



# **Infrastructure in York Region: A GIS Analysis of Human Services**

***An Overview of the Telephone Survey of  
Vulnerable Populations***



# Purposes of the Survey

- 1. to ascertain the awareness, use, and satisfaction with various human services in York Region by immigrants, poor households & immigrants**
- 2. to assess the validity of the estimated demand from the census information through the use of survey data**
- 3. to identify which services are salient for each group, whether there is a perceived need for each service, and levels of use**



# Research Questions Posed?

- 1. What factors influence awareness, access and satisfaction with specific human services among the three vulnerable populations?**
- 2. What are the disparities in service provision for each vulnerable population?**
- 3. Can a comparison of GIS and survey analysis reveal which geographical measures of access are most effective in meeting the human service needs of each population?**



# Identification of Human Services to be Explored?

1. **Housing**
2. **Education**
3. **Employment**
4. **Immigrant Services**



# Developing the Survey

- 1. ISR to conduct equal numbers of telephone interviews lasting 20 minutes with seniors, high and low-income immigrants & poor households**
- 2. The total number of interviews will be 1200**
- 3. The total number of structured questions we can ask is 80**
- 4. Assuming 10 items for social and demographic background for all participants, we can have 70 items for awareness, use and satisfaction re services—approximately 17 items per service area**

# Limitations



- 1. We need to be very clear on what we want to measure and develop priorities with regard to questions**
- 2. Questions formulated can not be complex—one word or clauses**
- 3. Each breakout group should develop a reasonable number of questions/areas/indicators recognizing that we are dealing with poor households, seniors and immigrants**
- 4. Relatively few questions for each of four human service areas**

# Breakout Groups

- **Housing**
- **Education**
- **Employment**

## (1) **Immigrant settlement**

■ Please develop a list of the most important challenges and concerns regarding services faced by

seniors, poor households  
& immigrants

recent immigrants, including  
poor immigrants, wealthy  
immigrants, immigrant seniors

- What are the difficulties faced by each vulnerable population in accessing/utilizing services? How satisfied are they with services provided?
- Are you aware of studies, databases, surveys or reports in York Region that are relevant to these areas? If so, provide sources.