

Richmond Local Immigration Partnership Summary Report

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1. Introduction

The Social Planning and Research Council of British Columbia (SPARC BC) was contracted by the Richmond Multicultural Community Services (RMCS), on behalf of the Richmond Local Immigration Partnership, to undertake a research project that includes a survey of service providers and their staff who provide services to immigrants and refugees, an inventory of existing programs and services that are available to immigrants and refugees, and maps that illustrate the current service infrastructure serving immigrants and refugees in Richmond.

The purpose of this project is to understand the social infrastructure that is in place for immigrants and refugees living in Richmond and to understand the community and newcomer needs through identification of gaps in service delivery.

About the Richmond Local Immigration Partnership

Funded by the Citizenship and Immigration Canada as a Local Immigration Partnership (LIP), Richmond's Community Collaboration Table (CCT) engages community partners in a long-term planning process to build inclusive environments for newcomers and residents of Richmond. The CCT was formed to support the existing immigrant integration programs and recognize the importance of shared responsibility among newcomers and the community to create a welcoming and inclusive community.

Report Structure

The next section of this report outlines the research methodology. The subsequent section provides highlights of findings from the survey, service inventory and maps. The final section of the report provides a conclusion and a set of recommendations based on the project findings. Comprehensive summaries of survey and inventory can be found in Appendix A and B.

2. Methodology

This section outlines research methodology employed for this project. The mixed methods approach was utilized to capture full range of programs and services available to immigrants and refugees in Richmond, as well as to glean perceptions of service providers on the adequacy of immigrant service infrastructure in Richmond. A combination of online stakeholder survey, service inventory and maps was used to identify strengths and opportunities in the city of Richmond's service infrastructure that serves immigrants and refugees. Each method is described below.

2.1. Richmond Settlement and Integration Services Survey

The Richmond Settlement and Integration Services Survey sought to gather feedback from the service providers (e.g., Executive Directors, Management and Front-line staff) on the current immigrant and refugee service infrastructure in Richmond. An online survey was created and distributed to all organizations and agencies in the Richmond Community Collaboration Table (CCT) network. The survey included questions on the adequacy of service infrastructure related to serving immigrants and refugees, wait list status, organizational capacity and duplication of services.

The survey was open between May 18, 2016 and May 31, 2016. A total of fifty-nine (59) respondents completed the survey.

2.2. Service Inventory Development

A total of eight (8) existing databases were consulted in the development of the service inventory.

- Richmond Newcomer Guide;
- BC211;
- Richmond Community Services Directory;
- City of Richmond Social Services Directory (2003);
- CIC Services;
- Richmond Seniors Services Directory;
- BC211 Organizational Directory (Provided from City of Richmond); and,
- Libraries.

The development of the inventory of programs and services was based on the criteria for program and service inclusion that was set at the initial stage of the project. Criteria for inclusion include the following:

- The program or service is available to immigrants and refugees;
- The program or service is available within the geographic boundaries of the city of Richmond (e.g., physical location); and,
- The program or service is provided at no cost.

The service inventory was organized into six (6) broad categories and thirty-six (36) subcategories. The table below lists broad categories and subcategories pertaining to each category.

Table 1: Service inventory categories and subcategories

Category	Subcategory
1. Settlement and Information Services	Information and Referral Services
	Drop-in Support Groups
	Refugee Services
	Housing Support Services
	Immigration and Citizenship Services
	Interpretation and Translation Services
2. English Language Services	Language Assessment Services
	English as an Additional Language Programs
	Literacy Programs
3. Employment and Education Support Services	Employment Services
	Training and Skills Upgrading Services
4. Health and Nutrition Services	Food and Nutrition Services
	Mental Health Services
	Primary Health Care Services
	Alcohol & Drug Addiction Services
	Dental Care Services
5. Individual and Family Support Services	Child Services (ages 0-12 years)
	Youth Services (ages 13-18 years)
	Young Adults (ages 18-30 years)
	Parenting Programs
	Family Counselling Services
	Women's Services
	Programs for Seniors (ages 55+ years)
	LGBTQ Services
	Disability/Exceptionality Services
	Low-Income Services
6. Community Integration and Connection Services	Legal Education Services
	Financial Literacy Services
	Recreation and Community Activities
	Transportation Services
	Volunteering Opportunities
	Tax Filing Services
	Cultural Celebrations
	Social Activities
	Computer and Technology Literacy Services

2.3. Service Mapping

A total of two (2) maps were created for this project. Socio-demographic variables from the 2011 National Household Survey and immigrant settlement and integration service information from the service inventory were utilized to generate the following maps:

1. Map 1: Richmond Immigrant Services in 2016 and Immigrants Arriving 2006 to 2011 by Census Tract;
2. Map 2: Richmond Immigrant Services in 2016 and Total Immigrants by Census Tracts in 2011.

2.4. Project Limitations

This project has several limitations that should be noted. The limitations include the following:

- Due to time constraints, the validation process for programs and services was not included as part of the methodology;
- Given the costs associated with programs and services offered by the community centres, community centre programs and services were not included in the inventory;
- With programs fluctuating throughout the year, many events and activities hosted by libraries were not included in the inventory;
- Given the fluctuation of events, no program or service pertaining to cultural celebrations has been included in the inventory. However, various service organizations and ethnic organizations may host cultural events throughout the year which may explain the discrepancy in the survey findings and the inventory data; and,
- Many programs and services targeted towards recent immigrants were categorized under Immigrants and General Public in the inventory because these programs and services were not explicitly labelled as specifically for recent immigrants.

