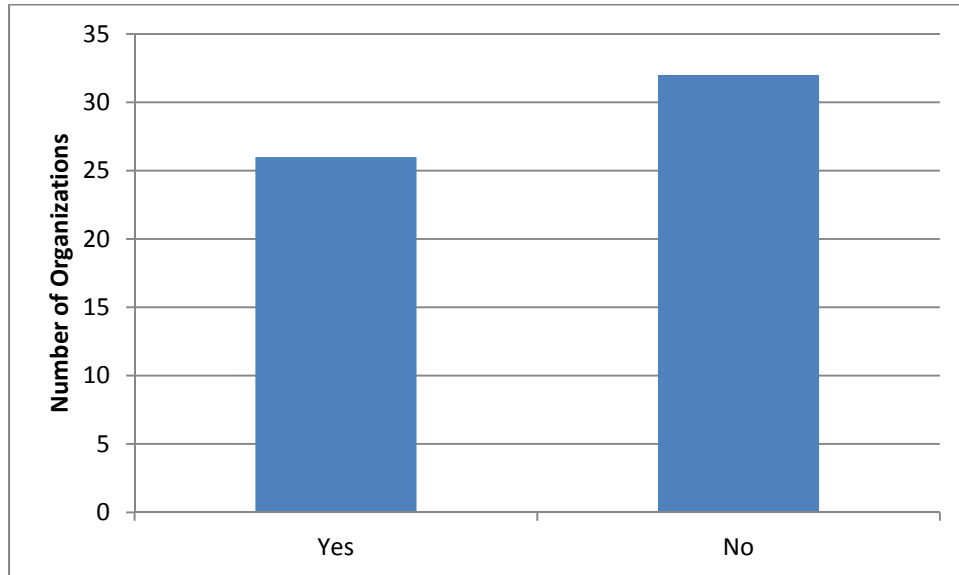


Note. This is based on the responses of 69 organizations

- About half of the organizations participating in the survey indicate that improved health and well-being, integration, and/or the capacity to make informed decisions are anticipated outcomes of their services
- More than one-third of the organizations participating in the survey anticipate improved access to education, ability to find jobs commensurate with skills and education, civic inclusion & engagement, settlement, and/or improved language skills to be outcomes of their services

Emerging Plans

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



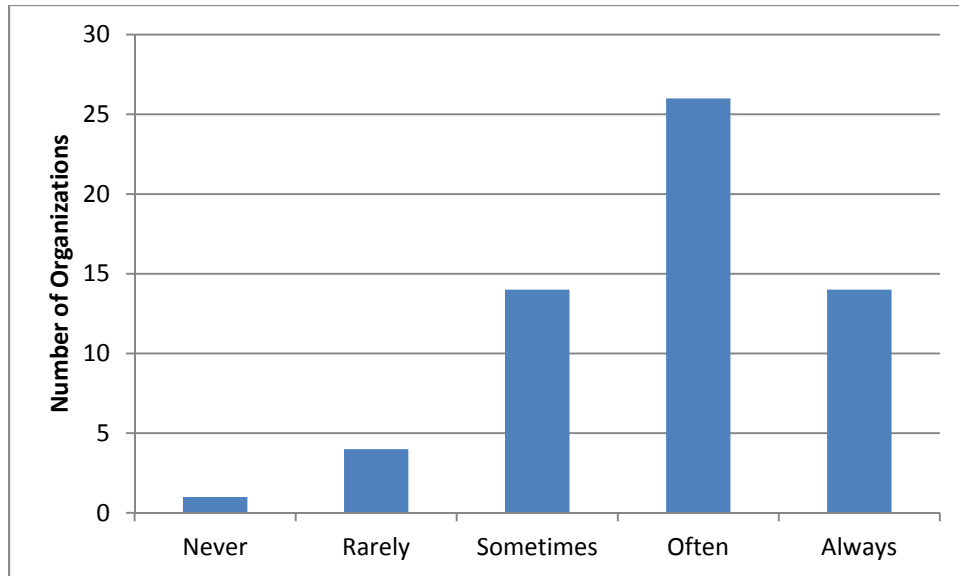
Note. This is based on the responses of 58 organizations

