



HIPC

Contribution and Impact Assessment  
Report 2013



Hamilton Immigration  
Partnership Council



# HAMILTON IMMIGRATION PARTNERSHIP COUNCIL IMPACT ASSESSMENT

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## Hamilton Immigration Partnership Council



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Participants in this survey

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Newcomers and immigrants to Hamilton

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## EXECUTIVE SUMMARY

The Hamilton Immigration Partnership Council (HIPC) enlisted the Social Planning and Research Council of Hamilton (SPRC) to conduct an evaluation of the impacts of the HIPC's work and its members' contributions to that work since its inception in 2009. To carry out this evaluation, a survey seeking to (1) capture the impacts of the HIPC's work, and (2) quantify partner contributions was distributed to all the HIPC partners by email. Further contributions and funding leveraged for related projects reflected in the HIPC's own records were followed up on with relevant partners and included in this evaluation.

The survey had a response rate of 64%, and respondents represented 34 different organizations. Respondents have a variety of roles within the HIPC, and all of the HIPC's committees and working groups were represented. Respondents to this survey contributed to the HIPC's work in significant and varied ways, most of all through their own time. Respondents contributed an estimated \$203,038 to \$273,723 in their own time, staff time from others in their organizations, printing, meeting space, and refreshments. Respondents made an additional \$22,900 in direct financial contributions to the HIPC's work. Respondents also produced and maintained several information tools about newcomer services. The HIPC partners also secured funding leveraged from other funders with support from the HIPC for projects in housing, employment, and information resources for newcomers with a total value of \$1,221,700. The total dollar value of all estimated in-kind and direct contributions from the HIPC partners, plus leveraged funds, is between \$1,447,638 and \$1,518,323.

The HIPC's work has shown a range of impacts on both individual and organizational levels. Respondents draw on the HIPC's research reports and resources, are more involved in newcomer issues, and collaborate with other organizations to better meet newcomer needs because of their involvement with the HIPC. The HIPC also led participants to incorporate newcomer issues into their work plans, learn about newcomer issues, participate in professional development related to newcomer issues, and encourage the development of policies and practices to address newcomer needs. Organizations have promoted the importance of immigration and incorporated newcomer issues into strategic plans because of their involvement with the HIPC. Respondents emphasized communication and information sharing, greater collaboration, and developing or adjusting specific services as the main types of impacts from the HIPC's work.

Considering findings overall, the HIPC brings stakeholders together to collaborate on newcomer issues, shares information among stakeholders, and helps to focus collective energy on and leverage resources for issues relating to newcomers in Hamilton.

## 1.0 INTRODUCTION AND METHODOLOGY

### 1.1 Evaluation Objectives

The Hamilton Immigration Partnership Council (HIPC) enlisted the Social Planning and Research Council of Hamilton (SPRC) to conduct an evaluation of the impacts of the HIPC's work in the community since its inception in 2009, as well as to quantify its members' contributions to its work.

### 1.2 Methodology

To assess the impacts of the HIPC's work since 2009, a survey was developed in collaboration by SPRC and the HIPC (see **Appendix A**). A link to the web-based survey was sent to a list of 107 potential respondents, which was provided by the HIPC. The list consisted of members of the HIPC, the HIPC's Steering Committee, the HIPC's Working Groups, signatories to the HIPC's declaration of intent, and other partners in the community.

Two email reminders were sent by the evaluator to participants, and an additional reminder was sent by the HIPC Project Manager. The survey was available in both English and French, although no respondents completed the survey in French.

The survey was completed by 65 unique respondents out of an initial group of 107. Of these, 5 potential respondents had moved to other jobs, felt they were not suitable candidates to complete the survey, or formally declined to respond to the survey. The total possible respondents is therefore 102, giving a response rate of 64%.

A small number of respondents (5) completed the survey twice, and so duplicate answers from these respondents, where fewer questions were answered, were deleted.

This report provides a summary of responses from this survey. Descriptive statistics are presented for most questions. Personal or identifying information is not presented here.

For Question 6, concerning dollar amount estimates of respondents' contributions, total ranges were calculated by multiplying the number of responses under each heading by the minimum and maximum values within each sub-range. Qualitative answers that described specific dollar amounts and categories were then added to these ranges, and accompanying ranges in the response matrix checked by the respondents who gave these details in the open-ended portion of the question were subtracted to avoid double counting.

Any estimates with dollar values from respondents from the same organization were reviewed. For any category with two or more numerical/dollar value estimates, except for the category of "My own time," the larger estimate was kept and smaller estimates were excluded from final analysis. If dollar amount estimates from respondents from the same organization were identical, one of them was excluded to avoid double counting, as estimates for this question are intended to capture an organization's contributions.

