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A REVIEW OF REPORTS FROM LOCAL IMMIGRATION PARTNERSHIPS ON IMMIGRANT SETTLEMENT AND INTEGRATION

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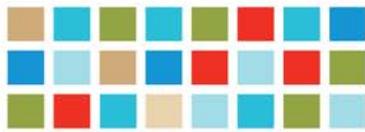


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INTRODUCTION

The purpose of this project is to scan and review reports from other Local Immigration Partnerships (LIPs) on immigrant settlement and integration, with a focus on the LIPs in Ontario. The project provides research support to the Guelph Welling-LIP Research Team in terms of reviewing priority areas of immigrant settlement and integration, and selecting potential performance indicators that can be used to assess those areas. We highlight some of the common priority areas and key indicators, as well as indicate the differences between the LIPs in terms of how the priority areas have been assessed, from the strategic plans and reports that we have obtained online or through email contact. In particular, the Bow Valley and Halton Region LIPs have specified the use of a Results-Based Accountability approach for the development of an assessment framework of immigrant integration, which works backwards from a vision and expected outcomes (ends) to performance indicators that track progress toward those outcomes (means). Materials from the following LIPs are included in this report:

- Bow Valley Immigration Partnership (BVIP) is a partnership of diverse community groups and organizations located in Lake Louise, Banff, Canmore, West M.D. of Bighorn, and Kananaskis, Alberta. The BVIP was launched in 2014 and released an integration assessment report in the same year, which was developed based on a result-based accountability approach and the framework from a report for Citizenship and Immigration Canada, *The Characteristics of a Welcoming Community*, by Esses and colleagues (2010). The assessment report identifies social inequality and social prosperity as the 2 overarching categories of indicators.
- Durham Region Local Diversity and Immigration Partnership Council (LDIPC) engages diverse partners from community agencies, school boards, faith groups, local business groups in Durham Region, Ontario. The Durham Region LDIPC launched the Diversity and Immigration Community Plan in 2011 with 4 Areas of Priorities, and released Community Report Card Year One in 2013 and Year Two in 2014.
- Grand Erie Immigration Partnership (GEIP) serves the municipalities of Brantford, County of Brant, Haldimand County, and Norfolk County, Ontario. The GEIP released a Community Action Plan in 2012, which highlights 5 Areas of Focus, 16 strategies for those areas and actions to achieve them, and an evaluation framework for 2013/2014, which describes the actions and activities for each



area, the short-term and long-term outcomes, and indicators for measuring short-term outcomes.

- Halton Newcomer Strategy (HNS) brings together diverse partners from Halton Hills, Milton, Oakville, and Burlington, Ontario. The HNS developed the 2013 Community Indicators Report using a results-based accountability approach and identified 6 population outcomes.
- York Region Community Partnership Council (CPC) developed the York Region Immigration Settlement Strategy in 2011 and released an indicator report in 2012. The settlement strategy describes 5 Community Results with 25 priorities to guide its action plan. The indicator report outlines baseline measures for each Community Result to help quantify current regional experience with immigrant integration and determine actions for future direction.

The strategic plans of the following LIPs are also included as a comparison of priority areas across the LIPs:

- London & Middlesex Local Immigration Partnership (LMLIP) has released yearly community achievement reports since 2009, which highlights community achievements to advance strategic priorities that have been identified in the strategic plan for London and Middlesex County, Ontario. Guided by a Central Council and 6 Sub-councils, the LMLIP Strategic Plan 2013 –2016 was launched in 2013. The plan sets the priorities, activities and expected outcomes for each Sub-Council.
- Peterborough Partnership Council on Immigrant Integration (PPCII) has an online interactive Action Plan which highlights the 4 priority areas of the PPCII Integration Strategy for 2010 – 2015 and action plans for each area. The interactive tool allows community members to find out how the objectives and goals of the strategic plan are being carried out and how community members might get involved.

