

YORK UNIVERSITY

**INFRASTRUCTURE IN YORK REGION
ANALYSIS OF HUMAN SERVICES**

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INFRASTRUCTURE IN YORK REGION: ANALYSIS OF HUMAN SERVICES

A Research Report

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EXECUTIVE SUMMARY

Overview

In contemporary societies, where individuals are increasingly responsible for their own well-being, equitable access to infrastructure plays a crucial role in ensuring that all citizens can participate fully in society. This is especially so in suburban areas as a result of three trends. Firstly, with a shorter history of development, suburban areas have been particularly vulnerable to the full impact of fiscal constraint by all levels of government in the past two decades. Without the historical legacy of infrastructure investments found in older parts of metropolitan areas, suburbs have suffered an even larger shortfall in infrastructure than other locations. Secondly, infrastructure demands are increasing rapidly in suburban areas as a result of residents aging in place, economic restructuring leaving behind swelling numbers of low-income households in the suburbs, and growing numbers of recent immigrants settling directly in suburbs. Thirdly, as a result of the auto-oriented, low-density, and highly segregated land use patterns in the suburbs, residents must often travel long distances using slow and infrequent public transportation to reach a limited number of services.

Conceptualized within a social inclusive framework, this study examines the availability of public infrastructure for three vulnerable populations – the recent immigrants, the seniors, and the poor – living in York Region, an outer suburb of the Greater Toronto Area that is growing, diversifying and experiencing rapid intensification of land uses, substantial investments in transit, and enhanced urban and social planning efforts. By public infrastructure, this study refers to education, employment, housing and settlement services; these are critical human services that support a safe, healthy community and maintain and promote its quality of life. They are identified as major concerns through a lengthy process of public consultation by the Human Services Planning Coalition of York Region. They are crucial to promoting the social inclusion of vulnerable populations.

There are five specific goals in this study:

1. To identify the residential patterns of recent immigrants, seniors and the low-income group in York Region;
2. To examine the availability of education, employment, housing and settlement services in York Region;
3. To assess these three groups' access to human services in York Region;
4. To assess their awareness, use and satisfaction with services in York Region;
5. To analyse the variables that encourage use of appropriate human services by each vulnerable population in the Region.

Drawing upon information from the 2006 Census and an inventory of service providers compiled for this study, we used a geographic technique known as GIS (geographic information systems) to identify disparities in service provision for the three vulnerable groups. Based on a questionnaire survey conducted by the Institute for Social Research at York University, we analyzed their awareness, use and satisfaction with education, employment, housing and

settlement services. The objective is to enhance the capacity of policy makers, planners and human service providers to provide the infrastructure needed in this region.

The findings, summarized below, should be interpreted bearing in mind three major limitations. First, the analysis of human services and access to service considered physical locations only. Second, it did not benefit from any information on the size and capacity of the service providers (except in the case of language instruction for recent immigrants), the quality of service that is provided, the transit schedules, and speed limit on the roads in York Region. Third, the survey did not yield a completely random, hence representative, sample.

Findings

In 2006, there were 109,270 (12.3%) recent immigrants, 112,165 (12.7%) low income persons and 87,620 (9.9%) seniors in York Region. Totaling 261,715, and with a fifth bearing more than one type of vulnerability, they made up 30% of York Region's population.

The majority of recent immigrants reside in the southern part of York Region, especially in the municipalities of Markham, Richmond Hill and Vaughan. Low-income households are also in large numbers in the southern part of York Region, but their distribution is more dispersed than that of recent immigrants, with pockets in the northern half of the region. The spatial distribution of seniors is the mirror image of the other two groups with smaller percentages in the five urban municipalities and higher percentages in the remaining more rural part.

Of the three groups, the seniors, with an average household income equal to 81% of the regional average, are economically at a better position than the recent immigrants and the low incomes whose average household incomes are respectively 70% and 28% of the regional average. Many low income individuals are recent immigrants.

As expected, the elementary education infrastructure is readily available and easily accessible for children under 13. Secondary schools and preschools are however underrepresented in low income neighbourhoods. Housing services for seniors and low incomes are unevenly distributed, concentrated in Newmarket, Richmond Hill, and the rural part of the region consisting of King, Gwilliambury, Georgina and Whitchurch-Stouffville, and scarce in Vaughan. Social housing is more readily available in Markham, Aurora and Richmond Hill. Employment services are more readily available for the low incomes than recent immigrants. These services, whether for youth or adults, are more accessible in Newmarket and Richmond Hill in relation to Vaughan, Markham and rural York Region. When it comes to settlement services, those settling in Newmarket and Aurora are better served than those in Markham and Vaughan where there are more recent immigrants. Generally speaking, availability of human services and access to human services in York Region is marked by an urban-rural discordance. Then among the urban municipalities, Newmarket, Richmond Hill and Aurora, all along the central axis represented by Yonge Street, provide better access to services than Markham and Vaughan which house the largest number of recent immigrants and low income persons in the Region. To conclude, areas with the largest number of vulnerable populations are underserved.

The survey yields a sample size of 1546 respondents. Four observations regarding the use of services are notable. First, with the exception of education services, the uptake of human services is not high. For example, a third of the recent immigrants have used settlement services,

and employment services are only used by about a quarter of the low income and recent immigrants; given their unemployment and low income positions, this raises the issue of why. Second, users of services are more likely to be the vulnerable populations, in particular low incomes and recent immigrants; this confirms the need to attend to these societal groups. Third, housing and senior services are the least used of all services examined; while the former can be explained by the limited supply of social housing in the region, it is not clear why seniors are not using senior services. Finally, users of settlement services are more likely to be women, younger, better educated, and of European ethnicity. This raises the question of how to entice men and the less educated to make best use of the settlement services provided in the region.

The use of services is tied to the awareness of services, yet awareness declines with income; this raises the question of how to make the more vulnerable individuals be aware that human services addressing their needs are available. In addition, many in the vulnerable groups rely on their social networks to gain information and lodge assistance; this raises a question of whether resources should be allocated to developing bridging social capital which, unlike linking social capital, has the dual advantage of lessening in-group isolation and between-group discrimination. Coupled with the existence of unmet demand for various services, these findings pose important challenges to the human service sector.

The vulnerable populations in York Region are generally, although not overwhelmingly, satisfied with the services they received. Residents who were born in Canada are more satisfied with the services they received than immigrants. Users of employment services express the lowest level of satisfaction, a link to the poor and unsatisfactory labour market performance of low incomes and recent immigrants. The implication for recent immigrants is whether traditional employment services such as job search workshops and resume writing are relevant to the need of current immigrants who are well-educated.

Public transit is an important mode of transportation for the vulnerable groups to access various service locations. For example, almost half of the recent immigrants get to the service locations using public transit. Transport deficiency makes one forego opportunity and contributes to social exclusion. If population growth in York Region continues outward to where public transportation infrastructure is currently the weakest, the region need to be prepared to ensure that its population will not shy away from using any human services they need because they do not have access to a car.

Recommendations

Human services should be available, accessible and adequate. Under-utilization of services can be caused by barriers to access. In view of the findings, we recommend bringing about the conditions of inclusion: removing barriers and enhancing opportunities.

Access to barriers can be removed by:

- 1) Providing ethnic match between the users and service providers which not only improves service utilization rate, but also reduces program costs;
- 2) Organizing multiple models of service delivery to meet the needs of a diverse population; and
- 3) Planning an integrated public transit network and providing subsidies to support the use of public transit by vulnerable populations for the purpose of reaching essential human services.

Opportunities to using critical human services can be enhanced by:

- 1) Ensuring a geographical match between need and services not only between rural and urban York Region but also within the urban municipalities;
- 2) Publicize service programs in as many ways as possible to heighten awareness;
- 3) Catering service programs to specific needs because one size does not fit all in a diverse region;
- 4) Promoting and advocating inter-governmental collaboration on human service provision; and
- 5) Adopting a community engagement approach that brings together diverse stakeholders and engages them in dialogues to design the process and develop the strategies for addressing critical service needs.

Focusing on human service infrastructure in a Canadian suburb, this ground-breaking study combines geo-informatic analysis with a social survey to investigate the needs of disadvantaged populations. Results from the former confirm the usefulness of GIS as a planning tool to oversee the problem of social exclusion. More information, for example on level of funding and agency capacity, is however needed for more detailed analysis of the match or mismatch between service need and service provision. We recommend community and government agencies to be more open to information sharing. Only then can university researchers produce knowledge that is useful for community members and policy makers. Results from the survey provide a glimpse into the differences between users and non-users of services and underscore the importance of conducting further research with respect to vulnerable populations that are unaware of and do not use services. The low level of service use by vulnerable populations in this and other studies prompts the following questions: how do recent immigrants, low incomes and seniors resolve the variety of issues related to employment, housing, and education/retraining? Do non-users rely on alternative strategies for locating jobs, housing help and so on? Are there differences in outcomes as a result of adopting different strategies? How do users and non-users of services compare with regard to indices of social, civic and economic integration? We suggest a follow-up study using focus group discussions, first among non-users of services to delve into their social and economic coping strategies, and then among users to find out why they do not follow those strategies adopted by the non-users.

I

INTRODUCTION

In contemporary societies, where individuals are increasingly responsible for their own well-being, equitable access to infrastructure plays a crucial role in ensuring that all citizens can participate fully in society (Beck 1993). This is particularly true for vulnerable populations such as the elderly who often have limited mobility, the poor who lack financial resources, and immigrants and refugees who need specialized information and support services (Cutter 2003).

The geography of public infrastructure is uneven. Infrastructure needs are increasing quickly in suburban areas where, in many places, rapid population growth is outstripping the capacity of existing infrastructure (Collin and Poitras 2002; Wolch, Paster and Dreier 2004). The imbalance between the supply of infrastructure and infrastructure needs in many suburbs is heightened by three trends. With a shorter history of development, suburban areas have been particularly vulnerable to the full impact of fiscal constraint by all levels of government in the past two decades. Without the historical legacy of infrastructure investments found in older parts of metropolitan areas, suburbs have suffered an even larger shortfall in infrastructure than other locations (Bunting et al. 2004, Clutterbuck and Howard 2002). Secondly, infrastructure demands are increasing rapidly in suburban areas where there are growing vulnerable populations. Residents are aging in place, economic restructuring is leaving behind many suburban residents swelling the numbers of low-income households in the suburbs, and growing numbers of immigrants are settling in the suburbs, outside traditional ports of entry at the centre of metropolitan areas (Lo and Wang 1997; Murdie and Teixeira 2003; Marcelli 2004; Alba et al. 1999). Thirdly, auto-oriented, low-density, and highly segregated land use patterns in the suburbs exacerbate infrastructure needs. Residents must often travel long distances using slow and infrequent public transportation to reach a limited number of services (Graham 2000; McLafferty and Preston 1999).