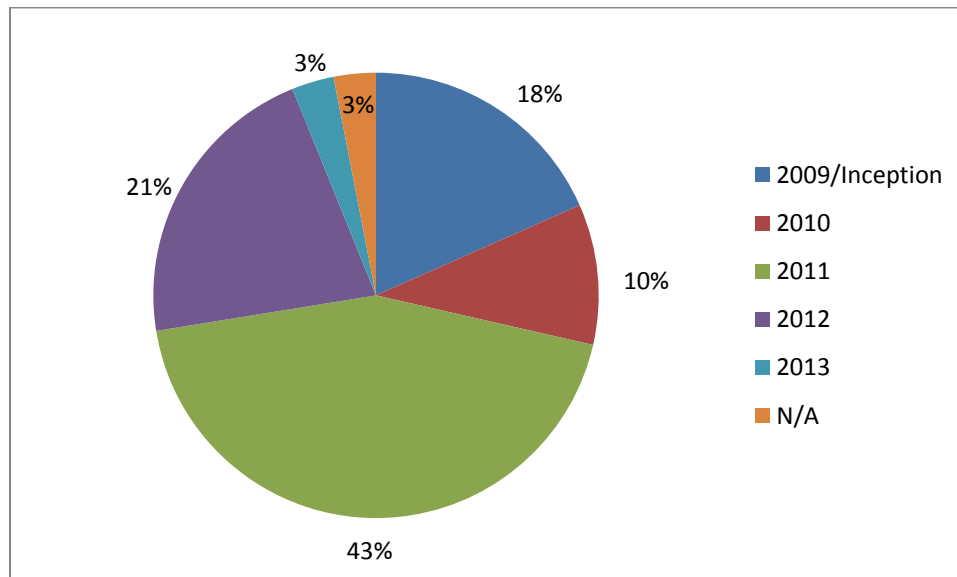
## 2.0 SURVEY PARTICIPANT CHARACTERISTICS

Representing 34 different organizations, 65 respondents completed the survey. (Organizations represented among respondents are listed in Appendix B.) Responses to survey questions 1 through 3 are not presented here as these asked for personal or identifying information.

### Question 4: When did you first become involved with HIPC?

- 65 answered this question
- 0 skipped this question

Answer Options	Response Percent	Response Count
2009/Inception	18%	12
2010	10%	7
2011	43%	28
2012	21%	14
2013	3%	2
N/A	3%	2
<b>Total Responses</b>		<b>65</b>



- The largest group of respondents joined the HIPC in 2011 (43%). Nearly one-fifth (18%) of respondents were involved with the HIPC since its inception, and another fifth (21%) became involved in 2012.
- Nearly three-quarters (72%) of respondents have been involved with the HIPC for two years or more.

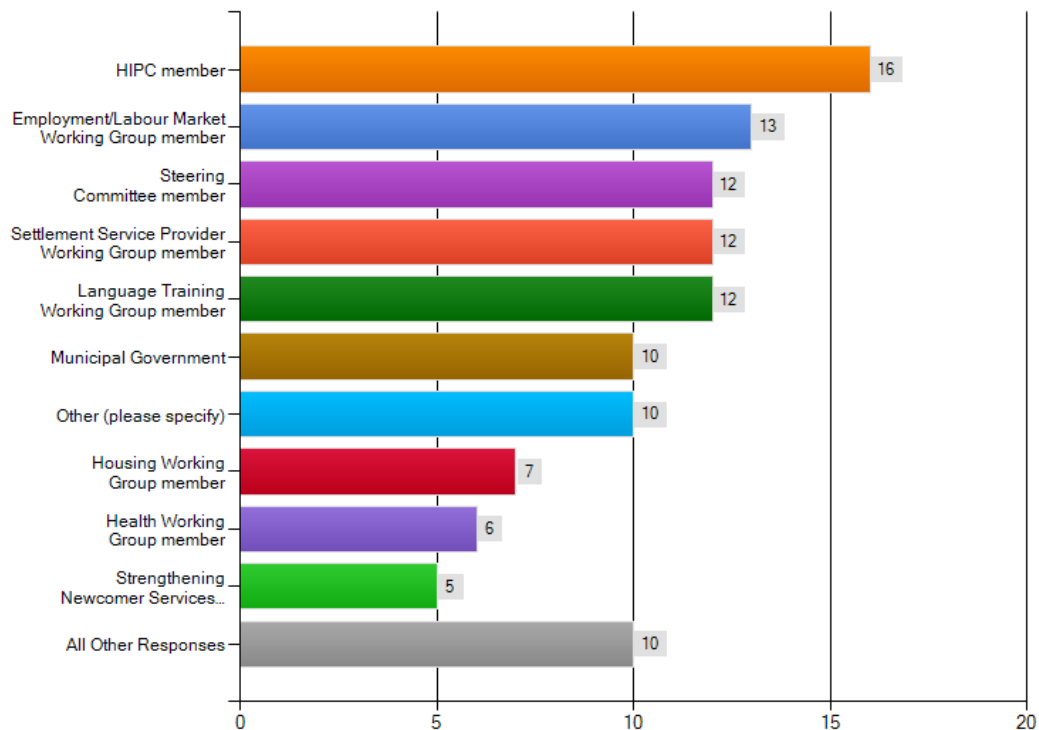
### Question 5: What is your role in connection to the HIPC?

