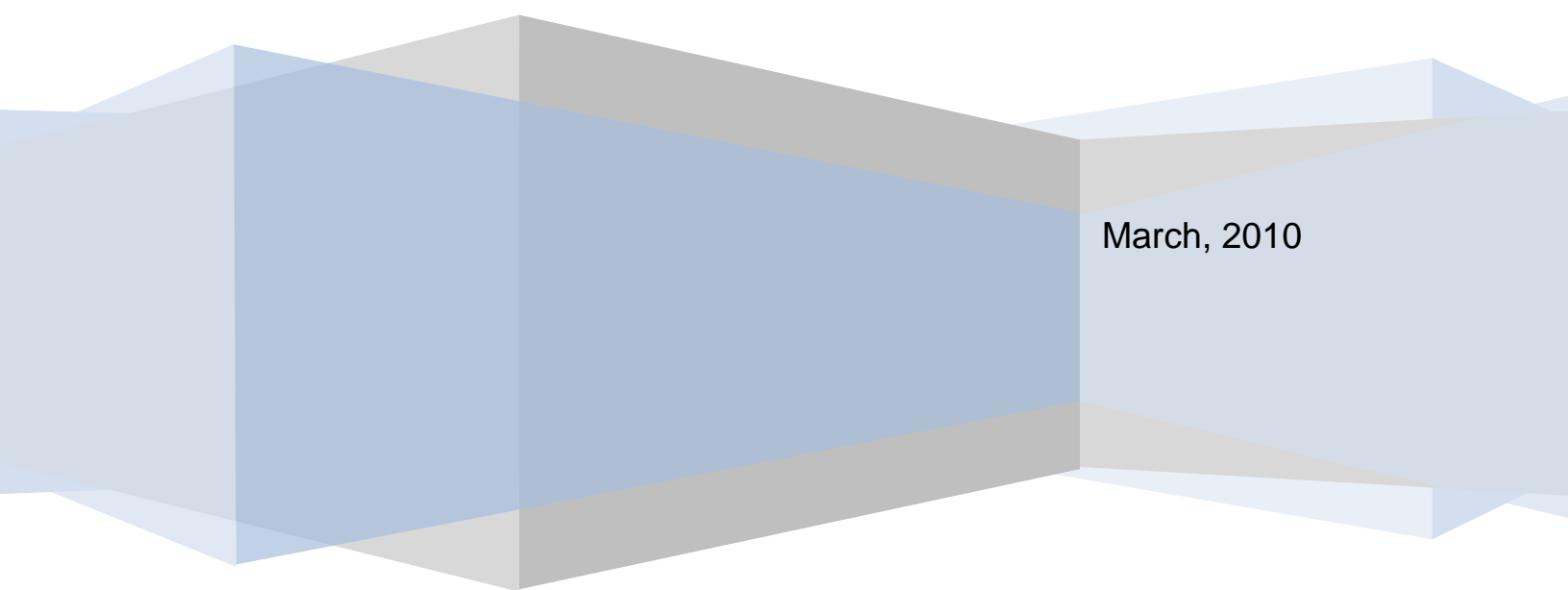


**CENTRE FOR COMMUNITY LEARNING AND DEVELOPMENT**  
**IMMIGRANT WOMEN INTEGRATION PROGRAM**

**“UNDERSTANDING EGLINTON EAST-KENNEDY PARK”**  
**COMMUNITY NEED ASSESSMENT REPORT**

Prepared for CCL&D by Sonia Patricia Mesa



March, 2010

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## **1. ACKNOWLEDGEMENTS**

The completion of this report was part of the learning process with the valuable CCL & D Staff, who implement every part with specific instructions for the comprehensive needs assessment and the survey for Eglinton East-Kennedy Park community.

I would like to acknowledge the contribution of the many residents in Eglinton East-Kennedy Park, like Latin newcomers and the clients of the Food Bank in The Community Alliance Church, who gave their time and support for this study, in special the Executive Pastor Rhonda Maccarone who allowed the interviewing process.

I would like to express many thanks to my daughter Marcela, my instructors Maria and Velda, my friends Flora Skeaff and Sophia Pashmino who gave me the necessary support for the writing and technical guidance to write this report.

With all of them and God support was possible the release of a comprehensive and complete needs assessment.

## **2. EXECUTIVE SUMMARY**

The purpose of this report is to provide an overview of the community needs assessment and the survey findings for the Priority Area No.7 Eglinton East-Kennedy Park.

It was necessary to have all the information from different sources like Statistics Canada, and the 2006 census report from the City of Toronto. Interestingly, this information led the City of Toronto to qualify Eglinton East-Kennedy Park as a Priority Area.

In the process of discovering the social infrastructure of Eglinton East-Kennedy Park, it was found that the most important population needs were the lack of visible proximity of social service providers

With the support and guidelines from the instructors from CCL & D, it was possible to immerse our minds in the context of communities in need. The process for the community need assessment was impeccable and clear to conduct a survey.

During November and December of 2009 and January of the present year the survey was conducted without response from the social services providers, but other doors were open for specific focus groups.

The responses were obtained from the food banks which served clients from Eglinton East-Kennedy Park and new Latin immigrants who are living in the area.

These reference groups provided specific data about unemployment conditions and their possible causes that allowed the analysis for possible solutions, or at least some recommendations. The total respondents were 75. 85% unemployed, 76% low income and 57% had high school qualifications or less.

Toronto has an unemployment rate of 37% between July 2008 and July 2009<sup>1</sup> and Statistics Canada reported an increase rate of unemployment of 9.99% in last February, the most highest since 2004 that places Toronto in the 4<sup>th</sup> highest rate in the province and the country.<sup>2</sup>

The key findings were used under the model of Theory of Change to propose the recommendations to implement three programs for that community, which are Community Leadership Development, Academic Upgrade and Life Skills Training and Transitional Full Time Training for Newcomers.

The report provides knowledge useful for community leaders to help them better understand the community's needs, by pointing to various tools that can be used for changing urban communities.

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<sup>1</sup> Report on Toronto's vital signs. [www.TCF.CA](http://www.TCF.CA)

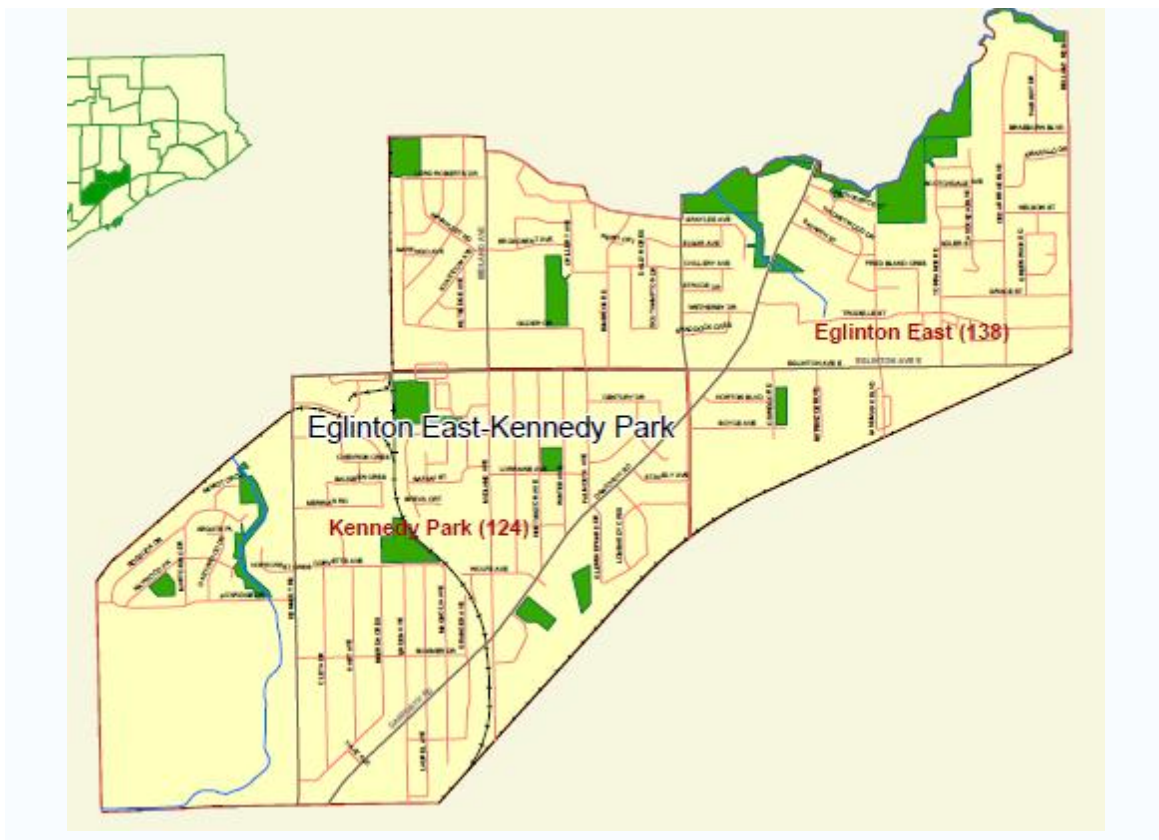
<sup>2</sup> Statistics Canada

### 3. INTRODUCTION OF THE COMMUNITY

#### 3.1. Eglinton East – Kennedy Park

**Eglinton East** is a neighborhood in eastern Toronto. It is bordered by Stansbury Crescent, Citadel Drive, and [West Highland Creek](#) to the north, Midland Avenue to the west, the CNR rail line, [Brimley Road](#), and [Eglinton Avenue](#) to the south, and Bellamy Road North to the east.

Scarborough Junction, also known as **Kennedy Park**, is a neighborhood in the eastern end of the city and is bordered by Birchmount Road, Brimley Road, **Eglinton Avenue**, and St. Clair Avenue.





### **3.2. History**

Eglinton East-Kennedy Park was named in 2006 as a result of the Report by The Deputy City Manager. It was designated as Priority Area No. 7 by the City of Toronto<sup>3</sup>.

The Deputy's final report mentioned how The Toronto Strong Neighbourhood Strategy will undertake an Action Plan based on Investment and Learning Initiatives for Community Safety Plan in order to establish the more important needs for each area and tools to improve the future with different tasks.

This Priority Area No.7 is considered at greater risk of negative outcomes than others because it has a low income population and local needs. This is due to the lack of services and the social economic changes, which are social indicators for measuring accessibility to services.

Neighbourhood Action Team was created in these areas: Eglinton East and Kennedy Park to increase community safety, supported by four pillars:

Strong Neighbourhoods:

- Coordinated Crisis Response Program.
- Employ and engagement opportunities.
- for youth, and
- Youth justice.

With these two last pillars The Neighborhood Action Team and the Mayor of the city are trying to have balances between enforcement and prevention as the way to have Safer Communities with the goal to build strong neighborhoods, thereby linking Government and community services to community needs.

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<sup>3</sup> Report o the Deputy City Manager-sue Corke-Social Development and Administration, Nancy Mathews, E.D.

### **3.3. Community Needs Assessment and Survey**

#### **3.3.1. Objectives**

The objectives of conducting the Community Needs Assessment and the survey for the Priority Area No.7 Eglinton East-Kennedy Park were to get to know the community, identify its needs and understand why it is included as one of the City's Priority Neighbourhood. It was an amazing and reflective experience.

The City of Toronto Neighbourhood Profile indicates that due to the low income and the lack of social infrastructure, Eglinton East-Kennedy Park has been included as one of the priority communities.

The low income for this population affects their Vital Signs<sup>4</sup>. They cannot grow in the same condition that this city is growing as one of the best in the world creating a big gap between rich and poor that influences people's middle income and lead social problems.

The social infrastructure determines the inaccessibility of the social services provided in this specific area, because the Community Centers, Libraries, Social Programs, Food Banks, Shopping Centers, Bank Services, Employment Programs are not in close proximity that allowed to have Strong Neighbourhood. These assets contribute to a strong neighbourhood.

The social infrastructure must meet not only the broad needs of the general population, but also the specific needs of diverse and in many cases, very vulnerable groups. In comparison to the rest of the Greater Toronto Area (GTA), Toronto is home to a significantly higher proportion of vulnerable groups that rely on its social infrastructure:

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<sup>4</sup> Full report on Toronto's Vital Signs.[www.TFC.CA](http://www.TFC.CA)

- 69% of all GTA low-income families;
- 70% of children living in poverty;
- 66% of seniors living alone;
- 58% of lone parent families;
- 67% of recent immigrants;
- 75% of households receiving social assistance; and
- 78% of youth living on their own.

