SURREY LOCAL IMMIGRATION PARTNERSHIP

Service Mapping Project

Final Report | May 2015

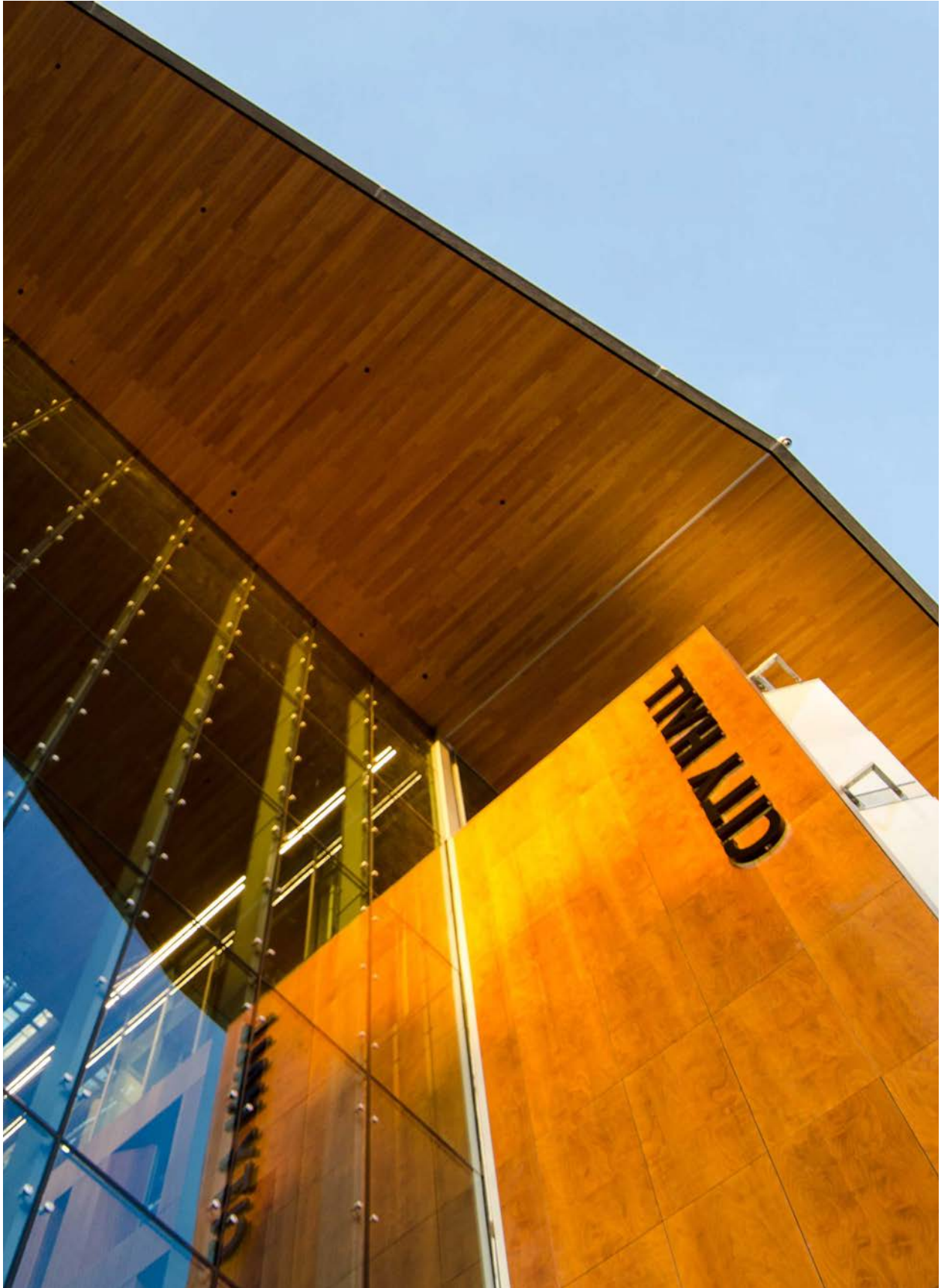CITY OF SURREY
the future lives here.

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1. Executive Summary

SCOPE OF THE PROJECT

Objectives and Methods

The main objective of the Service Mapping Project is to identify key trends, strengths and opportunities related to the service system for newcomers in Surrey in order to establish consistent, innovative and coordinated service delivery and improve accessibility of services to newcomers.

The Social Planning and Research Council of BC (SPARC BC) was contracted by the City of Surrey, on behalf of the Surrey Local Immigration Partnership (LIP), to achieve this objective by developing an immigrant service inventory, a survey of senior social infrastructure leaders and stakeholders (hereafter senior leaders) providing services to immigrants and refugees, as well as a series of maps containing service information and socio-demographic data.

The development of the service inventory was based on existing online inventories and was enhanced through a review of internal SPARC BC data on service organizations operating in BC and Surrey. A total of 235 programs and services are included in the inventory.

The Surrey Social Infrastructure Leaders Survey was developed to understand the perspectives of senior leaders from government and non-government service organizations (e.g., Executive Directors and Senior Program Officers) regarding those features of Surrey's service infrastructure that aim to support immigrants and refugees. A total of twenty-five (25) respondents completed the survey which was open between February 10, 2015 and March 2, 2015.

As part of this project, a series of maps were created containing service information and socio-demographic data. As part of the mapping analysis, we identified where in Surrey services relevant to the immigrant integration and settlement process are located.

CONCLUSIONS AND CONSIDERATION FOR STRATEGY DEVELOPMENT

1. There are many strong and active services and supports in Surrey available to immigrants and refugees.

There are at least 235 unique no-cost programs offered to Surrey's newcomers. The existing service infrastructure presents opportunities for innovation, guided by the needs and strengths of the city's newcomers.

Considerations for Strategy Development

1.1. Continue to discuss and develop practical strategies for securing resources to invest in the immigrant integration and settlement process in Surrey.

1.2. Regularly review and update the online inventory of services in Surrey to ensure that the information in the inventory is kept up-to-date.

1.3. Continue to promote and work toward enhanced service coordination with a view to facilitating ease of service access for immigrants and refugees, with a focus on employment services, settlement services and seniors programs.

1.4. Broadly promote the Surrey LIP service inventory to immigrants and community stakeholders to facilitate greater understanding of the Surrey service infrastructure, and enhance access to services.

2. The current service infrastructure in Surrey is mostly inadequate to effectively support the integration and settlement process for immigrants and refugees new to the community.

Senior service infrastructure leaders who responded to the Surrey Social Infrastructure Leaders Survey noted that 76%, or twenty-two (22) of twenty-nine (29), service types were deemed inadequate in building on the strengths and addressing the complex needs of immigrants in Surrey. Of the twenty-nine (29) services, the services identified most often by respondents as inadequate are:

1. Mental Health Services (100%);
2. Alcohol and Drug and Addiction Services (94%);
3. Disability Services (92%);
4. Legal Services (92%);
5. LGBTQ Services (90%);
6. Transportation Services (83%);
7. Family Counselling Services (77%);
8. Youth Services (76%);
9. Women's Services (75%); and,
10. Housing Support Services (75%).

A stakeholder workshop in March 2015 provided an opportunity for senior leaders to provide feedback concerning the adequacy and inadequacy of Surrey services and programs noted in the survey. Service leaders indicated that employment and education were the top emerging needs of newcomers in Surrey, especially for vocational training, employment readiness, re-training and qualification evaluation.

In terms of service accessibility from a geographic standpoint, there are four communities identified where service infrastructure is concentrated including Newton Town Centre, City Centre area of Whalley, Guildford Town Centre, and Strawberry Hill. The community of Fleetwood has a high number of immigrants and limited service availability.

Considerations for Strategy Development

2.1. Ensure immigrants in Fleetwood are accessing services relevant to their needs.

2.2. Increase the number of information pamphlets, guides and online text (e.g., transit guides) that are available in languages relevant to the immigrant and refugee populations in Surrey.

2.3. Increase the amount of services that are available in languages relevant to the immigrant and refugee population in Surrey.

2.4. Develop multi-sector partnerships and action strategies that will address the current limitations in the service infrastructure in support of immigrants and refugees. Particular focus areas that were identified at the stakeholder workshop in March include:

- Decrease time on waitlists for mental health assessments with a view to providing earlier diagnosis and care responses;
- Ensure that health staff are trained to understand and meet the unique needs of immigrant and refugee in their care;
- Expand youth and women's services to include a stronger emphasis on financial literacy;
- Support the acquisition of legal knowledge by immigrant refugees;
- Enhance employment and education services so they are aligned with the needs and interests of service users;
- Continue to work on transportation service gaps; and,
- Expand housing support services to allow for housing support workers to accompany clients with housing searches, appointments and provide interpretation services.

3. Many service leaders are either unaware of the adequacy of the services or unaware what is available to support the immigrant integration and settlement process.

Many community service leaders indicated that they are unaware of how adequate services are and what the detailed characteristics of these services include. Out of the 742 total individual survey answers service leaders provided to questions about the adequacy and inadequacy of service areas, 269 service leaders answered with 'No opinion', or over one-third (36%) of the total answer set.

Considerations for Strategy Development

3.1 Develop a strategy for promoting the development and exchange of information about available services to support the immigrant integration and settlement services in Surrey.

3.2 Develop and deliver training to community service leaders to improve their awareness and knowledge of Surrey's service infrastructure that supports immigrant integration and settlement in the city.

2. Acknowledgements

This project would not have been possible without the efforts and support of many people and organizations. On behalf of SPARC BC, we acknowledge the time and contributions of all stakeholders who assisted us in the development of the Service Mapping Project. We are especially grateful for the contributions of the following individuals and organizations:

PROJECT LEADERSHIP

Surrey Local Immigration Partnership Committee

PROJECT TEAM

Aileen Murphy, City of Surrey

Olga Shcherbyna, City of Surrey

Jody Johnson, PEERs Inc.

Trevor Van Eerden, PEERs Inc.

3. Project Purpose and Background

3.1 ABOUT THE SURREY LIP RESEARCH AND CONSULTATION INITIATIVE

SPARC BC was contracted by the City of Surrey, on behalf of the Surrey Local Immigration Partnership (LIP), to develop an immigrant service inventory, a survey of service leaders and stakeholders providing services to immigrants and refugees, as well as create a series of maps containing service information and socio-demographic data. This project is part of a larger research and consultation initiative led by the Surrey LIP, and serves as a foundational study to inform the strategic community planning process in Surrey. The following components are included in the Surrey LIP research and consultation initiative:

- *Immigrant Integration Research:* To better understand public perceptions of Surrey as a welcoming and inclusive community.

- *Service Mapping Project:* To identify and analyze settlement services' gaps and distribution, and develop an online map of settlement services available in Surrey.

- *Refugee Settlement Priorities Research:* To identify settlement issues, solution, actions and promising practices specific to Surrey's refugees.

- *Labour Market Integration Research:* To determine Surrey labour market needs and integration barriers for newcomers and employers.

The results from all four projects undertaken in 2014-16 will inform the development of the Surrey Immigrant and Refugee Settlement Strategy. This report only presents the findings from research conducted as part of the Service Mapping Project.

3.2 ABOUT THE SURREY LOCAL IMMIGRATION PARTNERSHIP

Surrey LIP is a multi-stakeholder collaboration among thirty (30) community partners. These partners are working together to develop a city-wide Surrey Settlement Strategy, with the goal of improving immigrant and refugee integration outcomes in the community. The two-year project is funded by Citizenship and Immigration Canada. The City of Surrey is the contract holder of the project, and responsible for the administration of all activities.

4. Project Approach

4.1 PROJECT METHODOLOGY

The main objective of the Service Mapping Project was to identify key trends, strengths and opportunities related to the service system for newcomers in Surrey in order to establish consistent, innovative and coordinated service delivery and improve accessibility of services to newcomers.

To meet the objective set for this project, a mixed methods approach was used. The method involves triangulation of carefully compiled data and maps based on a comprehensive service inventory, an online stakeholder survey and feedback and validation through a workshop where preliminary findings were shared with stakeholder groups.

The following sections provide the timeline and description of project activities and milestones, an overview of each project element including the survey designed and administered to service leaders in Surrey, the service inventory developed and criteria for inclusion, as well as mapping of services and organizations in the city of Surrey.

4.2 PROJECT TIMELINE

This project was conducted between November 2014 and March 2015. The following table shows the key project activities and milestones.

Table 1. Project Timeline

Activities & Milestones	Timeline
Project management	November 2014 - March 2015
Research planning	December 2014
Development of inventory of programs and services based on existing inventories and input from Surrey LIP Committee	December 19, 2014 - February 28, 2015
Conduct online survey to identify gaps and duplications in services	February 10 - March 2, 2015
Create maps that combine available socio-demographic data, service data and transit data	March 2015
Deliver workshop with strategic leaders to confirm/revise priority gaps and service innovation ideas	March 2015
Development of final report	March 2015

4.3 SERVICE INVENTORY OVERVIEW

The development of the service inventory was based on four (4) existing inventories:

- Get in the Know: http://www.getintheknow.ca/;
- The Burnaby Intercultural Planning Table: http://www.bipt.ca/;
- NewToBC The Library Link for Newcomers: http://newtobc.ca/settlement/immigrant-service-providers/; and,
- The City of Surrey, Low Cost and Free Resource Map: http://www.surrey.ca/community/13905.aspx.

The inventory was also enhanced through a review of internal SPARC BC data on service organizations operating in BC and Surrey.

CRITERIA FOR INCLUSION

Criteria for program and service inclusion into the service inventory was important to define so as to not replicate already existing inventories and to provide information about service organizations that would benefit Surrey immigrants and refugees in their settlement process. Criteria for inclusion include:

- The program, service or initiative is available to immigrants and refugees and has been demonstrated to positively contribute to the settlement experience;
- The program, service or initiative is available within the geographic boundaries of the city of Surrey (except where there is a unique service provided outside of Surrey that is critical to the settlement process); and,
- The program, service or initiative is provided at no cost.

Once the draft service inventory was developed, validation was sought for the information compiled about existing resources including program name, description, street address, street name, postal code and contact name, phone number, and email address. To facilitate this process, program managers of each program were contacted for their review for accuracy of an excel spreadsheet containing program information they oversee. Approximately 197 programs out of 235 programs were reviewed and validated, constituting 84% of the total programs.

4.4 SURREY SOCIAL INFRASTRUCTURE LEADERS SURVEY OVERVIEW

The Surrey Social Infrastructure Leaders Survey aimed to understand the perspectives of leaders from government and non-government service organizations (e.g., Executive Directors and Senior Program Officers) regarding those features of Surrey's service infrastructure that aim to support immigrants and refugees.

All survey respondents were requested to read a backgrounder document (see Appendix B) about programs and services in Surrey. The backgrounder was organized according to six (6) service categories and twenty-nine (29) subcategories. This typology of categories was co-developed with the Surrey Local Immigration Partnership.

> **Service infrastructure is defined as the totality of programs, services and initiatives available to immigrants and refugees in Surrey that support the settlement and integration process.**

A total of twenty-five (25) respondents completed the survey which was open between February 10, 2015 and March 2, 2015.

4.5 SURREY MAPPING OVERVIEW

Utilizing socio-demographic data for Surrey from the 2011 National Household Survey, along with immigrant integration service information from the service inventory, and transit route information, a series of four (4) maps were created for the Surrey LIP:

1. Map 1: Surrey Immigrant Services in 2015 and Immigrants Arriving 2006 to 2011 by Census Tract;

2. Map 2: Surrey Immigrant Services in 2015 and Immigrants Arriving 2001 to 2011 by Census Tract;

3. Map 3: Surrey Immigrant Services in 2015 and Total Immigrants by Census Tract in 2011; and,

4. Map 4: Surrey Non-Profits in 2014 and Total Immigrants by Census Tract in 2011.

4.6 STAKEHOLDER WORKSHOP OVERVIEW

A stakeholder workshop was scheduled for the end of March, 2015 at Surrey City Hall. The workshop served three objectives:

1. Presentation of and receive feedback on the results of the Surrey Service Infrastructure Survey;

2. Engage in discussion about the maps of immigrant services, transit and immigrant populations;

3. Animate discussion about these results and build consensus around the interpretation of these findings and potential directions for planning for immigrant services in Surrey.