3. Highlights of Findings

3.1. Richmond Settlement and Integration Services Survey Highlights

A total of 59 individuals completed the Richmond Settlement and Integration Services Survey. Survey respondents were affiliated with non-profit organizations, religious and ethnic organizations, local government, school district and postsecondary institutions in the City of Richmond. Of those who completed the survey, the largest group of respondents were front-line staff (51.7%), followed by management staff (41.4%) and executive directors (6.9%). The majority of respondents were employed at small- and medium-sized organizations (1 to 50 employees; 75.7%).

The majority of survey respondents reported that their organization provides programs and services in four or more languages (75.0%), with most common language offered being Mandarin (22.4%) and Cantonese (19.6%). The highest proportion of respondents indicated that their organization provides information referral services (27.2%), English as an Additional Language programs (32.7%), training and skills upgrading services (35.1%), food and nutrition services (24.5%), programs for seniors (15.0%) and volunteering opportunities (16.8%) under each service category. Full survey results are available in the Appendix A.

The Adequacy of Programs and Services in Richmond

The survey respondents were asked to rate the adequacy of the six (6) categories of services in meeting the needs of immigrants and refugees living in Richmond and they indicated the following:

- **Settlement and Information Services:** Information & referral services were the most likely to be considered more than adequate (23% of survey respondents) by survey respondents. Housing support services were the most likely to be considered inadequate (61% of survey respondents) by survey respondents;
- **English Language Services:** English as an additional language programs were the most likely to be considered more than adequate (15% of survey respondents) by survey respondents. Literacy programs were the most likely to be considered inadequate (55% of survey respondents) by survey respondents;
- **Employment and Education Support Services:** Employment services were the most likely to be considered more than adequate (22% of survey respondents) by survey respondents. Training and skills upgrading services were the most likely to be considered inadequate (42% of survey respondents) by survey respondents;
- **Health and Nutrition Services:** Food and nutrition services – tied with primary health care services - were the most likely to be considered more than adequate (8% of survey respondents) by survey respondents. Mental health services were the most likely to be considered inadequate (73% of survey respondents) by survey respondents;
- **Individual and Family Support Services:** Programs for seniors were the most likely to be considered more than adequate (17% of survey respondents) by survey respondents. LGBTQ services were the most likely to be considered inadequate (56% of survey respondents) by survey respondent; and,
- **Community Integration and Connection Services:** Volunteering opportunities were the most likely to be considered more than adequate (32% of survey respondents) by survey respondents. Legal education services were the most likely to be considered inadequate (62% of survey respondents) by survey respondents.

The Service Provision Priorities for Richmond

The survey respondents who identified themselves as a settlement worker were asked to rank the programs and services in the order of priority under each service category. They indicated the following:

- **Basic Services:** Information and referral services were the highest average priority (average score = 1.5), followed by immigration and citizenship services (average score = 2.1). Housing support services were ranked as a priority by the largest number of respondents (13 respondents);
- **English Language Services:** English as an additional language programs were the highest average priority (average score = 1.8). Language assessment – tied with literacy programs- were ranked as a priority by the largest number of respondents (13 respondents);
- **Employment and Education Support Services:** Employment services were the highest average priority (average score = 1.3). Training and skills upgrading services were ranked as a priority by the largest number of respondents (13 respondents);
- **Health and Nutrition Services:** Primary health care services were the highest average priority (average score = 1.7), followed by food and nutrition services (average score = 2.0). Primary health care services – tied with dental care services - were ranked as a priority by the largest number of respondents (10 respondents);
- **Individual and Family Support Services:** Parenting programs were the highest average priority (average score = 2.8), followed by youth services (average score = 3.3). Youth services – tied with family counselling services and low-income services - were ranked as a priority by the largest number of respondents;
- **Community Integration and Connection Services:** Volunteering opportunities were the highest average priority (average score = 2.4), followed by financial literacy services (average score = 3.3). Legal education services were ranked as a priority by the largest number of respondents (10 respondents); and,
- **Services:** English language services were the highest average (average score = 3.0), followed by settlement and information services (average score = 3.1). English language services – tied with community integration and connection services - were ranked as a priority by the largest number of respondents (18 respondents).

Implementation Issues

When survey respondents were asked to rank the service implementation issues their organization currently faces, they provided the following information:

- Not having enough funding to create services that meet needs of clients were considered to be the most important implementation issue currently faced by organizations (average score = 2.4), followed by transportation challenges faced by clients who are trying to access services (average score = 3.6);
- Not having enough funding to create services that meet needs of clients was mentioned as an implementation issue by the largest number of respondents (27 respondents); and,
- Lack of support from partner organizations were considered to be a non-issue when it comes to implementation (average score = 5.4).