COMMON PRIORITY AREAS OF IMMIGRANT INTEGRATION

From our review of the aforementioned materials, we identify the following priority areas as common to the concerns across the LIPs. However, it should be noted that how each LIP has defined and categorized their priority areas differs from each other. Please refer to Appendix A for details on the priority areas of the different LIPs. In this report, we



identify and categorize the priority areas across the LIPs under the following 8 headings:

1. Employment
2. Housing
3. Health and wellbeing
4. Language skills and education
5. Community safety, and relationship with police and justice system
6. Civic engagement and political participation
7. Social support, community inclusion and engagement
8. Public transit

In line with the reports from the LIPs, we use the term, “immigrants,” to refer to individuals who were born in another country and have immigrated to Canada. We acknowledge that foreign-born individuals differ quite substantially in their legal status (e.g. citizens, permanent residents, temporary foreign workers, refugees, international students), and might require different settlement needs. The reports that we have reviewed, however, do not allow us to distinguish between these different immigrant groups and whether they have specific settlement needs that should be included and assessed in the priority areas.

PERFORMANCE INDICATORS

The following sub-sections group the indicators that have been identified from the reports of the LIPs under each of the 8 priority areas. It should be noted that the selection of indicators by the LIPs differs considerably and might possibly be influenced by the availability of data sources among other reasons.

EMPLOYMENT

The most common indicators for employment are unemployment rates, underemployment rates, and income status. While the reports from the various LIPs do



not distinguish between different immigrant groups, a widely documented phenomenon by social scientists and researchers is the particularly high rates of unemployment and underemployment among visible minority immigrants, which is often attributed to racial and ethnic discrimination, language barriers and institutional barriers including credential devaluation (e.g. Basran & Zong, 1998; Galabuzi, 2004; Grant & Nadin, 2007; Li, 2000). Some efforts to assess and address employment discrimination, and promote understanding of the benefits of diversity in the workforce and inclusive hiring practices, have been made by the LIPs. For example, the online Action Plan of Peterborough Partnership Council on Immigrant Integration describes the completion of a telephone survey in 2012 and 2013 to identify local labour market trends affecting immigrants' job prospects, the diversity of the local labour force, barriers in attracting, hiring and retaining immigrants, and challenges faced by employers and immigrants.

Bow Valley Integration Assessment (2014) assesses the following indicators using Statistics Canada's 2011 National Household Survey, and community survey and report:

- Unemployment rates (immigrants and overall)
- Underemployment rate (immigrant, no data for overall population)
- Average wages (immigrants and overall)
- Immigrant reported employment discrimination

Grand Erie Immigration Partnership Evaluation Framework (2014) identifies these indicators through focus groups and interviews with immigrants and an online survey with employers:

- % of immigrants identified that they knew where to look for work
- % of immigrants identified themselves as internationally trained and % of internationally trained participants working in their profession
- Employers' perspectives on issues such as whether they have a position that was hard to fill and the reasons, use of services provided by a free employment service agency to outreach to immigrants and visible minorities.



Halton Region Community Indicators Report (2013) assesses these indicators using the *2009 Immigration and Diversity in Canadian Cities and Communities* by the Federation of Canadian Municipalities:

- Unemployment rates (immigrants and Canadian-born residents)
- Change in average income of immigrants (recent immigrants and established immigrants of more than 5 years in 2001 and 2006)

York Region “Turning the Curve” Indicator Report (2012) assesses these indicators using Statistics Canada 2006 Census and the 2010 Survey of New Immigrant Supports in York Region:

- Unemployment rates (immigrants and Canadian-born residents),
- Underemployment rates (immigrants and Canadian-born residents),
- % lacking knowledge of official languages for recent immigrants in York Region (language readiness for work)
- Availability and use of workforce development programs
- % of recent immigrants by income status (low, moderate, high)

For entrepreneurship:

- A qualitative study of 100 foreign-born entrepreneurs in York Region identified these barriers to starting a small business: language barriers, lack of start-up fund, lack of networks, discrimination, own cultural restrictions),
- Motivation to become self-employed (choosing to be self-employed vs. being pushed into it as a result of labour market difficulties) was identified in the Wise 5 report (2012).

Durham Diversity and Immigration Community Report Card (2013) assesses these indicators for the following outcomes:

- A business sector that understands and takes advantage of the diversity in the workforce
- % of business associations offering diversity training opportunities to their members



- An understanding across sectors of the need to both attract and retain newcomers
- % of municipalities with explicit human resource policies/practices to meet the unique needs of newcomers
- % of municipalities providing “how do I...” type of orientation to their programs and services

HOUSING

Housing indicators often measure access to suitable and appropriate housing and affordability, with a lack of affordability indicated by 30% or more of household income being spent on housing. There are also some attempts to measure discrimination in access to housing and housing safety concerns as reported by immigrants.

