



**Toronto East Quadrant**  
**Local Immigration Partnership**  
Working Together for a Diverse & Inclusive Community

# **Approach to Environmental Scans, Service and Resource Inventories**



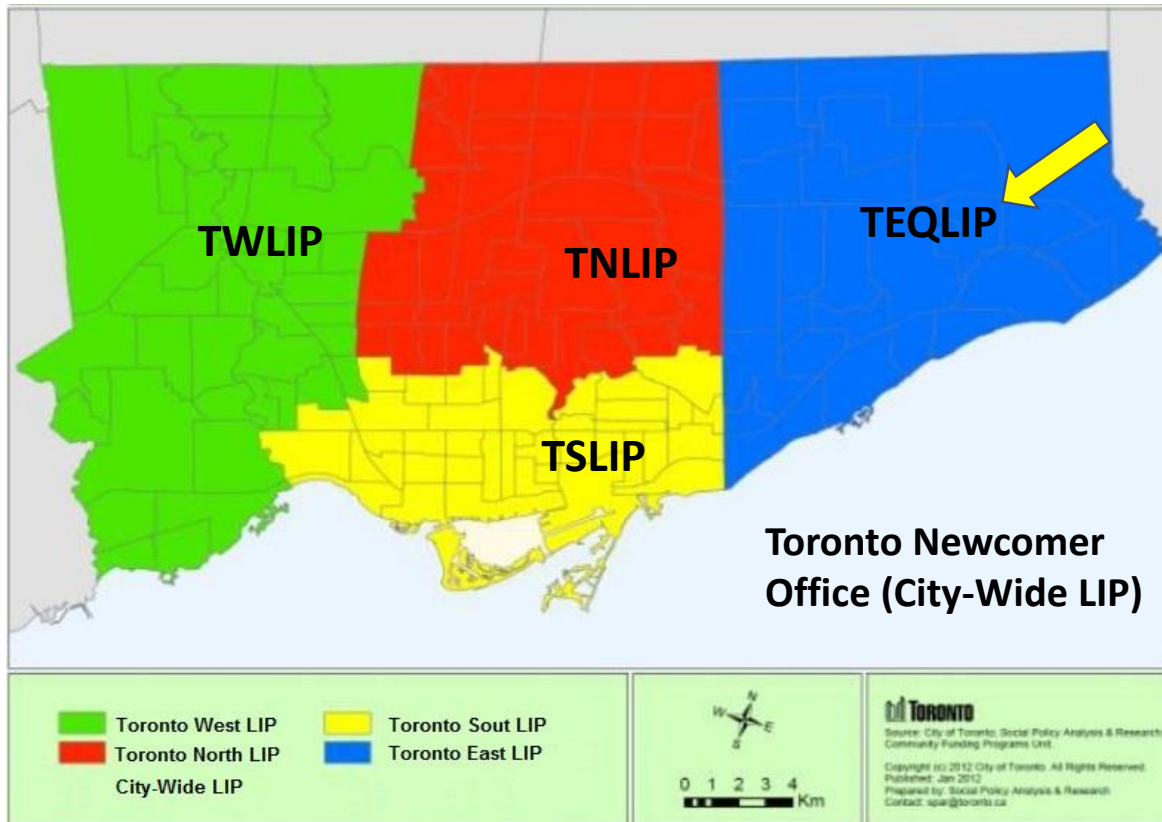
# Overview

- What we do
- What we struggle with
- Thoughts





# Context: Toronto East Quadrant LIP (TEQ LIP)



- One of four community-based LIPs in Toronto
- Initiated in present form in 2012
- Covers Scarborough, Toronto's easternmost suburb with population of 632,000, 18.9% newcomers, 59% immigrants
- Partnership Council with 35 member agencies, roughly 25% settlement agencies



# Our approach

- ✓ Environmental scans
- ✓ Service inventories
- ✓ Resource inventories



Toronto East Quadrant  
Newcomer Settlement  
Strategy

2017 - 2020

Toronto East Quadrant  
Local Immigration Partnership  
Working Together for a Diverse & Inclusive Community

RESEARCH SUMMARY  
Winter 2015

## Does Non-Status Mean No Service?

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then underserved as

The interviews gave information on the services and the location of services available to non-status immigrants living in Scarborough.

