

Trends and Emerging Issues Survey Report, January 2020

**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 Toronto 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 trends/ emerging issues observed in the past year. 'Trends/ emerging issues' were defined as challenges or problems that are new, or going and important, to newcomer and immigrant service users in the communities served.

The survey was active from October 10 – 31, 2019. 28 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-2020.docx>. A Summary/ Observations section is included in the report to provide a quick overview.

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:**

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| --- | --- | --- | --- |
|  | **2016/17** | **2017/18** | **2018/19** |
| Youth Employment Services | 1 | 1 | 1 |
| Toronto Public Library | 1 | 1 | 1 |
| Northwood Neighbourhood Services |  | 1 |  |
| The Career Foundation | 1 | 1 | 1 |
| Toronto District School Board |  | 1 | 1 |
| Toronto Public Health | 1 | 1 |  |
| Learning Enrichment Foundation | 1 | 1 | 1 |
| Rexdale Women's Centre | 1 | 1 | 1 |
| COSTI |  | 1 | 1 |
| Islamic Social Services (ISSRA)  | 1 | 1 | 1 |
| Toronto Catholic District School Board | 1 | 1 | 1 |
| Jane/ Finch Centre | 1 | 1 | 1 |
| Ernestine’s Women Shelter |  | 1 | 1 |
| CultureLink (SWIS + LSP) | 1 | 1 | 1 |
| YWCA  | 1 |  | 1 |
| Skills for Change | 1 |  |  |
| Mennonite New Life Centre | 1 | 1 |  |
| CARE Centre for Internationally Educated Nurses |  |  | 1 |
| Polycultural Immigrant and Community Services  | 1 |  | 1 |
| Humber College  | 1 | 1 | 1 |
| Delta Family Resource Centre |  | 1 | 1 |
| YMCA Language Assessment and Referral Centre | 1 | 1 | 1 |
| YMCA Newcomer Information Centre |  | 1 | 1 |
| Viamonde French Public School Board | 1 |  | 1 |
| Access Alliance | 1 |  |  |
| Elspeth Heyworth Centre for Women | 1 |  |  |
| For Youth Initiative | 1 | 1 |  |
| AIDS Committee of Toronto |  | 1 |  |
| Arab Community Centre of Toronto | 1 | 1 | 1 |
| Albion Neighbourhood Services | 1 |  | 1 |
| JobStart | 1 | 1 | 1 |
| Unison Health and Community Services |  |  | 1 |
| Rexdale CHC |  |  | 1 |
| VWAT Family Services |  |  | 1 |
| Jane Alliance Neighbourhood Services |  |  | 1 |
| Youth Without Shelter |  |  | 1 |
| Lamp CHC | 1 |  |  |
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| **TOTAL** | **24** | **23** | **28** |
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**Comparison of the trends/ issues from the 3 surveys conducted:**

Note: Food Insecurity was added as a category to the survey starting in 2018/19.

**Summary/ Observations**

Housing

The lack of affordable housing in Toronto West is indicated by organizations as the most pressing issue facing newcomer clients over the last 2 surveys. Vulnerable groups such as refugee claimants and racialized and LGBTQ+ youth face additional barriers to finding housing. Organizations continue to advocate for more housing and are collaborating and using available community resources to try to mitigate the impact of the lack of secure housing.

Labour Market Access

Labour market access is cited as one of the top 2 issues for newcomers over all 3 surveys. Service providers continue to note that many clients are not able to access employment beyond survival jobs and precarious work situations. Internationally trained professionals face major barriers to licensure and are frustrated in trying to resume or advance their careers.

Health and Wellness

The number of organizations identifying health and wellness as an issue has steadily increased over the past 3 surveys/ years - from 17% to 33% to 43%. Newcomers continue to face barriers in navigating and accessing needed health care services. Many organizations note the stress and trauma associated with migration and settlement and are seeing an increase in clients with mental health issues.

Immigration Status/ Citizenship

An ongoing issue is the number of refugee claimants and others with temporary status (such as international students) who do not qualify for services due to funding criteria. Continuing is the lack of legal representation for many immigrants, and there are still not enough citizenship preparation classes to meet the demand. Newly mentioned are the challenges arising between service providers and ESL learners when learners press for ESL certification - for citizenship purposes - but do not actually meet the language requirements.