Bow Valley Integration Assessment (2014) assesses these indicators using the 2011 National Household Survey, key informant interviews, and community surveys and reports:

- Access to suitable/appropriate housing (rental vacancy rates, immigrant feedback on suitable housing)
- Housing affordability (measured as % of income spent on housing for immigrants and overall)
- Homelessness rates (service provider observations)
- Discrimination in access to housing (immigrant report)

Halton Region Community Indicators Report (2013) uses the 2009 report from Canadian Federation of Municipalities and Halton Region 2011 State of Housing Report for the following indicators:

- Rental vacancy rate
- Renter spending more than 30% of income on rent (non-immigrants, established immigrants of more than 5 years, and recent immigrants)
- Homeowners spending more than 30% of income on housing (non-immigrants, established immigrants of more than 5 years, and recent immigrants)



York Region “Turning the Curve” Indicator Report (2012) assesses these indicators using Statistics Canada 2006 Census:

- Housing costs as % of gross income for recent immigrants (spending <30%, 30%-49%, 50% or more)
- Housing costs as % of gross income for Canadian-born (spending <30%, 30%-49%, 50% or more)
- Housing safety is also identified in the report as a concern for newcomers who may be vulnerable to living in unsafe conditions or treated unfairly due to language barriers.

HEALTH AND WELLBEING

Assessment of health and wellbeing usually includes indicators of satisfaction with health status, satisfaction with health care services, gaps in and barriers to accessing health care services.

Bow Valley Integration Assessment (2014) assesses these indicators through key informants and the Foreign-Born Resident Survey:

- Overall satisfaction with health status (immigrant report and health service provider observations)
- Satisfaction with health care services (immigrant report)

The following gaps in health care services were identified by health service providers:

- Gaps in services in oral health due to costs and sexual health education for young adult immigrants.
- An overuse of emergency services for minor complaints by immigrants, but it was not clear whether this was related to a shortage of family doctors, information barriers, cultural differences, or an affordability issue.

Grand Erie Immigration Partnership Evaluation Framework (2014) identifies these indicators through focus groups and interviews:

- % of participants identified they are aware of the health services available to them



- % of participants identified that they feel supported in maintaining a healthy lifestyle. The Brantford General Hospital and family physicians were identified as primary health supports.

York Region “Turning the Curve” Indicator Report (2012) uses the Canadian Community Health Survey 2005 – 2010 and the Central Local Health Integration Network research project (2012) survey for the following indicators:

- % of immigrants reported being active or moderately active during leisure time
- % of immigrants reported having a mental health issue (depression, stress, anxiety, loneliness, post-traumatic stress disorder, schizophrenia, addictions)
- % of immigrants reported on barriers to accessing mental health services (language barriers, lack of information, embarrassment to family, not part of home culture, fear of being isolated, stigma, long waiting time, could not get a referral)
- The report indicates the need for data on incidence of chronic illness and mental health illness, and access to culturally sensitive primary health care in the region.

LANGUAGE SKILLS AND EDUCATION

These indicators often focus on language barriers and support for adult immigrants, their awareness and participation in educational and training programs that are available, as well as the educational outcomes and sense of school belonging of immigrant youth. There are some efforts by the LIPs to assess whether there is a need to expand existing programs or create new programs.

Bow Valley Integration Assessment (2014) uses the Foreign-Born Resident Survey and Canadian-Born Resident Survey for the following indicators:

- Language skills that support social and economic integration (immigrant and non-immigrant feedback on language barriers)
- Immigrant reported participation in high school equivalency courses and postsecondary institutions (8 types of education: English language classes, technical and skilled trades classes, foreign credential recognition programs, high school diploma (GED) programs, professional development programs, post-secondary education, and children’s schools).



