



Survey of Awareness, Use and Satisfaction of Human Services in York Region: Selected Preliminary Findings

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Aims of the YISP Survey

- ◆ Evaluate awareness, use and satisfaction of services by ‘vulnerable’ population in York Region
- ◆ Vulnerable population: low income, seniors and recent immigrants
- ◆ Services: education, housing, employment and settlement



Sample Design

- ◆ who to interview: recent immigrants, seniors (immigrants and non-immigrants, above and below LICO as well as “control” group)
- ◆ probability proportional to size (pps) sample not feasible → not a representative sample
- ◆ targeted areas with high incidence of immigrants and recent immigrants using Stats Can information
 - also used last surnames to identify particular groups



Questionnaire Content: 1

- ◆ Residence in York Region
 - how long in York, why moved, satisfaction
- ◆ Immigrant Status
 - when born, where born, when immigrated, what class, current status, how found housing
- ◆ Household Composition
- ◆ Housing Problems
- ◆ Education: Respondent & Children (including child care)



Questionnaire Content: 2

- ◆ Seniors
 - go to centre, take classes, membership
- ◆ Employment Status
- ◆ Settlement Services
- ◆ Specific Service Providers
 - York Link, Civic, Settlement.org
- ◆ Demographics



Pretesting

- ◆ completed two pretests
- ◆ found limited use of services
- ◆ added questions to the survey about:
 - unmet needs in housing, employment and settlement services
 - help from any organizations other than the ones we specifically ask about
 - awareness & use of COSTI, CCSYR, JIAS, and YMCA
 - ratings of types of services



Housing Questions

- ◆ Used services provided by York Region Housing Help Centre?
 - How find out about service?
 - How satisfied with the assistance?
 - How did you usually get there/how long did it take?
- ◆ York Region Community Service
- ◆ York Region Transitional & Support Housing Services
- ◆ Housing help any form any other organization?
 - Name of organization, type of help, satisfaction?
- ◆ Tried to get housing help but not been able to do so?
 - Description of the problem.



