Acknowledgements

The 2013 Service Providers Survey Report is the result of a collaborative effort on the part of the Hamilton Immigration Partnership Council's (HIPC) Settlement Service Providers working group members who represent the following organizations:

- ACFO Régionale Hamilton
- Centre de santé Communautaire Hamilton/ Niagara
- Circle of Friends
- City of Hamilton – Ontario Works
- Collège Boréal
- Community Information Hamilton
- Hamilton Centre for Civic Inclusion
- Hamilton Community Legal Clinic
- Hamilton Public Library
- Hamilton Urban Core Community Health Centre
- Hamilton Wentworth Catholic District School Board
- Hamilton Wentworth District School Board
- Housing Help Centre
- St. Joseph Immigrant Women's Centre
- Wesley Urban Ministries
- YMCA
- YWCA

To continue to understand and document the system of services accessed by newvomers (immigrants and refugees) in Hamilton, members of the Settlement Service Providers working group have revised and administered this survey for the third consecutive year, since 2011. The 2013 survey was distributed to five major sectors serving immigrants and refugees including: employment; health care; housing; language training; and settlement services. Other sectors who took part in the survey include: children and youth services; education; income support/social assistance; information and referral; legal; and recreation. The HIPC is grateful to each of the 209 respondents who completed the survey, contributing to the diversity of experiences and expertise captured in this report.

The HIPC is committed to facilitating the delivery of services to newcomers as well as developing and disseminating knowledge of immigration and settlement (see Immigration Strategy, 2014). As such, every effort was made to ensure diverse representation of the sectors serving newcomers in Hamilton and also to share the findings with these sectors. The data presented here may be used and redistributed freely. An electronic copy of this report along with all resources produced by the HIPC's working groups can be accessed at www.WelcometoHamilton.ca.

Prepared by the Hamilton Immigration Partnership Council

Contents

Executive Summary 1

Introduction 5

Survey Results 7

- Survey Respondent Characteristics 7
- Information, Resources & Services 12
- Level of Knowledge in Making Referrals 21
- Collaboration Among Service Providers 29
- Informal Networks 33

Summary & Conclusion 35

References 38

Executive Summary

This survey was initially developed and carried out by the HIPC's Strengthening Newcomer Services (SNS) working group in 2011. The purpose was to develop an understanding of the level of coordination, knowledge and awareness of services among service providers in Hamilton in response to major changes to Hamilton's settlement sector at the time.

In 2012, the HIPC's Settlement Service Providers working group re-administered this survey (with minor changes) with the purpose of documenting the level of awareness of services in the city and ability to make referrals among service providers serving newcomers in Hamilton. In part, this survey aimed to document changes that might have occurred in comparison with the 2011 survey results. Results from the survey helped to identify the needs, gaps and successes with respect to improvements in the level of coordination among service providers.

As such, the HIPC's Settlement Service Providers working group administered the survey in November 2013, refining existing questions and adding new questions. The following section provides an overview of key findings from the 2013 survey results.

Survey Participant Characteristics

The 2013 survey was completed by a total of 209 respondents representing the following sectors: employment; health care; housing; language training; settlement services; children and youth services; education; income support/social assistance; information and referral; legal; and recreation. The survey was administered in both English and French.

The 2013 survey respondents were comprised of an experienced workforce as evidenced by 65% who have four or more years of experience in their respective fields, of which 40% have ten or more years of experience. The vast majority (69%) of respondents were front-line/ direct-service providers with just over half (51%) under the age of 45.

Survey results show that service providers 'usually' (48%) or 'occasionally' (42%) refer their newcomer clients to other service providers. Respondents noted that the immigration class that they saw most frequently are as follows:

- Permanent residents (34%)
- Refugee claimants (23%)
- Convention refugees (19%)
- Government-assisted refugees (15%)
- Privately-sponsored refugees (8%)

Information, Resources and Services

The 2013 survey asked providers about the availability of information, resources and services for service providers and their newcomer clients. Results from the survey show that:

- 72% of service providers reported that they can readily find all the information needed to confidently refer their newcomer clients. This is a slightly higher proportion compared to the 2012 survey results where 67% reported that they could readily find all the information needed to confidently refer their newcomer clients.
- Since 2011, there has been a 23% decrease in the use of web-based resources, 22% increase in the use of print resources, and a 24% increase in contacting other service providers when looking for information to refer newcomer clients. However web-based resources remain the most popular choice (40%) among service providers.
- According to service providers, the method of finding services that is most useful for newcomer clients is print materials in multiple languages (24%), followed by phone numbers of services providers (21%), addresses of service providers (18%), websites with links to services in multiple languages (17%), warm referrals (12%), and information lines (7%). By comparison, websites have been identified as less useful for newcomer clients since 2012 (down by 10%) while phone numbers have been identified as more useful since 2012 (up 8%) and 2011 (17%).
- Refugee Claimants remain by and large the most difficult (50%) immigration class to find services for compared to other immigrant classes.
- Employment remains the most difficult (30%) service area for newcomers to find services for, followed by credential recognition (23%), housing (19%), health care (13%), settlement (4%), other (4%), and other education services (3%).
- According to service providers, newcomer clients approach family and friends first (43%) before government offices (10%) and formal service providers (7%). However, only 6% of respondents considered themselves to be ‘very knowledgeable’ about the supports offered by informal networks.

Level of Knowledge in Making Referrals

The 2013 survey asked respondents to identify how knowledgeable they considered themselves to be about making referrals to services within each of the five major sectors: settlement; housing; language training; health care; and employment. Overall, results indicate that the majority of respondents considered themselves to be ‘very’ or ‘somewhat’ knowledgeable across all five sectors:

- 76% of respondents considered themselves to be 'very' and 'somewhat' knowledgeable while only 24% considered themselves to have 'limited' and 'no' knowledge about making referrals to **settlement services** in Hamilton.
- 73% of respondents considered themselves to be 'very' and 'somewhat' knowledgeable while only 27% considered themselves to have 'limited' and 'no' knowledge about making referrals to **housing services** in Hamilton.
- 81% of respondents considered themselves to be 'very' and 'somewhat' knowledgeable while only 19% considered themselves to have 'limited' and 'no' knowledge about making referrals to **language training services** in Hamilton.
- 78% of respondents considered themselves to be 'very' and 'somewhat' knowledgeable while only 22% considered themselves to have 'limited' and 'no' knowledge about making referrals to **health care services** in Hamilton.
- 87% of respondents considered themselves to be 'very' and 'somewhat' knowledgeable while only 13% considered themselves to have 'limited' and 'no' knowledge about making referrals to **employment services** in Hamilton.

Collaboration among Service Providers

In the 2013 survey, respondents were asked about working with other providers to better serve their newcomer clients. Assessing the level of collaboration also indicates the level of coordination among service providers in addition to their knowledge of other services and ability to make referrals.

- Service providers reported that they (or their agencies) 'usually' work with other providers 49% of the time, 'occasionally' 46% of the time and only 1% have 'never' worked with other providers or agencies.
- 62% of respondents indicated that they have worked more with other service providers since 2011 (also when the HIPC established its working groups).
- Respondents noted that they mostly work with other service providers through attending meetings, workshops, events and consultations (22%); and organizing workshops, events and training sessions (15%). Some service providers reported that their websites link to other providers websites (9%); work in collaboration with other providers to develop strategies, work plans and policies (9%); and share resources with other providers (9%).

Informal Networks

The 2013 survey asked service providers about their experience working with 'informal networks.' Informal networks refer to those outside of formal services such as family and friends, faith communities and institutions, and ethno-cultural communities and associations. Respondents indicated that informal networks are most often (82%) the first point of contact for newcomers compared to formal services (17%). However, the majority of respondents (59%) considered themselves to have limited or no knowledge at all of the supports provided by informal networks and only 12% said they 'usually' work with informal networks.

Introduction

This report presents the results of the 2013 Service Provider Survey and where possible, results are compared to those of the two previous surveys administered in 2011 and 2012. This section provides a brief overview of the survey design, including the differences in methods used to administer the survey over the three years.

In 2011 a collaborative of partner organizations led by the Social Planning and Research Council (SPRC) along with Workforce Planning Hamilton, Community Information Hamilton and Hamilton Centre for Civic Inclusion (HCCI) formed the HIPC's Strengthening Newcomer Services (SNS) working group. The SNS working group developed a survey that sought to understand the level of coordination, knowledge and awareness of services among service providers in Hamilton in response to major changes to Hamilton's settlement sector at the time. The survey was administered in October of 2011 at a Marketplace Event which brought together approximately 200 frontline and mid-management level service providers. A total of 189 attendees participated in the survey using Instamatics technology. 71% of respondents were direct-service providers. This group's efforts were funded by the Ontario Trillium Foundation (OTF).

In November of 2012, the HIPC's Settlement Service Providers working group re-administered the survey to service providers in Hamilton with minor adjustments to the survey questions. Similar to the 2011 survey, the purpose was to document the level of awareness of newcomer services and the ability to make referrals among service providers serving newcomers in Hamilton. In part, this survey aimed to document changes that might have occurred in comparison with the 2011 survey results. The survey was administered electronically through an on-line survey platform (Survey Monkey) and contained 21 questions. A total of 378 service providers completed the survey of which 84% were direct-service providers.

In 2013, the HIPC's Settlement Service Providers working group re-administered the survey to continue to understand the level of coordination, collaboration, referrals, and the availability, usage and knowledge of resources among service providers. Further, the survey sought to identify existing gaps and needs in information and services as well to the successes in the sectors serving newcomers in Hamilton. The survey questions were refined to better reflect the target sample through the addition of response categories and five questions were added to better understand the service needs such as those concerning informal networks. Additionally, the 2013 survey was offered in both English and French. The survey was administered electronically through Survey Monkey and contained 26 questions. A total of 209 respondents completed the survey (22 French 22 and 187 English) of which 69% were direct-service providers.

The 2013 survey was distributed to five major sectors serving immigrants and refugees including: employment; health care; housing; language training; and settlement services. Other sectors who took part in the survey include: children and youth services; education; income support/social assistance; information and referral; legal; and recreation. Although the 2013 survey was disseminated as widely as possible, the total sample size was 45% smaller than the 2012 survey, limiting direct comparisons of results across three years. Further limiting direct comparisons is the addition of categories to some survey questions and the addition of five questions to the 2013 survey. Despite these limitations, the 209 respondents in the 2013 survey share similar characteristics in terms of age, type of role, length of time in their current sector, and length of time working in their current agency.

The following section provides results from the 2013 survey and is organized into five themes: Survey Participant Characteristics; Information, Resources & Services; Level of Knowledge in Making Referrals; Collaboration among Service Providers; and Informal Networks. Each survey question is accompanied by a table displaying results from the previous surveys by percent of total responses. Total responses may vary between questions. Results are also discussed in comparison (where possible) to those of the 2011 and 2012 survey results.

The report concludes with an overview of the survey findings and a brief discussion of the implications of the findings as they pertain to the work of the HIPC as well as service providers in Hamilton.

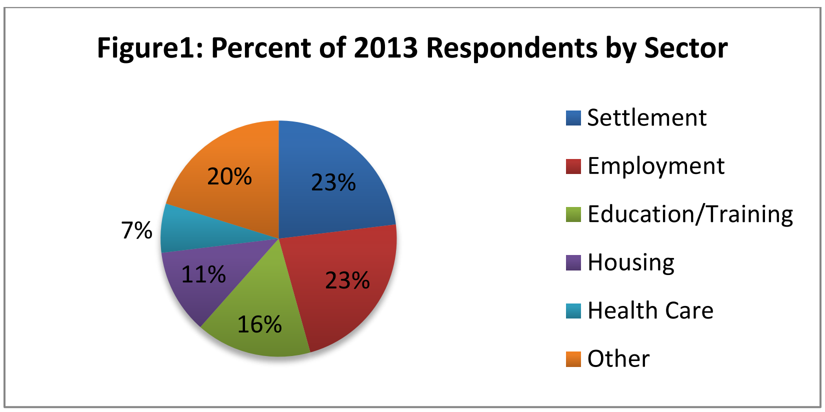
Survey Results

Survey Respondent Characteristics

Question 1: Which service sector do you represent?

