

TORONTO CENTRE FOR COMMUNITY LEARNING & DEVELOPMENT

Immigrant women Integration Program (IWPI)

Community Resource and Need Assessment Version 2009

Jane and Finch

By:

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April 15th, 2010

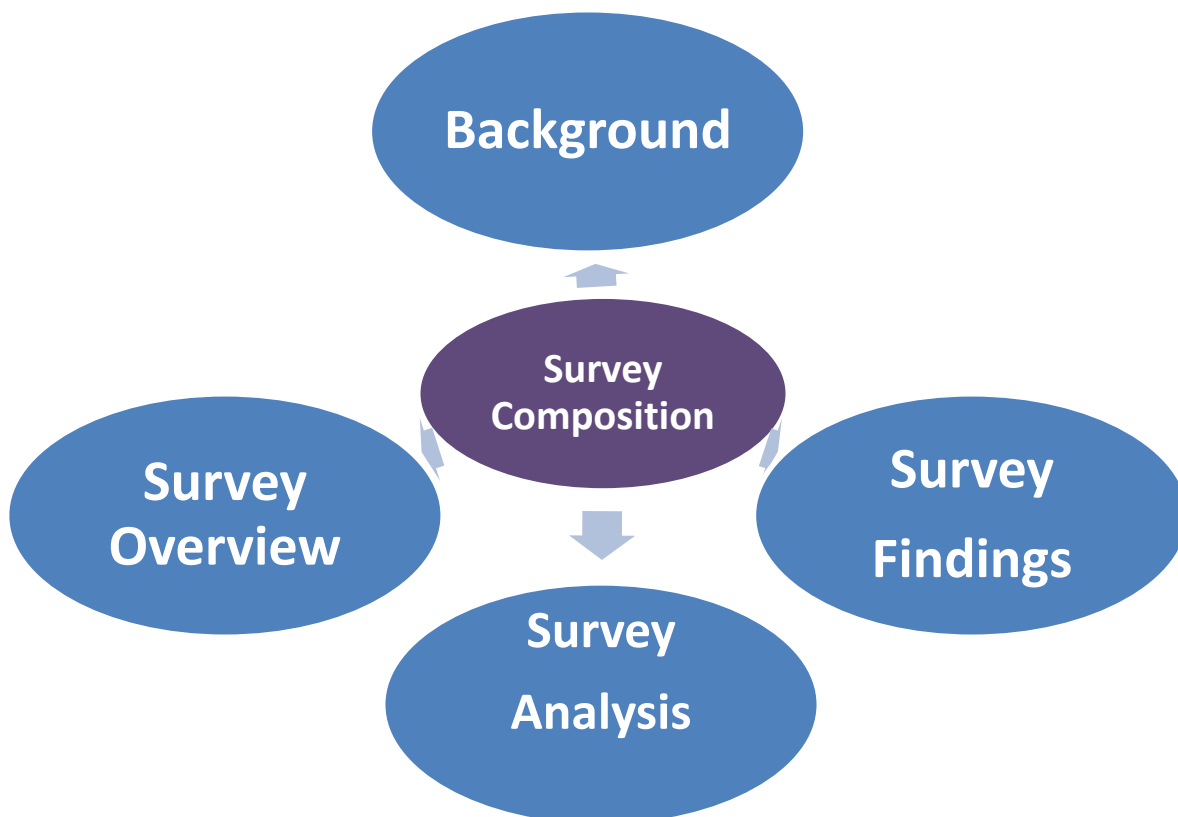
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1. Executive Summary

- *The Community Resource and Needs Assessment was developed for assessing target group's perceptions of Jane and Finch community functioning.*
- *Among many interesting achievements that were reached there was a friendly approach and a deep understanding of the community. Even the IWIP trainee's concept and perception about Jane and Finch changed significantly and positively throughout the process. In fact, the future of the community looks promissory.*
- *The results of the current study can be used to develop and to implement an effective action plan for Jane and Finch in order to continue its transformation towards a capacity building, a better place to live, and an environment where everyone has the opportunity to play an active role in the community. In this sense, Jane and Finch needs to create and to provide conditions that guarantee community participation in meaningful ways in the decision-making process, and to ensure that the needs and the concerns of the residents are being addressed efficiently.*
- *The main topics included in the survey are captured in the chart below.*



Survey Overview

- **Background**
- **Research Objectives**
- **Methodology**
- **A Description of the Sample**

2. Survey Overview

2.1. Background

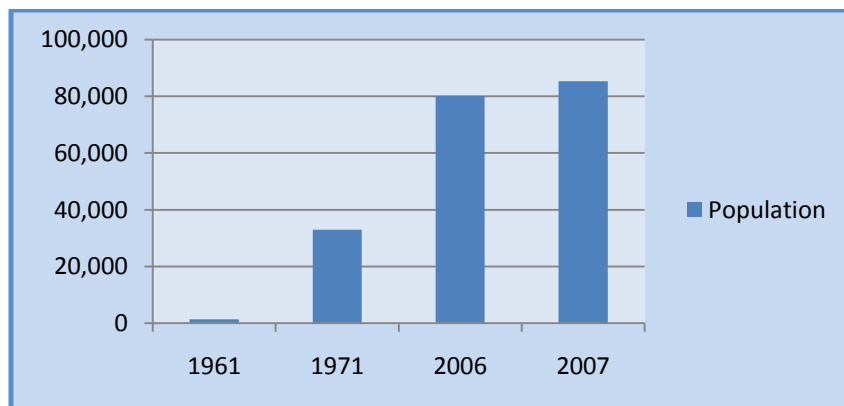
What is Jane and Finch?

Jane and Finch is a community with extreme diversity both in culture and economic need. According to the Neighborhood Action Plan of Toronto it is one of the 13 priority zones of the City. The area is known for its dense immigrant population, high crime rate and poverty. Jane-Finch is the result of poor urban planning and social infrastructure.

Today, Jane and Finch is characterized by a predominance of high-density, high-rise apartments, alienating construction and a flat and treeless landscape. Soon after it was established, Jane-Finch was already being portrayed as a hub for crime, drug dealing and social problems. Its residents, hailing from 80 ethno-cultural groups and speaking 112 different languages, had few resources to address the many, difficult challenges facing the community. The area has a high percentage of teen mothers, working poor and a disproportionately high number of families with children under 16, including many single parent families. Its hospitalization rates for trauma are the highest in Toronto.

Jane-Finch residents managed to create the infra-structure their community needed to become healthy and sustainable. They succeeded in bringing together various sectors to address a wide range of economic, social and recreational needs. For example, the community partnered with the Royal Bank to design an action plan on poverty entitled the Community Banking Project. The program supports a part-time community worker who provides training to community members on money management and financial planning. The Neighbor projects builds bridges across diverse constituencies in the community by bringing people together to talk about their distinct experiences and their common challenges. Parents have formed the Westview Brookview Parents Council to keep their children in school and to work with the Board of Education to raise student achievement levels.