- 65 answered this question
- 0 skipped this question

Answer Options	Response Percent	Response Count
HIPC member	24.6%	16
Employment/Labour Market Working Group	20%	13

Settlement Service Provider Working Group	18.5%	12
Steering Committee	18.5%	12
Language Training Working Group	18.5%	12
Municipal Government	15.4%	10
Other (please specify)	15.4%	10
Housing Working Group	10.8%	7
Health Working Group	9.2%	6
Signatory of HIPC's Declaration of Intent	8.6%	5
Strengthening Newcomer Services	7.7%	5
Operational Group (for Settlement Service Provider) Working Group member	7.7%	5
<b>Total Respondents</b>		<b>65</b>

**What is your role in connection to the HIPC? (check all that apply)**



- Respondents have a variety of roles within the HIPC, with many having more than one role.
- Among responses in the “Other” category, 5 supported the HIPC in various functions, 4 were formerly or temporarily involved, and one was considering joining a working group.
- Respondents also included former members of the HIPC.

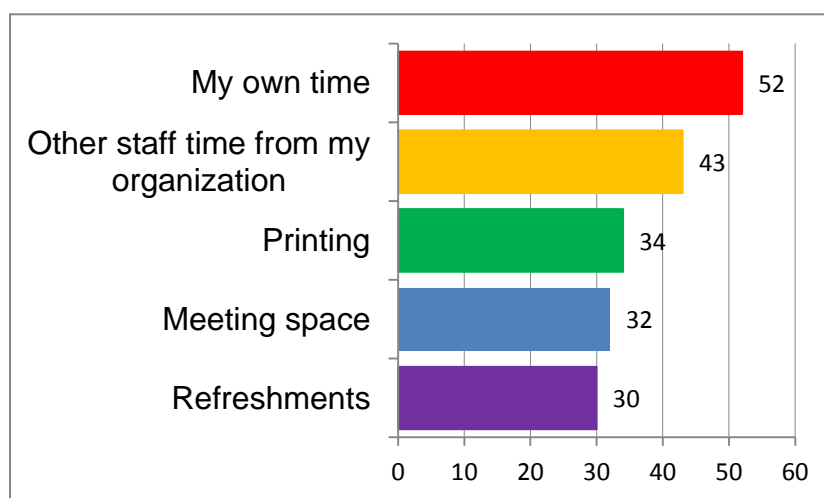


### 3.0 CONTRIBUTIONS TO THE WORK OF THE HIPC

**Question 6: What would you estimate as your organization's contributions to the HIPC's work in the following areas (in dollar amounts)?**

- 59 answered this question
- 6 skipped this question

Answer Options	Contributors with defined amounts	Contributors unsure of value	Percentage of contributors	Total contributors
Meeting space	18	14	54%	32
Refreshments	17	13	51%	30
Printing	21	13	58%	34
My own time	33	19	88%	52
Other staff time from my organization	27	16	73%	43
<b>Total Respondents</b>				<b>59</b>



Answer Options	Minimum total defined contributions	Maximum total defined contributions
Meeting space	\$11,908	\$18,588
Refreshments	\$712	\$3,886
Printing	\$6,014	\$9,784
My own time	\$98,902	\$143,379
Other staff time from my organization	\$60,802	\$73,386
<b>Total</b>	<b>\$178,338</b>	<b>\$249,023</b>

- Survey results revealed that the most significant category of contributions was respondents' own time, in terms of both number of contributors and dollar estimates. Respondents contributed an estimated \$98,902 to \$142,379 worth of their own time to HIPC's work.
- Survey respondents also contributed staff time from others in their organizations, printing, meeting space, and refreshments.

- An additional contribution of \$24,700 in staff time was estimated from a government partner who did not receive the survey. Including this amount would bring the minimum total defined in-kind contributions to \$203,038 and the maximum total defined in-kind contributions to \$273,723.
- In addition to contributions reported through the survey, the HIPC's own records show significant funding leveraged from funders for partners' projects in which the HIPC has been involved and supportive. These projects have been incorporated into the HIPC's work plans. The following amounts were confirmed with relevant partners through individual follow-up.
  - The HIPC's housing working group leveraged \$900,000 in additional funds from Hamilton City council to social housing providers to renovate 1 and 2 bedroom units into 3 and 4 bedroom units in order to increase the capacity of the social housing system accommodate larger newcomer families.
  - Workforce Planning Hamilton received \$60,500 from the Ontario Ministry of Training Colleges and Universities for the Hiring Immigrants Project.
  - Workforce Planning Hamilton also received \$151,200 from the Ontario Trillium Foundation to WPH for Mentoring Internationally Trained Professionals project.
  - The City of Hamilton's City Manager's Office received a grant for \$110,000 from Ontario Ministry of Citizenship and Immigration to enhance the City's portal website of information and resources for newcomers.
  - The total value of these projects leveraged by the HIPC partners with support from the HIPC is \$1,221,700.
- Because 38 people who received the survey did not complete it, the total amount of contributions may be higher than captured here.