This study, funded by Infrastructure Canada and Citizenship and Immigration Canada, examines the availability of public infrastructure for three vulnerable population groups – recent immigrants and refugees, seniors, and the poor – in York Region, a growing and diversifying outer suburban community of Toronto, that is also experiencing rapid intensification of land uses, substantial investments in transit, and enhanced urban and social planning efforts. While these three populations often overlap, they have distinct infrastructure needs and are well represented in York Region (Clarke et al. 2000; Kazemipur and Halli 2000; Lee 2000). By public infrastructure, this study refers to human services, all those services and programs that support a safe, healthy community and maintain and promote its quality of life. Specifically, they are education, employment, housing and settlement services. Their selection was guided by four considerations. First, the services represent the whole range of public infrastructure, from physical infrastructure such as transit to knowledge-based infrastructure such as schools. Second, the services are the responsibility of different levels of government. Third, the services are of concern to policy-makers and planners and the vulnerable populations themselves. In York Region, a lengthy process of public consultation spearheaded by the Human Services Planning Coalition and involving the distribution of nearly 1,500 documents to human service providers, representatives of the ethno-cultural communities, and members of the public, including

meetings with small groups, and a large gathering with over 180 participants from 95 human service organizations led to the identification of the four concerns listed (Catholic Community Services of York Region et al. 2001, Human Services Planning Coalition, York Region 2005). Fourth, recent studies of infrastructure needs in Los Angeles and Europe confirm the importance of these services for social inclusion (Wolch, Paster and Dreier 2004; Murie and Musterd 2004).

The **objectives** of this study are:

6. To identify the residential patterns of recent immigrants, seniors and the low-income group in York Region, paying specific attention to municipal differences and local spatial variations within the region;
7. To build a geo-referenced information database of services pertaining to education, employment, housing and settlement services within York Region and examine their availability in York Region;
8. To assess recent immigrants', seniors', and low-income groups' access to human services in York Region by examining the match between the demand and supply of services, to identify gaps and to evaluate notions of spatial efficiency and spatial equity for each vulnerable population (Table 1 lays out the relevant analysis);
9. To assess recent immigrants', seniors' and low-income groups' awareness, use and satisfaction with services in York Region;
10. To analyse the variables that encourage use of appropriate human services by each vulnerable population in the region.

In this report, we will provide the research context for this study in section II; describe our data sources and methods of data collection and data analysis in section III; profile the vulnerable population groups in York Region in section IV; and examine their access, awareness, use, and satisfaction with each human service in sections V to VIII before concluding with an evaluation of the study in section IX. These last five sections will address the service and policy needs of the groups examined.

II RESEARCH CONTEXT

2.1 Vulnerability and Public Infrastructure

There are two bodies of work concerning the role of public infrastructure in contemporary developed societies: the vulnerable society literature and the literature on social inclusion and exclusion. They are related. In this section, we will discuss them separately before connecting them in a framework that aims to mitigate vulnerability with public infrastructure provision.

Originating in the concept of ‘a risk society’ which argues, albeit in different ways, that risk is induced by modernization/industrialization (Beck 1993; Giddens 1990), the literature on social vulnerability focuses on inequalities in the experience of and impacts of physical hazards and social risks (Cutter 2003). Vulnerability refers to the inability of people, organizations, and societies to withstand adverse impacts from risks to which they are exposed. There are two faces of vulnerability that can be classified as external and internal. Externally, different groups of a society may be similarly exposed to a specific physical hazard or social risk. Internally, different socioeconomic groups deal with the exposure by means of various strategies or actions. The risk would accordingly have varying consequences for groups with diverging capacities and abilities to handle the impact (Chambers 1989; Blaikie et al. 2005). In this regard, the social context in general and the social processes and structures in particular are important. The most important are perhaps the economic, demographic and political processes which affect the allocation and distribution of resources among different groups of people.

Some social groups are more vulnerable than others in the sense that they are less capable of mitigating risks. Disadvantaged individuals such as seniors, the poor, the disabled, and visible minorities are particularly vulnerable. Bearers of multiple vulnerabilities are not uncommon. Many visible minorities are recent immigrants with their origin credentials and work experience often not recognized, earning much less than the Canadian-born and established immigrants, and experiencing higher unemployment and poverty rates (Frenette, and Morissette 2003; Hiebert 1999; Hou and Picot 2003; Ley and Smith 2000; Ornstein 2006; Picot and Hou 2003; Preston et al. 2003). Similarly, many seniors, living alone and under fixed income, are multiply disabled. The vicious cycle of vulnerability is difficult to overcome. Vulnerability persists because of structural influences inherent in social interactions, political institutions, and cultural values. Government devolution and the continual process of downloading financial and logistical responsibility for social services has led to further limitations in access to these services (Basu 2004; Hackworth and Moriah 2006; Keil 2002). Accessible social service infrastructure is thus a crucial means for reducing social inequalities in exposure to risk and its impacts (DeBresson and Barker 1998).

Relations of power and powerlessness arising from and embedded in economic globalization, technological change, population migration, public service restructuring, and discrimination produce deprivation, disadvantage, and exclusion among certain groups in our societies. The discourse on social exclusion and social inclusion has in recent decades exerted the utmost influence on how we understand, or attempt to change our world. On the academic front, it has inspired a vast research and publication output. On the policy side, governments have attempted adopting social inclusion as a guidepost for state policy agendas. Originated in

France and as a response to growing signs of socio-economic strains such as resurgent unemployment and deepening poverty in Europe in the 1970s and 1980s, the concepts of social exclusion and inclusion are concerned with the barriers or access people encounter in gaining a share of society's resources.

Generally, exclusion is seen as the problem, and inclusion as the solution (The Roehrer Institute 2003). Social exclusion refers to the denial of the right and the inability of individuals/communities to participate fully in their society because of any socially-determined disadvantage (Willett 2003). Multiple and changing factors result in people being excluded from the normal exchanges, practices and rights of modern society (Percy-Smith 2000). Conversely, social inclusion requires that every member of society has access to its central goods, satisfaction of basic needs, and a reasonable quality of life (Gray 2000; Lucas 2004). Social exclusion involves both process and outcome. Economic globalization, technological change, population migration, public service restructuring, and discrimination tend to marginalize certain segments of society. The outcome of social exclusion is multidimensional. Linkages are typically drawn between poverty and such issues as housing, health, education, crime, neighbourhood space and access to services. Research in Canada has documented the social and spatial patterns of inclusion and exclusion within urban areas and across them (Anisef and Lanphier 2003; Kazemipur and Halli 2000; Lee 2000; Ley and Smith 2000; Li 2003; Omidvar and Richmond 2003; Ornstein 2006). Recent comparative research (Murie and Musterd 2004) has confirmed that welfare policies and public infrastructure promote social inclusion by facilitating the participation of all members of society regardless of income, social identity, and residential location.

To summarize, the social vulnerability and social inclusion literatures focus on the experiences and impacts of being exposed to social inequality, and the process of "closing physical, social and economic *distances* (original emphasis) separating people..." (Laidlaw Foundation 2002). The provision of public infrastructure is crucial for reducing social inequalities. All types of infrastructure, including physical infrastructure such as transportation systems, water distribution, and other utilities, public health infrastructure, amenities such as parks and recreational services, knowledge-based infrastructure such as educational facilities and libraries, services and programs that support a safe, healthy community and maintain and promote its quality of life, affect social inclusion. As these public infrastructures can be provided publicly or privately, by individual practitioners, non-profit, voluntary and commercial organizations, their interdependent nature should be recognised.

There is however relatively little research on this theme in Canada. Much of the existing research has been directed towards the implications of government cutbacks and the downloading of responsibilities to local municipalities (for example, Frisken and Wallace 2002). Except for Basu (2002), Denton and Spencer (2001), Lo et al. (2007), Smoyer-Tomic et al. (2004), Truelove (2000), and Truelove and Wang (2001), little recent research has evaluated the spatial, social and organizational factors that maximize access to public infrastructure for different vulnerable populations.

2.2 Suburbanization and Public Infrastructure

Suburbs are diversifying and growing faster than the city (Kopun 2007; Kopun and Keung 2007; Lo, Wang, Wang, and Yuan 2007; Statistics Canada 2007). Between 2001 and 2006, the growth rate of peripheral municipalities that surround the central municipality of Canada's 33 census metropolitan areas doubled the national average (11.1% versus 5.4%) whereas the central municipalities grew more slowly (4.2%) than the Canadian population and less than half as fast as the peripheral municipalities. The Toronto Region is a most telling example. In the same period, while population in the City of Toronto grew by 0.9%, some surrounding suburban municipalities grew in the upwards of 23% and more (for example, 33% in Brampton, 31% in Vaughan, 27% in Whitby and 25% in Markham). This pattern of development in urban centres is typical of urban spread which presents many challenges for metropolitan centres, especially their suburbs, in the areas of transportation infrastructure, public services and the environment.

With a shorter history of development, suburbs have been particularly vulnerable to the full impact of fiscal constraint by all levels of government in the past two decades. Without the historical legacy of infrastructure investments found in older parts of metropolitan areas, suburbs have suffered an even larger shortfall in infrastructure than other locations (Bunting et al. 2004; Clutterbuck and Howard 2002). Meanwhile, infrastructure demands are increasing rapidly in suburban areas where there are growing vulnerable populations (Alba et al. 1999; Lo 2008; Marcelli 2004; Murdie and Teixeira 2003). Yet the auto-oriented, low-density, and highly segregated land use patterns in the suburbs exacerbate infrastructure needs. Residents often have to travel long distances using slow and infrequent public transportation to reach a limited number of services (Graham 2000; McLafferty 1982; McLafferty and Preston 1992). Recent immigrants, the elderly and the poor are especially hard hit due to their reliance on public transit (Banister and Bowling 2004; Blumenberg 2008; Blumenberg and Evans 2007; Church et al. 2000; Heisz and Schellenberg 2004; Hine and Mitchell 2001)

Population growth and increasing diversity in suburbs have generated demands for additional infrastructure, however, the supply of infrastructure in suburbs is unable to keep up. On the one hand, the funding approach to most human services has not substantially changed since being established prior to the major suburban spur in the last two decades. On the other hand, funding shortfalls, often due to government policies and legislative changes, contribute to growing gaps between supply and demand (PricewaterhouseCoopers LLP 2006).