Emerging plans – 26 (45%) of the organizations who responded to this question indicated that they had emerging plans to provide new services to immigrants in London, including:

- Adding core services, such as finding accommodation, employment, and training
- Pre-arrival labour market information and assistance
- Interpretation and translation services
- Attraction and retention of newcomers
- Provide training sessions to local employers to highlight immigrant skill sets
- Increase service capacities both online and in person
- Target specific immigrant populations
- Provide workshops for parents regarding Canadian education and learning disabilities
- Increase health promotion and connect clients to healthy food resources and recreation
- Provide leadership training opportunities

Relationship with Other Organizations

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



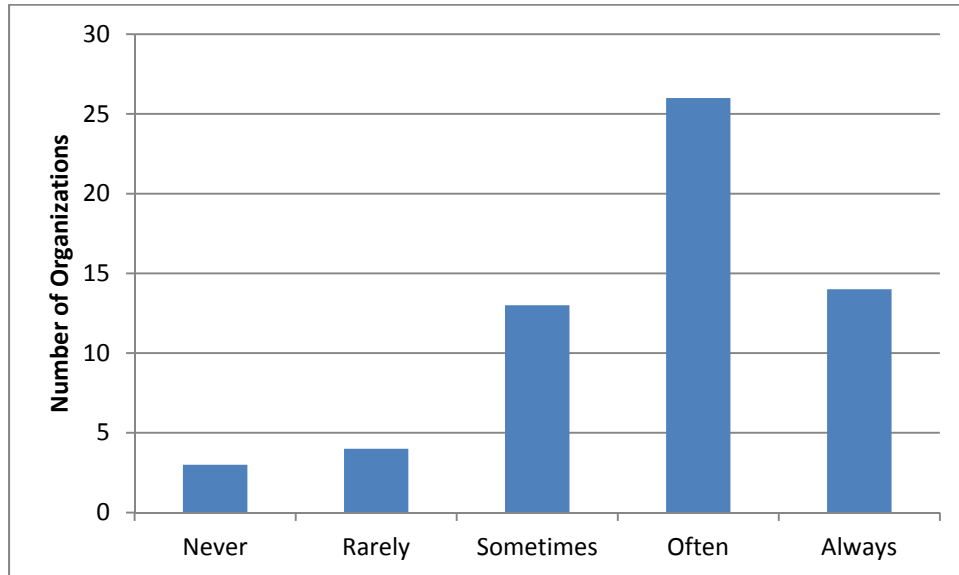
This is based on the responses of 59 organizations

Work with Other Organizations – 40 (68%) of the organizations who responded to this question reported often or always working with other organizations

The types of organizations worked with include:

- Educational institutions
- Settlement, employment, legal, and health agencies
- Ethno-cultural organizations
- Women’s shelters and victim services
- Faith-based groups
- Co-op placement agencies

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



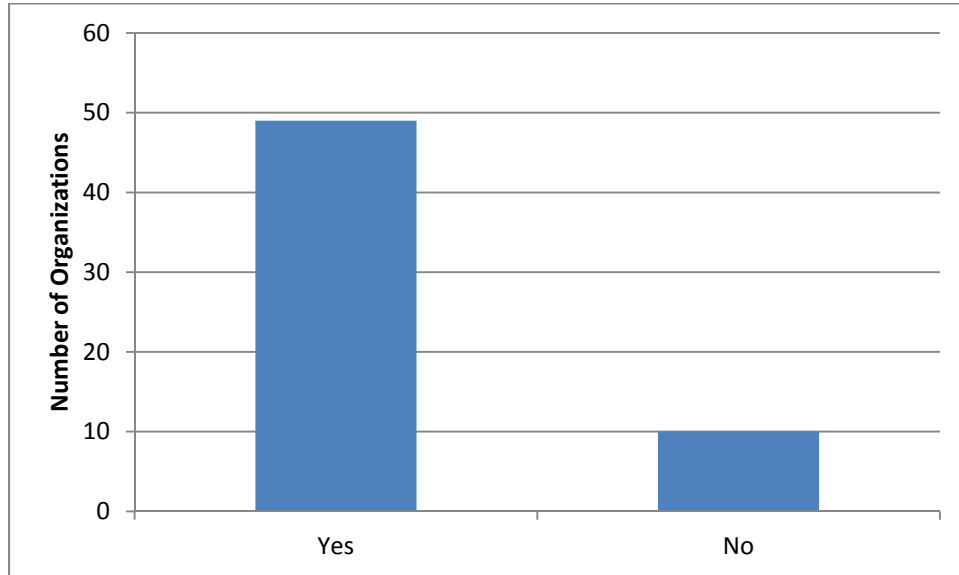
Note. This is based on the responses of 60 organizations