Language

A lack of supports to attend language training, a lack of classes for literacy and the scheduling of classes during working hours are indicated as barriers again by service providers. Newly stated is the support needed for ITPs to acquire language proficiency beyond academic language. Understanding and using language specific to a sector and the Canadian context is key for successful workforce integration.

Access to Services

Certain groups of newcomers are not eligible for federally-funded services and this continues to be a pressing issue for clients and service providers. A lack of access to appropriate mental health supports for clients with complex needs is cited. There is a lack of services in French for Francophone families that makes accessing needed settlement supports even more challenging.

Education

Over the past 3 surveys organizations see a lack of supports in the community for youth who need help to succeed in the education system. Providers of language training (OSLT) are seeing an increase in demand for online courses that would better accommodate the needs of many newcomers who are busy working survival jobs.

Food Insecurity

Mentioned increasingly over the 3 survey periods, food insecurity is an issue for newcomers who are struggling with the high costs of housing and food. Organizations are collaborating and responding with programs but report that need outweighs available resources.

Social Integration

Only 11% of organizations identified social integration as problematic in 2018/19 compared to 39% in the initial survey in 2016/17. English language skills, lack of awareness of services and attitudes towards immigrants are factors in limiting social integration. Barriers for women are highlighted this survey (2018/19) whereas in the previous survey (2017/18) challenges to social integration for youth were emphasized.

Family and Relationships

Family and Relationships is also indicated as an issue by fewer organizations (7%) over the current survey period (2018/19) compared to the 2017/18 survey (13%) and the 2016/17 survey (22%). Youth /family conflict is mentioned over all 3 surveys, continuing to be a pressing issue for newcomer families. It is noted that women are having challenging relationships with their husbands as husbands continue to hold onto “traditional gender values”.

Other Issues

Limited child care for refugee claimants wishing to participate in ESL classes *–* The cost and lack of availability of child care are identified as issues under several categories in this survey and in previous surveys. This limits newcomers’ ability to participate in language classes and other training/ education, hindering their settlement process (economic and social).

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| **Housing - Identified by 20 organizations as a trend/ emerging issue** |  |
| **Groups Affected** | **Description of Trend/ Issue** | **Response Developed/ Implemented** | **Observations** |
| General: newcomer population groups include, but are not limited to women, children, youth (13-24), seniors (60+), men  | High cost of housing – More than half of monthly incomes spent on rent and housing fees, leaving little to live on. |  | High cost of housing is indicated as one of the most pressing issues over the last 2 surveys, directly impacting the financial security of many newcomer families.  |
| Due to high housing costs, negative impact on food insecurity, family stability, health and wellness. | Completing housing applications and connecting with landlords on the phone; providing reference letters for our volunteers; using community resources that provide emergency financial support for rent; addressing various housing issues i.e. late rent. | Housing is one of the most important social determinants of health. |
| Rents increasing in areas where there are transit improvements. | Working with the City on local planning issues. |  |
| General, Women, especially Single Mother Families, and **Seniors (60+)** | High cost of housing especially impacting vulnerable newcomers with limited financial resources. | Active advocacy campaign to bring housing issue to the political agenda.Continue to access private landlords. | A number of organizations continue to advocate for more affordable housing; many are working with private landlords to secure housing for clients.  |
| General | Lack of affordable housing stock – No vacancies in local apartment buildings.  |
| Many families can’t afford to furnish their homes; about 40% of families awaiting reunification in need of beds. |  | Families who can’t afford to furnish their homes is mentioned for the first time (over 3 surveys). |
| General and Larger Families | Overcrowding in houses and apartments. | Partnering with agencies such as the Housing Help Centre; raising issue with academic institutions who do research (i.e. Ryerson); attending various networks to address housing issue. |  |
| Non-Status Women and Children and **Men** | Clients are staying longer in shelters | Working with Marriott to address housing crisis and how best to support clients. | Clients staying in the shelter system longer is noted over the last 2 surveys. |
| General | High cost and lack of housing is characterized a major “social problem” that leaves newcomers with little or no hope. Contributing to generational poverty and continuous debt. | Advocacy for clients around evictions, securing proper accommodation, seeking financial assistance. |  |
| Waiting list for subsidized housing has not decreased in 10 years. | Created list of clients that have extra units in their home for rent; supply fell short of demand. |  |
| Lack of federal and provincial housing policies. | Developing resources for referrals for clients.  |  |
| Lack of housing support in York South-Weston area. |  |  |
| **Francophone Families** | French-speaking families have difficulty getting help with housing. | Increasing work with Francophone and Anglophone organizations that can support housing issues. | It is the first time that lack of support for French-speaking families is mentioned.  |
| Refugee Claimants | Refugee claimants in shelters and hotels are not finding landlords willing to rent to them. | Referring clients to agencies that offer housing supports; subscribing to housing lists. Difficult to address issue with landlords as clients often have no history in Canada. |  |
| General and Refugee Claimants | Lack of a guarantor is a barrier to newcomers obtaining housing. | No capacity to deal with this issue. |  |
| General, Women and Those with Precarious Status | Many renting illegal basement apartments are afraid to seek protection from unjust landlords. | We offer Housing Help Services including crisis intervention, market rent housing search, assistance with housing applications, group and individual life skills coaching, Rent Bank, Low-Income Energy Assistance Program (LEAP), Ontario Electricity Support Program (OESP) applications, weekly ID Clinic, Streets to Homes follow-up, workshops on tenant rights/ responsibilities and counselling and supports for victims of domestic violence.  | The housing crisis is even more difficult for vulnerable groups - newcomers with precarious status, single mother families, racialized and LGBTQ+ persons.  |
| **Youth (13-24) -** Racialized and LGBTQ+ Youth | Lack of affordable housing for youth increased in past year. Discrimination against racialized and LGBTQ2S youth. | Working closely with every landlord contact. Supporting clients to apply for OW and supportive housing. |  |