2.3 Human Services in Canadian Suburbs

Recent research on human services coincides with analysis at city scales that ignore the suburbs or city-region scales that encompass the suburbs. Research is rarely about the suburbs, but merely located in the suburbs. Very little takes the suburb to be the entry point of analysis. Bourne (1996) notes that the cost of suburban development extends beyond the physical and into the social infrastructure; "notably the socially disadvantaged, low-income minorities and elderly, single parents and some married women with young children, find themselves geographically isolated from both jobs and services" in Canadian suburbs (Bourne 1996: 173).

It is crucial to explore the conditions of services to especially vulnerable groups in the suburbs. Discussions on their specific needs are rarely addressed (Chiras and Wann 2003). Friedman (2002) argues that planning regulations must be flexible to shifting societal demands

and challenges and notably to changing demographics, including decline in family size, aging population, and shifting work conditions. His discussion on flexible forms of housing and neighbourhoods, however, does not extend into specific discussions of seniors, immigrants, or low-income earners or the provision of 'soft' services such as education, employment, or settlement services. Whitzman (2006) rightly notes, for example, that changing demographics in the suburbs continues to outpace government responses which lead to a mismatch between the locations of demand and the locations of supply of services (see also Bunting et al. 2004).

While population growth in the suburbs has been faster than in the city, there is a widespread misconception among both the general population and policy makers that suburban regions are more affluent, do not have homelessness and other festering problems that exist in the city, and this misconception has been reflected in provincial and federal funding allocations. While the federal government represents the largest share of social services spending, its relative importance has declined significantly over the past two decades. Federal government spending on social services accounted for 49% of expenditures in 2007, compared with 59% in 1989 (The Daily, 2007: June 22). Until 2007, the picture in Ontario was one of declining provincial spending as well. Overall, total social program expenditures declined from 18.1% in 1989 to 14.8% in 2007.

Human service funding in Ontario suburbs has proved an on-going problem. A report done by PricewaterhouseCoopers LLP (2006) for the Strong Communities Coalition (a coalition of Toronto's four surrounding regional municipalities: Durham, Halton, Peel and York) finds sizable gap between per capita social services annual operating funding in the coalition compared to the rest of Ontario, and that the annual operating funding gap grew over the 2002/03 - 2006/07 period by 33.8% in total funding and 18% in per capita funding. As an example, Peel Region has 8.7% of Ontario's population but receives only 4.4% of the province's social service funding (Funston 2005). In a similar manner, in 2000/01, per capita funding for settlement services in York Region was \$299.83, significantly less than Toronto's per capita of \$680.13 and the rest of the Greater Toronto Area's per capita of \$659.98. As a consequence of a funding approach to most human services that has not substantially changed since being established prior to the major suburban spur in the last two decades, per capita spending on services for both adults and children have fluctuated dramatically (The Pembina Institute 2007), and the important provincial initiatives in these areas tend to be narrowly focused and time constrained, thus not providing ongoing and predictable resources to service providers (York Region Human Services Planning Coalition 2003). The total cost of spending on human services within York Region is estimated to total \$77.6 billion for 2001-2026. If this were increased to bring spending to the provincial per capita average and keep pace with inflation, an aging population and capital needs this figure would then total \$120.9 billion (York Region 2001).

III

DATA AND METHODS

Several data sources provided the information for this research. They can be separated into two categories: those that are generated by the study and those that exist independent of our study. The former consists primarily of a questionnaire survey administered to residents in York Region. The latter includes census and non-census data which can be separated into three categories – demand-related data, supply-related data, and transportation network data that links demand and supply; they will be discussed in Sections 3.1 to 3.4, noting their usefulness and limitations. While the survey data will be analyzed using a statistical package (SPSS), the other data will be integrated using a GIS (Geographical Information Systems) approach. The spatial analytical techniques used to assess the spatial match/mismatch between the demand and supply of services will be discussed in Section 3.5.

3.1 Questionnaire Survey

3.1.1 Design and sampling

As one of our research objectives is to evaluate the awareness, use and satisfaction of human services in York Region, we chose to conduct a survey with a sample of its residents. We commissioned York University's Institute of Social Research (ISR) to administer the survey. After ground work done by a graduate student in September 2006 with regard to preparing a rough draft survey questionnaire, the research team met several times among themselves to refine the structure of the survey before forwarding the draft to David Northrup, senior manager of ISR and the person responsible for administering the survey, and circulating it to the Project Advisory Committee consisting of academics and representatives from both governmental and non-governmental organizations for their comments. The team then met with David Northrup for a total of five times to refine the questions. A pretest of the draft survey was then conducted in March of 2007, refined and taken into the field in May, 2007. Data collection underwent two sampling phases: a random phase and a purposeful phase.

At first, in terms of sampling, ISR employed Statistics Canada data to locate census tracts in York Region with high numbers of immigrants and ethnic groups, high concentrations of persons speaking English as a second language, and high concentrations of seniors. For census tracts that scored high on two or three of these dimensions, ISR then determined postal codes from a Statistics Canada Postal code link file. Staff members at ISR then selected telephone numbers and address combinations that were in the selected postal codes (by referring to published sources like Canada 411). These numbers formed the basis for selecting a sample of 2000 respondents that would be interviewed, using a telephone CATI system normally employed by ISR for administering surveys. The initial targets were to obtain responses from recent immigrants (57%); seniors (24%); and low income persons (50% below \$30,000 with regard to household income).

By Fall 2007, after completing 1095 surveys (less than a quarter by recent immigrants), ISR informed the research team that the survey process chosen was yielding an insufficient number of persons (in each vulnerable population) employing the services designated in the

study. ISR invited the team to select an alternative strategy for completing the approximate 1000 additional surveys in order to learn more about the use and satisfaction with human services in York Region. The research team met to consider options and after considerable discussion, decided on using a more direct approach where a supplementary survey of service users (whose name and contact information we obtained through the goodwill of service providers) was employed. This new process of approaching service providers proved labour intensive in that it required a revision in our research ethics protocol, intensive efforts in securing cooperation with service providers and ensuring that consent forms obtained by providers be transmitted to ISR, and arranging for new translations of the survey form into Chinese, Farsi, Hindi, Korean, Russian, Spanish, Tamil and Urdu to meet the language needs of new respondents obtained through the efforts of service providers. We subsequently received over 700 names and completed 451 interviews through the use of this supplementary purposive sampling strategy, yielding a response rate of about 60%. Together with our stage 1 random survey, a total of 1546 persons participated in the survey.

Besides demographics, the survey questionnaire probed respondents about:

- their residence in York Region (how long, why moved, how satisfied)
- their immigrant status (place of birth, year of birth, year of immigration, age at immigration, immigration class, current status, initial housing)
- their household composition
- their education and their children's education and child care need
- their employment status and services they have used
- their housing problems and services they have used
- if immigrants, their use of settlement services
- if seniors, their use of senior centres and services
- their awareness, use and satisfaction of services provided by specific service providers

The survey provides rich information on who use and who do not use services, which services are salient for each group, and whether there is a perceived need for each service. Yet due to the sampling strategy, there is a limitation with the use of the data; we have reservations about statistically modeling the use of human services in York Region to identify the determinants of use and non-use. Hence mostly descriptive and simple inferential statistics were used to analyze the survey data.

3.1.2 Sample characteristics

There are distinct differences in the characteristics of respondents in the two samples: the initial random digital dial survey (RDD) and the follow-up survey based on the list of participants provided to us by service providers (LIST) (Table 3.1). The male to female ratio in RDD is 45% to 56%, more even than the 32:68 ratio in LIST. At slightly above 50%, the proportion with a university education is similar in both samples. Median household income in RDD is much higher than in LIST, \$75,000 compared to \$20,000. However, it is important to note that the proportion of respondents refusing to supply information on their household income is substantially higher among those in RDD (38%) than LIST (11%). The reasons for this difference are unclear. Due to the different recruitment strategies of the two samples, it is not surprising that recent immigrants (defined as immigrated in the last 10 years) made up 21% of

RDD but 72% of LIST. It partly explains why the pattern of country of birth differences is also distinct for the two samples. By way of illustration, 29% of RDD and only 5% of LIST were born in Canada; 11% of RDD and none of LIST were born in Italy; only 2% of RDD, but 15%, 14% and 11% of LIST were born respectively in Sri Lanka, Iran and India; while 16% of RDD and 13% of LIST were born in Hong Kong, 15% in RDD and 19% in LIST were born in China. In RDD, almost a third of the immigrants arrived before they were 16 years of age and only 2% were sixty years of age or older, but in LIST, the comparable figures are 4% and 15%. This explains why the proportion in LIST (91.6%) not speaking English at all at home is higher than in RDD (87%).

Table 3.2 outlines the number of respondents that can be categorized according to our target population and service groups.

Table 3.1 Characteristics of Participants in Random Digital Dial and Service Provider List Surveys

	RDD	LIST
	(N=1095)	(N=451)
% Female	56.4	68.3
% Seniors	10.5	26.6
% Recent Immigrants	26.9	72.0
Country of Birth (%)		
Canada	29.0	5.0
China	15.0	19.0
Hong Kong	16.0	13.0
Italy	11.0	0.0
Russia	3.0	5.0
Vietnam	2.0	1.0
Sri Lanka	2.0	15.0
Iran	2.0	14.0
India	2.0	11.0
Pakistan	1.0	7.0
% Educated in Canada	50.0	20.0
% Who moved to York Region	87.0	92.0
% Refusing to provide household income	38.4	11.4
Median household income	\$75,000	\$20,000
% Using any services	21.4	53.9
% Using any employment services	15.5	19.5
% Using settlement services	3.7	29.3
% Using housing services	3.6	8.2
% Using education services	67.5	57.1
% Using senior services	1.3	11.5

Source: YISP Survey 2008

Table 3.2 Respondents by Population and Service Types

	Number in Full Sample	Number Using Any Employment Services***	Number Using Housing Services	Number Using Settlement Services	Number Using Senior Services	Number Using Education Services	Number Using Any Services****
Total	1546	258	76	172	66	991	477
Seniors	235	2	14	7	66	208	78
Low income	42	1	6	2	19	31	22
Low income**	214	54	26	58	19	110	117
Recent immigrants	540	124	29	172	19	259	268
Low income	133	34	14	58	10	49	85
Seniors	51	1	3	7	19	12	25
Estab. immigrants*	640	82	27	NA	41	485	138
Canadian-born	336	46	19	NA	6	215	64

* N=640 including 17 who did not remember when they immigrated to Canada.

** Drawing on Statistics Canada's low income cut-offs, low income is defined as individuals living in single-person households with annual income below \$20,000 and individuals living in multi-person households with annual household income below \$30,000. It turns out all respondents so classified do not live alone. However, this number may not be representative of the whole sample since only 870 (56%) respondents answered the income questions.

