

Demand and Supply of Settlement Services in York Region

- **Assessment of demand**
- **Analysis of supply**
- **User satisfaction**
- **Concluding remarks**

Facts:


- ▶ 109,270 recent immigrants; (12% of region's population)
 - ▶ 62,320 (57%) between 24–54 years of age
 - ▶ Unemployment rate 7.5% (5,000 recent immigrants)
 - ▶ 72% from 10 non-traditional source countries.
 - ▶ 80% have knowledge of English/(French)
 - ▶ 11% neither English nor French
 - ▶ 47% spend >30% income on housing
 - ▶ 25% spend >50% income on housing
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Table 2 Recent Immigrants in York Region from Top 10 Places of Birth, 2006

Place of birth	n	%
China	28,000	25.6
Mainland	18,180	16.6
Hong Kong	9,820	9.0
Iran	9,175	8.4
India	8,500	7.8
Russian Federation	7,555	6.9
Korea, South	5,060	4.6
Sri Lanka	4,935	4.5
Pakistan	4,655	4.3
Philippines	4,150	3.8
Ukraine	4,025	3.7
Romania	2,720	2.5
Sub total	78,775	72.1

	Recent Immigrants		Employment services		Settlement services	
	No.	%	No. of agency	Ratio of recent immigrants to agency*	No. of agency	Ratio of recent immigrants to agency**
Aurora	3,065	2.8	1	1,747	1	2,146
Markham	45,775	41.9	4	6,522	4	8,011
Newmarket	3,835	3.5	2	1,093	1	2,685
Richmond Hill	29,125	26.7	6	2,766	5	4,078
Vaughan	25,480	23.3	2	7,262	9	1,982
Rest of York	1915	1.8	1	1,091	1	1,340
York Region	109,270	100.0	16	3,890	21	3,640

Analysis of Supply

Indicators:


- ▶ **number of service agencies** (i.e., service locations),
 - ▶ **Agency capacity** (i.e., facility size, number of staff members, ratio of users to number of agencies or to number of staff members, and level of funding)
 - ▶ **accessibility** of facilities to users.
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Table 5 Access to Settlement Services by Recent Immigrants in York Region, 2008

	% of recent immigrants living within 1.5 km walk* from an agency		% of recent immigrants living within 30 m transit ride** from an agency	
	employment	settlement	employment	settlement
Aurora	24.7	25.9	37.1	18.4
Markham	13.9	19.2	14.3	16.4
Newmarket	41.5	14.8	47.4	13.8
Richmond Hill	50.3	31.3	54.1	41.1
Vaughan	13.8	29.9	13.2	36.4
Rest of York Region	0.0	0.1	0.0	1.2
York Region	24.6	24.6	26.2	27.3

*assume walking speed of 4 km/hr along street network; walking 3km is estimated to take about 45 minutes

** assume transit speed of 30 km/hr along transit network

Source: Telephone Survey by the Research Team.

Table 6 Settlement Service Users by Home Language, 2008

Home language	No of respondents	Percent
Chinese/Cantonese/Mandarin	76	44.2
Russian/Ukraine	32	18.6
Punjab/Tamil/Urdu/Hindi/Dari/Pashtu/Other Indian	21	12.2
Farsi/Arabic/Farsi/Hebrew/Other Middle Eastern	13	7.6
French/Italian/Spanish/other European	10	5.8
Korean/Other Asian	9	5.2
English + one other languages	9	5.2
English only	2	1.2
Total	172	100.00

Source: Telephone Survey by the Research Team

Table 7 Importance of Agency Workers Speaking Clients' Mother Tongue*

Satisfaction	Respondents	Percent
Very important	94	65.7
Somewhat important	27	18.9
Not important at all	21	14.7
don't know	1	0.7
Total	143	100.0

*The survey question that generated the results in the table is: “In deciding to use the services from an immigrant serving agency, how important was it for you that the workers at the agency/organization spoke your language?”

Source: Telephone Survey by the Research Team

Table 9 Usage Patterns of Four Major Settlement Services in York Region, 2008 (in %; N=172)

	COSTI (4)	LINC (2)	CCSYR (4)	TCCSA
Have you used the settlement services provided by				
Yes	70.3	61.5	17.4	20.4
No	29.1	36.4	81.4	74.8
don't know	.6	2.1	1.2	4.8
Total	100.0	100.0	100.0	100.0
How satisfied were you with the services				
Very satisfied	37.2	47.7	50.0	20.0
Somewhat satisfied	41.3	44.3	40.0	43.3
Somewhat dissatisfied	5.0	2.3	3.3	6.7
Very dissatisfied	2.5		0.0	3.3
Neither satisfied not Dissatisfied	10.0	5.7	3.3	23.3
don't know	5.0		3.3	3.3
Total	100.0	100.0	100.0	100.0

Table 9 Usage Patterns of Four Major Settlement Services in York Region, 2008 (in %; N=1 72)

	COSTI (4)	CCSYR		(TCCSA)
How did you usually get there?				
Other, varies, multiple	2.5	4.5	3.3	3.3
Walk	10.7	19.3	23.3	20.0
Public transit	47.1	46.6	46.6	40.0
Car (as driver or passenger)	37.2	28.4	26.7	36.7
don't know	2.5	1.1	0.0	
Total	100.0	100.0	100.0	100.0
And how long does it usually take? (minutes]				
0-30	74.4	77.3	83.3	76.7
31-60	21.5	21.6	13.3	6.7
>60	1.7	0.0	3.3	10.0
Don't know	2.5	1.1	0.0	6.7
Total	100.0	100.0	100.0	100.0