The social infrastructure makes a significant contribution to the well being both of the general population and vulnerable groups, and to the strength of their neighbourhoods. Christa Freiler’s research paper for the Strong Neighbourhoods Task Force, *“Why Strong Neighbourhoods Matter: Implications for Policy and Practice,” describes 7 characteristics that enable neighbourhoods to be inclusive, vibrant, cohesive, and safe. One of these enabling characteristics is a strong social infrastructure and services*<sup>5</sup>.

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<sup>5</sup> [www.toronto.ca/demographics/sntf/researchproductnumber4.pdf](http://www.toronto.ca/demographics/sntf/researchproductnumber4.pdf)

### **3.4. Methodology – Data Gathering**

Data from the City of Toronto's 2001 and 2006 census reports was used for this report.

Similarly surveys were conducted to collect data about accessibility to social services and assets that exist in the area, the programs location and boundaries for people access. The existing Libraries, Schools, High Schools, Recreation centers, Parks and Recreation, Commuting Services, Shopping Centers and in general all the assets for this specific junction from Scarborough<sup>6</sup>.

With support from instructors, graphs were created based on collected data. This made it easier to find the gaps, problems and issues within the community.

Finally the report was prepared with a focus on needs, causes and possible solutions.

### **3.5. Personal Observations**

The next part was prepared directly in the area to know directly the situation, the possible social and economic changes, and indicators to measure accessibility to services.

Trying to find support directly from the organizations was absolutely impossible because the doors were completely closed, so no surveys could be conducted, but the survey finally was conducted in front of the elevator on 2425 Eglinton East where some people gave their valuable time and talked about the lack of interest for the community needs from the same community members.

The majority of the responses were collected in food banks located outside the area but with clients who live in the area, additionally the fairly new Hispanic residential community was also surveyed.

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<sup>6</sup> [www.211toronto.ca](http://www.211toronto.ca).

From the responses it was easy to see the real needs and possible causes. 85% of the community is unemployed; the majority is white Canadian citizen, while the new immigrants are mostly Latin American.

Assumptions were taken from the gathered information for analysis. They were also used for the basis of Theory of Change, hence identifying key findings and possible short and long term outcomes.

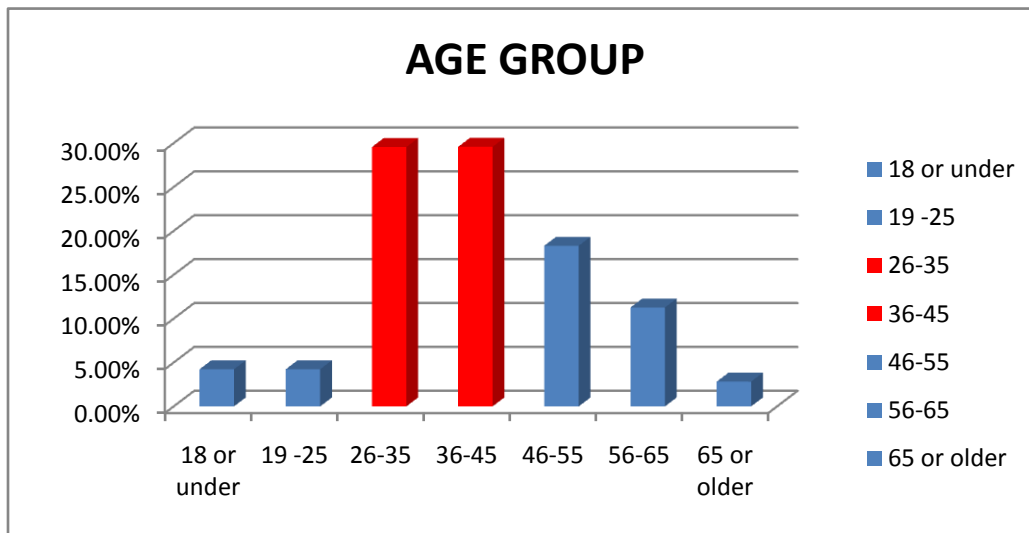
It is the objective of this report to contribute to the knowledge of the area by compiling some existing information, analyzing data and providing some recommendations and possible solutions for key problems.

The essential requirement for this report was the preparation of a logical model using the concepts of Theory of Change with the opportunity to determine the most relevant gaps that are affecting part of the community and possible solutions to improve the situation.

#### 4. COMMUNITY NEEDS ASSESSMENT – SURVEY FINDINGS (GRAPHS-CHARTS)

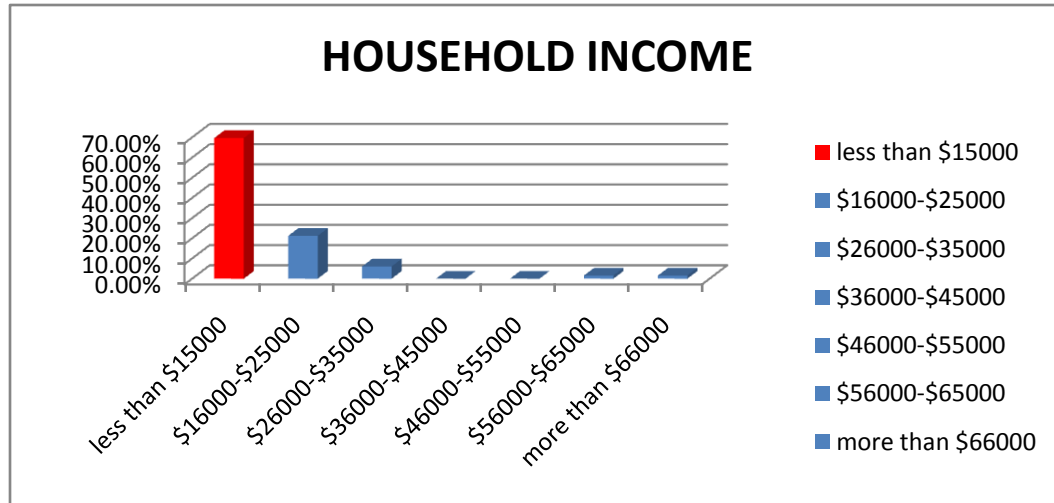
##### 4.1. Findings Related to Employment

##### 4.1.1. Age Group



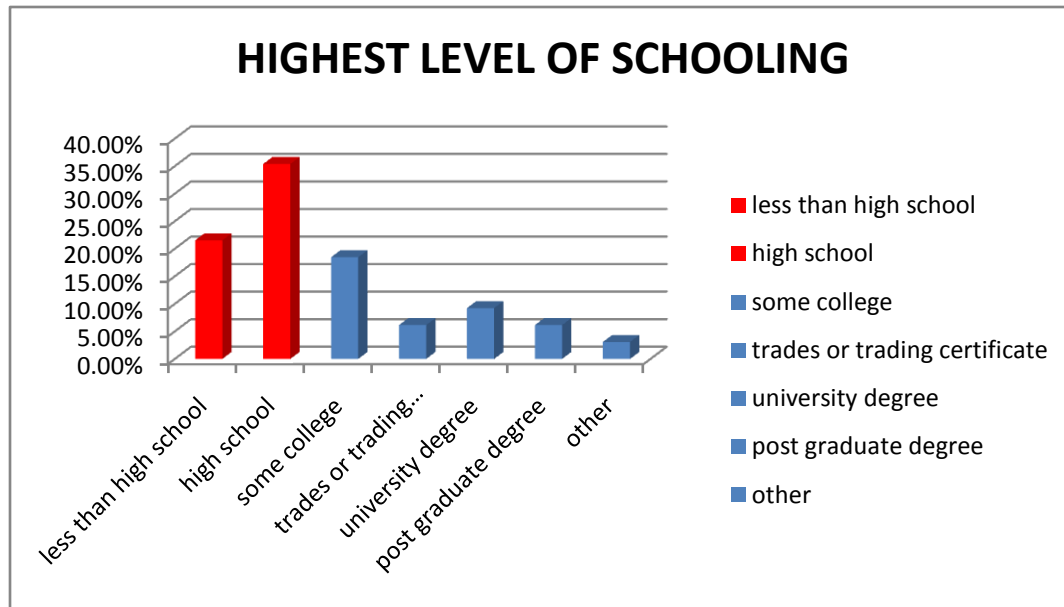
The table shows to Eglinton East-Kennedy Park respondent age group. In this survey the respondents are from different ages, but mostly are the age of 26-45.

#### 4.1.2. Household Income



This table represents the income level of Eglinton East –Kennedy Park. The majority of respondents belong to lower income bracket (less than 15% year)

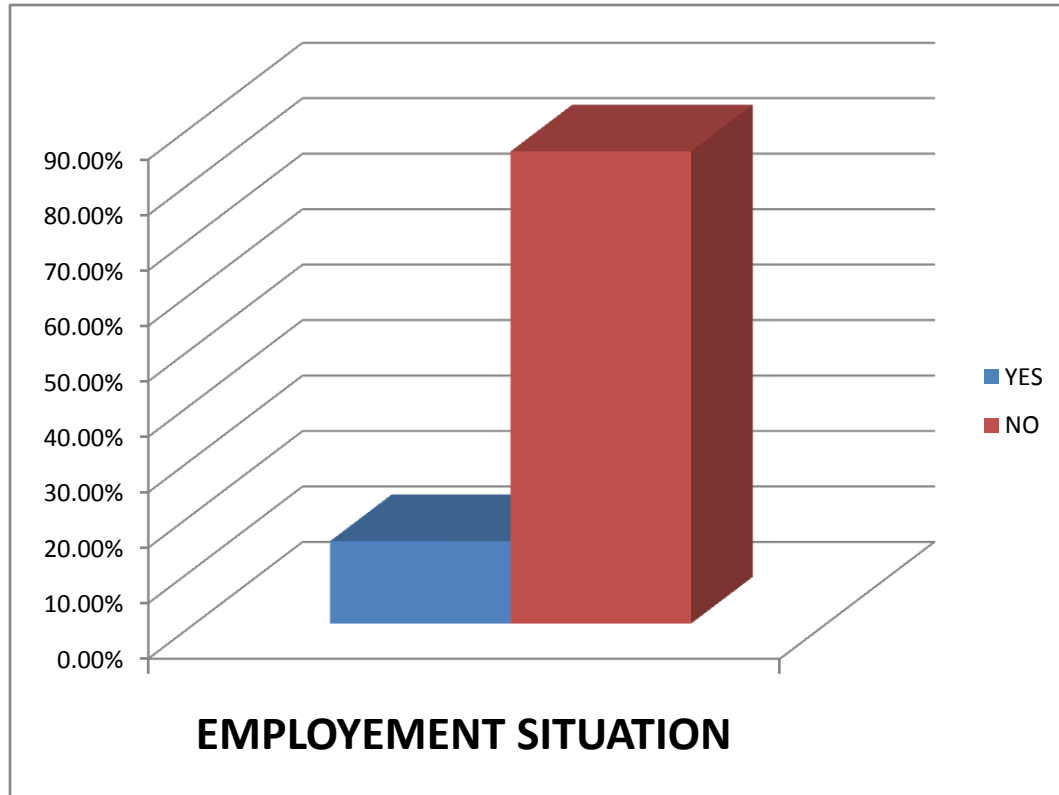
#### 4.1.3. Highest Level of Schooling



This table shows the level of schooling of Eglinton East-Kennedy Park, most respondent's level of schooling is high school or less, which is the big reason for low income.



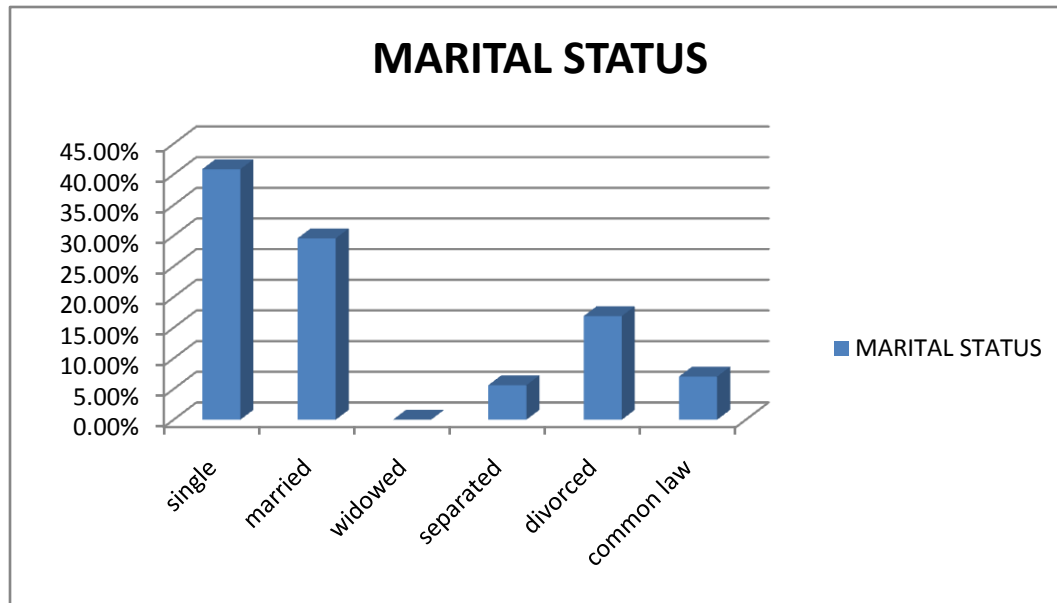
#### 4.1.4. Employment Situation



85% of the respondents are unemployed.

