



Toronto West  
Local Immigration Partnership  
Community Collaboration at Work

## Emerging Issues Survey Report, January 2019

### Introduction

The TWLIP Service Coordination Action Group is an inter-agency working group interested in learning about current trends and emerging issues among newcomers and immigrants within the West catchment area. A short online survey (Appendix A) was designed to capture this information from various service providers.

Organizations were asked to identify the top three emerging issues observed in the past year. 'Emerging issues' were defined as challenges or problems that are NEW to newcomer and immigrant service users in the communities served.

The survey was active between October 5 and November 9, 2018. 23 organizations completed the survey (see next page). The data collected has been compiled into aggregate form and this summary report will be available on the TWLIP website at [http://www.torontowestlip.ca/wp-content/uploads/Emerging-Issues-Survey-Report\\_Jan-2019.docx](http://www.torontowestlip.ca/wp-content/uploads/Emerging-Issues-Survey-Report_Jan-2019.docx). A Summary/ Observations section has been added to the report this year.

The responses from organizations have been edited and presented in a chart format to make the report easy to read. Some omissions or inaccuracies may have occurred during the process.

We hope that this research will provide information that is useful for agencies when planning programs and services, as well as when preparing funding applications.

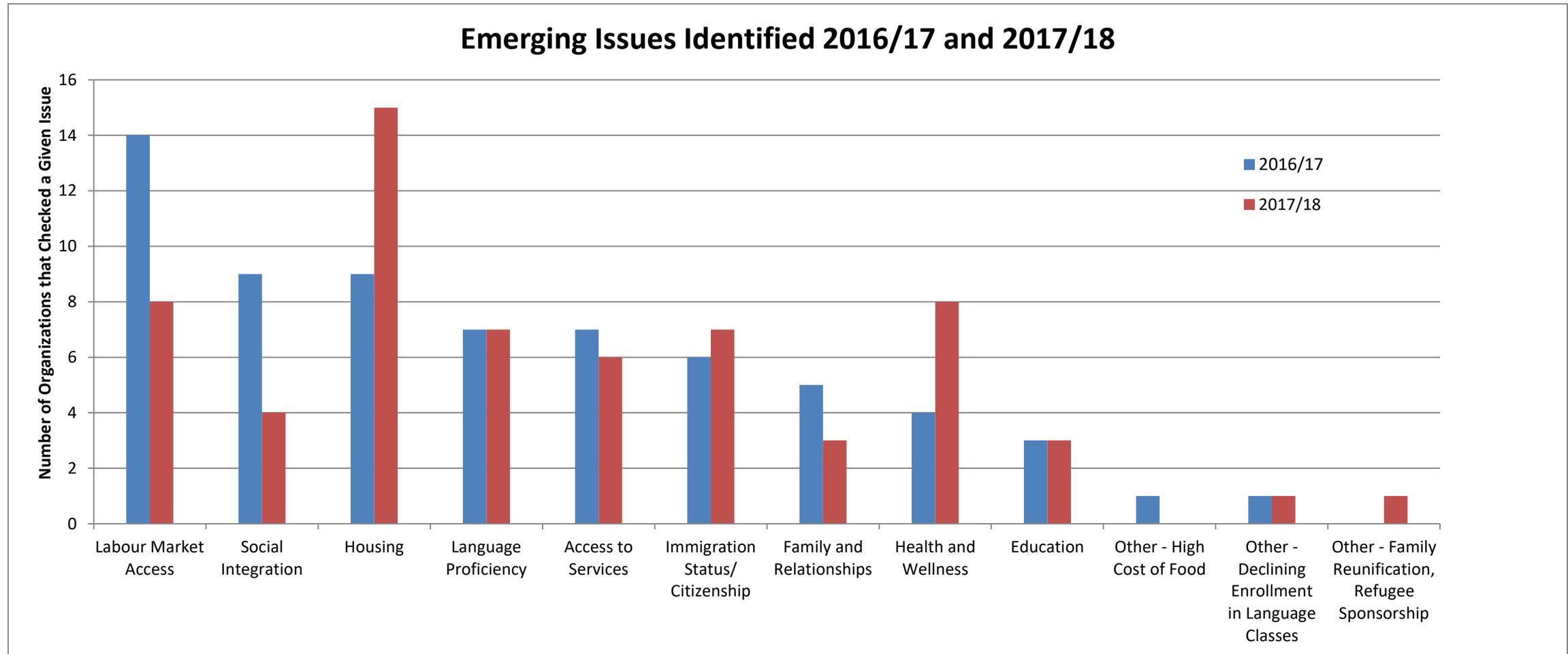
**Your [feedback](#) is appreciated at the end of the report.**

