

# HAMILTON IMMIGRATION PARTNERSHIP COUNCIL CONTRIBUTION & IMPACT ASSESSMENT

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## 1.0 INTRODUCTION AND METHODOLOGY

### 1.1 Evaluation Objectives

The Hamilton Immigration Partnership Council (HIPC) again 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 and to quantify its members' contributions to its work in 2014. This follows SPRC's evaluation of HIPC contributions and impacts in 2012 and 2013.

### 1.2 Methodology

The contribution and impact survey was administered initially in 2012 (examining the period from HIPC's inception in 2009 to 2012) and then again for 2013, was modified slightly in collaboration between the evaluator and HIPC staff for this 2014 assessment (see Appendix A).

The web-based survey was sent to a list of 86 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. The survey was available in both English and French.

The survey was sent to 86 potential respondents. One individual indicated that they were not well-positioned to complete the survey and another formally declined to complete it. Of the total remaining 84 possible respondents 37 individuals completed the survey in English and 2 completed it in French, representing a total response rate of 46%.

Where possible, comparisons are drawn between various years' findings.

One key change in methodology concerns how in-kind contributions (i.e. of space, refreshments, printing, and respondents' own time) were calculated. With respect to space, refreshments, and printing, previous years' surveys asked respondents to estimate their in-kind contributions within ranges of dollar amounts. These generated wide ranges of estimates when responses were tabulated. In order to produce one clear estimate rather than a range of estimates, respondents in this year's survey were asked to simply estimate the dollar value of their contributions in these categories. This limits comparability to previous years' estimates, but provides more precise information.<sup>1</sup>

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<sup>1</sup> This demonstrates a persistent challenge in evaluation research; finding the balance between asking the same questions each time evaluations occur to allow for easy and consistent comparability to track progress over time, and modifying questions to yield sufficient useful responses.

Estimates were totaled and data was cleaned by eliminating lower estimates from respondents from the same organization.<sup>2</sup>

Previous years' surveys asked respondents to estimate the total value of their own time and the time of others from their organizations. This presented challenges for both respondents and evaluators, and produced somewhat unreliable information (e.g. how many others' time was included in estimates?). Based on feedback from HIPC staff and members a formula for estimating this value was developed to estimate the dollar value of respondents' contributions of time in meetings and other activities. Respondents were asked to estimate the number of HIPC meetings they attended and the amount of time they spent on other HIPC-related work in 2014. Meetings were estimated to be 2 hours in length<sup>3</sup>.

The formula is:

$$((\text{Total meetings} \times 2 \text{ hours}) + \text{Total other hours}) \times \text{Average hourly earnings in health care and social services in Canada in 2013} (\$26.23)^4$$

This formula may underestimate the total in-kind contributions of HIPC members in terms of time as hourly wages may exceed the average used in the calculation.

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<sup>2</sup> For example, one respondent from organization A does not enter estimates for in-kind contributions and another respondent from organization A estimates \$200 in meeting space contributions. In this case the \$200 estimate would be used to calculate the total.

<sup>3</sup> Although some meetings are 1.5 hours in length, 2 hours was considered by project staff and the evaluators to be a reasonable estimate when travel and networking time around meetings are considered.

<sup>4</sup> Source: Statistics Canada. Table 281-0030 - Average hourly earnings for employees paid by the hour (SEPH), for selected industries classified using the North American Industry Classification System (NAICS), annual (current dollars), accessed: March 11, 2015.

## 2.0 SURVEY PARTICIPANT CHARACTERISTICS

### 2.1 Roles in connection to the HIPC

Q2. What is your role in connection to the HIPC? Check all that apply.

- 38 responses, skipped by 1 respondent.

**Table 1: Respondents' Role on the HIPC**

Answer Options	2009-2012 Response Percent	2013 Response Percent	2014 Response Percent	2014 Response Count
HIPC member	25%	32%	53%	20
Employment/Labour Market Working Group member	20%	24%	24%	9
Settlement Service Provider Working Group member	19%	21%	24%	9
Language Training Working Group member	19%	21%	21%	8
Health Working Group member	9%	12%	18%	7
Housing Working Group member	11%	6%	11%	4
Steering Committee member	19%	9%	8%	3
Other (please specify)	15%	NA	8%	3
Operational Group (for Settlement Service Provider) Working Group member	8%	12%	3%	1
Municipal Government	15%	15%	0%	0
<b>Total responses</b>				<b>64</b>

- As in previous years, respondents represented a range of roles within HIPC.
- This year (2014)'s results showed a significant increase in HIPC member respondents (up by 21% from 2013).
- Representation from the Health Working Group also rose (by 9% from 2009-2012, by 6% from 2013).

- The Employment/Labour Market, Settlement Service Provider, and Language Training Working Groups represented relatively the same number of respondents (19-24% for these groups in all years).
- Representation from the Housing Working group dipped 5% between 2012 and 2013, but rose by the same amount in 2014 (to 11%).
- Representation from the Steering Committee, Operational Group (for Settlement Service Provider) Working Group, and “Other” declined since the initial 2012 survey.
- Municipal Government, which was not represented in this year’s survey.

## 2.2 In-Kind Contributions

Q3. Please estimate your organization’s in-kind contributions to the HIPC’s work in 2014 in the following areas (in dollars): meeting space, refreshments, and printing.

- The total estimated in-kind 2014 contributions for all categories are valued at \$4,950.
- Of this total, \$500 was for printing, \$850 for refreshments, and \$3,600 for meeting space, as shown in Table 2, below.<sup>5</sup>
- On change to note in is the shift in proportion to contributions of more meeting space and less printing over the previous year. See Table 2 and Figure 1 below.