- Participants indicated enrollment in these educational courses and programs was impacted by a lack of awareness of these opportunities or for other reasons (affordability, transportation, time constraints).
- Secondary school completion rates (graduation rates and drops out rates of immigrants and overall)

Grand Erie Immigration Partnership Evaluation Framework (2014) identifies these indicators through focus groups and interviews:

- % of participants indicated they knew and % indicated they did not know what education and training programs are available

Halton Region Community Indicators Report (2013) assesses these indicators:

- Number of English language classes being offered, including free language classes through the Language Instruction for Newcomers to Canada (LINC), and English as a Second Language programs (ESL) delivered through local school boards.
- Education outcomes of immigrant youth measured through the Education Quality and Accountability Office (EQAO) scores for English Language Learners, and sense of school belonging measured through the Halton Youth Survey (e.g. degree of active engagement in learning; perception that school provides a caring, encouraging environment; degree to which students like or dislike their school and if they are proud of their school)

Durham Diversity and Immigration Community Report Card (2013) assesses these indicators for the following outcome:

- Acceptance is modeled by elected officials, institutions and organizations; policies reflect inclusive practices.
- % of school boards with a diversity/inclusivity accommodation policy for students
- % of municipalities, boards of education and libraries who have or who plan to review existing policies through a diversity lens
- % of municipalities, boards of education and libraries with human resources policies to attract more diverse candidates



COMMUNITY SAFETY AND RELATIONSHIP WITH POLICE AND JUSTICE SYSTEM

Most of these indicators attempt to assess crime rates, immigrants' perception of safety in the community and their relationship with police and justice system, as well as the increased vulnerability of certain immigrant groups such as immigrant women and seniors.

Bow Valley Integration Assessment (2014) assesses these indicators through key informants and community survey:

- Police reported crime rates
- Immigrant reported perception of safety
- Police commentary on relationship with immigrants
- Immigrant reported discrimination by police or within justice system

Key informants in police services reported an overall good rapport with immigrants, but there were also some cross-cultural issues including:

- Immigrants from countries where police corruption or abuse of power are high are less likely to seek assistance from police
- Some have an expectation that police will intervene in non-criminal matters
- Need for interpretation services (a telephone interpretation service is implemented in all areas with occasional supplementation by informal translators in Lake Louise)

Halton Region Community Indicators Report (2013) indicates the tracking of community safety through the four diversity programs offered and community surveys conducted by Halton Region Police Service.

York Region "Turning the Curve" Indicator Report (2012) uses Statistics Canada's General Social Survey, 2004, and Uniform Crime Reporting Survey, 2009 and 2010:

- Crime rates
- Perceptions of criminal justice system for immigrants aged 15 and older



- Immigrant women and seniors who are socially isolated are observed to be at a higher risk of victimization
- The report indicates the need for more data on newcomers' understanding of government services (e.g. child care, legal aid), newcomers' perception of safety, immigrant women and seniors who are socially isolated

CIVIC ENGAGEMENT AND POLITICAL PARTICIPATION

These indicators assess immigrants' participation in political election and their membership and representation in political parties, groups and organizations. There are mentions of a lack of representativeness of diverse members in decision-making roles, particularly women and visible minority members, even though they are involved in the community as volunteers or group members.

Bow Valley Integration Assessment (2014) assesses these indicators using the Foreign-Born Resident Survey:

- Immigrant voting rates in municipal, provincial and federal election (% eligible to vote should also be taken into account)
- Immigrant political party or interest group membership or volunteerism
- Immigrant representation in municipal roles

York Region "Turning the Curve" Indicator Report (2012) uses the 2001 and 2006 Censuses and the Improved Integration of Newcomers Research Project's Newcomer Survey, 2012, to assess these baseline measures:

- % Canadian citizenship
- % understanding their rights when using health care services. Most commonly, newcomers are not aware of their rights to translation services, the right to refuse treatment and the right to request a second opinion.
- The report indicates the need for more data on newcomers' understanding of their rights and responsibilities (e.g. rights as employees, as tenants, responsibilities as residents such as paying taxes) and civic participation (voting and eligibility)



Durham Diversity and Immigration Community Report Card (2013) assesses these indicators for the following outcome:

- Representation on municipal council/boards are reflective of the community.
- % of diverse members on municipal councils, school boards, and library boards (female, male, visible minorities)
- % of municipal councils, school board boards and library boards participating in diversity training

SOCIAL SUPPORT, COMMUNITY INCLUSION AND ENGAGEMENT

The following indicators are grouped under this priority area to reflect their assessment of the connections between immigrants and the community, attitudes toward and support for immigrants and diversity, involvement and participation of immigrants in the community through various means (e.g. cultural and arts activities, recreational programs, social clubs, religious organizations), and the capacity of service providers to support the settlement needs of immigrants. They can be measured from the perspectives of immigrants, service providers and the community (i.e. non-immigrant population).