Twlelve (12) stakeholders attended the two (2) hour workshop. Stakeholders were asked to participate in a brief activity that sought to further clarify the specific characteristics of local services that were generally deemed inadequate by survey respondents. The services they provided feedback for included:

- Mental Healh Services;
- Alcohol and Drug Addiction Services;
- Transportation Services;
- English as an Additional Language Programs;
- Youth Services (ages 13-18 years);
- Housing Support Services;
- Women's Services;
- Programs for Seniors (ages 55+ years);
- Child Services (ages 0-12 years); and,
- Disability Services.7

4.7 PROJECT LIMITATIONS

This project has several limitations that need to be noted.

INVENTORY

A limitation encountered during the development of the service inventory was the inability to validate all programs and services. Approximately 197 services out of 235 total services were reviewed by program manager for a validation rate of 84%. The remaining 16% of services remain valid given that service information was gained through other existing online inventories and cross-checking with the service listed on the associated organizations' websites.

SURVEY

The Surrey Social Infrastructure Leaders Survey had several limitations including the small sample size of service leaders in Surrey to draw from and the large amount of 'No opinions' that was frequently selected as a response choice throughout the survey.

MAPS

The four (4) Surrey maps generated were limited to only key data on the immigrant population in Surrey. The maps did not provide information regarding age, gender, income, housing, level of education or any other so-cio-demographic variable.

5. Service Inventory Analysis

5.1 SERVICE INVENTORY ORGANIZATION

The following section provides an analysis of the service inventory co-developed with the Surrey LIP.

The inventory was organized according to six (6) service categories and twenty-nine (29) subcategories. This section presents a snapshot of the service inventory. The table below breaks down each main category and subcategory.

The service inventory includes 235 unique programs offered through thirty (30) organizations to Surrey's newcomers (immigrants and refugees) as well as services offered to the general public free of charge. Many of the identified 235 programs overlap in the services they provide (e.g., family or individual counselling for refugees) resulting in the total number of identified services increasing to 582 (Table 2).

Of the six (6) service categories, Individual and Family Support Services had the greatest concentration of unique programs with more than fifty (50). Employment and Education Support Services, Health and Nutrition Services and Community Integration Services have between thirty (30) to fifty (50) unique programs. Settlement and Refugee Services and English Language Services were the least concentrated service categories with less than thirty (30) unique programs.

> **Overlapping program example:**
> A program specifically geared towards Refugees offering counselling services, legal services and activities for children and youth, will be listed under the main category of Settlement and Refugee Services, with overlapping subcategories in Individual and Family Support Services and Community Integration Services.

Additionally, Individual and Family Support Services had the greatest concentration of overlapping programs with 235, which is to say that among all 582 programs in the inventory, 235 programs provided some Individual and Family Support Service.

Settlement and Refugee Services and Community Integration Services have ninety-two (92) overlapping programs, Employment and Education Support Services have sixty-four (64) overlapping programs, Health and Nutrition Services have sixty-three (63) overlapping programs and the least amount of overlapping programs offered are English Language Services with thirty-six (36) overlapping programs.

Table 2. Service Inventory Breakdown of Services Provided by Categories and Subcategories

SERVICE CATEGORY AND SUBCATEGORY	TOTAL MAIN CATEGORIES	TOTAL OVERLAPPING SUBCATEGORIES
1. Settlement & Refugee Services	23	
a. Information and Referral Services		54
b. Drop-in Support Groups		6
c. Refugee Services		32
2. English Language Services	19	
a. Language Assessment services		2
b. English as an Additional Language Programs		21
c. Literacy programs		13
3. Employment & Education Support Services	30	
a. Employment Services		36
b. Training and Skills Upgrading Services		28
4. Health & Nutrition Services	37	
a. Food and Nutrition Services		15
b. Mental Health Services		17
c. Primary Health Care Services		16
d. Alcohol & Drug Addiction Services		15
e. Dental Care Services		0
5. Individual & Family Support Services	77	
a. Child Services (ages 0-12 years)		52
b. Youth Services (ages 13-18 years)		76
c. Parenting Programs		20
d. Family Counselling Services		29
e. Women's Services		15
f. Programs for Seniors (ages 55+ years)		21
g. LGBTQ Services		2
h. Disability/Exceptionality Services		20
6. Community Integration Services	49	
a. Legal Education Services		5
b. Recreation and Community Activities		36
c. Transportation Services		0
d. Volunteering Opportunities		11
e. Housing Support Services		13
f. Tax Filing Services		5
g. Interpretation & Translation Services		2
h. Legal Services		20
TOTAL	**235**	**582**

Table 3 represents the thirty (30) identified community organizations providing services in Surrey along with the services by categories and subcategories they provide.

Table 3. Service Organization and Breakdown of Services Provided by Categories and Subcategories

HOST OR REFERRING ORGANIZATION	C1**	C2	C3	C4	C5	C6	TOTAL SERVICES PROVIDED (235)
1. Access Probono	0	0	0	1	6	13	13
2. Alexandra Neighbourhood House	0	0	0	0	1	1	1
3. Back in Motion Rehab Inc.*	1	0	2	0	0	0	2
4. BC Housing	0	0	0	0	3	3	3
5. Big Sisters of BC Lower Mainland	0	0	0	0	4	3	2
6. CoRe Conflict Resolution Society (UBC Law School)	0	0	0	0	0	1	1
7. DIVERSEcity Community Resources Society*	24	10	19	14	31	14	38
8. Fraser Health	1	0	0	22	25	6	22
9. Immigrant Services Society of BC (ISSofBC)*	11	1	6	2	4	1	9
10. Journey Home Community Association	2	0	0	0	0	1	1
11. Law Students' Legal Advice Program (LSLAP)	2	0	0	0	0	2	2
12. Legal Services Society	1	0	0	0	1	7	7
13. MCC British Columbia (MCC BC)	0	0	0	0	3	0	2
14. MOSAIC*	0	0	0	0	0	2	2
15. Oak Avenue Neighbourhood Hub Society	2	0	1	5	7	4	9
16. Options Community Services Society (OCS)*	9	1	9	9	47	10	33
17. Pacific Community Resources Society (PCRS)*	3	0	7	6	34	3	23
18. People's Law School	1	0	0	0	0	1	1
19. Progressive Intercultural Community Services (PICS)*	6	3	5	2	8	3	12
20. Rainbow Refugee Canada	1	0	0	0	1	0	1
21. S.U.C.C.E.S.S. Employment Services*	3	1	5	1	2	0	5
22. Seniors Come Share Society	0	0	0	0	1	0	1
23. Sources Community Resource Centres	2	0	2	0	15	1	8
24. Surrey Alliance	1	0	0	0	1	1	1
25. Surrey English Centres (SEC)*	0	4	0	0	0	0	2
26. Surrey Libraries	1	3	0	0	19	9	13
27. Surrey School District*	14	6	5	0	16	4	12
28. The Canada Revenue Agency (CRA)	0	0	0	0	0	1	1
29. The Training Group, Douglas College*	2	3	3	0	0	0	3
30. Umoja Operation Compassion Society	5	4	0	1	6	1	5
TOTAL	**92**	**36**	**64**	**63**	**235**	**92**	**235**

*CIC-Funded Organizations (http://www.cic.gc.ca/english/newcomers/map/bc-list.asp)
**C1: Settlement & Refugee Services; C2: English Language Services; C3: Employment & Education Support Services; C4: Health & Nutrition Services; C5: Individual & Family support services; C6: Community Integration Services

6. Survey Analysis

6.1 PROGRAM & SERVICE PROVISION

ORGANIZATIONAL PROFILE OF RESPONDENTS

The Surrey Social Infrastructure Leaders Survey was develop to understand the perspectives of senior leaders from government and non-government service organizations (e.g., Executive Directors and Senior Program Officers) regarding those features of Surrey's service infrastructure that aim to support immigrants and refugees. Questions posed asked service leaders to review the six (6) service categories and twenty-nine (29) subcategories of the service inventory and indicate the types of services their organization provides. Senior leaders were also asked to rate the level of adequacy of services offered in Surrey. A total of twenty-five (25) respondents completed the survey which was open between February 10, 2015 and March 2, 2015.

A total of twenty-five (25) respondents provided answers to Question 2, which asked "how many employees does your organization have?" Survey respondents represented a range of small- to large-size organizations. A total of ten (10) respondents indicated their organization has more than 500 employees while eight (8) respondents indicated having 101-500 employees in their organization. Only two (2) respondents indicated their organization had 11-50 employees while five (5) organizations had an organization with 1-10 employees. No respondent had an organization with 51-100 employees. A breakdown by percentages is displayed in Figure 1.

Figure 1. Number of Employees as Indicated by Government and Non Government Service Leaders in Surrey
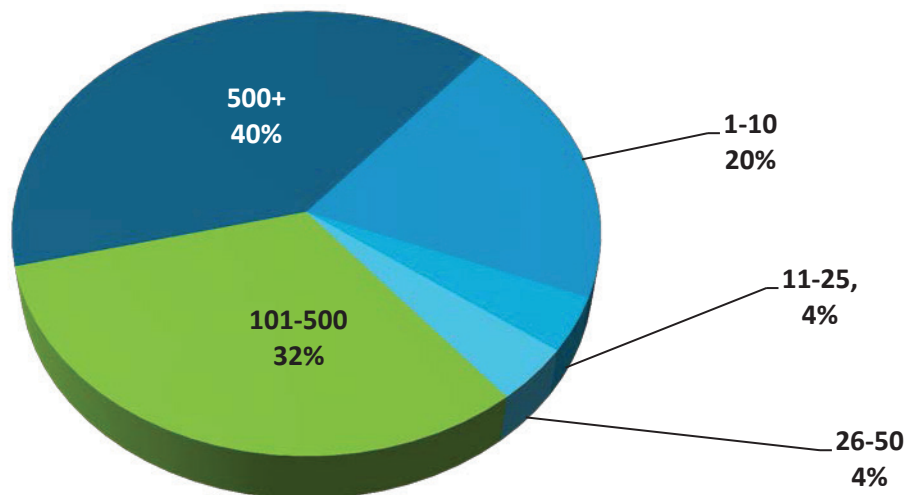
Approximately 57% of the respondents indicated their organization provides Information and Referral Services, 39% indicated their organization provides Drop-in Support Groups and/or Refugee Services while 30% indicated their organization provides none of these Settlement and Refugee Services. Approximately 43% of the respondents indicated they provide other services including, but not limited to, youth services and newcomer youth programming, tours for newcomers and policing and crime prevention services.

Approximately 54% of respondents indicated their organization provides Literacy Programs, 38% provide English as an Additional Language Program, and 13% provide Language Assessment Services. Another 33% of respondents indicated their organization provides none of these services. Nearly 13% of respondents indicated their organization provides other types of English Language Services including, but not limited to, conversation circles and LINC Classes (Language services for newcomers).

Approximately 36% of the respondents indicated their organization provides Employment Services, 30% provide Training and Skills Upgrading Services while 21% indicated their organization provides none of these services. Another 12% of respondents indicated their organization provides other types of Employment and Education Support Services including, but not limited to, referral to employment programs and resources, volunteer opportunities and training workshops, and education and employment services for people with disabilities.

Approximately 41% of the respondents indicated their organization provides Food and Nutrition Services and/or Mental Health Services. Another 27% of respondents indicated they provide Alcohol and Drug and Addiction Services, 90% provide Dental Care Services and 5% provide Primary Health Care Services. Nearly 41% of the respondents indicated their organization provides none of these services. Another 18% of respondents indicated their organization provides other types of Health and Nutrition Services including, but not limited to, supporting community kitchen programs and recreation activities targeted to vulnerable populations.

Approximately 71% of the respondents indicated their organization provides Youth Services (ages 13-18 years), 67% provide Programs for Seniors (ages 55+ years), 63% provide Child Services (ages 0-12 years), 50% provide Parenting Programs, 46% provide Women's Services, 33% provide Family Counselling Services, 29% provide Disability Services, and 25% provide LGBTQ Services. Nearly 17% of the respondents indicated their organization provides none of these services. Another 17% of the respondents indicated their organization provides other types of Individual and Family Support Services or are working towards building programs into their organizations including a variety of women's only programs, drop-in recreation programs, parenting workshops in partnership with local organizations, services for all children, youth, adults, seniors and persons with disabilities, and community meals.

Approximately 88% of respondents indicated their organization provides Volunteering Opportunities, 63% provide Recreation and Community Activities, 46% provide Housing Support Services, 33% provide interpretation and Translation Services, 29% provide Tax Filing Services, 17% provide Legal Education and/or Transportation Services, and 8% provide Legal Services. Nearly 13% of respondents indicated their organization provides none of these services. Another 4% indicated their organization provides other types of Community Integration Services including, but not limited to, volunteer interpretation services and seasonal support for seniors at senior's centres for tax filing support.

6.2 PROGRAM & SERVICE ADEQUACY

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 Surrey. Those respondents who rated the adequacy of the service type are provided below, while those respondents who provided 'No opinion' have been omitted from the calculations.

THE ADEQUACY OF SETTLEMENT & REFUGEE SERVICES IN SURREY

A total of seventy-two (72) responses were provided to Question 9, which asked respondents to rate the adequacy of the Settlement and Refugee Services in meeting the needs of immigrants and refugees living in Surrey. A total of forty-nine (49) responses (68%) selected 'adequate' or 'inadequate'. A total of sixteen (16) responses selected 'no opinion' (32%). The following provides a breakdown of the adequacy and inadequacy responses for Settlement and Refugee Services.

"While there has been an increase in specific refugee support programs like VIPP-MAP the current capacity cannot meet the growing demand and continuous arrival of refugees in Surrey. Also, current funding and program eligibility doesn't consider the needs of refugee claimants."

For Information and Referral Services, 89% of those who responded believed these services were adequate while 11% found these services to be inadequate. For Drop-in Support Groups, 33% believed these services to be adequate while 67% found these services to be inadequate. For Refugee Services, 25% of the respondents who responded, 38% felt these services are adequate while 62% believe these services to be inadequate.

Figure 2. Adequacy of Settlement and Refugee Services as Rated by Survey Respondents
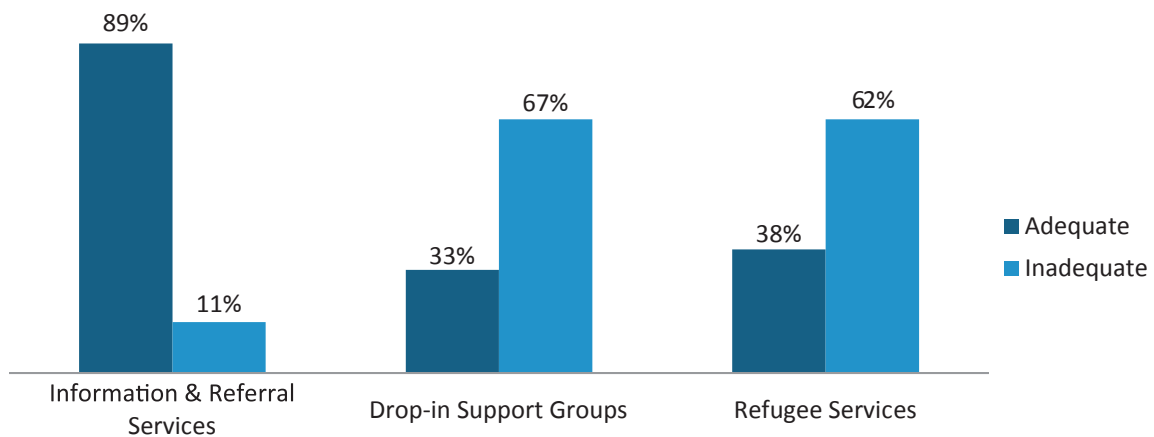
More respondents indicated that Settlement and Refugee Services were adequate (55%) than inadequate (45%), however, Information and Referral Services disproportionately makes up the majority of the respondents selection of adequate (60%). There is nearly a 2:1 ratio of respondents who believe that Drop-in Support Groups and Refugee Services are inadequate compared to adequate which shows that there is a need to build up these types of services.