*** It includes any services related to paid employment, self-employment, unemployment and other employment-related matters.

**** It refers to any of employment, housing, settlement and senior services.

Source: YISP Survey 2008

3.2 Demand Side Data

3.2.1 Canadian Population Censuses 1981-2006

To understand the distribution of the three vulnerable groups and their characteristics in York Region, we ordered custom data from Statistics Canada pertaining to the 2001 and 2006 Censuses. Through the Data Liberation Initiatives, an agreement between Statistics Canada and most universities in Canada, we had access to data pertaining to earlier census years which allowed us to identify trends in vulnerable population growth in York Region as well as to compare such growth to the Toronto CMA. We would have preferred to have our data aggregated by the smallest geography, dissemination areas (DA), but the potential loss of information due to data suppression for small areas by Statistics Canada had us settle for census tracts (CT) instead.

In this study, recent immigrants are defined as those who immigrated to Canada after 1996 and have been in the country for less than 10 years; seniors are those aged 65 and older in the 2006 census; low income persons are individuals living in households with household income below the low income cut-off points. Low income cut-offs (LICOs) are income thresholds, determined by analysing family expenditure data, below which families will devote a larger share of income to the necessities of food, shelter and clothing than the average family would. To reflect differences in the costs of necessities among different community and family sizes, LICOs are defined for five categories of community size and seven categories of family size (Statistics Canada 2005). For York Region, the LICOs are listed in Table 3.3.

Table 3.3 Low Income Cut offs by size of economic families

Family Size	1	2	3	4	5	6	7+
Annual income	\$20,778	\$25,867	\$31,801	\$38,610	\$43,791	\$49,389	\$54,987

Source: Statistics Canada 2005

The census data are geo-referenced. They not only inform where the three vulnerable groups are and their socioeconomic profiles in York Region, but also relate their demand for services. However, in the case of recent immigrants, they do not contain the vital information that is necessary for assessing newcomers' need for services, such as information concerning immigration class, level of education upon landing, and ability in Canadian official languages.

3.2.2 Landed Immigrant Data System (LIDS)

LIDS is an administrative dataset consisting of the landing records for all immigrants who came to Canada since 1980. This data system includes all the information that is part of an individual's landing paper, such as country of birth, country of last permanent residence, year of landing, immigration class, gender, age, education attainment at time of landing, Canadian official language ability, and intended destination in Canada. An excellent data source for constructing newcomers' profiles at the time of landing and for assessing their needs for settlement services, this data source is useful for an understanding of one of our vulnerable groups, recent immigrants. However, the smallest geography in LIDS is municipality, which is too large for detailed spatial analysis, especially if we want to identify the residential patterns of the new immigrants.

3.3 Supply Side Data

3.3.1 Community Information and Volunteer Centre of York Region (CIVC)

CIVC is an online service that contains a relatively comprehensive list of human service providers in York Region. It extracted for this research a list of all education, employment, housing and settlement service providers that were posted on their website as of December 2006. This list was supplemented by online data managed by the York Region Public School Board and the York Region Catholic School Board. In addition to agency name and street address, each record specifies the types of service provided, the population(s) it serves, and the languages used to deliver the services. Because the latter three variables were lumped in one lengthy field, which makes data analysis difficult, the original database was transformed to suit the need of the study. Information on types of services, intended clients, and service languages are re-classified into over 100 separate columns. In total, 1076 agencies are found to provide the four types of human services identified in this study, and Appendix A details the process compiling this database.

We geo-coded all agency locations so that they can be easily mapped and readily available for spatial analysis. Regrettably, this database contains no information about agency capacity, such as number of staff members/teachers, operating budget, opening hours and/or class size for language instruction classes.

3.3.2 Government-funded settlement services

Both the federal and the provincial governments fund settlement services. For example, CIC fund LINC (Language Instruction for Newcomers to Canada), ELT (Enhanced Language Training), ISAP (Immigrant Settlement and Adaptation Program), and the Province of Ontario fund ESL (English as a Second Language). These programs are offered by immigrant serving agencies and should be among those listed in CIVC as settlement services. We were able to locate two other sources of data that, unlike CIVC, carry capacity information. We obtained details on ESL classes offered in 2005 from a study on English languages published by the York Region Human Services Planning Coalition (2007), and 2009 information on LINC, ELT and ISAP from the CIC program officer in York Region. Like CIVC, all locations offering settlement programs are geocoded.

3.4 Transportation infrastructure

In order to link the demand side and supply side data for an evaluation of spatial match or mismatch, we need to have digitized details on the transportation networks in York Region. The Geomatics Branch of York Region kindly provided both geo-referenced street network and transit network data for the study. The transit network data contains not only the routes, but also the bus stops. They allow us to identify routes linking walking from home to the bus stop and riding public transit to the service agency location. A limitation is the network data do not include information on speed limits, road capacity, transit types, and bus schedules which are extra details that can enrich the spatial analysis.

3.5 The GIS Approach to Integrate Demand and Supply

GIS is deployed in several ways in this study. First, it is used to identify the spatial concentrations of immigrants, seniors, and low-income groups and to profile these groups in York Region as well as the individual municipalities within the region.

Second, it is used to produce a geo-referenced service provider database pertaining to the types of services and vulnerable groups in this study, which allows the mapping and numeration of each type of service available to each vulnerable group in each municipality in York Region.

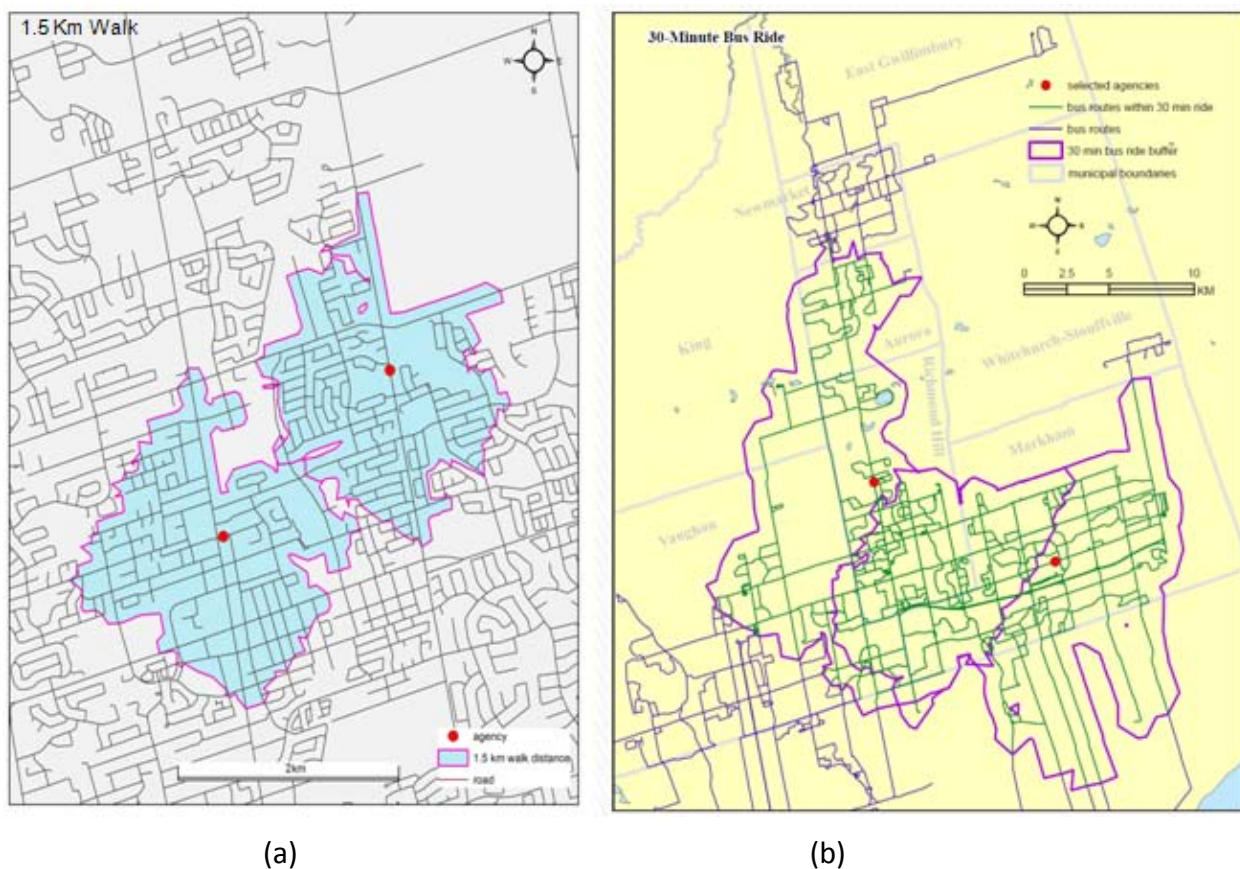
Third and the most important, it is used to integrate the supply and demand databases in order to examine the geographic match or mismatch between where the vulnerable population reside and where the human services are. Four methods of spatial analysis, described below, will be used. In each method, the centroids of the census tracts with vulnerable population represent origins or demand points, and the service provider locations, geocoded from street addresses, are the destinations or supply points. Travelling from any demand point to any supply point follow the street network if walking is assumed, and follow both the street and transit networks if public transit is the assumed mode of travel. We assume the vulnerable populations reach a service provider either by walking or by riding public transit. This is an appropriate assumption as vulnerable individuals often do not have access to a car (Heisz and Schellenberg 2004). In doing the calculations, we also assume people walk along the street network at 4 km an hour and buses run at 30 km an hour to take into account wait and transfer time. As an example, if an individual chooses to go to a service provider by bus, the time he spends travelling will be his walk time to

the closest bus stop from his home, bus time from that stop to the bus stop closest to the service provider, and walk time to the service provider.

3.5.1 Catchment area analysis

Catchment area analysis identifies the catchment area for each service provider. Using the buffering technique and making use of the street or transit networks, the catchment of a service provider takes the form of an irregular polygon centering on the service provider; the size of the polygon depends on assumptions about travel mode, mode speed, and network density. The total number of vulnerable individuals residing within the service areas can be calculated, taking into consideration some catchments may overlap. Figure 3.1 illustrates the shapes and extent of the catchment area of two service providers under different assumptions. The first one assumes that individuals walk for 1.5 kilometers to the service provider along the street network, and the second assumes that individuals are willing to spend a maximum of 30 minutes on the bus in order to reach a service provider.