Table 1: Percent of Respondents by Sectors Serving Immigrants and Refugees in Hamilton

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Settlement	14%	11%	23%	48
Employment	23%	14%	22%	47
Education/Training	17%	18%	16%	33
Housing	5%	10%	11%	24
Health Care	4%	18%	7%	14
Other	-	29%	20%	42
No Answer				45
Total Responses				145
Total Responses (check all that apply)				**209**



Survey respondents represent five major sectors serving newcomers in Hamilton including settlement, housing, education/training, employment, and health care in addition to 'other' sectors which include children and youth serving sectors, income support/social assistance, information and referral, legal, recreation, violence against women (VAW).

Respondents in the settlement (23%) and employment (23%) sectors represent the largest among the five sectors, followed by education/training (16%) and health care (7%). The 'other' category comprises 20% of total responses. Income support/ social assistance (8%) and recreation (5%) comprised the largest proportion of the other category. Compared to the 2012 surveys results, the 2013 survey results show greater representation by the settlement (up by 9%) and employment (up by 8%) sectors and a lower representation by the health care sector (down by 11%).

Question 2: How long have you worked in your current sector?

Table 2: Percent of Respondents by Length of Time in their Current Sector

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Less than 1 year	17%	7%	7%	14
1 - 3 years	23%	23%	27%	52
4 - 6 years	16%	16%	17%	32
7 - 9 years	14%	10%	8%	16
10 years or more	28%	44%	40%	76
No Answer				1
Total Responses				**190**

Similar to results from 2011 and 2012, the 2013 survey also shows that respondents with 10 or more years of experience working in their current sector represent the greatest cohort, followed by those with 1-3 years, 4-6 years, 7-9 years and less than 1 year of experience. Of note, 40 % of respondents have worked in their current sector for 10 or more years while only 14% have worked in their current sector for less than one year.

Figure 2a: Length of Time in Sector for 2011, 2012, 2013

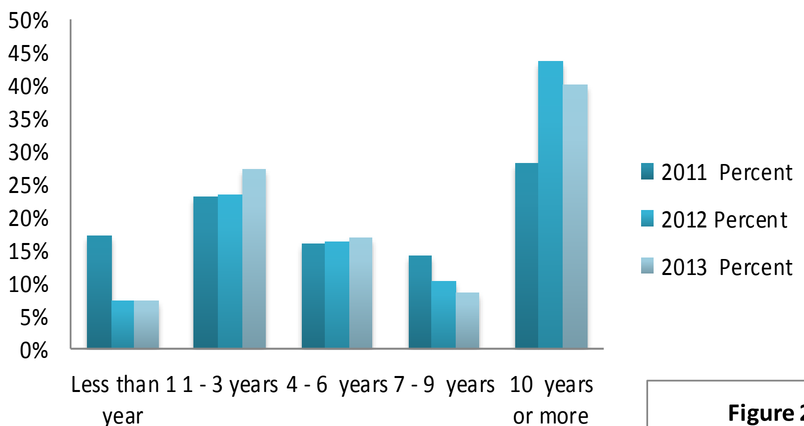
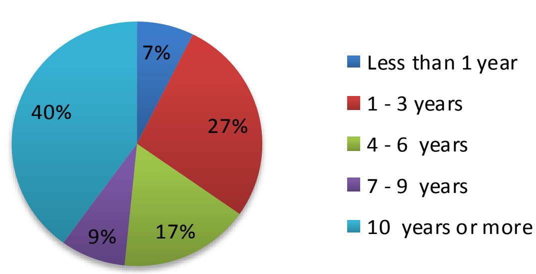


Figure 2b: Length of Time inf Sector in 2013



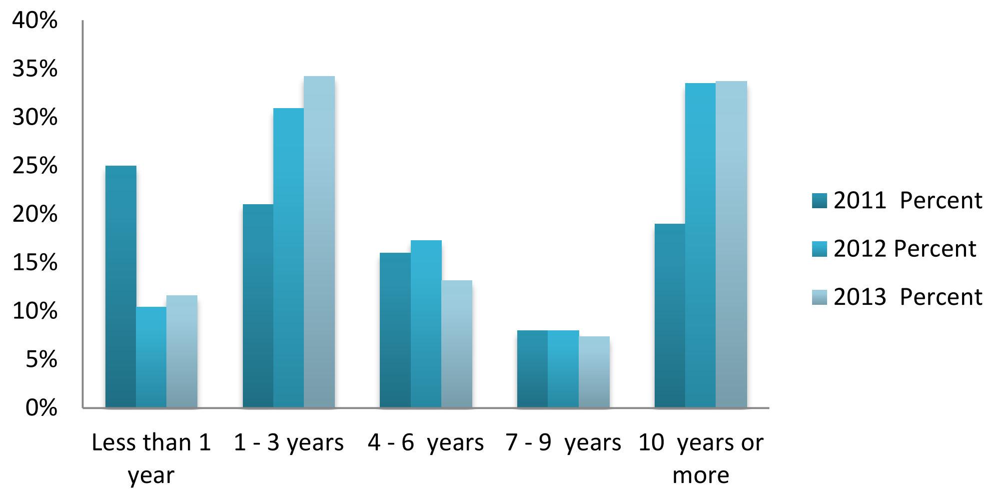
The 2013 survey results show that over 65% of respondents have been working in their current sectors for 4 years or more while the remaining 35% have worked in their current sectors for 3 years or less suggesting that the majority of respondents are experienced in serving newcomers.

Question 3: How long have you worked with the agency you are with currently?

Table 3: Percent of Respondents by Length of Time in their Current Agency

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Less than 1 year	25%	10%	12%	22
1 - 3 years	21%	31%	34%	65
4 - 6 years	16%	17%	13%	25
7 - 9 years	8%	8%	7%	14
10 years or more	19%	34%	34%	64
No Answer				0
Total Responses				**190**

Figure 3: Length of Time at Current Agency



The 2013 survey results show that 34% of respondents have worked in their current agencies for 1-3 years and 34% have worked in their current agencies for 10 or more years. Combined, these two categories comprise 68% of total responses. Despite differences in sample size between the 2012 and 2013 surveys (376 in 2012 and 186 in 2013), the distribution is relatively similar.

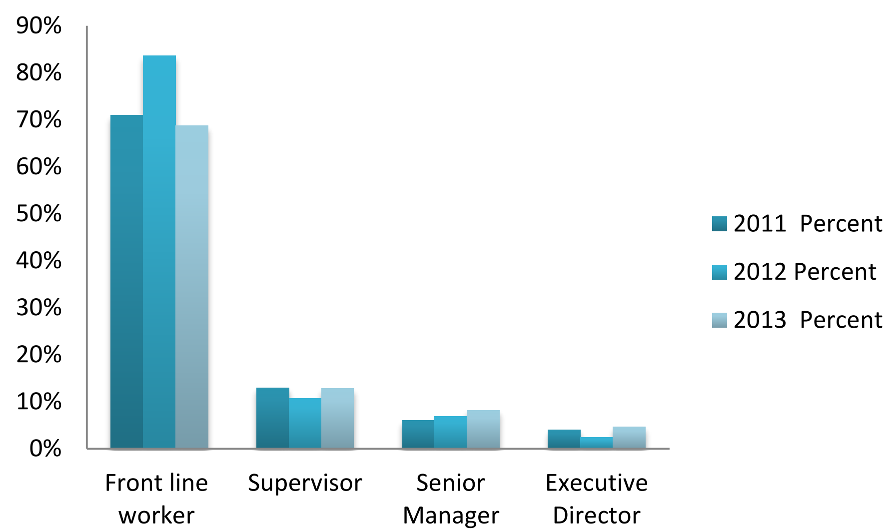
When comparing results over the three years, there is a noticeable drop in respondents who have worked less than 1 year in their current agency and a noticeable increase in respondents who have worked in their current agency for 10 or more years. 25% of 2011 survey respondents indicated that they have worked less than one year in their current agency compared to only 12% in the 2013 survey. Similarly, 19% of 2011 survey respondents indicated that they have worked for 10 or more years in their current agency compared to 34% in 2013.

Question 4: What type of role do you play in your organization?

Table 4: Percent of Respondents by Role in Organizations

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Front line worker (works directly with clients)	71%	84%	69%	134
Supervisor	13%	11%	13%	25
Senior Manager	6%	7%	8%	16
Executive Director	4%	2%	5%	9
Other (please specify)	-	-	6%	11
No Answer				9
Total Responses				**195**

Figure 4: Type of Role in Organization

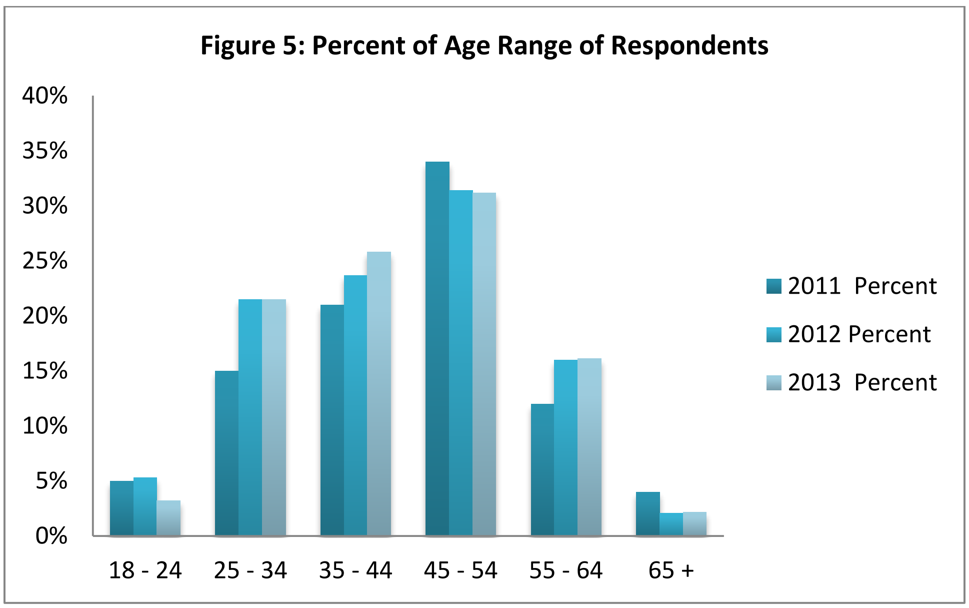


The majority (69%) of the 2013 survey respondents were front-line (direct) service providers, followed by supervisors (13%), senior managers (8%) and executive directors (5%). This distribution is similar to that of the 2011 and 2012 survey results (see table 4). 6% of total respondents indicated they represented 'other' sectors including: administrative assistant; secretary; business consultant; program lead; and program coordinator.

Question 5: What age range are you in?