Refer to other organizations – 40 (67%) of the organizations who responded to this question reported often or always referring their clients to other organizations based on the needs of the client, including:

- Core community support services, such as employment, housing, legal, educational, health, settlement, counseling, spiritual, and social services
- Local community centres that offer programming and services to all ages

*Many organizations indicated that referrals are a fundamental service they offer to their clients

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



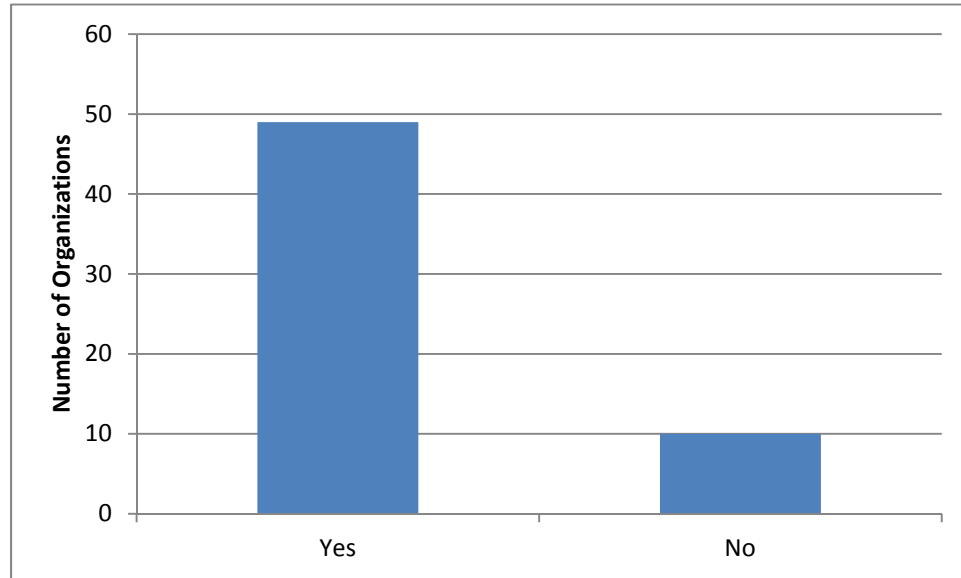
Note. This is based on the responses of 59 organizations

Links with organizations outside of London & Middlesex – 49 (83%) of the organizations who responded to this question indicated that they link with organizations outside of the London & Middlesex area to share best practices, including:

- Federal governmental agencies (e.g., Citizenship and Immigration Canada)
- Province wide agencies/service providers (e.g., Ontario Council of Agencies Serving Immigrants)
- National organizations (e.g., Canadian Cancer Society)
- Educational institutions
- Local Immigration Partnerships
- Municipal organizations (e.g., in Toronto)
- Service providers in other counties

Evaluation

Do you try to evaluate the effectiveness of your services?