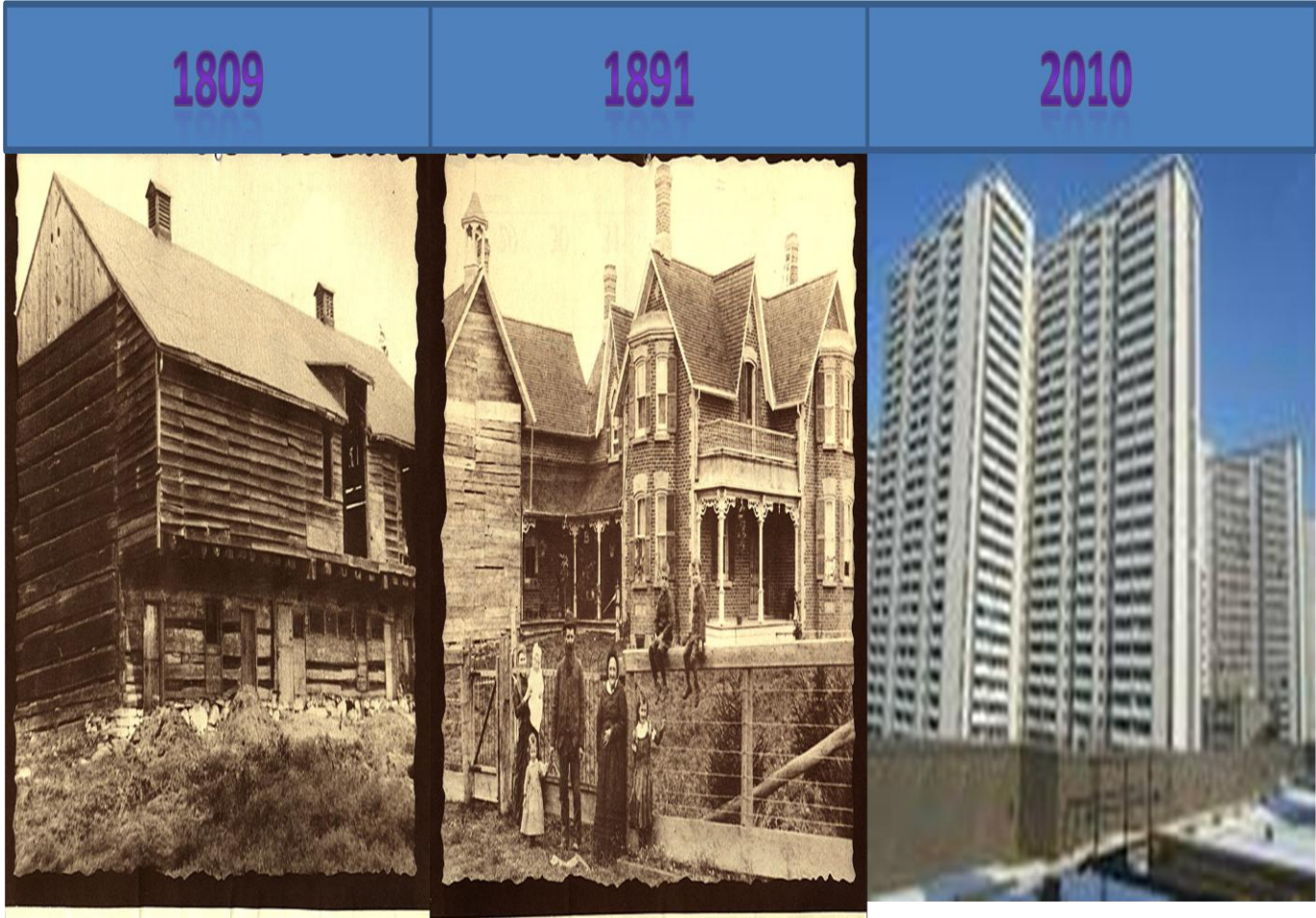
How population has been grown?



This Chart shows the dramatic population growth in Jane and Finch. Amazingly, from 1961 to 2007 the population grew 66 times.

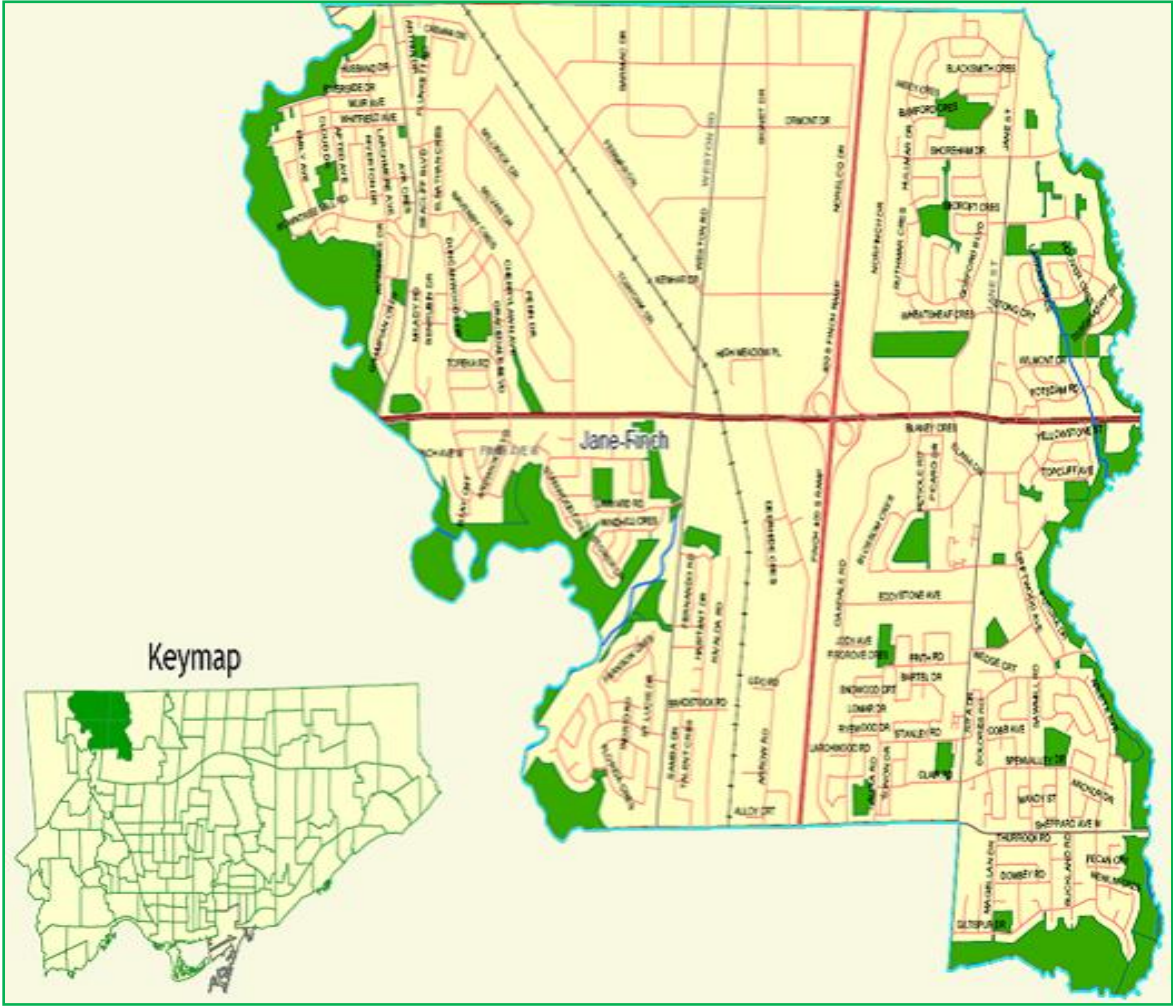
Background- Historic Evolution of the Housing Styles

This picture represents the historic evolution of the housing styles, from long house to high rise apartments building, in regards to population growth.



Background- Boundaries

Jane and Finch is a neighborhood located in the former city of North York in northwestern Toronto, Ontario, Canada, centered around the intersection of two arterial roads: Jane Street and Finch Avenue. The area is roughly bounded by Highway 400 to the west, Driftwood Avenue to the east, Grandravine Drive to the south, and Shoreham Drive to the north.



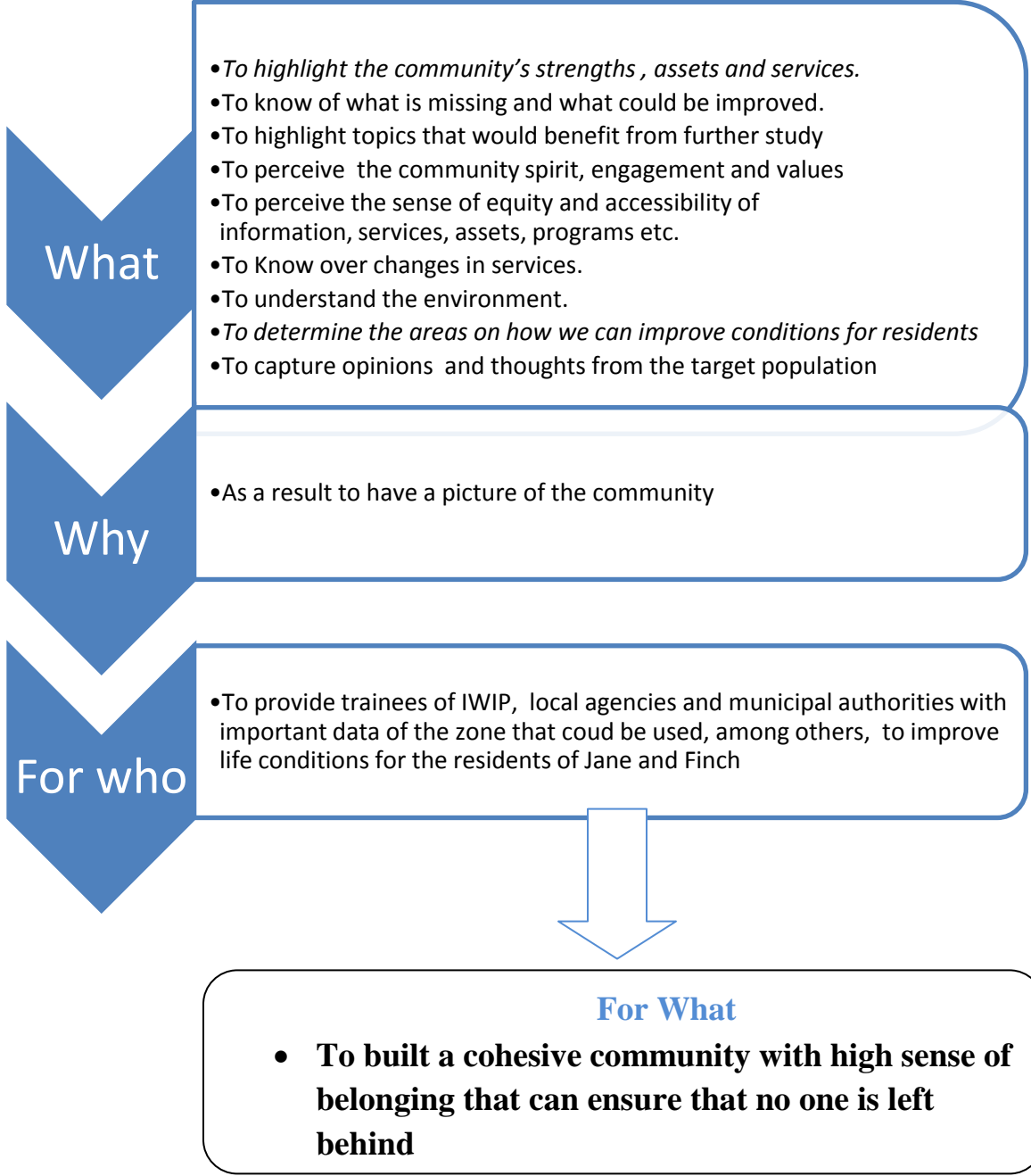
Background- Other important facts in Jane and Finch (according to statistics Canada 2006)