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| **Labour Market Access - Identified by 15 organizations as a trend/ emerging issue** |  |
| **Groups Affected** | **Description of Trend/ Issue** | **Response Developed/ Implemented** | **Observations** |
| General: newcomer population groups include, but are not limited to women, children, youth (13-24), seniors (60+), men | To support family inside/ outside of Canada and become independent from government supports, many newcomers take survival jobs, especially those with lower levels of English. They tend to communicate little with colleagues because they lack confidence speaking; are at higher risk of loosing their jobs; are not able to resume/ advance careers.  | Hard to address, but we provide information about labour market, requirements to enter labour force; volunteering; transferable skills; credential recognition; worker’s rights. Referrals to intensive job search supports. | An ongoing issue is newcomers getting stuck in survival jobs.  |
| Securing sustainable employment and having access to a living wage. Many are in precarious work situations and work several jobs to make ends meet.  | Employment consultant on site everyday; have developed employment / training programs.Advocacy and raising awareness.Forging partnerships with local employers. | Lack of employment and precarious work cited by many organizations, especially those that provide services in “priority neighborhoods”. |
| Lack of Canadian work experience is a major barrier, even though it is an illegal hiring practise. | Offer general employment supports and support for developing soft skills, self-help skills and labour market integration skills.Refer clients to other providers and services that are suitable to needs.  | Service providers see majority of clients come seeking help with employment. Serving newcomers in high needs neighbourhoods means housing and employment are the priorities. |
| Difficulty applying and obtaining employment due to difficulties with language. |
| Major barriers to obtaining employment include childcare and transportation. |
| Employers unwilling to provide the needed supports to facilitate workforce integration. |  |  |
| Internationally TrainedProfessionals | Barriers to upgrading skills and education and to licensing, especially for internationally trained professionals (ITPs). | Refer to Global Experience Ontario (GEO) and LEF’S Foreign Credentials Recognition Loan Program. Work with employer partners across southern Ontario and do extensive work around employment integration, both pre-licensure (helping clients access related but non-regulated work) and post-licensure. A "members-only" job site where employers recruit our participants. Supports to prepare clients for licensure and employment include: individualized case management, licensure exam review, occupation-specific language and communication courses, job shadowing, professional development and networking opportunities. | Rebuilding careers for ITPs is mentioned again (over all 3 survey) as being highly problematic – lengthy, costly and unattainable for many. |
| Even if ITPS obtain licensure, they face difficulty integrating into the workforce due to unfamiliarity with the culture and language of the local sector.  |  |
| Women, **Men**, **Youth (13-24)** | Seeking meaningful jobs is ongoing for most clients. | Mentorship and Labour Access programs including Cyber Security training have been successful. | Being employed is vital to the overall settlement process, especially with social integration. |
| Refugees and International Students | Seeing a lot more refugees and international students looking for employment support. As both groups are not eligible for many employment or language programs, we are usually not able to meet their needs.  | Refer individuals to programs that are able to support refugee claimants, even if not in employment/ language training. International students have even less external support (outside of their educational institutions). | A policy discussion with funders is needed to expand eligibility requirements for employment programs.Lack of supports for international students and refugees is highlighted in this survey. |
| **Youth (13-24)** | Unemployment rate for youth in Rexdale is higher than City average. Older newcomers are holding traditional youth jobs (e.g. Time Horton’s). Youth are discriminated against due to their postal code (the perception held about their neighbourhood). | Co-lead in the Rexdale Youth Employment Impact Collaborative - a group of multi-disciplinary agencies working to build opportunities, skills sets, networks from all sectors. We hire from our Boys & Girls Club programs (that promotes training and hiring of our community youth.) |  |
| Women | Many of the women who access NSP and NCIP programs need assistance with job search and find themselves socially isolated. With Job Search workshop no longer funded in our agency, settlement staff are doing one-on-one job/ resume coaching as part of their services. | Referring refugee women (who have work permits) into new corporately-sponsored program with less strict funding guidelines. Working closely with Employment Ontario to help support newcomer job seekers when they qualify for service. | Cuts to employment services means settlement staff are doing more employment-related work. |
| **Older adults (age 55 – 65)** | Community members age 55 - 65 are struggling with finding and retaining jobs due to health issues. |  |  |