Note. This is based on the responses of 59 organizations

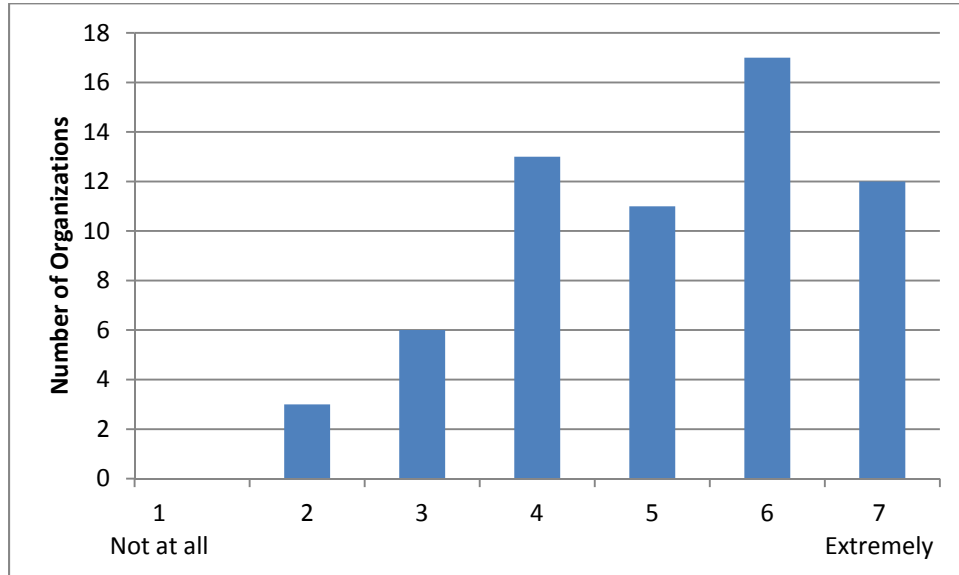
Evaluation – 49 (83%) of the organizations who responded to this question indicated that they performed different types of evaluations, including:

- Hiring a third party to conduct evaluations, such as an independent consultant
- Surveying clients, community members, participants, and service providers
- Analyzing qualitative and quantitative data
- Conducting program evaluations
- Performing focus groups and asking individuals how they can improve services
- Comparing with other organizations
- Reviewing website and social media statistics
- Measuring efficiency and effectiveness (e.g., outcomes), such as wait times, number of jobs, and employment outcomes

** Some organizations indicated that they had informal procedures in place and are looking to develop formal evaluation procedures*

Assessment of the London and Middlesex Local Immigration Partnership

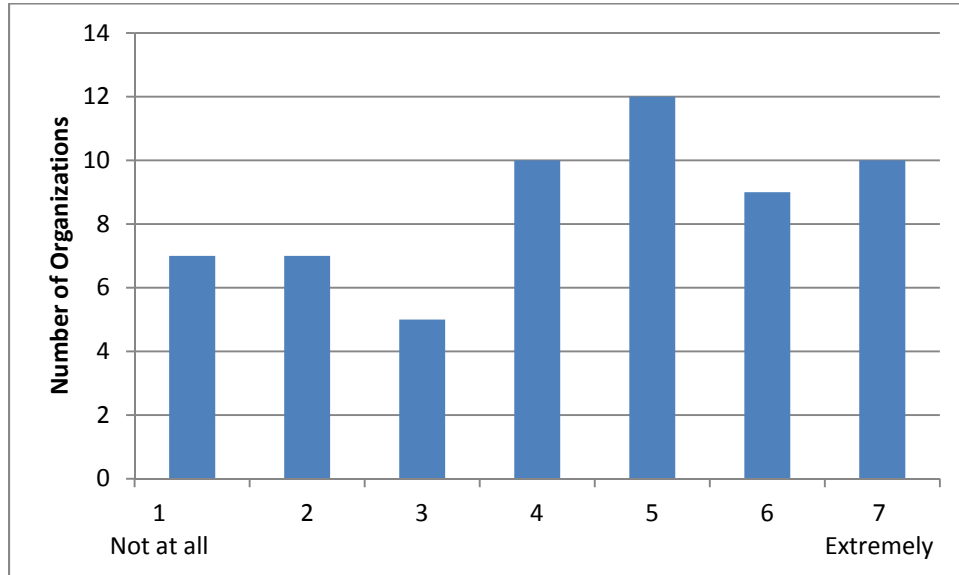
To what extent are you familiar with the activities of the London and Middlesex Local Immigration Partnership?