- Jane and Finch is more likely to have more children, more single-parent families
- Jane and Finch is more likely to have more renters
- Jane and Finch is a multicultural neighborhood, whose population includes a 70.6 of visible minority.
- Highest population density 3.817 persons by km².
- Highest residential mobility without leaving the zone.
- Lack of access to socio-economic resources.
- Large family size, family malfunction, poor child-rearing methods, abuse, familial violence
- Pressure of the peer group and the need for acceptance, especially among youth.
- School risk factors include harsh punishment, low academic commitment and poor student-teacher relations.
- Lack the social control of crime
- Low social cohesion and sense of belonging

As a result, there are evidently many areas in the Jane and Finch Community that need urgent attention.

2.2. Survey Objectives

The *objectives of the Community Resource and Needs Assessment Report* is to measure, from the perspective of the predefined target population (75 respondents) the following social functions:



2.3. Methodology

- The survey Community Resource and Needs Assessment version 2009 was designed by Centre for Community Learning and Development.
- The survey was undertaken from October to December, 2009 in the Jane and Finch area, and it was conducted by one IWIP trainee of CCL&D, resident of the Jane and Finch Community.
- Most questions are related with the three main issues (Reducing Poverty, Protecting the Environment, or Increasing Knowledge and Learning). Some of them were suggested for students of IWIP which were included in the survey.
- Even though the target population composed for 75 respondents was predefined to ensure the participation of every segment of the population, it is very important to mention that they have a low representation among the total population of Jane and Finch, 80.150 (census Canada 2006). For that reason some questions do not reflect real situation in the zone, but most of them show important facts and many trends emerged from the survey.
- The survey was conducted in cooperation with:
 - Delta Family Resource Centre
 - Driftwood Community Centre
 - North Wood Public Library
 - Primera Iglesia Alianza Hispana
 - Tim Horton's of Jane and Finch Mall.
- The survey approach included Individual face-to-face interviews, personal distribution and collection of written surveys (70).
- The survey approach also included distributions of book marks with the address of the web side of the Capacity-Builders.org/IWIP.asp in order to be filled out on line (5).
- To ensure that everyone had a chance of participating in the survey was necessary to visit nine seniors' home.
- Some respondents to the survey requested information about the findings through email.
- Every trainee had to include the total hard copies on line.

- The whole file for each priority area was given to begin the respective analysis.
- Beside of the formal survey, the information for the present report was gathered from:
 - Internet searches
 - Periodical and journals
 - Case studies
 - Mapping
 - Notes from classes
 - Secondary research (Statistics Canada)
- Some difficulties:
 - Literacy and language barriers were factors of exclusion of the survey.
 - Individuals sometimes hesitate to answer some questions
 - No collaboration in some Community Centre of the zone.
- The target of this study is to reflect the opinion of 75 respondents about what is working in Jane and Finch. As well the resources, and areas needing improvement, and perhaps the most important to know whether people are involved in the community, or in the contrary whether they are socially and economically excluded.
- Most relevant findings will be presented in charts or pies.
- The results of the study will be used to create a picture of the community, and provide IWIP trainees, and local agencies with information that can be used to improve life conditions for individuals and families. Furthermore, to encourage governments and Service Providers to supply services needed. In fact, the report will include important conclusions and special recommendations *to community leaders on how to improve services* one of them will be designed under the Theory of Change.

2.4. A Description of the Sample

- The target group, composed for 75 respondents (youth, adults, seniors, women, men etc).
- The target group was adults between the ages of under 18 and over than 65
- Other demographic characteristics of the sample are captured below.

		Total=75
Age		
18 or Under	11	14.86%
19-25	11	14.86%
26-35	11	14.86%
36-45	8	10.81%
46-55	10	13.51%
56-65	14	18.94%
65 or Older	9	12.16%
Gender		
Single	31	42.46%
Married	22	30.14%
Widowed	3	4.11%
Separated	10	13.70%
Divorced	6	8.22%
Common Law	1	1.37%
Education		
Less than high school	16	23.19%
High school	28	40.58%
Some college	10	14.49%
Trading certificate or Trades	1	1.45%
University Degree	13	18.84%
Post Graduate Degree	1	1.45%
Household Income		
Less than \$15,000	27	39.75%
\$16,000 to \$25,000	23	33.82%
\$26,000 to 35,000	10	14.71%
\$36,000 to \$45,000	4	5.88%
\$46,000 to \$55,000	2	2.94%
\$56,000 to 65,000	0	0
More than \$66,000	2	2.94%
Resident status		
Canadian Citizen	34	47.22%
Permanent Resident	31	43.06%
Refugee	6	8.33%
Other		
Low level of English	44	59.00%
Have children in home (average per family 2.4)	33	46.00%
Ethnicity (100% immigrants from 13 countries)	75	100%
Among the 13 ethnicity groups there are 15 different languages	75	100%
Most of the target population live in Rent	56	81.16%

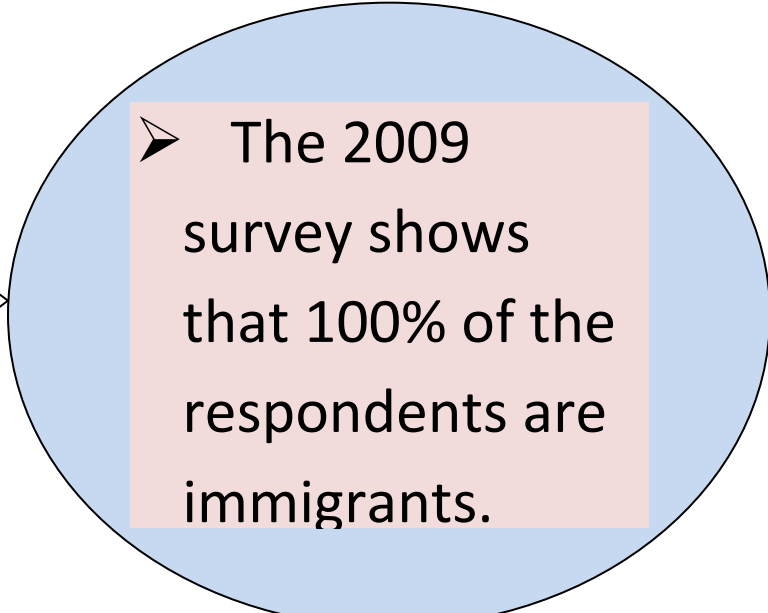
SURVEY FINDINGS

- **Ethnic Origins – Minority Groups**
- **Comparison between visible minority groups 2006-2009**
- **Household Income**
- **Highest Level of Schooling**
- **Relation between Employment and Schooling required for job**
- **Spirit of my Community**
- **Equity of Access**
- **Belonging**
- **Provision of Services**
- **Change in Services**
- **Recycling Services**
- **Assets and Supports**
- **Programs for Children & Youth**
- **Thoughts and Suggestions**
- **Programs for People with Disabilities**
- **Open-ended questions**
- **Result Open-ended questions**

3. Survey Findings

3.1. Ethnic Origins – Minority Groups

Description	Percentage
Chinese	13.33%
South Asia	8.00%
Black & African	14.67%
Filipino	2.67%
Hispanic + Latin American	26.66%
Southeast Asian	6.67%
Arab	2.67%
West Asian	1.33%
Korean	0
Recent Immigrant	9.33%
Other	9.33%



