

CENTRE FOR COMMUNITY LEARNING & DEVELOPMENT  
Immigrant Women Integration Program

# Community Resources and Needs Assessment

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**Flemingdon Park-Victoria Village**

**Dec 2009-Jan 2010**

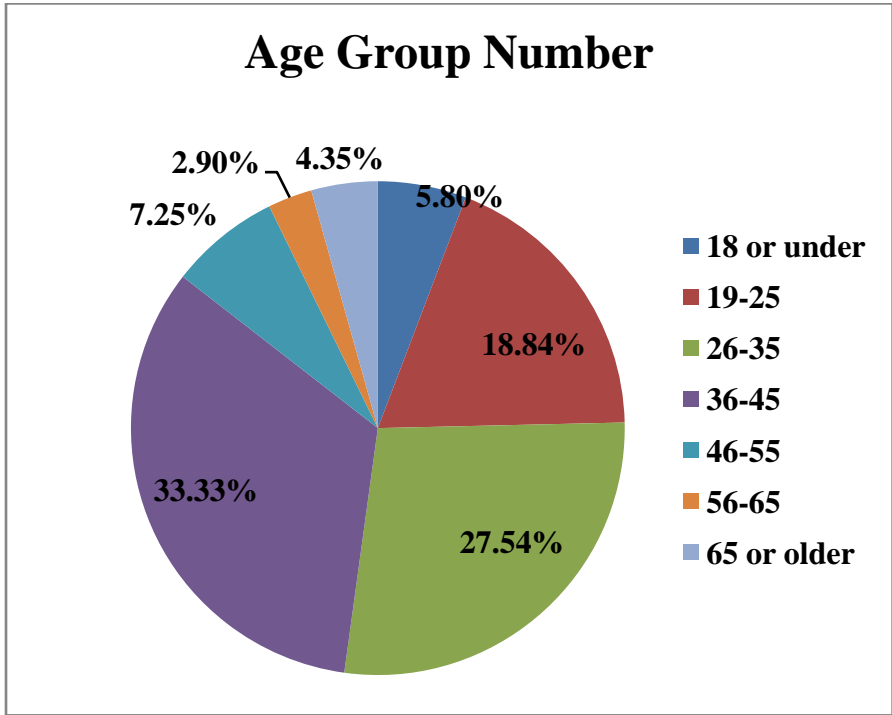
**Sabina Ali**

This information is based on the survey that was conducted by me, between December 2009 and January 2010 in the Flemington Park-Victoria Village neighborhood. The number of respondents were 69.

## Report

### Age Group

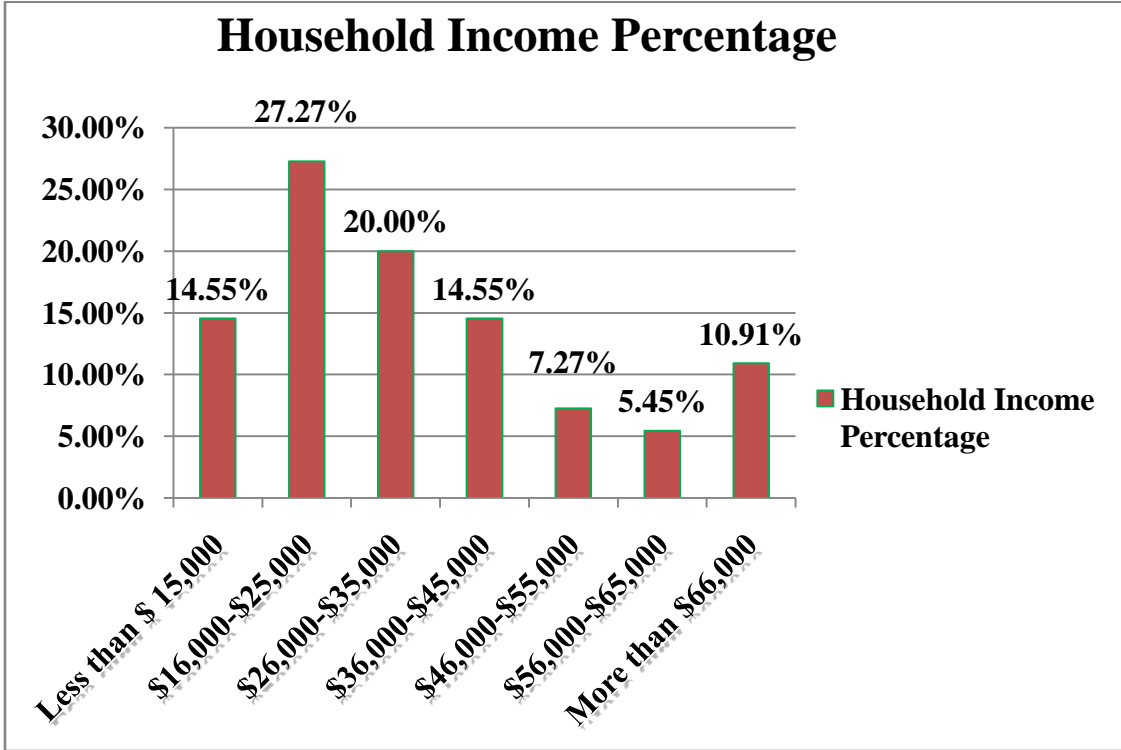
Description	Number	Percentage
18 or under	4	5.80%
19-25	13	18.84%
26-35	19	27.54%
36-45	23	33.32%
46-55	5	7.25%
56-65	2	2.90%
65 or older	3	4.35%



- Highest number of respondents for the Community Needs Assessment is between the ages 36-45 years with a percentage of 33.32% from the total of 69 respondents.
- The least number of respondents were between ages 56-65 years.

**Household Income**

Description	Number	Percentage
Less than \$ 15,000	8	14.55%
\$16,000-\$25,000	15	27.27%
\$26,000-\$35,000	11	20.00%
\$36,000-\$45,000	8	14.55%
\$46,000-\$55,000	4	7.27%
\$56,000-\$65,000	3	5.45%
More than \$66,000	6	10.91%

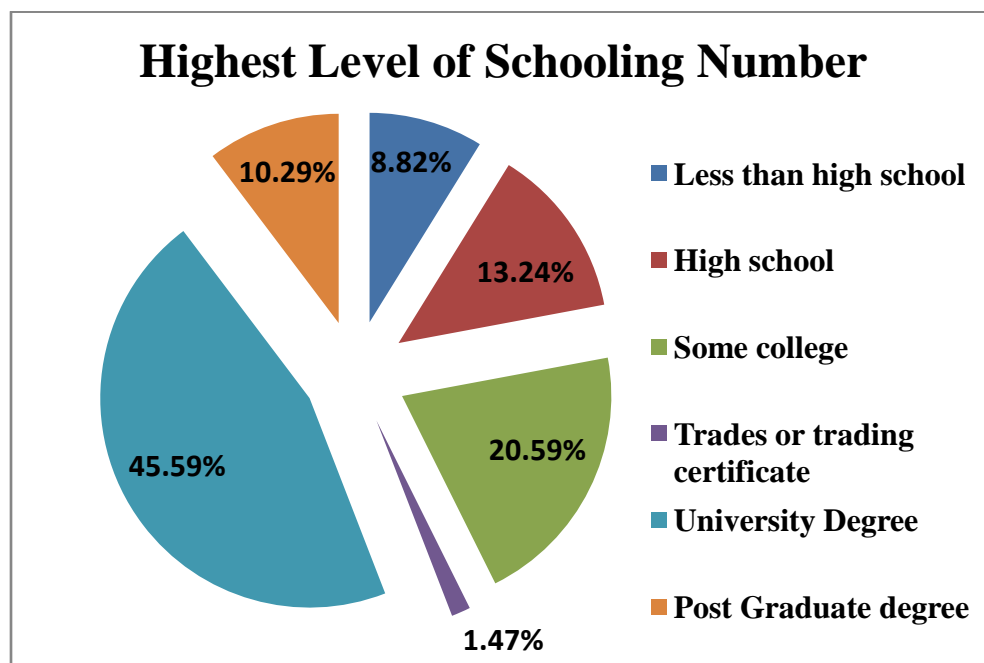


- Almost 50% of the respondents are the families with low income.
- Only 10.91% are the families with high income.
- Families with income less than \$15,000 and families with income \$36,000 - \$45,000 show the same percentage of 14.55%.