**Question 7: If your organization has made financial contributions to the HIPC's work, please enter the amount and a brief description of those contributions here.**

- 16 answered this question
- 49 skipped this question

Answer Themes	Response Percent	Response Count
N/A or unsure	50%	8
\$ Amount	37%	6
Qualitative Answers	12%	2
<b>Total Respondents</b>		<b>16</b>

- Based on survey responses, partners made \$20,400 in direct financial contributions to the HIPC's work.
- Qualitative survey answers concerned the production and maintenance of information tools about newcomer services, both general and sector-specific.
- In addition to financial contributions reported through the survey, the HIPC's own records show an additional \$2,500 in direct financial contributions from partners to professional development training and networking events. This brings the total amount of direct financial contributions to the HIPC's work to \$22,900.

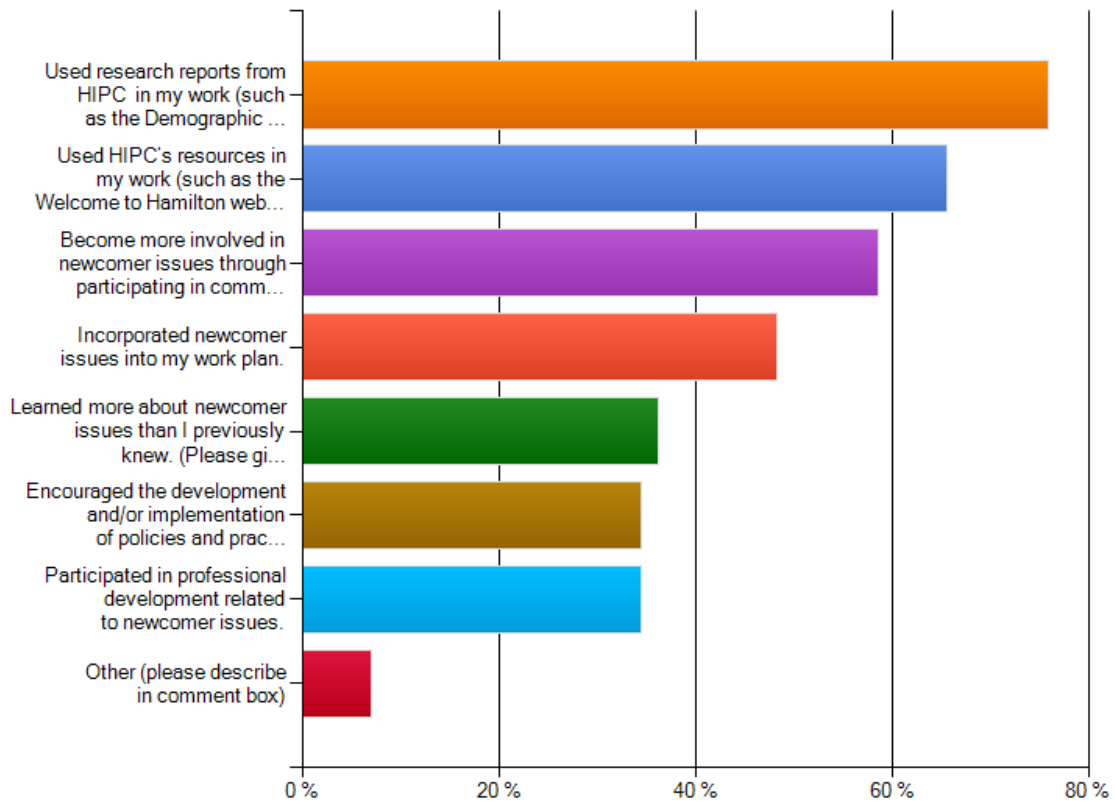
#### 4.0 IMPACTS OF THE HIPC'S WORK

##### Question 8: Because of my involvement with HIPC, I have...

- 58 answered this question
- 7 skipped this question

Answer Options	Response Percent	Response Count
Used research reports from HIPC in my work (such as the Demographic Profile, Immigrant and Refugee Health Needs, Hamilton's Informal Settlement Sector, Housing Needs of Newcomers Report, Strengthening Newcomer Services Report, etc.).	75.9%	44
Used HIPC's resources in my work (such as the Welcome to Hamilton website, Quick Guides, Newcomer Services Guidebook, Employment Guide, Housing Guide, Language Training Tool for Service Providers, etc.).	65.5%	38
Become more involved in newcomer issues through participating in community meetings, joining groups, partnering in newcomer-related projects, attending presentations, etc.	58.6%	34
Incorporated newcomer issues into my work plan.	48.3%	28
Learned more about newcomer issues than I previously knew. (Please give an example in comment box.)	36.2%	21
Participated in professional development related to newcomer issues.	34.5%	20
Encouraged the development and/or implementation of policies and practices within my organization to address the needs of newcomers (e.g., inclusive hiring practices, multi-lingual materials, etc.).	34.5%	20
Other (please describe in comment box)	6.9%	4
<b>Total Respondents</b>		<b>58</b>