Table 5: Percent of Age Range of Respondents

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
18 - 24	5%	5%	3%	6
25 - 34	15%	22%	22%	40
35 - 44	21%	24%	26%	48
45 - 54	34%	31%	31%	58
55 - 64	12%	16%	16%	30
65 +	4%	2%	2%	4
No Answer				4
Total Responses				**186**



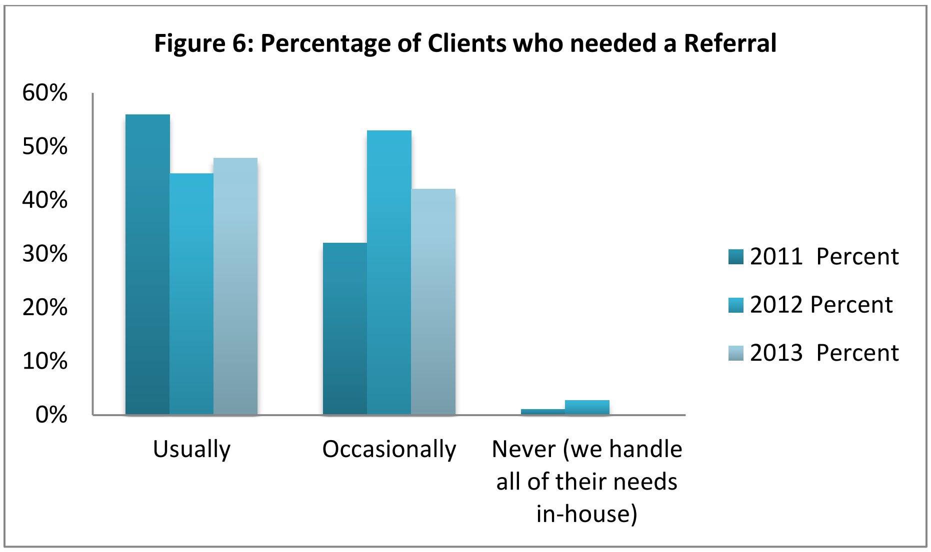
In both the 2012 and 2013 surveys, 49% of total respondents were 45 years of age and older while 51% of total respondents were between 18 to 44 years of age. The age distribution of respondents is similar despite differences in the number of responses to this question in the two surveys (376 responses in 2012 and 186 responses in 2013). The largest cohort (31%) in the 2013 survey was respondents that were between 45 and 54 years of age. This is also true for the 2011 (35%) and 2012 (31%) surveys. Furthermore, the 2013 survey results show that just over half of total respondents (51%) were under the age of 45 while just under half (49%) of respondents were over the age of 45.

Information, Resources & Services

Question 6: How often does a newcomer client that you are counselling need a referral to one or more services?

Table 6: Percent of Clients who needed a Referral

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Usually	56%	45%	48%	91
Occasionally	32%	53%	42%	80
Never, we handle all of their needs in-house	1%	3%	0%	0
Not Applicable	-	-	10%	19
No Answer				0
Total Responses				**190**



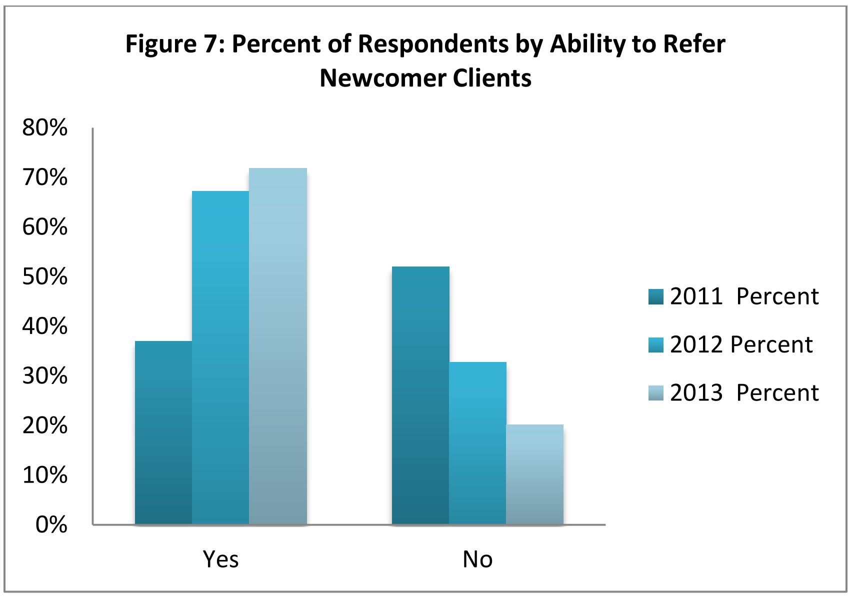
The 2013 survey results show that the vast majority of service providers either 'usually' (48%) or 'occasionally' (42%) need to refer their clients to other service providers. Additionally, no respondents indicated that they 'never' need to refer clients in the 2013 survey which is relatively similar to the 2011 and 2012 results (1% and 3% respectively).

The 2013 survey results show that there are a greater proportion of respondents who 'usually' need to refer clients compared to those who 'occasionally' need to refer clients. The results may suggest that clients continue to receive assistance and are appointed to resources while service providers are aware of and connect with other service providers in order to meet their clients' needs.

Question 7: Can you readily find all the information you need to confidently refer your newcomer clients?

Table 7: Percent of Respondents by Ability to Refer Newcomer Clients

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Yes	37%	67%	72%	135
No	52%	33%	20%	38
Not Applicable	-	-	8%	15
No Answer				2
Total Responses				**188**



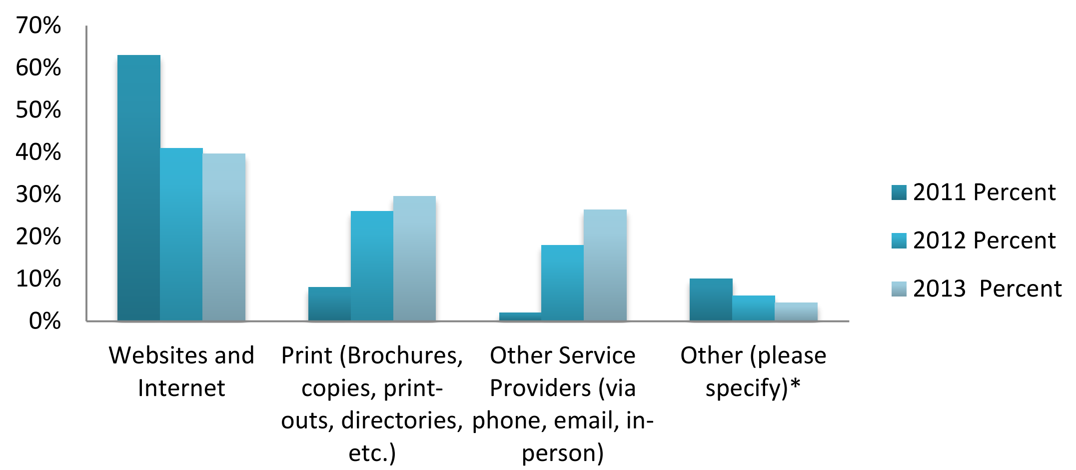
The majority (72%) of service providers in the 2013 survey indicated that they could readily find all the information needed to confidently refer their newcomer clients to other services compared to 20% who indicated that they could not. There continues to be notable increases in the proportion of service providers who can readily find information to make referrals for their newcomer clients over the three years the survey has been administered.

Question 8: What sources do you usually use when you are looking for information to refer newcomer clients to the services they need?

Table 8: Percent of Respondents by Sources/Information Used to Refer Newcomer Clients

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Websites and Internet	63%	41%	40%	162
Print (Brochures, copies, print-outs, directories, etc.)	8%	26%	30%	121
Other Service Providers (via phone, email, in-person)	2%	18%	26%	108
Other (please specify)	10%	6%	4%	18
No Answer				5
Total Responses				185
Total Responses (check all that apply)				**409**

Figure 8: Percent of Respondents by Sources/Information used to refer Newcomer Clients



The 2013 survey results show that web-based resources remain the most popular choice for service providers when accessing information, representing 40% of the total responses. Providers also use print materials (30%), other service providers (26%) and ‘other’ resources (4%) including ‘personal experience’, ‘colleagues’, and ‘all of the above’ for sources of information when referring their newcomer clients. Although web-based resources remains the most popular choice in the 2013 survey results, a comparison across 2011, 2012 and 2013 survey results shows a steady decline in the use of web-based resources (down 23% from 2013 to 2011) and increase in print information (up 22% from 2011 to 2013). Contacting other service providers as a source of information when making referrals has also increased across the three years (up 24% from 2011 to 2013). These results indicate that respondents are increasingly connecting with other service providers and that print materials, although costly, remain an important resource for service providers.

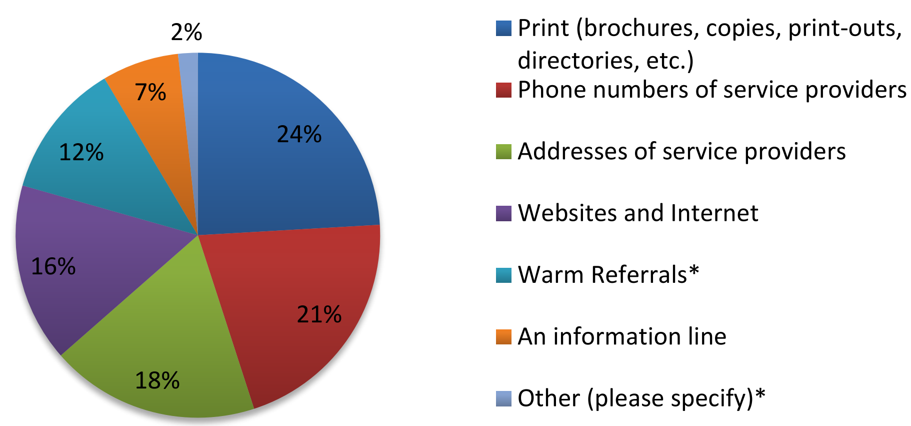
Question 9: What resources do you usually give to newcomer clients when referring them to services?

Table 9: Percent of Respondents by Resources Given to Newcomer Clients

Answer Options	2012	2013	
	Percent	Percent	Count
Print (brochures, copies, print-outs, directories, etc.)	29%	24%	152
Phone numbers of service providers	29%	21%	132
Addresses of service providers	17%	19%	117
Websites and Internet	16%	16%	100
Warm Referrals*	-	12%	76
An information line	10%	7%	43
Other (please specify)*	-	2%	11
No Answer			6
Total Responses			184
Total Responses (check all that apply)			**631**

*These categories were added in the 2013 Survey.

Figure 9: Percent of Respondents by Resources Given to Newcomer Clients in 2013



The 2013 survey results indicate that service providers most often provide their newcomer clients with print materials (24%), followed by phone numbers of other service providers (21%), addresses of service providers (19%), web-based resources (16%), warm referrals (12%), an information line (7%), and 'other' (2%). The 'other' category includes providers calling referrals on behalf of newcomer clients while the client is present, providing interpreters for newcomer clients with language barriers, accompanying newcomer clients to medical examinations and 'all of the above'. Despite the addition of 'warm referrals' and 'other' categories to the 2013 survey, the 2012 survey results show a similar proportions in the distribution of resource types provided to newcomer clients.

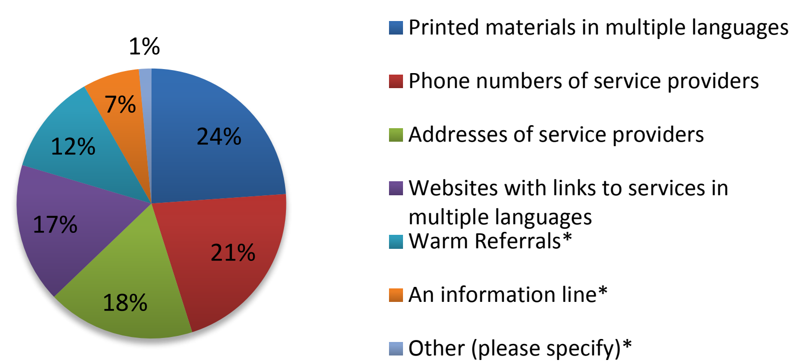
Question 10: Based on your experience, the method of finding services that would be most useful to your newcomer clients is:

Table 10: Percent of Method of Finding Services Most Useful to Newcomer Clients

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Printed materials in multiple languages	38%	32%	24%	144
Phone numbers of service providers	4%	13%	21%	128
Addresses of service providers	-	-	18%	107
Websites with links to services in multiple languages	9%	27%	17%	101
Warm Referrals*	-	-	12%	73
An information line*	-	-	7%	41
Other (please specify)*	-	1%	1%	9
No Answer				5
Total Responses				187
Total Responses (check all that apply)				**603**

*These categories were added in the 2013 Survey.