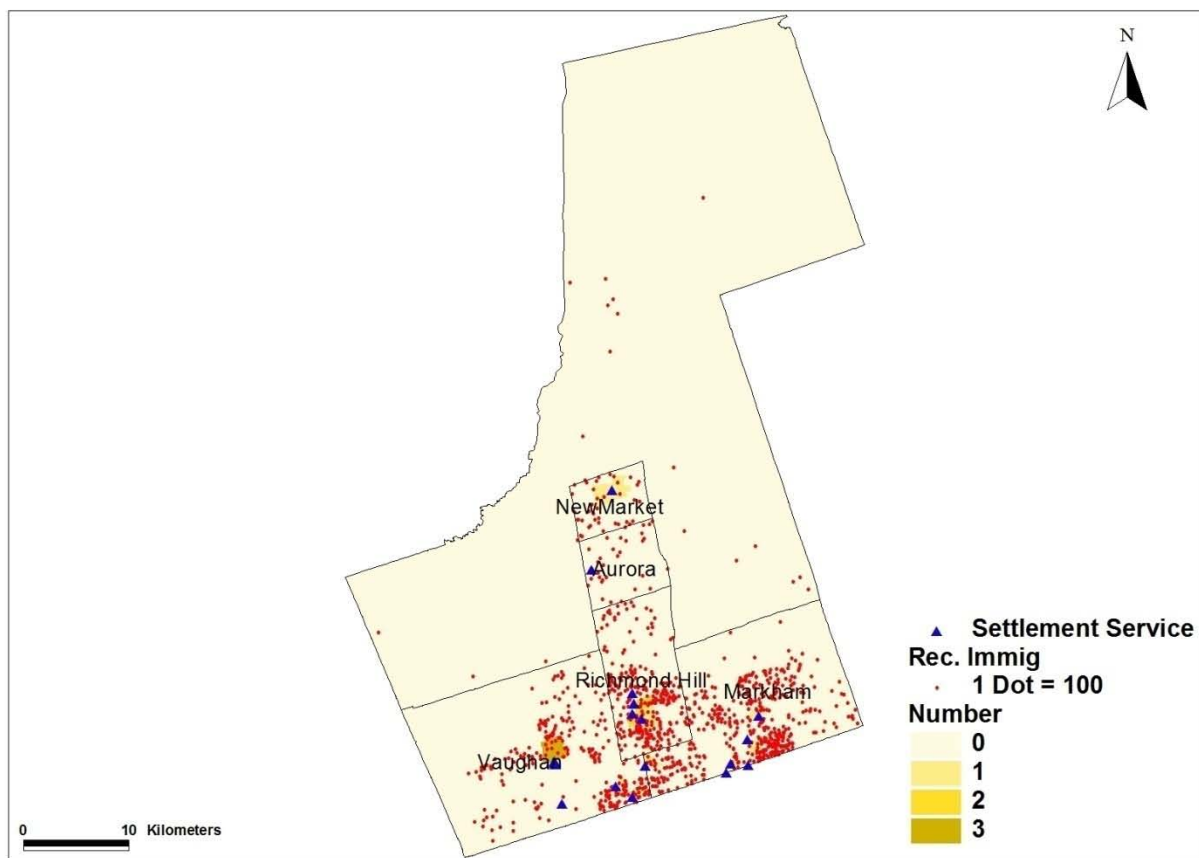
Figure 3.1 Catchment areas defined by (a) 1.5 km walk and (b) 30 minutes bus ride to service providers



3.5.2 Neighbourhood opportunity

Neighbourhood opportunity is here defined as the set of service providers that can be reasonably reached by vulnerable population residing in a neighbourhood. We consider each census tract as a neighbourhood and all service providers within a certain walking distance or travel time from its centre accessible opportunities. This method entails delineating a polygon from the centroid of each census tract, and counting the number of service providers within the polygon. The information thus generated can be used to produce an opportunity surface. This method identifies the availability of service providers in the neighbourhood where vulnerable population is present. A larger number indicates better opportunity. For example, in Figure 3.2, the darker areas are where there are more service providers to recent immigrants.

Figure 3.2 Number of Settlement Service Providers Recent Immigrants can reach by walking 1.5 km



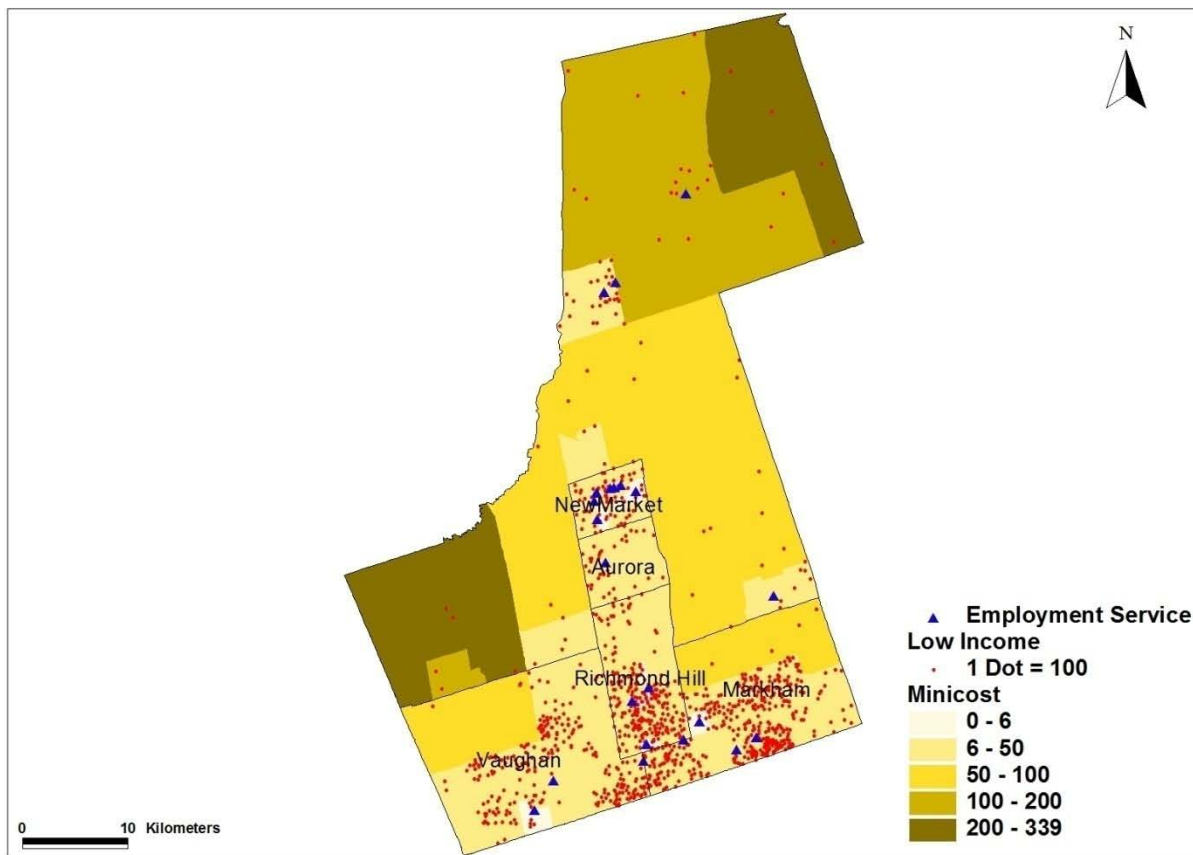
Sources: CIVC 2006, Statistics Canada 2008.

3.5.3 Shortest path analysis

Network analysis, using the Shortest Network Algorithm in ArcGIS, calculates the travel time along a network from an origin (centre of census tract with vulnerable population) to a destination (location of service provider). The assumption is that the origins of all trips are home locations which are approximated by census tract centroids. This assumption is justified by a

previous study (Oliveira et al., forthcoming) and the survey conducted for this study both of which find that 80% of the people go to an agency directly from home. Then for each origin in a region, one identifies from the set of origin-destination travel times the destination that is closest. This produces a set of shortest paths or routes with minimum travel time between origins and destinations. When weighted by their respective origin population size, a weighted shortest path is produced and it represents the average time it takes residents in that region from their homes to the nearest service provider. A smaller number infers greater access. Figure 3.3, for example, the low income people in the northeast and the northwest of the region have to travel longer in order to reach the nearest service provider.

Figure 3.3 Average Travel Time (in minutes) by Public Transit to Employment Service Providers



Sources: CIVC 2006, Statistics Canada 2008.

3.5.4 Accessibility index

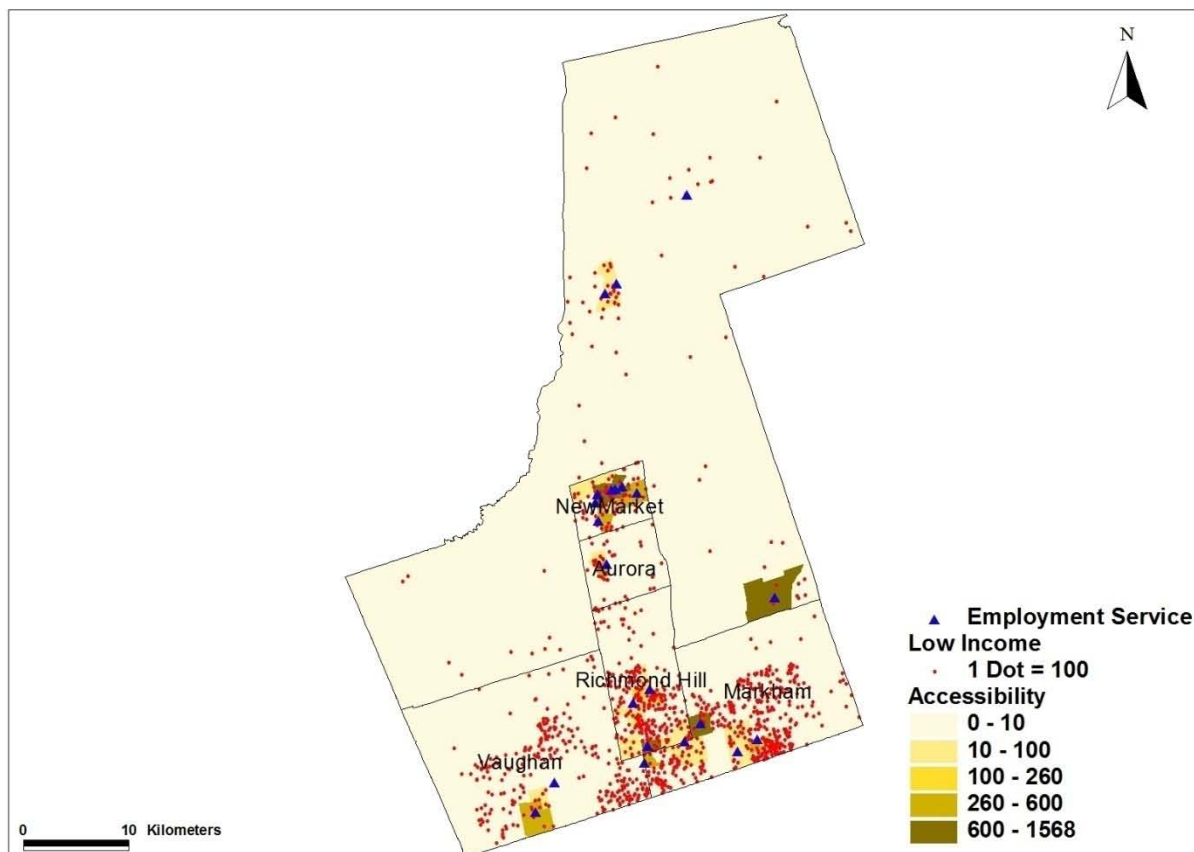
Accessibility refers to the ease with which individuals from one location can, either individually or collectively, reach other locations. This study employs the gravity-type accessibility measure as indicated in equation (1).