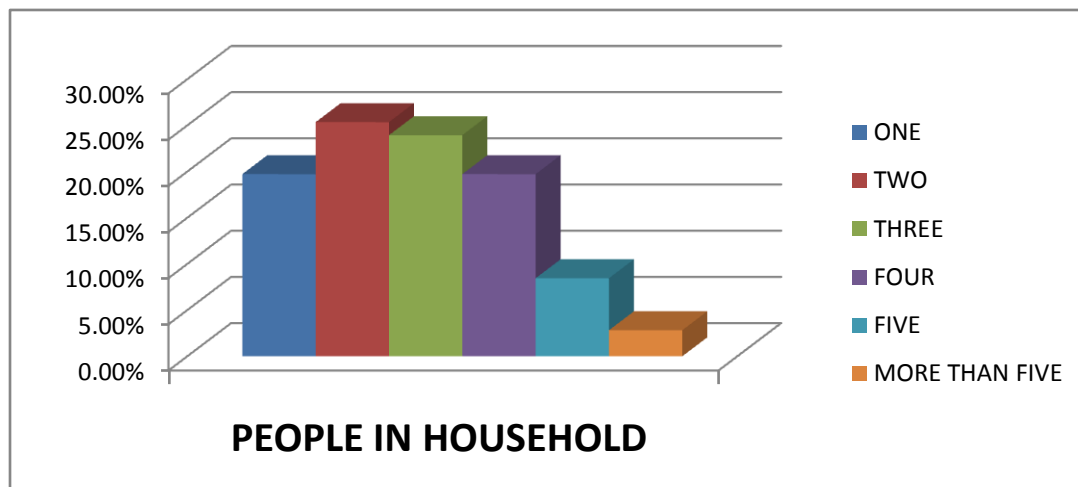
This table reflects the employment situation in the neighborhood, 15% of respondents are doing job but 85% are unemployed. The unemployment cause could be level of education due to the very low academic preparation, and the language barrier.

#### 4.1.5. Marital Status



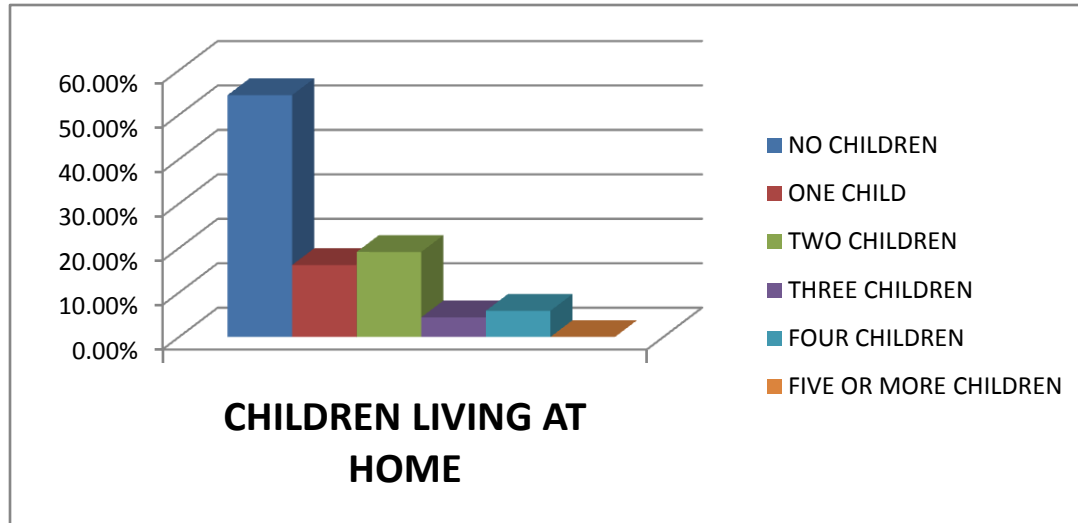
40% of the respondents are singles.

#### 4.1.6. People in Household



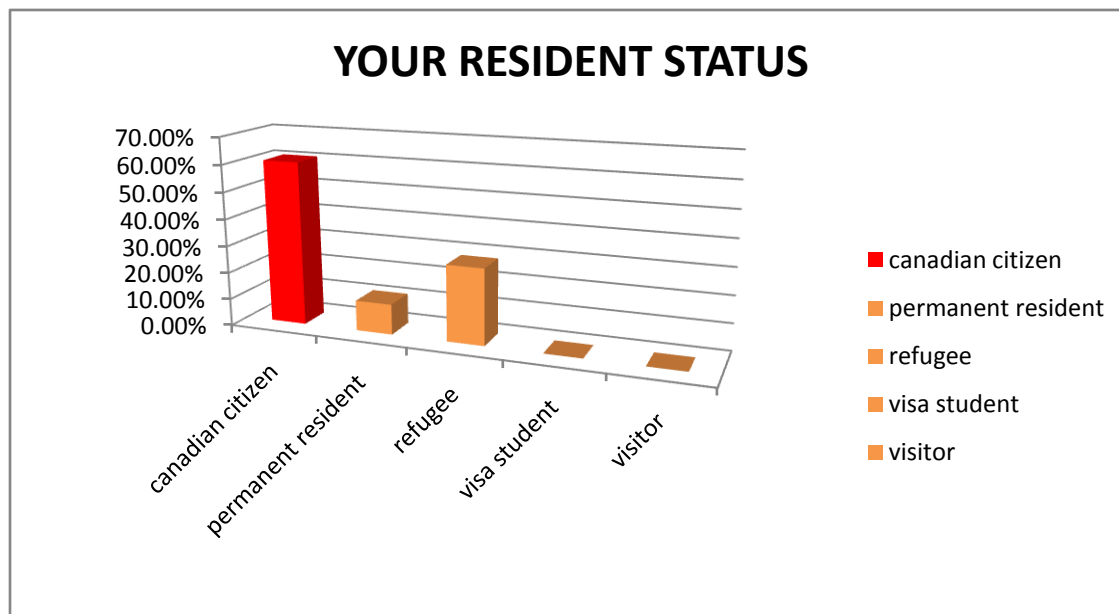
25% have two people at home and 24% have 3 people that provide income.

#### 4.1.7. Children Living at Home



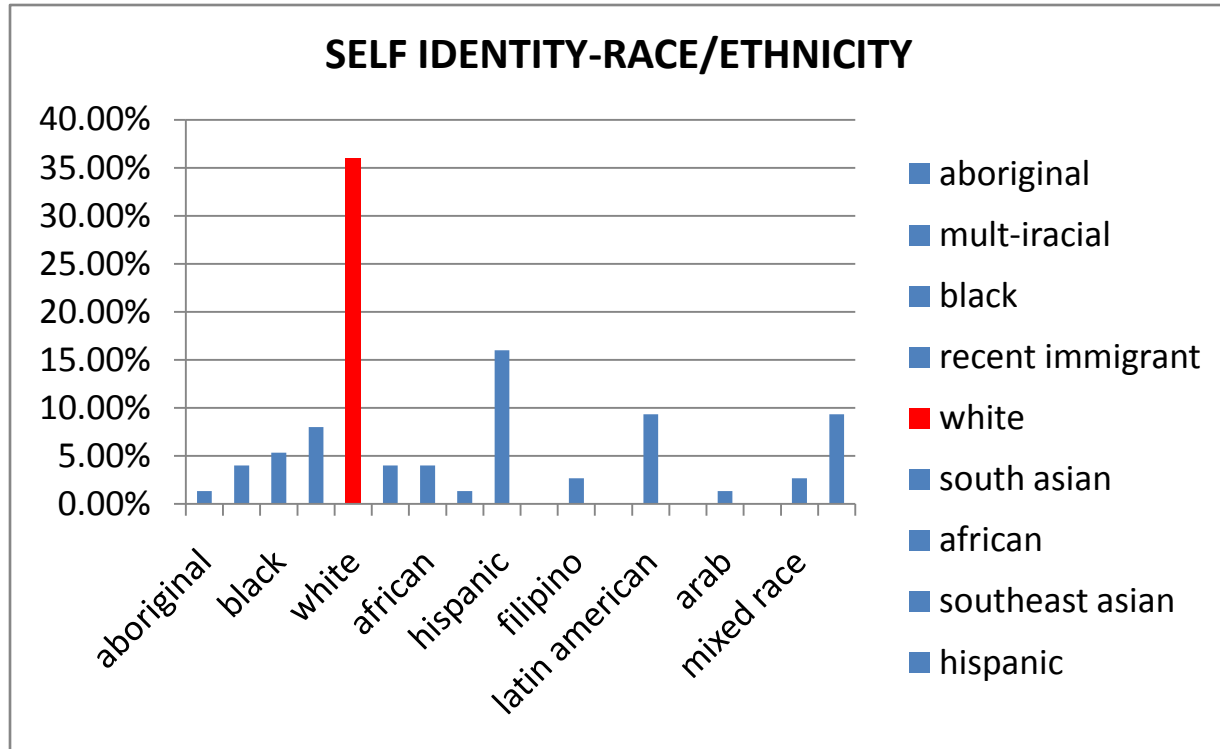
54% of the survey respondents don't have children.

#### 4.1.8. Resident Status



60 % of the respondents are Canadian Citizen, 11% are Permanent residents and 28.17% are refugees.

#### 4.1.9. Self Identity-Race/Ethnicity



The majority of respondents are White and the second largest groups are Hispanic and Latin American.

#### 4.1.10. Gender

51% respondents are female. 46% respondents are male.

#### 4.1.11. Self Identify

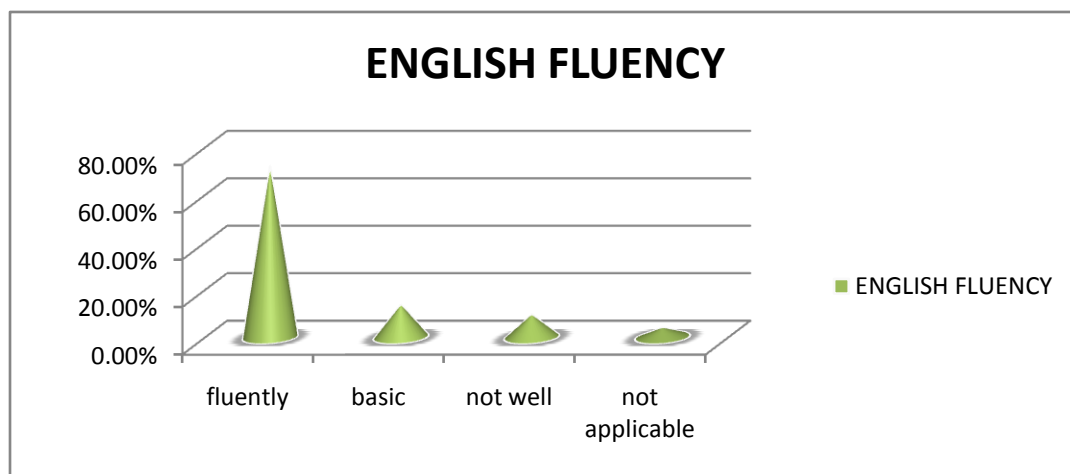
70% of the respondents consider they don't have disability.

30% of the respondents claim they have disability.