THE ADEQUACY OF ENGLISH LANGUAGE SERVICES IN SURREY

A total of seventy-two (72) responses were provided to Question 10, which asked respondents to rate the adequacy of the English Language Services in meeting the needs of immigrants and refugees living in Surrey. A total of fifty-six (56) responses (78%) selected 'adequate' or 'inadequate'. A total of sixteen (16) responses selected 'no opinion' (22%). The following provides a breakdown of the adequacy and inadequacy responses for English Language Services.

"Settlement language services are working but waiting lists are growing since CIC took over and the previous instructional hour limits were removed." Another respondent claimed that "there is also a need for more specific language programs for certain age cohorts like young adults and seniors."

For Language Assessment Services, 76% of those who responded believed these services were adequate while 24% found these services to be inadequate. For English as an Additional Language Programs, 30% believed these services to be adequate while 70% found these services to be inadequate. For Literacy Programs, 37% of the respondents felt these services were adequate while 63% believed these services to be inadequate.

Figure 3. Adequacy of English Language Services as Rated by Survey Respondents

For the three (3) services, no respondent found English Language Services to be more than adequate. More respondents indicated that English Language Services were inadequate (58%) than adequate (42%), which shows that there is a need to build up these types of services.

THE ADEQUACY OF EMPLOYMENT & EDUCATION SUPPORT SERVICES IN SURREY

A total of thirty-four (34) responses were provided to Question 11, which asked respondents to rate the adequacy of the Employment and Education Services in meeting the needs of immigrants and refugees living in Surrey.. A total of twenty-two (22) responses (65%) selected 'more than adequate', 'adequate', or 'inadequate'. A total of twelve (12) responses selected 'no opinion' (35%). The following provides a breakdown of the adequacy and inadequacy responses for Employment and Education Support Services.

"The current BC Employment service model does not work for immigrant and refugee newcomers. In addition, training and skills upgrading programs that have wage subsidy, paid internship and occupation specific language training is critically needed."

For Employment Services, 6% of the respondents felt these services were more than adequate, 47% felt these services to be adequate and 47% believed these services to be inadequate. For Training and Skills Upgrading, 6% of the respondents believed these services were more than adequate, 41% found these services to be adequate and 53% believed these services to be inadequate.

Figure 4. Adequacy of Employment and Education Support Services as Rated by Survey Respondents
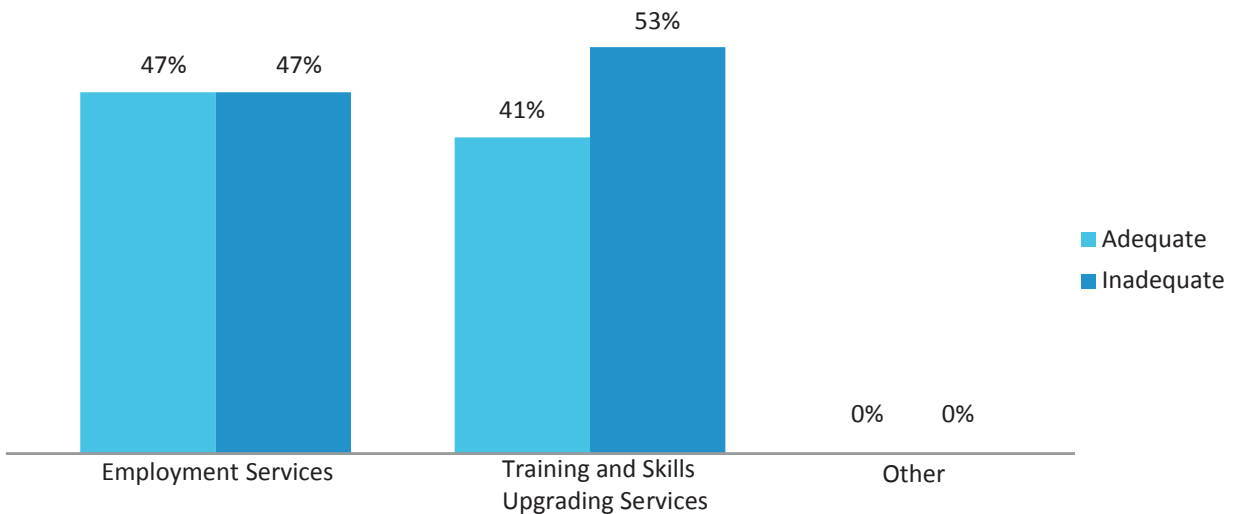
For the two (2) services, only two (2) respondents found Employment and Education Support Services to be more than adequate (6%). More respondents indicated that Employment and Education Support Services were inadequate (50%) than adequate (44%). This reveals that service leaders feel there is room to build up these types of services to be either adequate or more than adequate.
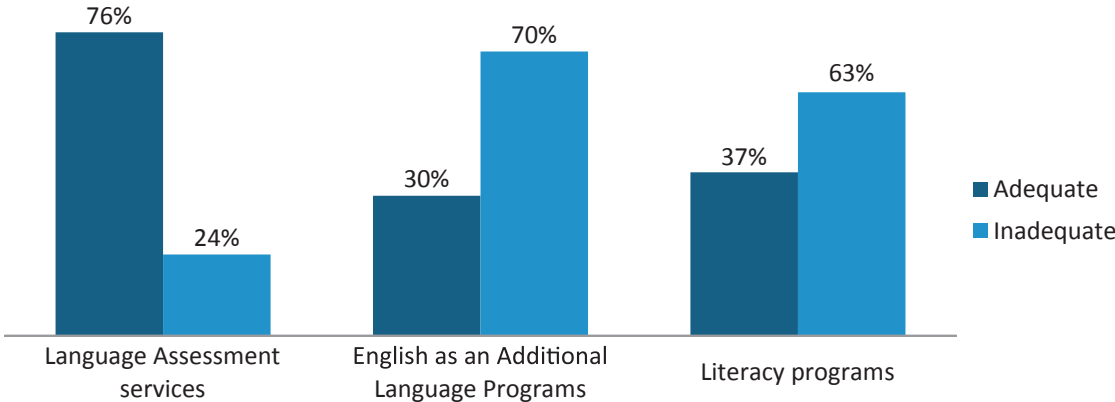
THE ADEQUACY OF HEALTH & NUTRITION SERVICES IN SURREY

A total of eighty-one (81) responses were provided to Question 12, which asked respondents to rate the adequacy of the Health and Nutrition Services in meeting the needs of immigrants and refugees living in Surrey.. A total of sixty-nine (69) responses (46%) selected 'adequate', or 'inadequate'. A total of twelve (12) responses selected 'no opinion' (54%). The following provides a breakdown of the adequacy and inadequacy responses for Employment and Health and Nutrition Services.

"Waitlists for New Canadian Clinic are also very high and more Counselling is needed in languages other than English."

"Mental health services especially for survivors of torture and those refugees from protracted refugee camp situations are inadequate. Free or low cost dental services are virtually non-existent but increasingly needed."

For Food and Nutrition Services, 29% of those who responded felt these services were adequate while 71% felt these services were inadequate. For Mental Health Services, 100% of the respondents believed these services to be inadequate.

For Primary Health Care Services, 41% of the respondents believed these services were adequate while 59% believed these services were inadequate. For Alcohol and Drug and Addiction Services, 6% of the respondents believed these services to be adequate while 94% believed these services to be inadequate. For Dental Care Services, 36% found these services to be adequate while 64% believed these services to be inadequate.

Figure 5. Adequacy of Health and Nutrition Services as Rated by Survey Respondents
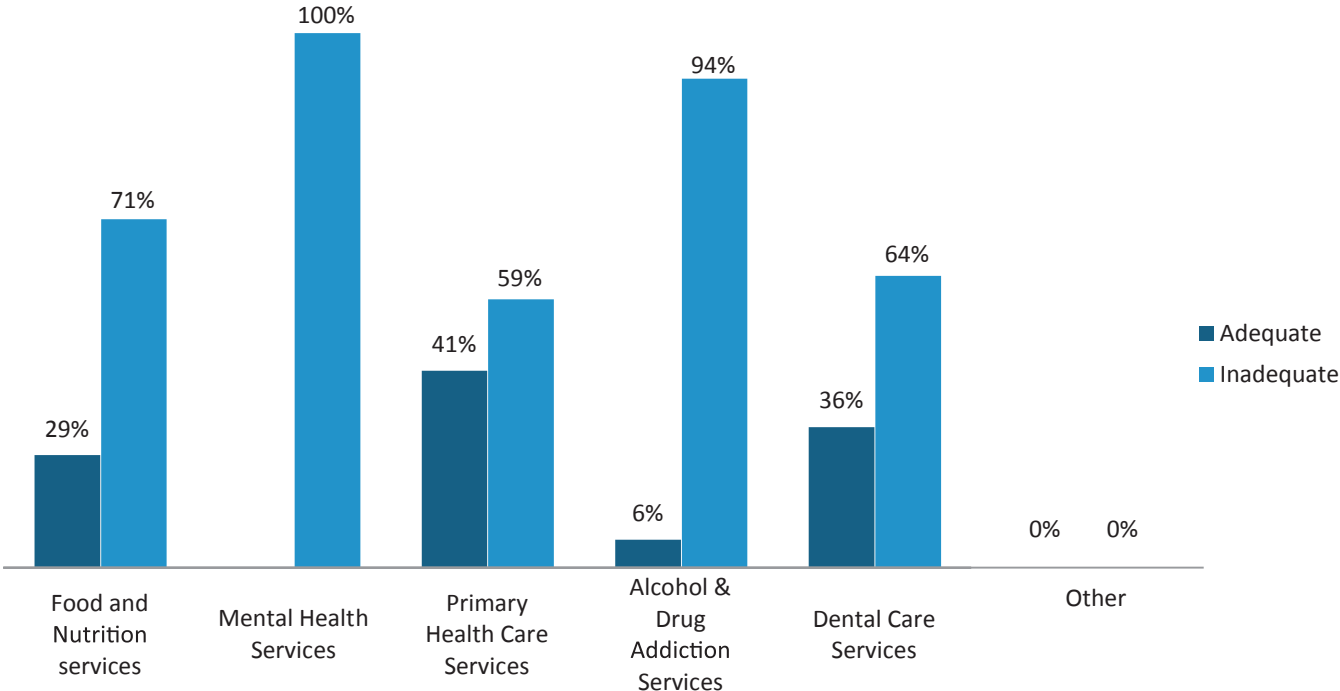
For the five (5) services, no respondent found Health and Nutrition Services to be more than adequate. More respondents indicated that Health and Nutrition Services were inadequate (79%) than adequate (21%). The nearly 4:1 ratio of inadequate to adequate selections among service providers signals a significant need to build up Health and Nutrition Services in the city of Surrey.

THE ADEQUACY OF INDIVIDUAL & FAMILY SUPPORT SERVICES IN SURREY

A total of 198 responses were provided to Question 13, which asked respondents to rate the adequacy of the Individual and Family Support Services in meeting the needs of immigrants and refugees living in Surrey.. A total of 122 responses (62%) selected 'adequate', or 'inadequate'. A total of twelve (12) responses selected 'no opinion' (38%). The following provides a breakdown of the adequacy and inadequacy responses for Individual and Family Support Services.

For Child Services, 33% of those who responded felt these services were adequate while 67% felt these services were inadequate. For Youth Services, 24% of the respondents believed these services to be adequate while 76% believed these services to be inadequate. For Parenting Programs, 39% of the respondents believed these services were adequate while 61% believed these services are inadequate. For Family Counselling Services, 23% of the respondents believed these services to be adequate while 77% believed these services to be inadequate. For Women's Services, 25% found these services to be adequate while 75% believed these services to be inadequate. For Programs for Seniors, 29% found these services to be adequate while 71% believed these services to be inadequate. For LGBTQ Services, 10% found these services to be adequate while 90% believed these services to be inadequate. For Disability Services, 7% found these services to be adequate while 92% believed these services to be inadequate.

Figure 6. Adequacy of Individual and Family Support Services as Rated by Survey Respondents
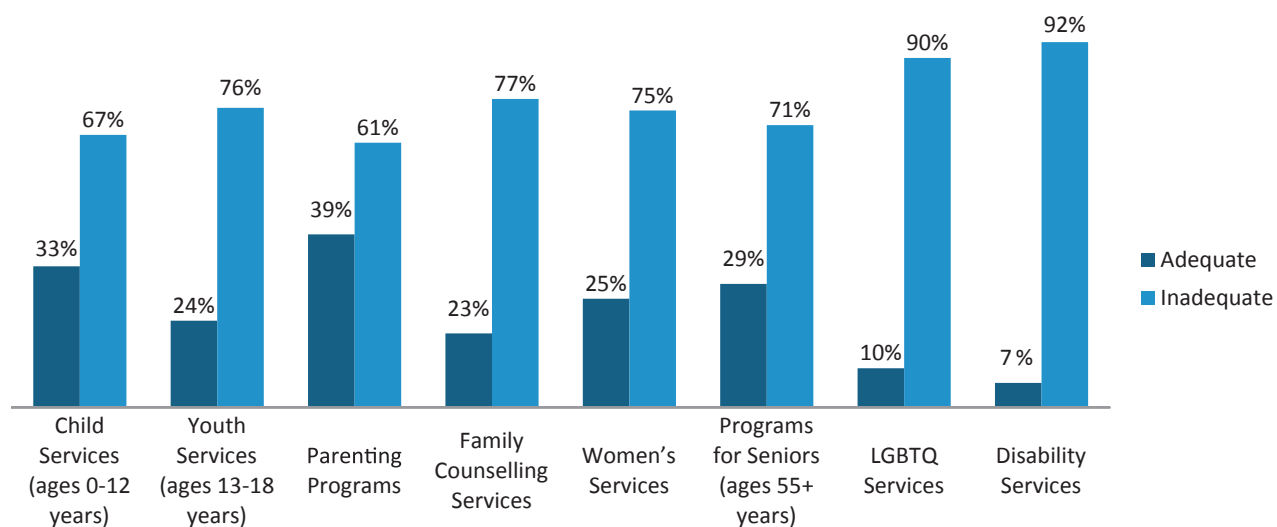
For the eight (8) services, no respondent found Individual and Family Support Services to be more than adequate. More respondents indicated that Individual and Family Support Services were inadequate (75%) than adequate (25%). The 3:1 ratio of inadequate to adequate selections among service providers signals a significant need to build up Individual and Family Support Services in the city of Surrey.

THE ADEQUACY OF COMMUNITY INTEGRATION SERVICES IN SURREY

A total of 189 responses were provided to Question 14, which asked respondents to rate the adequacy of the Community Integration Services in meeting the needs of immigrants and refugees living in Surrey.. A total of 128 responses (68%) selected 'adequate', or 'inadequate'. A total of twelve (12) responses selected 'no opinion' (32%). The following provides a breakdown of the adequacy and inadequacy responses for Community Integration Services.