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| **Health and Wellness - Identified by 12 organizations as a trend/ emerging issue** |  |
| **Groups Affected** | **Description of Trend/ Issue** | **Response Developed/ Implemented** | **Observations** |
| General: newcomer population groups include, but are not limited to women, children, youth (13-24), seniors (60+), men and RefugeeClaimants | Immediate need for health care services but barriers to accessing – including difficulty navigating complex system. |  | Mentioned over all 3 surveys (over past 3 years) newcomers are unable to navigate health care system and access needed services. |
| For refugee clients, there are greater restrictions to services due to eligibility requirements. Seeing decline in overall wellness. | We connect newcomers to other organizations as needed. | Restrictive eligibility requirements for refugee claimants are noted again. |
| Large numbers of clients need counseling/ help with mental health issues but supports are either unavailable or there are long wait lists. | A growing number of clients with mental health issues and the limited resources available are emphasized over all 3 surveys.Service providers are frustrated by not being able to provide adequate supports. |
| Stress and trauma related to migration are compounded by lack of housing and employment/ income. All members of family are affected.  |  |
| Internationally Trained Professionals | Clients undergo great stress trying to navigate professional registration while managing issues related to settlement. |  |  |
| General | Cannot afford needed medication or dental care and often good nutrition. | We have health promoters, dieticians and individual counselling on healthy eating /cooking and budgeting.  |  |
| General (except youth) | Isolation is a problem for newcomers, especially those who come to Canada alone or who lived on fixed/ low incomes.  | Working in partnership with organizations who provide food and recreation opportunities. |  |
| General | Increasing risk to safety due to crime/ violence. Newcomers may not be aware of the risks and take precautions when moving into a new area. | Frequent presentations by local police to raise awareness of crime prevention strategies and to build safer communities.  | This is the first time that crime and violence is mentioned as a health /wellness issue. |
| **Men,** Women and **Seniors** | Chronic conditions (i.e. pain) impacting people 45 years + are exacerbated for newcomers by social determinants of health. |  |  |
| **Men** and **Youth (13-24)** | Use of cannabis during participation in employment programs and during work. | Informing our clients about use of cannabis and the negative perception/ impact in the workplace.  |  |
| **Youth (13-24)** | Majority of youth we serve have had traumatic experiences including forced migration and family breakdown resulting in unresolved grief and undiagnosed mental health issues. See increasing number moving into adult shelters due to housing crisis. | Provide a range of onsite mental health/ counseling support through partnerships with Griffin Centre, Yorktown Family Services, Salvation Army and Inner City Health Associates. | There is a real need for ongoing/ aftercare support for youth once they exit the shelter system. |