- Statistics Canada Census 2006 shows rise in the percentage of low income and the high income percentage remains almost the same. It gives again an impression that this area might be receiving more recent immigrants.

### Highest Level of Schooling

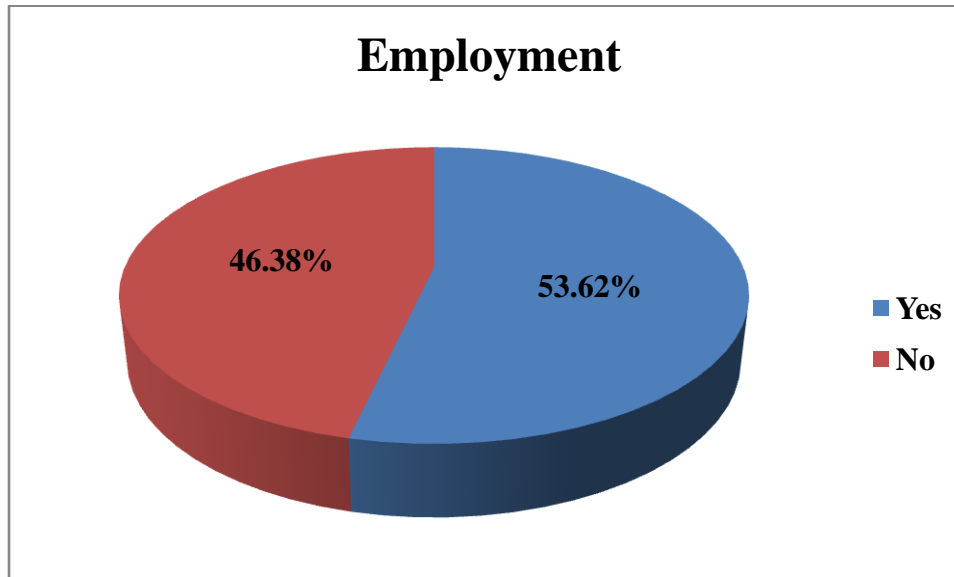
Description	Number	Percentage
Less than high school	6	8.82%
High school	9	13.24%
Some college	14	20.59%
Trades or trading certificate	1	1.47%
University Degree	31	45.59%
Post Graduate degree	7	10.29%



- The study shows that the highest level of education among the respondents is the University Degree and the lowest level of education is less than high school with 8.82%. However there are Post Graduates that occupy 10.29% among the respondents.

## Employment

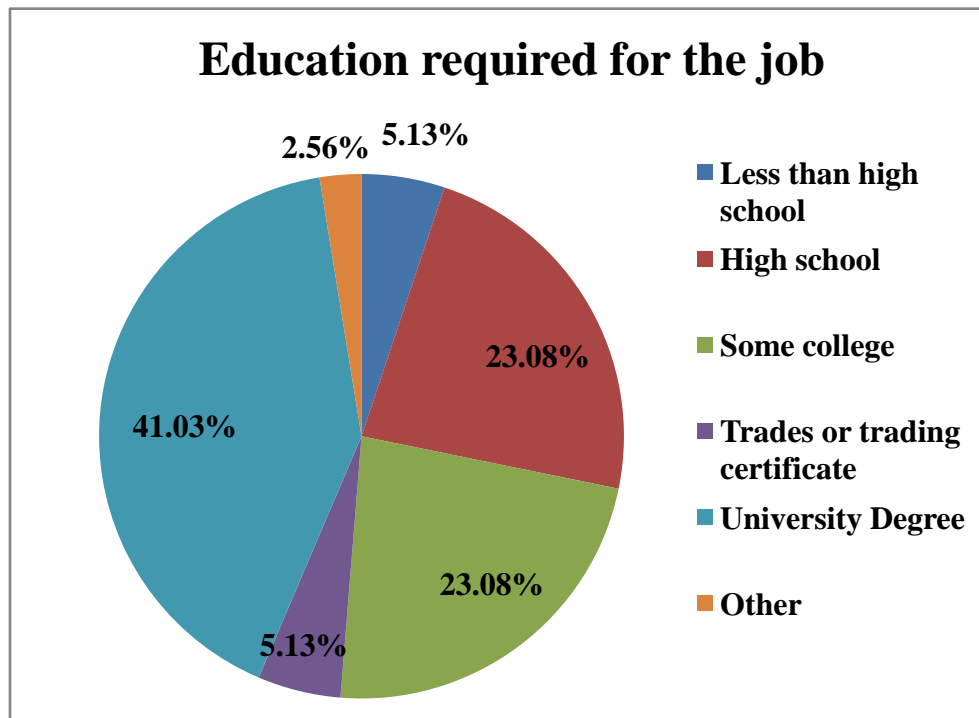
Description	Number	Percentage
Yes	37	53.62%
No	32	46.38%



## Schooling required for job

Description	Number	Percentage
Less than high school	2	5.13%
High school	9	23.08%
Some college	9	23.08%
Trades or trading certificate	2	5.13%
University Degree	16	41.02%
Other	1	2.56%

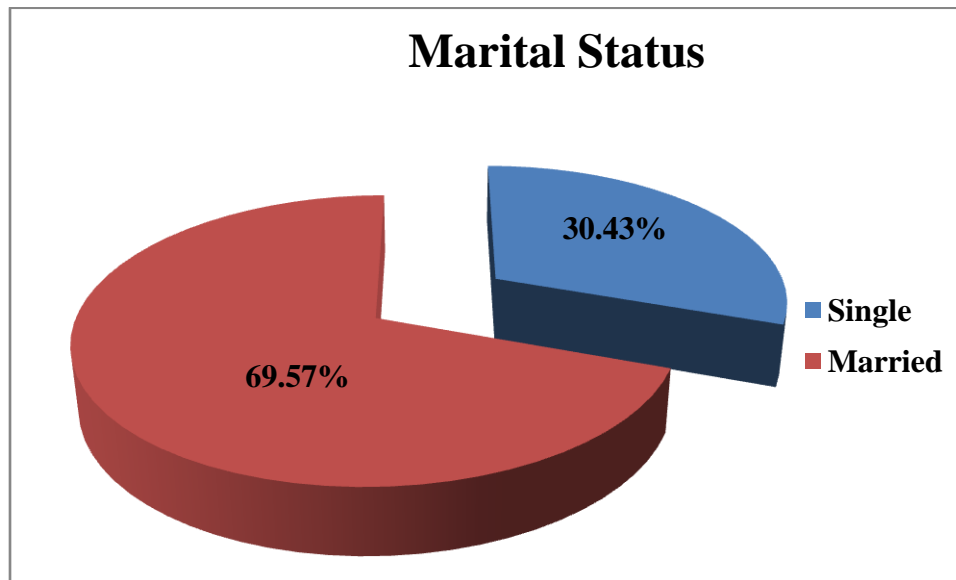
## Education required for the job



- More than 50% of the respondents are employed.
- Unemployment rate is 46.38%. According to Census Canada 2006 the unemployment rate was 9.6%. That means the unemployment rate has increased by four times .
- Education level required to perform their job is University Degree with a percentage of 41.03% among the respondents.
- The number of respondents with high school and some college is the same at 23.08%.
- **Some educated people might be facing accreditation barriers in having their credentials recognized in Canada.**