Bow Valley Integration Assessment (2014) uses the Foreign-Born Resident Survey and Canadian-Born Resident Survey to assess these indicators:

- Social capital within immigrant groups (participation in ethno cultural groups; participation in programs that support connections between immigrants; socialization among immigrants of the same culture e.g. reported spending free time with immigrants from home country or culture)
- Connections between immigrants and the community (immigrant reported sense of belonging; sense of connections between immigrants and the community, socialization between immigrants and non-immigrants e.g. reported spending free time with people born in Canada, having friends in the community)
- Obstacles to building social networks in the community include: Canadian-born respondents indicate reluctance to get to know newcomers unless they have proven their intention to stay in the community; class or economic division due to home ownership and employment sector, social isolation and fractures along ethnic and cultural lines.



- Reported social networking via religious organizations
- Involvement between immigrants and the community (participation in social clubs or teams, volunteerism, participation in mainstream social activities)
- Usage and satisfaction with public space and recreation facilities (reported usage of programs and facilities, reported participation in outdoor recreation, reported satisfaction with programs and facilities)
- Support for immigration and diversity (community expression of support; immigrant reported sense of welcoming, immigrant reported experiences of discrimination based on language and accent, ethnicity or culture, race or skin colour)
- Media coverage and representation (portrayal of immigrants in the media, availability of multilingual media for immigrants)

Grand Erie Immigration Partnership Evaluation Framework (2014) identifies these indicators through focus groups and interviews with immigrants, online survey with service providers:

- % of participants reported that they are able to access needed services. The 8 service areas identified by the participants are: employment, health, education, religion, transportation, YMCA Settlement Services, children's services and other supports.
- % of participants reported that they are involved in the community
- % of participants reported that they are not involved or are unsure of how to become involved in the community
- % of participants reported that they felt the community recognizes and values the benefits of newcomers/immigrants
- % of participants reported they did not feel (or are unsure) the community recognizes and values the benefits of newcomers/immigrants
- Service providers reported on their capacity to support newcomers/immigrants (whether the LIP has contributed)



- Service providers reported on whether services for newcomers/immigrants are coordinated at the community level (whether the LIP has contributed)
- Service providers reported on whether new partnerships and initiatives are developed to support the economic, social and civic inclusion of newcomers/immigrants (whether the LIP has contributed)
- Service providers reported on whether the community recognizes and values the economic, social and cultural benefits of newcomers/immigrants (whether the LIP has contributed)
- Service providers reported on whether existing programs and services have adapted how programming is delivered to support newcomers/immigrants (whether the LIP has contributed)

Halton Region Community Indicators Report (2013) uses the following data sources:

- Halton Youth Survey to assess sense of inclusion and engagement among immigrant youth (e.g. degree to which youth feel that their neighbours care about them, degree to which youth feel safe at home, school and in the neighbourhood, participation in youth programs)
- # of immigrants landing in the region and share of Ontario's total from Statistics Canada, 2001- 2009.
- Data from focus group consultations with immigrants on factors that influenced their decision to settle in the region. The top 5 responses are: 1) quality of local schools; 2) community safety; 3) employment opportunities; 4) friendly/welcoming neighbourhoods; 5) housing options.

York Region “Turning the Curve” Indicator Report (2012) uses key informant observations, Statistics Canada's Community Health Survey, 2005 and 2010, York Region LIP's Newcomer Survey, 2010, Canadian Council on Learning's Survey of Canadian Attitudes toward Learning, 2008 to 2009, Angus Reid Canadian Public Opinion Poll, Sept. 2010 and Jan. 2012, to assess the following indicators:

- Newcomer volunteerism in the community (LIP observations indicate that newcomers volunteer in the community in many different ways, but the number of newcomers in decision-making positions is not representative)