Figure 7. Adequacy of Community Integration Services as Rated by Survey Respondents
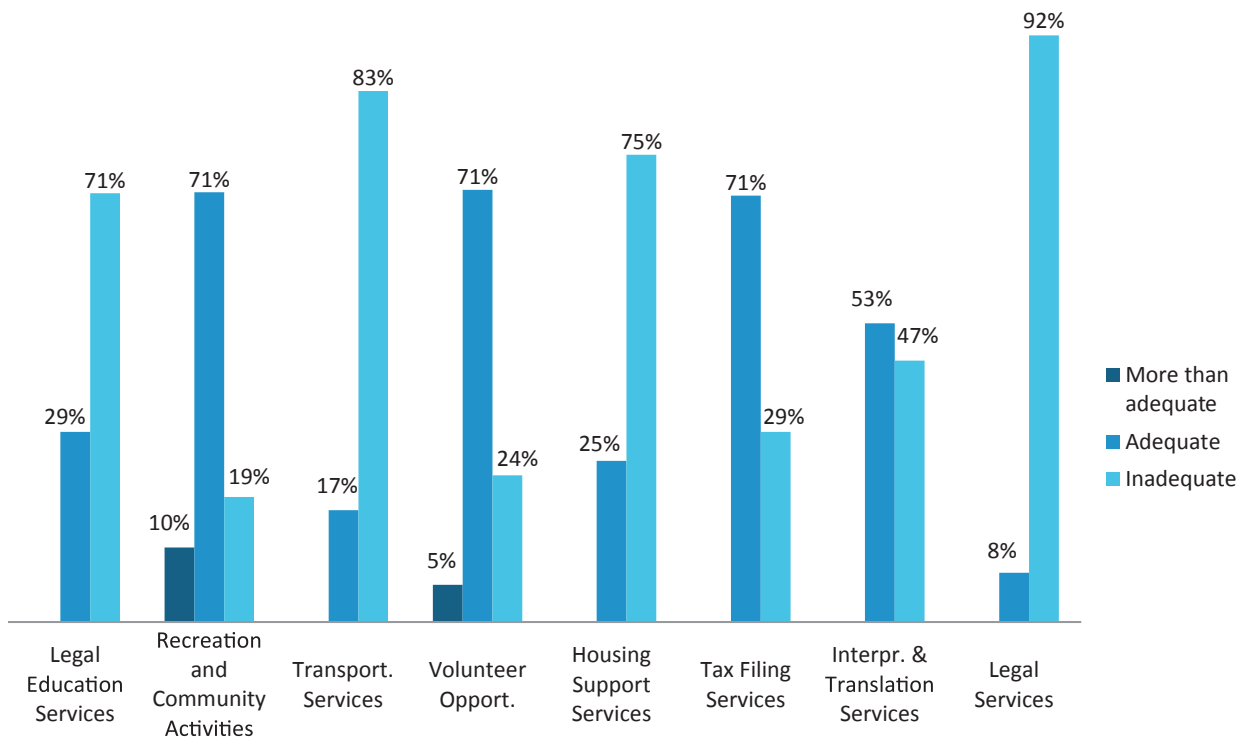
For Legal Education Services, 29% of those who responded felt these services were adequate, while 71% felt these services were inadequate. For Recreation and Community Activities, 10% of the respondents believed these services to be more than adequate, 71% believed these services to be adequate and 19% believed these services to be inadequate. For Transportation Services, 17% of the respondents believed these services were adequate while 83% believed these services were inadequate. For Volunteering Opportunities, 5% of the respondents believed these services to be more than adequate, 71% believed these services to be adequate and 24% believed these services to be inadequate. For Housing Support Services, 25% found these services to be adequate while 75% believed these services to be inadequate. For Tax Filing Services, 71% found these services to be adequate while 29% believed these services to be inadequate. For Interpretation and Translation Services, 53% found these services to be adequate while 47% believed these services to be inadequate. For Legal Services, 8% found these services to be adequate while 92% believed these services to be inadequate.

For the eight (8) services, 2% of respondent found Individual and Family Support Services to be more than

adequate. More respondents indicated that Individual and Family Support Services were inadequate (76%) than adequate (22%). The nearly 3:1 ratio of inadequate to adequate selections among service providers signals a significant need to build up Individual and Family Support Services in the city of Surrey.

SERVICES FOR REFUGEES REQUIRING THE MOST ATTENTION IN SURREY

A total of eighteen (18) respondents provided answers to Question 15. A breakdown of each refugee service type grouped by categories suggested by respondents, as well as the amount of references per service and the amount of coverage are provided in Table 4. Overall, community integration support service had the most coverage (46%), that is, the respondents spent more time discussing community integration services than any other category.

"Surrey is in need of programs that identify and understand the extreme trauma that refugees have and are experiencing. These programs need to be innovative."

The top two (2) categories requiring the most attention were housing issues (e.g., affordability and waitlists), as well as accessibility issues surrounding transportation and lack of integrated services. The category with the second most coverage was English Language Services (18%), however, only six (6) mentions of this category were made compared to the third most mentioned category, Individual and Family Support Services (15%) with sixteen (16) mentions. What was found in the analysis is that more time was spent providing more description of English Language Services, which resulted in this category having the greatest percentage ofall mentioned categories, but more respondents made single mentions of Individual and Family Support Services with less description (e.g., trauma support, grief counselling).

Table 4. Mentions and Percentage of Mentions of Refugee Services Needing the Most Attention as Indicated by Survey Respondents

Service Needing Attention	Single Mentions[1]	% of Mentions[2]
1. Accessible programs and services (e.g., through transportation, improved transportation policies, and funding and better integration of services by providing single access point for multiple services)	7	24%
2. Affordable housing and waitlists	5	17%
3. Mental health services (e.g., social-emotional services, clinical counsellors, and grief/trauma counselling and support)	9	10%
4. Access to primary care, vision care (e.g., eyewear) and low/no cost dental services	3	10%
5. First-language services (e.g., Arabic speaking resources and printed materials and supports geared towards youth and young adults)	1	9%
6. Literacy/ESL programs, language supports and waitlists	5	9%
7. Employment support and training (e.g., trade programs, building awareness of employment opportunities and employment process and building skills for job readiness)	7	7%
8. Inclusion/integration support in community programs and services (e.g., child/youth programs)	6	4%
9. Disability, LGBTQ and women's services	3	3%
10. Education support and life skills development services	2	1%
11. Culturally-competent health care (e.g, medical interpreters in mental and dental health)	2	1%
12. Food support	1	1%
13. Income support and financial literacy	2	1%
14. Child-minding spaces and childcare costs	2	1%
15. Interpretation services	1	1%
16. More settlement and refugee services including one-to-one support settlement services	1	1%

1   Single Mentions refers to the amount of times a particular category was referred to across the responses.
2   The Percentage of Mentions is the calculated percentage of a particular category from the total amount of categories.

The Wordle below (Figure 8) depicts those services and programs that respondents believed required the most attention for refugees in Surrey. Mental health, housing and employment services were the highest priority among respondents. Linked to mental health were trauma-related concerns.

Figure 8. Refugee Services Requiring the Most Attention as Indicated by Service Leaders in Surrey

SERVICES FOR NON-REFUGEE IMMIGRANTS REQUIRING THE MOST ATTENTION IN SURREY

A total of sixteen (16) respondents provided answers to Question 16. A breakdown of each non-refugee service type grouped by categories suggested by respondents, as well as the amount of single mentions per service and the percentage of a mentioned category compared to all categories mentioned are provided in Table 5. Overall, Employment and Education Services had the greatest mention percentage (38%), that is, the respondents spent more time discussing employment and vocation services than any other category. The category with the second highest percentage of mentions was Community Integration Services (36%). Combined, nearly three-quarters of the responses discussed the need for more attention of services in employment and education and community integration services for non-refugees in Surrey.

Table 5. Mentions and Percentage of Mentions of Non-Refugee Services Needing the Most Attention as Indicated by Survey Respondents

Service Needing Attention	Single Mentions[3]	% of Mentions[4]
1. Vocational training, employment readiness (e.g., working in the Canadian culture, culturally-responsive labour market, skills upgrading), re-training and qualification evaluation	9	38%
2. Better coordinated services	1	14%
3. Improved transit and transportation policies	3	10%
4. Settlement and Outreach services (e.g., welcoming immigrants and enhance awareness of various community supports that are available to them)	2	7%
5. English Language Development and waitlists	4	6%
6. Accessibility (e.g., reducing barriers to full participation in community life)	2	6%
7. Mental health counselling (e.g., addresses family needs, not just individual needs and specifically those relating to women and families)	2	6%
8. Community Integration Services	3	4%
9. Culturally competent health care and health care support (e.g., navigation through health system)	2	3%
10. Income support and living wages	1	2%
11. LGBTQ organizations and programs	1	1%
12. Affordable housing	2	1%
13. Legal services (e.g., to help facilitate understanding the laws/regulation)	1	1%
14. Education support services	1	1%

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3   Single Mentions refers to the amount of times a particular category was referred to across the responses.
4   The Percentage of Mentions is the calculated percentage of a particular category from the total amount of categories.

The Wordle below (Figure 9) depicts those services and programs that respondents believed required the most attention for non-refugees immigrants in Surrey. Training and employment appears to have had more references, along with a need for coordinated services, community-integration programs, counselling programs and better transit for Surrey non-refugees "given that Surrey is so big and it can take a long time to get anywhere using transit."

Figure 9. Non-Refugee Services Requiring the Most Attention as Indicated by Survey Respondents

6.3 PROGRAM AND SERVICE DUPLICATION

DUPLICATION OF PROGRAMS AND SERVICES IN SURREY

A total of twenty-four (24) respondents provided answers to Question 17. Of the twenty-four (24) respondents, seven believed that there are duplications of programs and services in Surrey, three (3) did not believe there were duplication in services while fourteen (14) were unsure. A breakdown by response counts is displayed in Figure 10.

Figure 10. Service Leader Responses to Whether They See Duplication of Services in Surrey

58%
Not Sure

29%
Yes

13%
No
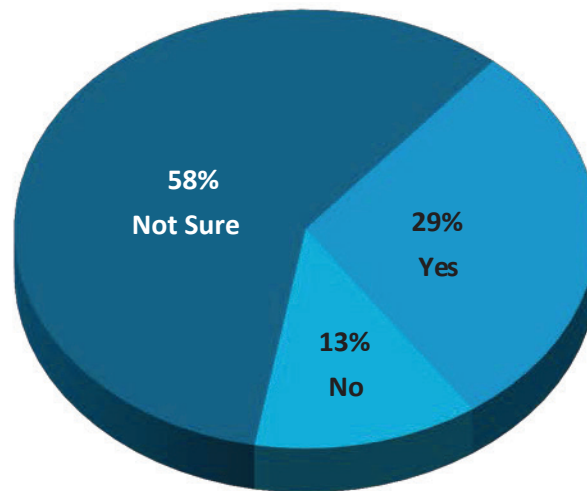
For those who answered "Yes" to Question 17, several respondents explained why they think duplication exists. Their responses are analyzed in table 6.

Respondents indicated that employment, senior's programs and settlement agencies have duplication of services. Settlement services was seen as a duplication mainly because these types of services offer a myriad of services, such as one providing specialization in workforce integration while another specializes in English language upgrades.

"With the new governance of settlement agencies, there seems to be more duplication going on. It would be nice to have each specialize in an area."

"Front-line service providers often don't know what else is available in community because programs are short-term), so they come and go and it's hard to keep abreast of what's going on or because they're so busy they don't have time to find out."

There were several reasons respondents believed duplication was occurring, including lack of awareness. Another respondent indicated that collaboration and coordination could be attributing to the duplication in services. However, sometimes "duplication is needed due to the sheer size" of Surrey and its transportation issues, as one respondent claimed.

Table 6 provides a summary of survey respondent comments on the issue of duplicated services in Surrey.

Table 6. Summary of Respondent's Comments on the Issue of Duplicated Services

Duplicated Services			
Employment	"There are a number of different employment services offered throughout Surrey."		
Senior's Programs	"I think there are a lot of seniors programs in Surrey, but I don't know how well they do reaching out to refugee/immigrant seniors."		
Settlement Agencies	"With the new governance of settlement agencies, there seems to be more duplication going on."		
Reasons for Duplication			
Awareness	"Front-line service providers often don't know what else is available in community (either because programs are short-term, so they come and go and it's hard to keep abreast of what's going on or because they're so busy they don't have time to find out)."	"Your own preamble to this survey covers the myriad of agencies that deal with various aspects of support - all very well intentioned and dedicated - but who can navigate the complexity let alone manage to get around the Municipality to find these disparate venues."	
Collaboration and Coordination	"Those who are open to collaboration, the problem is sometimes overly restrictive service parameters (often created as a way to keep numbers down in order to keep them manageable) so that organizational mandates clash."	"Biggest problem as I see it is there's too much bureaucracy."	"Not sure how coordinated they are."
Competition	"Non-profits are often more concerned with their own territory and ultimately survival."	Many agencies have the same programs and compete for clients	"I can see competition which leads me to believe there is duplication.
Addressing Duplications			
Duplication is Needed	"The region requires duplication because of the sheer size and the transportation issues already mentioned however we shouldn't have two competing organizations offering the same service just minutes from each other."		
Reduce Administration Costs	"Reduce administration and use the money saved to increase front-line services."		
Agency Specialization	"All settlement agencies seem to offer a hodgepodge of services; would be nice to have each specialize in an area (e.g. agency X is the expert on workforce integrations, agency Y assists with English language upgrades).		

6.4 SERVICE IMPLEMENTATION ISSUES

LEAST AND MOST IMPORTANT SERVICE IMPLEMENTATION ISSUES AMONG ORGANIZATIONS IN SURREY

A total of twenty-one (21) respondents provided answers to Question 19, which asked respondents to rank their least and most important service implementation issues (1 = most important and 7 = least important).

By far, 'not having enough funding to create services that meet the needs of clients' was the most important (M = 1.95), followed by 'transportation challenges faced by clients who are trying to access services' (M = 2.86). Although the least important issue organizations currently face is a 'lack of support from partner organizations', it should be noted that this issue is considered less important relative to other implementation issues organizations in Surrey face and should not be taken to mean that collaboration or lack of support is not an issue faced by respondents and their organization. A breakdown by response counts is displayed in Figure 11.