### Because of my involvement with HIPC, I have:



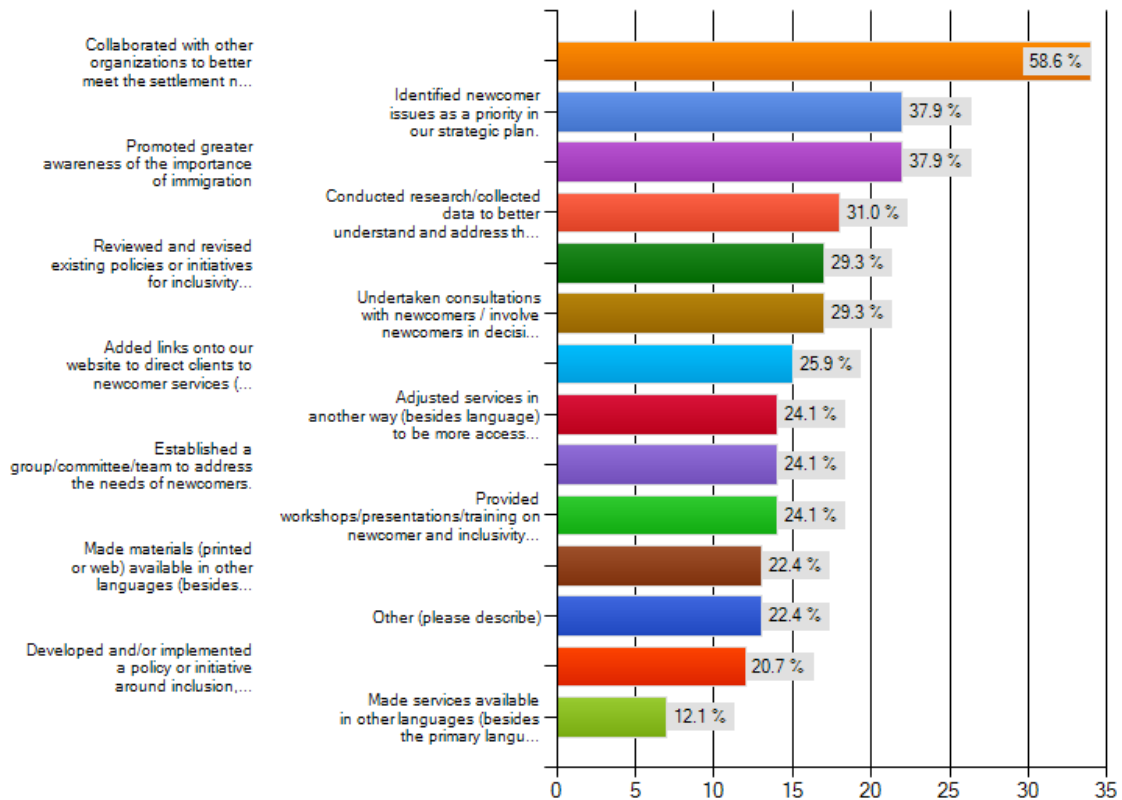
- Research reports and resources produced by the HIPC are widely used by respondents.
- Well over half (58%) of respondents have become more involved in newcomer issues through their association with the HIPC.
- One-third to one-half of respondents also indicated that their involvement with the HIPC has led them to incorporate newcomer issues into work plans, learn about newcomer issues, participate in professional development related to newcomer issues, or encourage the development and/or implementation of policies and practices to address newcomer needs.

**Question 9: Because of our involvement with HIPC, my organization has:**

- 58 answered this question
- 7 skipped this question

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Collaborated with other organizations to better meet the settlement needs of newcomers	58.6%	34
Identified newcomer issues as a priority in our strategic plan.	37.9%	22
Promoted greater awareness of the importance of immigration	37.9%	22
Conducted research/collected data to better understand and address the needs of newcomers	31.0%	18
Reviewed and revised existing policies or initiatives for inclusivity and to support the needs of newcomers.	29.3%	17
Undertaken consultations with newcomers / involve newcomers in decisions that affect the settlement experience	29.3%	17
Added links onto our website to direct clients to newcomer services (such as the Welcome to Hamilton Website).	25.9%	15
Adjusted services in another way (besides language) to be more accessible to newcomers/reach more newcomers (please specify).	24.1%	14
Established a group/committee/team to address the needs of newcomers.	24.1%	14
Provided workshops/presentations/training on newcomer and inclusivity issues.	24.1%	14
Made materials (printed or web) available in other languages (besides the primary language in which we work).	22.4%	13
Other (please describe)	22.4%	13
Developed and/or implemented a policy or initiative around inclusion, equity, or diversity to address the needs of newcomers.	20.7%	12
Made services available in other languages (besides the primary language in which we work).	12.1%	7
<b>Total Respondents</b>		<b>58</b>

