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.