Figure 11. Service Implementation Issues Identified by Survey Respondents
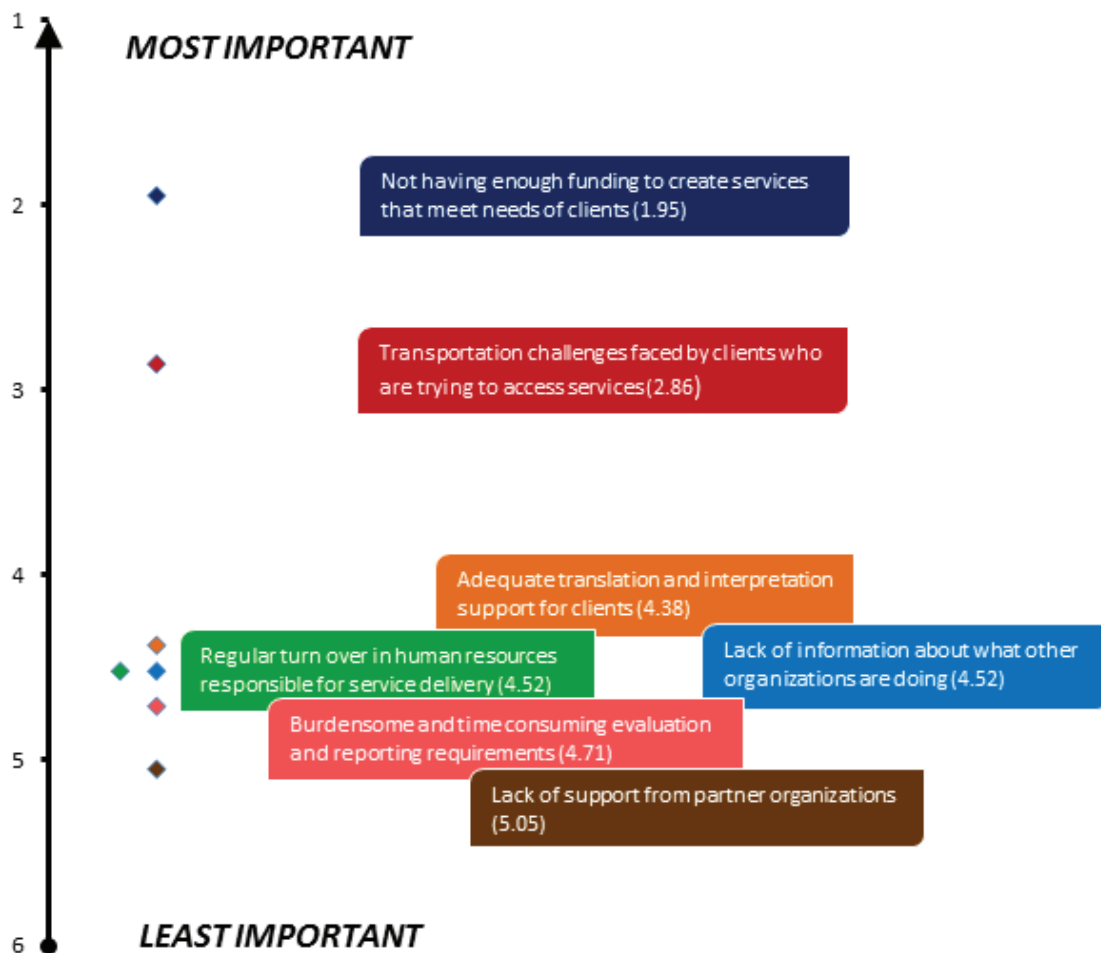
ROOT CAUSES OF SERVICE IMPLEMENTATION ISSUES

A total of twenty-one (21) respondents provided answers to Question 20. Table 7 provides a breakdown of the reference count and coverage of each root cause. Root causes were analyzed line-by-line and built up into themes.

The greatest percentage of mentions was for Funding and Funding Restrictions (42%) as a root cause for issues faced by organizations in Surrey. Program Coordination, Mandates and Service Resources was second in the percentage of mentions. In the Wordle (Figure 12), 'Government' was a re-occurring word often used to describe root causes for implementation issues as indicated by service leaders in Surrey.

'Government' often was associated with other categories (e.g., government and lack of funding, government and service resources, government and transit). In total, 'Government' was referenced across three (3) of the four (4) categories approximately six (6) times with the category being mentioned 21% of the time.

Table 7. Mentions and Percentage of Mentions of Root Causes of Issues Faced By Organizations as Identified by Survey Respondents

Category	Root Cause		Single Mentions[5]	% of Mentions[6]
Funding & Funding Restrictions	"Limited funding for social services is the root cause of not being able to create services that meet needs of immigrant clients."	"Federal funding contracts need services to fit into a certain model - clients do not necessarily fit into a certain service and require multiple supports. Restrictions on funding is also very constraining on the types of innovative supports we can offer clients."	8	42%
Program Coordination, Mandates & Service Resources	"Coordination of employment services could be better."	"Overly restrictive program mandates not based on best practices but rather on managing numbers."	9	35%
High Needs Populations	"For us it is because our focus is people with disabilities and historically, we have not had a lot of interaction with multicultural, immigration, refugee organizations (and they don't know about us as a resource either)."	"High needs, hard to reach groups struggling with settlement - poverty, language barriers, underemployment, lack of childcare, lack of awareness services and programs."	3	13%
Transit	"Seniors can't often get themselves places and have mobility issues."	"Certain programs are difficult to access and public transit in Surrey has been identified as a key area of concern."	4	10%

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5   *Single Mentions refers to the amount of times a particular category was referred to across the responses.*
6   *The Percentage of Mentions is the calculated percentage of a particular category from the total amount of categories.*

The Wordle below identifies the root causes for issues that government and non-government service leaders in Surrey believe their organizations face. Clearly, funding is their main perceived root cause, while transit issues, changing directions with new government leaders, lack of resources and poverty are also root causes.

Figure 12. Root Causes of Issues as Identified by Survey Respondents

WAYS TO ADDRESS SERVICE IMPLEMENTATION ISSUES

A total of twenty (20) respondents provided answers to Question 21 which asked service leaders in Surrey to indicate what they believe needs to be done to address issues their organizations face. Table 8 provides a breakdown of the mentions per category and the percentage of each category discussed compared to the rest of the categories. Collaboration Priorities had the most mentions (11) and had the highest percentage of mentions (47%) when compared to the rest of the categories. Policy Changes was second in mentions (7) and percentage of mentions. Third was Organization Changes, followed by Funding Changes, and Educational and Research Priorities.

Interestingly, Collaboration Priorities had the most mentions (11) and had the highest percentage (47%) compared to any other category. When respondents were previously asked what implementation issues their organization faced, 'lack of support from partner organizations' was the least important issue. What this may reveal is that service leaders do not see collaboration and partnerships with other organizations as an issue affecting their service implementation but rather as a resource to improve and address service implementation.

Policy Changes was another category that respondents indicated as a way to address issues their organizations face. With seven (7) mentions, respondents indicated changes in government provincially and nationally could be of benefit. Organization Changes as a way to better coordinate services, as well as Funding Changes that encourage funders to be aware of the multi-barriers of newcomer populations were also referenced. Educational and Research Priorities were also referenced, for instance, research findings of the impacts of refugee integration into the BC context.

Table 8. Mentions and Percentage of Mentions of Ways to Address Issues Faced by Organizations as Identified by Survey Respondents

Category	How to Address the Issue		Single Mentions[7]	% of Mentions[8]
Collaboration Priorities	"If there was more access to shared community spaces for non-profits (office space and programming space), that would create much more opportunity for funds to go to additional projects."	"More partnerships and roundtables sponsored by the city or province that would bring us together. From our own perspective we are inviting leaders from multicultural organizations to meet with our Board so we can learn from each other."	11	47%
Policy Changes	"Change of government both Provincially and Nationally."	The situation requires a multi-pronged approach that includes provincial policy changes (e.g., welfare rate and minimum wage increases, changes to the employment service centre approach, better transit system that is tied into city growth and expansion of new housing)."	7	31%

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7   *Single Mentions refers to the amount of times a particular category was referred to across the responses.*

8   *The Percentage of Mentions is the calculated percentage of a particular category from the total amount of categories.*

Category (continued)	How to Address the Issue (continued)		Single Mentions (continued)	% of Mentions (continued)
Organizational Changes (mandates, coordination, oversight, & priority setting)	"Having a central process to coordinate services."	"More internal organization and priority setting."	5	12%
Funding Changes	"Funding needs to be innovative and creative and clients need more voice into services."	"Funders need to be aware of the issue and consider the alternate resources for immigrant population with multi-barriers."	2	6%
Education & Research Priorities	"Research and evidence on the impact of integration of refugees in BC."	"Greater education for those in decision making powers."	2	4%

EMERGING NEEDS OF IMMIGRANTS AND REFUGEES NEEDING PRIORITY ATTENTION

A total of twenty (20) respondents provided answers to Question 22. Table 9 provides a breakdown of the reference count and coverage of the emerging needs service leaders in Surrey believe need priority attention.

Overall, more service leaders in Surrey identified Employment and Education services as the biggest need for immigrants and refugees. In particular, skill-building for obtaining employment in their particular field of expertise as well as providing better support around the employment process.

Health and Nutrition Services were the second–most mentioned need for immigrants and refugees, with focus given to creating more counselling, group support and community function spaces.

Individual and Family Support Services were identified as an emerging need including services for youth outreach, programs that help support immigrant students and issues they face, and building up services for families with disabilities.

Community Integration Services such as programs that improve community inclusivity was the fourth-most referenced category among service providers.

Although English Language Needs were identified as the least identified issue needing priority attention, there does appear to be a desire to increase the amount of English classes and to improve the settlement experience of refugees and immigrants so that they are not forced to learn English as a result of the community not being encouraged to learn and communicate in the language of newcomers.

Table 9. Mentions and Percentage of Mentions of the Emerging Needs of Immigrants and Refugees as Identified by Survey Respondents

Category	How to Address the Issue			Single Mentions[9]	% of Mentions[10]
Employment & Education Needs	"Skill building for employment in appropriate field/level based on individual qualification."	"Better understanding of how the employment process works and guidance around the process."		10	26%
Health & Nutrition Services	"Ensuring there are places and spaces for counselling, support groups and community functions specifically for immigrant and refugee families. Even migration itself can be a traumatic experience."			7	26%
Individual & Family Support Services	"Youth 13 through 24 need one to one outreach support."	"Issues facing International students who are also immigrants."	"From our perspective, supports for families and people who have disabilities are a priority."	11	21%
Community Integration Services	"Focus on inclusion in community life, improved and sustained quality of life where basic needs of daily living are met."			8	16%
English Language Needs	"More English classes."	"It would be nice if the people of Surrey were more welcoming and willing to learn their [immigrants and refugees] language, rather than forcing them (explicitly or implicitly) to learn English."		3	10%

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9   *Single Mentions refers to the amount of times a particular category was referred to across the responses.*

10   *The Percentage of Mentions is the calculated percentage of a particular category from the total amount of categories.*

7. Mapping Analysis

7.1 SURREY COMMUNITIES

A component of this project entailed creating a series of maps containing service information and socio-demographic data for the purpose of understanding changes among newcomer populations in the city of Surrey along with services and programs offered within community boundaries.

SERVICE CONCENTRATION

As part of the mapping analysis, four (4) areas in Surrey were identified where services relevant to the immigrant integration and settlement process are concentrated:

- Newton Town Centre;
- City Centre area of Whalley;
- Guildford Town Centre; and,
- Strawberry Hill area of Newton.

The neighbourhood of Newton Town Centre had the highest concentration of services relevant to the immigrant integration and settlement process with eighty-nine (89) total services. The greatest amount of services was in the area of Individual and Family Support with twenty-three (23) total services offered. The least amount of services offered was in the area of Community Integration with eleven (11) services offered.

City Centre had the second highest concentration of services relevant to the immigrant integration and settlement process with sixty-one (61) total services. The greatest amount of services was in the area of Individual and Family Support with twenty-five (25) total services offered. The least amount of services offered were in two (2) areas, Settlement and Refugee Services and Employment and Education Services, both of which had only four (4) services offered.

The community of Guildford had the third highest concentration of services relevant to the immigrant integration and settlement process with twenty-two (22) total services. The greatest amount of services was in the area of Individual and Family Support with twelve (12) total services offered. The least amount of services offered were in two (2) areas, Settlement and Refugee Services and English Language Services, both of which had only one (1) service to offer.

The Strawberry Hill community had the fourth highest concentration of services relevant to the immigrant integration and settlement process with fifteen (15) total services. The greatest amount of services was in the area of Individual and Family Support with seven (7) total services offered. The least amount of services offered were in two (2)areas, Settlement and Refugee Services and Health and nutrition Services, both of which had no services to offer.

Fleetwood was identified as a community in Surrey where there is a large population of immigrants and limited immigrant integration and settlement services. In fact, the community of Fleetwood had approximately 3,840 immigrants arriving between 2001-2005, and 3,610 immigrants arriving between 2006-2011 with very limited programs offered to immigrants and refugees within its community boundaries.

COMMUNITY GROWTH

An analysis of communities where there have been noticeable changes in immigrant populations was conducted, inclusive of the years 2006 through 2011. Many census tracts in Surrey saw new immigrant arrivals from 2006 to 2011. However, there are a few outstanding key census tracts as listed below that saw large numbers of new immigrant arrivals compared to other census tracts in Surrey for the same time period. The boundaries of the individual census tracts are followed by the number of recent immigrants for 2006 to 2011 for that census tract. Tables 10 and 11 summarize the number of new immigrants settling in the communities of Newton Town Centre and Guildford Town Centre.

Table 10. Arrival of Immigrants in Newton Town Centre from 2006 to 2011

Census Tract Outer Boundaries	Number of Immigrants that Arrived from 2006 to 2011 for this Census Tract
120 St 80 Ave | 124 St 72 Ave	940
124 St 80 Ave | 128 St 72 Ave	855
128 St 80 Ave | King George Blvd 72 Ave	845
124 St 72 Ave | 128 St 68 Ave	930
144 St 72 Ave | 152 St 64 Ave	900

Table 11. Arrival of Immigrants in Guildford Town Centre from 2006 to 2011

Census Tract Outer Boundaries	Number of Immigrants that Arrived from 2006 to 2011 for this Census Tract
148 St 108 Ave | 152 St 104 Ave	1,475
152 St 104 Ave | 156 St 96 Ave	1,030

SERVICES AND MAJOR TRANSIT ROUTES

An analysis of services in relationship to major transit routes was conducted. Transit routes were broken down into Frequent Transit Services (every 15 minutes daily, which includes the Skytrain and Bus Service), Hourly Bus Services (Daily) and Infrequent Bus Services.

All six (6) categories of immigrant services within Surrey are available along the transit network and most services within each category are within 500 meters of either Frequent Transit Services (15 minute daily transit services) or Infrequent Bus Services (hourly daily transit service). However, most of the services are clustered in six (6) key locations within Surrey. These key locations account for 174 of the 216 (81%) immigrant services within Surrey. There are 235 total immigrant service programs mapped, 216 of which are within Surrey Itself. The table below summarizes these key locations within Surrey.

Table 12. Location of Immigrant Services Concentrated along Major Transit Routes

Neighbourhood	Key Location	# of Services	Immigrant Services Categories Present	Transit Comment	% of Immigrant Services Located in Surrey
Newton Town Centre	Along King George Boulevard from 80th Ave to 72 Ave (about 1.5 Km)	90	Settlement and Refugee Services English Language Services Employment and Education Services Health and Nutrition Services Individual and Family Support Services Community Integration Services	On frequent transit network 15 minute daily service	41%
Newton Town Centre	Corner of 128th St and 80th Ave	12	English Language Services Employment and Education Services Individual and Family Support Services Community Integration Services	On hourly daily bus service	5%
Whalley	Along King George Boulevard from 92 Ave to 104 Ave (about 2.5 Km)	41	Settlement and Refugee Services English Language Services Employment and Education Services Health and Nutrition Services Individual and Family Support Services Community Integration Services	On frequent transit network 15 minute daily service	18%
Whalley	On 128th St between 104th Ave and 100Th Ave	9	Health and Nutrition Services Individual and Family Support Services Community Integration Services	On hourly daily bus service	4%
Whalley	On 140Th St between 100Th Ave and 96Th Ave	9	Health and Nutrition Services Individual and Family Support Services Community Integration Services	On hourly daily bus service	4%
Guildford Town Centre	On 108Th Ave between 144Th St and 148Th St	13	Settlement and Refugee Services Individual and Family Support Services Community Integration Services	On hourly daily bus service	6%

8. Conclusions and Considerations for Strategy Development

8.1 COMPLEXITY AND SUPER DIVERSITY: THE SETTLEMENT NEEDS OF IMMIGRANTS AND REFUGEES IN SURREY

The city of Surrey has become a primary destination in British Columbia for immigrants and refugees, many of whom have complex backgrounds and a diversity of settlement needs. For instance, the total immigrant population living in Surrey in 2011 was 187,840, with 66,965 immigrants arriving between 2001-2011.[11]

According to the 2011 National Household Survey, immigrants arrive to Surrey from around the globe, with most immigrants coming from Asia, followed by Europe, the Americas, Oceania and then Africa. The ages of these immigrants are also diverse. Approximately 8% are under the age of 5, 15% are between 5 and 14 years of age, 27% are between the ages of 15 to 24, 36% are between the ages of 24 and 44, and 14% are over the age of 45.