Note. This is based on the responses of 62 organizations

- The majority of organizations reported being quite familiar with the activities of the London and Middlesex Local Immigration Partnership, with scores between 4 and 7 on the 7-point scale being most common

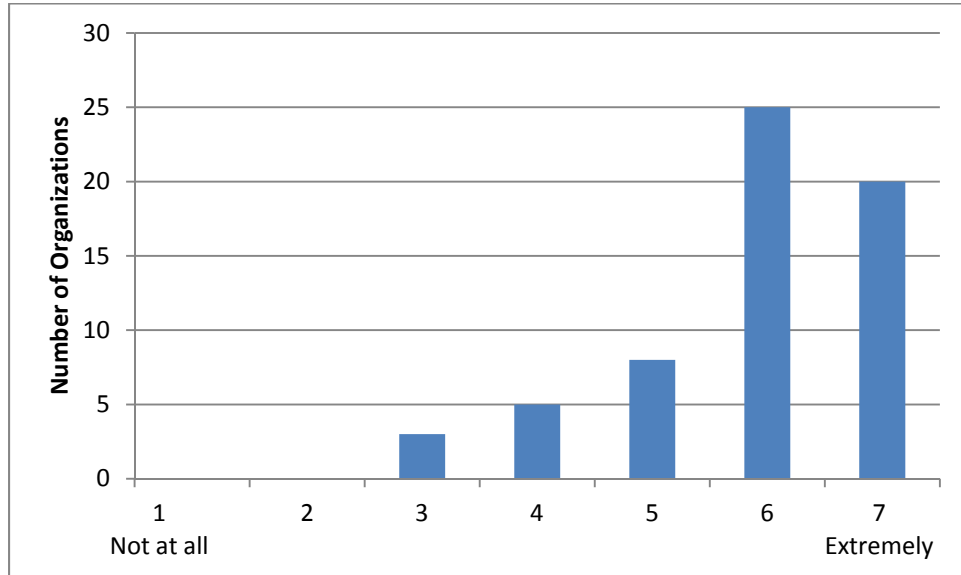
To what extent has your organization participated in the London and Middlesex Local Immigration Partnership?



Note. This is based on the responses of 60 organizations

- More than half of the organizations who responded to this question have at least moderately participated in the London and Middlesex Local Immigration Partnership, though 14 organizations (23%) provided ratings of 1 or 2 on the 7-point scale

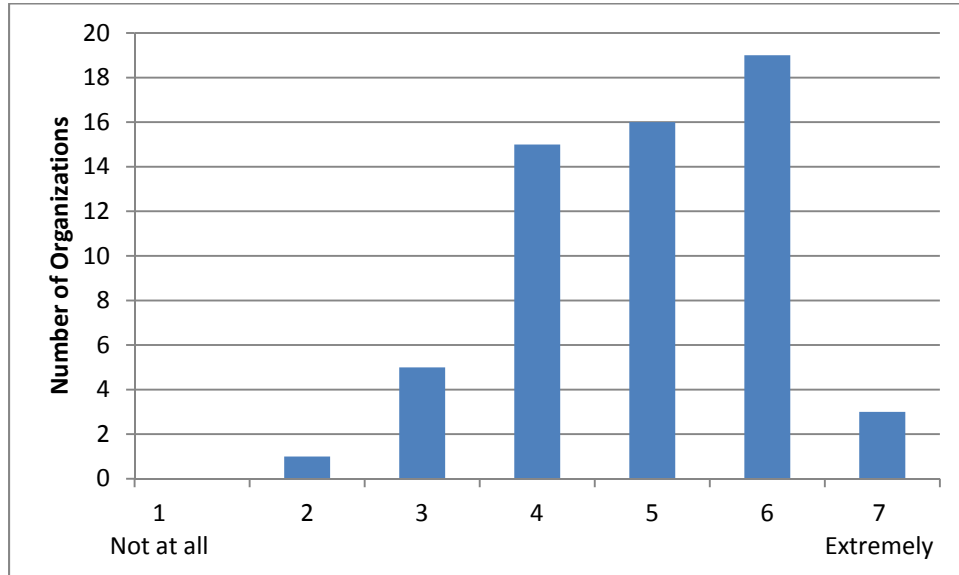
Do you think the London and Middlesex Local Immigration Partnership is relevant to the work going on in the community to support immigrants?