## Marital Status

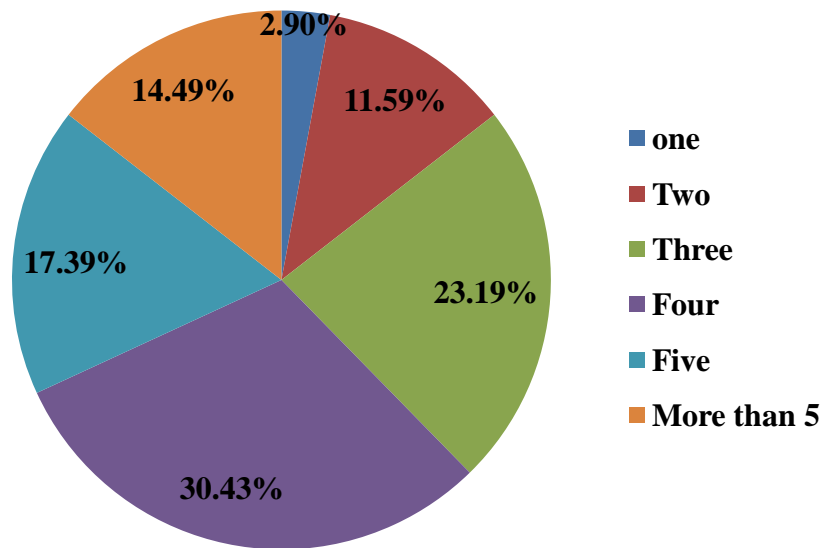
Description	Number	Percentage
Single	21	30.43%
Married	48	69.57%



## People in your household

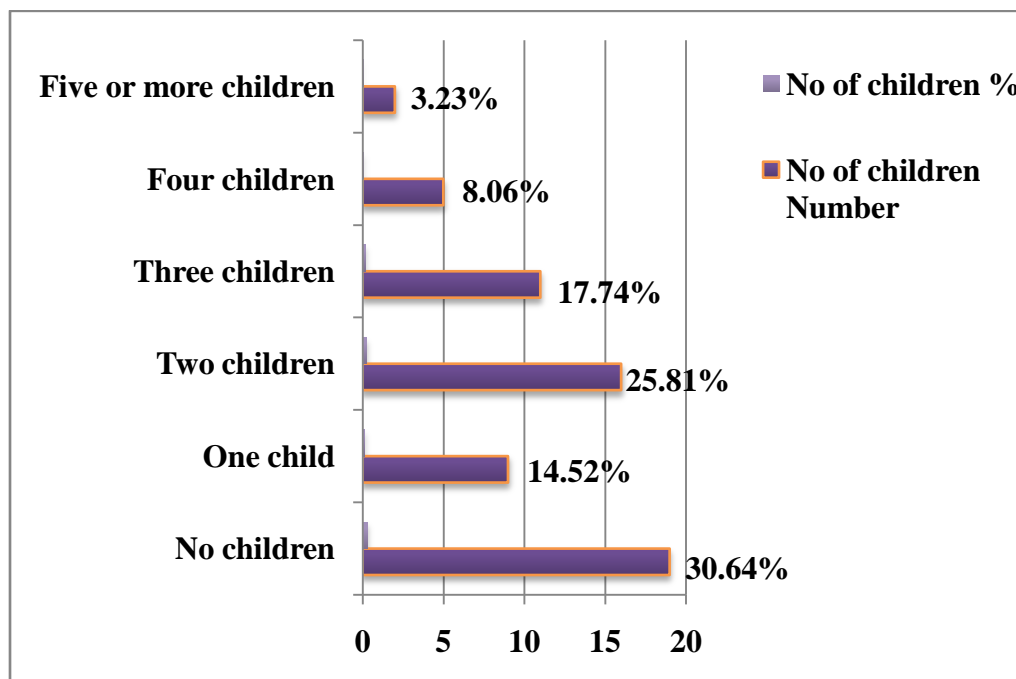
Description	Number	Percentage
One	2	2.90%
Two	8	11.59%
Three	16	23.19%
Four	21	30.44%
Five	12	17.39%
More than 5	10	14.49%

## People in your household



## Children living at home

Description	Number	Percentage
No children	19	30.64%
One child	9	14.52%
Two children	16	25.81%
Three children	11	17.74%
Four children	5	8.06%
Five or more children	2	3.23%

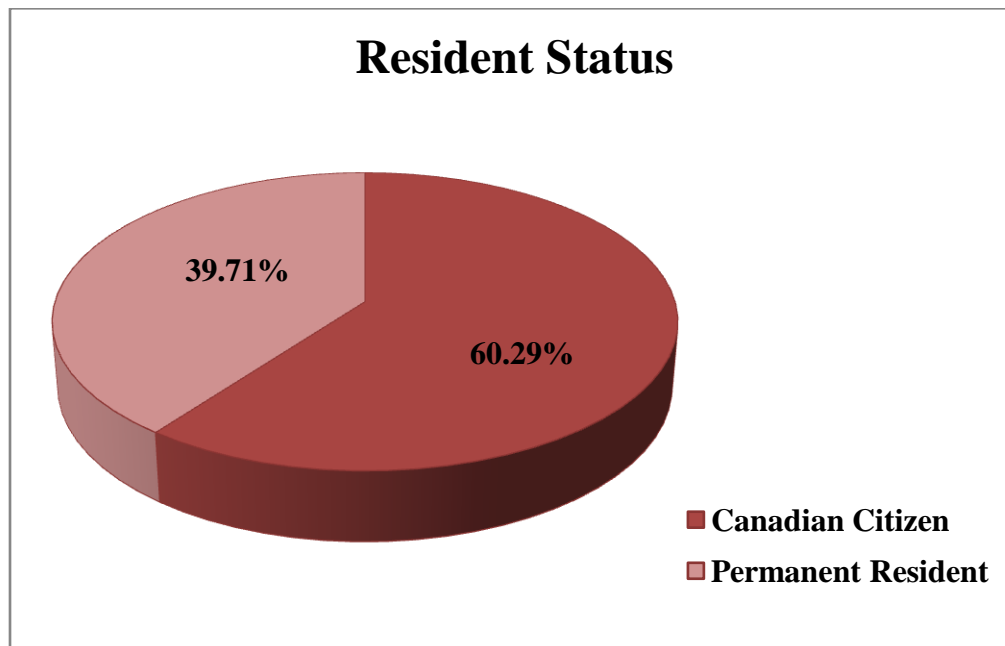




- The survey shows that 69.57% of the respondents are Marrieds and 30.43% are singles.
- Statistics Canada Census 2006 shows 91% are married couples.
- 30% of families have an average of four people.
- Almost 12% of families have two people.
- Interestingly, families with no children take up the **highest percentage** of 30.64% followed by the families with two children at 25.81%.
- Surprisingly, only 3.23% of families have five & more children.