#### 4.1.12. Languages

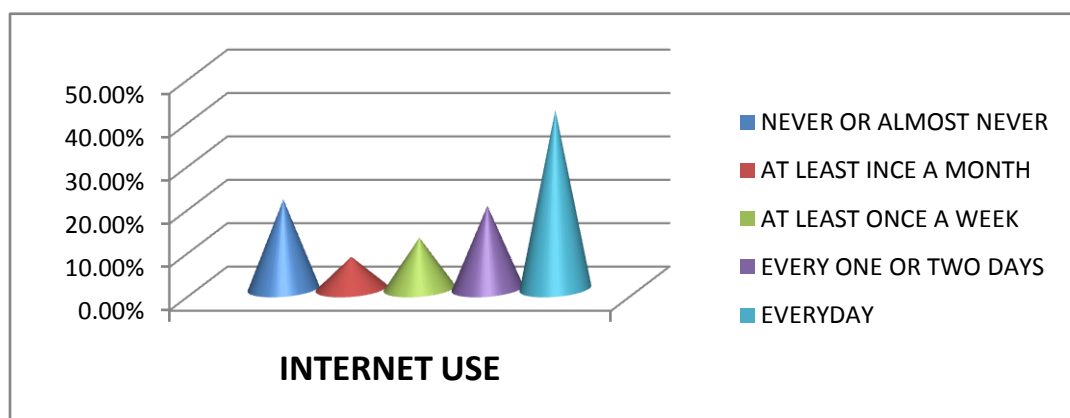
In this group of respondents people belong to different race, culture, religion and countries and they speak different languages but mostly respondents speak English followed by Spanish, French, Tagalog, Creole, Hindi, Tamil Punjabi, Kurdish, Hungarian, Slovenia, Arabic, Bengali, Greek, Ilocans, Latvian, Malarjalan.

#### 4.1.13. English Fluency



72 % of the responses are people who speak fluent English.

#### 4.1.14. Internet Use



41% of the respondents use the internet every day.

## 4.2. Findings Related To Community Engagement Community Spirit

### 4.2.1. Length of Residence

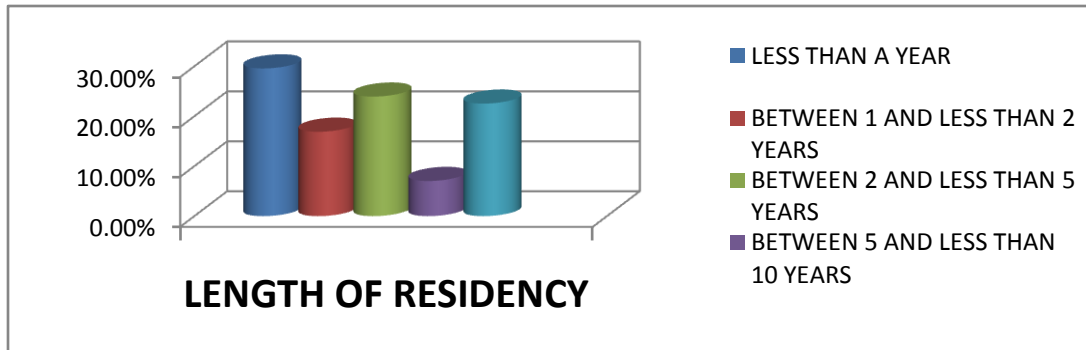
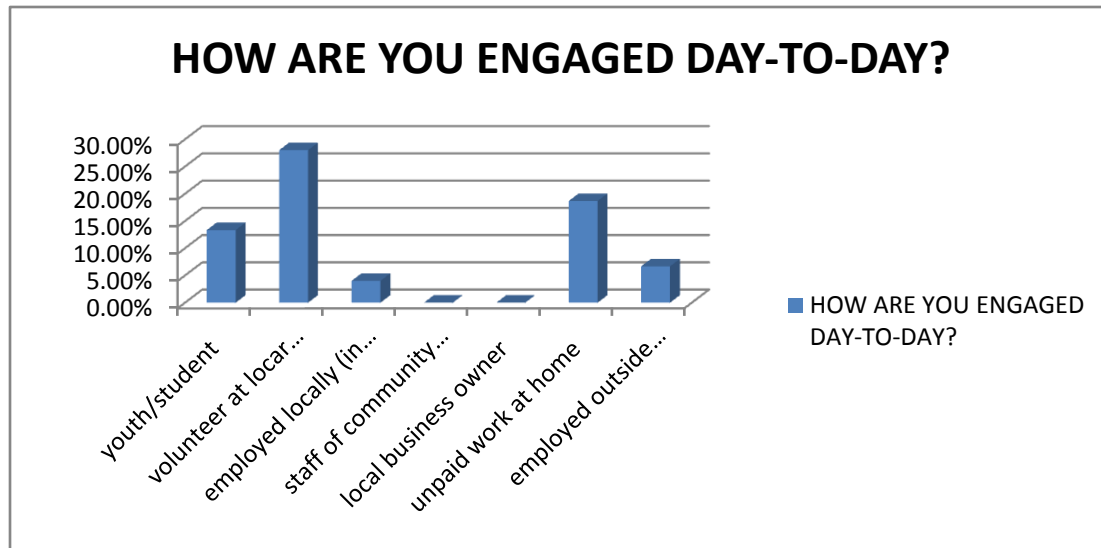


Table shows the length of residency of Eglinton East-Kennedy Park respondents, 29% are living in the area less than a year, 24% 2-5 years and 23% 10 years or more.

Ownership Residence	Description	Number	%
1	Own	1	1.39%
2	Rent	71	98.61%

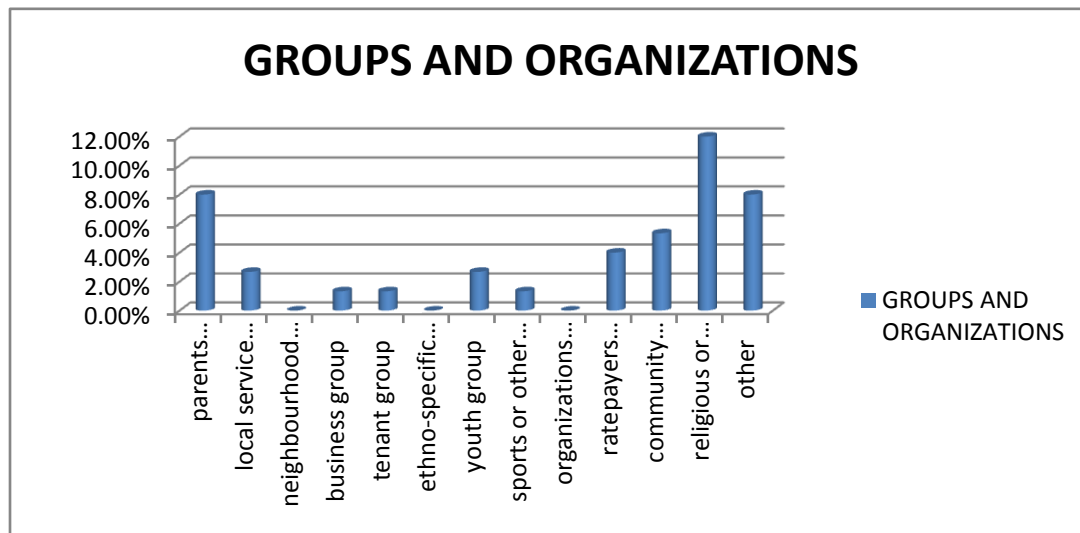
98% of the respondents live in rent housing. 2% live in own house.

#### 4.2.2. Engagement Activity Day- to- Day



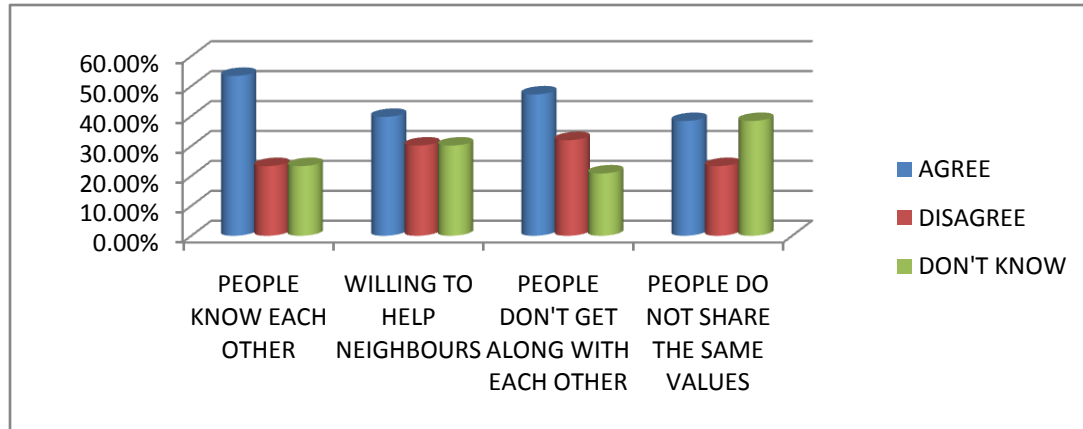
This chart shows the day-to-day respondents engagement in the community. 28% do volunteer work at any local organization. 19 % stay at home for unpaid work.

#### 4.2.3. Groups and Organizations



The survey respondents in Eglinton East-Kennedy Park belong to different groups or organizations, but the majority in only 12% has recognition for a religious organization, 8% are engage in parents groups, and 5% are enrolled in community organizations.

#### 4.2.4. Community Spirit of Survey Respondents

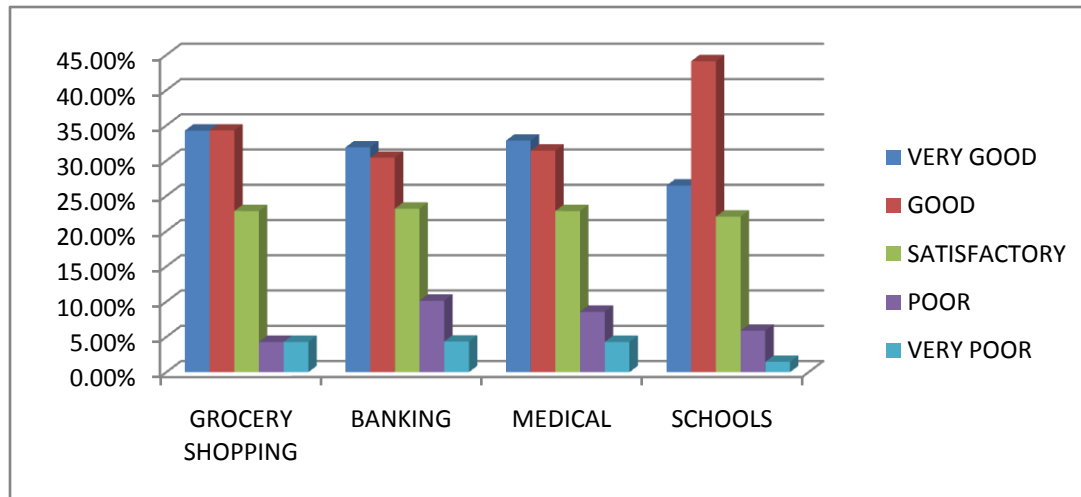


This table shows the information of the Community spirit in the neighborhood. 53% of the respondents are agree that people know each other, 23% are disagree and the other 23% just don't know.

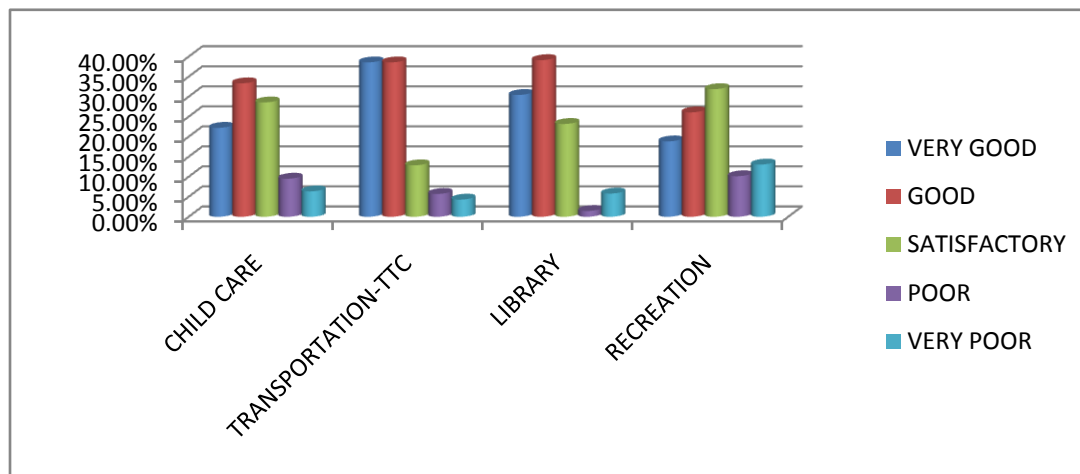
- 40 % of the respondents are agree that people help each other, 30% are disagree and the other 30%are don't know.
- 47% of the respondents said that people mostly go their own way, 32% are disagreeing and 21% don't know.
- 38% of the respondents said that people share similar values in the neighbourhood, 23% are disagree and 39% don't know.