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explored the types  
able to non-status



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Providing personal information and documentation discourages non-status migrants from seeking services.

### What did the researcher find?

This research found that services available to non-status immigrants in Scarborough are very limited. As a result, non-status immigrants have become an underserved population in Scarborough. Some of the issues facing this group include:

- The eligibility criteria of many organizations require immigrants to provide their personal information including their immigration status.

do?  
r three months in  
conducted a series

IS - Bridging migration research, policy, and practice  
www.ceris.ca

LIP South Scarborough  
A participatory, community and strength-based approach to better serve newcomers to Canada

### Kingston Galloway/Ortton Park Networks Tree



Scarborough Service Inventory - Under-Served Newcomer Groups  
Toronto East Quadrant Local Immigration Partnership - www.eastquadrantlip.ca  
Updated summer 2013

This document is meant to be a quick reference for finding services for underserved newcomer groups. Many of the programs are subject to change. Please call the organizations directly to confirm continued programming and hours of operation.

Please contact Inmate: [inmate@eastquadrantlip.ca](mailto:inmate@eastquadrantlip.ca) 416-753-7333 ext. 332 for any questions or changes to already stored information.

Section	Title
A	Services for LGBT Newcomers
B	Services for Non-Status/Undocumented Newcomers
C	Services for Francophone Newcomers
D	Services for Refugee Claimants

State Street Resource Service Inventory - Scarborough, Ontario  
Toronto East Quadrant Local Immigration Partnership (www.eastquadrantlip.ca)

Toronto East Quadrant Local Immigration Partnership

Agency Name	Phone Number	Address	Website
East Metro Youth Services 416-497-0871	416-497-0871	1221 Midland Ave. Toronto, Ont. M6L 2R7	www.eastmetro.ca
Immigration, Refugees and Citizenship Canada www.cica.gc.ca			
Immigration, Refugees and Citizenship Canada 416-927-2773	416-927-2773	1000 Bay St. Toronto, Ont. M5G 1S4	www.cica.gc.ca
Immigration, Refugees and Citizenship Canada 416-927-2773	416-927-2773	1000 Bay St. Toronto, Ont. M5G 1S4	www.cica.gc.ca

Francophone Community  
Resources in Scarborough



Ressources communautaires  
francophones à  
Scarborough

Toronto East Quadrant  
Local Immigration Partnership  
Working Together for a Diverse & Inclusive Community