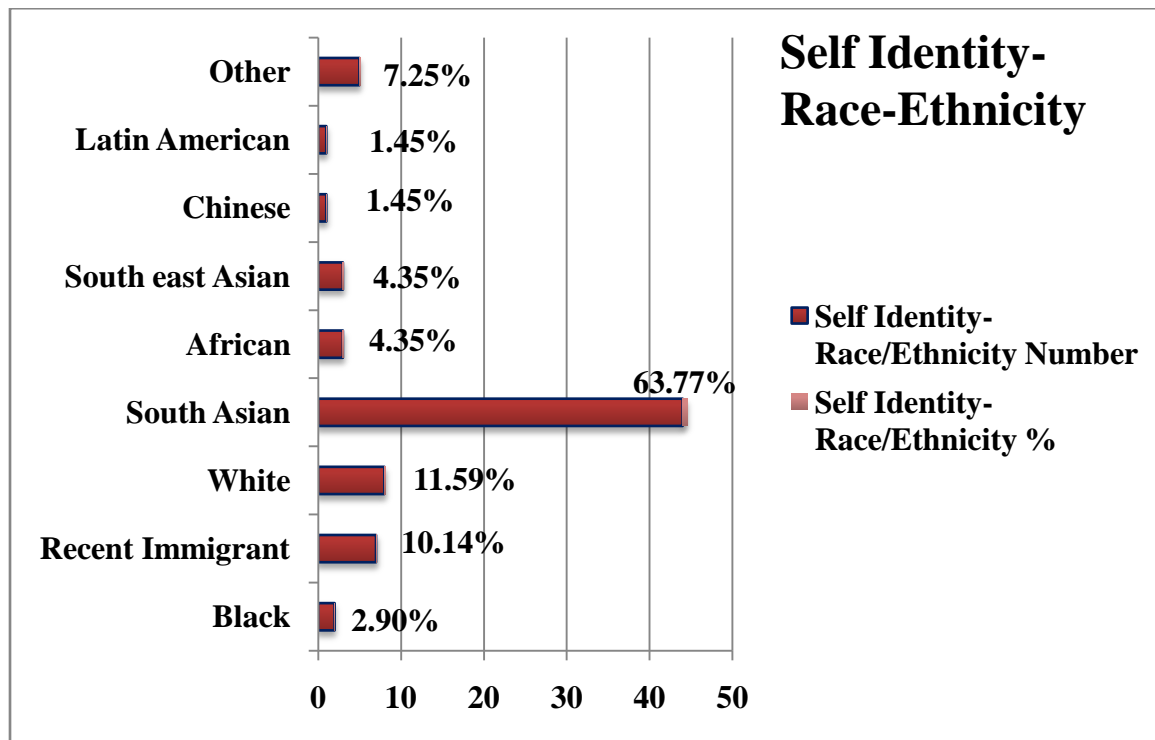
### Resident Status

Description	Number	%
Canadian Citizen	41	60.29%
Permanent Resident	27	39.71%



## Self Identity-Race/Ethnicity

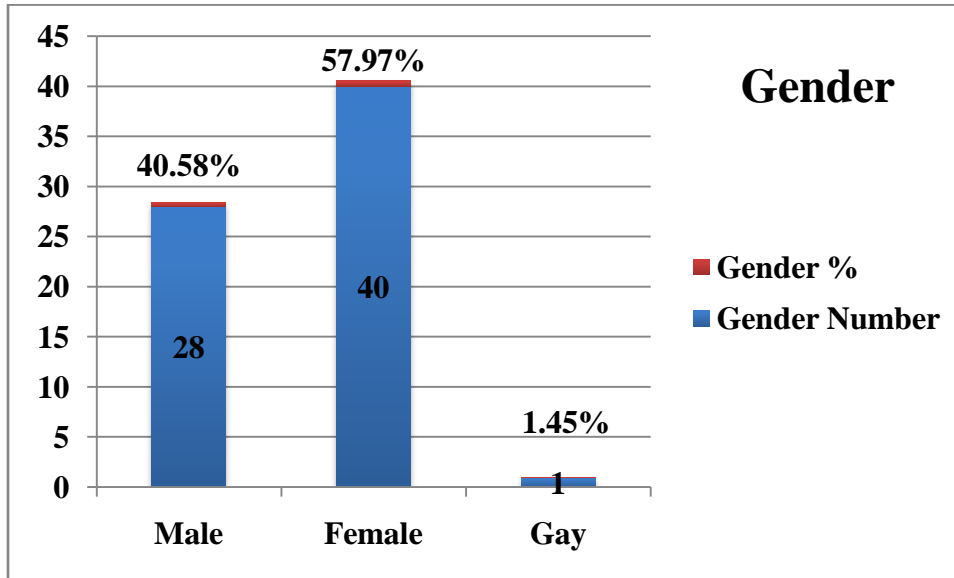
Description	Number	Percentage
Black	2	2.90%
Recent Immigrant	7	10.14%
White	8	11.59%
South Asian	44	63.77%
African	3	4.35%
South east Asian	3	4.35%
Chinese	1	1.45%
Latin American	1	1.45%
Other	5	7.25%



- One of the respondents (student) has mentioned that he didn't like the question about "race" as he found that some groups are mentioned very general while some groups are extremely specific. For example, some groups like "South Asian" is very general while groups like "White" "Filipino" "African" "Chinese" are specific.
- As you can see, 63.77% are South Asians.
- The least number of respondents were Chinese and Latin American.
- 60.29% of the respondents are Permanent Residents and 39.71% are Canadian Citizens.

## Gender

Description	Number	Percentage
Male	28	40.58%
Female	40	57.97%
Gay	1	1.45%

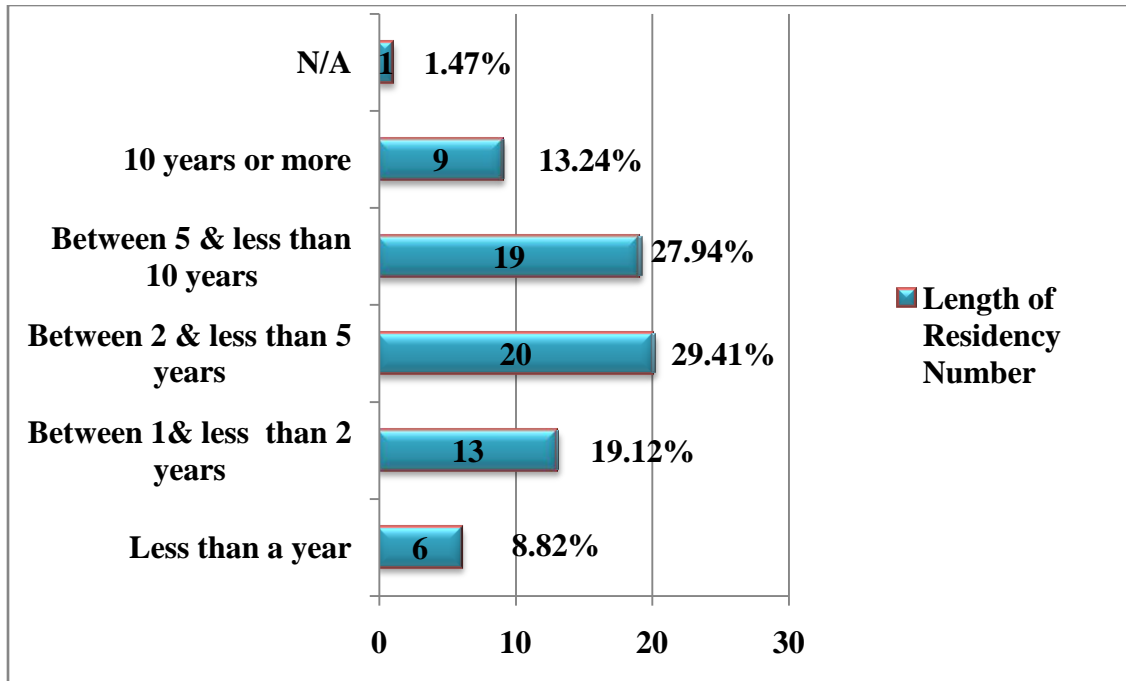


## Languages /English fluency

Urdu is spoken most among these respondents followed by Gujarati, Tamil, and Bengali & French. 83.08% people speak fluent English. 72.46% use internet every day.

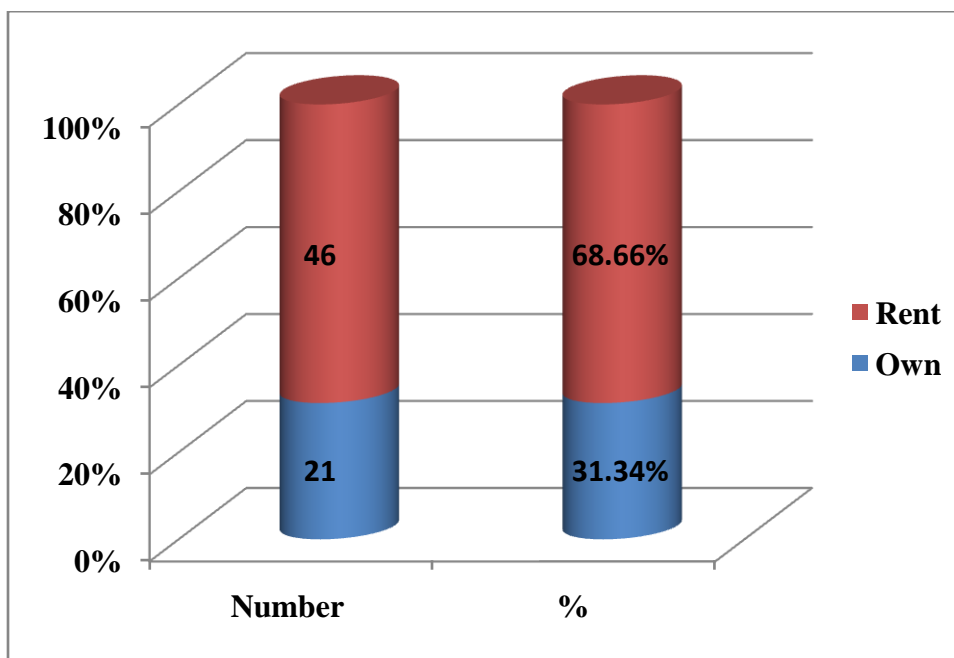
## Length of Residency

Description	Number	%
Less than a year	6	8.82%
Between 1 & less than 2 years	13	19.12%
Between 2 & less than 5 years	20	29.41%
Between 5 & less than 10 years	19	27.94%
10 years or more	9	13.24%
N/A	1	1.47%