#### 4.2.5. Provision of Services

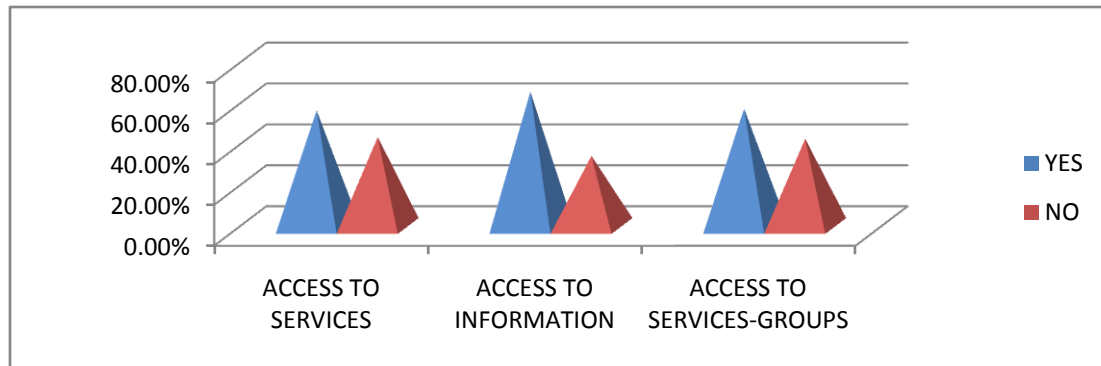


- Shopping: 34% of respondents said is very good, 34% good and 23% satisfactory.
- Banking: 32% of respondents said is very good, 30% good and 23% satisfactory.
- Medical: 33% of respondents said is very good, 31% good, and 23% satisfactory.
- School: 26% of respondents said is very good, 44% good, and 22% satisfactory.



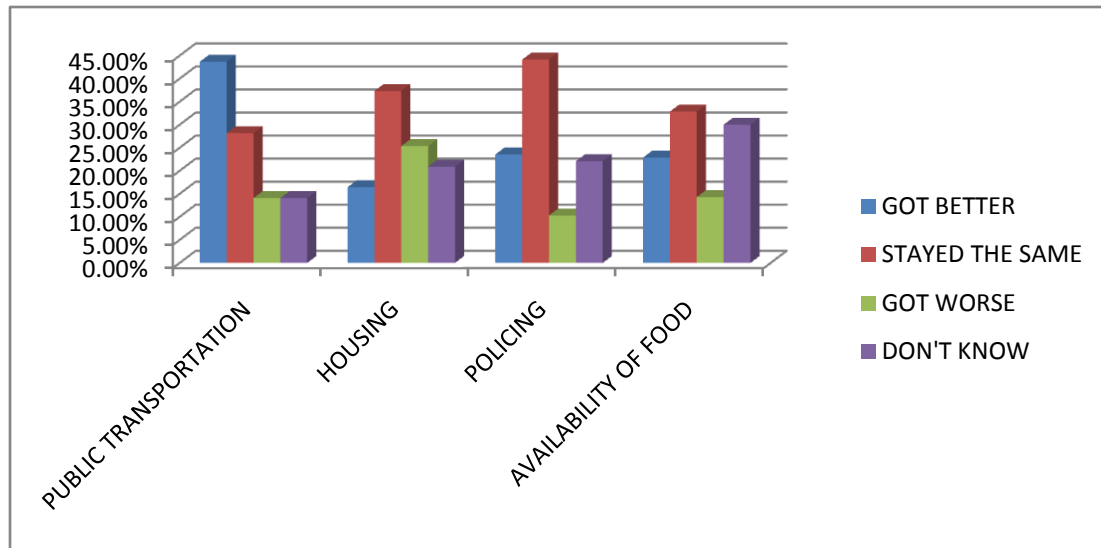
- Child care: 22% of respondents said is very good, 33% good and 28% satisfactory.
- TTC: 39% of respondents said is very good, 39% good and 13% satisfactory.
- Library: 30% of respondents said is very good, 39% good, and 23% satisfactory.
- Recreation: 19% of respondents said is very good, 26% good, and 31% satisfactory

#### 4.2.6. Community Services-Access and Equity

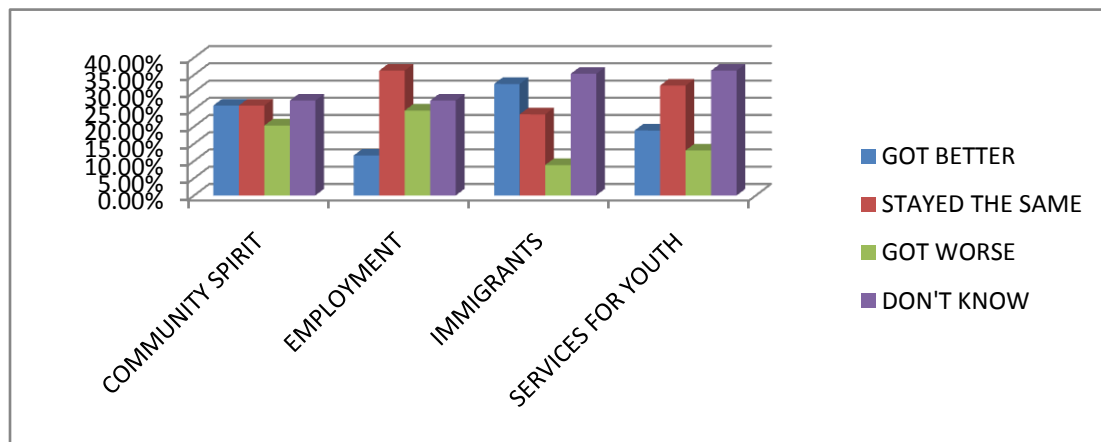


- Services: 57% of respondents said they have access and 43% said NO.
- Information: 66% of respondents said they have access and 34% said NO.
- Services: 57% of respondents said they have access and 43% said NO.

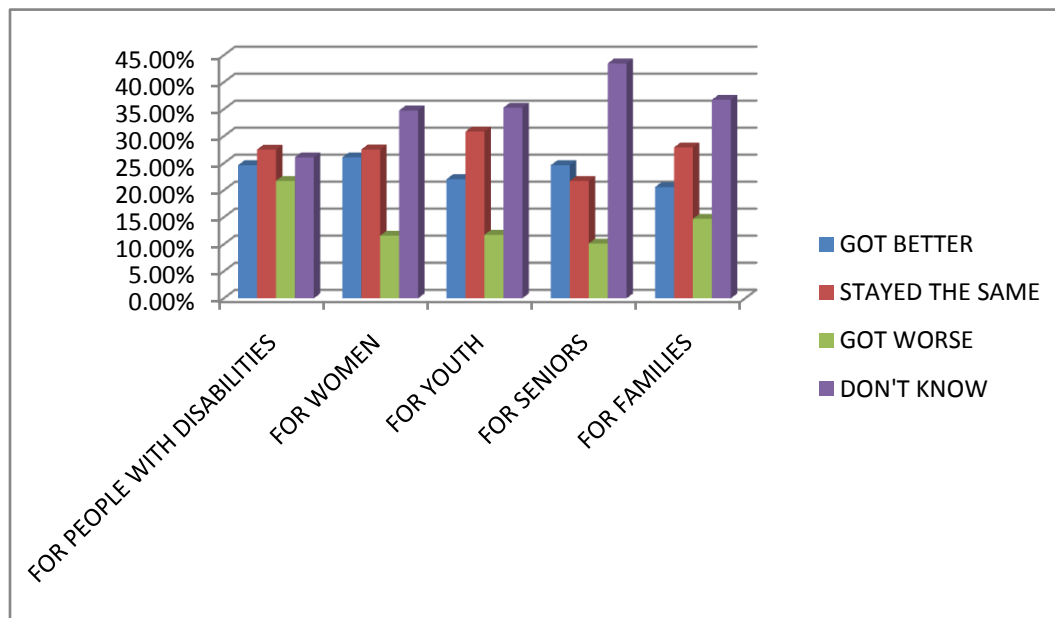
#### 4.2.7. Change in Services



- TTC: 44% of respondents said are better, 28% are the same, 14% are worse, and 14% don't know.
- Housing: 16% of respondents said are better, 37% are the same, 25% are worse, and 20% don't know.
- Policing: 24% of respondents said are better, 44% are the same, 10% are worse, and 22% don't know.
- Availability of food: 23 % of respondents said are better, 33% are the same, 14% are worse, and 30% don't know.



- Community Spirit: 26% of respondents said are better, 26% are the same, 20% are worse, and 28% don't know.
- Employment: 11% of respondents said are better, 36% are the same, 27% are worse, and 27% don't know.
- Immigrants: 32% of respondents said are better, 23% are the same, 9% are worse, and 35% don't know.
- Services for youth: 18 % of respondents said are better, 31% are the same, 13% are worse, and 36% don't know.

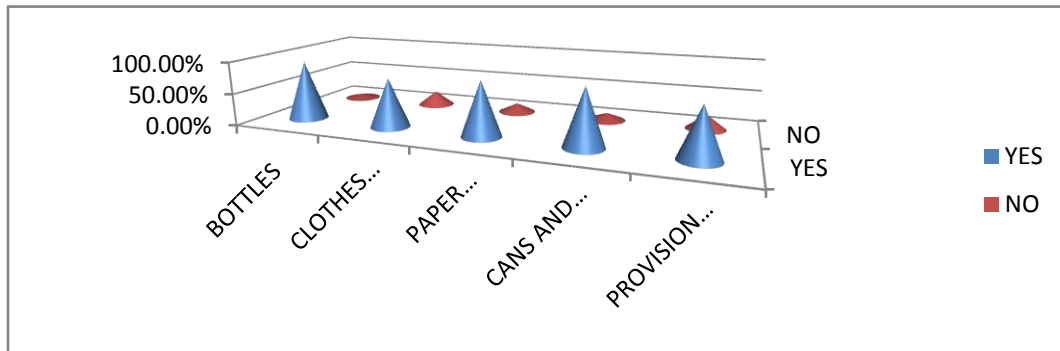


- For people with disabilities: 27% of respondents said are better, 28% are the same, 22% are worse, and 26% don't know.
- For women: 26% of respondents said are better, 28% are the same, 11% are worse, and 35% don't know.
- For youth: 22% of respondents said are better, 31% are the same, 12% are worse, and 35% don't know.
- For Seniors: 25 % of respondents said are better, 21% are the same, 10% are worse, and 43% don't know.

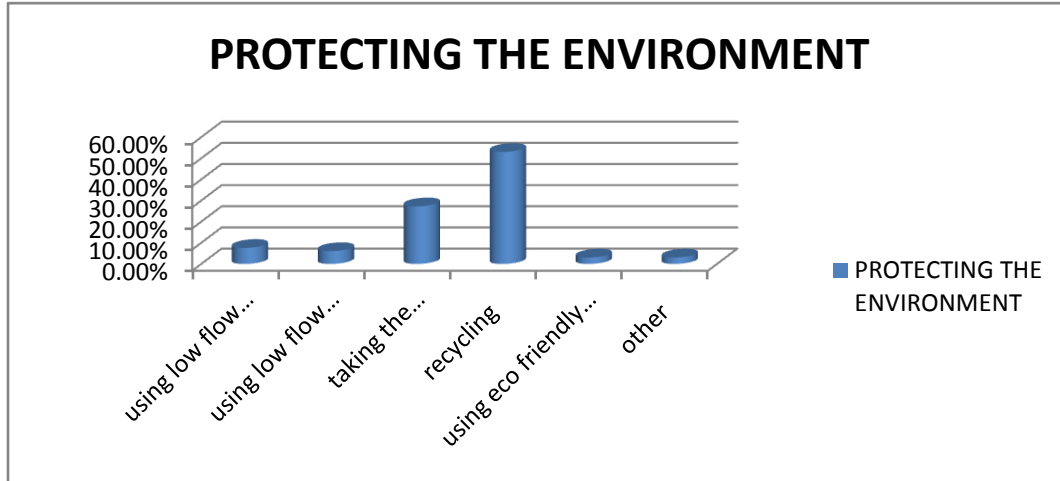
#### 4.2.8. Services more Important

The survey respondents wrote these ranges of importance for the services in this community area: Food Banks, youth, medical service, housing, family, schools, Library, transportation, cheap store foods and seniors.