- The report indicates the need for more data on volunteerism at the decision-making level and general volunteering, representation on agency and organization boards, and complaints filed by newcomers on human rights issues.
- Immigrant sense of community belonging
- Immigrant feeling at home in community
- % of residents socializing with people from other cultures on a regular basis
- Community support for newcomers in leadership roles (% respondents in York Region agreeing that “newcomers are encouraged to become leaders in my community”)
- Community attitude toward immigrants in the community (% of Ontarians thought immigration had a negative effect in Canada from Angus Reid Poll)
- Community perceptions of opportunity and support for artistic and cultural expression
- Participation of immigrants in public recreation/arts and cultural activities (the report indicates a need for more data on immigrants’ opportunities and involvement)
- Organizations’ capacity to support immigrants (LIP Newcomer Survey, 2010, indicated that 40% of organizations/groups surveyed in York Region stated newcomers’ needs exceeded their capacity)
- Immigrants’ ability to access programs and perceived barriers
- Immigrants’ connection with faith groups and ethno-cultural organizations (the report indicates the need for more data)

Durham Diversity and Immigration Community Report Card (2013) assesses these indicators for the following outcomes:

- Diversity is authentically reflected as part of the community identity.
- % of municipal councils, school boards and library boards employing a diversity lens on external communications (e.g. use of inclusive language, diversity in the images used to portray the community, development of explicit criteria for external communications between boards)



- % of municipalities providing service in languages other than English
- % of municipalities providing service in alternative formats (e.g. compliant with the AODA, providing services through alternative formats on request)

All municipal councils work together to achieve and support diversity initiatives and model/own inclusivity.

- % of municipalities with a diversity/inclusivity plan
- % of municipalities with a committee that addresses issues of diversity/inclusion
- % of municipalities contributing to the development of the annual Diversity & Immigration Community Report Card.

Marketing to newcomers provincially, nationally, and internationally as a community of choice

- % of municipalities linking to the Durham Immigration Portal from their website
- # of trade/friendship delegations to Durham region
- # of trade/friendship delegations from Durham region

Agencies and organizations work collaboratively to develop, promote, deliver and evaluate a suite of flexible and responsive services.

- # of agencies and organizations providing service through the Welcome Centres
- # of agencies, organizations and community stakeholders contributing to the ongoing development of the Durham Immigration Portal

PUBLIC TRANSIT

Car ownership is not a topic that is often raised in the reports by the LIPs when assessing public transit accessibility and affordability. The Bow Valley Integration Assessment (2014) mentions anecdotal reports of low car ownership among immigrants and, thus, a robust and affordable public transit system is also required for the successful integration of immigrants into the community. Car ownership might also be related to household income status. Peterborough Immigration Integration Strategy, 2010 – 2015, indicates the need to assess vehicle accessibility in terms of number of immigrants with and without cars, determines how to increase active non-car based



transportation use of immigrants, analyzes the economic benefit of extending transit services, and increase access to public transit to worksites.

Bow Valley Integration Assessment (2014) measures the accessibility and affordability of public transit using the Foreign-Born Resident Survey:

- Ridership levels reported by immigrants,
- Immigrant reported satisfaction with service quality

York Region “Turning the Curve” Indicator Report (2012) measures accessibility and affordability using the Survey of New Immigrant Supports in York Region, 2010:

- Immigrants and service providers identified the following barriers to accessibility: high costs, lack of bus routes off main streets, long waits for buses and the complexity of the transit system

CONCLUSIONS

Our review shows that, even though there are commonalities across the LIPs, there are also many differences in how the LIPs define, categorize and assess their priority areas. Most importantly, a common overarching objective of the LIPs is to promote a welcoming and inclusive community that values and understands the benefits of diversity. Such an objective can only be achieved by addressing the issue of immigrant integration from various fronts, as reflected in the priority areas and action plans of the LIPs. These include facilitating the involvement and participation of immigrants in the community, promoting intercultural understanding and acceptance of diverse cultural aspects, promoting the capacity of and collaboration between service providers, and reducing discrimination and systemic barriers. It should be noted that our review is limited to the materials that we have obtained from a few LIPs, with a focus on those in Ontario. Additionally, as mentioned before, different immigrant groups might have specific settlement needs that are unmet, an issue that should be further examined.