Although the 2014 total is slightly lower than the 2013 total, these two figures should be compared with caution; 2013 in-kind estimates were given in ranges by each respondent and then averaged, whereas 2014 estimates were made directly by respondents without ranges and totalled.

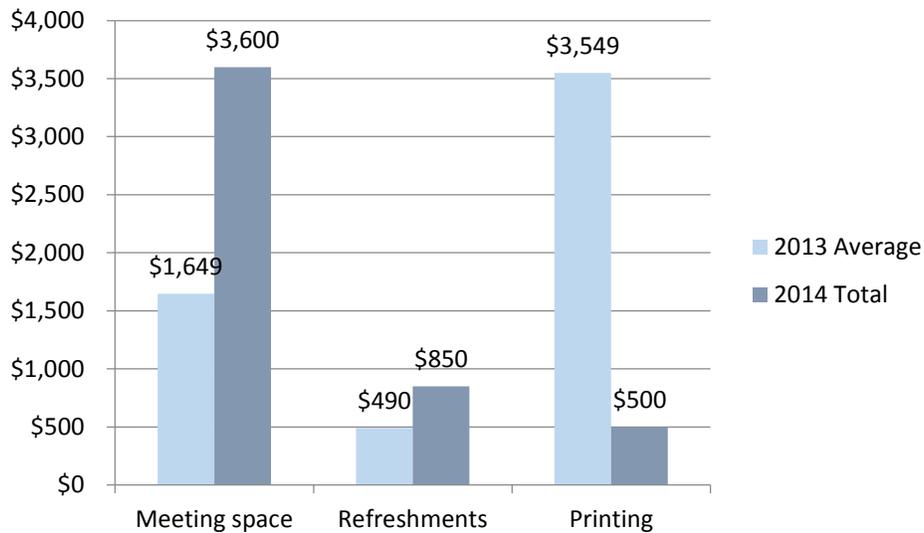
**Table 2: In-kind contributions for meeting space, refreshments, and printing**

Answer Options	2013 Average	2014 Total
Meeting space	\$1,649	\$3,600
Refreshments	\$490	\$850
Printing	\$3,549	\$500
<b>Total</b>	<b>\$5,688</b>	<b>\$4,950</b>

<sup>5</sup> Estimates of in-kind contributions from the initial Contribution and Impacts Survey, conducted in March 2013, are not included here as they encompassed a 3-year time span and thus cannot be fairly compared.

**Figure 1**

### In-Kind Contributions, 2013, 2014



*Q4. Please estimate the number of HIPC-related meetings you attended in 2014.*

- 38 responses, and 1 person skipped this question.
- Respondents attended a total of 323 meetings in 2014.
- Responses ranged from 0 to 22, and the median number of meetings attended in 2014 was 7 (see Table 3).

*Q5. Please estimate the number of hours you spent outside of meetings on HIPC work (e.g. executing HIPC-related projects, administrative support, etc.) in 2014.*

- This question had 38 responses, and 1 respondent skipped this question.
- Respondents spent a total of 461 hours on HIPC-related projects, and the median number of hours spent was 10 (see Table 3).

**Table 3: Total and median meetings and hours**

	<b>Total</b>	<b>Median</b>
Meetings	323	7
Hours	461	10

- Based on the formula described in the methodology section above, respondents contributed time valued at \$29,036.61.

- Of this total, \$16,944.58 is from meetings, and the remaining \$12,092.03 is from other time spent on HIPC-related projects.

Certainly not all respondents earn the same amount, and many may earn more than this average. Therefore the total likely under-estimates the total dollar-value of respondents' in-kind contributions in terms of time.

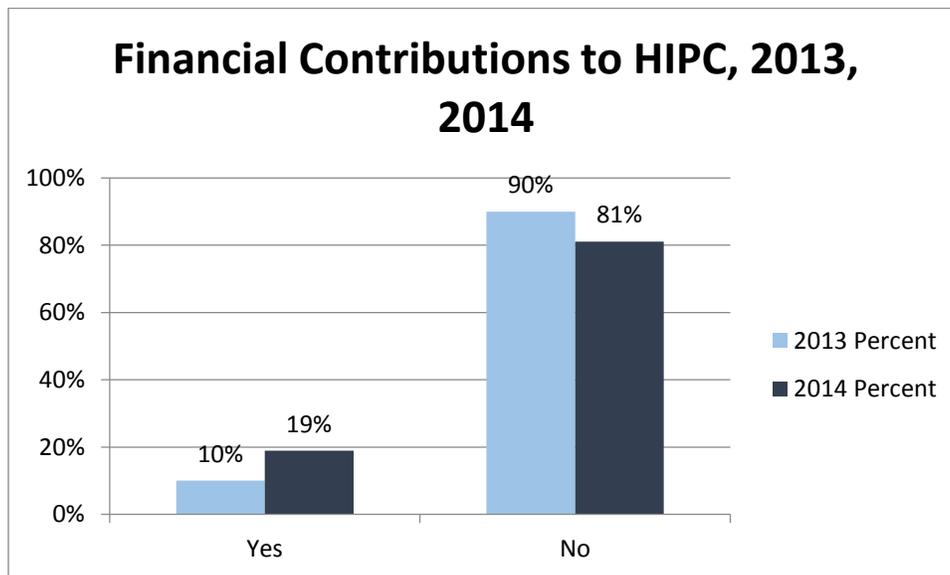
Changes in method for calculating respondents' in-kind contributions of time prevent fair comparison.