### Because of our involvement with HIPC, my organization has:



- Over half of participants (58.6%) collaborated with other organizations to better meet newcomer needs because of their involvement with the HIPC.
- Over a third of respondents (37.9%) prioritized newcomer issues in their organizations' strategic plans and promoted greater awareness of the importance of immigration.
- Many other significant actions have been taken by organizations because of their involvement with the HIPC, as seen in the table and chart above.
- 13 responses in the "Other" category related to:
  - activities that were already underway before respondents' involvement with the HIPC
  - communication and sharing information
  - greater collaboration
  - developing or adjusting specific programs

**Question 10: Please describe any other impacts you've seen from your involvement with the HIPC.**

- 26 answered this question
- 39 skipped this question

Answer Themes	Response Percent	Response Count
Collaboration and sharing information	50%	13
Greater awareness and connection to newcomer issues in programming and work planning	23%	6
Information tool development	7%	2
Other	7%	2
N/A	11%	3
<b>Total Respondents</b>		<b>27</b>

- Collaboration and information sharing was the most common theme among responses, given by half of respondents.
- Examples of responses within this theme of collaboration and sharing information because of involvement with the HIPC are:

The disbanding of SISO meant that there was no longer one place that newcomers could be referred to for help with settlement issues. Settlement services workers need to know which agencies provide which services. HIPC has done a tremendous amount of work to bridge the information gap.

There is more collaboration and less competition among providers.

- Greater awareness of newcomer issues was the next most popular theme, offered by nearly a quarter of respondents. An example from this theme is:

Newcomer needs have taken a higher profile in [our] operational plan.

- Two responses related to developing and providing information tools.
- Responses in the "Other" category included the following:

The HIPC is essential for our community.

I see the City's developing immigrant attraction strategy as stemming out of the HIPC's work. It will take time to see the full impacts of this, but I think the HIPC has helped spur the City to take a more active role in attracting and retaining immigrants to Hamilton.

**Question 11: What is one example of how your involvement with the HIPC has made a difference in a newcomer's life?**

- 31 answered this question
- 34 skipped this question

Answer Themes	Response Percent	Response Count
Information sharing, increasing awareness	29%	9

Service changes	16%	5
Specific examples	16%	5
Group development	6%	2
Not applicable/other	32%	10
<b>Total respondents</b>		<b>31</b>

- Nearly 30% of respondents emphasized the importance of information sharing and increasing awareness of services for newcomers through their involvement with the HIPC. In the words of some respondents:
  - I have a much more in depth awareness of the services available to assist newcomers.
  - I would hope that the tools and resources we have developed are assisting them to find employment at a skill level that is commensurate with their education and experience.
- Several respondents also indicated that their organizations had made changes to their services to better respond to situations faced by newcomers. Examples of these service changes include:
  - Some organizations are developing a common referral system between the agencies providing settlement services allows the clients to receive more comprehensive services geared to meet their unique needs.
  - Increasing the number of multi-bedroom units that are in high demand for newcomers
  - Workers are being trained on using and accessing the HIPC documents. This provides consistency in information for newcomer GARs in their first few days in Canada.
  - [Trying] to incorporate a mentor into placements as often as possible
- Specific examples included the following:
  - I have learned a great deal about macro issues related to integrating New Canadians in the very fabric of our city. I have had the opportunity to take knowledge gained and apply it in the field through advising individuals from diverse immigrant backgrounds who were having difficulties accessing programs and services at Mohawk College and also around the city.
  - I have assisted newcomers in getting their foreign credentials evaluated
  - HWDSB provides no-cost community use of schools to both newcomer groups and to organizations that provide services and programs for newcomers. These opportunities provide newcomers with the ability to build community, establish relationships, access essential programs and services, and connect diverse communities to schools.
  - We have added newcomers to our membership.
  - I believe that my involvement with HIPC will greatly enabled me to develop and conduct a research project that is relevant and meaningful for the community.

**Question 12: How many clients would you estimate will be/have been supported by the changes you've described because of your involvement with the HIPC?**

- 34 answered this question
  - 31 skipped this question
- Estimates ranged from 10 to 2,000 newcomers supported by an individual organization.
  - In total, respondents estimated supporting between 1,065 and 4,029 newcomers.
  - Most respondents were uncertain about a specific number, and numerical responses were estimates rather than firm figures.



## 5.0 SUMMARY AND DISCUSSION

The survey had a response rate of 64%, and respondents represented 34 different organizations. Slightly less than one-fifth of respondents (18%) have been involved with the HIPC since its inception in 2009. Nearly three-quarters (72%) of respondents have been involved with the HIPC for two years or more. Respondents have a variety of roles within the HIPC, and all of the HIPC's committees and working groups were represented. These include:

- HIPC member
- Employment/Labour Market Working Group
- Settlement Service Providers' Working Group
- Steering Committee
- Language Training Working Group
- Municipal Government
- Housing Working Group
- Health Working Group
- Signatory of HIPC's Declaration of Intent
- Strengthening Newcomer Services
- Operational Group (for Settlement Service Providers') Working Group member

Many respondents had more than one role within the HIPC (e.g. some members sat on more than one working group).