## Residence

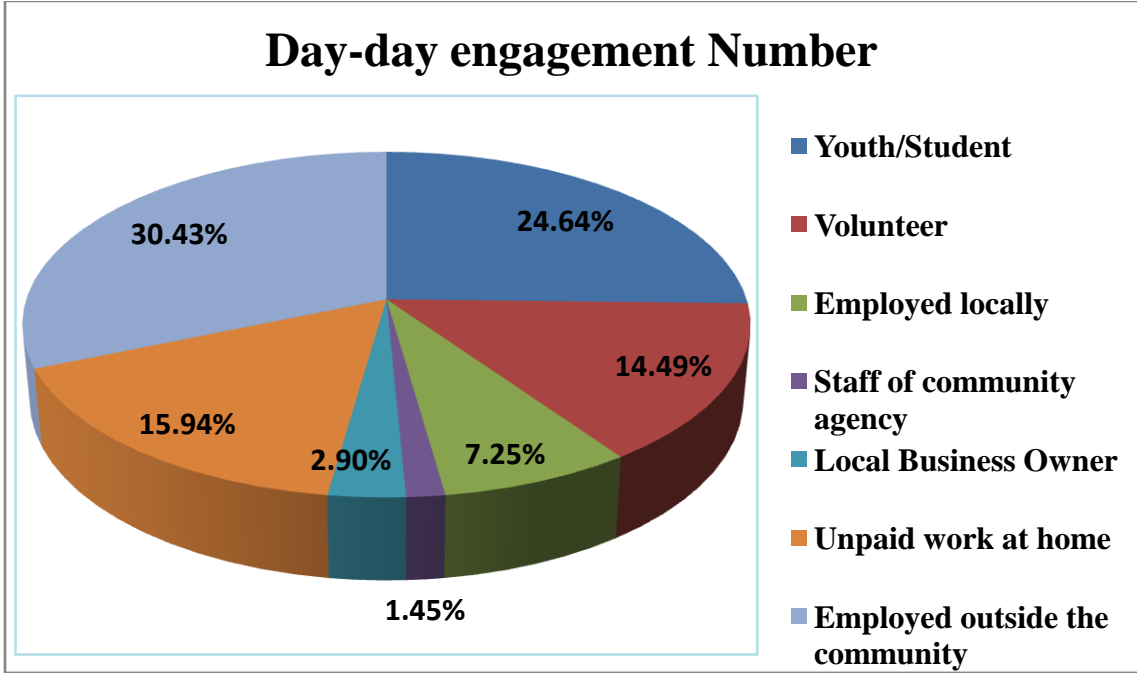
Description	Number	%
Own	21	31.34%
Rent	46	68.66%



- Percentage of respondents living in the rented apartments is 68.66% and the percentage living in houses is 31.34%.
- Statistics Canada Census 2006 reports 55% of people have rented apartments and 45% have owned houses. This clearly shows that the number of people living in rented apartments has increased. It may be because of more immigrants arriving in this neighborhood.

**Day-day engagement**

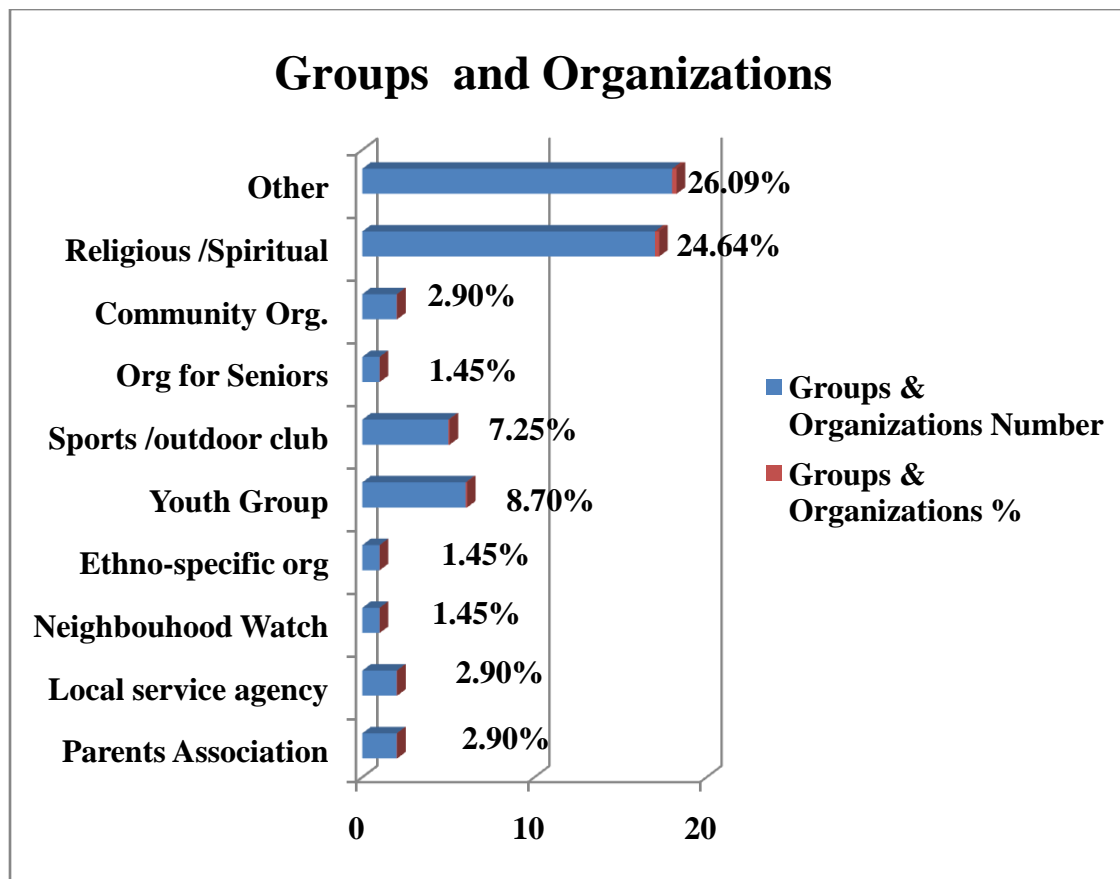
Description	Number	Percentage
Youth/Student	17	24.64%
Volunteer	10	14.49%
Employed locally	5	7.25%
Staff of community agency	1	1.45%
Local Business Owner	2	2.90%
Unpaid work at home	11	15.94%
Employed outside the community	21	30.43%



- 30.43% of the respondents are employed outside the community and 24.64% are youth/students. It is surprising that only 14.49% of respondents are volunteers and only 1.45% is the staff for the community agency.
- Only 2.90% among the respondents are the local business owners.