### 2.3 Financial contributions to HIPC's work

Q6. *Has your organization made financial contributions to HIPC initiatives in the 2014 year?*

- 37 responses, and 2 people skipped the question.
- The proportion of respondents who had made direct financial contributions to HIPC's work increased by 9% from 2013 to 2014 (see table below).

**Figure 2**



Q7. If yes, please indicate the nature of the financial contribution from the list below. Check all that apply.

- 5 responses, 34 people skipped questions 7, 8, and 9.

Q8. If your organization made a financial contribution to a HIPC program initiative in 2014, please indicate the approximate value of the contribution (in dollars).

**Table 4: Nature of financial contributions**

Answer Options	2014 Response Percent	2014 Response Count
Contributed our own agency’s revenue to assist in carrying out the HIPC’s work (such as hosting an event, funding or partially funding a HIPC-related activity, etc.)	80%	4
Secured a grant/funding for projects related to the HIPC’s work	20%	1
Assisted in organization or institution not directly involved with the HIPC to fund and carry out projects related to the HIPC’s work	20%	1
Other (please describe)	20%	1
<i>answered question</i>		<b>5</b>

- The total value of financial contributions was \$7,650.
- The majority of financial contributions (80%) were made to carry out various aspects of the HIPC’s work, including hosting an event or funding a HIPC-related activity. This was similar to findings from 2009-2012, where respondents’ financial contributions were commonly in support of the production and maintenance of information tools relating to newcomer services.
- Other responses from the 2014 survey showed that contributions were made to secure grants/funding for HIPC-related projects (20%), and to assist a third-party organization or institution as a means of carrying out project related to HIPC’s work (20%).

Q9. Please describe this work/project.

Of the seven respondents who indicated that their organization had made a financial contribution to HIPC initiatives in the 2014, four respondents described the project.

- Three respondents indicated this collaboration resulted in hosting events together:
  - The Annual Learning Event
  - The Global Hamilton Conference for International Professionals, and
  - The Employment & Language Forum.
- The last respondent indicated that this collaboration allowed them to conduct their work better in general.

## 2.4 Involvement with the HIPC

*Q10. Please indicate the ways in which your involvement with the HIPC has impacted your work and that of your organization in 2014. Please check all that apply.*

**Table 5: Results of Respondents' Involvement with HIPC**

Answer Options	2009-2012 Response Percent	2013 Response Percent	2014 Response Percent	2014 Response Count
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.).	76%	71%	83%	24
Used research reports from HIPC in my work (such as the Demographic Profile, Immigrant and Refugee Health Needs, Community Health Report, Hamilton's Informal Settlement Sector, Housing Needs of Newcomers Report, Strengthening Newcomer Services Report, etc.).	66%	68%	76%	22
Learned more about newcomer issues than I previously knew	36%	57%	66%	19

Become more involved in newcomer issues through participating in community meetings, joining groups, partnering in newcomer-related projects, attending presentations, etc.	59%	61%	55%	16
Incorporated newcomer issues into my work plan.	48%	54%	48%	14
Participated in professional development related to newcomer issues.	35%	61%	38%	14
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.).	35%	43%	38%	11
Other	7%	4%	10%	3
<b>Total responses 2014</b>				<b>123</b>

- A large proportion of respondents used both HIPC’s resources (83%) and research reports (76%) in their work in 2014, an increase of 8% and 10%, respectively, since 2012 .
- Respondents using HIPC resources, research reports, and learning more about newcomer issues grew 7-30% since the initial 2012 survey.
- The greatest increase was in respondents learning more about newcomer issues (a 30% increase from 2012 to 2014).
- More than half of respondents stated that their involvement in HIPC helped them to become more engaged and aware of issues related to newcomers across all three years of surveys, though the proportion declined slightly overall.
- The proportion of respondents who indicated the following rose by 6-25% between 2012 and 2013, and then declined again to near-2012 levels:
  - incorporated newcomer issues into their work plans
  - participated in professional development related to newcomer issues, and
  - encouraged development or implementation of organizational policies to address newcomer needs.
- Other responses increased slightly in 2014 to 10%, and included those who: “became more aware of cultural safety in service delivery” and how this can

impact “practical research,” participated in discussions with the “Literacy Community Planning Table” and connected with other service providers.

Q11. *Because of our involvement with HIPC, my organization has: (Please check all that apply)*

**Table 6: Results of Organizations’ Involvement with the HIPC**

<b>Answer Options</b>	<b>2009-2012 Response Percent</b>	<b>2013 Response Percent</b>	<b>2014 Response Percent</b>	<b>2014 Response Count</b>
Collaborated with other organizations to better meet the settlement needs of newcomers	59%	62%	67%	18
Promoted greater awareness of the importance of immigration	38%	27%	59%	16
Provided workshops/presentations/training on newcomer and inclusivity issues.	24%	39%	33%	9
Identified newcomer issues as a priority in our strategic plan	38%	35%	33%	9
Added links onto our website to direct clients to newcomer services (such as the Welcome to Hamilton Website).	26%	23%	33%	9
Conducted research/collected data to better understand and address the needs of newcomers	31%	42%	30%	8
Undertaken consultations with newcomers / involve newcomers in decisions that affect the settlement experience.	29%	27%	30%	8