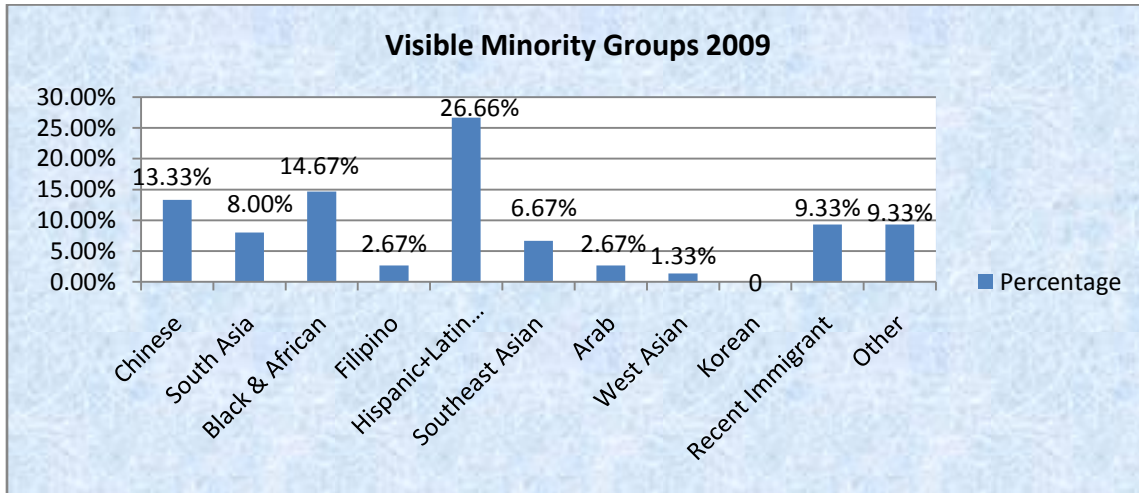
➤ The 2009 survey shows that 100% of the respondents are immigrants.

Most important findings:

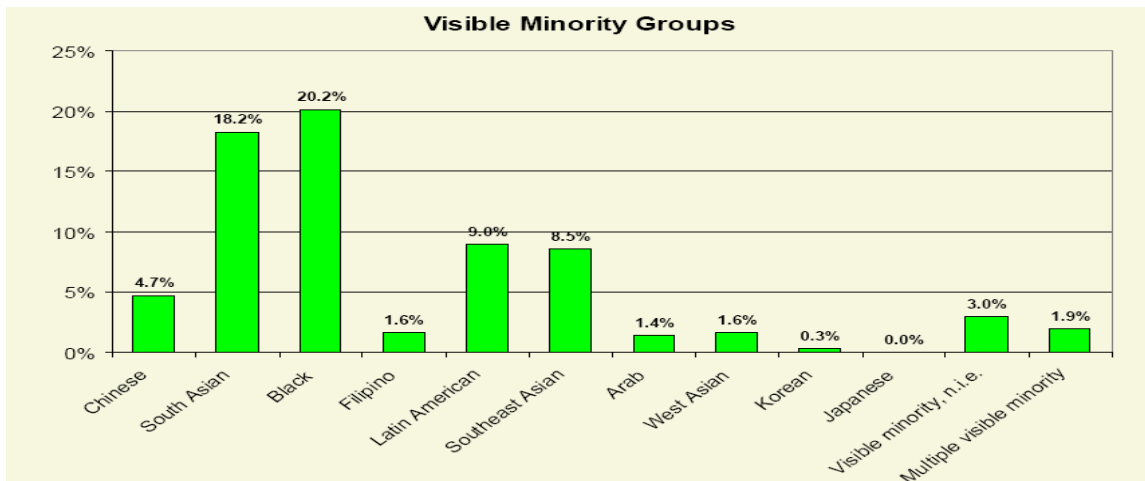
- The result about the population composition in Jane and Finch (100% immigrants) is not true. The important finding is the fact that this community is a multicultural neighborhood.
- Hispanic and Latin American people have the highest participation (26.66%) among the total sample.
- According statistics Canada 2006, in such year Hispanic and Latin American people had 9% of participation in the zone. Therefore this segment has increased since 2006 in 17.66%

3.2. Comparison between visible minority groups of the census 2006 and the Survey 2009

Survey 2009



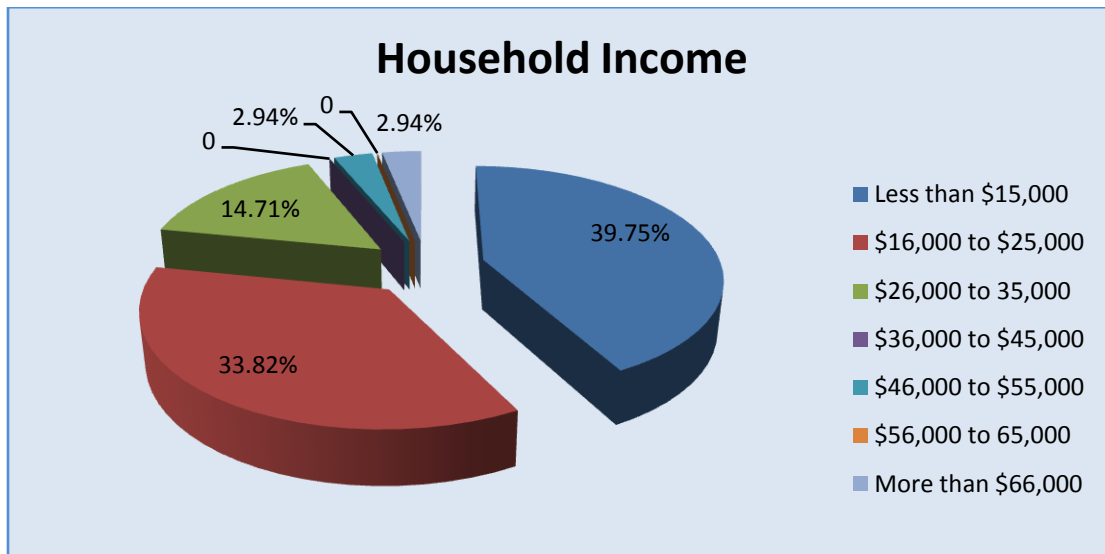
Census 2006



- According statistics Canada 2006 population includes a 70.6 of visible minority
- Population was composed in 2006 especially by South Asian, Chinese, Black, Filipino, Latin America people and multiple visible minorities.
- The 2009 survey shows that the composition of population of each minority group has been changing since 2006. For instance in that year the highest representation among visible minority groups was black people (20%) while in 2009 the highest representation is Latin American people (26.66%).

3.3. Household Income

Description	Number	Percentage
Less than \$15,000	27	39.75%
\$16,000 to \$25,000	23	33.82%
\$26,000 to 35,000	10	14.71%
\$36,000 to \$45,000	4	5.88%
\$46,000 to \$55,000	2	2.94%
\$56,000 to 65,000	0	0
More than \$66,000	2	2.94%



Findings:

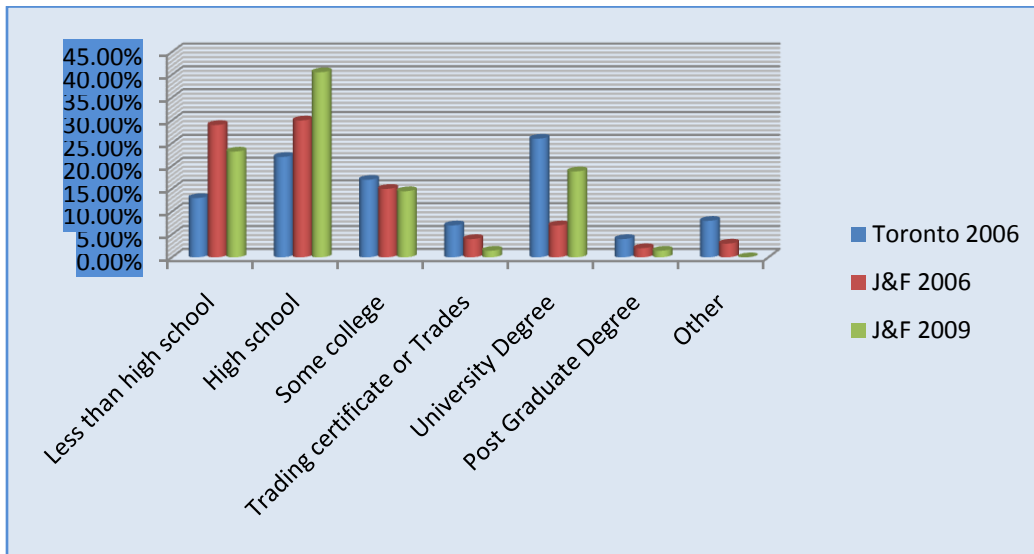
- The graph above shows that almost 40% of the target population has very low income.
- 33.82% also shows supremely low income.
- Low income is an indicator of poverty and low quality of life.

