



Urgent and Emerging Newcomer Needs Survey During COVID-19

(Toronto Findings)

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On behalf of the Toronto Inter-LIP Network

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P2P Conference

Presentation Outline

Who are we?

Toronto Inter-LIP Network

Newcomer Needs
Assessment
Surveys

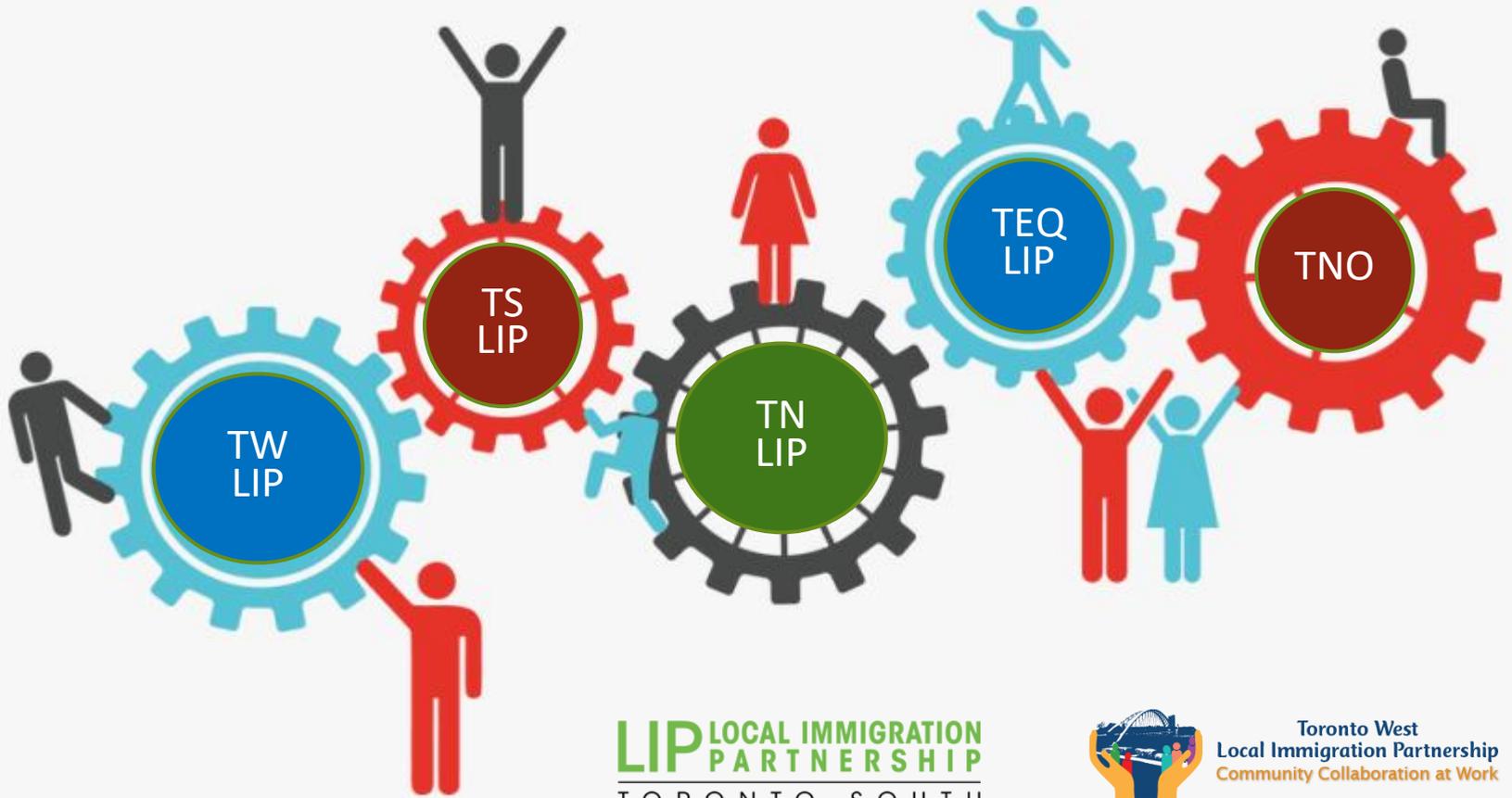
- Survey Design
- Findings and Highlights

Next Steps

- How the findings were used?
- Third Survey

Toronto Inter-LIP Network

TWLIP – Toronto West LIP TSLIP – Toronto South LIP TNLIP – Toronto North LIP
TEQLIP – Toronto East Quadrant LIP TNO – Toronto Newcomer Office



LIP LOCAL IMMIGRATION PARTNERSHIP
TORONTO SOUTH



Toronto West
Local Immigration Partnership
Community Collaboration at Work



Needs Assessment Survey for Newcomer During COVID-19

- Target group: Service Providers
- Method: Qualitative
- Objective: To understand and to inform the community about the most pressing newcomer needs during COVID-19

- April 15-22, 2020
- 85 responses

Survey

1

- June 16-July 15, 2020
- 101 responses

Survey

2

Survey Design

Two main open-ended questions:

1. Tell us about any **emerging needs** you have seen as a result of COVID-19 under the following categories:



Housing



Healthcare



Employment



Education



Youth



Access to
Services



Transport



Food
Security



Mental
Health



Women



Seniors



Others

2. What is **the greatest need** in the newcomer community you serve which **cannot be met by your organization** at the present time?

Survey Findings and Highlights

 <p>Housing</p>	<ul style="list-style-type: none"> • Wait times • In-person visits • Language • Digital access • Fear 	 <p>Employment</p>	<ul style="list-style-type: none"> • Remote learning • Distraction • Program availability 	 <p>Youth</p>	<ul style="list-style-type: none"> • Digital access & literacy • Wrap-around support • In-person services for vulnerable groups
<ul style="list-style-type: none"> • Rent • Tenant-landlord relationships • Evictions • Overcrowded and/or safe housing 	 <p>Healthcare</p>	<ul style="list-style-type: none"> • Decreased opportunities • Employment trends • Layoffs/ reduced hours • Financial support • Unsafe work 	 <p>Education</p>	<ul style="list-style-type: none"> • Isolation • Program availability • Layoffs/ Lack of summer jobs • International student finances • Mental health 	 <p>Access to Services</p>

Survey Findings and Highlights

 <p>Transport</p>	<ul style="list-style-type: none"> • Food access • Shifting foodbank locations • Culturally appropriate food 	 <p>Mental Health</p>	<ul style="list-style-type: none"> • Competing priorities • Fear of accessing services for pregnant women • Gender-based violence 	 <p>Seniors</p>	<ul style="list-style-type: none"> • Tech access • Emergency needs • Multi-barriered groups
<ul style="list-style-type: none"> • Limited transportation • Fear of using public transit • Financial challenges 	 <p>Food Security</p>	<ul style="list-style-type: none"> • Depression/ anxiety/ burnout/ trauma/ PTSD/ re-traumatization • Family relationships • Access to services 	 <p>Women</p>	<ul style="list-style-type: none"> • Severe isolation • Tech access • Fear of COVID • Food security • Unnoticed elder abuse 	<p>Common Themes</p>

How the Findings Were Used?



Info Sharing and
Escalation of Issues



Action to Address
Urgent Needs



Strategic and
Action Planning

Third Survey

- The third survey was released on November 17, 2020 to capture the most current issues:

→ Back to school experience

→ Changes to benefits

→ Other issues related to the second wave

Thank you

Download the second survey report at:

<https://bit.ly/32Wood0>

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