Note. This is based on the responses of 61 organizations

- The majority of organizations who responded to this question reported that the London and Middlesex Local Immigration Partnership is very or extremely relevant to the work going on in the community to support immigrants, with most providing responses of 6 or 7 on the 7-point scale

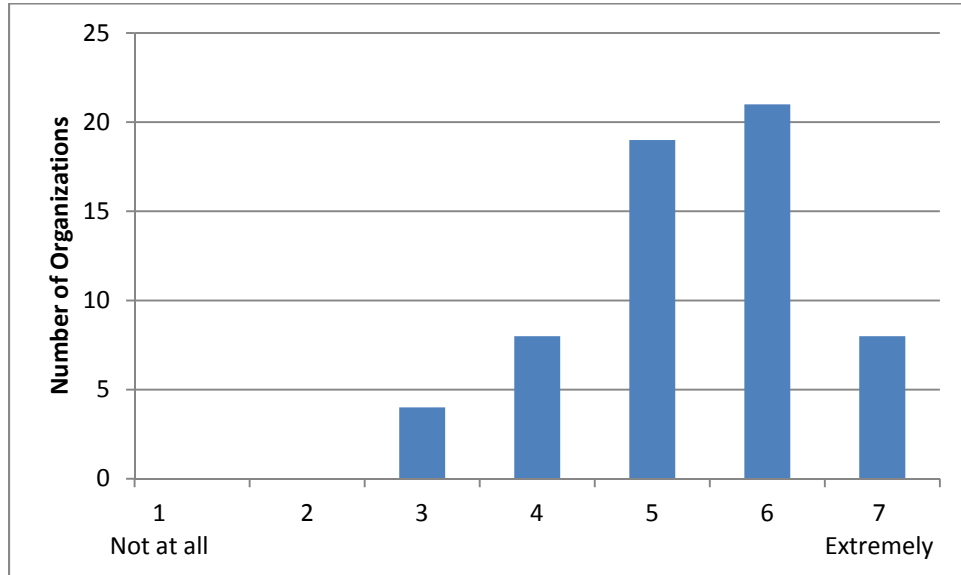
Do you think the London and Middlesex Local Immigration Partnership has changed the way in which services for immigrants are delivered in London and Middlesex?



Note. This is based on the responses of 59 organizations

- The majority of organizations who responded to this question reported that the London and Middlesex Local Immigration Partnership has at least somewhat changed the way in which services for immigrants are delivered in London and Middlesex, with the majority providing responses of 4, 5, or 6 on the 7-point scale