See Recommendation No. 2

3.4. Highest Level of Schooling

Comparison among Toronto 2006, J&F 2006 and J&F 2009

Description	Toronto 2006	J&F 2006	J&F 2009
Less than high school	13.00%	29.00%	23.19%
High school	22.00%	30.00%	40.58%
Some college	17.00%	15.00%	14.49%
Trading certificate or Trades	7.00%	4%	1.45%
University Degree	26.00%	7%	18.84%
Post Graduate Degree	4.00%	2.00%	1.45%
Other	8.00%	3.00%	0



Findings:

Although **less than high School level** in J&F has decreased from 28% (2006) to 23% (2009), it is still higher than the average of Toronto.

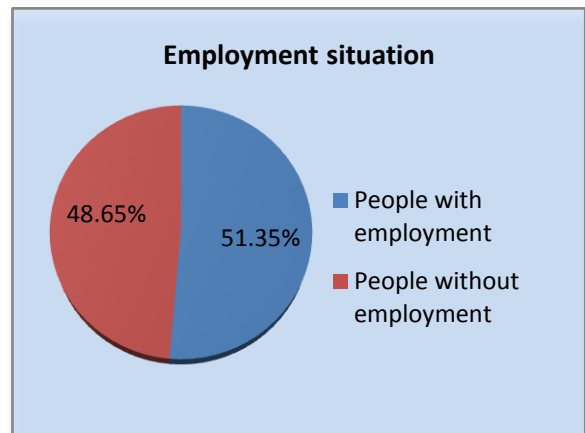
High School level has improved significantly in J&F from 30% in 2006 to 40% in 2009. Even it is better than Toronto city.

Most important improvement in J&F is **University Degree level**, from 7% in 2006 grew up to 18.84% in 2009. The average of Toronto city has 26.00%

3.5. Relation between Employment situation and Schooling required for job

Employment situation

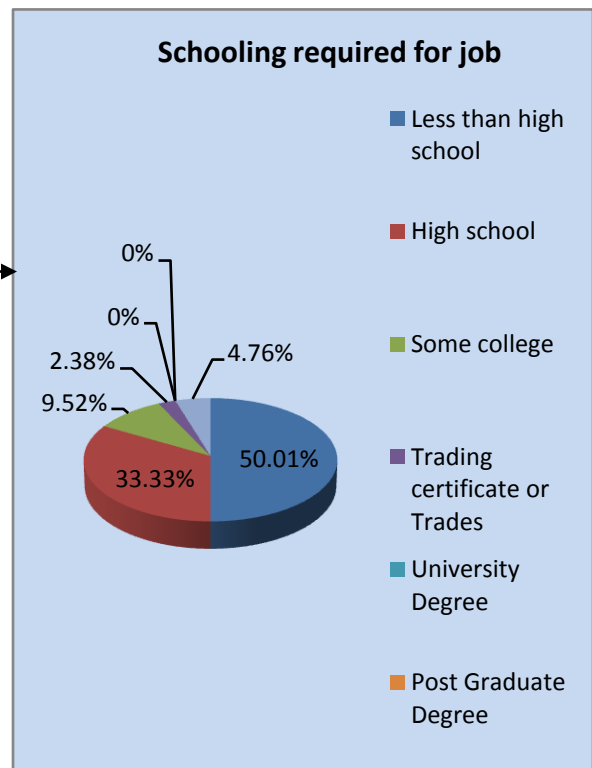
Description	Percentage
People with employment	51.35%
People without employment	48.65%



Schooling required for job

Description	Percentage
Less than high school	50.01%
High school	33.33%
Some college	9.52%
Trading certificate or Trades	2.38%
University Degree	0%
Post Graduate Degree	0%
Other	4.76%

➤ The rest of the jobs 15.66% require more than high school.



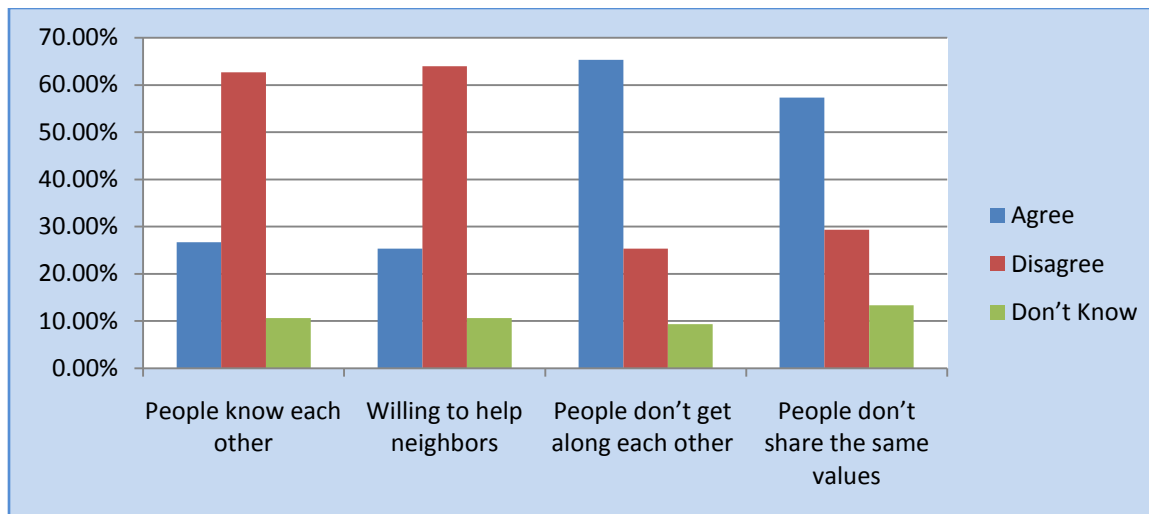
Findings:

- Employment situation chart shows that there is a high rate of unemployment (48.65%).
- Although 51.35 of the population has a job, 50.01% of these jobs require less than high school and 33.33% of those jobs need just high school. That means that Jobs in J&F have LOW profile.

See Recommendation No. 2

3.6. Spirit of my Community

Value	Answers			Interpretation
	Agree	Disagree	Don't Know	
People know each other	26.67%	62.66%	10.67%	The general perception is that the community lacks good spirit
Willing to help neighbors	25.33%	64.00%	10.67%	
People don't get along each other	65.34%	25.33%	9.33%	The general perception is that the community does not get along each other and they don't share the same values.
People don't share the same values	57.34%	29.33%	13.33%	



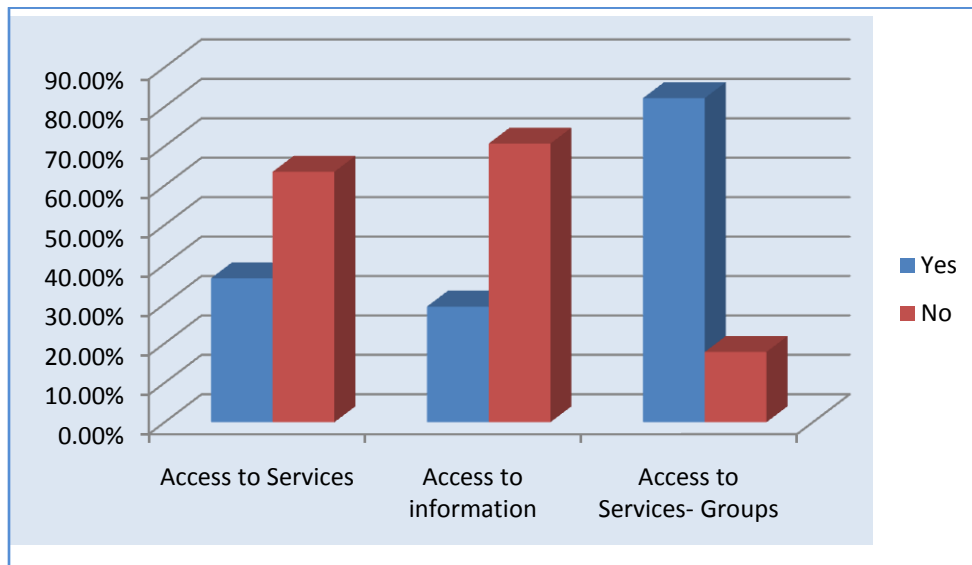
Findings:

- According to percentages in the chart people perceive clearly very much low spirit in the community

[See other Recommendations](#)

3.7. Equity of Access

Type of Access	Yes	No
Access to Services Do you think the way services are provided allows equal access for everyone	36.49%	63.51%
Access to information Do you feel that availability of information about social services is adequate?	29.33%	70.67%
Access to Services- Groups Is it harder for certain groups to get access to the services they need?	82.19%	17.81%



Findings:

- The target focus perceives that people with different needs and abilities do not have the same opportunity to access neither services nor information. Furthermore the way that services are provided do not allows equal access for everyone.