Organizational Capacity, Wait Lists and Duplication of Services

- **Organizational Capacity (Child Minding Services):** The majority of respondents reported that their organization was at partial (33.3%) and no capacity (38.1%) to deliver child minding services;
- **Organizational Capacity (Referral Services):** The majority of respondents reported that their organization was at full capacity (48.3%) or partial capacity (41.4%) to deliver the service including follow-ups;
- **Wait Lists:** More than half of respondents reported that their organization had wait lists (62.5%); and,
- **Duplication of Services:** The majority of respondents indicated that they did not notice (38.7%) or was unsure (45.2%) about duplication of services in Richmond.

3.2. Service Inventory Highlights

The inventory of programs and services available to immigrants and refugees in Richmond was developed to organize programs and services into six (6) categories and thirty-five (35) sub-categories. The inventory compiled a total of 225 unique programs and services offered by forty-eight (48) organizations in Richmond. Double or multiple entries of programs and services have been made where appropriate. Full inventory data is available in Appendix B.

Settlement and Information Services

- The highest number of programs and services were found for information and referral services (13) offered by nine (9) different organizations; and,
- Drop-in support groups – tied with interpretation and translation services – had the least number of programs and services available (1 each).

English Language Services

- The highest number of programs and services were found for English as an additional language programs (10) offered by nine (9) different organizations; and,
- Literacy programs had the least number of programs and services available (1).

Employment and Education Support Services

- The highest number of programs and services were found for employment services (8) offered by five (5) different organizations; and,
- Training and skills upgrading services had the least number of programs and services available (6).

Health and Nutrition Services

- The highest number of programs and services were found for mental health services (30) offered by eleven (11) different organizations; and,
- Dental care services had the least number of programs and services available (1).

Individual and Family Support Services

- The highest number of programs and services were found for child services (33) offered by seventeen (17) different organizations; and,
- No programs and services were found for family counselling and LGBTQ services.

Community Integration and Connection Services

- The highest number of programs and services were found for recreation and community activities (10) offered by six (6) different organizations; and,
- No programs and services were found for cultural celebrations, while transportation services had one (1) service available.

3.3. Map Highlights

A total of two (2) maps were created to illustrate the full range of programs and services available for immigrants and refugees in Richmond by census tracts. One map was generated each for recent immigrants who arrived in Canada between 2006 and 2011, and total number of immigrants in 2011.

- The majority of programs and services were offered along or near Number 3 Road;
- A total of one (1) program - an ESL conversation class - is in close proximity to 1,310 recent immigrants residing west of Garden City Road between Westminster Highway and Blundell Road;
- No settlement services are readily accessible for 415 recent immigrants and 1,730 established immigrants residing west of Highway 99 and along the Richmond Freeway;
- No settlement services are readily accessible for 2,020 recent immigrants residing east of Railway Avenue between Granville Avenue and Steveston Highway; and,
- A total of one (1) program - refugee service – is accessible for 2,790 recent immigrants residing east of Shell Road between Francis Road and Steveston Highway.

4. Conclusion and Recommendations

Based on the findings from the Richmond Settlement and Integration Services Survey, as well as the service inventory and maps, the following conclusions and recommendations are put forth to assist the strategy development of the Richmond Community Collaboration Table (CCT).

Conclusion	Supporting Evidence	Recommendation
<p>1. Richmond has a strong service infrastructure for serving immigrants and refugees in the area of mental health, disability, child and youth.</p>	<ul style="list-style-type: none"> • There are thirty (30) mental health programs and services, thirty-three (33) child services, twenty-nine (29) disability/exceptionality services and twenty-four (24) youth services available for immigrants and refugees living in Richmond. • However, the existing service infrastructure is considered inadequate by many survey respondents. Mental health services were most likely to be considered inadequate (73%), as well as disability/exceptionality services (48%), child (38%) and youth (48%) services. Disability/Exceptionality services were ranked as one of the highest priorities by survey respondents. 	<p>1.1. Increase in the amount of programs and services that are offered in the area of mental health, disability, child and youth.</p> <p>1.2. Explore ways to enhance existing services for immigrants and refugees living in Richmond.</p>
<p>2. The current service infrastructure lacks programs and services serving recent immigrants, and LGBTQ and refugee communities in Richmond.</p>	<ul style="list-style-type: none"> • The service inventory captured two (2) programs and services that are offered specifically for recent immigrants who have arrived in the past five years. There is one organization providing refugee services, while no LGBTQ services were found for immigrants and refugees living in Richmond. • In addition, based on the findings from the Richmond Settlement and Integration Services Survey, the current service infrastructure for refugee services is considered mostly adequate (58%) or inadequate (31%). The majority of survey respondents reported that LGBTQ services are inadequate in Richmond (56%). Both LGBTQ and refugee services were ranked as highest priorities. 	<p>2.1. Revise program and service descriptions to include recent immigrants so it is clear that the programs and services are also targeted towards recent immigrants.</p> <p>2.2. Increase the amount of services that are offered to LGBTQ and refugee newcomers in Richmond.</p>