**List of Organizations that Completed the Survey:**

	<b>2016/17</b>	<b>2017/18</b>
Access Alliance Multicultural Health and Community services	1	
AIDS Committee of Toronto		1
Albion Neighbourhood Services	1	
Arab Community Centre of Toronto	1	1
Conseil Scolaire Viamonde (French School Board)	1	
COSTI Immigrant Services		1
CultureLink Settlement and Community Services (Settlement Workers in Schools & Library Settlement Partnership)	1	1
Delta Family Resource Centre		1
Elsbeth Heyworth Centre for Women	1	
Ernestine's Women Shelter		1
For Youth Initiative	1	1
Humber College	1	1
Islamic Social Services and Resources Association	1	1
Jane/Finch Community & Family Centre	1	1
JobStart	1	1
LAMP Community Health Centre	1	
Learning Enrichment Foundation	1	1
Mennonite New Life Centre of Toronto	1	1
Northwood Neighbourhood Services		1
Polycultural Immigrant and Community Services	1	
Rexdale Women's Centre	1	1
Skills for Change	1	
The Career Foundation	1	1
Toronto Catholic District School Board	1	1

Toronto District School Board		1
Toronto Public Health	1	1
Toronto Public Library (Black Creek)	1	1
YMCA Language Assessment and Referral Centre	1	1
YMCA Newcomer Information Centre		1
Youth Employment Services	1	1
YWCA JUMP	1	
<b>TOTAL Number</b>	<b>24</b>	<b>23</b>

## Findings



## **Summary/ Observations**

### Housing

Fifteen organizations indicated housing as an emerging issue in 2017/18 as compared to 9 in 2016/17. The ongoing shelter and housing crisis in Toronto is impacting newcomers who are especially vulnerable as they face numerous barriers to finding housing. Newly mentioned in this year's survey are specific groups of newcomers who cannot find stable housing: refugees, newcomers with mental health issues, single mother families, LGBTQ individuals, women with precarious status, women fleeing domestic abuse and male youth.

### Health and Wellness

Health and wellness is indicated by 8 organizations as a challenging issue, which are twice as many organizations as in the previous survey. Mental health issues stand out as a prevalent theme, mentioned 8 times in the 2017/18 survey. It is noted there needs to be a greater response to deal with the need for mental health supports and services and for assisting newcomers to navigate the health care system.

### Labour Market Access

Labour market access is considered to be in the top 2 emerging issues for this past survey (2017/18), although fewer organizations checked it this past survey (8) as compared to the survey before (14). Although numerous barriers to employment are listed over both surveys, the current survey emphasizes barriers for internationally trained professionals such as the lack of recognition of international credentials and the lack of Canadian work experience.

### Immigration Status/ Citizenship

Service providers are seeing a significant number of newcomers with precarious status over the 2 survey periods. Service providers have noted increases in the number of refugee claimants. The problem of ineligibility for services due to immigration status and funding criteria is still a pressing issue that impacts the settlement process for these newcomers and frustrates providers. Service providers have responded to these challenges by staying informed of available services and making meaningful and appropriate referrals.

### Language Proficiency

Language proficiency is highlighted over both surveys as a major barrier to settlement – accessing services, health care, education, employment and social integration. While lower English proficiency among refugees was indicated in the 2016/17 survey, a lack of supports (i.e. childcare, transportation) and inflexible class schedules are noted as barriers in 2017/18.

### Access to Services

It is noted over both surveys that newcomers are often unaware of services. Providers are responding with consistent outreach efforts and having dedicated staff to do outreach. There is still a need to provide services that are accessible for those who have low language and/or literacy levels and there is also still a need for legal services. The 2017/18 survey indicates there is a lack of basic needs such as appropriate clothing and healthy food, and referrals to these types of services are necessary. Issues affecting youth and francophone populations are not raised in the recent survey as they were in the previous one; this could be related to the organizations that responded.