Like non-refugee immigrants, the proportion of government-assisted refugees settling in Surrey has increased, but much more dramatically. Government-assisted refugees settling in Surrey has doubled in percentage from 2004 to 2008.[12]

Government-assisted refugees are especially in need of specialized settlement services given that refugees admitted to Canada following the 2002 implementation of the Immigrant and Refugee Protection Act (IRPA) are more likely than previous cohorts to have low literacy levels in their original languages, physical and mental health issues (e.g., trauma), lone parent status who are caring for children and youth who were born and raised in refugee camps with limited access to formal education. As a result, significant numbers of government-assisted refugees are less likely to obtain employment and are more likely to require specialized support in the settlement process.

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11   *2011 National Household Survey, Statistics Canada.*
12   *City of Surrey (2009). Refugee Housing Study.*

Figure 13. Surrey as the Intended Destination of Immigrants as Indicated Upon Arrival From 2006-2014[13]

	2006	2007	2008	2009	2010	2011	2012	2013	2014
■ Family class	3,006	2,681	2,754	2,818	2,438	2,360	3,062	3,215	2,744
■ Economic immigrants, total	2,754	2,812	3,367	3,159	4,751	3,242	3,678	3,023	2,876
■ Refugees	418	302	171	534	419	472	352	683	302
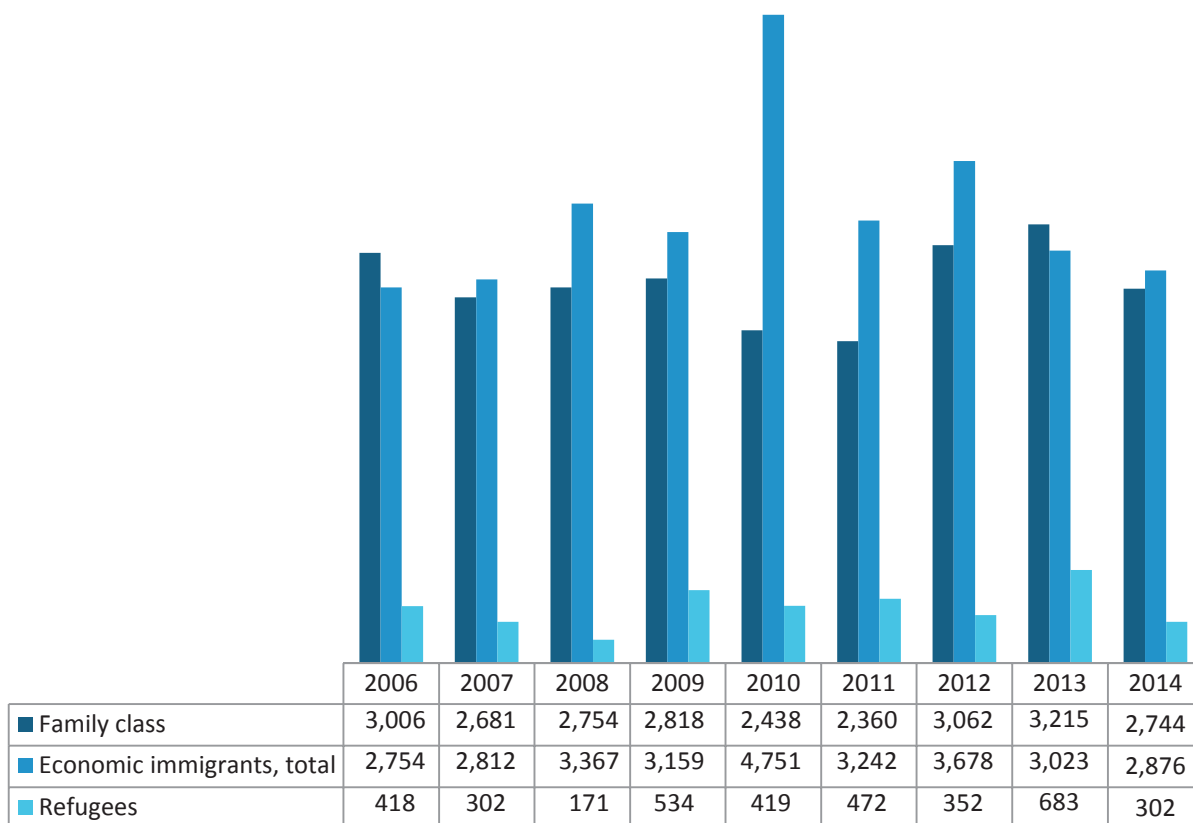
From 2006 to 2014, 23% of all Family Class immigrants indicated Surrey was their intended destination upon arrival. This percentage increased slightly to 24% between 2010 and 2012. During the same time period, 24% of all refugees arriving in British Columbia indicated Surrey was their intended destination upon arrival. In 2013, nearly 40% of all refugees indicated Surrey as their destination upon arrival.

Given the steady high numbers of immigrants who are calling Surrey home, the need for thoughtful, responsive planning is greater than ever. Even with the broad array of available services in Surrey, it is clear from the survey results that the unique needs of the highly pluralistic immigrant population in Surrey are not being adequately met. The rate of immigrant population growth and the complex histories and future hopes of Surrey's newcomers, combined with an under-resourced service infrastructure amounts to a unique reality for Surrey, one that scholar Vertovec (2007) refers to as "super-diversity."[14]

Super-diversity is a condition "distinguished by a dynamic interplay of variables among an increased number of new, small and scattered, multiple-origin, transnationally connected, socio-economically differentiated and legally stratified immigrants who have arrived over the last decade." It is marked by a great deal of complexity surpassing anything a city may have previously experienced. Given the super-diversity of Surrey, it is important to treat the findings in the report with an interest to discuss and identify the most appropriate application of this data for the next steps of the Surrey LIP. Below we outline some high level conclusions from this study and key considerations to assist the work of strategy-building for a stronger service infrastructure in support of settlement and integration processes in Surrey.

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13   *Custom data from BC Stats*
14   *Vertovec, S. (2007). Super-diversity and its implications. Ethnic and Racial Studies, 6, 1024-1054.*

8.2 CONCLUSIONS AND CONSIDERATION FOR STRATEGY DEVELOPMENT

1. There are many strong and active services and supports in Surrey available to immigrants and refugees.

There are at least 235 unique no-cost programs offered to Surrey's newcomers. The existing service infrastructure presents opportunities for innovation, guided by the needs and strengths of the city's newcomers.

Considerations for Strategy Development

1.1. Continue to discuss and develop practical strategies for securing resources to invest in the immigrant integration and settlement process in Surrey.

1.2. Regularly review and update the online inventory of services in Surrey to ensure that the information in the inventory is kept up-to-date.

1.3. Continue to promote and work toward enhanced service coordination with a view to facilitating ease of service access for immigrants and refugees, with a focus on employment services, settlement services and seniors programs.

1.4. Broadly promote the Surrey LIP service inventory to immigrants and community stakeholders to facilitate greater understanding of the Surrey service infrastructure, and enhance access to services.

2. The current service infrastructure in Surrey is mostly inadequate to effectively support the integration and settlement process for immigrants and refugees new to the community.

Senior service infrastructure leaders who responded to the Surrey Social Infrastructure Leaders Survey noted that 76%, or twenty-two (22) of twenty-nine (29), service types were deemed inadequate in building on the strengths and addressing the complex needs of immigrants in Surrey. Of the twenty-nine (29) services, the services identified most often by respondents as inadequate are:

1. Mental Health Services (100%);
2. Alcohol and Drug and Addiction Services (94%);
3. Disability Services (92%);
4. Legal Services (92%);
5. LGBTQ Services (90%);
6. Transportation Services (83%);
7. Family Counselling Services (77%);
8. Youth Services (76%);
9. Women's Services (75%); and,
10. Housing Support Services (75%).

A stakeholder workshop in March 2015 provided an opportunity for senior leaders to provide feedback concerning the adequacy and inadequacy of Surrey services and programs noted in the survey. Service leaders indicated that employment and education were the top emerging needs of newcomers in Surrey, especially for vocational training, employment readiness, re-training and qualification evaluation.

In terms of service accessibility from a geographic standpoint, there are four communities identified where service infrastructure is concentrated including Newton Town Centre, City Centre area of Whalley, Guildford Town Centre, and Strawberry Hill. The community of Fleetwood has a high number of immigrants and limited service availability.

Considerations for Strategy Development

2.1. Ensure immigrants in Fleetwood are accessing services relevant to their needs.

2.2. Increase the number of information pamphlets, guides and online text (e.g., transit guides) that are available in languages relevant to the immigrant and refugee populations in Surrey.

2.3. Increase the amount of services that are available in languages relevant to the immigrant and refugee population in Surrey.

2.4. Develop multi-sector partnerships and action strategies that will address the current limitations in the service infrastructure in support of immigrants and refugees. Particular focus areas that were identified at the stakeholder workshop in March include:

- Decrease time on waitlists for mental health assessments with a view to providing earlier diagnosis and care responses;
- Ensure that health staff are trained to understand and meet the unique needs of immigrant and refugee in their care;
- Expand youth and women's services to include a stronger emphasis on financial literacy;
- Support the acquisition of legal knowledge by immigrant refugees;
- Enhance employment and education services so they are aligned with the needs and interests of service users;
- Continue to work on transportation service gaps; and,
- Expand housing support services to allow for housing support workers to accompany clients with housing searches, appointments and provide interpretation services.

3. Many service leaders are either unaware of the adequacy of the services or unaware what is available to support the immigrant integration and settlement process.

Many community service leaders indicated that they are unaware of how adequate services are and what the detailed characteristics of these services include. Out of the 742 total individual survey answers service leaders provided to questions about the adequacy and inadequacy of service areas, 269 service leaders answered with 'No opinion', or over one-third (36%) of the total answer set.

Considerations for Strategy Development

3.1 Develop a strategy for promoting the development and exchange of information about available services to support the immigrant integration and settlement services in Surrey.

3.2 Develop and deliver training to community service leaders to improve their awareness and knowledge of Surrey's service infrastructure that supports immigrant integration and settlement in the city.

APPENDIX A: SUMMARY TABLES

SERVICE PROVISIONS

A total of twenty-three (23) respondents provided answers to Question 3. A total of thirteen (13) respondents indicated their organization provides Information and Referral Services while nine (9) respondents indicated their organization provides Drop-in Support Groups as well as Refugee Services. An additional seven (7) respondents indicated their organization provides none of these Settlement and Refugee Services. A breakdown by percentages is displayed in Figure 14. Ten (10) respondents indicated their organization provides other services including, but not limited to:

- Youth services and newcomer youth programming
- Tours for Newcomers
- English conversation programs for youth, adults, and women
- Educational support programs
- Integrative health and recreation opportunities
- Employment Related Services
- Policing and crime prevention services
- Disability services

Figure 14. Settlement and Refugee Services Provided by Survey Respondents

	Information and Referral Services	Other	Drop-in Support Groups	Refugee Services	None of these
■ Percentage	56.5%	43.4%	39.1%	39.1%	30.4%
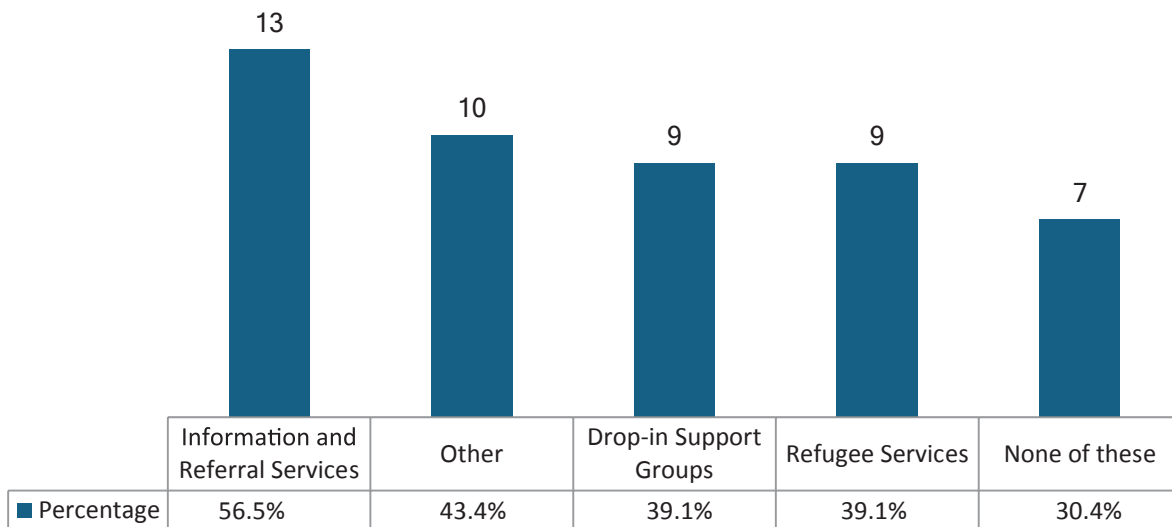
Question 4: What English Language Services (i.e., formal and informal program offerings) does your organization provide?

A total of twenty-four (24) respondents provided answers to Question 4. A total of three (3) respondents indicated their organization provides Language Assessment Services while nine (9) respondents indicated they provide English as an Additional Language Program with thirteen (13) while eight (8) respondents indicated their organization provides none of these services. A breakdown by percentages is displayed in Figure 15. An additional three (3)respondents indicated their organization provides other types of English Language Services. These services include:

- Counselling
- Conversation Circles
- LINC Classes (Language services for newcomers)

Figure 15. English Language Services Provided by Survey Respondents

	Information and Referral Services	Other (please specify)	Drop-in Support Groups	Refugee Services	None of these
■ Percentage	27.1%	20.8%	18.7%	18.7%	14.6%

Bar values: 13, 10, 9, 9, 7
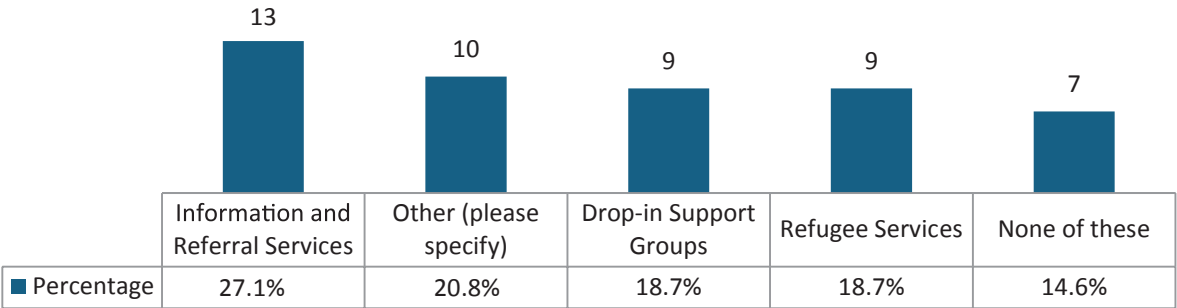
Question 5: What Employment and Education Support Services (i.e., programs to support labour market attachment) does your organization provide?