<p>3. Lack of funding available for service providers and service accessibility are main implementation issues organizations face in serving immigrants and refugees in Richmond.</p>	<ul style="list-style-type: none"> • According to the Richmond Settlement and Integration Services Survey of executive directors, management staff and front-line workers, the survey respondents responded that not having enough funding to create services that meet needs of clients and transportation challenges faced by clients were two major implementation issues their organizations face in delivering programs and services to immigrants and refugees in Richmond. • The service maps show that most programs and services were concentrated along the Number 3 Road and around the City Centre where there was high number of immigrants in nearby residential areas. 	<p>3.1. Develop a strategy to reallocate funding for programs and services that are of high priority for immigrants and refugees.</p> <p>3.2. Develop and deliver training to community service leaders in managing funding with limited resources and designing effective programs and services.</p>
<p>4. Many service providers are unaware of programs and services offered by other organizations in Richmond.</p>	<ul style="list-style-type: none"> • As reflected in the Richmond Settlement and Integration Services Survey, the majority of respondents (45.2%) were unsure about duplication of services in Richmond. 	<p>4.1. Develop and deliver workshop to immigrant service organizations, as well as community organizations, to improve their awareness and knowledge of Richmond’s immigrant integration and settlement service infrastructure.</p>

Appendix A: Richmond Settlement and Integration Services Survey Data

This summary presents a series of data tables from the Richmond Settlement and Integration Services Survey. A total of 59 individuals responded to the survey.

1. Profile of Survey Respondents

Position in the Organization

Out of 29 survey respondents who indicated their position within their organization, highest percentage of front-line workers (52%) responded, followed by individuals in management positions (41%) and executive director (7%).

Table 2: Survey respondents' position in the organization

Position	#	%
Executive Director	2	7%
Management (e.g., Director of Settlement Programs, Senior Officer, Program Coordinator, etc)	12	41%
Front-line (e.g., Settlement Worker, Program Assistant, etc)	15	52%

Number of Employees in the Organization

The majority of survey respondents indicated that their organization employs 11 to 25 people (42%), followed by 26 to 50 people (22%). Few organizations employed more than 500 employees (7%).

Table 3: Survey respondents' response to number of employees

Number of Employees	#	%
1 to 10	5	12%
11 to 25	17	42%
26 to 50	9	22%
51 to 100	2	5%
101 to 500	5	12%
500 +	3	7%

Number of Languages offered in the Organization

The majority of survey respondents reported that their organization offers programs and services in four or more languages (75%).

Table 4: Survey respondents' response to number of languages offered in the organization

Number of Languages	#	%
One	5	13%
Two	3	8%
Three	2	5%
Four or more	30	75%

Languages offered in the Organization

The survey respondents reported that the programs and services are offered most in Mandarin (22%), other languages (22%) and Cantonese (20%). Other languages include Arabic, Hindi, Urdu, Somali, Japanese, Farsi, Korean, Vietnamese, French, Russian and English.

Table 5: Survey respondents' response to languages offered in the organization

Languages	#	%
Cantonese	28	20%
Mandarin	32	22%
Tagalog	16	11%
Punjabi	25	18%
Spanish	10	7%
Other	32	22%

Settlement and Information Services

Many survey respondents indicated that their organization provides Information and Referral Services (27%), followed by Immigration and Citizenship Services (18%) and Refugee Services (16%). Few organizations did not offer any of the listed Settlement and Information Services (6%).

Table 6: Background information about organization on settlement and information services

Settlement and Information Services that Organizations Provide	#	%
Information and Referral Services	34	27%
Drop-in Support Groups	17	14%
Refugee Services	20	16%
Housing Support Services	10	8%
Immigration and Citizenship Services	23	18%
Interpretation and Translation Services	14	11%
None of these	7	6%

English Language Services

The survey respondents reported that their organization provides English as an Additional Language programs (33%), followed by Literacy programs (19%) and Language Assessment services (17%). Many organizations did not offer any of the listed English Language Services (31%).

Table 7: Background information about organization on English language services

English Language Services that Organizations Provide	#	%
Language Assessment services	9	17%
English as an Additional Language programs	17	33%
Literacy programs	10	19%
None of these	16	31%

Employment and Education Services

The survey respondents reported that their organization provides Employment Services (44%), followed by Training and Skills Upgrading Services (35%).

Table 8: Background information about organization on employment and education services

Employment and Education Services that Organizations Provide	#	%
Employment Services	25	44%
Training and Skills Upgrading Services	20	35%
None of these	12	21%

Health and Nutrition Services

Most survey respondents indicated that their organization does not provide any of the listed Health and Nutrition Services (45%). For those organizations that provided services in Health and Nutrition, many reported that their organization provides Food and Nutrition Services (25%), followed by Mental Health Services (11%) and Primary Health Care Services (11%).

Table 9: Background information about organization on health and nutrition services

Health and Nutrition Services that Organizations Provide	#	%
Food and Nutrition Services	13	25%
Mental Health Services	6	11%
Primary Health Care Services	6	11%
Alcohol & Drug Addiction Services	2	4%
Dental Care Services	2	4%
None of these	24	45%

Individual and Family Support Services

Many survey respondents indicated that their organization provides Programs for Seniors (15%), Low-Income Services (14%), Youth Services (13%), Parenting Programs (13%) and Women’s Services (13%).

Table 10: Background information about organization on individual and family support services

Individual and Family Support Services that Organizations Provide	#	%
Child Services (ages 0-12 years)	18	11%
Youth Services (ages 13-18 years)	20	13%
Parenting Programs	20	13%
Family Counselling Services	11	7%
Women’s Services	21	13%
Programs for Seniors (ages 55+ years)	24	15%
LGBTQ Services	5	3%
Disability/Exceptionality Services	12	8%
Low-Income Services	23	14%
None of these	6	4%

Community Integration and Connection Services

Many survey respondents reported that their organization provides Volunteering Opportunities (17%), Social Activities (14%), Recreation and Community Activities (13%) and Cultural Celebrations (13%).