### Social Integration

Social integration is indicated as problematic by fewer organizations in the 2017/18 survey (4) compared to the 2016/17 survey (9). Three out of the 4 issues raised in the recent survey concern youth not integrating socially. Providers are responding with increased programming. Seniors as a group are not mentioned as they were in the previous survey. Observed across both surveys is the exclusion and frustration felt by newcomers in general when trying to fit into their communities.

### Family and Relationships

Family and Relationships is also indicated as an issue by fewer organizations in the most recent survey (3) compared to the previous survey (5). A pressing issue repeated in the recent survey is the generation gap between newcomer parents and youth and the ensuing family conflict. Newly mentioned is the involvement of Children's Aid Society (CAS) as a consequence of family conflict. One organization is actively working with families and CAS to achieve positive outcomes. Violence against women within the family is reported again. The overall survey results shows a relationship between violence against women, women's immigration status and housing needs.

### Education

Education has been identified as an issue by 3 organizations in both surveys. Barriers within the education system for newcomer youth are observed over both surveys. In the 2017/18 survey it is observed that truancy occurs as a result of poor social integration, family conflict and barriers to education such as language and discrimination (e.g. academic streaming). No responses are indicated for these issues; more resources are needed. Newly mentioned in the 2017/18 survey is the need for specialized education for internationally trained professionals around soft skills and Canadian workplace culture.

### Other Issues

Family reunification was mentioned as an issue over both surveys; refugee sponsorship is newly mentioned in 2017/18. Declining enrollment in language training programs in certain areas of TWLIP has been reported over both surveys and so is ongoing. Barriers to newcomer English language students are reported in the Language Proficiency section (above). Although food insecurity was not mentioned again in this category in the most recent survey, lack of access to healthy and affordable food was noted in the Access to Services section.

## Housing - Identified by 15 Organizations as an Emerging Issue

Groups Affected	Description of Issue	Response Developed or Implemented	Observations
<p><b>General:</b> newcomer population groups include, but are not limited to women, children, youth (13-24), seniors (60+), men and <b>LGBTQ</b></p>	Difficulties landlords impose on tenants.	Provide clients with list of available housing service providers. Work with and advocate on behalf of agencies and coalitions.	Housing issues continue to negatively impact newcomers as a vulnerable group who face numerous barriers.  Specific areas in Toronto West - Black Creek/ Jane Finch and Mount Dennis (below) - where housing that was previously affordable has become unaffordable for newcomers.
	Lack of affordable and accessible housing stock. Newcomers are especially impacted.		
	Newcomers struggling to find a basement apartment to rent in Black Creek/ Jane Finch area which had previously been affordable.	Continue to raise concerns at different platforms.	
	Lack of stable housing leads to instability in other areas such as finding employment.	Refer to housing support workers.	Housing is a social determinant of health and crucial to the settlement process.
<p><b>General</b> and <b>Larger Families</b></p>	Housing is often the main priority. Newcomers now being priced out of the Mount Dennis area. Families are moving to Scarborough and further and still live in over-crowded conditions.	Connect newcomers with local landlords.  Assist clients to apply for social housing.	Trend of seeing newcomers move further away from downtown was noted in 2016/17 survey, but issue of over-crowding is newly mentioned.
	The wait list for social housing is long - e.g. 8 years - and growing.		