$$A_i = \sum_j W_j f(d_{ij}) \quad (1)$$

This measure takes into consideration two major aspects of travel behaviour: destination attractiveness and spatial separation. The attractiveness of a destination (W_j) is represented by its size. In this study, W_j refers to the capacity of an agency to serve its clients. Measuring agency capacity is a real gap in our data. Except with language instruction for recent immigrants where there is information on class size, we have neither employee size, staff resources, funding amounts nor service hours to approximate capacity. Thus in most analyses, $W_j=1$.

Spatial separation between origins and locations of opportunities represents deterrent of travel, $f(d_{ij})$ where d_{ij} was measured by either walk time along the road network; or combining walk time to the closest bus stop, transit time to the bus closest to the destination, and walk time to the destination. For the impedance function $f(d_{ij})$, the Gaussian measure ($f(d_{ij})=\exp(-d_{ij}^2/v)$) is preferred to the inverse power measure or the exponential measure because the Gaussian curve drops less abruptly in the vicinity of the trip origin, implying a reasonable difference in individual's capacity to reach service providers that are 1 minute and 5 minutes away. Borrowed from Kwan (1998), the parameter ($v=180$) indicates that the probability of a vulnerable individual choosing an agency beyond 20-minute driving time is slim. This is consistent with service user surveys that show most clients of human service agencies come within a radius of 20-minute driving distance. In the context of this study, the accessibility index tells how easy residents in a neighbourhood can reach the entire set of service providers. The larger the index, the greater is the access.

Figure 3.4 Accessibility to Employment Service Providers for the Low Income



Sources: CIVC 2006, Statistics Canada 2008.

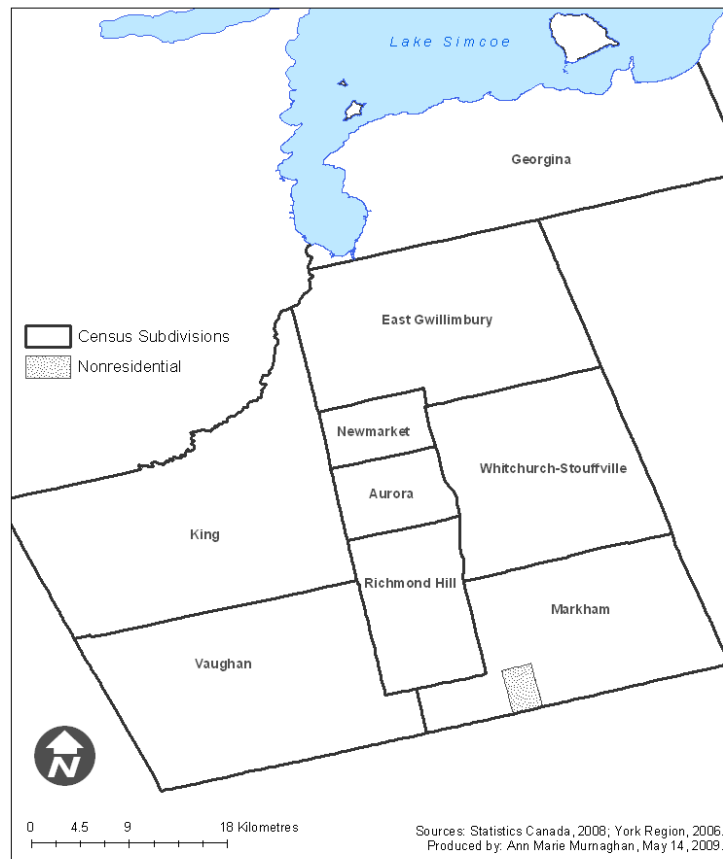
IV

VULNERABILITY IN YORK REGION

4.1 York Region

The Regional Municipality of York, commonly known as York Region, stretches from City of Toronto's northern boundary to the southern shore of Lake Simcoe (see Figure 4.1). The region consists of nine local municipalities, and Appendix B provides a series of community portraits to illustrate the importance of acknowledging and understanding the range of socio-demographic, ethnic, income and employment characteristics among the various communities. The older suburbs of Richmond Hill, Aurora and Newmarket are ranged along the north-south axis of Yonge Street, flanked by the newer suburban centres of Vaughan and Markham. Constituting the urbanized part of the regional municipality, these suburban towns are fringed by rural landscapes made up of East Gwillimbury, Georgina, King and Whitchurch-Stouffville. Classified as exurban in 1996 by Bunting et al. (2004), the rural part of York Region includes a First Nations settlement in the north and one of Canada's wealthiest rural areas in the southwest. In 2005, median household income ranged from \$91,762 in King Township to \$65,645 in Georgina.

Figure 4.1: York Region and its Municipalities



With a population of approximately 1,000,000, York Region accounts for almost 20 percent of the population in the Toronto Census Metropolitan Area (CMA), and is one of the fastest growing suburban areas in Canada. Its population has increased by more than five folds since its creation in 1971, from 169,000 in 1971 to 983,100 by December 2007 over an area of 1,762 square kilometers. Between the last two Canadian censuses in 2001 and 2006, its population expanded by 22.4%. It is anticipated that by 2026 the region will grow to a population of 1.28 million (Region of York Planning and Development Services, 2002). Population growth is concentrated in the southern half of York Region, particularly in Markham, Vaughan, and Richmond Hill. In the last fifteen years or so, the largest population increases occurred in the City of Vaughan, followed by the Town of Markham and then the Town of Richmond Hill (Economic & Development Review 2007:5). Growth is accompanied by increasing social diversity. According to the 2006 Census, the immigrant population made up 43% of the region's population, with those arriving within the last ten years of the census rising from 2% of the total population in 1991 to 12% in 2006 (Statistics Canada 2008). As shown in Table 4.1, the population is also aging. Seniors, people over the age of 64, accounted for 10% of the population. The region is also home to growing income disparities. Since 1991, the number of individuals living in households with incomes less than the low-income cutoff has increased from about 37,500 (7%) to 112,165 (13%) in 2006.

Social vulnerability in York Region is not only growing, but also spreading. Keeping the classification intervals constant over time, Figures 4.2 to 4.4 illustrate the spatial expansion of various vulnerable groups between 1981 and 2006. While seniors are aging in place, the spread of recent immigrants still concentrates in the urban south whereas low income individuals are now all over the region. The three dimensions of vulnerability overlap. For example, 27% of recent immigrants and 12% of seniors live in low income households, 10% of the low incomes are seniors and 26% are recent immigrants. Figure 4.5 illustrates the intersections and Figure 4.6 marks the areas of multiple vulnerabilities which concentrate heavily in Markham and Richmond Hill.

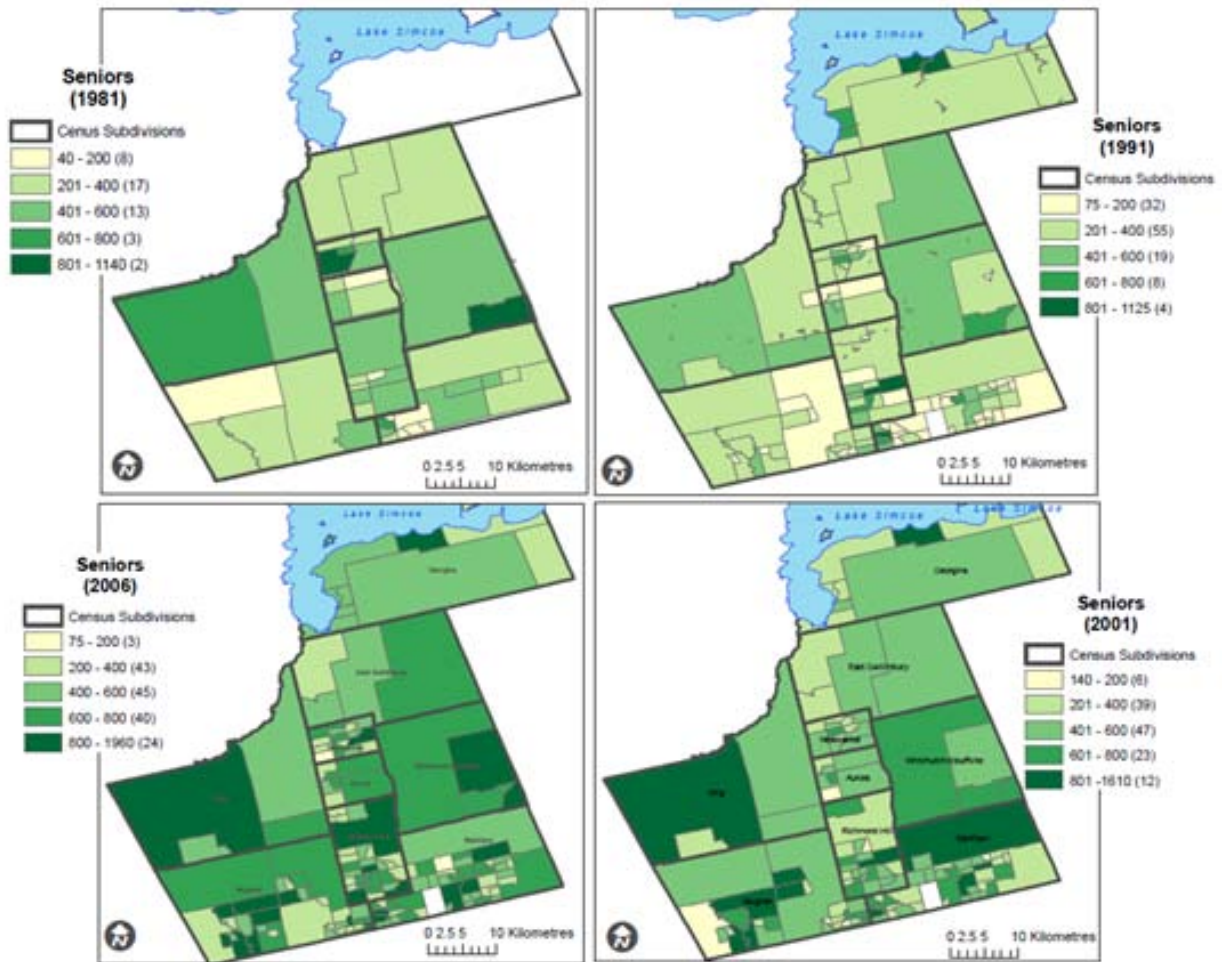
Table 4.1 Growing Vulnerability in York Region