Table 11: Background information about organization on community integration and connection services

Community Integration and Connection Services that Organizations Provide	#	%
Legal Education Services	13	7%
Financial Literacy Services	17	9%
Recreation and Community Activities	25	13%
Transportation Services	11	6%
Volunteering Opportunities	33	17%
Tax Filing Services	24	12%
Cultural Celebrations	26	13%
Social Activities	27	14%
Computer and Technology Literacy Services	18	9%
None of these	2	1%

Other Services

The survey respondents offered the following insights into other services they offer in their organization:

- | | |
|---|---|
| <ul style="list-style-type: none">• Early Intervention Therapy Services for children birth to 5 who have Neurological. Developmental Delays. Employment support services to adults with Disabilities;• Education workshops regarding healthy brain, local resources and how to navigate the health systems;• Parenting in the Canadian context programs that support immigrants and refugees. We also provide referrals to community agencies and public partners to assist families in their settlement needs. We also provide mental health supports to refugees in partnership with other agencies in Richmond;• Religious;• Government form reviewing, new immigrant information orientation;• Homeless Prevention Program, safe house for women fleeing abuse, counseling, Outreach and Advocacy;• Language training (LINC), employment-related program, information and orientation workshops, Reception services at YVR (CANN) program), Needs Assessment and referrals; | <ul style="list-style-type: none">• Information and referral- also connecting to politicians on city council;• Facilitation of information and referral-linking to community services;• Post-secondary education orientation, English language classes and assessment, and scholarships and bursary opportunities through the KPU Foundation;• Employment, temporary placements;• We are primarily an advocacy and public education committee that runs pilot projects specifically for low-income people including new immigrants;• Referrals to Community Resources;• Community Connection, Life Skills Workshops such as parenting and leadership program;• Community connection;• Tours, field trips, walking tours;• One-on-one services, information and referral, labor market, settlement, volunteer program, multicultural women group. |
|---|---|

2. Summary of Responses about Adequacy of Services and Programs in Meeting Needs Immigrants and Refugees in Richmond

Settlement and information services

Information & referral services were the most likely to be considered more than adequate (23% of survey respondents) by survey respondents (**Table 12**). Housing support services were the most likely to be considered inadequate (61% of survey respondents) by survey respondents.

Table 12: Adequacy of settlement and information services in meeting the needs of immigrants and refugees living in Richmond (among survey respondents who provided an opinion)

Settlement and information services	More than adequate (#)	More than adequate (%)	Adequate (#)	Adequate (%)	Inadequate (#)	Inadequate (%)	Total who provided opinion
Information & Referral Services	7	23%	21	70%	2	7%	30
Drop-in Support Groups	5	21%	14	58%	5	21%	24
Refugee Services	3	12%	15	58%	8	31%	26
Housing Support Services	3	13%	6	26%	14	61%	23
Immigration and Citizenship Services	5	21%	16	67%	3	13%	24
Interpretation and Translation Services	2	8%	13	52%	10	40%	25

English Language Services

English as an additional language programs were the most likely to be considered more than adequate (15% of survey respondents) by survey respondents (**Table 13**). Literacy programs were the most likely to be considered inadequate (55% of survey respondents) by survey respondents.

Table 13: Adequacy of English language services in meeting the needs of immigrants and refugees living in Richmond (among survey respondents who provided an opinion)

English language services	More than adequate (#)	More than adequate (%)	Adequate (#)	Adequate (%)	Inadequate (#)	Inadequate (%)	Total who provided opinion
Language Assessment services	3	13%	11	48%	9	39%	23
English as an Additional Language Programs	4	15%	8	31%	14	54%	26
Literacy Programs	2	9%	8	36%	12	55%	22

Employment and Education Services

Employment services were the most likely to be considered more than adequate (22% of survey respondents) by survey respondents (**Table 14**). Training and skills upgrading services were the most likely to be considered inadequate (42% of survey respondents) by survey respondents.

Table 14: Adequacy of employment and education support services in meeting the needs of immigrants and refugees living in Richmond (among survey respondents who provided an opinion)

Employment and education support services	More than adequate (#)	More than adequate (%)	Adequate (#)	Adequate (%)	Inadequate (#)	Inadequate (%)	Total who provided opinion
Employment Services	6	22%	14	52%	7	26%	27
Training and Skills Upgrading Services	5	19%	10	38%	11	42%	26

Health and nutrition services

Food and nutrition services – tied with primary health care services - were the most likely to be considered more than adequate (8% of survey respondents) by survey respondents (**Table 15**). Mental health services were the most likely to be considered inadequate (73% of survey respondents) by survey respondents.