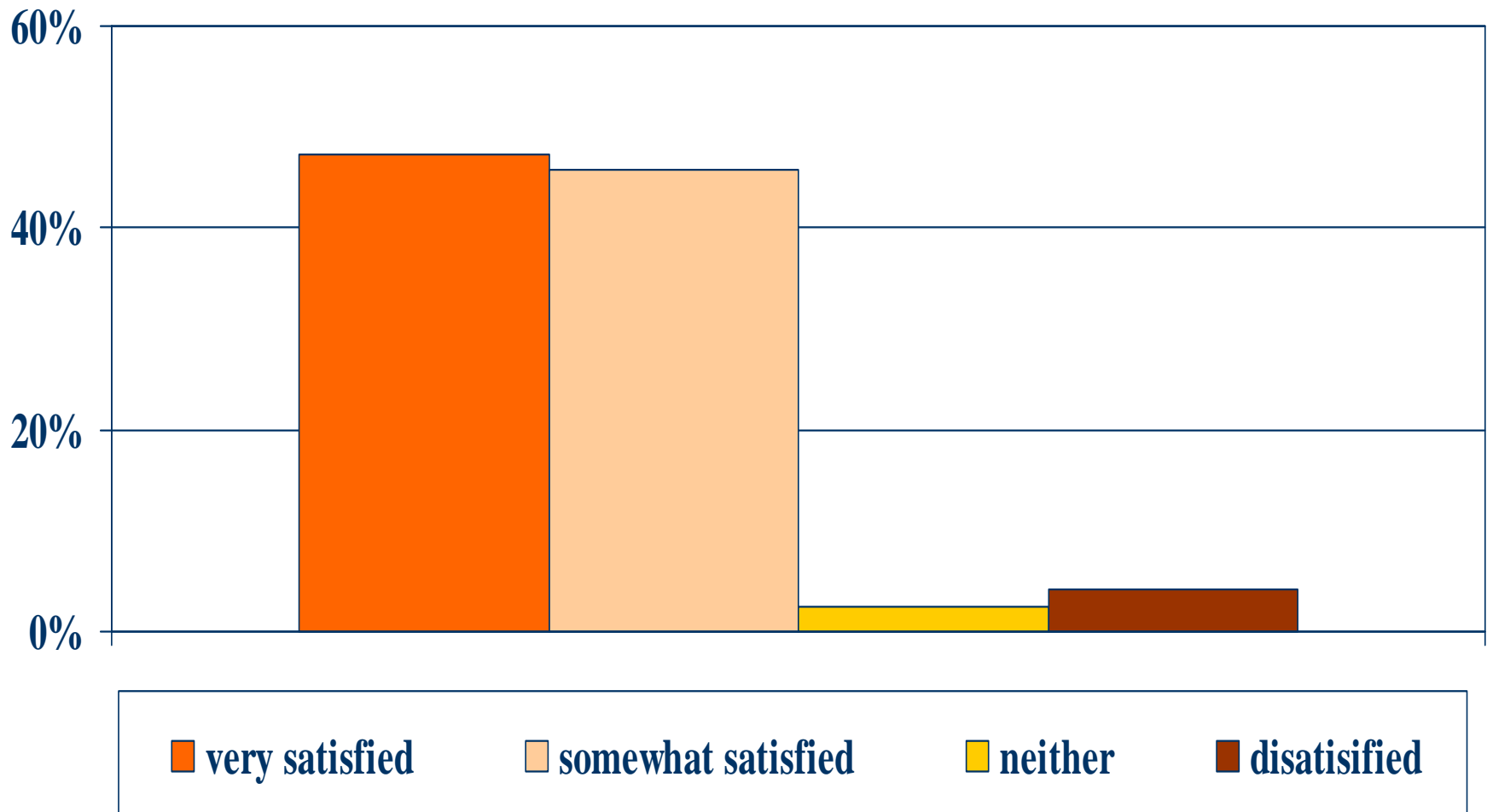
Who Have We Interviewed?

(slide 1 of 3)

- ◆ Based on 1,016 interviews
- ◆ 45%/55% male to female ratio
- ◆ 87% have moved to York Region
- ◆ 18 to 96 years of age, median age = 43, but 8% have not provided age—unusually high)
- ◆ **household** income ranges from a few thousand to \$900,000. median income about \$60,000, but refused at 40% -- unusually high



Satisfaction with York Region as a Place to Live (slide 2 of 3)





Who Have We Interviewed?

(slide 3 of 3)

- ◆ 28% born in Canada (also China, Hong Kong, Italy, Russia, Vietnam, Sri Lanka, Iran, India, etc).
- ◆ 1/3 of the immigrants arrived before they were 16 years of age, only 2% sixty years of age, or older
- ◆ 22% of respondents are recent immigrants (defined as immigrated in the last 10 years)



Education

- ◆ 20% have not completed high school but 50% have university degree (high at both ends)
- ◆ 53% of immigrants have had formal education in Canada
- ◆ 33% have taken additional education in the last five years
- ◆ 18% wanted to take a course but did not
 - Most common reason why not was 'no time' but affordability mentioned by one fifth of the respondents who wanted to take a course but did not



Use of Housing Services

Service	#	%
York Region Housing Help Centre	10	1
York Region Community Services	13	2
York Region Transitional & Support Housing Services	4	1
Received help from any other housing organization	17	2
Tried to get help & not able to do so	17	2



Use of Services for Seniors

Service	#	%
Community Home Assistance to Seniors (CHATS)	3	5
COSTI	0	0
CCSYR	0	0
Mobility Plus	2	4
Seniors & Community Services of York Region	2	4
Received help from other organizations for seniors	4	8
Tried to get help & not able to do so	5	9