Respondents to this survey contributed to the HIPC's work in significant and varied ways. The most significant category, in terms of both number of contributors and dollar estimates, was respondents' own time. Respondents contributed an estimated \$98,902 to \$142,379 worth of their own time to the HIPC's work. Following up with individual partners based on the HIPC's records revealed further in-kind and direct contributions not captured in survey responses. An additional contribution of \$24,700 in staff time was estimated from a government contact who did not receive the survey, bringing the minimum total defined in-kind contributions to \$203,038 and the maximum total defined in-kind contributions to \$273,723. Respondents also contributed staff time from others in their organizations, printing, meeting space, and refreshments. Further, partners made \$22,900 in direct financial contributions to the HIPC's work.

The HIPC's partners also secured funding leveraged from other funders with support from the HIPC for projects in housing, employment, and information resources for newcomers with a total value of \$1,221,700. The total dollar value of all estimated in-kind and direct contributions from the HIPC partners, plus leveraged funds, is between \$1,447,638 and \$1,518,323.

Respondents also produced and maintained a variety of information tools about newcomer services. Findings from the survey also demonstrate a range of impacts from the HIPC's work on an individual level. Research reports and resources produced by the HIPC are widely used by respondents. Over half of respondents became more involved in newcomer issues, collaborated with other organizations to better meet newcomer needs because of their involvement with the HIPC. The HIPC also led participants to incorporate newcomer issues into work plans, learn about newcomer issues, participate in professional development related to newcomer issues, or encourage the development and/or implementation of policies and practices to address newcomer needs.

The HIPC has also had impacts at an organizational level. Organizations have promoted greater awareness of the importance of immigration because of their involvement with the HIPC. Respondents also indicated that newcomer issues were being incorporated into organizational strategic plans. Overall, respondents emphasized communication and information sharing, greater collaboration, and developing or adjusting specific services as the main types of impacts from the HIPC's work. Respondents also reported having a greater awareness of newcomer issues due to the HIPC's work.

In total, respondents estimated supporting between 1,065 and 4,029 newcomers. Most respondents were uncertain about a specific number, and numerical responses were estimates rather than firm figures. Considering findings overall, the HIPC brings stakeholders together to collaborate on newcomer issues, shares information among stakeholders, and helps to focus collective energy on and leverage resources for issues facing newcomers in Hamilton.

Looking ahead, the HIPC hopes to administer the survey again in the future to capture other contributions from organizations who did not respond to the survey as part of this evaluation.

## APPENDIX A – HIPC EVALUATION SURVEY

(The formatting of this survey has been adjusted for ease of presentation.)

### Introduction

The Hamilton Immigration Partnership Council (HIPC) is a collaborative of community leaders reflecting key organizations and sectors in Hamilton. The HIPC has developed and is implementing an Immigration Strategy and Action Plan to address issues surrounding immigration for the betterment of the city as a whole. The HIPC has enlisted the Social Planning and Research Council of Hamilton to evaluate the impact of the work of the HIPC since it was established in January 2009.

You have been identified by the HIPC as a key partner. Your input on your contribution to the work of the HIPC and its impact are very valuable. Please take about ten minutes to help provide a better understanding of the impacts of the HIPC by completing this survey. Feel free to consult with others in your organization in order to answer some questions more fully.

### About you

1. Name:
2. Organization:
3. Email address:
4. When did you first become involved with HIPC? (month and year)
5. What is your role in connection to the HIPC? (check all that apply)
  - HIPC member
  - Steering Committee member
  - Housing Working Group member
  - Employment/Labour Market Working Group member
  - Strengthening Newcomer Services Working Group member
  - Settlement Service Provider Working Group member
  - Operational Group (for Settlement Service Provider) Working Group member
  - Language Training Working Group member
  - Health Working Group member
  - Signatory of HIPC's Declaration of Intent
  - Municipal Government
  - Other (specify)

### Contributions to the work of HIPC

The HIPC's work to date has been supported in large part to the in-kind and financial contributions of all of its partners. To get a sense of the amount of resources the HIPC's partners contribute please calculate the amount your organizations contributes in the following ways.

6. What would you estimate as your organization's contributions to the HIPC's work in the following areas (in dollar amounts)? Please complete an answer for each line. If you have not contributed in any category, select "not applicable" in the last column. This survey will not allow you to proceed to the next page without providing an answer for each row.