## Groups and Organizations

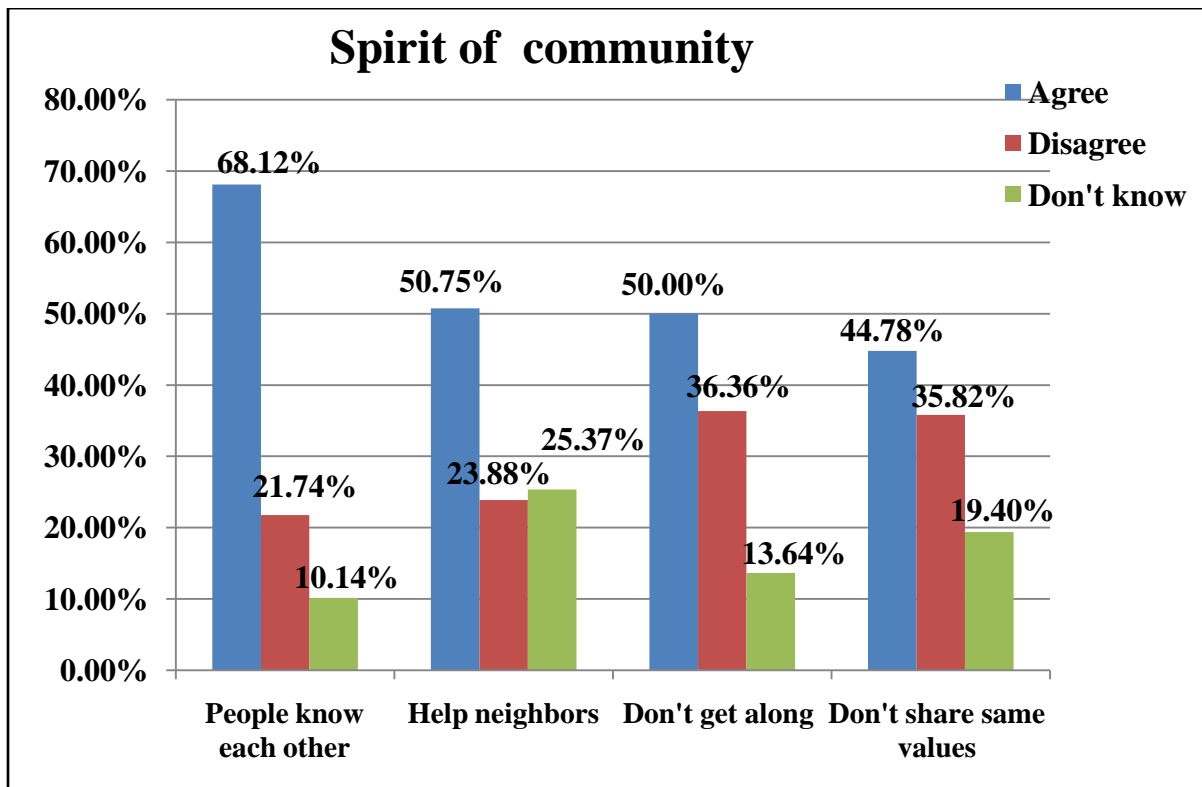
Description	Number	Percentage
Parents Association	2	2.90%
Local service agency	2	2.90%
Neighborhood Watch	1	1.45%
Ethno-specific organization	1	1.45%
Youth Group	6	8.70%
Sports /outdoor club	5	7.25%
Org for Seniors	1	1.45%
Community Organization.	2	2.90%
Religious /Spiritual	17	24.64%
Other	18	26.09%



- Almost half of the respondents are involved in religious or other organizations.
- Only 1.45% of the respondents are in organizations for seniors and Ethno-specific organizations.
- Only 1.45% does Neighborhood watch and 2.90% of the respondents are in community organizations.

## Spirit of Community

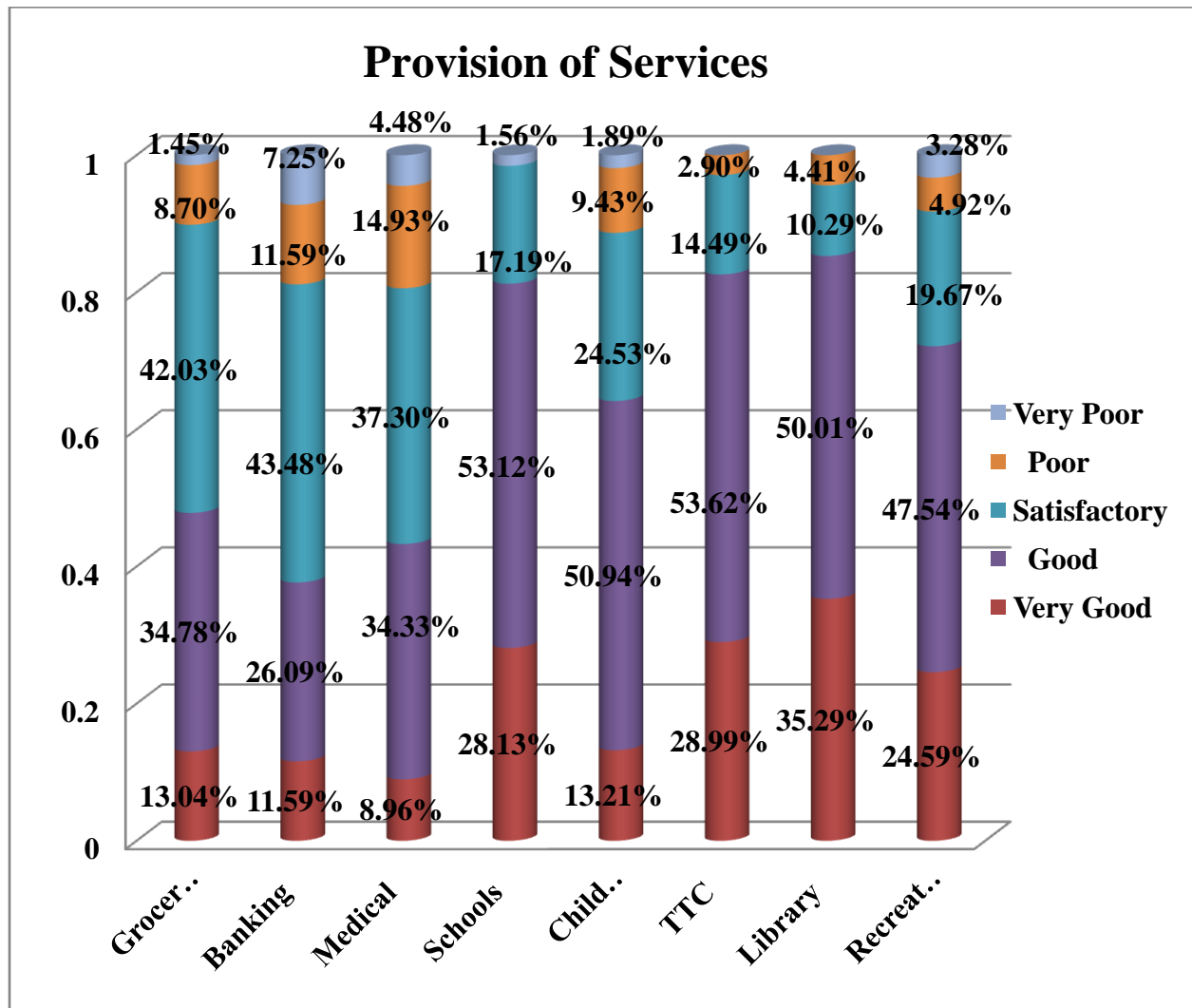
Description	Agree	Disagree	Don't know
People know each other	68.12%	21.74%	10.14%
Help neighbors	50.75%	23.88%	25.37%
Don't get along	50.00%	36.36%	13.64%
Don't share same values	44.78%	35.82%	19.40%



- 68.12% of the respondents agree that people in their community know each other but exactly half of the respondents agree that people in the community don't get along and do not share the same values