Made materials (printed or web) available in other languages (besides the primary language in which we work).	22%	23%	26%	7
Adjusted services in another way (besides language) to be more accessible to newcomers/reach more newcomers.	24%	46%	26%	7
Reviewed and revised existing policies or initiatives for inclusivity and to support the needs of newcomers.	29%	31%	22%	6
Made services available in other languages (besides the primary language in which we work).	12%	23%	19%	5
Developed and/or implemented a policy or initiative around inclusion, equity, or diversity to address the needs of newcomers.	21%	23%	29%	5
Established a group/committee/team to address the needs of newcomers.	24%	15%	19%	5
Other	22%	12%	11%	3
<b>Total responses 2014</b>				<b>115</b>

- The most common impact of HIPC’s work continues to be organizations collaborating to better meet the settlement needs of newcomers (59% in 2009-2012, 62% in 2013, and 67% in 2014).
- As a result of their involvement in HIPC, since 2012 organizations have gradually become more involved in promoting “awareness of the importance of immigration” (up by 21%) and adding links onto their “websites to direct clients to newcomer services” (up by 7%).
- The 2014 survey also shows steady increases in the proportion of respondents making materials available in other languages (22% in 2012, 26% in 2014) and developing or implementing a policy or initiative around inclusion, equity, or diversity to address the needs of newcomers (21% in 2012, 29% in 2014).

## 2.5 Impacts of the HIPC's work

Q12. Please indicate which (if any) of the following impacts on the broader community you have observed as a result of the work of the HIPC in 2014. Please check all that apply.

**Table7: Impact on Broader Community Resulting from the HIPC's Work**

Answer Options	2013 Response Percent	2014 Response Percent	2014 Response Count
Awareness of services has increased	92%	82%	23
Services are better coordinated	77%	71%	20
New collaborative relationships have been formed between stakeholders in the community	85%	71%	20
Increase in municipal involvement and contribution to newcomer integration (e.g. changes to structures, policies, activities, etc.)	54%	43%	12
Accessibility of newcomers to services (settlement and/or non-settlement) is improved	35%	39%	11
There is less duplication of services	50%	36%	10
Non-settlement organizations have adapted service delivery to newcomers' needs	31%	36%	10
There are fewer or no gaps in services	42%	29%	8
Planning priorities or funding decisions of stakeholders (e.g. government, public or private institutions) are increasingly informed by local needs	31%	29%	8
Other	0%	11%	3
<b>Total 2014 Responses</b>			<b>125</b>

- A large majority of respondents (82%) continue to express that awareness of services has increased as a result of the HIPC's work, though a smaller

proportion of respondents indicated this in comparison to the 2013 results (down by 10%).

- Similar to the 2013 results, a large proportion of respondents indicated that their HIPC involvement meant better coordination of services (71%) and new collaborative relationships with other agencies (71%), though these categories also declined by 6% and 14%, respectively.
- Categories that showed increases were in accessibility of services to newcomers, which rose 4% from 35% to 39%; non-settlement organizations adapting service delivery to newcomers' needs, which also rose 4% from 31% to 36%; and "Other," which rose from 0 to 11%.
- 7 of 10 categories saw declines between 2% and 14%.

*Q13. What is one example of how your involvement with the HIPC has made a difference in the service provided to newcomers?*

- 25 responses
- 14 skipped

Responses were collated into 3 theme areas, shown in Table 8 below.

**Table 8: Impact on Services to Newcomers due to Involvement with the HIPC**

<b>Answer Themes</b>	<b>Response Percentage</b>	<b>Response Count</b>
Better Suited Services	44%	11
Improved Collaboration between Service Providers	36%	9
Better Dissemination of Resources	16%	4
Not Sure	4%	1
<b>Total Responses</b>		<b>25</b>

#### *Highlights of Responses*

The largest group of responses fell within the themes of increased resources and increased knowledge. Examples of responses include:

- Better understanding of services pertaining to newcomers in the city, and how our Information and Referral processes can better support community organizations and newcomers
- Strategic alignment between service providers and a greater level of collaboration in building programs for newcomers in the community.

- Increased awareness of services and therefore better service to newcomers
- We consider how to shape our publications are accessible to newcomers. While we produce materials and distribute info to service providers we don't know what ends up in newcomer hands

*Q14 How many clients in 2014 would you estimate will be/have been supported by the changes you have described because of your involvement with the HIPC?*

- 14 responses
- 25 skipped

- An estimated 2,060 newcomer clients of the partner organizations were supported in 2014 due to respondents' involvement with HIPC<sup>6</sup>. This falls within the ranges of estimates from 2012 and 2013.
- Individual 2014 estimates ranged from 0 to 800.
- 2009-2012 estimate was between 1,065 and 4,029 newcomers supported.
- 2013 estimate was between 2,431 and over 4,161 newcomers supported.<sup>7</sup>

Changes in question format limit further comparisons with previous years' data.