	\$1- \$199	\$200- \$499	\$500- \$999	\$1000-\$4999	\$5000 or more	unsure of value	not applicable
Meeting space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refreshments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	\$1- \$199	\$200- \$499	\$500- \$999	\$1000-\$4999	\$5000 or more	unsure of value	not applicable
Printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My own time (e.g. participating in HIPC and related meetings, reading materials, executing HIPC projects, overseeing staff on HIPC projects, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other staff time from my organization beyond my own time (e.g. executing HIPC related projects, administrative support. etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify value)	<input type="text"/>						

7. If your organization has made financial contributions to any of the HIPC's work, please enter the total dollar amount of those contributions here:

8. As a collaborative the HIPC has the opportunity to affect change in many ways. Please indicate the ways in which your involvement with the HIPC has impacted your work and that of your organization by checking one or more of the following:

Because of **my** involvement with HIPC, **I have**:

- Used HIPC's resources in my work (such as the Welcome to Hamilton website, Quick Guides, Newcomer Services Guidebook, Employment Guide, Housing Guide, Language Training Tool for Service Providers, etc.).
- Used research reports from HIPC in my work (such as the Demographic Profile, Immigrant and Refugee Health Needs, Hamilton's Informal Settlement Sector, Housing Needs of Newcomers Report, Strengthening Newcomer Services Report, etc.).
- Incorporated newcomer issues into my work plan.
- Become more involved in newcomer issues through participating in community meetings, joining groups, partnering in newcomer-related projects, attending presentations, etc.
- Encouraged the development and/or implementation of policies and practices within my organization to address the needs of newcomers (e.g., inclusive hiring practices, multi-lingual materials, etc.).
- Participated in professional development related to newcomer issues.
- Learned more about newcomer issues than I previously knew (please give an example).
- Other (please describe)

9. Because of our involvement with HIPC, **my organization** has:

- Developed and/or implemented a policy or initiative around inclusion, equity, or diversity to address the needs of newcomers.
- Reviewed and revised existing policies or initiatives for inclusivity and to support the needs of newcomers.
- Identified newcomer issues as a priority in our strategic plan.
- Made materials (printed or web) available in other languages (besides the primary language in which we work).
- Made services available in other languages (besides the primary language in which we work).
- Adjusted services in another way (besides language) to be more accessible to newcomers/reach more newcomers (please specify).
- Established a group/committee/team to address the needs of newcomers.

- Provided workshops/presentations/training on newcomer and inclusivity issues.
- Added links onto our website to direct clients to newcomer services (such as the Welcome to Hamilton Website).
- Conducted research/collected data to better understand and address the needs of newcomers
- Promoted greater awareness of the importance of immigration
- Collaborated with other organizations to better meet the settlement needs of newcomers
- Undertaken consultations with newcomers / involve newcomers in decisions that affect the settlement experience
- Other (please describe)

10. Please describe any other impacts you've seen from your involvement with the HIPC.  
 (If you would prefer to describe other impacts by phone, please call 905-522-1148 extension 322 and leave your response as a voicemail message. Please also leave your name, organization, and the question number you are responding to.)

11. What is one example of how your involvement with the HIPC has made a difference in a newcomer's life?  
 (If you would prefer to describe an example of how your involvement with HIPC has made a difference in a newcomer's life by phone, please call 905-522-1148 extension 322 and leave your response as a voicemail message. Please also leave your name, organization, and the question number you are responding to.)

12. How many clients would you estimate will be/have been supported by the changes you've described because of your involvement with the HIPC?

Thank you for taking the time to complete this survey. Your input is very important to us. Thank you also for your contributions to the Hamilton Immigration Partnership Council's important work.

## APPENDIX B – ORGANIZATIONS REPRESENTED BY RESPONDENTS

Adult Basic Education Association  
Boys and Girls Clubs of Hamilton  
Canada Mortgage and Housing Corporation  
Centre de santé communautaire Hamilton/Niagara  
Centre français Hamilton  
Circle of Friends  
City of Hamilton (the following departments were identified by respondents)  
    City Manager's Office  
    Community Services Department  
    Housing Services Division  
    Public Health Services  
    Small Business Enterprise Centre  
Collège Boréal  
Community Information Hamilton  
Employment Hamilton  
Francophone Immigration Network  
Goodwill, The Amity Group  
Hamilton Centre for Civic Inclusion  
Hamilton Chamber of Commerce  
Hamilton Community Legal Clinic  
Hamilton Niagara Haldimand Brant Local Health Integration Network  
Hamilton Public Library  
Hamilton Urban Core Community Health Centre  
Hamilton Wentworth District School Board  
Hamilton-Wentworth Catholic District School Board  
Korlon Strategic Services Inc.  
LIUNA LOCAL 837  
McMaster University  
Mohawk College  
Ontario Ministry of Citizenship and Immigration  
Ontario Works, Employment & Income Support  
Service Canada  
Social Planning and Research Council of Hamilton  
Stewart Memorial Church  
The Hamilton Spectator  
Wesley Urban Ministries  
Workforce Planning Hamilton  
YMCA of Hamilton/Burlington/Brantford  
YWCA Hamilton



# HIPC

**The Hamilton Immigration Partnership Council**  
[www.hamiltonimmigration.ca](http://www.hamiltonimmigration.ca)

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