<p><b>General and Newcomers with Mental Health Issues, Singles, LGBTQ, Single Mother Families</b></p>	<p>Clients with mental health issues, singles, single mother families and LGBTQ clients have difficulty finding housing due to insufficient income, bad or no credit history.</p> <p>Social assistance, Old Age Security, CPP, and ODSP have not increased to keep up with inflation or high rents.</p>	<p>Advocacy for more affordable housing and for rent controls.</p>	<p>Social assistance and pensions not keeping up with increasingly high rents is raised for the first time (in 2017/18 survey).</p>
<p><b>General and Francophone and Newcomers who are Unemployed</b></p>	<p>Unemployed newcomers are unable to rent housing due to lack of proof of employment; lack of guarantor; and unaffordable rents. Temporary solutions such as Airbnb are unaffordable for most and emergency shelters only provide respite for 2 weeks.</p>	<p>Bring issues to housing providers such as Albion Neighbourhood Services and Lamp Community Health Centre so they can advocate on behalf of residents/newcomers.</p> <p>Deliver workshops for clients on rights regarding tenancy.</p> <p>Connect clients to a legal clinic.</p>	
<p><b>HIV Positive Newcomers</b></p>	<p>These newcomers have added burden of paying for treatment as well as seeking stable housing. Note: This issue was observed in Central Toronto.</p>	<p>Attempts are made to connect clients to housing services.</p>	<p>Barriers for HIV positive newcomers are raised for the first time.</p>
<p><b>Non-Status Women and Children</b></p>	<p>Lack of housing services for women without documented status. Women and children without status are staying in the shelter system for 1 year, about 3 - 6 months longer than those with status.</p>	<p>Created a settlement position to support newcomers that access our services.</p> <p>Joined various tables to raise this issue.</p>	<p>Advocacy continues to be indicated as a response, but it is raised 3 times more often than in 2016/17 survey.</p>
<p><b>Women, especially Single Mother Families, and Seniors</b></p>	<p>Clients on fixed incomes spending more than 50% of their resources on rent. This restricts access to health food and impacts other social determinants of health.</p>	<p>Informally established connections with property owners and masjids who provide information about housing.</p> <p>Assist clients with completing forms, clarifying documents relating to the housing tribunal, and provide resources</p>	<p>First time connecting with a faith group is mentioned as a strategy for housing newcomers.</p>

	Above impacts single mothers and children as Children's Aid becomes involved. Older men living in shelters calling us for assistance with activities of daily living, especially bathing.	about landlord and tenancy issues. Provide reference letters and accompany a client to meet with a landlord as needed.	
<b>Women and Youth</b> (13 - 24)	Women fleeing domestic abuse cannot access affordable housing. Lack of shelter space for youth, especially male youth.	Take referrals from our local community health centre. Support clients with applications for affordable housing. Partnerships with some shelters.	Impact of lack of affordable housing on women who experience gender-based violence is raised here. The relationship between housing and women was not stated last year.
<b>Refugee Claimants</b>	Refugees as a group face the biggest challenges.	Provide refugees staying in hotels with settlement support but (we) are not able to provide help with housing.	

### Health and Wellness - Identified by 8 Organizations as an Emerging Issue

Groups Affected	Description of Trend/ Issue	Response Developed/ Implemented	Observations
<b>General:</b> newcomer population groups include, but are not limited to women,	Increasing number of clients from different communities with mental health issues. High demand for counselling to address issues such as domestic violence,	Partnered with many agencies to provide robust and timely mental health services. Hired more staff. Developed a mental health screening tool. Delivered workshops for service providers (frontline	Over both surveys (2016/17 and 2017/18), an increasing number of clients with mental health issues observed who need appropriate supports and services.

<p>children, youth (13-24), seniors (60+), men and <b>LGBTQ</b> and <b>Newcomers with Mental Health Issues</b></p>	<p>parent-child relationships, chronic and diagnosed complex Post Traumatic Stress Disorder, acute stress disorders etc.</p>	<p>workers and school board staff) about mental health issues affecting refugees and how to make appropriate referrals. Developed new culturally adapted mindfulness and meditation group.</p>	<p>Greater awareness required among service providers about the supports for mental health issues and the barriers to accessing those supports.</p>
	<p>Newcomers not prepared for and unaware of health and wellness issues because they have not experienced them before.</p>	<p>Support and training for community agencies including identifying and responding to most vulnerable. Immunization clinics, dental clinics and sexual health clinics. Funding for diabetes prevention. Harm Reduction services including safer drug supplies, and Naloxone distribution, Mobile and street outreach.</p>	
	<p>More information/ support on how to navigate mental health system. Support for family members of those experiencing mental illness. Education on rights and responsibilities of individuals facing mental illness.</p>	<p>Working with some of our partners such as social workers at Black Creek Community Health Centre, but no overall strategy.</p>	<p>Mentioned in both surveys, newcomers unable to advocate for selves/ navigate current health care system. Need for more coordinated response for dealing with mental health needs of newcomers.</p>
<p><b>General and Older Adults 50 – 60 years</b></p>	<p>Struggles to navigate the health care system (physical and mental) because of barriers such as language, culture and literacy.</p>	<p>Escort to medical appointments to support a patient-centred relationship with providers and to remove barriers such as language, literacy. Health promotion workshops such as self -management of chronic diseases, healthy eating programs. Exercise classes for fall prevention, fitness, and promoting social connections/ reducing social isolation.</p>	<p>Service providers note their capacity to provide adequate supports is limited due to funding.</p>
	<p>Lack the of service providers who have the cultural sensitivity needed to fulfil the needs of older adults (50 - 60 years).</p>		
<p><b>General and LGBTQ and Francophone and HIV positive</b></p>	<p>Challenges connecting to care and holistic wellness services. Lack of OHIP coverage is a significant</p>	<p>Free and confidential counselling. Attempts to link people to care where possible.</p>	<p>Lack of OHIP coverage is a significant barrier to services and treatment.</p>