## **2.6 Partnerships**

*Q15. Please indicate by checking the boxes below if you have done any of the following in 2014:*

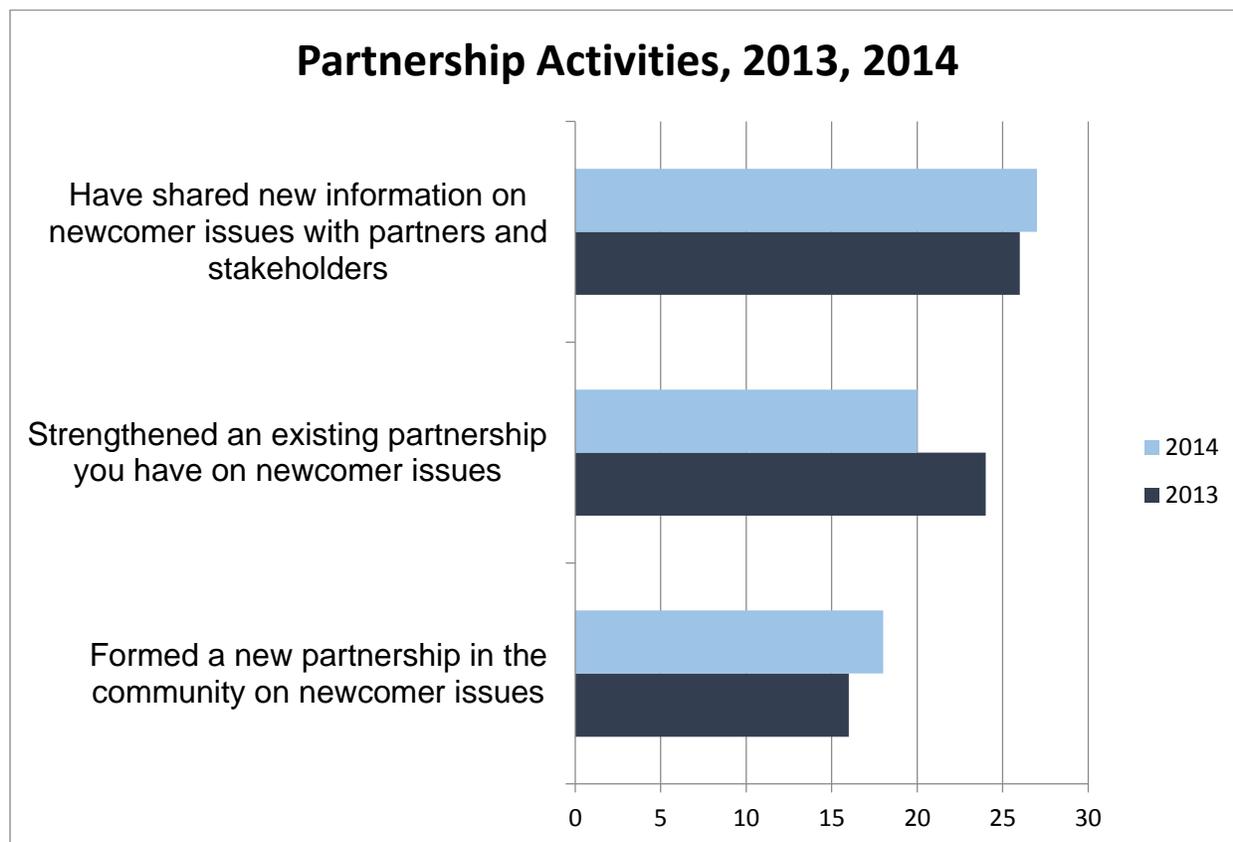
- *Formed a new partnership in the community on newcomer issues*
- *Strengthened an existing partnership you have on newcomer issues*
- *Have shared new information on newcomer issues with partners and stakeholders*

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<sup>6</sup> Estimates were totalled and data did not require cleaning as no two responses came from individuals from the same organization.

<sup>7</sup> A precise maximum figure cannot be calculated because one category option in the 2013 survey was "More than 1,000".

Figure 3



- A slightly higher proportion of respondents shared new information on newcomer issues with partners and stakeholders (27%), and formed a new partnership in the community on newcomer issues (18%) in 2014 than in 2013 (24% and 16% increases, respectively).
- Fewer respondents strengthened existing partnerships on newcomer issues from 2013 to 2014 (24% to 20%).

*Q16. Please indicate the number of partnerships you have established in 2014 through your involvement with the HIPC.*

- As in 2013 findings, nearly all (98%) of 2014 survey respondents indicated that they had established between 1 and 5 partnerships.
- The median number of partnerships formed in 2014 was 2 and the total of all partnerships developed by respondents because of HIPC was 45<sup>8</sup>.

<sup>8</sup> Because the nature of partnerships is relational (i.e. they concern relationships between individuals or organizations), this figure may count some partnerships between respondents more than once.

Due to changes in format for this question, further comparison between findings is not possible. This question was not asked in the 2009-2012 survey.

*Q17. Please list as many organizations as you can that you now partner with because of your involvement with the HIPC. Please also indicate the purpose(s) of the partnership (e.g. to exchange information, access funding, implement activities, share resources, etc.)*

- Of 18 responses, 13 identified a total of 40 HIPC-related partnerships.
- Most of the organizations (28) were mentioned only once.
- New partnerships with Wesley Urban Ministries, YWCA, YMCA and the Hamilton-Wentworth District Schoolboard were noted multiple times.
- 2013 findings identified 24 organizations, of which 17 were mentioned once.
- Similar to 2014 findings, the 2013 report showed that YMCA, Wesley Urban Ministries, and YWCA were mentioned more than once. In 2013 Immigrant Women's Centre, City of Hamilton and Canada Mortgage and Housing Corporation were also mentioned more than once.