A total of twenty-one (21) respondents provided answers to Question 5. A total of twelve (12) respondents indicated their organization provides Employment Services while ten (10) respondents indicated they provide Training and Skills Upgrading Services. Seven (7) respondents indicated their organization provides none of these services. A breakdown by percentages is displayed in Figure 16. An additional four (4) respondents indicated their organization provide other types of Employment and Education Support Services. These services include:

- Programs for Youth to support access to education and employment
- Referral to employment programs and resources
- A wide variety of volunteer opportunities and training workshops
- Education and employment services for people with disabilities, of whom, some are immigrants

Figure 16. Employment and Education Support Services Provided by Survey Respondents

	Employment Services	Training and Skills Upgrading Services	None of these	Other (please specify)
■ Percentage	36.3%	30.3%	21.2%	12.1%

Bar values: Employment Services = 12, Training and Skills Upgrading Services = 10, None of these = 7, Other (please specify) = 4
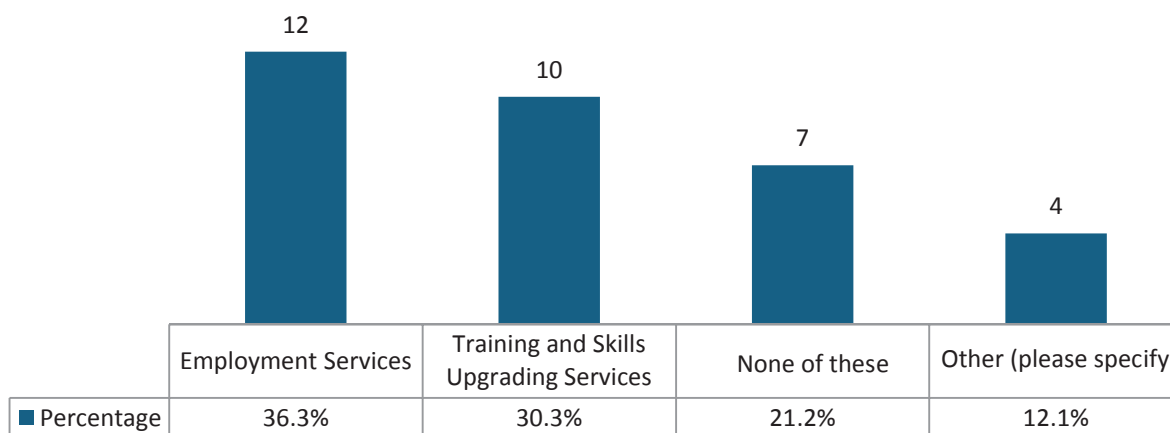
Question 6: What Health and Nutrition Services (i.e., programs focused on strengthening determinants of health) does your organization provide?

A total of twenty-two (22) respondents provided answers to Question 6. A total of nine (9) respondents indicated their organization provides Food and Nutrition Services while another nine (9) respondents indicated their organization provides Mental Health Services. Only one (1) respondent indicated they provide Primary Health Care Services, six (6) respondents indicated their organization provides Alcohol and Drug and Addiction Services, two (2) respondents selected Dental Care Services and nine (9) respondents indicated their organization provides none of these services.

A breakdown by percentages is displayed in Figure 17. An additional four (4) respondents indicated their organization provides other types of Health and Nutrition Services. These services include:

- Supporting community kitchen programs
- Offer cooking classes for children, youth and adults
- A range of health services from primary prevention to treatment
- Recreation activities targeted to vulnerable populations
- Mental health and alcohol and addiction services through counselling services

Figure 17. Health and Nutrition Services Provided by Survey Respondents

	Food and Nutrition services	Mental Health Services	None of these	Alcohol & Drug Ad iction Services	Other	Dental Care Services	Primary Health Care Services
■ Percentage	40.9%	40.9%	40.9%	27.2%	18.2%	9.1%	4.5%

Bar values: 9, 9, 9, 6, 4, 2, 1
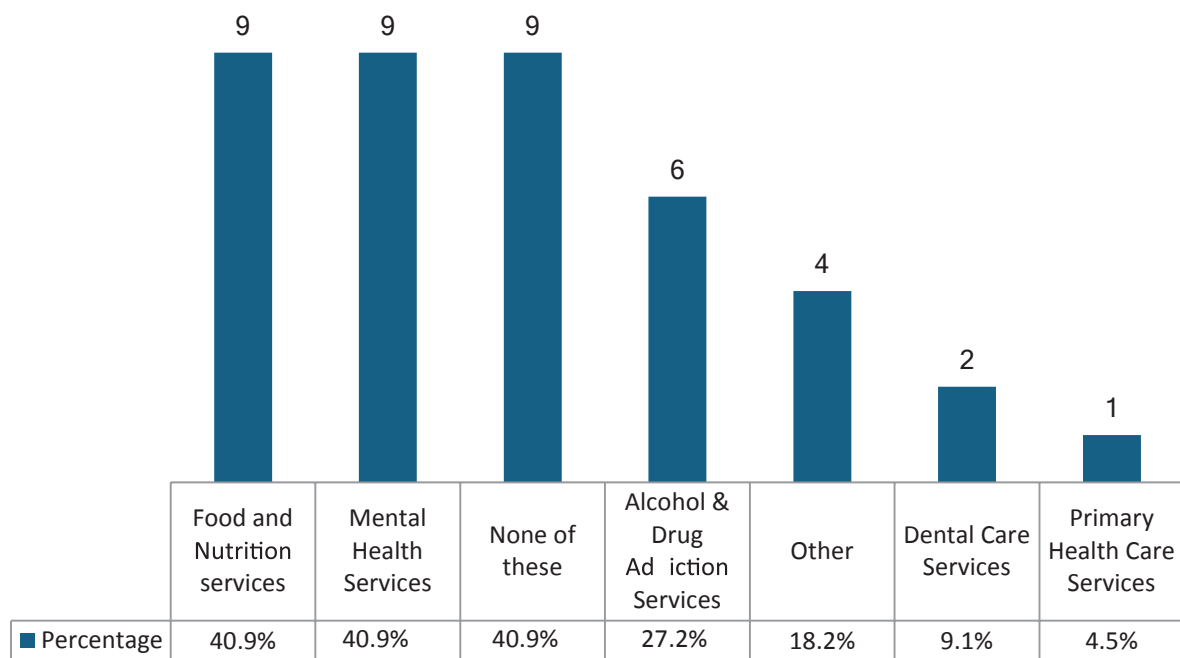
Question 7: What Individual and Family Support Services (i.e., programs for specific populations noted below) does your organization provide?

A total of twenty-four (24) respondents provided answers to Question 7. A total of fifteen (15) respondents indicated their organization provides Child Services to children ages 0-12 while seventeen (17) respondents indicated their organization provides Youth Services to youth ages 13-18.

A total of twelve (12) respondents indicated their organization provides Parenting Programs, eight respondents selected Family Counselling Services, eleven (11) selected Women's Services, sixteen (16) respondents selected Programs for Seniors ages 55 and over, six (6) respondents selected LGBTQ Services and seven (7) selected Disability Services. Four (4) respondents indicated their organization provides none of these services. A breakdown by percentages is displayed in Figure 18.

An additional four (4) respondents indicated their organization provides other types of Individual and Family Support Services or are working towards building programs into their organizations including a variety of women's only programs, drop-in recreation programs, parenting workshops in partnership with local organizations, services for all children, youth, adults, seniors and persons with disabilities and community meals.

Figure 18. Individual and Family Support Services Provided by Survey Respondents

	Youth Services (ages 13-18 years)	Programs for Seniors (ages 55+ years)	Child Services (ages 0-12 years)	Parenting Programs	Women's Services	Family Counselling Services	Disability Services	LGBTQ Services	None of these	Other
■ Percentage	70.8%6	6.7%	62.5%	50.0%4	5.8%	33.3%	29.2%	25.0%1	6.7%	16.7%
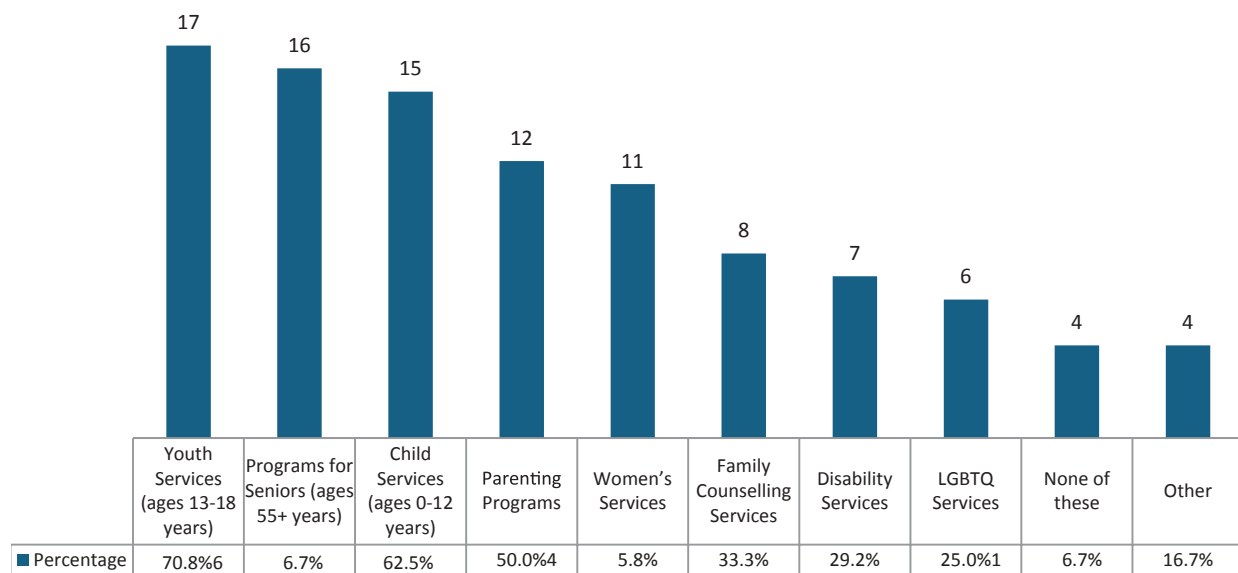
Question 8: What Community Integration Services (i.e., initiatives that promote inclusion) does your organization provide?

A total of twenty-four (24) respondents provided answers to Question 8. A total of four (4) respondents indicated their organization provides Legal Education Services, fifteen (15) provide Recreation and Community Activities, another four (4) provide Transportation Services, twenty-one (21) provide Volunteering Opportunities, eleven (11) provide Housing Support Services, seven (7) provide Tax Filing Services, eight (8) provide Interpretation and Translation Services and two (2) provide Legal Services. Only three (3) respondents indicated their organization provides none of these services. A breakdown by percentages is displayed in Figure 19. All but one of the respondents indicated their organization provides other types of Community Integration Services which was described as "Volunteer Interpretation Services are available", a few of which support seniors at senior's centres seasonally for tax filing support.

Figure 19. Community Integration Services Provided by Survey Respondents

	Volunteer Opportunities	Recreation and Community Activities	Housing Support Services	Interpretation and Translation Services	Tax Filing Services	Legal Education Services	Transportation Services	None of these	Legal Services	Other
■ Percentage	87.5%	62.5%	45.8%	33.3%	29.2%	16.7%	16.7%	12.5%	8.3%	4.1%
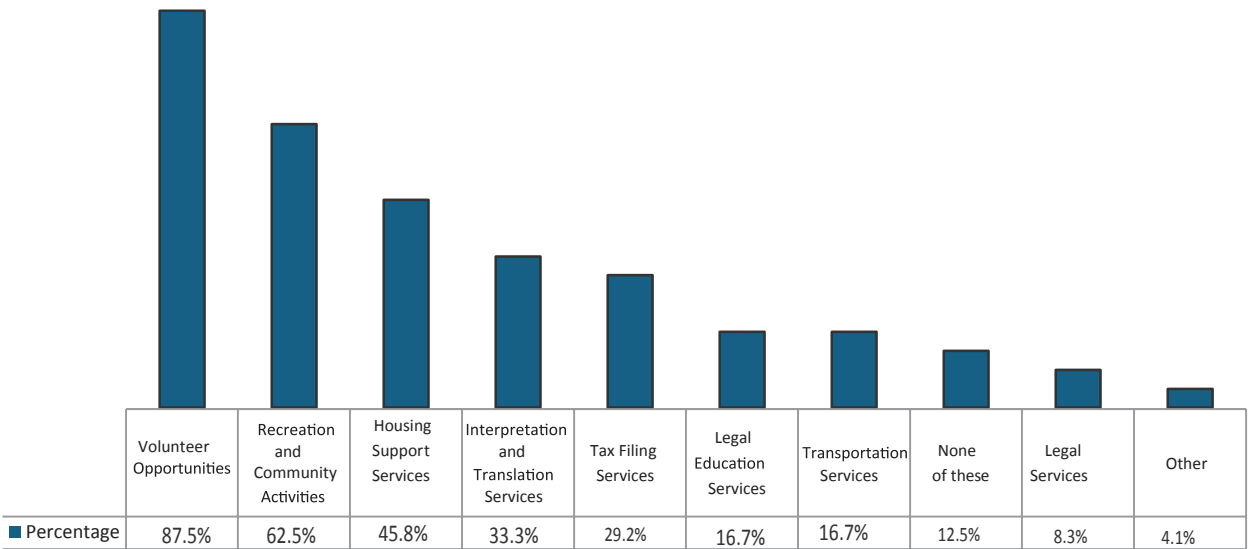
Tables 13-18 summarizes service types by each of the six (6) main categories from the greatest amount to least amount of services provided by survey respondents.

Table 13. Summary of Settlement and Refugee Services

Settlement and Refugee Services	% of Organizations Providing Services
Information and Referral Services	56.5%
Other	43.4%
Drop-in Support Groups	39.1%
Refugee Services	39.1%
None of these	30.4%

Table 14. Summary of English Language Services

English Language Services	% of Organizations Providing Services
Literacy programs	54.1%
English as an Additional Language Programs	37.5%
None of these	33.3%
Language Assessment services	12.5%
Other	12.5%

Table 15. Summary of Health and Nutrition Services

Health and Nutrition Services	% of Organizations Providing Services
Food and Nutrition services	40.9%
Mental Health Services	40.9%
None of these	40.9%
Alcohol & Drug Addiction Services	27.2%
Other	18.2%
Dental Care Services	9.1%
Primary Health Care Services	4.5%

Table 16. Summary of Employment and Education Support Services

Employment and Education Support Services	% of Organizations Providing Services
Employment Services	57.1%
Training and Skills Upgrading Services	47.6%
None of these	33.3%
Other	19.0%

Table 17. Summary of Individual and Family Support Services

Individual and Family Support Services	% of Organizations Providing Services
Youth Services (ages 13–18 years)	70.8%
Programs for Seniors (ages 55+ years)	66.7%
Child Services (ages 0–12 years)	62.5%
Parenting Programs	50.0%
Women's Services	45.8%
Family Counselling Services	33.3%
Disability/Exceptionality Services	29.2%
LGBTQ Services	25.0%
None of these	16.7%
Other	16.7%

Table 18. Summary of Community Integration Services

Community Integration Services	% of Organizations Providing Services
Volunteering Opportunities	87.5%
Recreation and Community Activities	62.5%
Housing Support Services	45.8%
Interpretation & Translation Services	33.3%
Tax Filing Services	29.2%
Legal Education Services	16.7%
Transportation Services	16.7%
None of these	12.5%
Legal Services	8.3%
Other	4%

APPENDIX B: BACKGROUNDER FOR SURVEY RESPONDENTS

1.   Introduction

About the Service Mapping Project

The main objective of the Service Mapping Project is to identify key trends, strengths and opportunities related to the service system for newcomers in Surrey in order to establish consistent, innovative and coordinated service delivery and improve accessibility of services to newcomers.