newcomers	barrier to services and treatment. Note: Above observed in Central Toronto.		
Youth (13 – 24)	Youth with mental health issues very prevalent.	In house social work.	Prevalence of youth with mental health issues was not noted previously.
	Young people immigrating, integrating into Canadian society and then questioning their sexual identity and gender.	Provide services that are flexible, open, and accepting of clients' identities. Continuing to engage people regardless of whether their gender changes.	Young people questioning their sexual/ gender identities are newly mentioned in 2017/18.
Refugee Children and Youth	Behavioral issues at schools. Not attending school at all.	Working with principals and school counsellors to support hard to serve youth and children. Case management and other specialized services to help improve attendance.	

### Labour Market Access - Identified by 8 Organizations as an Emerging Issue

Groups Affected	Description of Trend/ Issue	Response Developed/ Implemented	Observations
General: newcomer population groups include, but are not limited to women, youth (13-24), seniors	Lack of access to employment.	Provide employability workshops for clients and hosting organizations that provide access to employment.	
	Need assistance with job search, resumes and job readiness.	Referring clients to providers for assistance with their resumes and developing job skills.	

(60+), men	International credentials not recognized or valued resulting in frustration and stress and negatively impacting integration.	Developed employment counselling from a mental health perspective to help those dealing with mental health issues related to not securing formal/ meaningful work.	Mentioned over both surveys is the impact on mental health due to underemployment and unemployment.
General and Francophone	Credential recognition is lengthy and expensive.	Educate and support clients to get credentials recognized.	
	Canadian Experience Barrier.	Built capacity of service providers around rights / discriminatory nature of requiring Canadian experience.	Lacking Canadian work experience is indicated as significant barrier in most recent survey.
	Lack of soft skills, especially understanding workplace culture.	Delivered workshop on workplace culture in Canada.	
	Unaware of the Canadian requirements to work in their fields.	Educate clients about local labour market and assist in developing strategic plans to achieve short and long term career goals.	
		Connect newcomers with employment opportunities via Job Matching and Placement Incentives (JMPI)	
		Maintain awareness of community programs / services and make meaningful referrals to them (including bridging programs, specialized mentorship programs etc.)	
Women and Men	Barriers to meaningful employment include the licensing process of regulated professions.	Available programs include employment services (EO), bridging programs, language proficiency programs, networking events, job-fairs, and other opportunities that place newcomers and employers in the same space.	The barriers facing ITPs is newly mentioned in
	Lacking networks and channels to promote skills and experience.	Work with Internationally Trained Professionals (ITPs) on an individual basis.	

		Secured provincial funding to provide a healthcare bridging program for ITPs. (This program will provide language, workplace culture and placement supports.)	2017/18 survey.
		Secured funding for a Foreign Trained Accreditation Loan Program.	
	Lack of opportunities beyond survival jobs.	Providing a roster of employment supports.	Lack of career-type jobs is indicated over both surveys.
	In early 2018, an increased number of clients laid off and having reduced hours due to increase in the minimum wage.	Past year focusing on becoming familiar with labour legislative changes in order to inform clients and raise awareness about these changes.	Changes in labour legislation impacting those precariously employed.
	Additional barriers include language, isolation and lack of appropriate childcare.		
<b>Women</b>	Very difficult for newcomer women - with or without documented status - to access employment.	Partnered with organization to support clients finding jobs.	