Only 4 of 18 responses (22%) indicated the purpose of the partnerships, which facilitated:

- Exchange of information
- Sharing resources
- Program support
- Implementation of activities
- Research
- Advisement

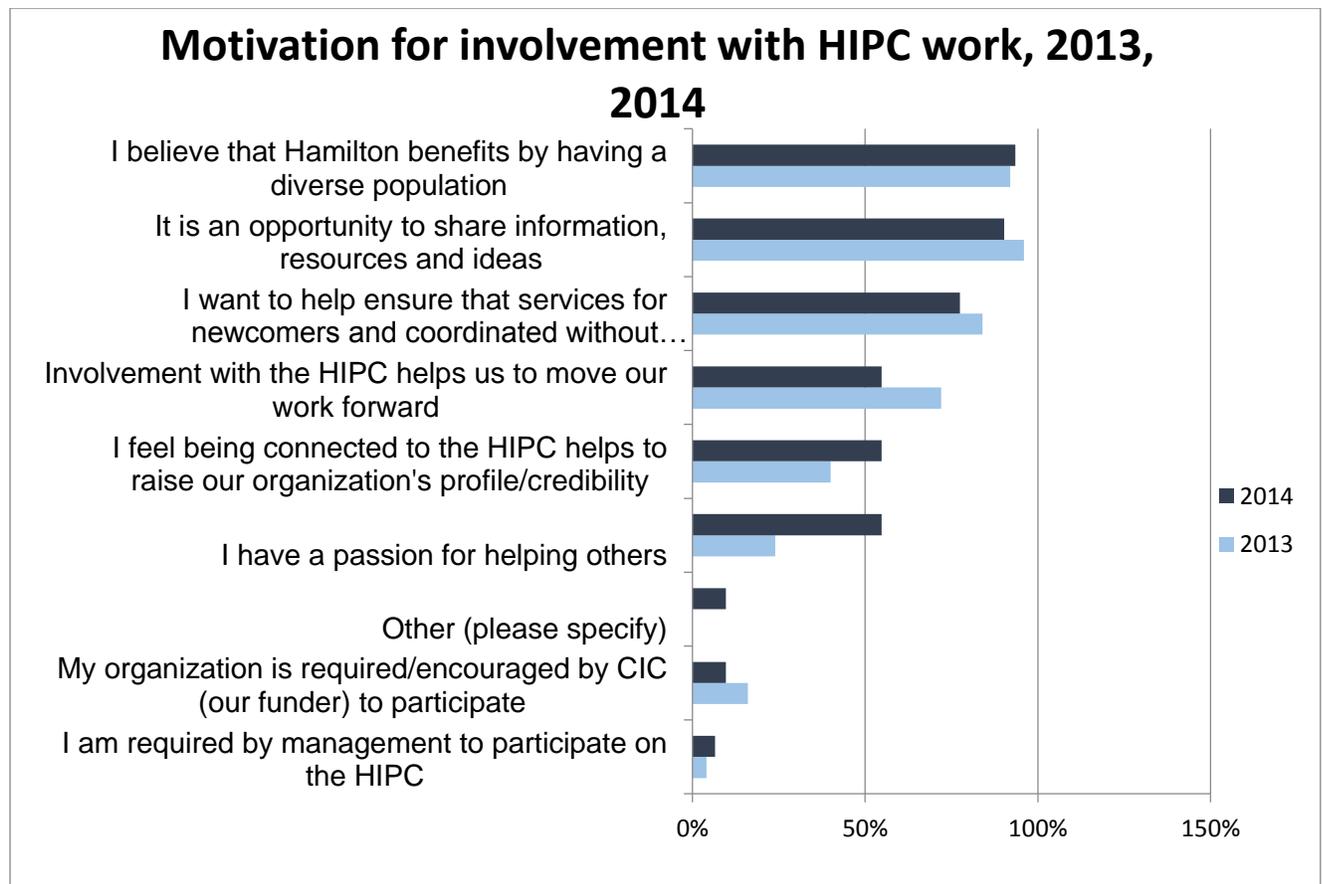
These purposes are largely the same as for 2013; however, 2013 findings included "research" and "advocacy" but not "advisement."

For 2014, a small number of participants also stated that they had pre-existing relationships with some or all of the agencies they were connected to.

This question was not asked in the 2009-2012 survey.

## 2.7 Partner motivation and commitment

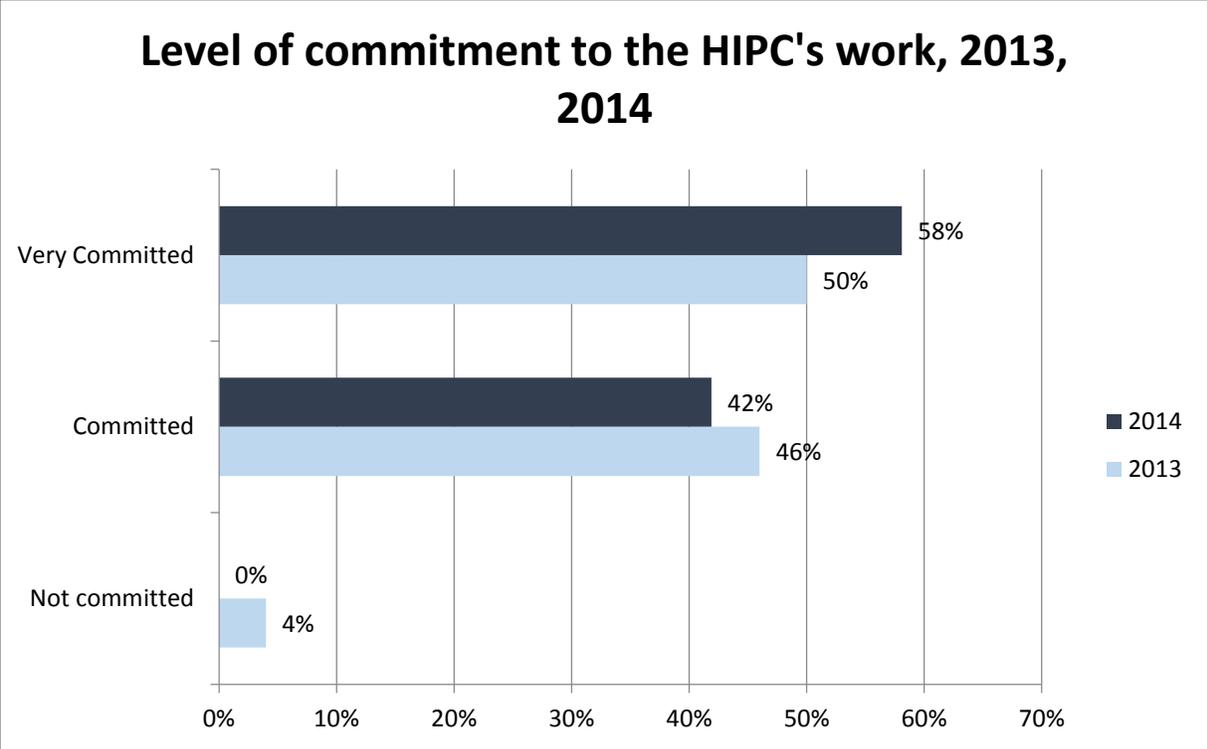
Q18. Your partnership in carrying out the work of the HIPC is invaluable. Please indicate what motivates you to be involved in this work. Check all that apply.