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| **Immigration Status/Citizenship - Identified by 6 organizations as a trend/ emerging issue** |  |
| **Groups Affected** | **Description of Trend/ Issue** | **Response Developed/ Implemented** | **Observations** |
| Refugee Claimants, Clients without Permanent Residency, International Students and Work Permit Holders  | High percentage of refugee claimants, international students and work permit holders who cannot access IRCC-funded services. | A master list of services available for refugee claimants has been developed/updated. For employment purposes, refugee claimants are referred to Employment Ontario programs. | Refugee Claimants continue to experience limited access to federally funded services because of their immigration status. The above is a recurring issue from previous surveys.  |
| Refugee youth are not eligible for federally funded programs such as Skills Link.  | Limited services are provided when possible. Referral processes for refugee claimants is being developed. |
| Lack of legal representation |  | Could be related to cuts to Legal Aid Ontario which has resulted in limited access to legal supports for various vulnerable groups. |
| Obtaining Permanent Residence status and being accepted as Convention Refugee is an issue. We get a steady flow of immigration related questions.  | Counsellors assist with work permit renewals, sponsorship applications and support refugee case preparation along with third parties. |  |
| Women, **Men,** **Seniors (60+)** - Citizenship Applicants | Many learners seeking ESL programs to obtain a language proficiency certificate for citizenship versus improving language skills. Seeing tension between clients and service providers when clients are not performing at CLB 4 in listening and speaking. | Administration and instructional staff coordinate to engage in conversation with clients that involve explanations/ different strategies to prove language proficiency. | Language proficiency certificates for citizenship application purposes seem to place additional pressures for service providers and learners.The lack of available classes is a recurring issue. |
| The demand for citizenship preparation classes, which also provide certificate of language proficiency, exceeds the number of available classes in Toronto. | Continue to communicate this gap with our service providers and funders. |

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| **Language - Identified by 6 organizations as a trend/ emerging issue** |  |
| **Groups Affected** | **Description of Trend/ Issue** | **Response Developed/ Implemented** | **Observations** |
| Women, **Men** and **Seniors (60+)** | Many newcomers do not have sufficient English language - and some have low levels of literacy in their own language - to access available and needed community resources. | English classes, English Conversation Circles and encouraging community members to improve their language proficiency.  |  |
| Newcomers experience barriers to attending English language classes: working long hours for minimum wage, childcare and transportation issues/ affordability. |  | Limited access to support services (childcare and transportation) and other competing needs continue to be a barrier for language learning. |
| Lack of ESL literacy classes. | Continue to communicate this gap with our funders | The demand for ESL Literacy classes is higher than the available services. |
| Seeing low levels of enrollment in higher level LINC classes. At same time seeing increase in Refugee Claimants with higher English levels settling in the area, but they are not eligible for LINC classes.  | Only option is to do more outreach to raise awareness/ gain more participants.  |  |
| Women, **Men** -Internationally TrainedProfessionals | ITPs continue to struggle with learning a new language, adjusting to a new culture and deciding on a career path (often have limited career prospects) while finding financial means to support their families.  | Encourage ITPs to improve their English, not only during class hours, but out in public through volunteering, leading community initiatives and workshops etc. | Effective communication for successful workplace integration for ITPs includes cultural competency. |
| ITPS not only need academic proficiency, but knowledge of the culture of the professional sector is crucial for effective and appropriate communication.  | Focus on language and communication for workplace integration and to meet regulatory body language benchmarks. A range of language courses has been developed to help clients reach required language levels. |
| **Francophone Families**  | Lack of French settlement services for Francophone newcomer families. Many of these families do not have the language skills to access English services. |  | There is need for greater collaboration between organizations that serve English-speaking and French-speaking newcomers. |