Figure 10: Percent by Method of Finding Services as most useful to Newcomer Clients, 2013



The 2013 survey results show that the method of finding services that is most useful for newcomer clients is print materials in multiple languages (24%), followed by phone numbers of services providers (21%), addresses of service providers (18%), websites with links to services in multiple languages (17%), warm referrals (12%), an information line (7%), and 'other' (1%). The 'other' category indicated a need for supporting clients with language barriers as well as those clients who either do not have access to computers or lack computer skills.

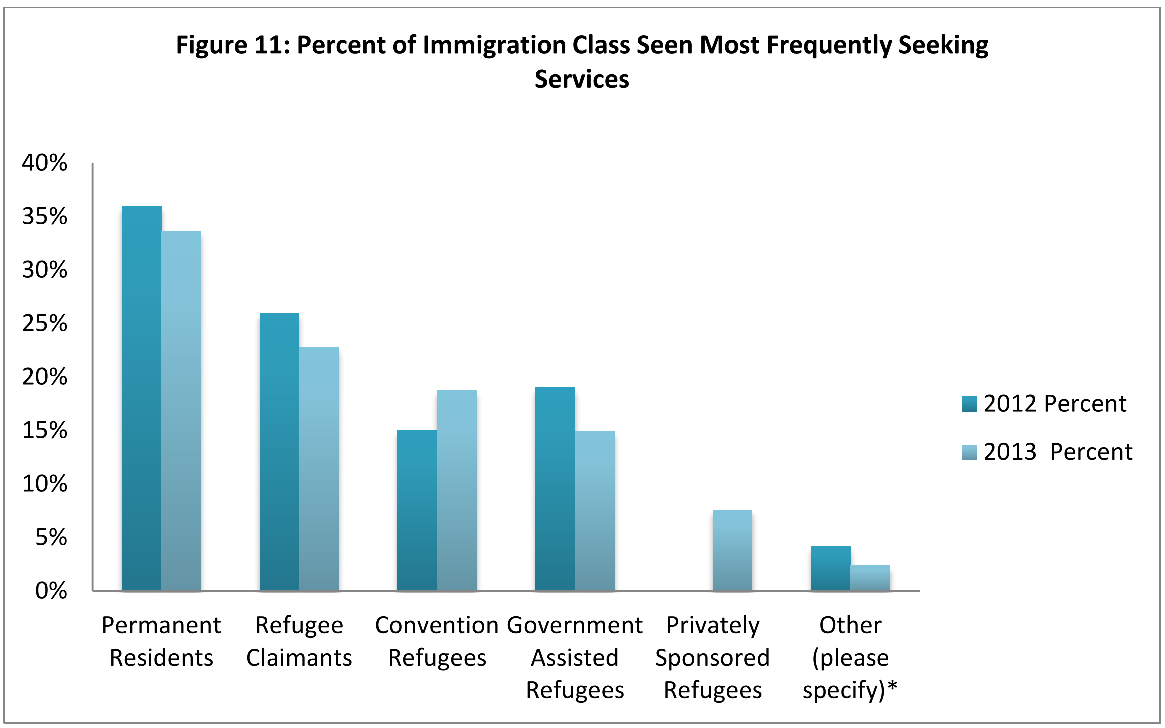
When compared to the 2012 survey results, it appears that print materials and web-based resources are less useful (down by 8% and 10% respectively) while phone numbers are more useful (up by 8%) for newcomer clients. However, as shown in table 10, several categories were introduced to the 2013 survey thus limiting our comparison of results.

Question 11: Which immigration class do you see most frequently seeking services? (Choose all that apply)

Table 11: Percent of immigration Class Seen Most Frequently Seeking Services

Answer Options	2012	2013	
	Percent	Percent	Count
Permanent Residents	36%	34%	142
Refugee Claimants	26%	23%	96
Convention Refugees	15%	19%	79
Government Assisted Refugees	19%	15%	63
Privately Sponsored Refugees	-	8%	32
Other (please specify)*	4%	2%	10
No Answer			8
Total Responses			182
Total Responses (check all that apply)			**422**

*This category was added in the 2013 Survey.



Respondents in the 2013 survey indicated that the immigration class they see most frequently seeking services are permanent residents (34%), followed by refugee claimants (23%), Convention refugees (19%), government-assisted refugees (15%), privately-sponsored refugees (8%) and 'other' (2%). The 'other' category is inclusive of non-status individuals and Canadian citizens. With the exception of the newly added category, 'Privately Sponsored Refugees', the proportion of responses across categories were similar to those in the 2012 survey (this question was not on the 2011 survey).

Question 12: Which immigration class is most difficult to find services for?

Table 12: Percent of Immigration Class Identified as Most Difficult to Find Services For

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Refugee Claimants	46%	54%	50%	117
Privately Sponsored Refugees	-	-	14%	32
Convention Refugees	3%	9%	10%	23
Government Assisted Refugees	6%	13%	10%	23
Permanent Residents	-	-	9%	21
Other (please specify)*	-	12%	8%	20
No Answer				36
Total Responses				154
Total Responses (check all that apply)				**236**

*These categories were added to the 2012 and/or 2013 surveys.

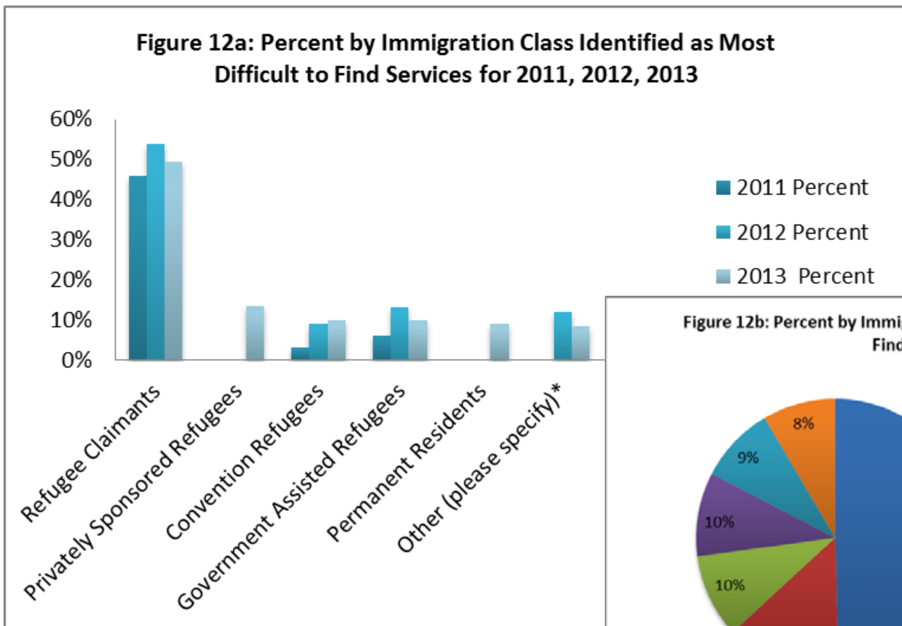


Figure 12a: Percent by Immigration Class Identified as Most Difficult to Find Services for 2011, 2012, 2013

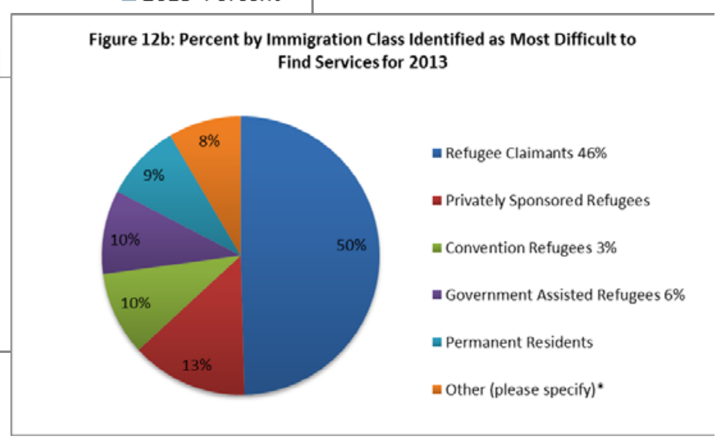


Figure 12b: Percent by Immigration Class Identified as Most Difficult to Find Services for 2013

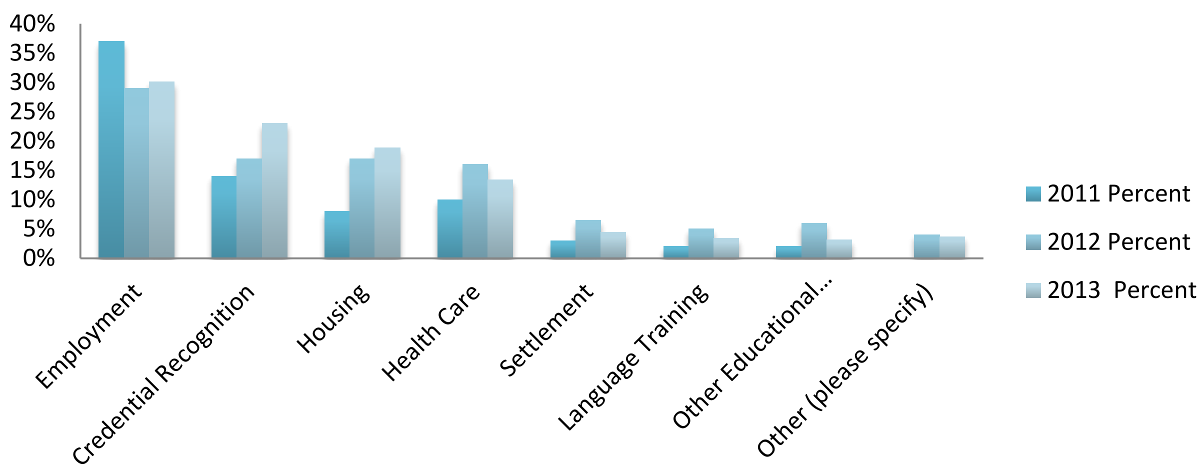
Refugee Claimants remain the most difficult (46% in 2011, 54% in 2012, 50% in 2013) immigration class to find services for although the proportion is slightly lower (down by 4%) compared to the 2012 surveys results. Similar to question 11, this finding supports the need for improved access to information regarding existing services or an increase in available services for refugee claimants given that refugee claimants make up the second largest immigration class that respondents serve (see table 11). The 'other' category includes of those with temporary status, awaiting their status determination and non-status individuals (i.e., visitors, student visa holders, work permit holders).

Question 13: Which service area is the most difficult for your newcomer clients to find?