## Provision of Services

Type	Very Good	Good	Satisfactory	Poor	Very Poor
Grocery shops	13.04%	34.78%	42.03%	8.70%	1.45%
Banking	11.59%	26.09%	43.48%	11.59%	7.25%
Medical	8.96%	34.33%	37.30%	14.93%	4.48%
Schools	28.13%	53.12%	17.19%	0.00%	1.56%
Child Care	13.21%	50.94%	24.53%	9.43%	1.89%
TTC	28.99%	53.62%	14.49%	2.90%	0.00%
Library	35.29%	50.01%	10.29%	4.41%	0.00%
Recreation	24.59%	47.54%	19.67%	4.92%	3.28%

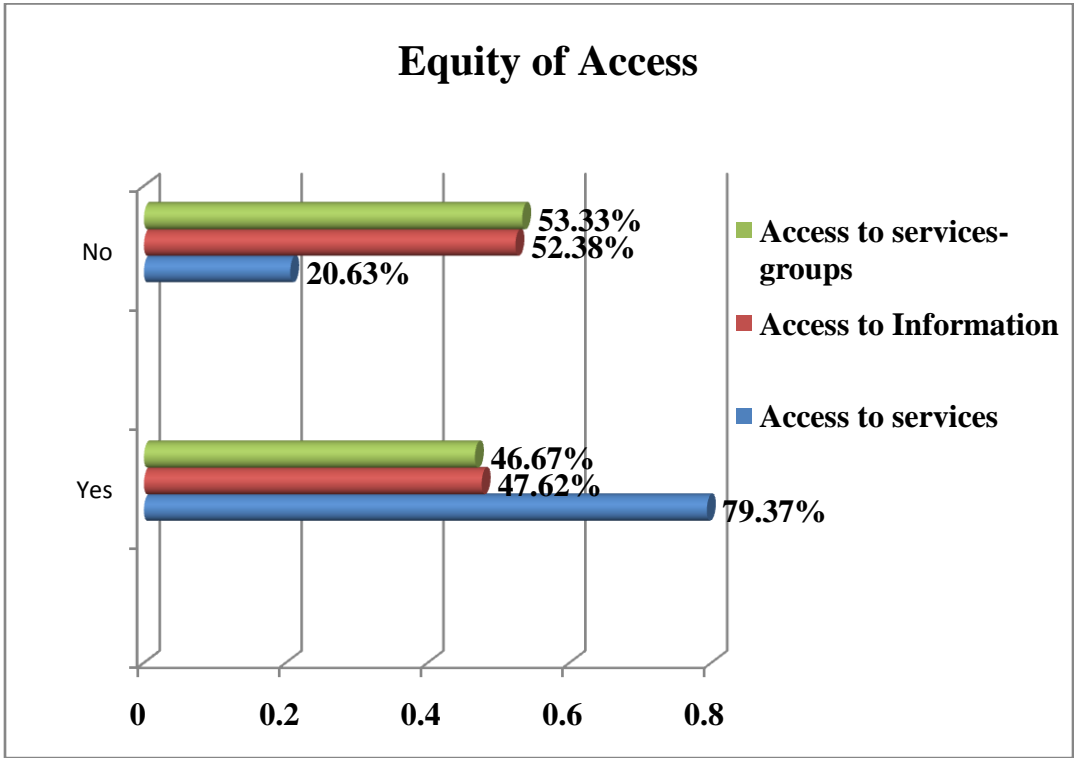




- 42.03% of respondents think that the grocery shops are satisfactory and only 1.45% think they are very poor.
- Almost half or the respondents think that the child care services, schools, library and TTC is good.
- Only 8.96% of the respondents think that the medical services are very good.

**Equity of Access**

Type	Yes	No
Access to services	79.37%	20.63%
Access to Information	47.62%	52.38%
Access to services-groups	46.67%	53.33%



- 79.37% of the respondents have access to services.
- More than half of the respondents don't have access to information and access to service groups.

### Change in Services

Service	Got Better	Stayed the same	Got Worse	Don't Know
Public Transportation	19.70%	65.15%	3.03%	12.12%
Housing	1.54%	40.00%	20.00%	38.46%
Policing	24.24%	46.97%	3.03%	25.76%
Availability of food	20.00%	47.70%	6.15%	26.15%
Community Spirit	13.85%	52.30%	10.77%	23.08%
Employment	8.06%	30.65%	14.52%	46.77%
Immigrants	14.52%	33.87%	4.84%	46.77%
Services for Youth	14.75%	27.87%	6.56%	50.82%
For people with disabilities	17.46%	26.98%	4.76%	50.80%
For Women	7.94%	33.33%	1.59%	57.14%
For Youth	9.84%	36.07%	1.64%	52.45%
For Seniors	6.25%	35.94%	4.69%	53.12%
For Families	4.69%	42.19%	4.69%	48.43%

- 20% of the respondents said that the housing in the community got worse and only 1.54% think that housing got better.
- Almost half of the respondents don't know the change in services for women, seniors, youth and families. This shows that they don't have access to the information.
- 65.15% said that the public transportation got better. 20% of the respondents said that the availability of food got better.

### Services important to them

- TTC
- Medical
- Banking
- Employment
- Community services
- Day care
- Grocery
- Recreation programs

The majority of the respondents said that medical services are the most important for them.

### **Recycling services**

<b>Type</b>	<b>Yes</b>	<b>No</b>
Bottles	92.65%	7.35%
Clothes	83.87%	16.13%
Paper	93.94%	6.06%
Cans & Plastics	94.03%	5.97%

<b>Provision for Recycling</b>	<b>Yes</b>	<b>No</b>
	70.77%	29.23%

- Almost all of the respondents believe that recycling is important to them. That means many people of the community are helping to keep the environment clean.
- 70.77% of the respondents said that there is an availability of recycle bins.

### **Protecting the Environment**

<b>Description</b>	<b>Percentage</b>
Using low flow shower heads	6.15%
Using low flow toilets	4.62%
Taking the TTC, carpooling, biking, walking	21.54%
Recycling	53.84%
Using Eco-friendly light bulbs	10.77%
Other	3.08%

Majority of the respondents protect the environment by recycling.

## Assets and Supports

Type	Available		Accessible	
	Yes	No	Yes	No
Role models	53.33%	46.67%	58.82%	41.18%
Homework Assistance	71.74%	28.26%	71.43%	28.57%
Youth centre	66.67%	33.33%	63.64%	36.36%
Mentoring programs	44.83%	55.17%	60.00%	40.00%
Relevant information	69.44%	30.56%	68.42%	31.58%
Volunteering	83.72%	16.28%	82.76%	17.24%
Peer listeners	34.62%	65.38%	8.33%	91.67%
Job supports	83.33%	16.67%	73.91%	26.09%
Parental involvement	54.05%	45.95%	56.52%	43.48%
Youth led programs	50.00%	50.00%	46.67%	53.33%

- The response shows that availability and accessibility of homework assistance is the same with 71%. Same is the response for the availability & accessibility of youth centre and volunteering.
- According to the respondents, the availability of peer listeners is only 34.62% and 91.67% said they are not accessible.
- The availability and the accessibility of parental involvement and the youth-led programs is around 50%.