Table 15: Adequacy of health and nutrition services in meeting the needs of immigrants and refugees living in Richmond (among survey respondents who provided an opinion)

Health and nutrition services	More than adequate (#)	More than adequate (%)	Adequate (#)	Adequate (%)	Inadequate (#)	Inadequate (%)	Total who provided opinion
Food and Nutrition Services	2	8%	16	67%	6	25%	24
Mental Health Services	1	4%	6	23%	19	73%	26
Primary Health Care Services	2	8%	11	44%	12	48%	25
Alcohol & Drug Addiction Services	0	0%	11	46%	13	54%	24
Dental Care Services	0	0%	8	33%	16	67%	24

Individual and family support services

Programs for seniors were the most likely to be considered more than adequate (17% of survey respondents) by survey respondents (**Table 16**). LGBTQ services were the most likely to be considered inadequate (56% of survey respondents) by survey respondents.

Table 16: Adequacy of individual and family support services in meeting the needs of immigrants and refugees living in Richmond (among survey respondents who provided an opinion)

Individual and family support services	More than adequate (#)	More than adequate (%)	Adequate (#)	Adequate (%)	Inadequate (#)	Inadequate (%)	Total who provided opinion
Child Services (ages 0-12 years)	2	8%	14	54%	10	38%	26
Youth Services (ages 13-18 years)	2	8%	11	44%	12	48%	25
Parenting Programs	2	8%	18	69%	6	23%	26
Family Counselling Services	1	4%	13	52%	11	44%	25
Women's Services	2	7%	17	63%	8	30%	27
Programs for Seniors (ages 55+ years)	4	17%	14	58%	6	25%	24
LGBTQ Services	1	6%	7	39%	10	56%	18
Disability/Exceptionality Services	2	9%	10	43%	11	48%	23
Low-Income Services	4	15%	12	46%	10	38%	26

Community integration and connection services

Volunteering opportunities were the most likely to be considered more than adequate (32% of survey respondents) by survey respondents (**Table 17**). Legal education services were the most likely to be considered inadequate (62% of survey respondents) by survey respondents.

Table 17: Adequacy of community integration and connection services in meeting the needs of immigrants and refugees living in Richmond (among survey respondents who provided an opinion)

Community integration and connection services	More than adequate (#)	More than adequate (%)	Adequate (#)	Adequate (%)	Inadequate (#)	Inadequate (%)	Total who provided opinion
Legal Education Services	0	0%	8	38%	13	62%	21
Financial Literacy Services	1	4%	15	65%	7	30%	23
Recreation and Community Activities	2	7%	20	74%	5	19%	27
Transportation Services	2	8%	10	40%	13	52%	25
Volunteering Opportunities	9	32%	16	57%	3	11%	28
Tax Filing Services	3	11%	22	79%	3	11%	28
Cultural Celebrations	7	26%	17	63%	3	11%	27
Social Activities	5	19%	18	67%	4	15%	27
Computer and Technology Literacy Services	3	13%	13	54%	8	33%	24

Priority Questions

Basic services

Information and referral services were the highest average priority (i.e., lowest average score) (average score = 1.5) (Table 18), followed by immigration and citizenship services (average score = 2.1). Housing support services were ranked as a priority by the largest number of respondents (13 respondents).

Table 18: Basic services for immigrants and refugees living in Richmond that deserve the most attention (1 - top priority)

Basic services	1 (#)	2 (#)	3 (#)	4 (#)	5 (#)	Total mentions	Average score (lower # = higher priority)
Information and Referral Services	6	3	1	0	0	10	1.5
Drop-in Support Groups	0	1	4	1	2	8	3.5
Housing Support Services	3	3	5	1	1	13	2.5
Immigration and Citizenship Services	3	4	2	1	0	10	2.1
Interpretation and Translation Services	0	1	1	4	3	9	4.0

English language services

English as an additional language programs were the highest average priority (i.e., lowest average score) (average score = 1.8) (Table 19). Language assessment – tied with literacy programs- were ranked as a priority by the largest number of respondents (13 respondents).

Table 19: English language services for immigrants and refugees living in Richmond that deserve the most attention (1 - top priority)

English language services	1 (#)	2 (#)	3 (#)	Total mentions	Average score (lower # = higher priority)
Language Assessment	4	4	5	13	2.1
English as an Additional Language Programs	6	2	4	12	1.8
Literacy Programs	2	7	4	13	2.2

Employment and education support services

Employment services were the highest average priority (i.e., lowest average score) (average score = 1.3) (**Table 20**). Training and skills upgrading services were ranked as a priority by the largest number of respondents (13 respondents).

Table 20: Employment and education support services for immigrants and refugees living in Richmond that deserve the most attention (1 - top priority)

Employment and education support services	1 (#)	2 (#)	Total mentions	Average score (lower # = higher priority)
Employment Services (i.e., Job Search, Resume Building)	8	4	12	1.3
Training and Skills Upgrading Services	4	9	13	1.7

Health and nutrition services

Primary health care services were the highest average priority (i.e., lowest average score) (average score = 1.7) (**Table 21**), followed by food and nutrition services (average score = 2.0). Primary health care services – tied with dental care services - were ranked as a priority by the largest number of respondents (10 respondents).

Table 21: Health and nutrition services for immigrants and refugees living in Richmond that deserve the most attention (1 - top priority)

Health and nutrition services	1 (#)	2 (#)	3 (#)	4 (#)	5 (#)	Total mentions	Average score (lower # = higher priority)
Food and Nutrition Services	3	3	3	0	0	9	2.0
Mental Health Services	2	2	3	1	1	9	2.7
Primary Health Care Services	6	2	1	1	0	10	1.7
Alcohol and Drug Addiction Services	0	0	1	2	3	6	4.3
Dental Care Services	0	3	2	3	2	10	3.4

Individual and family support services

Parenting programs were the highest average priority (i.e., lowest average score) (average score = 2.8) (**Table 22**), followed by youth services (average score = 3.3). Youth services – tied with family counselling services and low-income services - were ranked as a priority by the largest number of respondents.