Agency	Type	Location & Contact	Where Offered	Services	Eligibility Criteria
Canadian Immigrant Integration Program	Online and in-person support for general settlement services	China: Main Tower Building, Guangzhou, China India: New Delhi International Trade Tower, New Delhi, India Philippines: 118 Rada St., Legaspi Village, Mabalacat City, Marikina, Philippines <a href="mailto:info@newcomersc.ca">info@newcomersc.ca</a> <a href="http://www.newcomersc.ca">www.newcomersc.ca</a>	Worldwide, online and in-person in China, India and the Philippines	<ul style="list-style-type: none"> <li>• Referrals for housing, education and community services</li> <li>• In-person information sessions worldwide</li> <li>• Online information sessions accessible worldwide</li> <li>• Live facilitators online in multiple languages</li> </ul>	<ul style="list-style-type: none"> <li>• In order to access these services, applicants must be outside Canada and have access to the internet and have at least one of the following:           <ul style="list-style-type: none"> <li>• an IRCC invitation to obtain pre-arrival service</li> <li>• a Confirmation of Permanent Residence (COPR) letter</li> <li>• a passport request letter that indicates Permanent Resident visa issuance</li> <li>• a Single Entry Permanent Resident Visa</li> <li>• A Permanent Resident Visa pick up notification letter</li> </ul> </li> </ul>
S.I.C.C.E.S.S. - Active Engagement & Integration Project	In-person and online support for general settlement services	<a href="http://www.seppoint.ca">www.seppoint.ca</a> Beijing: China Beijing and Qian District, Zhong Guan Cun (ex. 1106 no.18 South St. Beijing International Building 10) +86-10-6218-6230 <a href="mailto:AFIPBeijing@seppoint.ca">AFIPBeijing@seppoint.ca</a> Seoul: #705 Chodong Building 11-3 Jeongdong-gu, Seoul, Korea +82-2-773-9927 <a href="mailto:AFIPSeoul@seppoint.ca">AFIPSeoul@seppoint.ca</a> Fuzhou: 137 No. 8, Sec. 1, Zhongshan Rd., Zhongshan District, Taipei 100, Taiwan +886-2-3389-9058 <a href="mailto:AFIPTaiwan@seppoint.ca">AFIPTaiwan@seppoint.ca</a> Vancouver: 210-218 Keefer St., Vancouver, Canada 1-866-893-8222 <a href="mailto:AFIPVan@seppoint.ca">AFIPVan@seppoint.ca</a> <a href="mailto:AFIPCA@seppoint.ca">AFIPCA@seppoint.ca</a>	USA, Canada, China, Korea, Taiwan	<ul style="list-style-type: none"> <li>• One-on-one help in-person or online</li> <li>• Personalized guidance for settlement and employment</li> <li>• Workshops offered in-person or online</li> <li>• Employment support programs</li> <li>• Referrals to community services</li> <li>• Online resource videos and articles</li> </ul>	<ul style="list-style-type: none"> <li>• In order to access these services, applicants must be outside Canada, must have access to the internet and must have one of the following documents:           <ul style="list-style-type: none"> <li>• an IRCC invitation to obtain pre-arrival service</li> <li>• a Confirmation of Permanent Residence (COPR) letter</li> <li>• a passport request letter that indicates Permanent Resident visa issuance</li> <li>• a Single Entry Permanent Resident Visa</li> <li>• A Permanent Resident Visa pick up notification letter</li> <li>• A completed job offer form and confirmation of designation (Atlantic Immigration Pilot Candidates)</li> </ul> </li> </ul>



# TEQ LIP website

## Service directory

Local Immigration Partnership  
Working Together for a Diverse & Inclusive Community

welcome Üdvözöljük ようこそ accueil  
歓迎 Welkom bienvenida

Home About TEQ LIP Projects News & Events Services In Your Neighbourhood Resources/Publications

Interactive Map  
Welcome2School

Home > Services In Your Neighbourhood > Interactive Map

**INTERACTIVE MAP**

Map Satellite

Categories

- Community Services
- Education
- Employment Services
- Family Services
- Food And Clothing
- Health Services
- Housing

Hide

## Resource inventory

Toronto East Quadrant  
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welcome Üdvözöljük ようこそ accueil  
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Home About TEQ LIP Projects News & Events Services In Your Neighbourhood Resources/Publications

Home > Resources/Publications

**RESOURCES/PUBLICATIONS**

The Toronto East Quadrant Local Immigration Partnership (LIP) website is home to all Toronto East (Scarborough) LIP related information.

Collections of materials and reports are available from current and past LIP project initiatives and research within Scarborough. Among the resources and publications you will find reports on community trends, local Settlement Strategies from previous Scarborough Neighbourhood LIPs and research findings on immigration-related issues i.e. fraud, health and employment etc.