#### Recycling Services



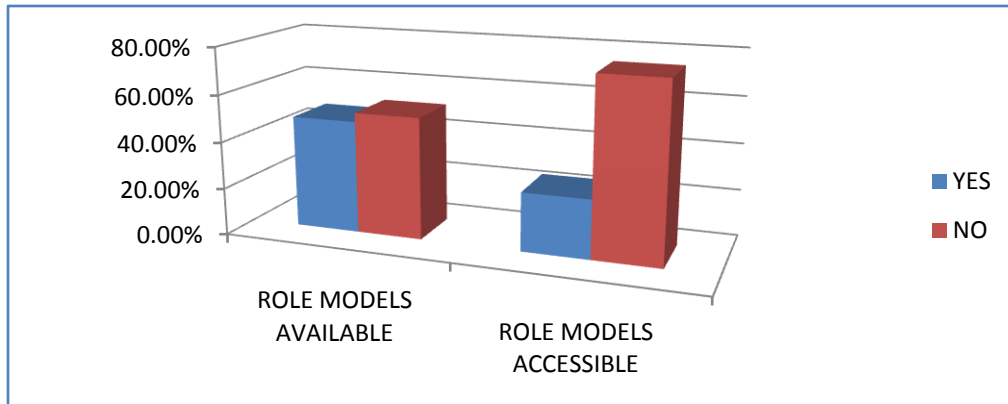
#### 4.2.9. Protecting the Environment



In general the survey respondents do recycle in average of 80% and protect the environment in different ways but the majority in 50% does recycle.

### 4.3. Assets and Supports for Youth

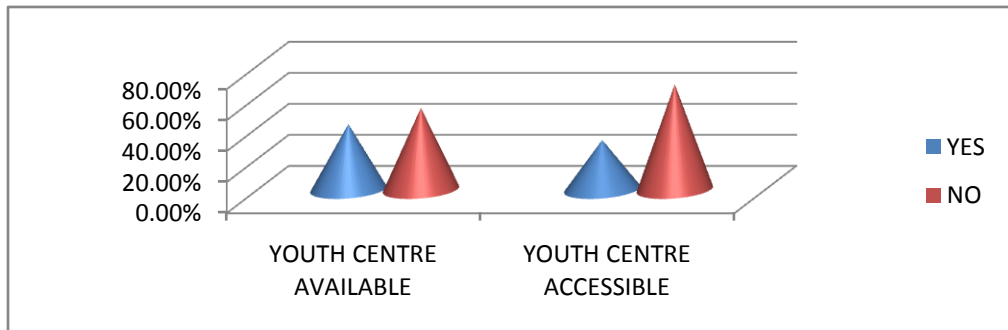
#### 4.3.1. Role Model



Role model: Availability 48% YES and 52% No.

Accessibility 25% YES and 65% No.

#### 4.3.2. Youth Centre

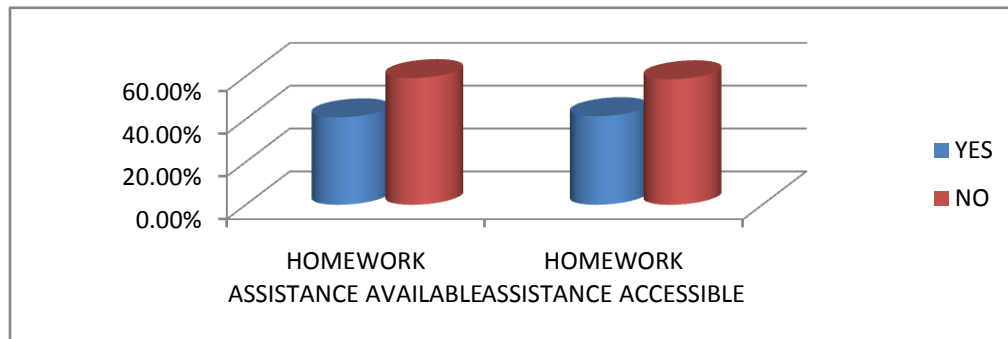


Youth Centre: Availability 47% YES and 53% No.

Accessibility 32% YES and 68% No.



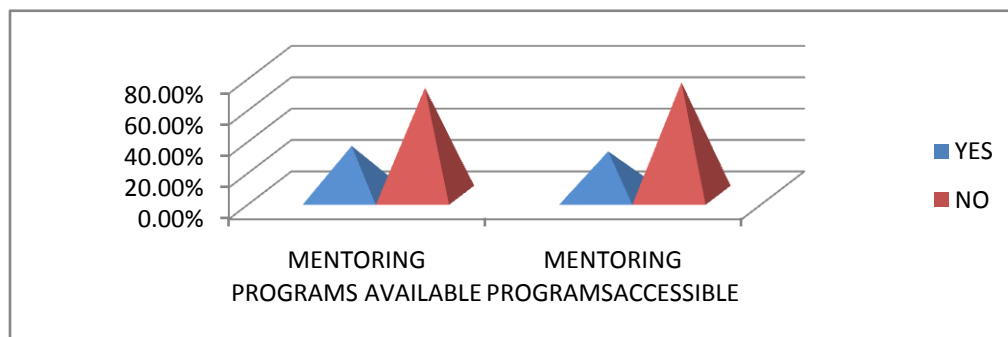
#### 4.3.3. Homework Assistance



Homework assistance: Availability 41% YES and 59% No.

Accessibility 42% YES and 58% No.

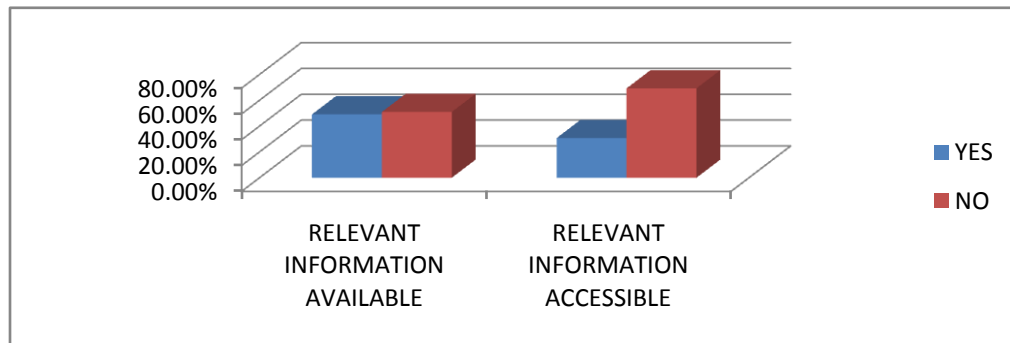
#### 4.3.4. Mentoring Programs



Mentoring Program: Availability 31% and 67% No.

Accessibility 28% and 72% No.

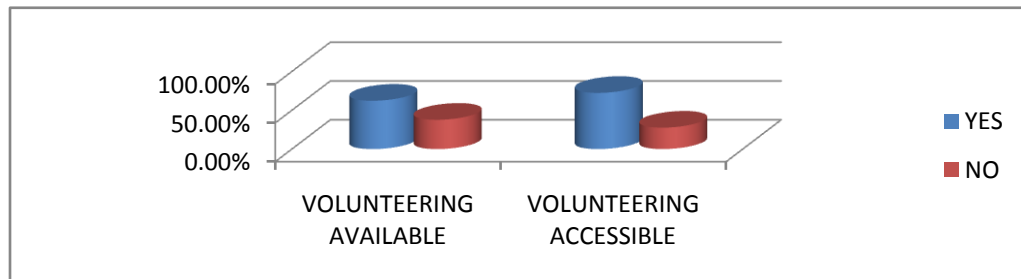
#### 4.3.5. Relevant Information



Relevant information:      Availability    49% and 61% No.

   Accessibility   31% and 69% No.

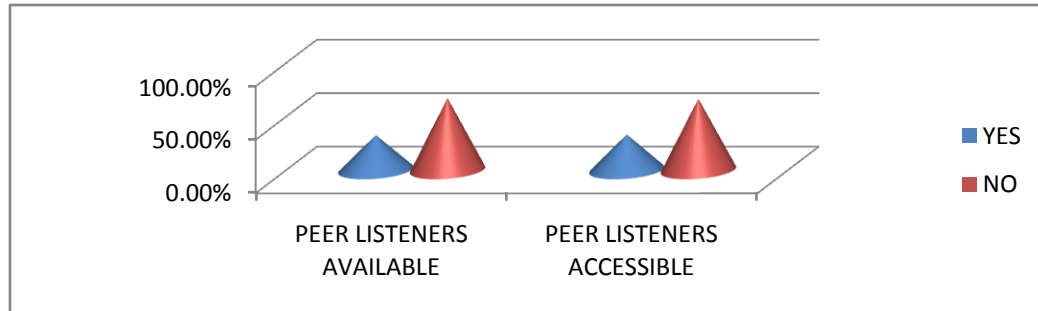
#### 4.3.6. Volunteering Opportunities



Volunteering opportunities:      Availability    62% and 38% No.

   Accessibility   72% and 28% No.

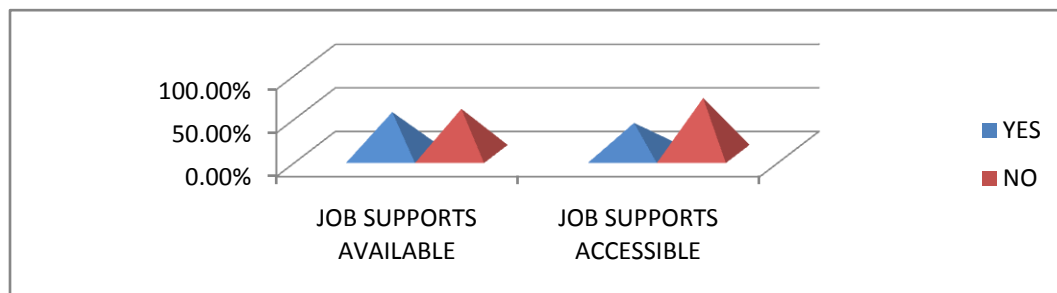
#### 4.3.7. Peer Listeners



Peer listeners: Availability 33% and 67% No

Accessibility 33% and 67% No.

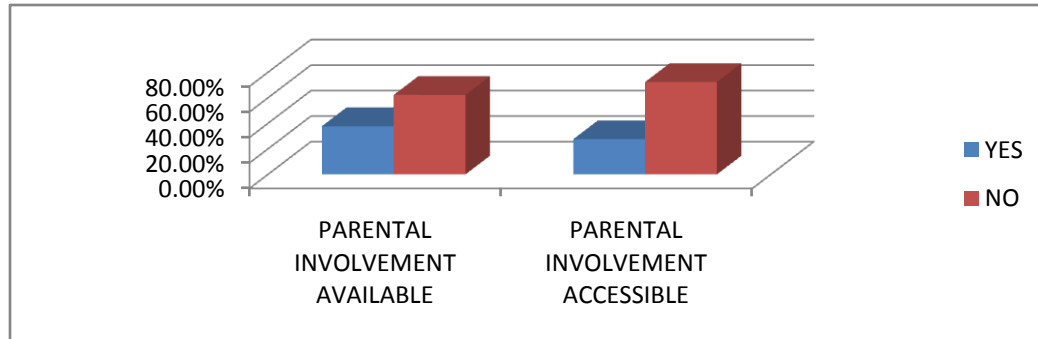
#### 4.3.8. Job Support



Job Support: Availability 48% and 52% No.

Accessibility 36% and 64% No.

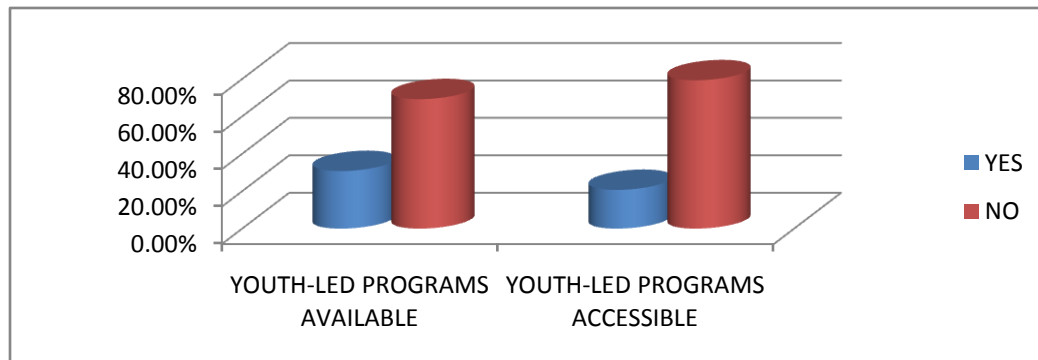
#### 4.3.9. Parental Involvement



Parental Involvement: Availability 38% and 62% No.

Accessibility 28% and 72% No.