The development of a draft Service Inventory has garnered approximately 230 unique programs offered through thirty-two (32) organizations to Surrey's newcomers (immigrants and refugees) as well as services offered to the general public free of charge. Many of the identified 230 programs overlap in the services they provide (e.g., family or individual counselling for refugees) resulting in the total number of identified services increasing to 576.

The background document is organized according to six (6) service categories and twenty-nine (29) subcategories. This typology of categories was co-developed with the Surrey Local Immigration Partnership. This background document presents a preliminary snapshot of the Service Inventory and has been produced to provide timely information to respondents of the Surrey Social Infrastructure Leaders Survey.

About the Service inventory

The development of the Service Inventory was based on four (4) existing inventories:

- Get in the Know http://www.getintheknow.ca/
- The Burnaby Intercultural Planning Table http://www.bipt.ca/
- NewToBC: The Library Link for Newcomers http://newtobc.ca/settlement/immigrant-service-providers/
- The City of Surrey, Low Cost and Free Resource Map http://www.surrey.ca/community/13905.aspx.

The inventory was also enhanced through a review of internal SPARC BC data on service organizations operating in BC and Surrey. The criteria for inclusion into the Service Inventory include:

- The program, service or initiative is available to immigrants and refugees and has been demonstrated to positively contribute to the settlement experience;
- The program, service or initiative is available within the geographic boundaries of the City of Surrey (except where there is a unique service provided outside of Surrey that is critical to the settlement process; and,
- The program, service or initiative is provided at no cost.

As a working draft document, the results presented below are very preliminary and will be further developed as the service mapping project continues.

2.   Service Types

Six (6) categories and twenty-nine (29) subcategories were developed with the input from the Surrey LIP Committee (which represents thirty (30) community organizations in Surrey) and the Surrey LIP Service Mapping Working Group. These categories and subcategories are presented in Table 19.

Table 19. Inventory Categories and Subcategories

CATEGORY	SUBCATEGORY
1. Settlement & Refugee Services	Information & Referral Services
	Drop-in Support Groups
	Refugee Services
2. English Language Services	Language Assessment services
	English as an Additional Language Programs
	Literacy programs
3. Employment & Education Support Services	Employment Services
	Training and Skills Upgrading Services
4. Health & 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)
	Parenting Programs
	Family Counselling Services
	Women's Services
	Programs for Seniors (ages 55+ years)
	LGBTQ Services
	Disability/Exceptionality Services
6. Community Integration Services	Legal Education Services
	Recreation and Community Activities
	Transportation Services
	Volunteering Opportunities
	Housing Support Services
	Tax Filing Services
	Interpretation & Translation Services
	Legal Services

3.   Services Provided

Table 20 displays all thirty (30) organizations and breakdown of the 236 services offered by each organization. A further breakdown of services provided by category and subcategory are provided in Table 21.

Table 20. Host/Referring Organization and Number of Services Provided

Host/Referring Organization	Total Services Provided (230)
1. Access Probono	13
2. Alexandra Neighbourhood House	1
3. Back in Motion Rehab Inc.	2
4. BC Housing	3
5. Big Sisters of BC Lower Mainland	2
6. CoRe Conflict Resolution Society (UBC Law School)	1
7. Crisis Intervention & Suicide Prevention Centre of B.C.	1
8. DIVERSEcity Community Resources Society	37
9. Fraser Health	22
10. Immigrant Services Society of BC (ISSofBC)	7
11. Journey Home Community Association	1
12. Law Students' Legal Advice Program (LSLAP)	2
13. Legal Services Society	1
14. MCC British Columbia (MCC BC)	1
15. MOSAIC	2
16. Oak Avenue Neighbourhood Hub Society	9
17. Options Community Services Society (OCS)	31
18. Pacific Community Resources Society (PCRS)	23
19. People's Law School	1
20. Progressive Intercultural Community Services (PICS)	13
21. Rainbow Refugee Canada	1
22. S.U.C.C.E.S.S. Employment Services	5
23. Settlement Orientation Services (SOS)	2
24. Seniors Come Share Society	1
25. Sources Community Resource Centres	6
26. Surrey Alliance	1
27. Surrey Libraries	14
28. Surrey School District	14
29. The Canada Revenue Agency (CRA)	1
30. The Training Group, Douglas College	3
31. Umoja Operation Compassion Society	6
32. WorkBC Employment Service Centre	3

Table 21. Services Provided by Category and Subcategory

Service Category	Total Main Categories	Total Overlapping Sub-category Services
1. Settlement & Refugee Services	26	
d. Information and Referral Services		58
e. Drop-in Support Groups		7
f. Refugee Services		31
2. English Language Services	18	
d. Language Assessment services		2
e. English as an Additional Language Programs		19
f. Literacy programs		11
3. Employment & Education Support Services	31	
c. Employment Services		37
d. Training and Skills Upgrading Services		28
4. Health & Nutrition Services	38	
f. Food and Nutrition Services		15
g. Mental Health Services		17
h. Primary Health Care Services		16
i. Alcohol & Drug Addiction Services		14
j. Dental Care Services		1
5. Individual & Family Support Services	75	
i. Child Services (ages 0-12 years)		52
j. Youth Services (ages 13-18 years)		77
k. Parenting Programs		17
l. Family Counselling Services		28
m. Women's Services		15
n. Programs for Seniors (ages 55+ years)		22
o. LGBTQ Services		2
p. Disability/Exceptionality Services		20
6. Community Integration Services	42	
i. Legal Education Services		4
j. Recreation and Community Activities		39
k. Transportation Services		0
l. Volunteering Opportunities		10
m. Housing Support Services		13
n. Tax Filing Services		5
o. Interpretation & Translation Services		2
p. Legal Services		15
TOTAL	**230**	**576**

APPENDIX C: SURREY IMMIGRANT SERVICE STAKEHOLDER WORKSHOP RESULTS

The Surrey Immigrant Service Stakeholder Workshop presented our findings and received feedback on the results of the Surrey Social Service Infrastructure Survey. A discussion was animated regarding these results and to build consensus around the interpretation of these findings and potential directions for planning for immigrant services in Surrey. Workshop participants were asked to note what feature of the services listed below are most problematic for service users. This list of ten (10) service types was provided to participants because the preliminary analysis of the survey results revealed this list of ten (10) to be the most inadequate service types in Surrey.

1. **Mental Health Services**

   - Not easy to access
   - Wait lists
   - Lack of interpretation services
   - Immigrants don't feel confident to approach the service by themselves
   - Free, first language mental health services (and clinical services) for government assisted refugees
   - Privately sponsored refugees and refugee claimants, as well as other victims of trauma/torture
   - Culturally sensitive
   - Interpreters
   - Programs for people with PTSD
   - Presentation by Fraser Health showing the increase in mental health over the past three years
   - Number of people vary each year
   - Need more resources for diagnosing earlier and responding overall
   - Insufficient capacity within the settlement service sector to address the mental health issues of immigrant/refuse clientele.
   - Culturally and linguistically sensitive/competent and appropriate/low barrier mental health services
   - Collaborative efforts of seeking services support due to stigma

2. **Alcohol and Drug Addiction Services**

   - Staff are not trained to understand the needs of immigrants/clients for the majority of services
   - Individual counselling is not available
   - All groups are only in English (i.e., no language support)

3. **Disability Services**

   - No services (e.g., interpretation) available in other languages
   - Programs for high-functioning people with special needs
   - Programs designed for refugees

4. **Legal Services**

   - Support understanding the laws/regulation

5. **LGBTQ Services**

   - More LGBTQ programs
   - More LGBTQ organizations

6. **Transportation Services**

   - Services too infrequent (every two hours compared to every 15 minutes)
   - Public transit, frequent service limited
   - Cost – if travelling three zones to work
   - Cost of transportation
   - Need to purchase/maintain a vehicle which is expensive relative to using public transit
   - Translated schedules
   - Subsidized fares
   - Fare can be too costly
   - Distances to walk is too far

7. **Family Counselling Services**

   - Counselling and support services that address 'family' needs, not just individual needs.
   - Mental Health- Trauma Counselling
   - Grief and trauma counselling and support
   - Accessibility to programs is key and specifically those relating families.

8. **Youth Services (ages 13-18)**

   - Financial literacy
   - Afterschool programs for students at the school they attend
   - Buddy programs at schools to ease the settlement process
   - Interpretation for youth
   - Learning more about different cultures
   - Bringing counsellors and immigrant youth together
   - Youth are going through the dual process of integration and biological transitions (e.g., puberty/teenage years) and targeted programming to support youth through these processes is needed
   - Some may provide advice with little or no previous formal education
   - Leadership and empowerment
   - Coping with 'parentification'

9. Women's Services

- Employment
- Basic training (e.g., cashier, food safe, sewing)
- Women's Bridge Employment program
- Counselling support
- Training/Skills upgrading
- Independence

10. Housing Support Services

- Beyond housing itself, there is a need for targeted housing support workers who can accompany clients with housing searches, appointments and provide cultural brokering/interpretation services for prospective tenants
- For many, the idea of leases/rental is new and to provide interpretation and also advocacy services and linking with landlords when problems arise is needed
- Need for specialized housing support workers to assist in finding rental housing options

In addition to the issues noted above, workshop participants commented on other related features of Surrey's social infrastructure that would benefit from enhancements. Among these topics was a focus on employment and education services for immigrants. Some respondents noted that this area requires further discussion and clarification regarding what types of services are most useful to immigrants who are aiming to settle in Surrey.

APPENDIX D: THE SURREY SOCIAL INFRASTRUCTURE LEADERS SURVEY

1. What is the name of your organization?

2. How many employees does your organization have?

1-10

11-25

26-50

51-100

101-500

500+

3. What Settlement and Refugee Services (i.e., population specific services) does your organization provide? Please check all that apply.

Information and Referral Services

Drop-in Support Groups

Refugee Services

None of these

Other (please specify)

4. What English Language Services (i.e., formal and informal program offerings) does your organization provide? Please check all that apply.

Language Assessment services

English as an Additional Language Programs

Literacy programs

None of these

Other (please specify)

5. **What Employment and Education Support Services (i.e., programs to support labour market attachment) does your organization provide? Please check all that apply.**

Employment Services

Training and Skills Upgrading Services

None of these

Other (please specify)

6. **What Health and Nutrition Services (i.e., programs focused on the strengthening determinants of health) does your organization provide? Please check all that apply.**

Food and Nutrition services

Mental Health Services

Primary Health Care Services

Alcohol & Drug Addiction Services

Dental Care Services

None of these

Other (please specify)

7. **What Individual and Family Support Services (i.e., programs for specific populations noted below) does your organization provide? Please check all that apply.**

Child Services (ages 0-12 years)

Youth Services (ages 13-18 years)

Parenting Programs

Family Counselling Services

Women's Services

Programs for Seniors (ages 55+ years)

LGBTQ Services

Disability/Exceptionality Services

None of these

Other (please specify)

8. What Community Integration Services (i.e., initiatives that promote inclusion) does your organization provide? Please check all that apply.

Legal Education Services

Recreation and Community Activities

Transportation Services

Volunteering Opportunities

Housing Support Services

Tax Filing Services

Interpretation & Translation Services

Legal Services

None of these

Other (please specify)

This section will ask you questions about the adequacy of the service infrastructure in meeting the needs of immigrants and refugees in Surrey.

9. Please rate the adequacy of the SETTLEMENT AND REFUGEE SERVICES in meeting the needs of immigrants and refugees living in Surrey:

	More than adequate	Adequate	Inadequate	No opinion
Information & Referral Services				
Drop-in Support Groups				
Refugee Services				
Other				

10. Please rate the adequacy of the ENGLISH LANGUAGE SERVICES in meeting the needs of immigrants and refugees living in Surrey:

	More than adequate	Adequate	Inadequate	No opinion
Language Assessment services				
English as an Additional Language Programs				
Literacy programs				
Other				

11. Please rate the adequacy of the EMPLOYMENT & EDUCATION SUPPORT SERVICES in meeting the needs of immigrants and refugees living in Surrey:

	More than adequate	Adequate	Inadequate	No opinion
Employment Services				
Training and Skills Upgrading Services				
Other				

12. Please rate the adequacy of the HEALTH & NUTRITION SERVICES in meeting the needs of immigrants and refugees living in Surrey:

	More than adequate	Adequate	Inadequate	No opinion
Food and Nutrition services				
Mental Health Services				
Primary Health Care Services				
Alcohol & Drug Addiction Services				
Dental Care Services				
Other				

13. Please rate the adequacy of INDIVIDUAL & FAMILY SUPPORT SERVICES in meeting the needs of immigrants and refugees living in Surrey:

14. Please rate the level of adequacy of COMMUNITY INTEGRATION SERVICES in meeting the needs of immigrants and refugees living in Surrey:

	More than adequate	Adequate	Inadequate	No opinion
Legal Education Services				
Recreation and Community Activities				
Transportation Services				
Volunteering Opportunities				
Housing Support Services				
Tax Filing Services				
Interpretation & Translation Services				
Legal Services				
Other				

15. Given your responses to the above, what types of service for refugees requires the most attention in Surrey?

16. Given your responses to the above, what types of service for "non-refugee" immigrants requires the most attention in Surrey?

Duplication in Service Infrastructure: This short section will ask you about your views on any duplication of services. In reviewing the questions below, please consider specific populations, neighbourhoods or program areas that may be experiencing duplication of efforts.

17. Given your review of service infrastructure (previous questions), do you see any duplication of programs and services in Surrey?

Yes

No

Not sure

18. If yes, please describe the duplication in services or programs.

Issues in Implementing Services : This section will ask you questions about your views on the major issues your organization is facing in the implementation of existing services and programs that are intended to be both accessible and useful to immigrants and refugees living in Surrey.

19. Please rank the service implementation issues your organization currently faces from the most important (1) to the least important (7) by choosing from the drop down menu of each issue. Please note: The list will reorder as you select the rankings for each item.

Not having enough funding to create services that meet needs of clients

Transportation challenges faced by clients who are trying to access services

Lack of support from partner organizations

Adequate translation and interpretation support for clients

Regular turn over in human resources responsible for service delivery

Lack of information about what other organizations are doing

Burdensome and time consuming evaluation and reporting requirements

20. For the issue you identified as most important, what are the root causes of this issue from your perspective?

21. What needs to be done to address this issue from you perspective?

22. What emerging needs of immigrants and refugees do you think need priority attention?

23. If you or your organization does not already receive information and updates from the Surrey LIP, would you like to receive information from the Surrey LIP via email?

No, I am not interested or I already receive information and updates from the Surrey LIP

Yes, my email is (please specify)

APPENDIX E: RESPONDENT LIST

The following is a list of organizations represented by service leaders who took part in the survey.

1. Alexandra Neighbourhood House
2. City of Surrey – Parks, Recreation and Culture Department
3. City of Surrey
4. DIVERSEcity Community Resources Society
5. Douglas College (Training Group)
6. Fraser Health Authority
7. Genesis Family Empowerment Society*
8. Immigrant Services Society of BC (ISSofBC)
9. Kwantlen Polytechnic University*
10. Oak Avenue Neighbourhood Hub Society
11. Options Community Services Society (OCS)
12. Pacific Community Resources Society (PCRS)
13. Semiahmoo House Society
14. Sources Community Resource Centres
15. Simon Fraser University
16. S.U.C.C.E.S.S. Employment Services
17. Surrey Board of Trade
18. Surrey Libraries
19. Surrey RCMP
20. Surrey School District
21. Surrey Urban Mission Society
22. Umoja Operation Compassion Society
23. YMCA of Greater Vancouver

Organizations who elected to have more than one senior staff member complete the survey.

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