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APPENDIX A: PRIORITY AREAS OF DIFFERENT LOCAL IMMIGRATION PARTNERSHIPS

Bow Valley Integration Assessment (2014) organizes the assessment of immigrant integration into 2 categories:

- Social Inequality measures economic and functional opportunities in the areas of employment, housing, education, health care, public transit, political participation, relationships with the police & justice system, and safety.
- Social Prosperity measures the strength and quality of social bonds including connections within immigrant groups and between immigrants and the community, social engagement between immigrants and the community, community attitudes toward immigrants and support for immigration and diversity, use of public space and recreation facilities, and media coverage and representation.

Durham Diversity and Immigration Community Plan (2011) identifies 4 Areas of Priority:

- Create a Culture of Inclusion includes ensuring that all residents have a right and a responsibility to civic engagement, labour force participation and social inclusion.
- Improve Labour Market Outcomes for Newcomers includes the goals of having a business sector that understands and takes advantages of diversity in the workforce, and the public and employers understand the benefits of inclusive hiring practices.
- Attract and Retain Newcomers includes having an understanding across sectors of such a need and marketing the region to newcomers as a community of choice.
- Enhance Durham's Settlement Capacity.

Grand Erie Community Action Plan (2012) outlines 5 Areas of Focus with 16 strategies:

- Employment focuses on creating opportunities for newcomers to gain Canadian work experience, helping newcomers understand how to access job market information and the accreditation process, helping the business sector



understand the benefits of hiring newcomers, and helping local agencies enhance service delivery to newcomer seeking employment.

- Education/Training includes introducing newcomers to post-secondary education, adult training and skills upgrading options, and expanding existing programs and supporting new methods of language training and program delivery
- Health includes helping newcomers understand and access health care services, and promoting healthy living and health maintenance to newcomers
- Social Support includes informing newcomers of community services, resources and activities, how to access services, assisting newcomers to volunteer and actively participate in the community, establishing and promoting newcomer youth networks, and establishing a coordinated approach to service delivery for newcomers
- Community Readiness includes identifying and promoting the economic, social and cultural benefits of immigration, and supporting government and non-government agencies to improve the delivery of services to newcomers.

Halton Region Community Indicators Report (2013) describes 6 population outcomes:

- Newcomers are valued and engaged in the community
- Newcomers access affordable and suitable housing
- Newcomers develop positive relationships with police
- Newcomers are supported through public organizations
- Newcomers achieve positive educational outcomes
- Newcomers access employment opportunities

London & Middlesex Local Immigration Partnership Strategic Plan, 2013 – 2016, describes 6 areas: 1) Employment; 2) Education; 3) Health & Well being; 4) Inclusion & Civic Engagement; 5) Justice & Protection Services; 6) Settlement. These areas subsume under the following Overarching Themes:

- Supports and Services for Immigrants to ensure that they can successfully participate in all aspects of the community



- Communication and Access to Information for immigrants to have increased access to information regarding available services, cultural expectations, and how to access these services and supports
- Host Community understands and accepts diverse traditions, behaviours and experiences of all cultures
- Support for Service Providers so that providers and volunteers have increased access to funding, supports for collaboration, diversity training and related resources
- Advocacy/Systemic Change to reduce systemic barriers.

Peterborough Immigration Integration Strategy, 2010 – 2015, describes 4 sectors: 1) Economic development; 2) Health, social services and voluntary; 3) Housing and transportation; 4) Education. Each of the sectors focuses on the goals of capacity building, access to services, opportunities for participation, attraction and retention, and research and development.

York Region Immigration Settlement Strategy (2011) outlines 5 Community Results:

- A community that is **welcoming and inclusive** with the objectives of having a community that welcomes newcomers, understands their needs and facilitates their full participation in the community and economy, promotes social equity and is cohesive
- Newcomers are **economically integrated** with the goals of having newcomers striving and succeeding in the labour market, having jobs that match their skills and education, living in affordable and safe housing and having a liveable household income
- Newcomers are **socially integrated** with newcomers feeling included and connecting with the community, feeling safe and secure, and having good health and wellbeing
- Newcomers are **culturally integrated**, meaning that they are actively engaged with and feel like they are a part of Canadian culture, and are also able to practice and share their own culture and interact with other cultures
- Newcomers are **politically and civically integrated** with newcomers being aware of and understanding their rights and responsibilities, involved in



leadership roles, having an understanding of and trust in policing services and justice systems.