### Immigration Status/ Citizenship - Identified by 7 Organizations as an Emerging Issue

Groups Affected	Description of Issue	Response Developed/ Implemented	Observations
<b>Women and Children Without Status</b>	Lack of status contributes to situation where women and children experiencing violence return or stay with abusive partner.	Settlement position to support newcomers that access services.  Raising awareness at various tables.	Relationship between immigration status, violence against women, and housing needs.

	<p>Difficulty accessing housing compounds this problem.</p>		
	<p>Increase in clients applying for refugee status - and applications still pending - living in shelters, and hotels. Many are unable to get supports needed: language training, housing, financial, health care etc.</p>	<p>One-to one counseling settlement support.</p> <p>Support with family relationships.</p> <p>Assisting to apply for social assistance (OW) and assisting with housing.</p> <p>Connecting clients to services in the community i.e. health care and social integration programs.</p>	<p>Ongoing challenges due to funder restrictions on which clients are eligible to receive services.</p>
<p>Refugee Claimants and International Students</p>	<p>Ineligible for many federal and provincial programs (including employment and language services).</p> <p>Challenge for clients who are awaiting hearings on their status. Lack of communication and information causes instability in their lives.</p> <p>Having to pay international student fees to attend university/higher education.</p>	<p>Providing one-on-one counselling.</p> <p>Services limited due to funder's criteria; Try to work with these clients but depends on whether funder accepts their documents.</p> <p>Referring to legal clinics or pro-bono lawyers.</p>	<p>Service providers seeing large number of temporary residents over both survey periods.</p> <p>Importance of staying informed of services available for refugee claimants and making meaningful referrals to deal with service restrictions and fill some gaps.</p>
<p>Work Permit Holders</p>	<p>Ineligible for some services which can hinder economic integration.</p> <p>Are less attractive to potential employers (than permanent residents or Canadian citizens).</p>	<p>Becoming better informed of resources / programs that these clients can access and making more effective referrals.</p> <p>Providing services and supports via R&amp;I (workshops, computer resource area, etc.) to help promote labour</p>	<p>TWLIP can identify services available for refugee claimants, international students or people with precarious status in the TWLIP catchment area.</p>

		market access.	
<b>Clients Without Permanent Residency</b>	<p>Not eligible to receive a variety of services they need.</p> <p>Many are eligible to work in Canada but they are not eligible for employment services (such as JMPI).</p> <p>Not educated about their rights.</p>	<p>Maintaining awareness of newcomer service providers who can provide a range of services (including advice on pursuing citizenship status, etc.) and providing referrals as appropriate.</p> <p>Delivered workshop on refugee rights.</p>	
<b>General and Citizenship Applicants</b>	<p>Misinformation about language requirements to apply for Canadian citizenship.</p> <p>Lack of citizenship preparation classes in Etobicoke.</p>	<p>Trying to spread the word about the requirements and alert our funders to the need.</p>	<p>This issue also mentioned in previous survey.</p>

### Language Proficiency - Identified by 7 Organizations as an Emerging Issue

Groups Affected	Description of Issue	Response Developed/ Implemented	Observations
<b>Women, Youth (13-24), Men, Seniors</b>	Lack of available classes, especially for literacy, on evenings and weekends.	Reporting issues to funders in monthly reports.	Lack of flexible scheduling and supports such as childcare are newly mentioned

(60+), LGBTQ and Francophone	No provision for childcare.		in 2017/18 survey.
	Increasing demand for on-line training for LINC, ESL and citizenship preparation due to working schedules/ independent study.		
Women, Men and Seniors (60+)	Many clients of Arab background (a majority of our clients) experience a language barrier.	Created conversation circles for clients to attend once a week.	Language is highlighted over both surveys as a major barrier to settlement and integration.
	In first three years in Canada, newcomers face barriers to access services such as health, education or employment because of their lack of the official language(s). Not being able to express feelings in a second language can exacerbate mental health issues.	<p>Providing LINC classes. Providing ongoing interpretation and translation services.</p> <p>Recently developed new ESL program for those who have suffered trauma and are not able to learn within a mainstream class.</p>	Inclusion of mental health in language training at the delivery level is new.
Women, Men	Newcomers requiring support in English language proficiency to achieve their employment goals and integrate successfully within their local communities.	Maintaining community partners that offer English Language assessment services, ESL instruction, and industry specific language programs and making referrals.	
		Maintaining knowledge of flexible language development options, including English conversation circles and making referrals.	
		Maintaining awareness of the languages that our team members - and other service providers - speak, and connecting clients with these services as needed.	