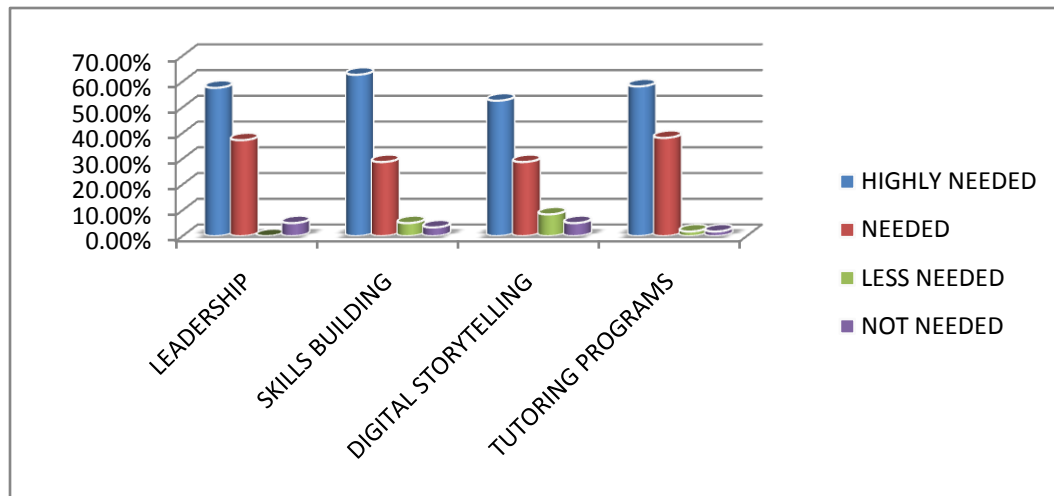
#### 4.3.10. Youth Programs



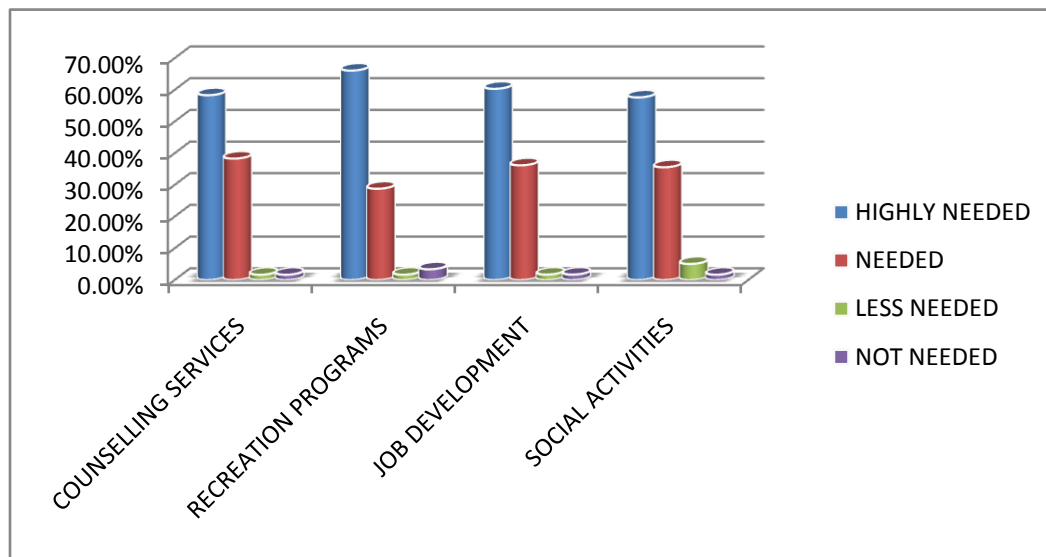
Youth Programs: Availability 31% and 69% No.

Accessibility 21% and 79% No.

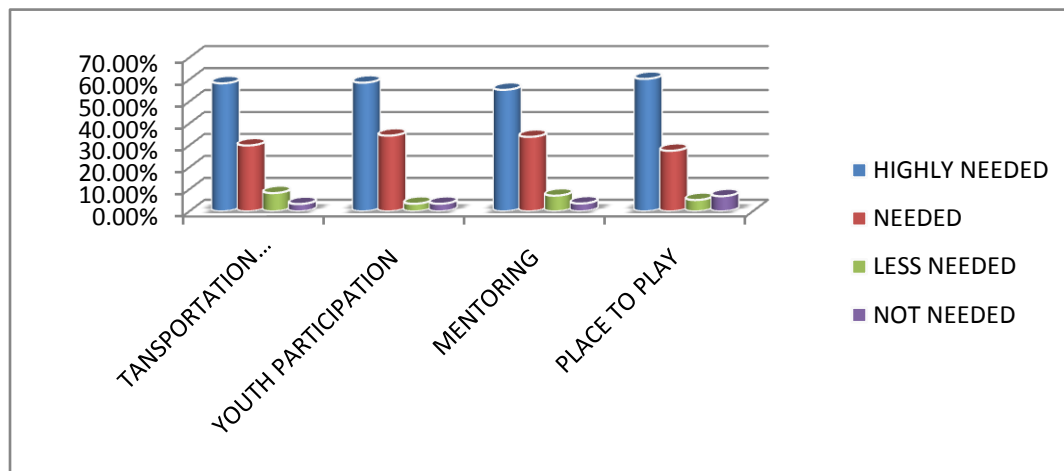
#### 4.4. Programs for Youth/Levels of Need



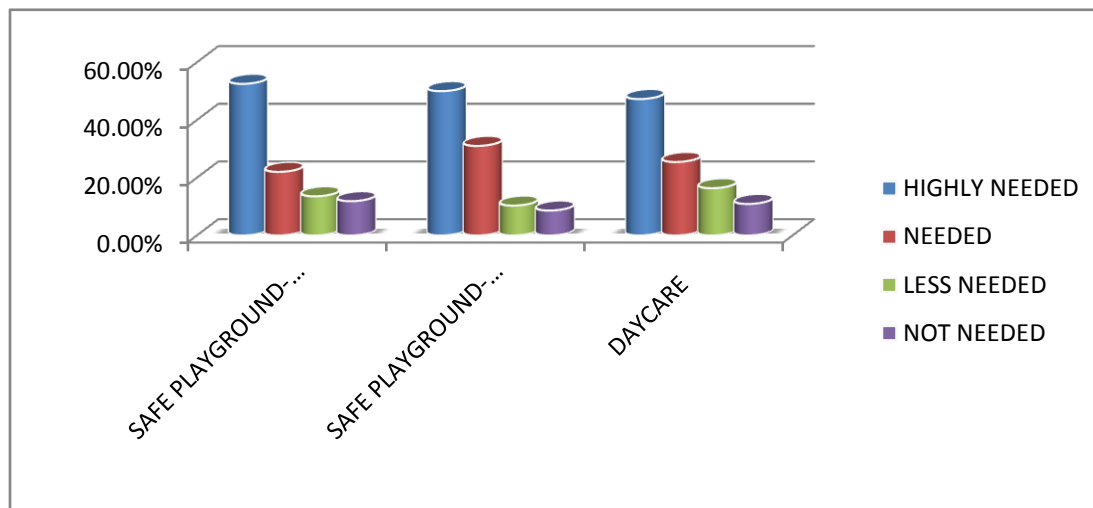
- Leadership development: 58 % of respondents said are highly needed, 37% needed, 5% not needed
- Skills Building Workshop: 63% of responders said are highly needed, 28% needed, 5% less needed, 3% not needed
- Digital Story Telling: 58% of responders said are highly needed, 29% needed, 8% less needed, 5% not needed
- Tutoring programs: 58% of responders said are highly needed, 38% needed, 2% less needed, 2% not needed



- Counseling Services: 58% of responders said are highly needed, 38% needed, 2% less needed, 2% not needed
- Recreation Programs: 66% of responders said are highly needed, 29% needed, 2% less needed, 3% not needed
- Job development: 60% of responders said are highly needed, 36% needed, 2% less needed, 2% not needed
- Social activities: 58% of responders said are highly needed, 36% needed, 5% less needed, 2% not needed



- Transportation supports: 58% of responders said are highly needed, 30% needed, 8% less needed, 3% not needed.
- Youth participation: 59% of responders said are highly needed, 34% needed, 3% less needed, 3% not needed.
- Mentoring: 55% of responders said are highly needed, 34% needed, 7% less needed, 4% not needed.
- Place to play: 60% of responders said are highly needed, 28% needed, 5% less needed, 7% not needed.



- Safe playground day: 52% of responders said are highly needed, 22% needed, 14% less needed, 12% not needed.
- Safe playground night: 50% of responders said are highly needed, 31% needed, 10% less needed, 8% not needed.
- Day care: 47% of responders said are highly needed, 25% needed, 16% less needed, 11% not needed.

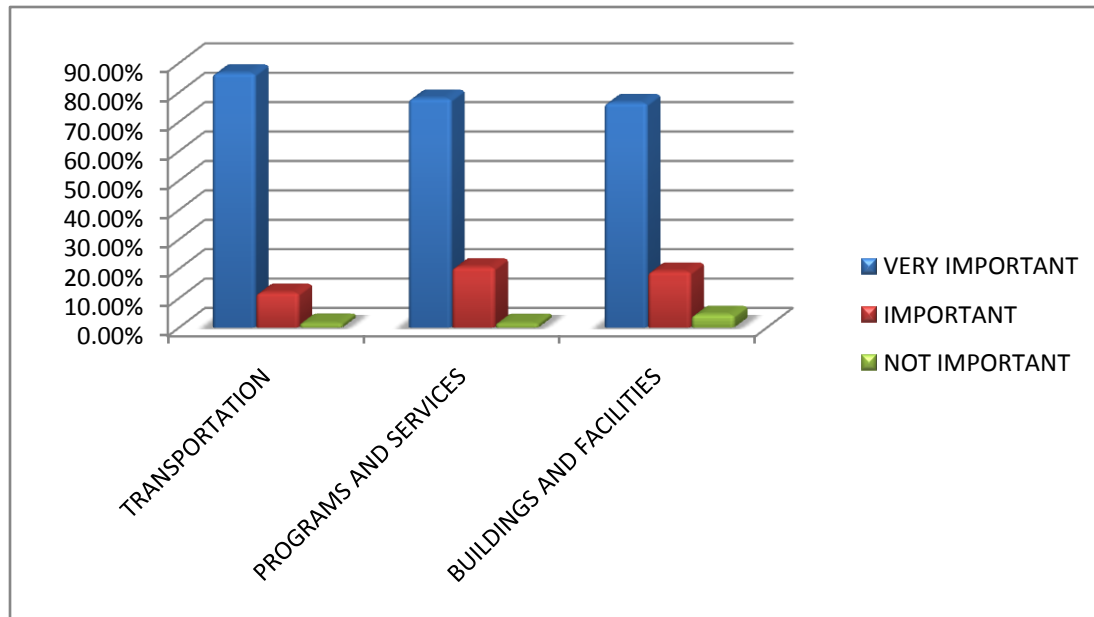
#### **4.4.1. Suggestions Related to Programs for Youth and Child**

- The survey respondents consider that youth programs are necessary to prevent violence in schools.
- Children don't have enough secure places to interact.
- Program for children have to be more affordable for people under low income.
- Parenting programs and family involvement are necessary.
- Youths need more involvement in leadership activities and career services.
- They need more help about streets and drugs.



- Create more community centers with recreation and counseling support for young people.
- Awareness with youth behaviors'.

## 5. PROGRAMS FOR PEOPLE WITH DISABILITIES



- Transportation: 87 % of the respondents said are very important, 12% important and 2% not important.
- Programs and services: 78% of the respondents said are very important, 21% important and 1% not important.
- Building and facilities that are accessible: 76% of the respondents said are very important, 19% important and 4% not important.

### 5.1. Survey Respondents – Thoughts and Suggestions Related to Programs and Services for People with Disabilities

- We need to put people before pennies.
- TTC driver's courtesy and mercy for those who are in need and more consideration for those all the time can't not pay the full amount to get the bus and some of them over charge.
- Make it easier to get ODSP-Disability.

- Provide education and Training and work opportunities for people with disabilities.
- Better plans to old buildings.
- Provide more home care from professionals.
- Provide more food delivery at home.
- Provide retraining and support groups.
- People don't understand the importance of the injuries.
- The disability is not only physical is mental.
- Better wheel transportation accessibility.
- Raise ODSP rates now.

## **6. THEORY OF CHANGE- ANALYSIS BASED ON SURVEY FINDINGS**

### **6.1. Strategic Focus Objectives**

In the analysis of the survey findings it is clear how critical the unemployment situation and other circumstances around it are the people who gave the responses are clients of Food Banks and Employment Centre's.