	1981		1991		2001		2001		2006		2006	
							Toronto				Toronto	
	N	%	N	%	N	%	N	%	N	%	N	%
Total Population	252,063	100	504,981	100	725,050	100	2,481,494	100	886,570	100	2,503,281	100
Seniors	16,605	6.6	35,560	7	63,790	8.8	319,405	12.9	87,620	9.9	333,730	13.3
Low Income	7,725	3.1	37,570	7.5	72,565	10	552,525	22.3	112,165	12.7	613,304	24.5
Recent Immigrants*	2,835	1.1	40,875	2.2	94,845	13.1	516,630	20.8	109,275	12.3	109,310	18.2

Notes: In 1981 recent immigrants refers to 3 years before the Census; in 1991, 2001 and 2006 the period is 10 years.

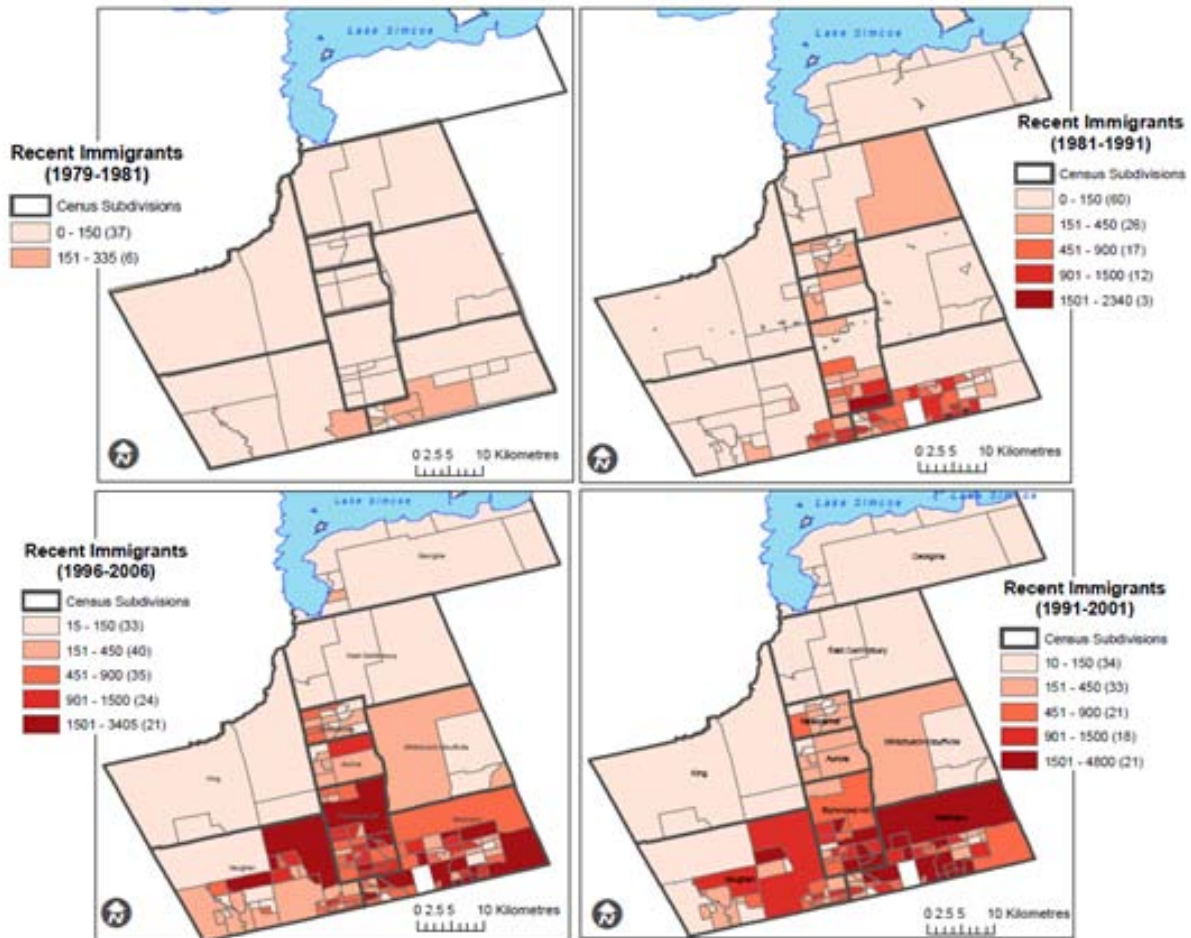
Sources: Statistics Canada: 1981 and 1991 Census Profile Data; 2001 Special Tabulations, EO1048-3A; 2006 Special Tabulations, EO1204R-2.

Figure 4.2 Distribution of Seniors in York Region 1981-2006



Source: Statistics Canada 1983, 1993, 2003, 2008

Figure 4.3 Distribution of Recent Immigrants in York Region 1981-2006



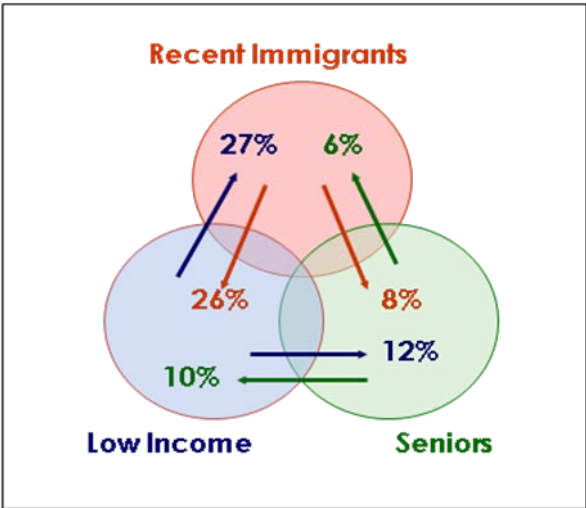
Source: Statistics Canada 1983, 1993, 2003, 2008

Figure 4.4 Distribution of Low Income in York Region 1981-2006



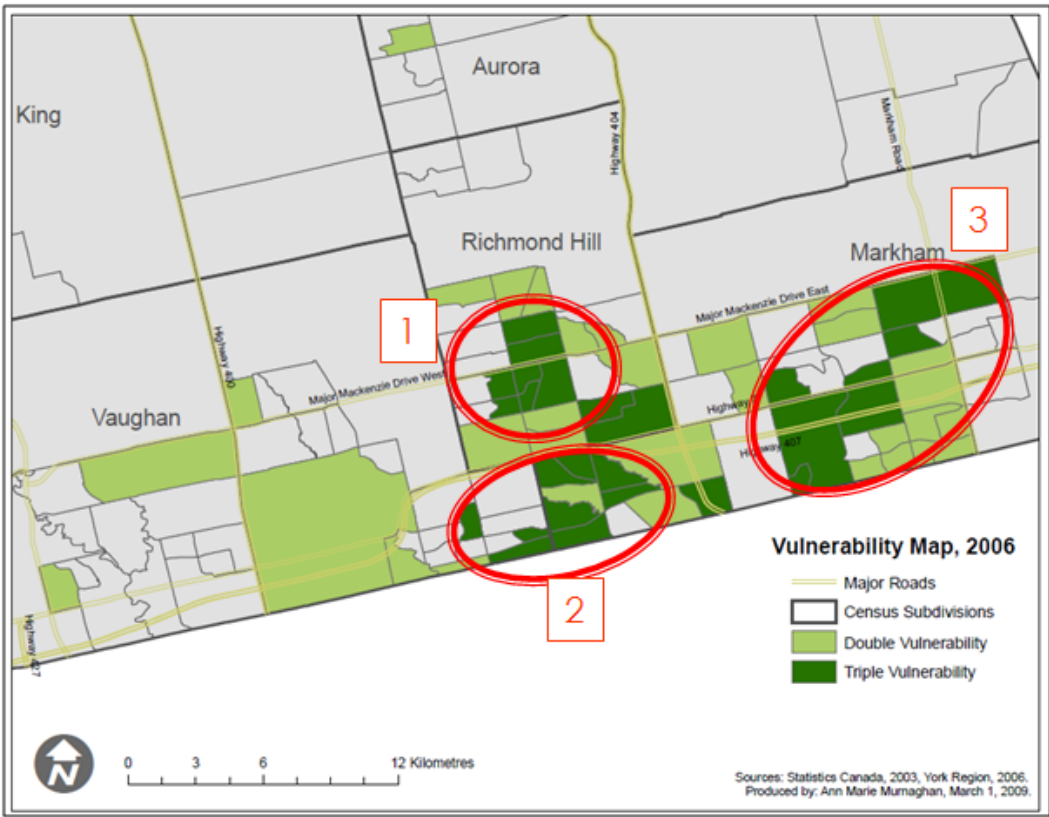
Source: Statistics Canada 1983, 1993, 2003, 2008

Figure 4.5 Intersecting Vulnerabilities, 2006



Source: Statistics Canada 2008

Figure 4.6 Locations of Multiple Vulnerabilities



Source: Statistics Canada 2008

4.2 Recent Immigrants in York Region

For census purpose, Statistics Canada defines recent immigrants as those who have lived in Canada for less than 5 years at the time of the census. In this study, we extend the definition of recent immigrants to include those who have been in Canada for less than 10 years at the time of the 2006 census (i.e., those who landed in Canada after 1996), because many studies show that, with significant changes in the composition of Canada's immigrants in the last two decades, the settlement process has become much longer than before.