- LIP Resource Database
- Resources for Newcomers
- Resource Guides and Tool Kits
- Newsletter

**FIND SI**

**SIGN-UP FOR BI-WEEKLY E-BLAST**

First Name

Last Name

Organization

Email Address

**SIGN UP**

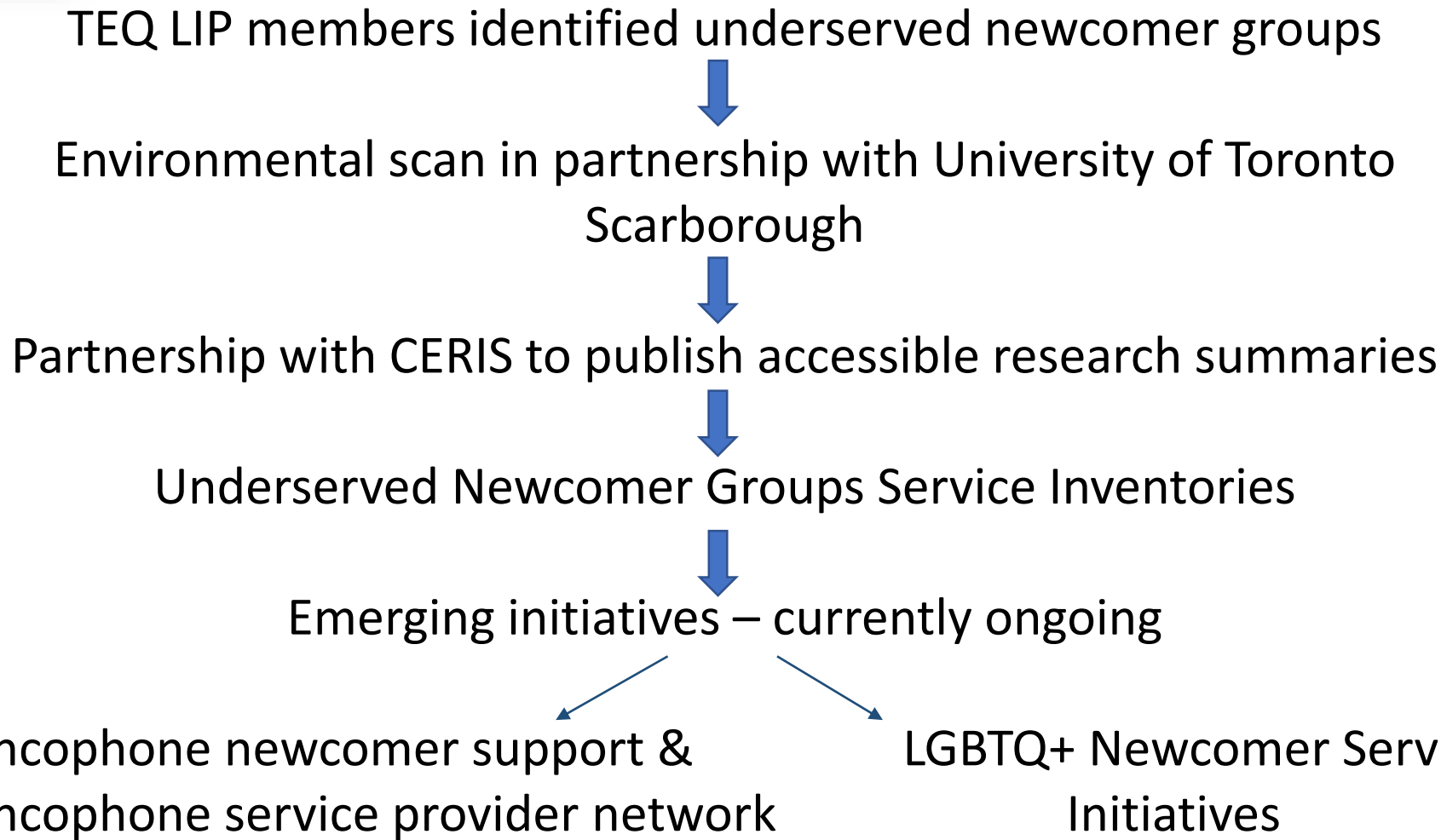
**WHAT'S HAPPENING**

Toronto Newcomer Day 2019 – May 16, 2019





# Example – Underserved Newcomer Groups Initiative



**RESEARCH SUMMARY**  
Winter 2015

**Does Non-Status Mean No Service?**  
Author: Gita Maharaj

**What you need to know**  
It is difficult to know the number of non-status immigrants in Scarborough. However, when they seek out services, many settlement centres require them to provide personal information, including immigration status. Many are then underserved as access to services is denied.