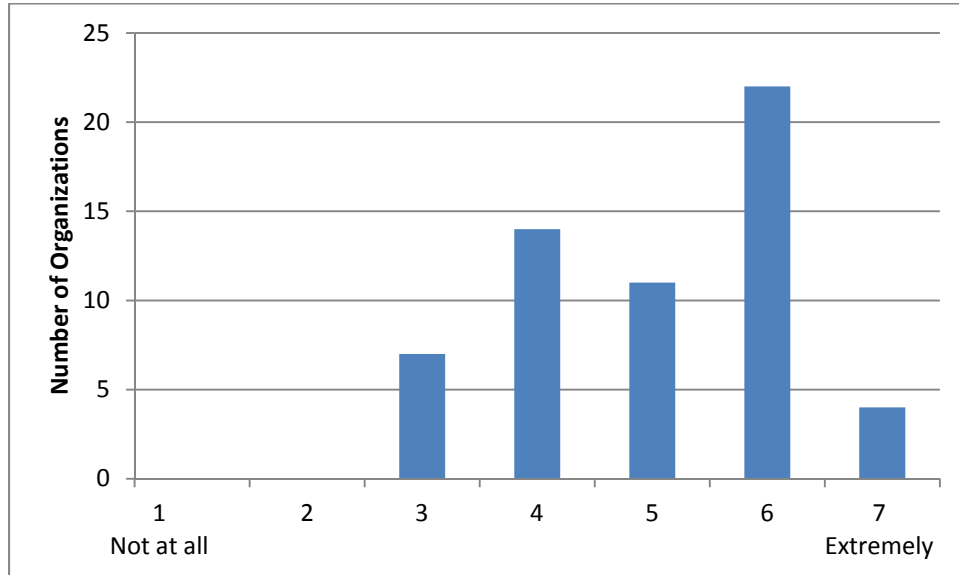
Do you think the London and Middlesex Local Immigration Partnership has increased the coordination of services for immigrants in London and Middlesex?



Note. This is based on the responses of 60 organizations

- The majority of organizations who responded to this question reported that the London and Middlesex Local Immigration Partnership has significantly increased the coordination of services for immigrants in London and Middlesex, with the majority providing responses of 5 or 6 on the 7-point scale

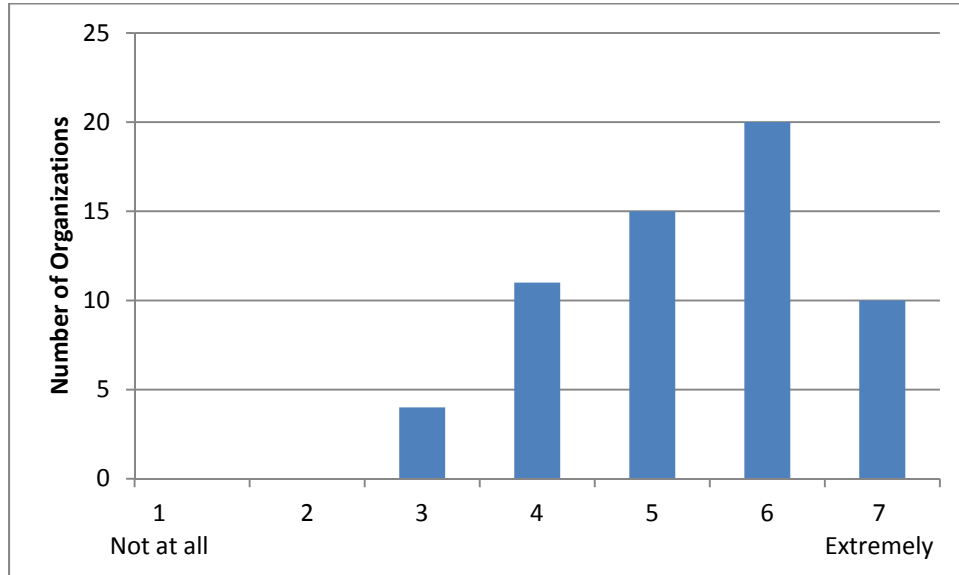
Do you think that the London and Middlesex Local Immigration Partnership has improved the type of services that are offered to immigrants in London and Middlesex?



Note. This is based on the responses of 58 organizations

- The majority of organizations who responded to this question reported that the London and Middlesex Local Immigration Partnership has at least somewhat improved the types of services that are offered to immigrants in London and Middlesex, with the majority providing responses of 4, 5 or 6 on the 7-point scale