Table 13: Percent of Service Area most Difficult for Newcomer Clients to Find

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Employment	37%	29%	30%	115
Credential Recognition	14%	17%	23%	88
Housing	8%	17%	19%	72
Health Care	10%	16%	13%	51
Settlement	3%	7%	4%	17
Language Training	2%	5%	3%	13
Other Educational Services	2%	6%	3%	12
Other (please specify)	-	4%	4%	14
No Answer				15
Total Responses				175
Total Responses (check all that apply)				**382**

Figure 13: Percent by Service Area most Difficult for Newcomer Clients to Find



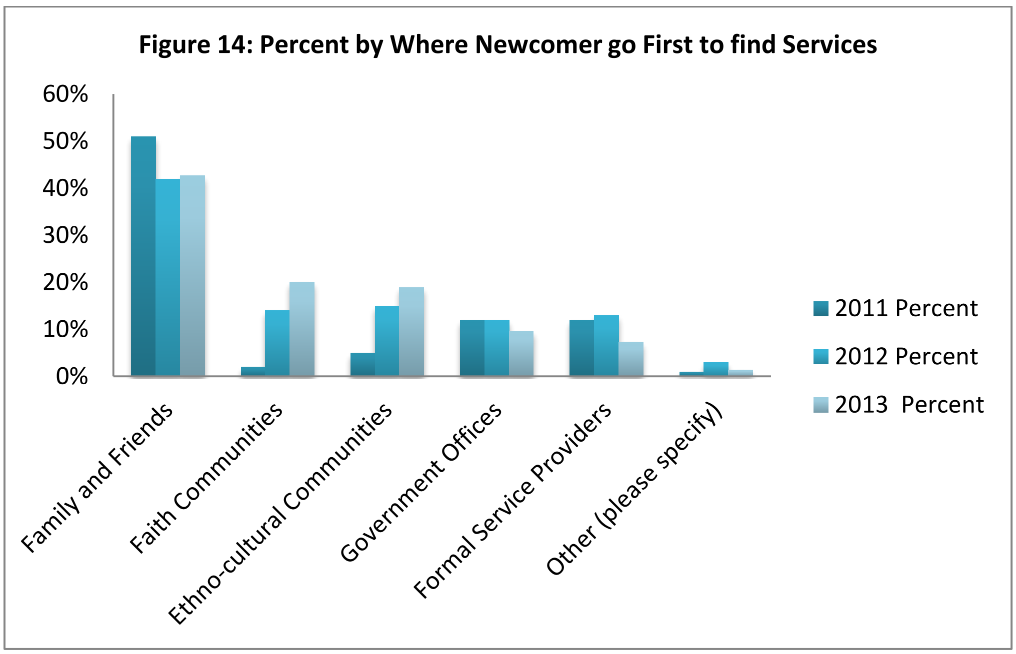
Similar to survey results from 2011 and 2012, employment remains the most difficult (30% in 2013) service area for newcomers to find services for, followed by credential recognition (23%), housing (19%), health care (13%), settlement (4%), other (4%), and other education services (3%) categories.

A comparison of the results across the three years indicates that there is a continued need for either the availability of information and/or of services in the areas of employment, credential recognition and housing sectors. These three sectors experienced the greatest rise in terms of difficulty to find services for over the three years. On the other hand, health care, settlement, language training and other educational services experienced decreases in terms of difficulty to find services for since 2012.

Question 14: In your experience, where do newcomer clients go first to find services?

Table 14: Percent of Where Newcomer go First to find Services

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Family and Friends	51%	42%	43%	151
Faith Communities	2%	14%	20%	71
Ethno-cultural Communities	5%	15%	19%	67
Government Offices	12%	12%	10%	34
Formal Service Providers	12%	13%	7%	26
Other (please specify)	1%	3%	1%	5
No Answer				6
Total Responses				184
Total Responses (check all that apply)				**354**



Consistent with 2011 and 2012 survey results, the largest category (43%) identified by respondents in the 2013 survey indicate that newcomer clients approach family and friends before any other source for information on services.

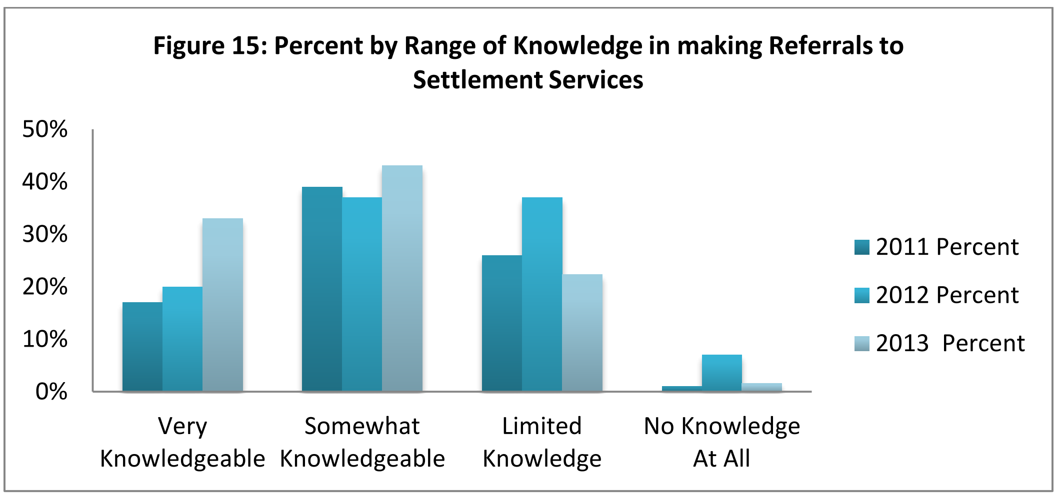
We may refer to 'formal service providers' and 'government offices' as 'formal services' and to 'family and friends', 'faith communities', and 'ethno-cultural communities' as 'informal services/networks'. In this respect, the 2013 survey results show that informal services/networks represent the vast majority (82%) of the total responses while formal services represent only 17% of the total responses.

Level of Knowledge in Making Referrals

Question 15: How knowledgeable do you consider yourself to be about making referrals to settlement services in Hamilton? (E.g. who is offering these services and where and how to refer clients)

Table 15: Percent of Range of Knowledge in Making Referrals to Settlement Services

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Very Knowledgeable	17%	20%	33%	62
Somewhat Knowledgeable	39%	37%	43%	81
Limited Knowledge	26%	37%	22%	42
No Knowledge At All	1%	7%	2%	3
No Answer				2
Total Responses				**188**



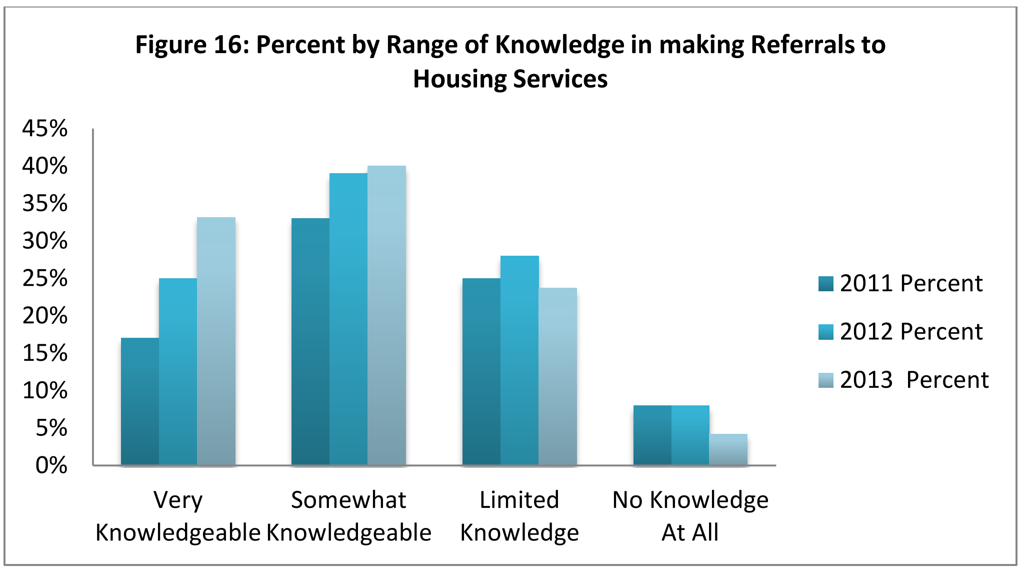
The 2013 survey results show increases in respondents who considered themselves to be 'very' (up by 13% since 2012 and by 16% since 2011) and 'somewhat' knowledgeable (up by 6% since 2012 and by 4% since 2011) about making referrals to settlement services in Hamilton. By contrast, results show decreases in respondents who considered themselves to have 'limited' (down by 15% since 2012 and by 4% since 2011) and 'no' knowledge (down by 5% since 2012 and by 1 % since 2011) about making referrals to settlement services.

The majority (76%) of respondents considered themselves to be either 'very' or 'somewhat' knowledgeable while only 24% of considered themselves have either 'limited' or 'no' knowledge. These results demonstrate an overall improvement in the level of knowledge of settlement services among service providers over the three years.

Question 16: How knowledgeable do you consider yourself to be about making referrals to housing services in Hamilton? (E.g. who is offering these services and where and how to refer clients)

Table 16: Percent of Range of Knowledge in making Referrals to Housing Services

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Very Knowledgeable	17%	25%	33%	63
Somewhat Knowledgeable	33%	39%	40%	76
Limited Knowledge	25%	28%	23%	45
No Knowledge At All	8%	8%	4%	8
No Answer				0
Total Responses				**190**



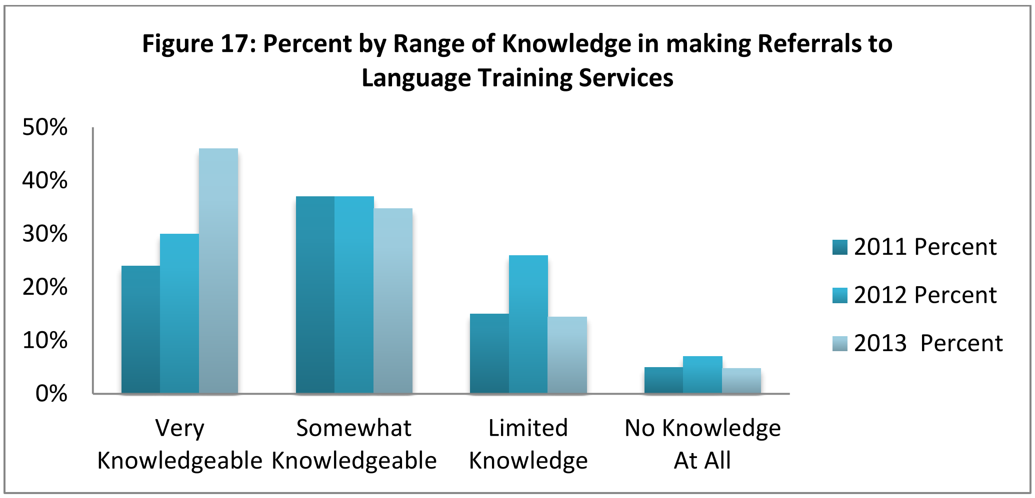
The 2013 survey results show increases in respondents who considered themselves to be 'very' (up by 8% since 2012 and by 16% since 2011) and 'somewhat' knowledgeable (up by 1% since 2012 and by 7% since 2011) about making referrals to housing services in Hamilton. By contrast, results show decreases in respondents who considered themselves to have 'limited' (down by 5% since 2012 and by 2% since 2011) and 'no' knowledge (down by 4% since 2012 and by 4% since 2011) about making referrals to housing services.

The majority (73%) of respondents considered themselves to be either 'very' or 'somewhat' knowledgeable while only 27% considered themselves have either 'limited' or 'no' knowledge. These results demonstrate an overall improvement in the level of knowledge of housing services among service providers over the three years.