- Respondents were most commonly motivated to be involved with HIPC in 2013 and 2014 by the belief that Hamilton benefits from having a diverse population, and that it is an opportunity to share information, resources and ideas (all above 90%).
- From 2013 to 2014 the proportion of respondents who were motivated by a passion for helping others also rose by 30%.
- Over the same period, those who felt that being connected to HIPC helps raise their organization's profile/credibility rose by 15%.
- In 2014, fewer respondents cited that their involvement with HIPC helped them to move their work forward (down by 17%), while significantly more stated that their involvement came from a passion for helping others (31%).

This question was not asked in the 2009-2012 survey.

Q19. Please indicate your level of commitment to the HIPC's work.



- The vast majority of respondents (98%) from the 2013 and 2014 surveys stated that they were committed or very to the HIPC's work.
- More respondents were very committed (58%) in 2014 than in 2013 (50%).
- No respondents said they were not committed in 2014, compared to 4% in 2013.

This question was not asked in the 2009-2012 survey.

### 3.0 SUMMARY AND DISCUSSION

The 2014 HIPC Contribution and Impact survey had 39 respondents from 28 organizations. (See Appendix B for a list of organizations represented.) As in previous years, respondents represented a range of roles within HIPC, though levels of representation varied between groups over the three years of surveys.

Key findings are summarized and discussed briefly below under the themes of in-kind and financial contributions; respondent involvement and impacts; and partnerships, motivation, and commitment.

#### *In-kind and financial contributions*

- The total estimated in-kind 2014 contributions for meeting space, refreshments, and printing, were valued at \$4,950. This is slightly lower (\$738) than the 2013 estimates.
- Using a new estimate formula, respondents contributed time valued at \$29,036.61 to HIPC in 2014.
- The proportion of respondents who had made direct financial contributions to HIPC's work increased by 9% from 2013 to 2014.
- The total value of financial contributions was \$7,650, the majority of which (80%) were made to carry out various aspects of the HIPC's work.

#### *Respondent involvement and impacts*

- Overall, findings show a high and generally growing level of involvement from individual partners.
- At the organizational level, a growing percentage of respondents feel that organizations continue to collaborate to improve outcomes for newcomers and promote awareness of the importance of newcomer issues. While some other aspects of organizational involvement in HIPC saw modest increases, 2014 percentages are still at or below 33%. This suggests that involvement in HIPC is stronger at the level of individuals rather than throughout whole organizations.
- The majority (71%-82%) of respondents indicated that awareness of services has increased, services are better coordinated, and new collaborative relationships have been formed between stakeholders in the community. However, percentages in these categories all declined (6-14%) from 2013 to 2014.
- 7 of the 10 categories of impacts on the broader community had declines, indicating that fewer respondents feel these impacts are evident in the last year.
- An estimated 2,060 newcomer clients of the partner organizations were supported in 2014 due to respondents' involvement with HIPC. This falls within the ranges of estimates from 2012 and 2013.

- Respondents shared new information on newcomer issues with partners and stakeholders (27%), formed a new partnership in the community on newcomer issues (18%), and strengthened existing partnerships on newcomer issues at slightly varying levels from 2013 to 2014 (varying 1% to 4%)

*Partnerships, motivation, and commitment*

- Partnerships remain a crucial part of HIPC's work and respondents continue to develop and strengthen partnerships to improve outcomes for newcomers.
- From 2013 to 2014 the proportion of respondents who were motivated by a passion for helping others also rose by 30%.
- Over the same period, those who felt that being connected to HIPC helps raise their organization's profile/credibility rose by 15%.
- The vast majority of respondents (98%) from the 2013 and 2014 surveys stated that they were committed or very to the HIPC's work.
- More respondents were very committed (58%) in 2014 than in 2013 (50%).

## APPENDIX A – 2014 HIPC CONTRIBUTIONS AND IMPACTS SURVEY

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

You have been identified by the Hamilton Immigration Partnership Council (HIPC) as a key partner and we value your input. While you may have recently completed the HIPC Service Provider survey, which looked at the profile and knowledge of those working in services supporting newcomer clients, the purpose of this survey is to measure the contributions to and impacts of the HIPC's work in the community in 2014.