3.8. Belonging

<u>Currently engagement day to day</u>	
<i>Youth/Student</i>	37.33%
<i>Volunteer at local organization/place of worship</i>	13.33%
<i>Employed locally (in the community)</i>	20.00%
<i>Staff of community agency</i>	2.67%
<i>Local Business owner</i>	1.33%
<i>Unpaid work at home</i>	13.33%
<i>Employed outside the community</i>	17.33%
<u>Other kind of groups and organizations</u>	
	Percentage
<i>Parents Association</i>	2.67%
Local service agency	1.33%
Neighborhood Watch	0
Business group	0
Tenant group	1.33%
Ethno-specific organization	1.33%
Youth group	6.67%
Sports or other outdoor club	8.00%
Organizations for senior citizens	1.33%
Ratepayers Association	0
Community organizations (e.g. sports, arts, culture, ethno)	16.00%
Religious or Spiritual organization	44.00%

Some relevant views about day-to-day involvement

Value	Comment
1	I live alone and I am often lonely and sad (Senior)
2	I live alone (Senior)
3	I feel really depress (Senior)

Findings:

- The participation in the community organizations is very poor. For instance, Most families have children, but the participation in Parents Association is low (2.67%). Moreover, although most people live in rent, they do not participate in Tenant groups. Likewise the segment of seniors is high, but they do not participate in Organizations for their age, thus, they live constantly in despair.
- 44% of the respondents are in Religious or Spiritual Organization.
- Chart No. 2 “Relevant views” shows that social isolation among seniors is prevalent.

[See Recommendation No. 2](#)

3.9. Provision of Services

Service	Description					Comment
	Very good	Good	Satisf.	Poor	Very Poor	
Grocery shopping	36.49%	41.89%	17.57%	2.70%	1.35%	Level of satisfaction is good
Banking	26.67%	57.33%	12.00%	2.67%	1.33%	Level of satisfaction is good
Medical	14.67%	34.66%	29.33%	18.67%	2.67%	Level of satisfaction is satisfactory with certain tendency toward poor
Schools	21.33%	56.00%	17.33%	2.67%	2.67%	Level of satisfaction is clearly good
Child care	11.11%	36.11%	23.61%	26.39%	2.73%	Level of satisfaction is good
Transportation-TTC	33.78%	43.25%	12.16%	6.76%	4.05%	Level of satisfaction is good
Library	20.27%	59.46%	13.51%	6.76%	0	Level of satisfaction is clearly good
Recreation	13.89%	45.83%	15.28%	16.67%	8.33%	Level of satisfaction is good

Findings:

- Except Medical and Child care services, the perception is that the provision of services in the area, in general, is good
- The most outstanding services are: Banking, Schools and Library. All of them were rated over 50%

3.10. Change in Services

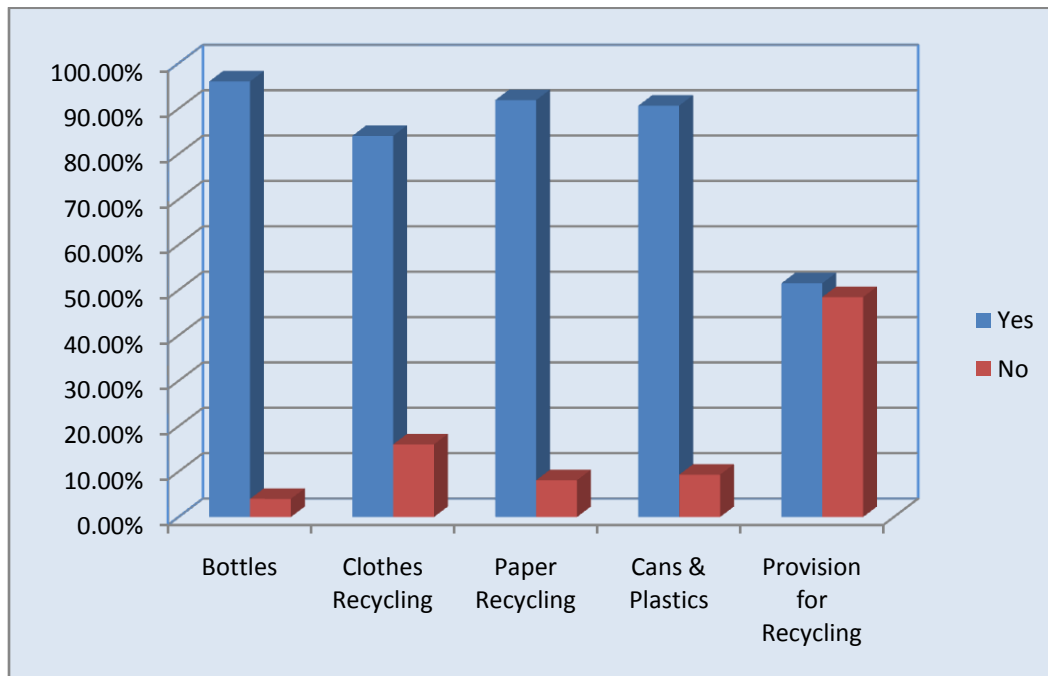
Service	Description				Comment
	Got Better	Stayed the same	Got Worse	Don't Know	
Public Transportation	60.00%	24.00%	9.33%	6.67%	Got Better
Affordable housing	9.46%	29.73%	44.59%	16.22%	Got Worse
Policing	10.81%	63.52%	13.51%	12.16%	Stayed the same
Availability of food	32.00%	33.33%	16.00%	18.67%	Stayed the same
Community Spirit	12.33%	32.87%	32.88%	21.92%	Got Worse
Employment	8.22%	49.31%	26.03%	16.44%	Stayed the same
Immigrants	11.11%	50.00%	18.06%	20.83%	Stayed the same
Services for Youth	17.81%	42.46%	17.81%	21.92%	Stayed the same
For people with disabilities	9.59%	39.72%	21.92%	28.77%	Stayed the same
For women	13.33%	48.00%	12.00%	26.67%	Stayed the same
For Youth	15.07%	45.20%	10.96%	28.77%	Stayed the same
For Seniors	9.46%	32.43%	28.38%	29.73%	Stayed the same
For Families	13.89%	41.66%	18.06%	26.39%	Stayed the same

Findings:

- Except for TTC services getting better, affordable housing and community spirit that got worse, the rest of the changes in Services in average stayed the same
- Affordable housing got worse in a 44.59%. That result is totally understandable since 82% of the sample live in rented houses.
- Community Spirit got worse in 32.88%. That result is coherent with the result above mentioned (in the special chapter for Community Spirit).

3.11. Recycling Services

Description	Yes	No
Bottles	96.00%	4.00%
Clothes Recycling	84.00%	16.00%
Paper Recycling	91.89%	8.11%
Cans & Plastics	90.67%	9.33%
Provision for Recycling	51.52%	48.48%



Findings:

- The results show that respondents have a culture of recycling

3.12. Assets and Supports

Description	Yes	No
Positive role models available	39,22%	60,78%
Positive role models accessible	33,33%	66,67%
Homework Assistance available	52,83%	47,17%
Homework Assistance accessible	52,27%	47,73%
Youth Centre available	46,15%	53,85%
Youth Centre accessible	40,91%	59,09%
Mentoring Programs available	45,28%	54,72%
Mentoring Programs accessible	48,89%	51,11%
Relevant Information available	35,85%	64,15%
Relevant Information accessible	37,21%	62,79%
Volunteering available	74,55%	25,45%
Volunteering accessible	71,11%	28,89%
Peer Listeners available	44,44%	55,56%
Peer Listeners accessible	42,22%	57,78%
Job Supports available	62,26%	37,74%
Job Supports accessible	63,64%	36,36%
Parental Involvement available	47,17%	52,83%
Parental Involvement accessible	45,65%	54,72%
Youth led Programs available	45,28%	54,72%
Youth-led Programs accessible	52,17%	47,83%

