

Impact Summary Report for the Immigration Partnership's 2014-2016 Community Action Plan

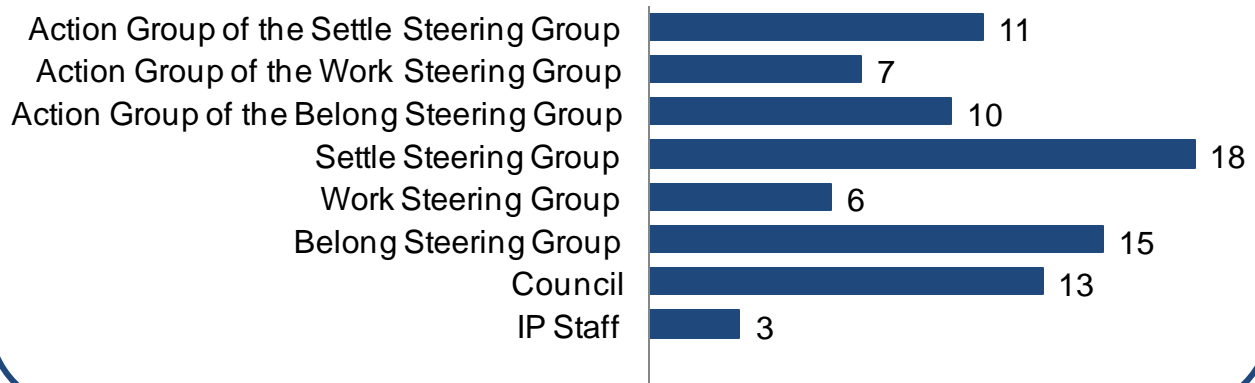


This report provides a summary of the impact that the Immigration Partnership's (IP) 2014-2016 Community Action Plan (CAP) has had in the community. The results are taken from a survey of IP partners of which 66 partners responded (63% response rate).

Demographics of IP survey respondents:

All groups across IP are represented in the survey results, as seen in Chart 1.

Chart 1: # of Survey Respondents by IP Group



About half of survey respondents have been involved with IP for more than 2 years (51%) (see Chart 2).

About 35% of survey respondents came to Canada as an immigrant (32%) or refugee (3%).

IP consists of partners from a variety of sectors across Waterloo Region. The largest sector represented among survey respondents was community members (24%) and those working in social services (25%) (see Chart 3).

Chart 2: Length of IP Participation

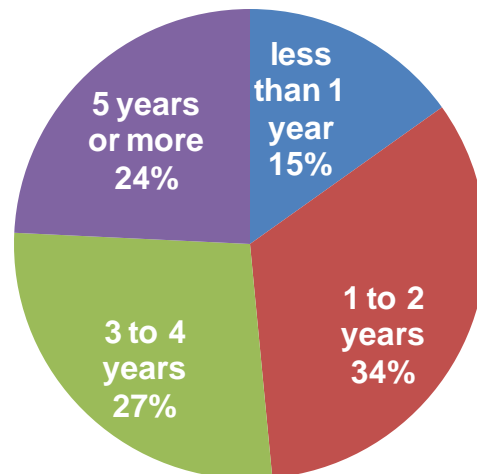
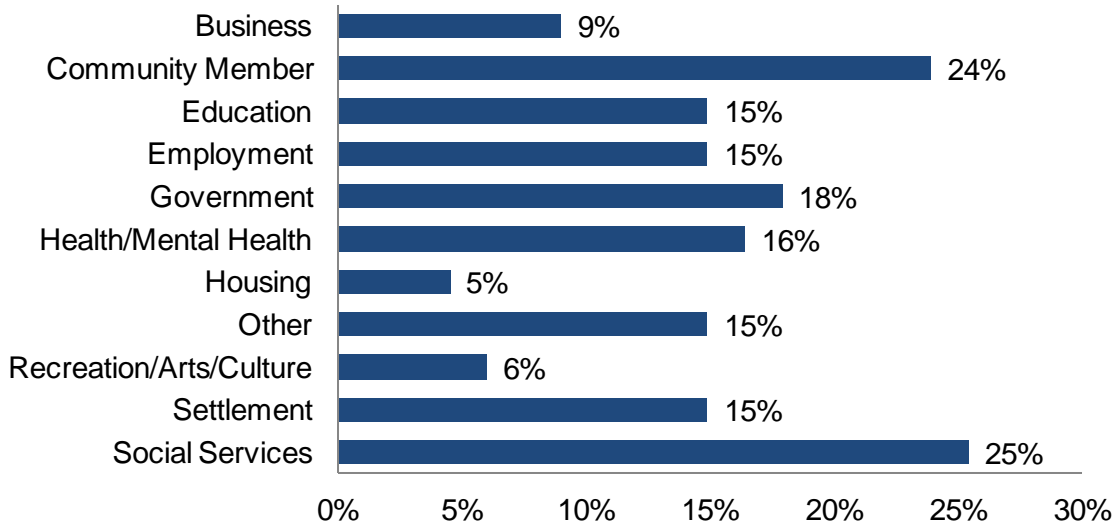


Chart 3: % of IP Survey Respondents Represented by Sector



Impact of IP partner engagement

Table 1: Percentage of Partners that Agreed Either "Quite a bit" or "A Great Deal" with the Following Statements