Table 22: Individual and family support services for immigrants and refugees living in Richmond that deserve the most attention (1 - top priority)

Individual and family support services	1 (#)	2 (#)	3 (#)	4 (#)	5 (#)	6 (#)	7 (#)	8 (#)	9 (#)	10 (#)	Total mentions	Average score (lower # = higher priority)
Child Services (ages 0-12)	1	0	2	1	0	1	0	0	1	0	6	4.3
Youth Services (ages 13-18 years)	3	2	1	2	1	0	0	0	0	1	10	3.3
Parenting Programs	1	4	3	0	0	0	1	0	0	0	9	2.8
Family Counselling Services	4	2	1	0	0	1	0	1	1	0	10	3.4
Women's Services	0	1	0	0	3	1	1	0	0	1	7	5.7
Programs for Seniors (ages 55+ years)	1	1	2	1	0	1	2	0	0	0	8	4.1
LGBTQ Services	0	0	0	1	0	0	1	1	1	3	7	8.3
Disability/Exceptionality Services	0	0	0	0	1	2	0	1	3	0	7	7.4
Low-Income Services	2	1	1	2	2	0	1	0	0	1	10	4.2
Refugee Services	0	1	2	0	0	0	1	3	1	0	8	6.0

Community integration and connection services

Volunteering opportunities were the highest average priority (i.e., lowest average score) (average score = 2.4) (**Table 23**), followed by financial literacy services (average score = 3.3). Legal education services were ranked as a priority by the largest number of respondents (10 respondents).

Table 23: Community integration and connection services for immigrants and refugees living in Richmond that deserve the most attention (1 - top priority)

Community integration and connection services	1 (#)	2 (#)	3 (#)	4 (#)	5 (#)	6 (#)	7 (#)	8 (#)	9 (#)	Total mentions	Average score (lower # = higher priority)
Legal Education Services	5	0	1	1	0	1	1	0	1	10	3.4
Financial Literacy Services	1	3	2	0	0	1	1	0	0	8	3.3
Recreation and Community Activities	0	1	3	2	1	0	2	0	0	9	4.2
Transportation Services	0	0	0	1	2	1	1	0	2	7	6.4
Volunteering Opportunities	2	4	2	0	0	1	0	0	0	9	2.4
Tax Filing Services	1	1	1	2	0	0	0	2	2	9	5.3
Cultural Celebrations	1	1	0	1	1	0	1	1	1	7	5.1
Social Activities	2	1	1	0	2	2	0	0	0	8	3.6
Computer and Technology Literacy Services	0	1	2	0	1	1	0	4	0	9	5.7

Services

English language services were the highest average priority (i.e., lowest average score) (average score = 3.0) (**Table 24**), followed by settlement and information services (average score = 3.1). English language services – tied with community integration and connection services - were ranked as a priority by the largest number of respondents (18 respondents).

Table 24: Types of Services for immigrants and refugees living in Richmond that deserve the most attention (1 - top priority)

Services	1 (#)	2 (#)	3 (#)	4 (#)	5 (#)	6 (#)	Total mentions	Average score (lower # = higher priority)
Settlement and Information Services	5	2	2	4	3	1	17	3.1
English Language Services	5	4	4	0	1	4	18	3.0
Employment & Education Support Services	1	6	3	3	3	1	17	3.2
Health & Nutrition Services	1	1	2	4	5	4	17	4.4
Individual & Family Support Services	4	2	2	3	2	4	17	3.5
Community Integration and Connection Services	3	2	5	2	3	3	18	3.5

3. Implementation Issues

Ranking of implementation issues

Not having enough funding to create services that meet needs of clients were considered to be the most important implementation issue currently faced by organizations (average score = 2.4) (Table 25), followed by transportation challenges faced by clients who are trying to access services (average score = 3.6). Not having enough funding to create services that meet needs of clients was mentioned as an implementation issue by the largest number of respondents (27 respondents).

Table 25: Rank of implementation issues faced by organization currently (1 = most important)

Implementation issues	1 (#)	2 (#)	3 (#)	4 (#)	5 (#)	6 (#)	7 (#)	Total mentions	Average score (lower # = most important)
Not having enough funding to create services that meet needs of clients	14	3	4	1	2	2	1	27	2.4
Transportation challenges faced by clients who are trying to access services	5	2	5	7	1	1	4	25	3.6
Lack of support from partner organizations	1	3	1	1	3	7	9	25	5.4
Adequate translation and interpretation support for clients	3	4	4	6	4	1	4	26	3.9
Regular turn over in human resources responsible for service delivery	3	3	2	4	5	4	4	25	4.3
Lack of information about what other organizations are doing	2	3	5	3	6	6	1	26	4.2
Burdensome and time consuming evaluation and reporting requirements	1	8	3	3	4	3	3	25	3.9

4. Organizational capacity

Organizational capacity rating

Out of 21 respondents who provided opinion, six (6) respondents reported that their organization was at full capacity to deliver child minding services, followed by seven (7) respondents who indicated partial capacity and eight (8) respondents with no capacity. For referral services, fourteen (14) respondents reported that their organization was at full capacity to deliver the service including follow-ups, while twelve (12) indicated partial capacity. There were three (3) respondents who reported that their organization had no capacity to deliver referral services.