	More clients with lower language proficiency seeking our programs in North Etobicoke & Black Creek/Jane Finch areas.	Changing course profiles to accommodate changing needs.	
Refugee Claimants	Increasing number of refugee claimants interested in improving English.	Reporting this issue to funders in monthly reports.	This issue is reported over both survey periods.

### Access to Services- Identified by 6 Organizations as an Emerging Issue

Groups Affected	Description of Issue	Response Developed/ Implemented	Observations
General: newcomer population groups including Women, Men, Youth (13-24), Children, Seniors (60+) and LGBTQ	Newcomers unaware of the different services available.	Providing settlement related programming/ services in public institutions such as libraries and community centres, providing referral services, effective communication about available services and other services in community.	Consistent outreach efforts emphasized by different organizations across both surveys and having dedicated staff available.
General, LGBTQ and HIV Positive Newcomers	Lack of healthcare services for people without health insurance.* *Observed in Central Toronto	Providing counselling services and links to anonymous HIV testing for newcomers; working with physicians to navigate access to care.	Identified as a new issue.
General, LGBTQ and Newcomers with Mental Health Issues	Newcomers with limited English language skills and/or literacy skills have difficulty accessing variety of services because of a shortage of culturally and linguistically appropriate services.	Information provided by agencies in culturally and linguistically appropriate manner.	This is still a pressing issue over both surveys and affects access to services in a timely manner.

	Services are inaccessible due to distance, childcare cost, transportation etc.	Providing tokens or child care as required, ensuring that locations are accessible, providing appointments in client's homes, providing services irrespective of immigration status or other criteria of eligibility.	
<b>Women, Men and Youth</b>	Lack of access to legal services.	Completed research to develop a list of common legal questions to create a meaningful referral list for clients to legal services.	Access to legal services is still a pressing issue, initiating research to help address this issue is a step forward.
<b>Newcomers with Temporary Status</b>	Services are not accessible due to funding criteria.	Where possible employ a "Don't ask, don't tell" approach.	No response was indicated in the 2016/17 survey for providing services based on immigration status or other criteria for eligibility, whereas in 2017/18 a "Don't ask, don't tell" policy was clearly articulated.
<b>Women, Men and Children</b>	Lack of access to basic needs such as appropriate winter clothing or affordable healthy food.	Providing access to clothing or referrals to agencies that provide clothing, refer clients to food banks and provide access to affordable Good Food Market.	Identified as a new issue.

### Social Integration - Identified by 4 Organizations as an Emerging Issue

Groups Affected	Description of Trend/ Issue	Response Developed/ Implemented	Observations
<b>Youth (13-24)</b>	Issues with youth and social integration in Central Etobicoke.	Opened a Children and Youth Centre at 3535 Dundas Street West.	The issue of newcomer youth not integrating socially is observed across both surveys; however, seniors as a group are not mentioned
	Social integration with respect to the criminal justice system.	Delivering a Youth Justice program.	

	Some young people have reported that they belong nowhere - not back home and not here - because they are not accepted as being Canadian.	Providing summer programming with volunteer opportunities, student placements and summer employment.	this year (as a group facing isolation).
Women, Men, Youth (13-24)	Newcomers (1 – 5 years) face barriers and feel excluded when trying to contribute to their communities. As a result they keep to their own cultural/linguistic networks and this prevents their integration.	Empower newcomers to get engaged in their communities through our community engagement program.	

### Family and Relationships- Identified by 3 Organizations as an Emerging Issue

Groups Affected	Description of Trend/ Issue	Response Developed/ Implemented	Observations
Women, Men, Youth (13-24), Children, LGBTQ	Generation gap as young people acclimatize very quickly to Canadian norms/culture leaving parents behind.	Working with newcomer youth and parents to identify issues and dialogue about how they can understand each other.	Although fewer organizations identified family and relationships as an issue in 2017/18, issue of generational conflict is reported again.
Women, Men, Youth (13-24), Children	Cultural clash is making it difficult for parents, grandparents and children to live together. We see Children’s Aid Society (CAS) being involved and teenage children acting out (e.g. truancy).	<p>Providing “parenting” group workshops for parents/grandparents/guardians and one-on-one supportive counselling.</p> <p>Supporting families involved with CAS by accompanying them to their plan of care meetings. Helping develop comprehensive plans of care so children can be returned to the home or successful visits can happen.</p>	Involvement of CAS and working with CAS was not mentioned in 2016/17 survey.