Please take about 15 minutes to help us gain 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.

None of your answers will be connected with your name. If you have any questions about this survey, please contact Carla Klassen at the Social Planning and Research Council of Hamilton at [cklassen@sprc.hamilton.on.ca](mailto:cklassen@sprc.hamilton.on.ca) or 905-522-1148 ext. 304.

### 1. About you

Name:

Organization:

Email address:

### 2. What is your role in connection to the HIPC? (Please check all that apply)

- HIPC member
- Steering Committee member
- Housing Working Group member
- Employment/Labour Market 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
- Municipal Government
- Other (please specify)

### 3. Please estimate your organization's in-kind contributions to the HIPC's work in 2014 in the following areas (in dollars).

- Meeting space
- Refreshments
- Printing

4. Please estimate the number of HIPC-related meetings you attended in 2014.

5. Please estimate the number of hours you spent outside of meetings on HIPC work (e.g. executing HIPC-related projects, administrative support, etc.) in 2014.

6. Has your organization made financial contributions to HIPC initiatives in the 2014 year?

7. If yes, please indicate the nature of the financial contribution from the list below. Check all that apply.

- Secured a grant/funding for projects related to the HIPC's work
- Contributed our own agency's revenue to assist in carrying out the HIPC's work (such as hosting an event, funding or partially funding a HIPC-related activity, etc.)
- Assisted in organization or institution not directly involved with the HIPC to fund and carry out projects related to the HIPC's work
- Other (please describe)

8. If your organization made a financial contribution to a HIPC program initiative in 2014, please indicate the approximate value of the contribution (in dollars).

9. Please describe this work/project.

10. Please indicate the ways in which your involvement with the HIPC has impacted your work and that of your organization in 2014. Please check all that apply.

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, Community Health Report, 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.
- Other (please specify)

11. Because of our involvement with HIPC, my organization has: (Please check all that apply)

- 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.
- 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 specify)

12. Please indicate which (if any) of the following impacts on the broader community you have observed as a result of the work of the HIPC in 2014. Please check all that apply.

- Services are better coordinated

- There are fewer or no gaps in services
- There is less duplication of services
- Awareness of services has increased
- Non-settlement organizations have adapted service delivery to newcomers' needs
- Accessibility of newcomers to services (settlement and/or non settlement) is improved
- Planning priorities or funding decisions of stakeholders (e.g. government, public or private institutions) are increasingly informed by local needs
- New collaborative relationships have been formed between stakeholders in the community
- Increase in municipal involvement and contribution to newcomer integration (e.g. changes to structures, policies, activities, etc.)
- Other changes in the community:

13. What is one example of how your involvement with the HIPC has made a difference in the service provided to newcomers?

14. How many clients in 2014 would you estimate will be/have been supported by the changes you have described because of your involvement with the HIPC?

15. Please indicate by checking the boxes below if you have done any of the following in 2014:

<b>Response</b>	<b>Yes</b>	<b>No</b>
Formed a new partnership in the community on newcomer issues		
Strengthened an existing partnership you have on newcomer issues		
Have shared new information on newcomer issues with partners and stakeholders		

16. Please indicate the number of partnerships you have established in 2014 through your involvement with the HIPC.

17. Please list as many organizations as you can that you now partner with because of your involvement with the HIPC. Please also indicate the purpose(s) of the partnership

(e.g. to exchange information, access funding, implement activities, share resources, etc.)

18. Your partnership in carrying out the work of the HIPC is invaluable. Please indicate what motivates you to be involved in this work. Check all that apply.

- I have a passion for helping others
- I believe that Hamilton benefits by having a diverse population
- I am required by management to participate on the HIPC
- My organization is required/encouraged by CIC (our funder) to participate
- It is an opportunity to share information, resources and ideas
- I feel being connected to the HIPC helps to raise our organization's profile/credibility
- Involvement with the HIPC helps us to move our work forward
- I want to help ensure that services for newcomers are coordinated without duplication or gaps
- Other (please specify)

19. Please indicate your level of commitment to the HIPC's work:

- Not committed
- Committed
- Very Committed

Thank you for taking the time to complete this survey. If you have any questions about the survey, please contact Carla Klassen, Social Planner at the Social Planning and Research Council of Hamilton at [cklassen@sprc.hamilton.on.ca](mailto:cklassen@sprc.hamilton.on.ca) or 905-522-1148 ext. 304.

## **APPENDIX B – ORGANIZATIONS REPRESENTED BY SURVEY RESPONDENTS**

ACFO Régionale Hamilton  
Adult Basic Education Association  
Applegrove Co-operative Homes Inc  
City of Hamilton  
Collège Boréal  
Conseil scolaire de district catholique Centre-Sud (CSDCCS)  
Employment Hamilton  
Good Shepherd, Hamilton  
Goodwill Career Centre  
Hamilton Paramedic Service  
Hamilton Public Library  
Hamilton Spectator  
Hamilton Niagara Haldimand Brant Local Health Integration Network (LHIN)  
Housing Help Centre  
Hamilton Wentworth Catholic District School Board  
Hamilton Wentworth District School Board  
Immigrant Women Centre  
Information Hamilton  
Korlon Strategic Services Inc.  
McMaster University  
Mohawk College  
North Hamilton Community Health Centre  
Refuge: Hamilton Centre for Newcomer Health  
Salvation Army Booth Centre  
Service Canada  
Social Planning and Research Council of Hamilton  
Workforce Planning Hamilton  
YMCA of Hamilton/Burlington/Brantford