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| **Access to Services - Identified by 5 organizations as a trend/ emerging issue** |  |
| **Groups Affected** | **Description of Trend/ Issue** | **Response Developed/ Implemented** | **Observations** |
| Clients not eligible for IRCC funded settlement services (International Students and Foreign Workers) | \*Some clients are not eligible for federally funded settlement services.Clients are unaware of community services. | No response due to a lack of resources. | Limited resources - staffing and financial – pose significant challenge in developing responses. |
| Women, Children, **Youth (13-24)** **Seniors (60+)** | A lack of services to address situations related to complex mental health issues. | Provided trainings for our program team around supporting clients with mental health issues.  | Although mental health services are available, frontline staff need more training on handling complex issues. |
| **Francophone Families** | French-speaking newcomers have difficulty accessing services due to language barrier and a lack of services available in French. | Increasing collaboration between French-speaking and English-speaking organizations. | This lack of services in French makes accessing services for scarce resources (i.e. housing) even more challenging. |
| **Men** | High unemployment rate and insufficient quality jobs in the community. | Referrals to organizations aimed at job search assistance such as JVS and Toronto Employment Social Services (TESS). | Lack of access to quality or career-type jobs is mentioned over all 3 surveys.  |
| Women, **Men,**  | Individuals who cannot afford to take bridging or other training programs that would make them more employable. Most vulnerable are very hesitant to use loan programs or seek out Ministry bursary.  | Trying to work more closely with OW case workers to encourage them to use training funds towards bridging and other training programs. | Affordability is a major barrier in accessing bridging and other training programs.  |

 Notes:

 \* A list of Services for Refugee Claimants in Toronto West has been developed and is available here:

 <https://www.torontowestlip.ca/wp-content/uploads/Toronto-West-Service-Directory_Refugee-Claimants_Updated-Sept-2019.xlsx>

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| **Education - Identified by 4 organizations as a trend/ emerging issue** |  |
| **Groups Affected** | **Description of Trend/ Issue** | **Response Developed/ Implemented** | **Observations** |
| Women, **Men,** andRefugeeClaimants | \*Barriers to the process of academic credential recognition for some newcomers including refugee claimants. |  |  |
| Women, **Men,** and **Youth (13-24)** | Increasing demand for online training for those who work days and evenings, often at survival jobs.  | Exploring options to deliver language training (OSLT) so those unavailable for the full-time offering can benefit from the online version. |  |
| **Youth (13-24)** | Lack of role models and support available to youth in the community. | A wide variety of Youth Programs including Youth Hub at the York Woods and Downsview TPL branches. | Over all 3 survey periods the lack of supports for youth in the community is noted. The previous 2 surveys indicated that barriers to engagement in education is impacting youth’s success in the system. |
| **Youth (13-24)** | Youth struggle with financing their education and are worried about the job market after graduation. | Newcomer Youth Leadership Program and Skills Development for youth across most YMCA locations. |

 Notes:

 \* World Education Services (WES) works with displaced persons from certain areas (through their Gateway Program) to support recognition of their academic credentials.

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| **Food Insecurity - Identified by 4 organizations as a trend/ emerging issue** |  |
| **Groups Affected** | **Description of Trend/ Issue** | **Response Developed/ Implemented** | **Observations** |
| General: newcomer population groups include, but are not limited to women, children, youth (13-24), seniors (60+), menand LGBTQ+ | Healthy food is expensive. Newcomers are unaware of how to navigate the system to access food benefits. | Providing meals and snacks for children and youth in our school programs. Providing culinary lessons for youth. Inviting school program families to a monthly dinner. | Previously mentioned under other categories in previous surveys, food insecurity appears to be an issue /trend for newcomers. |
| Ongoing and increasing food insecurity. From data and observations 1 in 3 children face food insecurity. | Our capacity is limited but we provide: free Food Market, healthy lunches, workshops for parents, Community Garden, social events, referrals and resources. |  |
| Communities are not able to afford fresh foods due to high prices. | Partnered with local food banks and provide food pantry program for clients. The demand is not met, as the amount of food is not enough. | Local response but the food available is in inadequate quantities. |
| Women, Children, **Youth (13-24), Seniors (60+)** | Clients’ report that their number one issue when transitioning into the community from our shelter is food insecurity. Food banks frequently run out of food as the need is so great. | While we operate at a food bank so our clients (mostly women and children) have easier access to food, we have not taken formal action to address food insecurity.  | Local organizations are collaborating to meet need.  |