	Violence against women (VAW).	In 2017, worked in partnership with the Canadian Council of Muslim Women (CCMW) to deliver a workshop addressing VAW called 'Muslim Men say no to Violence Against Women and Girls'.	Violence against women within the family is reported again this year.
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### Education - Identified by 3 Organizations as an Emerging Issue

Groups Affected	Description of Issue	Response Developed/ Implemented	Observations
Youth (13-24)	Newcomer youth at a disadvantage with education system due to language and other barriers.	Although not our main focus, working with other key stakeholders to deal with this.	Barriers to youth in the education system were observed in 2016/17 survey; but academic streaming is newly mentioned in 2017/18.
	Seeing academic streaming and low attendance and graduation rates in York South-Weston.	No response developed. We need more resources	
Women, Men	Foreign-trained professionals need additional training or certification so Canadian employers feel comfortable hiring them. Short, technical courses	Yes. A good response to these challenges is to partner with industry-specific organizations or employers.	

	can fulfill this need, while providing the non-technical skills that help newcomers find work. These include presentation skills, team work, a positive attitude and the ability to work with cultural differences.	Working with regulatory bodies has been successful.	Importance for newcomers to acquire soft skills to increase their employability is observed for the first time 2017/18.
		Modules and courses on Canadian workplace communication help newcomers understand the terminology required in their field to make a positive impression on employers.	

### Other Issues - Identified by 2 Organizations as Emerging Issues

Groups Affected	Description of Trend/ Issue	Response Developed/ Implemented	Observations
<p><b>General</b> newcomer population groups include, but are not limited to women, men, youth (13-24), children and seniors (60+) and <b>LGBTQ</b></p>	<p><b><u>Family Reunification, Refugee Sponsorship</u></b></p>	<p>Continuously assessing need and capacity and sharing this with sister Sponsorship Agreement Holders (SAHs). Our agency with SAH Association has developed a three year strategic plan in this regard.</p>	<p>Family reunification was also mentioned as an issue in the 2016/17 survey.</p>
<p><b>Women, Men</b></p>	<p><b><u>Declining enrolment in language training programs:</u></b> Continue to see lower numbers of clients, especially with young children, in South Etobicoke.</p>	<p>Communicating issue/ need to the YMCA Assessment and Referral Centre.</p>	<p>This issue was reported in the previous survey and so is ongoing.</p>

## Appendix A

### TWLIP Emerging Issues Survey 2017/18

- Your Organization \*
- Your Name \*
- Your role/title \*

**Please identify the TOP THREE EMERGING ISSUES that you and/or your staff members have observed in the past year. 'Emerging issues' are challenges or problems that are NEW to newcomer and immigrant service users in the communities you serve.**

- Which area does ISSUE #1 fall within? \*
  - Labour market access
  - Language proficiency
  - Social integration
  - Education
  - Immigration status/citizenship
  - Health and wellness
  - Housing
  - Family and relationships
  - Access to services
  - Other
- ISSUE #1: Which groups of newcomers are affected? Check all that apply. \*
  - Women
  - Men
  - Youth (13-24)
  - Children
  - Seniors (60+)
  - LGBTQ
  - Francophone
  - Other
- ISSUE #1: In which community/communities have you observed this issue? Check all that apply. \*
  - South Etobicoke
  - Central Etobicoke
  - North Etobicoke
  - York South-Weston
  - Black Creek/Jane Finch
  - Other
- ISSUE #1: Please provide details about this issue. \*

- ISSUE #1: Has your agency developed or implemented a response to this issue? \*

Yes  No

- Please explain.



**NOTE: The above questions will be repeated for Issues 2 and 3.**

## Feedback

We want to assess if this report is helpful for you and if we would continue this type of survey in the future. Follow the link below to answer 5 very short questions. Please complete the survey by Friday February 15<sup>th</sup>.

Thank you for your valuable feedback.

<https://www.surveymonkey.com/r/NZCXJ5L>