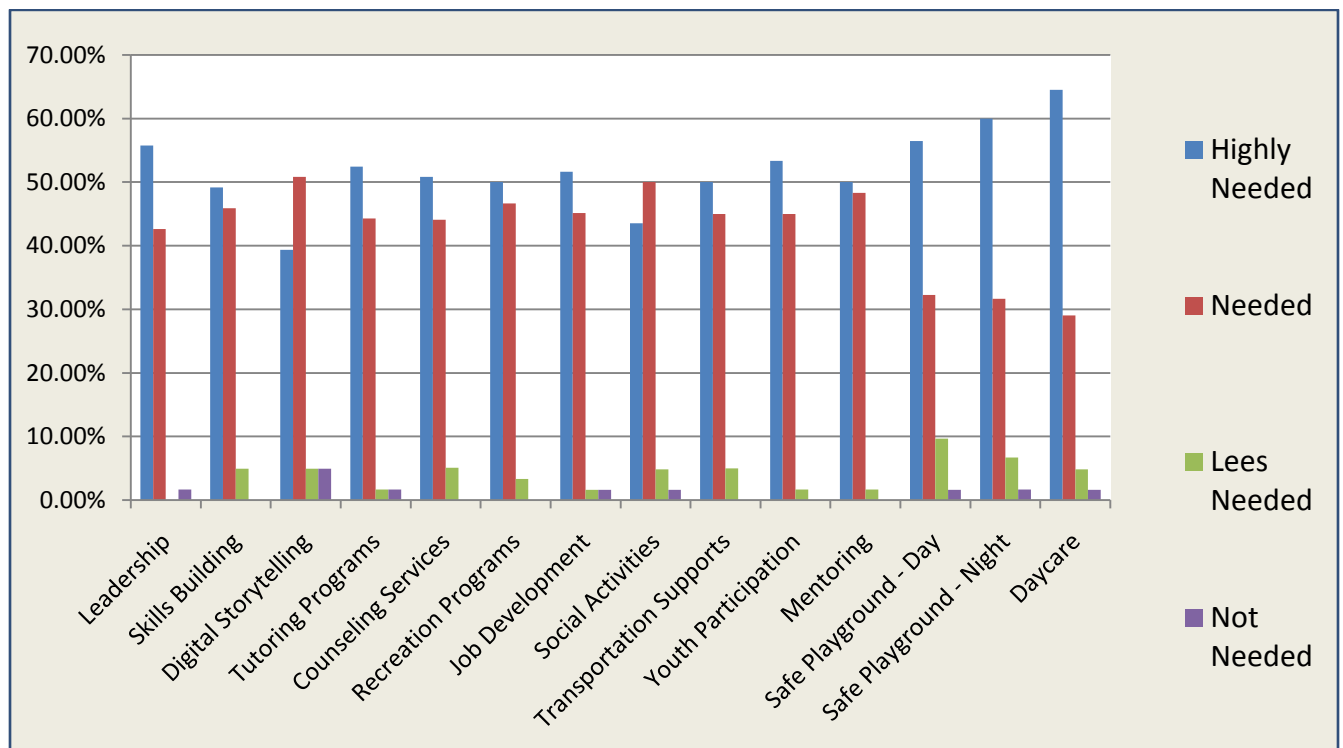
Findings:

- Except Homework Assistance, Volunteering and Job Supports, the rest of the Assets and Supports are not working properly in Jane and Finch.
- Indeed the coincidence between the values of availability and accessibility in each Asset or Support is amazing.

See Recommendation No. 1

3.13. Programs for Children & Youth

Program	Description				Comment
	Highly Needed	Needed	Less Needed	Not Needed	
Leadership	55,74%	42,62%	0	1,64%	Highly Needed
Skills Building	49,18%	45,90%	4,92%	0	Highly Needed
Digital Storytelling	39,34%	50,82%	4,92%	4,92%	
Tutoring Programs	52,46%	44,26%	1,64	1,64	Highly Needed
Counseling Services	50,85%	44,07%	5,08%	0	Highly Needed
Recreation Programs	50,00%	46,67%	3,33%	0	Highly Needed
Job Development	51,62%	45,16%	1,61%	1,61%	Highly Needed
Social Activities	43,55%	50,00%	4,84%	1,61%	
Transportation Supports	50,00%	45,00%	5,00%	0	Highly Needed
Youth Participation	53,33%	45,00%	1,67%	0	Highly Needed
Mentoring	50,00%	48,33%	1,67%	0	Highly Needed
Safe Playground – Day	56,45%	32,26%	9,68%	1,61%	Highly Needed
Safe Playground – Night	59,99%	31,67%	6,67%	1,67%	Highly Needed
Daycare	64,52%	29,03%	4,84%	1,61%	Highly Needed



Findings- Programs for Children & Youth:

- Except for Digital Storytelling and Social Activities programs, which respondents perceive are just needed, the rest of the programs are highly needed.
- Lack of programs for children and youth is a big gap in the area.
- The large concern in the community is the lack of programs targeted towards Youth.

See Recommendation No. 1

3.14. Thoughts and Suggestions (Programs for children & youth)

Views from the Target Population

Value	Comment
1	To make and distribute printed information (brochures) in different kind of languages represented in our community.
2	Less rusty equipment
3	Organized activities to get them into sports. For example, the formation of soccer or basketball teams.
4	There should be more recreational places free of charge during the whole winter
5	There should be more Daycares
6	Sport and art programs
7	Stop the media from racial profiling in Jane and Finch youth centers. More droppings to keep youth off the streets
8	Throw in everything, the more the better
9	Play Schools
10	Improving programs for children and youth is the most important needed. All kind of programs will be great for them
11	Programs after school
12	Artistic and music activities
13	Stop media from bad publicity for J&F
14	Keep children more time in schools
15	Promote safe places Keep them more time in schools or give them more homework
16	Cultural and artistic programs
17	Jane and Finch need preventive programs
18	Not label the area in bad connotation

Findings:

- Youth survey respondents made a very valuable input in the study. Despite the small number of participants, all the comments collected showed high level of awareness of community recreation, sport, cultural and art needs and they offered some interesting ways to improve the situation.
- The majority of respondents would like to see more youth programs organized within the community.
- Some concerns were mentioned about the publicity for Jane and Finch.
- The respondents feel that preventive programs for youth are lacking.

See Recommendation No. 1

3.15. Programs for People with Disabilities

Program	Description			Comment
	Very Important	Important	Not Important	
Transportation	79.73%	16.22%	4.05%	The three programs are essential for them.
Programs & services	77.03%	18.92%	4.05%	
Building & Facilities	78.37%	16.22%	5.41%	

Thoughts and suggestions for people with disabilities

Value	Comment
1	TTC has transportation programs for people with disabilities and Senior persons but it must be promoted.
2	Many people does not know about this kind of services
3	They need equality in services
4	Counseling programs
5	Ramps
6	Special recreation and activity programs
7	In J&F are not program neither for disability people nor for senior
8	They should have same equalities as everyone
9	Any kind of programs for people with disabilities
10	The most important service will be for children with learning disabilities in the community and in the school too
11	Recreate programs

Findings:

- Respondents specially youth people think that people with disabilities deserve the same opportunities that everyone.
- They feel that this kind of persons needs special recreation and activities.
- Respondents expressed an aspiration for improved quality of life for disabilities people

3.16. Open-ended questions

Final Comments/Feedback

What is the main strength of your community?

No.	Comment	Value
1	Transportation is decent and it seems like it is going to improve through some new projects that are planned	10
2	There is a lot of stores	4
3	Groceries	2
4	This is a community integrated by immigrants at most, the majority of them have similar needs and if they find a major support programs they could work together finding solutions to the common problems	
5	High and middle schools	6
6	Easy access to everything	4
7	Green areas. There are many trees	3
8	Programs for youth	
9	Diversity and multicultural people	5
10	People working together	4
11	It is not strength. It is only a pieces of programs but not fully developed	
12	Libraries	2
13	Jane and Finch is the best	
14	JANE & FINCH STAND UP WE GET IT IN!!!!!!	
15	We can join together when needed	
16	Community Centre	3
17	Child care	
18	Jane and Finch has good spirit to face difficulties	
19	Youth	
20	Jane is friendly	
21	Youth people and families	
22	Hard working people	
23	J&F has improved its spirit as a united community	5
24	J&F is getting strong to overcome troubles	
25	People go forward to their own goals, comparing the quality of life between here and their original countries which in some way is just conformism.	
26	I love J&F awesome site!	
24	Close to Sheppard & Arleta is vital a Police Station and Seniors programs	
23	J&F needs more opportunities for employment	
24	I suggest to take control in cost of rent	
	There should be more Daycares and recreation for senior	
23	Very much garbage on the streets	

3.17. Result of the open-ended questions

What is the main strength of your community?



Result of the open-ended questions

Thoughts and Suggestions from the Sample

- I am proud to live at J&F; there are still lots of hope!
- Why does not Media show some of the good things that happen around here?
Stop bad publicity!
- People go forward to their own goals, comparing the quality of life between here and their former countries, which in some way is just “conformism.”
- I love J&F. Respect for it!
- Respondents expressed an aspiration for improved quality of life.
- It is good someone takes time to highlight a lot of inspirational things that happen in J&F.
- The community is mostly integrated by immigrants; the majority of them have similar needs. If they find major support programs **they could work together finding solutions to the common problems.**
- There are many wonderful, talented, smart, kind, hardworking people who live in J&F. I wish people would stop being so down there, because bad expectations only perpetuate the bad realities. The good people of Jane-Finch know this more than most.