Those specific groups of people are facing difficult situations due to the low income and some of them do not have the required education.

Community leaders will work in teams to strengthen social services and programs.

With the implementation of programs people will have possibilities for further studies or employment with the possibility to be active community members.

Through Counseling individuals will strengthen social skills increasing self-esteem and abilities to manage thoughts and emotions.

With the needs founded will be easy to follow the required steps for Theory of Change

### **6.2. Goals and Assumptions**

#### **6.2.1. Goals**

- Create teams of leaders with community commitment working for the needs and social programs.
- Reduce the number of unemployed people, with well oriented workers or students.
- Have improved the health of residents and their opportunities for jobs.

### **6.2.2. Assumptions**

- Some of the survey respondents are fluent in English
- Some of the survey respondents don't know their working skills.
- Some of the survey respondents are unemployed living under depression and poverty conditions.
- Some of the survey respondents have low self-esteem,
- Most of the survey respondents have their vital signs completely affected with high levels of vulnerability and so are unable to pay for their basic needs.

### **6.3. Activities**

Community Leaders Working with the Food Banks and Employment Centre's clients (Agencies) will find people that will compromise with the full training UPGRADING ACADEMIC AND SKILLS PROGRAM. In short term with good results they can motivated others for the long term goals and specific OUTCOMES for reducing the number of unemployed people living under poverty conditions without work and mental distress.

The best possibility to work in this program is using the same TOC model with the Leaders from the same Neighbourhood. The Local Leaders can provide support and direct inclusion like is described in the Neighbourhood Capacity Building-Resident Leadership Development- Program.

The programs will allow the trainees to increase the knowledge and learning for the people in need, because of the reasons describes in this document.

Who will be at the table? These programs will be delivered by the Community Agencies and organizations that are working in the area; they will recognize the potential leaders, they will be trained and go forward to work with the Upgrading

Academic and Life Skills Program, as a team support for the organization and all the requirements for the adjusting.

For the best success community leaders will give outreach and training information sessions.

#### **6.4. Background**

People living under poverty conditions without work and academic literacy preparation can upgrade their knowledge for further studies or for employment opportunities with better salary and power to continue integrating into society.

People with new possibilities of survive, increase self-esteem, skills recognition and who are able to manage emotional crisis will have more possibilities to maintain their jobs and look forward for better academic preparation and quality of life.

The two programs will be integrated in collaboration for better results and evaluation with partner initiatives.

#### **6.5. Identifying Outcomes and Assumptions**

In the first stage of integration for the TOC application to the programs, participants will be working in the creation of agreements for the long term goals and outcomes. They will work with facilitators in different ways to go forward and very clear focus, doing everything right for the complete success.

During the process the participants will be visualize goals and the priorities to change and set in the right place for the last result, starting with the outcome that they want to be accountable.

Participants will discover potential skills and have possibilities to upgrade it for a further long term employment and not just employment opportunity. They will

discover skills; will work for the market and the match with the best appropriate workplace behavior.

#### **6.5.1. Assumptions**

The program implementation will allow to see how people under agreement, overcome barriers for their goals. Having different opportunities to be productive in life can be good example to others because of their stable job condition and self confidence.

TOC can address this problem with focus planning based in documents assumptions and close agreements.

(a) Outcome: **Long- term outcome**: Long term employment for Food Bank clients with not enough income and low self-esteem. Consequently this assumption matches with the last outcome.

The city has jobs for people who are able to maintain it for long term, working with good skills and emotional confidence, better income and professional growing.

People can continue their academic preparation with finance resources for better future and better prospective income.

(b) Outcome: **Finding work skills** for people that live under depression, academic preparation can discover inner skills for jobs in non- conventional work with the possibility to grow and have good payment.

(c) Outcome: **Possibilities to have a profession**. People with confidence and no matter which age has can continue professional studies with the option to have brilliant future.

All the outcomes have emotional support for grant and enhance the success of the participants.

## 6.6. Outcomes Connection

The program design is mapped with the connections of the different assumptions for further outcomes with the goal of work for the social change in a place where many people live under depression, no work and no academic preparation.

In the first part I used the Community Leaders intervention as part of the process in the program that have to continue for the only possibility for Neighbourhood Capacity Building and with them and professional facilitators in different areas including the psychological support, we can offer a new hope for life for that people who live under depression and poverty conditions.

This program will be implemented in the area of Eglinton East-Kennedy Park and surroundings because the place that offers me the opportunity to interview their clients inside the place was The Community Life Centre that actually is attending some community needs with no well establish program because they are working in that process due to the recent registration.

For them I present the **Neighbourhood Capacity Building-Resident Leadership Development** that is already presented under TOC and I prepare de draft for the **Academic and Employment Skills Preparation /Life Skills Training for Unemployment Main Issue** faced by residents of Eglinton East-Kennedy Park.

UNEMPLOYMENT MAIN ISSUE faced by residents of Eglinton East-Kennedy Park will have the possibility to deliver the same “ACADEMIC AND LIFE SKILLS PROGRAM” that actually is running TORONTO CENTRE FOR COMMUNITY LEARNING & DEVELOPMENT (TCCL&D) The organization where I am doing the training for Community Leadership Development .

In all the graphs I present first the purpose and after the assumptions and consecutive links for the gradual and connected outcomes IN SHORT TERM and



LONG TERM until we find the final LONG TERM OUTCOMES that are in the last part of the graphics.

This is an initiative based in TOC that is an excellent and logical model to work with communities with the possibilities of social changes. The communities can prepare changes according to further revisions testing because at the end TOC participants are able to readjust their needs and frameworks according to the necessary outcomes.

## **7. CONCLUSIONS**

This report provides a vision about what are the components of the Eglinton East-Kennedy Park population, their priority needs, community services and assets.

Trough research was possible to have the vision of this neighbourhood and the issues faced as priority area and the factors that affect the population.

The survey showed the main issue is unemployment. The factors for that are: The academic preparation for the respondents is very low, the income is low and for some the status of newcomers.

In order to solve the issues was necessary to implement concepts as community development, increase number of potential leaders, increase ability to articulate a vision, capacity residents, training and counseling session for residents, commitment , support groups and support communities, newcomers transition, adaption, etc.

These concepts involved community leaders, project work, and community engagement in the process of social planning for the social change.

The survey findings provided the necessary material for the formulation of the programs to implement with the target group that represent the specific need “employment”.

The Theory of change was used as a tool of collaboration for the following programs: “Capacity Building and Leadership Development”, “Upgrading Academic and Life Skills” and “Transitional Newcomer Intensive Training” that will provide the Long Term Outcomes:

- Strengthen Community with leadership influence over the community working together for their needs
- Collaborative action, transition for employment, further training education, reestablish work environment and active community members
- Newcomers completely adjusted to the system with the possibility to have better quality of live.

The long terms or final outcomes were written in order of specific activities, and short terms outcomes that are the final strategies for building strong neighbourhoods and propend for the residents better quality of life.

In the application of Theory of Change the participants will be visualize goals and the priorities to change and set in the right place for the last result, starting with the outcome that they want to be accountable.

Participants will discover potential skills and have possibilities to upgrade it for a further long term outcomes. They will be able to readjust their needs and frameworks according to the necessary outcomes.

## **8. RECOMMENDATIONS**

According to the community principles will be necessary to solve the issues with the implementation of concepts as Community Development Vision and Framework in the process of having communities based on social justice and mutual respect.

Under Social justice people are enable to claim for their future rights, meet their needs, and have greater control over the decision making processes which affect their lives.

Facilitating democratic involvement by people in the issues which affect their lives based on full citizenship, autonomy, and shared power, skills knowledge and experience.

Recognizing skills, knowledge and expertise people contribute and develop by taking action over social, economic and political environmental problems.

People that work together have the possibility to indentify needs and implement actions, based on mutual respect of diverse cultures and contributions.

Communities should have challenging discrimination and oppressive practices within organizations, institutions and communities.

Create networking and connections between communities and organizations.

Ensure access for all groups and individual within society.

Influence people to implement policies and programs for the community.

Prioritize issues of concern to people experiencing poverty and social exclusion.

Promote social change in short and long term goals.

The community enhance will be provided by community leaders.

Communities have to develop sense of ownership over the agencies.

And finally for the program implementation is necessary that agencies work together to develop strong connections with the community.

## 9. REFERENCES

### Sources

Acknowledge and the Aspen Institute Roundtable on Community Change

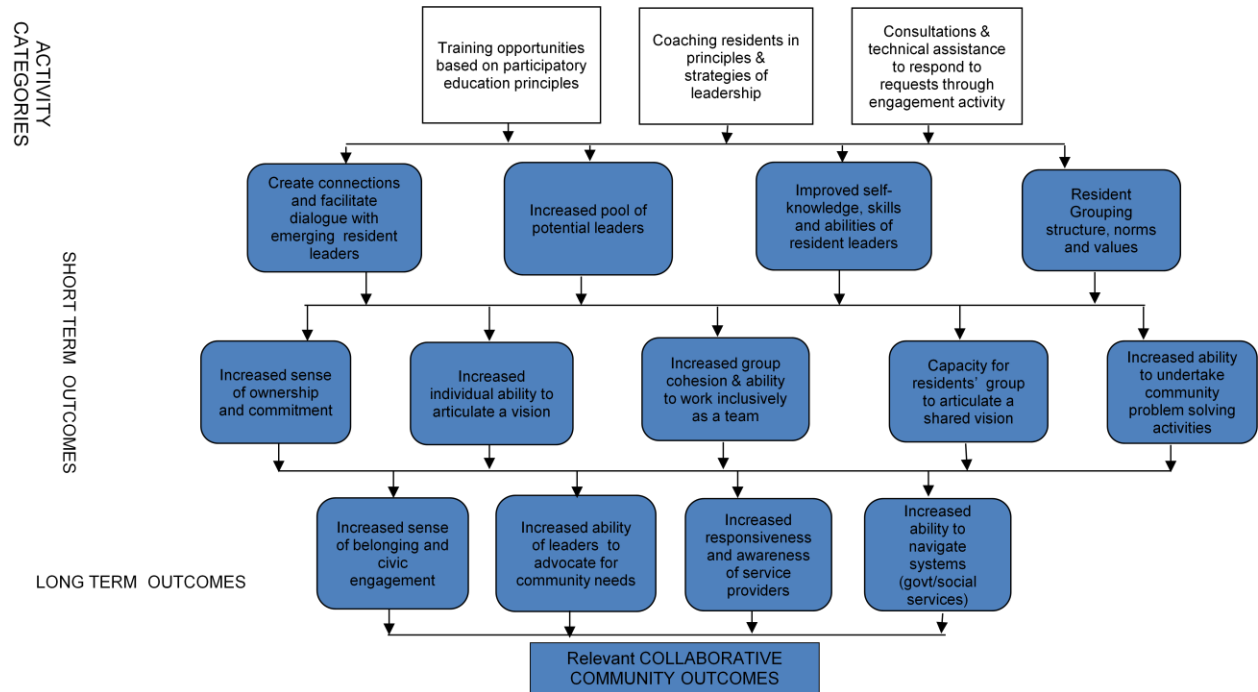
- City Council-Major activities for Eglinton East-Kennedy Park. Online report
- Cristal Freiler's. Strong Neighbourhood Task Force. Cristal Freiler's
- Report of the Deputy City Manager-Sue Corke-Social Development and Administration, Nancy Mathews. E.D.
- Toronto.ca-Demographics and Priority Areas.
- Toronto Vital signs.ca
- 211 Toronto.ca
- 311 Toronto.ca

## **10. APPENDICES**

- Chart -Neighbourhood Capacity Building-Resident Leadership Development
- Chart-Upgrading Academic and Life Skills Program
- Community Needs Assessment-Community Profile. Services and Assets-Report
- Community Resource and Needs Assessment
- IWIP 2009 Survey
- Community Resource and Needs Assessment Report; Value Range Report for Eglinton East-Kennedy Park; demographics, services and assets

## Neighbourhood Capacity Building –Resident Leadership Development

**Purpose & principles guiding neighbourhood capacity building:** This neighbourhood capacity building framework is designed to create a sustained source of local leadership by building the capacity of residents to work together to reach common goals. The Neighbourhood Capacity component supports individual residents and surrounding organizations to form a community hub to realize their common goals and collective vision.



•To increase public and political understanding of need for strong neighbourhoods

•To mobilize and leverage donor and other funding

•To strengthen the social infrastructure, services, and programming in this inner suburb neighbourhood.

•To increase the leadership and influence of local residents over neighbourhood conditions, and build collaborative action