Use of Employment Services

Service	#	%
Employment Resource Centre	89	18
COSTI	30	6
CCSYR	4	1
JIAS	2	1
YMCA	17	4
Received help from other employment organization	21	4
Tried to get help & not able to do so	31	6



Use of Self Employment Services

Service	#	%
Self Employment (SEB)	1	1
Seneca	0	0
YMCA	1	1
Received help from other self employment help service provider	3	3
Tried to get help & not able to do so	8	7



Use of Settlement Services

Service	#	%
York Region COSTI	16	8
CCSYR	6	4
CICS	9	6
JIAS	1	1
York Neighbourhood House Services	1	1
My Canada	0	0
Toronto Chinese Community	13	9
Settlement and Education Partnership	1	1
other settlement organizations	1	1
settlement service outside of York Region	15	8
tried to get help & not able to do so	8	4



Satisfaction with Services

(combined for each 'type')





Services: Summary Information

- ◆ finding few service users in the telephone survey
- ◆ employment services most widely used and also most highly rated
- ◆ “other” organizations provide about as much assistance as those favoured in the survey (except employment)
- ◆ unmet need, while limited, is often greater than service use

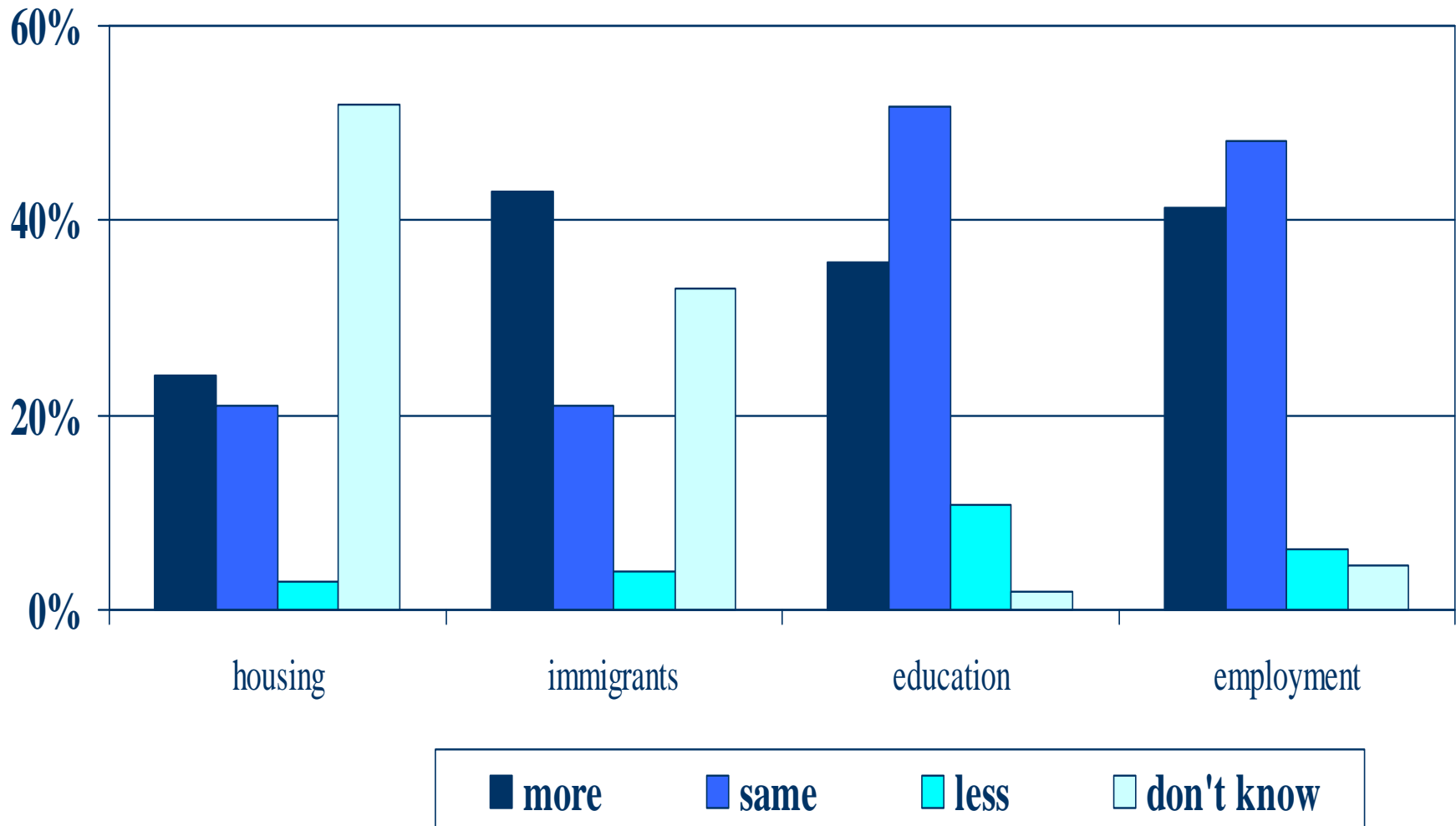


Awareness of Selected York Region Organizations

- ◆ COSTI → 29%
- ◆ CCSYR → 20%
- ◆ YMCA → 58%
- ◆ JIAS → 8%
- ◆ Make use of the internet = 80%
 - York Link → 19%
 - Civic → 2%
 - Settlement.org → 4%



Rating Needs for Selected Services (survey sample, not pps)





Most Important Service

Service	%
Housing	7
Assisting Immigrants	15
Education	40
Employment	35
Not Sure	3
Total	100



Survey Component of the Research: At a Crossroads

- **Issues and Resolution Strategies**



Issues

1. For the YISP survey we have experienced a greater number of 'hang-ups' than is normal with most ISR telephone surveys
2. Many 'hang-ups' occur among households with immigrants
3. Given the use of a CATI system, ISR is able to evaluate the data gathered at all stages
4. After surveying approximately 1,000 respondents our sample not what we required



Characteristics of Sample: 1

- ◆ We want 57% of the sample to be recent immigrants; only 21% actually fell into this category