**What is this research about?**  
The goal of this project was to find out the types of settlement services that are available to underserved migrant groups in Scarborough. In particular, this study explored the types of settlement services available to non-status immigrants in Scarborough.

In this study, non-status refers to denied refugee claimants, migrants who have overstayed their visa but remain in the country, and migrants who have entered the country undetected.

Non-status immigrants face many barriers when attempting to access settlement services such as healthcare, language classes, and public education. Prior research and the literature on this topic suggest that these barriers exist in Toronto. However, the existing research does not focus on Scarborough where many immigrants have settled.

**What did the researcher do?**  
This study took place over three months in Scarborough. The researchers conducted a series of semi-structured interviews with workers from various settlement organizations in Scarborough. The interviews gave information on the services and the location of services available to non-status immigrants living in Scarborough.

**What did the researcher find?**  
This research found that services available to non-status immigrants in Scarborough are very limited. As a result, non-status immigrants have become an underserved population in Scarborough. Some of the issues facing this group include:

- The eligibility criteria of many organizations require immigrants to provide their personal information including their immigration status.

CERIS - Bridging migration research, policy, and practice  
www.ceris.ca

**Scarborough Service Inventory: Under-Served Newcomer Groups**  
Toronto East Quadrant Local Immigration Partnership - [www.scarboroughlip.ca](http://www.scarboroughlip.ca)  
Updated summer 2015

This document is meant to be a quick reference for finding services for underserved newcomer groups. Many of the programs are subject to change. Please call the organizations directly to confirm continued programming and hours of operation.

Please contact Mattie [cmaharaj@torontoeastquadrantlip.ca](mailto:cmaharaj@torontoeastquadrantlip.ca) - 416-737-7500, ext. 212 with any additions or changes to directory information.

Section	Title
A	Services for LGBTQ Newcomers
B	Services for Non-Status/undocumented Newcomers
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D	Services for Refugee Claimants

Under-Served Newcomer Service Inventory - Scarborough, Ontario  
Toronto East Quadrant Local Immigration Partnership ([www.scarboroughlip.ca](http://www.scarboroughlip.ca))

Toronto East Quadrant Local Immigration Partnership

**A. Services for LGBTQ Newcomers**

Service Provider	Phone Number	Address	Website
East Metro Youth Services, 1827 St. Clair Ave. E. Clinic	416-442-9977	1820 Sheppard Ave. E. (at Eglinton) 2nd floor	http://www.1827.org
YOUTHLINE - YAHKA Program	416-977-7774 x 218	1000 Sheppard Ave. E. (at Eglinton) 2nd floor	http://www.youthline.ca

Drop-in open 5 days a week with a specific night for LGBTQ youth.  
From the website: "The clinic helps with issues such as oppression, anxiety, self-harm, suicide, isolation, sexual identity matters, bullying, harassment, concerns, addictions, and exploring one's rights as an LGBT youth."  
YAHKA - Youth Advocating for All-Immigrants Awareness!  
From the team: "We serve Scarborough Group offering advice, guidance, affirming space for young people who identify within the gender and sexual diversity spectrum LGBTQQ2ASPI."



# The usefulness of inventories

- Information resource for agency staff and newcomers
- Starting point for community needs assessments and LIP initiatives
- Provides focused, specific information on what exists in a community or addresses a specific knowledge gap





# Disadvantages

- Static – information quickly outdated
- Hard to keep up to date – resource-intensive
- Format and distribution
- Reaching target audience







# Our ongoing struggles

- Demand and access - a resource is only as useful as it is used
- Format – online / printable / hard copy
- Target audience and distribution strategy
- What level of detail to provide
- Measuring usefulness





# Conclusion

- Resources
- Responsibility
- Connected information pathways -  
**‘Ecosystem of Inventories’**





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