SURVEY ANALYSIS

➤ **Recommendations**

- **Recommendation No.1 under theory of change**
- **Recommendation No.2 under theory of change**
- **Other recommendations**

➤ **Conclusions**

➤ **Acknowledgements**

➤ **References**

4. Survey Analysis

4.1. Recommendations

Recommendation No. 1 under Theory of change perspective

- The CRNA found that among 13 priority areas Jane and Finch has the highest population (80.150)
- 75% of that population is immigrants.
- From the total population 35% are children and youth.
- CRNA showed that in Jane and Finch particular community there is a lack of appropriate programs for youth newcomers who are also facing and struggling, in most cases, with the language barrier.
- The program will be held and promoted in a friendly context. It will be dedicated to support the newcomer youth by giving them not only the possibility to be important part to the community, but also to endow them with useful tools that they need to be productive within the community.

Integrating Newcomer Youth to the Community's Healthy Life

Contextual Analysis:

- Jane and Finch has the highest population (80.150), among communities across Toronto. 75% of those populations are immigrants. From the total population, 35% are children and youth.
- Community is lacking of appropriate social, recreational, and leadership programs for newcomer youth, who are also facing and struggling, in most cases, with the language barrier.

Assumption: Youth newcomers want to be an active part of the community building.

Strategic Focus:

- ✓ To ensure that newcomer youth are successfully integrated into the community.
- ✓ To create a sense of belonging among newcomer youth.
- ✓ To engage newcomer youth in community change efforts, and to empower them to participate and to make the difference in creating a heartier life.
- ✓ To prevent newcomer youth from becoming a social concern for the community.

Assump

Long Term Outcomes:

Newcomer youth in J&F will be:

- Integrated** and have reached their sense of belonging and community spirit.
- Becoming** community youth leaders, advocating to promote community values and well-being.
- Mentoring** newcomer youth.
- Being** active part of the community.

Short Term Outcomes:

- Make** new friends and expand their social circles.
- Understand** Canadian culture. Improve their language skills.
- Increase** their sense of identity and belonging in the community.
- Motivate** them to become active participants within their community and to work seeking its wellbeing and development.
- Develop** their leadership skills.
- Gain** their computers and media management skills
- Increase** their ability to work individually and also as a team.

Activities:

- To recruit** 20 volunteer newcomer young and 10 volunteer students from York U.
 - To meet** with newcomer youth's parents and to involve them in the program.
 - To deliver** weekly 2 circle conversations (between newcomer group and York University students) to provide a better understanding of the Canadian culture and to improve English skills.
 - To refer** the newcomer group to existing ESL/LINC classes.
 - To deliver** weekly 3 video and photography sessions aiming to develop their media skills.
 - To deliver** weekly 2 computer literacy classes seeking to build and progress their computer skills.
 - To deliver** weekly 1 digital storytelling session to allow and to inspire youth to express themselves, to recover their past, and to imagine their future.
- .Note: Every activity will include newcomer youth and students.

Recommendation No. 2 under Theory of change perspective

48.65% of the responders are unemployment. The main causes for that situation are:

- 49% of the target focus does not speak English fluently. The language is a barrier to get information and job.
- Most of them do not have Canadian experience
- 50.01% of the respondents have less than high school.
- 33.33% of the respondents have just high school.

The Theory of change for unemployment is captured in the chart below.

Program which objective is to empower immigrants to get employment as result people do feel neither marginalized nor isolated anymore

Contextual Analysis:

Majority immigrants perceive that they are excluded from the community, as well they are treated without equity, because language barrier blocks them to access employment, programs, services and information that are available.

Assumption:

Police should be changed considering that Jane and Finch need more assistance to help immigrants settle.

Strategic Focus:

- To ensure that services and programs designed for immigrants are divulged among them in the entire area.
- Improve English, Canadian etiquette and values among immigrants.

Assumptions

Long Term Outcomes:

- Increase ability to get information
- Increase ability of leader to advocate for others.
- Encourage other people to follow its steps.
- Feel included in the community.
- Be ready to move forward.
- Economic independence (less dependent in financial aids)

Short Term Outcomes:

- Begin to build network
- Improve skills in English
- Gain Canadian experience
- Improve sense of belonging.
- Increase individual ability to work inclusively as a team.
- Improve commitment and self esteem.
- .

Activities:

- Provide access to information outreach.
- Employment skills building.
- Distribute information in sites where immigrants used to go. For instance churches, malls, libraries
- Change police in order to hire at least one staff with the most common languages in the agencies provider of services.
- Training opportunities based on intensive English and leadership principles.
- Get a volunteer job in order to get Canadian experience.
- Assist to the Libraries and community centers and participate in programs.

Other Recommendations

#.	Finding	Recommendation
1	Through the open questions was detected that seniors live depressed	The community should take initiative to create cultural and recreational programs for seniors.
2	69.44% of the respondents do not want to be informed of the findings of the survey.	Given that mean low sense of belonging. People should be informed the programs in order to involve them in activities that allow them be part of the community.
3	Lack of safe playing place at night	The community should take initiative to address this issue
4	Low spirit within the community	The community should organize more interactions among cultures to develop a spirit and sense of belonging.
5	In open-ended questions many people talked about insecurity in Sheppard and Arleta Area	This specific area (Sheppard and Arleta) needs often police patrol especially at night.
6	There are many programs and services for immigrants but the language barrier does not allow them to take advance of those benefits.	Training opportunities based on intensive English. Distribution of information en different languages is key to have access to the programs. Conduct different information sessions at community centre, schools, libraries, malls etc. providing the whole information available to them.
7	81.16% of the target population lives in rent and in crowded conditions.	Revitalization including social housing is really urgent in the area.

4.2. Conclusions

Conclusion No. 1: It is related with the three main issues included in the Survey “Community Resource and Needs Assessment”:

Reducing Poverty, Protecting the Environment, or Increasing Knowledge and Learning

#	Main Issue	Conclusion related with main issue
1	Reducing Poverty	<p>39.71% of the target population has low income which means poverty and it lead other social problems like bad conditions of health, disparities, crime and insecurity.</p> <p>49% of the target group does not speak English fluently. It is a cause of poverty.</p> <p>Jobs performed for residences of Jane and Finch have low profile. It is cause of poverty. They remain in survival mode.</p> <p>15% of the population is youth and 12.16% are seniors. They need special care and they are not labor force.</p> <p>81.16% of the target population lives in rent, for which people have to pay 30% of the income. It is factor of poverty.</p> <p>100% of the sample is part of the minority group. It is factor of poverty.</p>
2	Protecting the Environment	<p>In average 80% of the target population recycle properly.</p> <p>The great result was that people have a culture of recycling.</p>
3	Increasing Knowledge and Learning	<p>Jane and Finch has many programs and services for the community included immigrants but the language barrier does not allow them to take advance of such benefits.</p> <p>Most important improvement in J&F since 2006 is that 18.84% of the target focus has University Degree level</p> <p>37.33% of the sample are students</p> <p>70.00% of the population use the Internet</p>

Conclusion No. 2: It is related with Access and Equity in Jane and Finch.

Within communities there are social functions that can affect the ways in which people access services. These functions can be barriers to access or they can be tools for increasing equity.

#	Social functions	How is affected in Jane and Finch
1	Information	Language barrier Disinformation in most agencies providers of services. Good use of the Internet access
2	Connections	Due to the language barrier, many people are outside of the network Many people live alone
3	Experience and expertise	They do not know standards of Canadian workplace They do not know policies of Canadian workplace
4	Decision making	Lack of leadership skills
5	Resources	Jane and Finch has a lot o resources but there are not enough for the high population

Conclusion No. 3: Some comments from the sample:

- The community is integrated by immigrants at most; the majority of them have similar needs. If they find a major support programs they could work together finding solutions to the common problems.
- Overall the sample feel that the main strength in Jane and Finch is the TTC
- The second prevalent response was the high, middle schools and Libraries and banking.
- The third most important strength people think that is Diversity and multicultural people
- Survey respondents feel that more involvement and training is necessary

- The large concern in community is the lack of programs targeted towards different age groups. Overall the respondents said they wish to see a wider variety of programs for kids and youth.
- Youth survey respondents made a very valuable input in the study. Despite the small number of Youth , all the comments collected showed high level of awareness of community
- Respondents expressed an aspiration for improved quality of life.

Conclusion No. 4: Some personal comments

- The future of the community looks positive
- People of the Jane and Finch continually look for new solutions to problems
- Was amazing to see people given their views
- One of the most significant accomplishments of this community is the tenacity of the residents to transcend adverse circumstances and the ability to create a community that continually inspire hope in its members.
- There is a real desire on behalf of the community to improve its image.
- What I usually see in my community are many hardworking families trying their best to survive and put food on the table.
- Jane and Finch is an inspiration of compassion and tolerance.
- York University is committed to connecting and fostering positive relationships and development in the Jane and Finch community.

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4.4. REFERENCES

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