Table 26: Organizational capacity rating on child minding services and referral services

Organizational Capacity	Full capacity (#)	Full capacity (%)	Partial capacity (#)	Partial capacity (%)	No capacity (#)	No capacity (%)	Total who provided opinion
Child Minding Services	6	28.6%	7	33.3%	8	38.1%	21
Referral Services (including follow-ups)	14	48.3%	12	41.4%	3	10.3%	29

5. Wait List

Wait list status for programs and services

Out of 32 respondents who indicated their wait list status for programs and services, twenty (20) respondents reported that their organization had wait lists, while eight (8) indicated that their organization did not have wait lists for programs and services. Few respondents were unsure about the wait list status for their organization.

Table 27: Wait list status for programs and services

Organizations' Wait List Status	#	%
Yes	20	62.5%
No	8	25.0%
Not sure	4	12.5%

Programs and services with wait lists

The survey respondents noted that the following programs and services in their organization have wait lists:

<ul style="list-style-type: none"> • Early Intervention PT, OT, SLP, SW; • Social program and support group to support caregivers and patients; • One-on-one consulting services; • Language Training; • Childminding; • LINC Language classes; • Counseling, outreach and advocacy; • Housing; 	<ul style="list-style-type: none"> • Two's time & Preschool; • Various recreational programs for all ages; • Preschools and children's day camps; • Music programs; • Arts programs; • Computer and health programs; • English Conversation Class; • Tax-filing service.
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6. Duplication of Services

Perception of duplication of services in Richmond

Out of 31 respondents who provided opinion, five (5) respondents reported seeing duplication of programs and services in Richmond, while twelve (12) did not notice any duplication. The majority of respondents were not sure about duplication of services in Richmond (14 respondents).

Table 28: Duplication of services

Duplication of Services	#	%
Yes	5	16.1%
No	12	38.7%
Not sure	14	45.2%

Duplicated programs and services

The survey respondents described the following duplication in services or programs in Richmond:

<ul style="list-style-type: none"> • Settlement services; • Some community centres offer the same programs, but that should not be taken as a negative. Each community within Richmond has people who are limited in their mobility or are unable to travel to other community centres for the programs they need; 	<ul style="list-style-type: none"> • English Classes; • Youth programs and services, settlement and immigrant program, and other social services; • Parenting programs.
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Appendix B: Richmond Settlement and Integration Services Inventory Data

The summary tables present the total number of programs and services that are offered under each category and sub-categories.¹

Table 29: Service inventory breakdown by settlement and information services category

Settlement and Information Services	Total Number of Programs and Services	Total Number of Organizations Providing Services
Information and Referral Services	13	9
Drop-in Support Groups	1	1
Refugee Services	2	1
Housing Support Services	5	5
Immigration and Citizenship Services	3	2
Interpretation and Translation Services	1	1

Table 30: Service inventory breakdown by English language services category

English Language Services	Total Number of Programs and Services	Total Number of Organizations Providing Services
Language Assessment Services	2	2
English as an Additional Language Programs	10	9
Literacy Programs	1	1

Table 31: Service inventory breakdown by employment and education support services category

Employment and Education Support Services	Total Number of Programs and Services	Total Number of Organizations Providing Services
Employment Services	8	5
Training and Skills Upgrading Services	6	4

Table 32: Service inventory breakdown by health and nutrition services category

Health and Nutrition Services	Total Number of Programs and Services	Total Number of Organizations Providing Services
Food and Nutrition Services	15	8
Mental Health Services	30	11
Primary Health Care Services	25	6
Alcohol & Drug Addiction Services	7	4
Dental Care Services	1	1

¹ Double or multiple entries of programs and services under different category and subcategories were made in cases where appropriate.

Table 33: Service inventory breakdown by individual and family support services category

Individual and Family Support Services	Total Number of Programs and Services	Total Number of Organizations Providing Services
Child Services (ages 0-12 years)	33	17
Youth Services (ages 13-18 years)	24	15
Young Adults (ages 18-30 years)	4	3
Parenting Programs	11	8
Family Counselling Services	0	0
Women’s Services	8	5
Programs for Seniors (ages 55+ years)	18	9
LGBTQ Services	0	0
Disability/Exceptionality Services	29	9
Low-Income Services	4	3

Table 34: Service inventory breakdown by community integration and connection services category

Community Integration and Connection Services	Total Number of Programs and Services	Total Number of Organizations Providing Services
Legal Education Services	4	4
Financial Literacy Services	4	4
Recreation and Community Activities	10	6
Transportation Services	1	1
Volunteering Opportunities	9	4
Tax Filing Services	1	1
Cultural Celebrations	0	0 ²
Social Activities	2	2
Computer and Technology Literacy Services	4	3

² We understand that various service organizations and ethnic organizations may host cultural events throughout the year. However, given the fluctuation of events, no program or service pertaining to cultural celebrations has been found.