Question 17: How knowledgeable do you consider yourself to be about making referrals to language training services in Hamilton? (E.g. who is offering these services and where and how to refer clients)

Table 17: Percent of Range of Knowledge in making Referrals to Language Training Services

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Very Knowledgeable	24%	30%	46%	86
Somewhat Knowledgeable	37%	37%	35%	65
Limited Knowledge	15%	26%	14%	27
No Knowledge At All	5%	7%	5%	9
No Answer				3
Total Responses				**187**



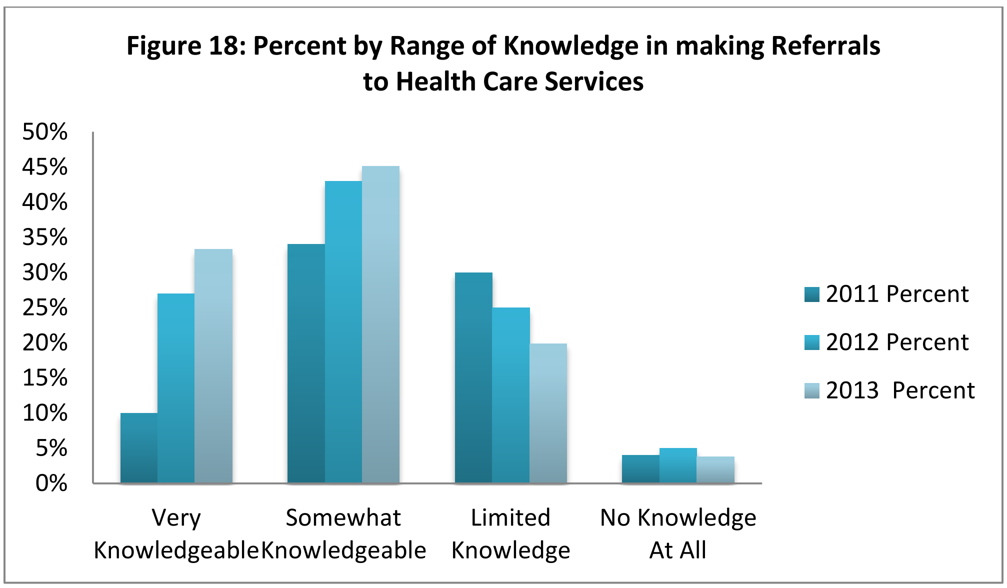
The 2013 survey results show increases in respondents who considered themselves to be 'very' knowledgeable (up by 16% since 2012 and by 22% since 2011) about making referrals to language training services in Hamilton. By contrast, results show decreases in respondents who considered themselves to be 'somewhat' knowledgeable (down by 2% since 2012 and 2011) and 'limited' in their knowledge (down by 12% since 2012 and by 1% since 2011) about making referrals to language training services. Only 5% of respondents in the 2013 survey considered themselves to have 'no knowledge at all', showing a 4% decrease from the 2012 survey and representing the same proportion in 2011.

The majority of respondents (81%) considered themselves to be either 'very' or 'somewhat' knowledgeable' while only 19% considered themselves to have either 'limited' or 'no' knowledge. These results indicate an overall improvement in the level of knowledge of language training services among service providers over the three years.

Question 18: How knowledgeable do you consider yourself to be about making referrals to health care services in Hamilton? (E.g. who is offering these services and where and how to refer clients)

Table 18: Percent of Range of Knowledge in making Referrals to Health Care Services

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Very Knowledgeable	10%	27%	33%	62
Somewhat Knowledgeable	34%	43%	45%	84
Limited Knowledge	30%	25%	19%	37
No Knowledge At All	4%	5%	3%	7
No Answer				4
Total Responses				**186**



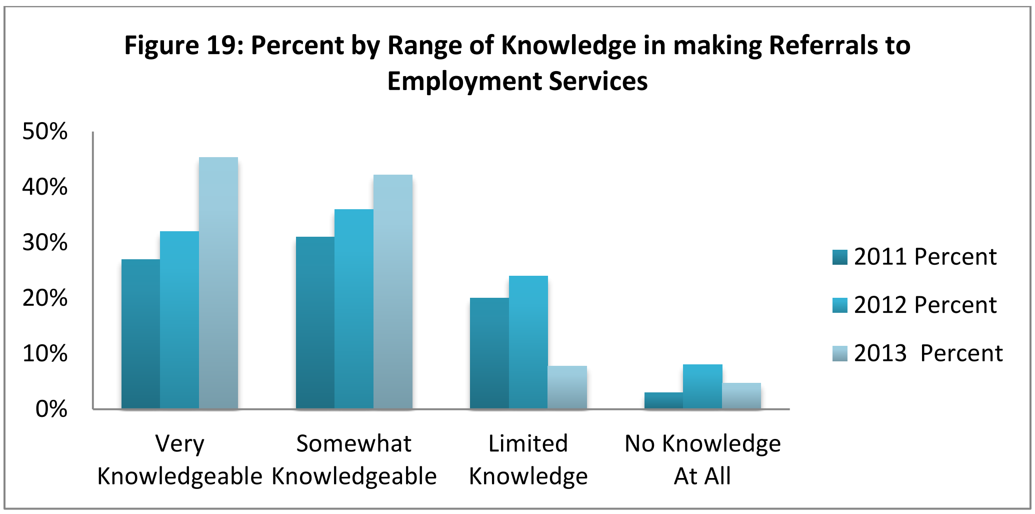
The 2013 survey results show increases in respondents who considered themselves to be 'very' (up by 6% since 2012 and by 23% since 2011) and 'somewhat' knowledgeable' (up by 2% since 2012 and by 11% since 2011) about making referrals to health care services in Hamilton. By contrast, results show decreases in respondents who considered themselves to have 'limited' (down by 6% since 2012 and by 11% since 2011) and 'no' knowledge (down by 2% since 2012 and by 1% since 2011) about making referrals to health care services.

The majority (78%) of respondents considered themselves to be either 'very' or 'somewhat' knowledgeable while only 22% considered themselves have either 'limited' or 'no' knowledge. Results show an overall improvement in the level of knowledge of health care services among service providers over the three years.

Question 19: How knowledgeable do you consider yourself to be about making referrals to employment services in Hamilton? (E.g. who is offering these services and where and how to refer clients)

Table 19: Percent of Range of Knowledge in making Referrals to Employment Services

Answer Options	2011	2012	2013	
	Percent	Percent	Percent	Count
Very Knowledgeable	27%	32%	45%	87
Somewhat Knowledgeable	31%	36%	42%	81
Limited Knowledge	20%	24%	8%	15
No Knowledge At All	3%	8%	5%	9
No Answer				0
Total Responses				**192**



The 2013 survey results show increases in respondents who considered themselves to be 'very' (up by 13% since 2012 and by 18% since 2011) and 'somewhat' knowledgeable (up by 6% since 2012 and by 11% since 2011) about making referrals to employment services in Hamilton. By contrast results show notable decreases in respondents who considered themselves to have had 'limited' knowledge (down by 16% since 2012 and by 12% since 2011) about making referrals to employment services. Only 5% of respondents in the 2013 survey considered themselves to have 'no knowledge at all', showing a 3% decrease from the 2012 survey and 2% increase compared to the 2011 survey results.

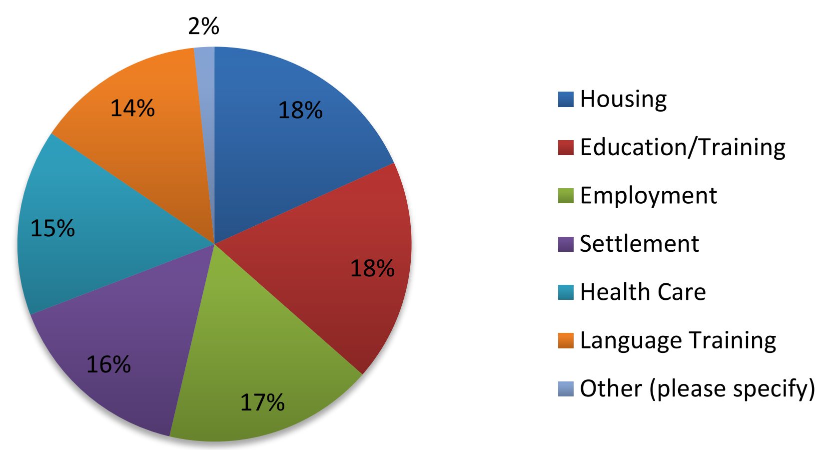
The majority (87%) of respondents considered themselves to be either 'very' or 'somewhat' knowledgeable while only 13% considered themselves have either 'limited' or 'no' knowledge. Overall, results indicate an improvement in the level of knowledge of employment services among service providers over the past three years.

Question 20: Please indicate what sectors you would like more information on in order to better refer your clients:

Table 20: Percent of Need for Sector-based Information

Answer Options	2013	
	Percent	Count
Housing	18%	87
Education/Training	18%	87
Employment	17%	82
Settlement	16%	74
Health Care	15%	73
Language Training	14%	66
Other (please specify)	2%	8
No Answer		17
Total Responses		173
Total Responses (check all that apply)		**477**

Figure 20: Percent by Need for Sector-based Information , 2013



Relating to the earlier questions around levels of knowledge in making referrals among the five sectors, the 2013 survey asked respondents to indicate what sectors they would like more information on in order to better refer their clients. Results indicate that there is a relatively equal need for the continued provision of information and resources across all sectors: settlement; housing (18%); education/training (18%); employment (17%); health care (15%); and language training (14%) (see figure 20). The 'other' category included accreditation for professionals and mentorship experience; services that assist with foreign credential recognition; and becoming certified and qualified to work in one's chosen field in Canada.

Question 21: Check one or more of the following resources you have used to help make referrals or to increase your knowledge of other services:

Table 21: Percent of Resources used for Referrals or to Increase Knowledge of Services

Answer Options	2012	2013	
	Percent	Percent	Count
Settlement Services for Newcomers in Hamilton (YMCA and partners)	19%	16%	97
Service Provider's Website	24%	13%	80
Quick Guide (HIPC)	14%	13%	79
A Guidebook for Service Providers (HIPC)	13%	12%	70
www.welcometohamilton.ca	19%	10%	62
A Guide to Finding Housing in Hamilton (HIPC)	-	9%	52
www.hamilton.ca/immigration	-	7%	43
Brown Bag Lunches	-	6%	37
A Guide to Immigrant Employment Success (WPH and HIPC)	5%	4%	27
On Track – Employment Tips and Advice for Newcomers (WPH and HIPC)	-	4%	26
A Tool for Service Providers Outlining Language Training Options in Hamilton (HIPC)	-	3%	17
Other (please specify)	6%	3%	16
No Answer			16
Total Responses			174
Total Responses (check all that apply)			**606**

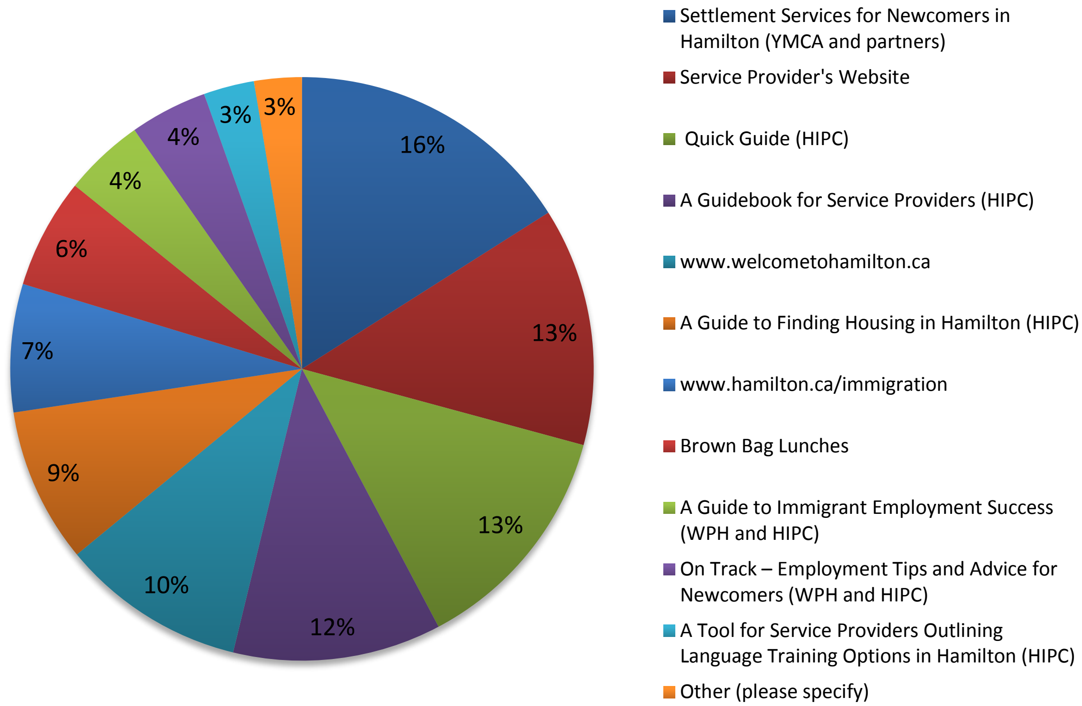
*These categories were added in the 2013 Survey.