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| **Social Integration - Identified by 3 organizations as a trend/ emerging issue** |  |
| **Groups Affected** | **Description of Trend/ Issue** | **Response Developed/ Implemented** | **Observations** |
| Women | Unaffordable childcare prevents newcomer women from accessing programs and services that can facilitate social integration. Newcomers in general feel isolated as they settle into a new community. | Our NSP (Newcomer Settlement Program) and NCIP (Newcomer Community Integration Project) offer workshops and Peer Support groups for women on a variety of topics surveyed to be of interest.  | Access to affordable childcare is an ongoing issue for newcomer women in accessing services that can foster faster integration. |
| Women | Language barrier and little knowledge of services available make it difficult for newcomers to move freely and socially integrate into their immediate community. | Offer several programs involving specific and all cultures that provide a safe environment to socialize and to learn about services provided to the community (as needed). | Organizations are responding with opportunities for meaningful social integration.Agencies are creating more programming/ outreach targeted to women. |
| Women, **Men**, **Youth (13-24),** LGBTQ+ and **Francophone**  | Lack of meaningful participation in society compounded by attitudes towards immigration and immigrants. These factors affect socioeconomic, cultural, and political integration.  | Work with individual clients; collaborate with stakeholders; advocacy. |  |

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| **Family and Relationships - Identified by 2 organizations as a trend/ emerging issue** |  |
| **Groups Affected** | **Description of Trend/ Issue** | **Response Developed/ Implemented** | **Observations** |
| **Youth (13-24)** | Statistics show that family breakdown is the number one reason youth leave home. | Youth shelters working together to focus on prevention\* rather than emergency response to homelessness. | Youth and family conflict continues to be a pressing issue, mentioned over all 3 surveys. |
|  Women | Female clients report challenges with family relationships, mostly with husbands who continue to hold very “traditional gender values”. | We have developed partnerships with other community agencies and makes referrals where appropriate. |  |

Notes:

\*Prevention initiatives include the Family and Natural Support program, a pilot project to strengthen family connections. It provides the opportunity for reconciliation once the youth initiates the idea to return home/ connect with natural supports.

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| **Other - Identified by 1 organization as a trend/ emerging issue** |  |
| **Groups Affected** | **Description of Trend/ Issue** | **Response Developed/ Implemented** | **Observations** |
| **Refugee Claimants (Women, Men)** | **Limited child care for refugee claimants wishing to participate in ESL classes –** Referrals are given for ESL classes but after applications for subsidized daycare come through, sometimes there's no longer space in ESL class. | Continue to communicate this to funders. | This is a new observation previously not noted in earlier surveys. |

**Appendix A**

**TWLIP Trends and Emerging Issues Survey 2018/19**

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

**Please identify the TOP THREE TRENDS/ EMERGING ISSUES that you and/or your staff members have observed in the past year. 'Trends and Emerging Issues' are challenges or problems that are new, or ongoing and important, to newcomer and immigrant service users in the communities you serve.**

* Which area does ISSUE #1 fall within? \*

Labour market accessLanguage proficiencySocial integrationEducationImmigration status/citizenshipHealth and wellnessHousingFamily and relationshipsAccess to servicesFood Insecurity Other

* ISSUE #1: Which groups of newcomers are affected? Check all that apply. \*

WomenMenYouth (13-24)ChildrenSeniors (60+)LGBTQFrancophoneOther

* ISSUE #1: In which community/communities have you observed this issue? Check all that apply. \*

South EtobicokeCentral EtobicokeNorth EtobicokeYork South-WestonBlack Creek/Jane FinchOther

* ISSUE #1: Please provide details about this issue. \*



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

YesNo

* 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 14.**

**Thank you for your valuable feedback.**

[**https://www.surveymonkey.com/r/WWJPWHF**](https://www.surveymonkey.com/r/WWJPWHF)