Statement	%
I am committed to the success of the Immigration Partnership	98%
There is greater coordination around immigrant needs/issues as a result of the Immigration Partnership	93%
There is greater communication about immigrant needs/issues as a result of the Immigration Partnership	89%
I feel motivated to contribute and follow-through with actions of the work of the Immigration Partnership	88%
I have an increased awareness of the services offered in the community	84%
I feel like we have created a sense of trust among partners	75%
I feel that the changes to organizations and systems resulting from my participation in the Immigration Partnership are having a positive impact on immigrants and refugees	75%
I feel engaged in the work of the Immigration Partnership	74%
I feel that the changes to organizations and systems resulting from my participation in the Immigration Partnership are having a positive impact on the broader community	71%

Statement	%
I am involved in decision-making at the meetings I've attended	71%
My organization works more collaboratively with other organizations as a result of participating in the Immigration Partnership	67%
I have contributed to positive changes in my organization as a result of participating in the Immigration Partnership	63%
I have contributed to positive changes in other organizations and/or systems as a result of participating in the Immigration Partnership	50%

*note: those who answered "N/A" were removed from the results

Impact of the CAP actions

In general, the majority of survey respondents indicated that CAP actions have made a positive impact for immigrants and refugees. For each action area, partners were asked whether the action has had "no impact", "little impact", "some impact" or "great impact". The most common response was consistently "some impact" across all action areas. The action areas within the Settle pillar were more often rated as having a "great impact" than were the action areas in the Work and Belong pillars (see Table 2).

Table 2: Percentage of partners that think the following action areas have had "some impact" or "great impact"	
SETTLE Action Areas	%
Develop community supports for refugee claimants specifically geared toward their first eight weeks in Waterloo Region (1.1)	95%
Building on past work, implement and enhance existing protocols for access to interpretation services within the healthcare system (2.3)	87%
Work with mental health service providers to improve service delivery through increased awareness of immigrant and refugee-specific issues (1.2)	83%
Work with the Waterloo Wellington Local Health Integration Network (WWLHIN) to prioritize services for immigrants and refugees (2.2)	81%
Strengthen partnerships with school boards to ensure that immigrant and refugee children are welcomed and encouraged (3.1)	81%
Develop an education strategy for health service providers to improve service delivery to immigrants and refugees (2.1)	74%
Define and address issues related to accessible, affordable and quality housing for immigrants and refugees (4.1)	69%
Enhance the existing Emergency Shelter referral protocol to include settlement services (4.2)	68%

Develop an integrated English as a Second Language learning model for adults focused on practical use of language (3.2)	61%
WORK Action Areas	%
Develop strategies and tools to encourage employers to hire immigrants (6.2)	85%
Provide support to relevant economic/ workforce development initiatives to identify existing skills, address gaps, and work with community partners to attract employers and skilled immigrants to the region (6.3)	81%
Increase knowledge of and referral to community support services among employment service providers (5.3)	78%
Develop and deliver employment preparation courses for immigrants (5.1)	75%
Develop and deliver diversity training for employers (6.1)	75%
Develop a common access point for employers looking to hire immigrants (ie: virtual, physical) (7.1)	71%
Enhance job retention supports for immigrants (5.2)	67%
BELONG Action Areas	%
Develop an initiative to increase immigrant awareness of services provided by Municipal/Regional government and the school systems (9.1)	90%
Develop and implement a public education campaign to increase cultural sensitivity (8.1)	85%
Share strategies and develop initiatives for parenting in a new society (10.2)	84%
Support organizations to enhance, develop and/or implement inclusive practices (10.1)	78%
Strengthen immigrant participation in the Municipal process (9.2)	73%
Increase understanding and respond to issues of immigrant isolation (8.2)	68%

*note: those who answered "unsure" were removed from the results

Examples of how IP has made an impact

Survey respondents shared examples of how they know we've had impact. We know we've had an impact because of:

- new system changes (e.g., in hospitals, schools, WWLHIN)
- more immigrants in leadership (e.g., MPs, Boards)
- more coordination of services
- more awareness of issues (e.g., I Am WR)
- greater engagement across community (e.g., coming together for the Syrian refugee influx)
- a better understanding of systems and supports for immigrants

Examples of how IP could have greater impact

Although we know we've made an impact in certain areas, we know there are things we can do in order to have a greater impact. Suggestions made by survey respondents include:

- more promotion of diversity and inclusion (e.g., with employers, mainstream service providers, health care providers)
- focusing on fewer actions
- decisions on actions being made by those carrying out the tasks
- more media coverage (e.g., radio, social media, news)
- wider engagement of decision-makers (e.g., levels of government, Board of Education)

Impact of Syrian refugee influx on the CAP & IP

IP partners recognize that the influx of Syrian refugees in Waterloo Region in 2015-2016 has had a profound impact on the entire community, IP and the progress of the CAP actions. Impacts noted by survey respondents include:

- Renewed community interest in refugee concerns
- Successful community coordination
- Greater awareness of IP and the need for a forum for collaboration and partnership
- Demonstrated that IP is a community leader and is responsive to community needs
- Some CAP actions received less priority and were delayed
- Strengthened relationships
- Broader community engagement

Conclusion

Overall, these survey results show that there is a tremendous amount of impact that the Immigration Partnership has had over the last few years. While it is encouraging to see the progress that has been made towards achieving our vision of making Waterloo Region a community in which immigrants and refugees successfully settle, work and belong, we know that we still have a long way to go and much more collective effort is needed before we truly reach our goal.