## Programs for Children & Youth

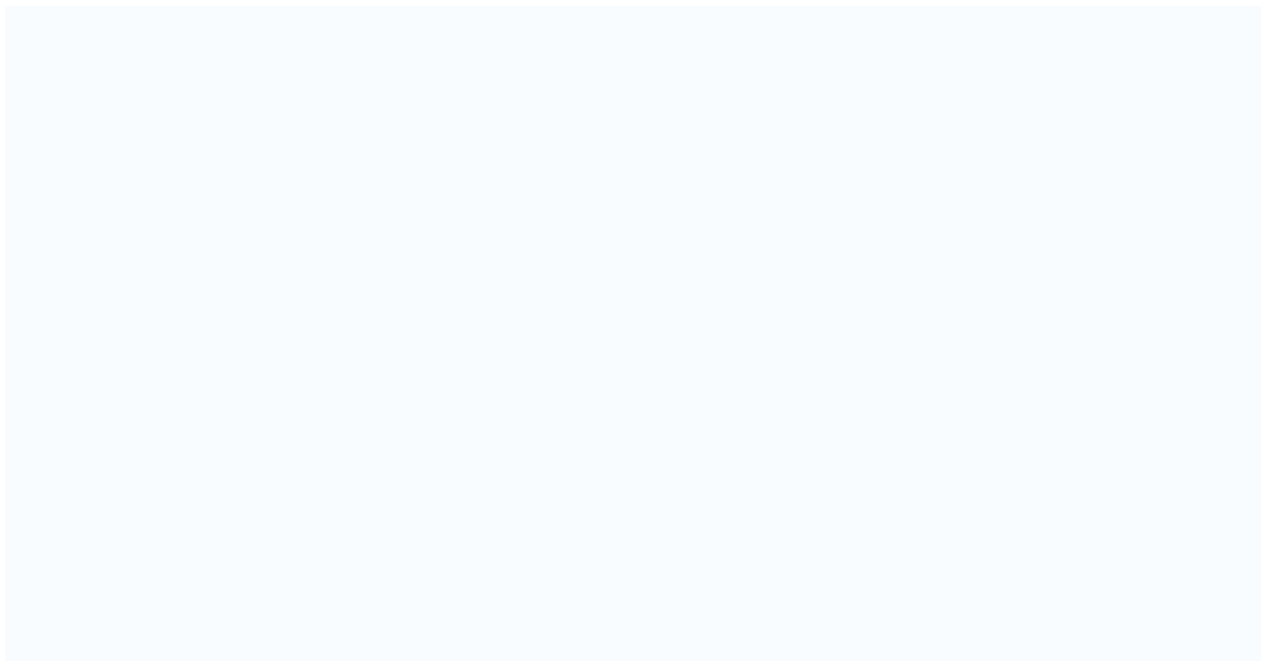
Type of Program	Highly Needed	Needed	Less Needed	Not Needed
Leadership	<b>66.67%</b>	27.78%	3.70%	1.85%
Skills Building	54.54%	41.82%	1.82%	1.82%
Digital Storytelling	34.69%	40.82%	16.33%	8.16%
Tutoring Programs	50.98%	39.22%	9.80%	0.00%
Counseling Services	67.31%	30.77%	1.92%	0.00%
Recreation Programs	64.82%	27.78%	3.70%	3.70%
Job Development	<b>80.77%</b>	17.31%	0.00%	1.92%
Social Activities	62.26%	26.42%	11.32%	0.00%
Transportation Supports	39.02%	41.46%	9.76%	9.76%
Youth Participation	<b>77.27%</b>	22.73%	0.00%	0.00%
Mentoring	62.50%	35.42%	0.00%	2.08%
Place to Play	58.93%	32.14%	8.93%	0.00%
Safe Playground-Day	42.38%	30.51%	22.03%	5.08%
Safe Playground-Night	51.79%	37.50%	10.71%	0.00%
Daycare	38.18%	41.82%	16.36%	3.64%

- More than 60% of the respondents said that leadership programs, counseling services, recreation programs, social activities, youth participation and mentoring are **highly needed** in the community.
- 80.77% of the respondents said that job development programs are highly needed.
- Many people in the community want the youth to be engaged in the community development.
- One of the respondents mentioned “The police have to play a more positive role in the neighborhood and not harass children. They need to speak with mentoring mentality.”

### **Programs for People with Disabilities**

<b>Type</b>	<b>Very Important</b>	<b>Important</b>	<b>Not Important</b>
Transportation	87.30%	12.70%	0.00%
Programs & Services	66.13%	33.87%	0.00%
Buildings & Facilities	62.90%	37.10%	0.00%

- 87.30% of the respondents believe that transportation for people with disabilities is very important.
- More than 60% of the respondents think that programs and facilities for people with disabilities are very important in the community.



## **Summary:**

Between December 2009 and January 2010, a Community Resource Needs Assessment was conducted in Flemingdon Park-Victoria Village neighborhood. The survey was done in person and on-line. Initially, it was very difficult as the libraries and the community centers in this neighborhood did not allow conducting of surveys due to certain policies. However, I got the information from the people coming out of the community centers, the libraries, on the way and near the apartments. The experience was really good as many people shared their experiences and ideas during the survey especially for the youth, seniors and for the children in the neighborhood.

The number of respondents for the survey is 69. Most of them were between the ages of 26-45 and few seniors. Approximately 50% had the household income ranging \$16,000 - \$35,000 and very few had more than \$66,000. The highest level of education is the University Degree and the lowest level of education is less than high school. 50% are unemployed in the neighborhood because of the lack of employment and social services. Most of the respondents have rented apartments. Most of the respondents agree that people in their community know each other but exactly half of the respondents agree that people in the community don't get along and do not share the same values. TTC, Child care, Libraries and schools are good while the Medical, banking and grocery is satisfactory. Almost 90% of the respondents believe that recycling services are important to them. Transportation services like the TTC is very important for people with disabilities. The most important finding was the lack of the information about the services available.

## **Recommendations:**

Almost 80% of the respondents have access to services. More than half of the respondents don't have access to information and access to service groups. I recommend that the people in the community, who are aware and have good knowledge of the information and the services, should act as the leaders and advocate the others about the services and information available. When the leaders do outreach by giving out flyers, brochures and websites to the people, then the people will come to know about the services that they can use to make their lives better.

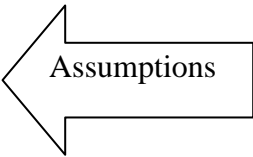
For example, the survey shows that 50% of people have jobs. However, 80% feel that they highly need the job development programs. Victoria village has only two employment centers that are located outside the neighborhood making it very difficult for the people to access the services.

I recommend for more employment centers to be started in the neighborhood. This can be done through the community involvement and the partnership with the other agencies and the stakeholders.

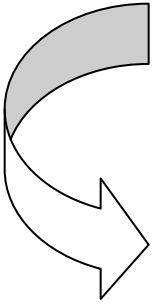
Youth participation is a major concern in the neighborhood. Many people said they highly need the youth involvement in the community. I recommend that youth should be encouraged to get involved in the community events through capacity building and empowerment. Youth should help the young at homework clubs and work with the seniors too. When the youth are engaged, they will not waste their valuable time wandering on the streets, playing video games and joining gangs. They will become more responsible and sensible. One of the respondents suggested, “Allowing at-risk youth to run programs for another at-risk youth. This way you will gain insight as to how to attract such youth to these programs.” and “A well known area for youth to meet, participate and organize events such as the youth center.”

# Theory of Change

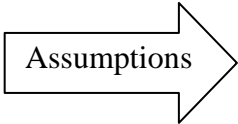
**Strategic Focus**  
To educate and inform the residents about the services available in their community



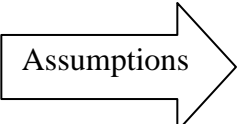
**Contextual Analysis:**  
In Flemington Park-Victoria Village, residents lack access to information specifically regarding Employment, activities for youth and other services.



**Activities:**  
Conduct different information sessions at community centres, libraries, schools, providing all the information about the services available in their community.  
Distributing flyers, information materials in the schools, buildings, grocery stores and also outreach of assets and resources



**Short term outcomes:**  
People in the community will be well informed about the services available to them.  
They can use the services and get benefit from them.  
More information sessions are conducted.



**Long term outcomes:**  
People come to know about all the information that is required for them in various fields and use them to make their lives and their community better.  
Residents will be more involved and engaged with the activities in their community.



## **Conclusion**

This survey may not reflect the exact information and facts about the community as it was done only with 69 different people from the neighborhood. I agree as the Victoria Village Community Newspaper quotes, “*Publicity of events and public meetings is the number one obstacle for people wanting to participate in local decision making*” and “*If people in neighborhoods have the tools, resources and information needed, they can work together to make decisions locally that will improve their lives and make their community closer*”

## **Acknowledgements**

I would like to express my appreciation to all the people who have answered the survey questionnaire and CCL&D staff that have contributed in so many ways to the process of this needs assessment study. First and foremost, thanks to Maria Navarro for her direction and support necessary to carry this project to completion. Special thanks to those people who answered the survey on-line.