The 2013 survey introduced five new categories of resources compared to the 2012 survey for a total of 11 resources. Resource type ranged from print (brochure, booklet, form, and chart)

174 respondents identified that they use multiple resources for a total of 606 total responses. Results show that the resources listed are well utilised and that service providers rely on a combination of multiple resources including web-based, electronic, print and in person information sessions to meet their clients' needs.

The responses for the 'other' category include respondents' own agencies' resources, staff, Community Information Hamilton website (Inform Hamilton/Red Book site), the Red Book print version, and other websites such as CLEO regarding legal information and Citizenship and Immigration Canada.

Figure 21: Percent by Resources used for Referrals or to Increase Knowledge of Services, 2013

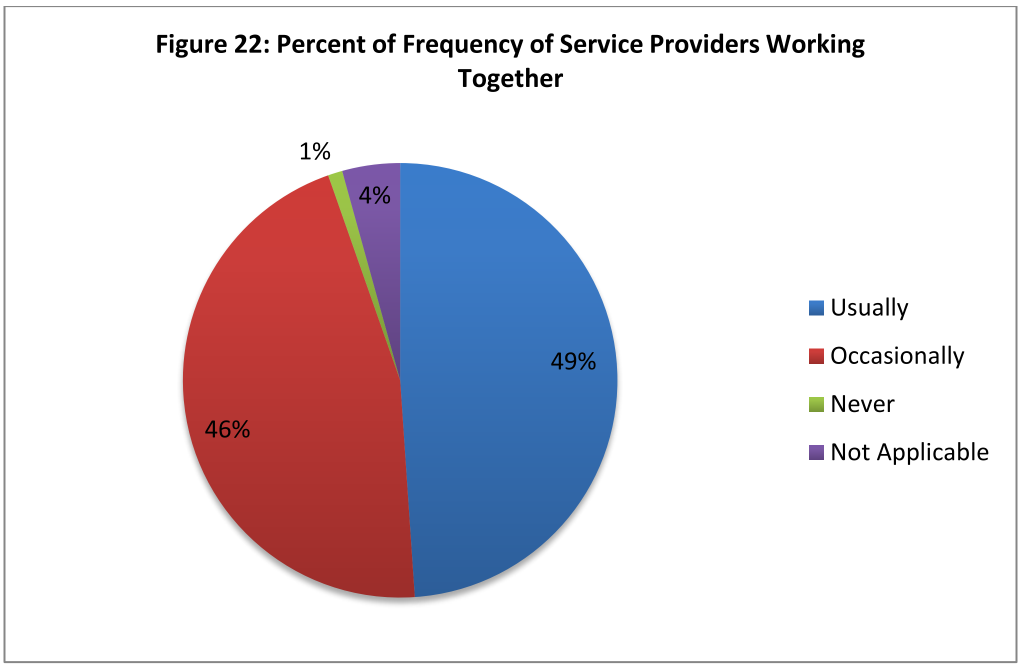


Collaboration among Service Providers

Question 22: How often do you or your organization work with other service providers on matters related to your newcomer clients?

Table 22: Percent of Frequency of Service Providers Working Together

Answer Options	2013	
	Percent	Count
Usually	49%	91
Occasionally	46%	85
Never	1%	2
Not Applicable	4%	8
No Answer		4
Total Responses		**186**

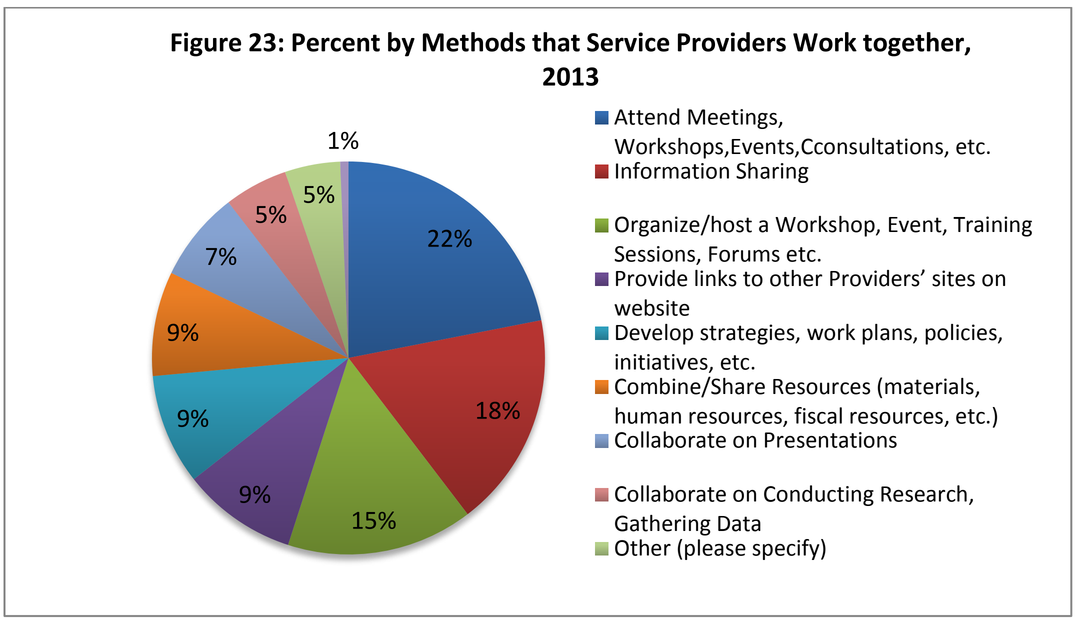


In the 2013 survey, respondents were asked to identify how often they or their organizations worked with other service providers on matters related to their newcomer clients. 49% of respondents indicated that they (or their agencies) 'usually' work with other providers, 46% indicated that they 'occasionally' work with other providers while only 1% indicated that they 'never' work with other providers. Results show that the majority of providers either usually or occasionally work with other service providers/agencies indicating a high level of collaboration among service providers.

Question 23: In what ways have you worked with other service providers to better serve your newcomer clients? (Please check all that apply)

Table 23: Percent of Methods that Service Providers Work together

Answer Options	2013	
	Percent	Count
Attend Meetings, Workshops, Events, Consultations, etc.	22%	130
Information Sharing	18%	105
Organize/host a Workshop, Event, Training Sessions, Forums etc.	15%	91
Provide links to other Providers' sites on website	9%	56
Develop strategies, work plans, policies, initiatives, etc.	9%	54
Combine/Share Resources (materials, human resources, fiscal resources, etc.)	9%	51
Collaborate on Presentations	7%	44
Collaborate on Conducting Research, Gathering Data	5%	31
Not Applicable	5%	27
Other (please specify)	1%	4
No Answer		2
Total Responses		188
Total Responses (check all that apply)		**593**

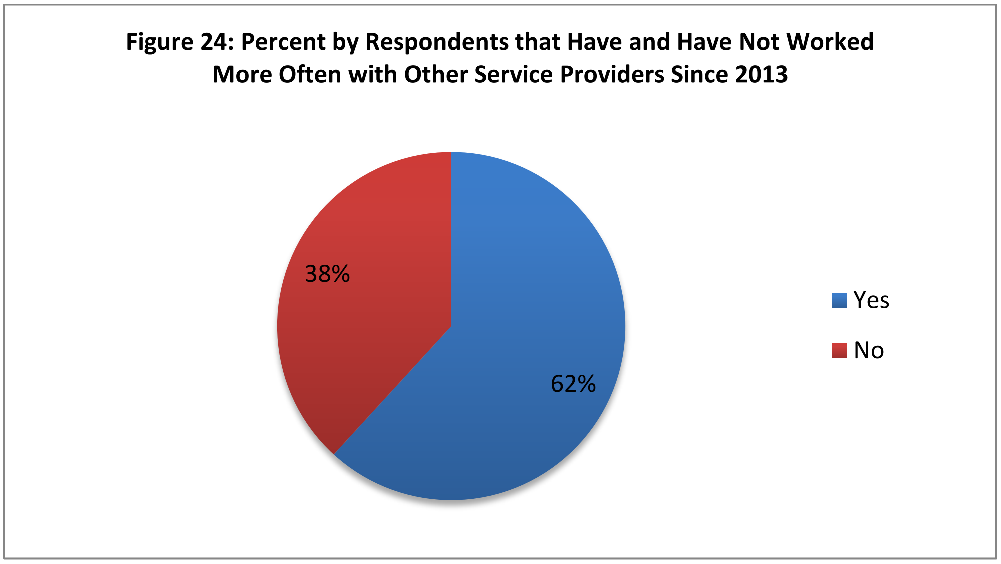


In addition to how frequently providers work with other, the 2013 survey also asked respondents to indicate the ways in which they work with other service providers to better serve their newcomer clients. Responses show that attending meetings, workshops, events, consultations, etc. with other providers (22%) was the most common form of collaboration. Information sharing (18%) and co-organizing/hosting a workshop, event, training sessions or other forums (15%) were also identified as the most common ways providers collaborate.

Question 24: Do you feel that you currently work with other providers to address the needs of your newcomer clients more often than you did in the past (2 years)?

Table 24: Percent of Respondents that Have and Have Not Worked More Often with Other Service Providers Since 2011

Answer Options	2013	
	Percent	**Count**
Yes	62%	110
No	38%	68
Please explain your answer		65
No Answer		12
Total Responses		**178**



The 2013 survey also asked respondents to report on the frequency of working with other providers to meet the needs of their newcomer clients compared to two years ago. 62% cent of respondents indicated that they are working more often with other providers than have in the past 2 years. 38% of respondents reported that compared to two years ago they do not work with other providers more often. These results indicate greater collaboration and coordination of services to newcomers since 2011 when the HIPC working groups were established.

Respondents were also asked to explain their answer. There were 65 open ended responses in total. Overall, responses varied, reflecting the diversity of backgrounds of the survey respondents in terms of length of time at their current agency and sector and differences in funding streams. Despite such variation, some emergent themes may help to provide additional insight into factors that enable and inhibit collaboration.

