Scarborough Newcomers Support Initiative

A Collaboration Between UTSC and The Toronto East Quadrant Local Immigration Partnership

The Context

- Approximately 35 independent agencies provide a variety of services to refugees and other newcomers to this part of the Toronto area.

- As an agency of Immigration, Refugees and Citizenship Canada, **The Toronto East Quadrant Local Immigration Partnership** ('TEQ') works to coordinate and support the activities of these agencies.

https://scarboroughlip.com/home/

The Context: Support Types

- Legal Services
- Literacy and Basic Skills
- Mental Health Services
- Newcomer Settlement Services
- School of Advancement
- Senior Services
- Services for LGBTQ Newcomers
- Services for Non status newcomers
- Services for Refugee Claimants
- Settlement Services in French
- Social Programs
- Women
- Youth Services

- Child Services
- Community Health Centre
- Community Services
- Education
- Employment Services
- Family Services
- Food and Clothing
- Health Services
- Housing
- Housing & Homelessness
- Information Referral
- Language Assessment and Referral
- Language Training

The Problem

- The TEQ has little ability to effectively measure the success of support programs. They cannot effectively track immigrants and their use of support services as they migrate between agencies or fall out of the system entirely.

- Some information is being produced but it is limited, not completely standardized, and cannot be effectively integrated for comprehensive analysis.

- It is challenging to motivate organizations of different size and expertise to work together in pooling their service delivery data and other relevant data from community and government sources (e.g. Census, iCARE) for joint analysis.

The Solution?

- Creating a platform to **centralize collected data** for analysis and to generate a semi-annual Scarborough Newcomer Settlement Needs and Trends Report.

- Three 1-year phases of the project are envisioned, adding layers of functionality to the system and bringing on additional agencies each year.

The Project: Phase One

Defining the System (Fall 2018)

- Coordinate with the department of Management students and faculty to understand the requirements

- Develop a specification for the system that includes the Phase One expectations of the client

Specific Deliverables

Data generation and upload

- Agency users can upload data to the software. At a minimum, the project must support iCare excel files but the system should be able to accommodate other files/formats as well

- Unfortunately, we do not have access to real data; simulation will be required

Data cleaning and aggregation

- Data for the same ID are aggregated, however there may be some duplicate and/or conflicting data (same field but different values). While automation is desired, solving certain conflicts may require some human intervention

Report generation

- Need for query language adapted to the user's abilities to be able to generate reports. Examples of some reports should be provided

The Client's Ultimate Desired Outcomes

- Organizations have better information to address settlement needs: more timely, relevant and localized information on emerging issues, needs and trends related to newcomer settlement in Scarborough is made available, leading to better targeted service planning, service effectiveness, and more accurate response to changing needs of newcomers settling in Scarborough.
- As a result, settlement and non-settlement organizations become more responsive to the needs of newcomers and the community in Scarborough
- Enhanced collaboration among organizations and increased ability to collaborate on data-sharing and analysis through the development and implementation of a data-sharing platform and toolkit
- Increased capacity of participating organizations to better understand and utilize their own data for program planning and evaluation
- Improved services that better meet the changing needs of newcomers, leading to a better settlement experience for newcomers to Scarborough