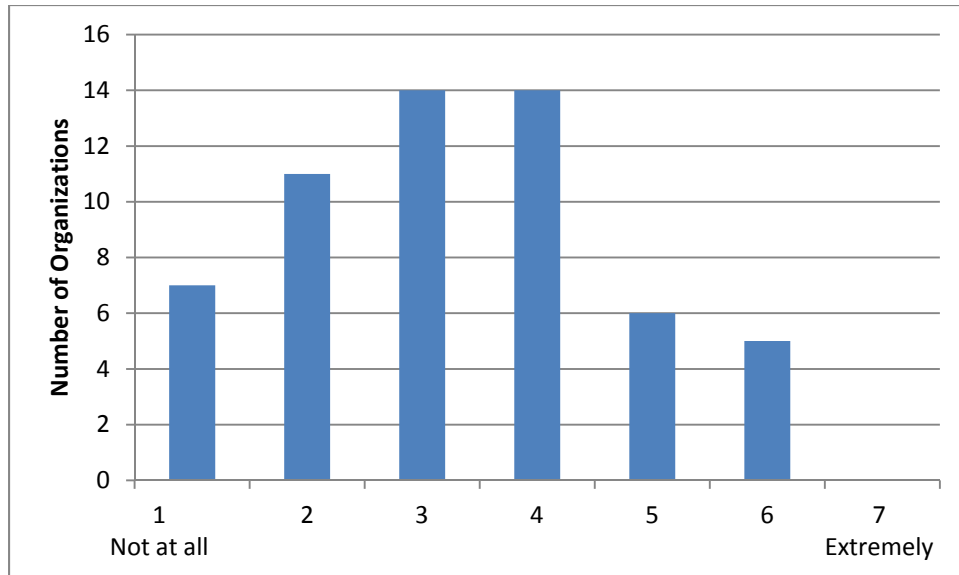
Do you think that the London and Middlesex Local Immigration Partnership has changed the extent to which London and Middlesex is a welcoming community for immigrants?



Note. This is based on the responses of 60 organizations

- The majority of organizations who responded to this question reported that the London and Middlesex Local Immigration Partnership has at least somewhat changed the extent to which London and Middlesex is a welcoming community, with the majority providing responses of 4-7 on the 7-point scale

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



Note. This is based on the responses of 57 organizations

- Most of the organizations who responded to this question reported that they have not or have only somewhat changed their delivery of services in response to the strategic planning and activities of the London and Middlesex Local Immigration Partnership, with the majority providing scores of 1-4 on the 7-point scale

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

- The LMLIP is crucial to successful immigrant integration and has helped make London more immigrant friendly
- The LMLIP has helped the City of London and service providers recognize the importance of immigrants' engagement in strategic planning
- Large improvements have been made over the past 10 years, including a more accepting host community and increased number of service providers
- Requests to partner with LMLIP, learn more about the LMLIP's mission, and to make the LMLIP the reference point for high level advocacy
- Volunteer-based organizations are often overwhelmed with work and do not have time to attend LMLIP meetings or conduct evaluations. More volunteers and more multi-lingual service providers would help decrease the load and increase access
- Importance of service providers to take a holistic approach when assessing immigrant barriers and needs
- Loss of interest in the LMLIP because of too many meetings and not enough changes on the ground
- Desire for the LMLIP to only focus on and work with the most immigrant based organizations

Summary

- London and Middlesex is a community with many strengths in providing services to immigrants
- Universal, mixed, and immigrant-specific organizations provide services to immigrants and work collaboratively to do so
- More than half of the organizations who participated in the survey provide more than one type of service
- The most common services provided are community connections, social support services, employment assistance, and “other” services
- Based on the organizations who participated in the survey, services for seniors seem to be somewhat limited, particularly in the area of language training and education services
- A number of the organizations reported emerging plans to provide new services to immigrants, with examples including: pre-arrival and online information, interpretation and translation services, services targeting specific immigrant populations, and training sessions for local employers
- Many of the organizations participating in the survey reported being familiar with the London and Middlesex Local Immigration Partnership and believe that the LMLIP is relevant to the work going on in the community to support immigrants
- Many of the organizations see the LMLIP as having made at least somewhat of an impact on the supports for immigrants in the community and in making London and Middlesex a more welcoming community for immigrants
- In contrast, most organizations have not significantly changed their delivery of services in response to the strategic planning and activities of the London and Middlesex Local Immigration Partnership