- ◆ We want 24% of the sample to be seniors, in the survey we have only 6%
- ◆ We want half the sample to be low LICO; in the survey we have only 15% at or below \$30,000 on household income



Characteristics of Sample: 2

- ◆ While the main objective of YISP is to determine the awareness, use and satisfaction with specified services, only a relatively low proportion of survey participants indicate that they employ services specified
- ◆ Our research team considered several options and decided to target service providers in recruiting additional participants



What are we doing now?

- ◆ We consulted a number of persons in York Region including Stephen Lam and Simon Cheung regarding the feasibility of identifying potential participants across a wide range of service providers
- ◆ We decided to make contact with ED's of all agencies named in our survey plus others on the United Way membership list; a total of 25 agencies have been contacted through email with follow ups by staff members
- ◆ In compliance with York University regulations, a consent form was prepared and is being made available in specified languages to service providers



What are we doing now? (2)

- ◆ A flyer for potential participants was also prepared in different languages and sent to service providers
- ◆ Provision was made for translations of the survey into: Mandarin, Cantonese, Italian, Russian and Farsi
- ◆ In order to accommodate Southeast Asian groups we are now producing additional translations in Hindi and Urdu
- ◆ Given the expense of translation, we are unable to produce other translations—Tagalog, Gujurati, Tamil, Punjabi, etc



Recruitment Procedures

- ◆ We are asking each agency to identify and enlist the help of seniors, persons migrating to Canada within the last 10 years and low income persons who would be willing to respond to the ISR survey
- ◆ Clients that agree to cooperate will sign a consent form containing name, telephone number, preferred language and best time to contact them
- ◆ We are asking agencies to fax or email pertinent information regarding clients that agree to participate in the survey to ISR



***WE WELCOME YOUR
SUGGESTIONS, HELP AND
COMMENTS***