Reasons respondents reported that over the past two years, they have not worked more frequently with other service providers include: being employed in their current positions for less than 2 years; funding stream and roles have limited their ability to work with other providers; and they have always worked with other service providers to meet client needs (i.e., frequency has remained the same). One respondent explained:

> *We have always relied on collaboration with other service providers with a view to provide the most effective and comprehensive services possible. Greater clarity of who does what in terms of settlement services has been evolving in a positive direction over the last couple of years. Services for non-government assisted refugees remain elusive.*

Alternatively, respondents who indicated that they do work more often with other service providers then they have in the past 2 years attributed this increase to: participation in the HIPC working groups; organization-specific initiatives that are collaborative in nature; development of referral protocols; involvement in committees; and participation in community information sessions such as the Brown Bag Lunch.

> *Our organization now collaborates regularly with HIPC and the Working Group. We work with HIPC staff directly to coordinate updating of community information. We participate in information sharing by sitting at a Working Group table. Our ability to share presentations is enhanced by our partnership with HIPC.*
>
> *I have always worked collaboratively with other service providers; however, my involvement with HIPC has increased my awareness of other service providers particularly in the areas of Settlement and Employment.*

Other comments indicated that service providers are willing and interested in working with other service providers but that a lack of knowledge of who to contact prevents them from making connections:

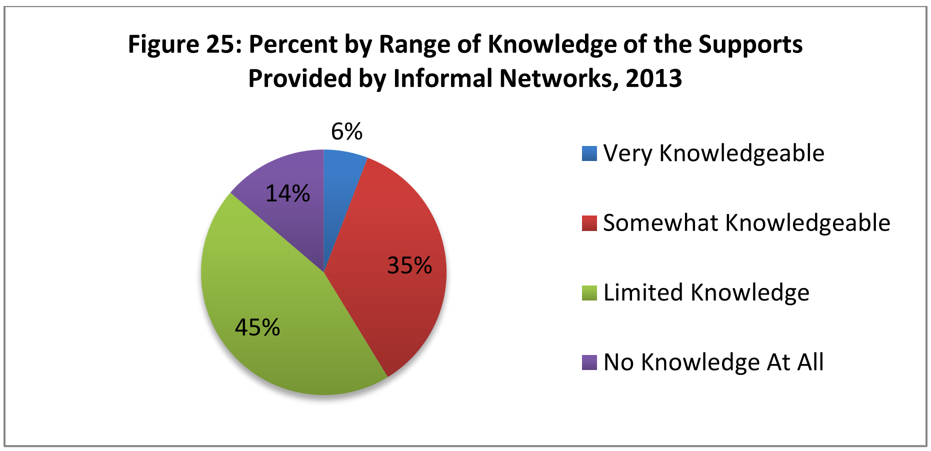
> *We don't feel that we have a strong partnership that is ongoing with immigrant service agencies or ESLs. We don't know who is the right contact with the agencies. We don't have strong partnerships with informal cultural networks. We do have strong partnerships with health providers for cancer screening tests.*

Informal Networks

Question 25: How knowledgeable do you consider yourself to be about the supports provided by informal networks (such as faith-based communities and ethno-cultural communities and associations) to newcomers?

Table 25: Percent of Range of Knowledge of the Supports Provided by Informal Networks

Answer Options	2013	
	Percent	Count
Very Knowledgeable	6%	11
Somewhat Knowledgeable	35%	67
Limited Knowledge	45%	85
No Knowledge At All	14%	26
No Answer		2
Total Responses		**188**



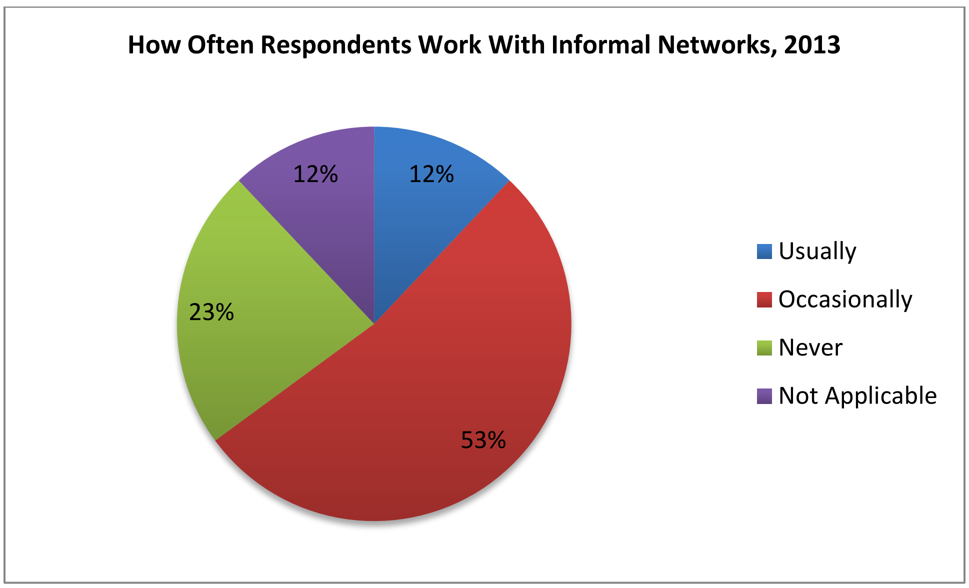
The important role that informal support networks (faith-based communities and ethno-cultural communities/ associations) play in helping newcomers resettle has been recognized and documented by the HIPC (see for example, 'Hamilton's Informal Sector', 2010). As such, the 2013 survey asked respondents to indicate their perceived level of knowledge of the supports provided by informal networks to newcomers to Hamilton.

Results show that only 6% of respondents considered themselves to be 'very knowledgeable' about the supports offered by informal networks. More respondents (35%) reported being 'somewhat knowledgeable' while 45% considered themselves to have 'limited knowledge' about informal supports. 14% of respondents reported having 'no knowledge at all' of the supports provided by informal networks. Thus, the majority (59%) of providers responding to this survey have limited or no knowledge at all of the supports provided by informal networks despite having indicated (in question 14) that the vast majority (82%) of newcomers first approach informal networks when looking for services.

Question 26: How often do you or your organization work with informal networks (such as faith-based communities and ethno-cultural communities and associations) to meet the needs of newcomers?

Table 26: Percent of Frequency that Respondents Work with Informal Networks

Answer Options	2013	
	Percent	Count
Usually	12%	23
Occasionally	53%	101
Never	23%	44
Not Applicable	12%	23
Additional Comments	6%	11
No Answer		1
Total Responses		**189**



As a follow up to question 25, the 2013 survey asked respondents to identify how often they worked with informal networks to meet the needs of newcomers. The majority (53%) indicated that they 'occasionally' worked with informal networks, while 23% indicated that they 'never' worked with informal networks and only a relatively small proportion of respondents (12%) indicated that they 'usually' worked with informal networks. It is not surprising that there is limited collaboration between informal and formal providers given that the majority of respondents (59%) indicated in question 25 that had have limited or no knowledge of the supports provided by informal networks. Respondents also commented that they attended community and cultural events to seek out opportunities to share resources and information with informal networks.

Summary & Conclusion

The 2013 Service Provider Survey was completed by 209 respondents, most of whom were front-line (direct) service providers, representing a wide range of sectors serving newcomers in Hamilton. In addition to five major sectors (employment, health care, housing, language training and settlement services), other sectors such as children and youth services, education, income support/social assistance, information and referral, legal, and recreation also took part. The settlement, employment, and education/training sectors had higher representation compared to the health and housing sectors.

Survey results over the three years show an increase in the need to refer newcomer clients to other service providers. Across the three survey years, the proportion of respondents indicating that they were 'very' knowledgeable about making referrals has increased across all sectors while the proportions of respondents indicating that they had 'limited' or 'no' knowledge about making referrals has decreased. These results suggest that service providers are more aware of the existing services, perhaps because of the increase in access to and availability of information, materials as well as increased connection to other services providers.

Table 27: Reported Level of Knowledge of Service Providers by Sector

Reported Level of Knowledge	Sector	2011	2012	2013
Very Knowledgeable	Settlement	17%	20%	33%
	Housing	17%	25%	32%
	Employment	27%	32%	45%
	Health Care	10%	27%	33%
	Language Training	24%	30%	46%
Somewhat Knowledgeable	Settlement	39%	37%	43%
	Housing	33%	39%	40%
	Employment	31%	36%	42%
	Health Care	34%	43%	45%
	Language Training	37%	37%	35%
Limited Knowledge	Settlement	26%	37%	22%
	Housing	25%	28%	24%
	Employment	20%	24%	8%
	Health Care	30%	25%	20%
	Language Training	15%	26%	14%
No Knowledge	Settlement	1%	7%	2%
	Housing	8%	8%	4%
	Employment	3%	8%	5%
	Health Care	4%	5%	4%
	Language Training	5%	7%	5%

Service providers continue to rely heavily on web-based resources for information to assist them in referring their clients to other services. However, results also indicate that providers are increasingly connecting with other service providers via phone, email, and in-person compared to previous survey results. Providers also rely more on print materials for information on making referrals compared to previous years. While service providers most often turn to web-based resources for information, they most often provide their newcomer clients with print resources, which were identified as the most useful method of finding services for their newcomer clients. HIPC resources as well as those of partner organizations remain well-utilized and continue to help service providers connect to the full range of services available for their newcomer clients in Hamilton. These findings support the continued need for print materials and web-based resources such as those available through the Welcome to Hamilton website and partner agency websites. Updating and producing both online and print resources in various languages may be essential in increasing awareness of and access to services that facilitate newcomer settlement and integration.

Providers reported that the largest category of newcomer clients that seek services is permanent residents. The second largest is refugee claimants who were also identified as the most difficult immigration class to find services for. These results are consistent with those of the 2012 survey. Providers reported that employment, credential recognition and housing are the areas in which their newcomer clients have the most difficulty finding services which may point to the need to continue to produce and disseminate information to providers and newcomers about the services available in these areas. On the other hand, this may not signal a lack of resources, but rather reflect the difficulty in securing employment and housing among newcomers.

Consistent with results from previous years, the 2013 survey results indicate that the majority of newcomers continue to look to 'informal networks' such as family and friends, faith communities, and ethno-cultural communities for information about services before turning to formal service providers and government offices. Although providers reported that newcomer clients seek the support of informal networks first, they also reported that they lacked an awareness of the types of services provided by informal networks and only 'occasionally' work with the informal sector to meet the needs of newcomers. These findings may suggest that there is a need for formal service providers to build stronger ties to informal networks to better understand how they serve newcomers and work together to meet settlement and integration needs of newcomers. However, since this survey was administered to service providers and not newcomers directly, the results reflect the perceptions of service providers. Further research may help to understand whether service providers eventually serve the newcomers whom they identified as having gone to informal networks upon arrival. It may also be useful to understand whether newcomers choose informal networks because these are preferred networks compared to formal services or simply because newcomers are unaware of the services offered by formal service providers.

Survey results over the three years show that that there is greater collaboration and coordination among service providers to meet the settlement and integration needs of newcomers in Hamilton. Service providers are increasingly contacting other service providers for information rather than websites. The majority of service providers either 'usually' or occasionally work with other service providers. The majority of service providers work more often with other service providers than they did 2 years ago which is also when the HIPC's working groups were established. Service providers get together through meetings, workshops, events, consultations, working groups, and training sessions. Some of the 2013 survey respondents also indicated that they wish to further connect with other organizations and sectors to better serve their clients. These results suggest that in-person networking and information sharing forums such as the Brown Bag Lunches, the HIPC working group meetings, various events and other forums are effective in providing service providers an opportunity to learn about existing resources, engage with other service providers and develop their networks across sectors.

References

Hamilton Immigration Partnership Council. (2010). Hamilton's informal sector. Hamilton, ON.

Hamilton Immigration Partnership Council. (2012). Service provider survey report. Hamilton, ON: Settlement Service Providers working group.

Hamilton Immigration Partnership Council. (2014). Immigration strategy & action plan. Hamilton, ON.