According to our definition, in 2006, 109,270 recent immigrants resided in York Region, accounting for 12.3% of the Region's total population (see Table 4.2). Their demographic and social attributes suggest mixed implications for need for settlement services. Forty-three percent of them have lived in Canada for less than 5 years, the other 57% for 5-10 years. Fifty-seven percent of all the recent immigrants were in their prime years (25-54 years of age) for active participation in the labour force. This is 12% higher than the general population. Accordingly, their share of seniors was smaller, 6.5% versus 9.9% in the general population. They were also well educated, with 40% of those 15 year of age and older possessing university education (compared with only 26% for the general population). It is unclear, though, how much of this human capital was obtained in Canada, where foreign education credential has been a concern among many Canadian employers. Not surprisingly, unemployment rate was 2% higher for the recent immigrants than for the general population in York Region (7.5% vs. 5.4%). While 60.3% of the York Region population worked full-time, fewer recent immigrants worked full-time and disproportionately more were engaged in part-time work (52.6%). Also, while equal proportions of the general population and the recent immigrant population (34%) were employed in upper skill level occupations, at the bottom end of the skills spectrum (e.g. semi-skilled, manual workers, sales and service) we find larger proportions of recent immigrants (23.3%) than their counterparts in York Region (18.1%) engaged in lower skilled occupations.

With regard to country of origin (i.e., place of birth), 72% of the recent immigrants came from 10 countries: seven in Asia (China, Iran, India, S. Korea, Sri Lanka, Pakistan, and Philippines) and 3 in Eastern Europe (Russia, Ukraine and Romania), all non-traditional source countries (see Table 4.3). Most of the ten countries (perhaps excluding India and the Philippines) do not use English or French as a major language of instruction in schools. The majority of the adult recent immigrants would therefore need to take ESL classes after arrival in Canada. Yet, the census data show that 84% of them reported having knowledge of English; only 11% report speaking neither English nor French (see Table 4.4). Since official language ability is self-reported, these statistics from the census may not be a good measurement of the degree of English proficiency. Indeed, being able to conduct basic conversations may not be good enough to meet communications requirement demanded at many jobs.

Poverty is more prominent among York Region's recent immigrant population than its general population; their average household income in 2006 was only 70% of the general population's. Overall, 27% of them lived in low-income households, more than double that in the general population. This explains why of the 109,270 immigrants who had been in Canada for less than ten years, 47% spent over 30% of their household income on housing, and 25% spent 50% or more of their household income on housing (compared with 26% and 12%, respectively, for the general population). This signifies the need of the recent immigrants for affordable housing, or the need for assistance in finding affordable housing in York Region.

The recent immigrants heavily concentrated in the southern part of York Region, as Figure 4.3 shows. Specifically, 92% of them lived in the three municipalities of Markham, Richmond Hill and Vaughan. These should also be areas of high demand for settlement services.

Table 4.2 Attributes of Recent Immigrants in York Region, 2006

	Total Population		Total Recent Immigrants		Recent Immigrants as Percentage of Total Population
	N	%	N	%	(n/N)%
Population	886,575	100.0	109,270	100.0	12.3
0-14 years	177,675	20.0	15,145	13.9	8.5
15-24 years	126,240	14.2	18,130	16.6	14.4
25-34 years	107,325	12.1	19,335	17.7	18.0
35-44 years	150,880	17.0	26,360	24.1	17.5
45-54 years	143,385	16.2	16,625	15.2	11.6
55-64 years	93,445	10.5	6,605	6.0	7.1
65 years and over	87,620	9.9	7,065	6.5	8.1
Period of immigration					
Immigrant population	380,375	42.9	109,270	100.0	28.7
1996-2001	130,185	34.2	62,835	57.5	48.3
2001-2006	46,435	12.2	46,435	42.5	100.0
Education level of population age 15+	708,895	80.0	94,125	86.1	13.3
No certificate, diploma or degree	134,325	18.9	15,275	16.2	11.4
High school graduation certificate or equivalency certificate	181,335	25.6	20,580	21.9	11.3
Apprenticeship or trades certificate or diploma, certificate or diploma below the bachelor level	206,000	29.1	20,970	22.3	10.2
University certificate, diploma or Degree	187,230	26.4	37,300	39.6	19.9

Source: Statistics Canada 2008

Table 4.3 Recent Immigrants in York Region from Top 10 Places of Birth, 2006

Place of birth	Total Immigrants		Total Recent Immigrants		Recent Immigrants as % of total immigrants
	N	%	N	%	(n/N)%
China	86,830	9.8	28,000	25.6	32.2
Mainland	40,255	4.5	18,180	16.6	45.2
Hong Kong	46,575	5.3	9,820	9.0	21.1
Iran	16,905	1.9	9,175	8.4	54.3
India	22,910	2.6	8,500	7.8	37.1
Russian Federation	11,255	1.3	7,555	6.9	67.1
Korea, South	8,860	1.0	5,060	4.6	57.1
Sri Lanka	13,945	1.6	4,935	4.5	35.4
Pakistan	8,015	0.9	4,655	4.3	58.1
Philippines	13,570	1.5	4,150	3.8	30.6
Ukraine	6,725	0.8	4,025	3.7	59.9
Romania	5,230	0.6	2,720	2.5	52.0
Sub total (top 10 countries)	194,245	22.0	78,775	72.1	40.6
All countries	380,375	100.0	109,270	100.0	28.7

Source: Statistics Canada 2008

Table 4.4 Recent Immigrants in York Region by Knowledge of Official Languages, 2006

Knowledge of official languages	Total Population		Total Recent Immigrants		Recent Immigrants as % of Total Population
	N	%	N	%	(n/N)%
English only	786,595	88.7	92,240	84.4	11.7
French only	570	0.1	150	0.1	26.3
Both English and French	64,105	7.2	5,110	4.7	8.0
Neither English nor French	35,305	4.0	11,775	10.8	33.4

Source: Statistics Canada 2008

4.3 The Seniors in York Region

Seniors are those 65 years of age and older. In 2006, 87,620 of them resided in York Region, an increase of 37% over 2001. It accounted for 9.9% of the Region's total. With residents aging in place, three quarters of the seniors in York Region were either born in Canada (30%) or immigrated before 1980 (45%); only 8% were recent immigrants. They were more likely to be women (54%) and less educated than the general population; over 40% had less than 9 years of schooling compared to 19% in the general population. 18% admitted that they had no knowledge of either English or French; they were as likely to be established immigrants born in Italy, Greece and Poland as recent immigrants from China and India.

While most seniors had retired, 14% were still in the labour force. Over half of them worked part time and more than a third were self-employed; these rates were much higher than those in the general population although the proportion unemployed (3.8%) was slightly lower (5.4%). Their industrial and occupational distributions reflected the general population's; nearly half of those active in the labour market were in manufacturing, construction, trade and support services, and 40% had unskilled or at best semi-skilled jobs, suggesting that these were survival jobs.

Generally speaking, the seniors in York Region were economically not so disadvantaged; the percentage living below the low income cut-off point was slightly below the general population's. Their median individual and household incomes in 2006, respectively at \$20,366 and \$66,289, were about 70% of the regional average. As expected, nearly all received some form of income from the government such as CPP or low income supplement. Yet, compared to less than a third in the general population, over half of the seniors had income from dividends, interest and other investment income. They mostly owned their home and relative to the general population, spent less on housing.

A concern is that 29% of the seniors did not live with their immediate family, and over half of them in fact lived alone. We would believe that they are more vulnerable and can make use of more social programs and supports.

4.4 The Low Income Persons in York Region

In 2006, 112,165 people or 12.7 percent of York Region's population lived with low incomes, a 55 percent increase over 2001 when low income accounted for 10% of the regional population. Their median income was \$8,846 for an individual and \$23,478 for a household, about a third of the regional medians.

Compared to the total regional population, the proportion of women experiencing low income was higher than men. While the proportion of seniors in the low income population (9.5%) was comparable to the proportion of seniors in the general population (9.9%), the proportion of those under 24 years of age and those between 35 and 44 living in low income households were higher than the region as a whole. This suggests two things. Adults can benefit from more training and employment-related services. Children in low income households are especially vulnerable. The growing trend in poverty suggests that services for children and youth are crucial.

Generally speaking, the less educated are more likely to earn less. It is however alarming when 45% of the low income in York Region had postsecondary education, and when both the number and proportion (two out of five) with the highest level of education (i.e. at least one university degree) more than doubled between 2001 and 2006, and were much higher than in the general population.

As the proportion of seniors experiencing low income is no different from that in the generation population, low income is probably due to migration. It has been widely reported that recent immigrants are more likely to be living in poverty. A quarter of the regional low income population immigrated to Canada between 2001 and 2006. Of the low income population, people of Chinese ethnic origin accounted for the highest percentage (25.3%), followed by about 10% each of Italian, English and Canadian ethnic identity, and about 5% each of Irish, Scottish, East

India, Iranian, Korean, Jewish and Russian origins. People of Korean, Pakistan, Iranian, and to a lesser extent, Chinese, Sri Lankan, Vietnamese, and Russian ethnic origins are more likely to be in low income. For example, in 2006, 44% of the Koreans, 37% of the Pakistanis, 28% of the Iranians, 19% of the Chinese, 18% of the Sri Lankans, 16% of the Vietnamese and 15% of the Russians lived below the low-income cut off point.

Examining place of birth, we found the Canadian-born population accounted for the largest percentage of low income (41%), many likely children of immigrants. As Table 4.5 shows, half of those born in Korea, a third of those born in Pakistan and Taiwan, a quarter of those born in the Philippines and China, and a fifth of those from Hong Kong, Russia and Ukraine lived in poverty. An alarming trend is that with a few exceptions such as Taiwan, Tanzania and Kenya, there were no birthplaces where the low income populations were declining if the percentage of the total population was not declining as well; this highlights the increasing problem of low income in this region, especially considering its proportion of the population doubled in the last 20 years.

The low incomes are less likely to participate in the labour market. In 2006, when 70% of the regional population were in the labour force, the labour force participation rate of the low incomes was only 55 percent. In addition to higher unemployment, there were proportionally many more part-time workers and self-employed individuals among the low income than in the general population (see Table 4.6). Table 4.6 also shows that there were proportionally more low income in occupations that are characterized as unskilled or semi-skilled, including those in support services and the accommodation and food industry as opposed to finance, real estate, government, education, health, social assistance, professional and management industries.

Almost all low income individuals in 2006 relied on some form of government transfer payment be it CPP, unemployment insurance or welfare. Compared to the general population, a much higher proportion of low income also received income from self-employment, suggesting the possible survival nature of self-employment among the economically disadvantaged. In addition, Table 4.7 shows the income composition of the low income changed over recent years; less people earned wages and salaries, more received government transfer payment and had investment income, and those with self-employment income and/or income from other sources doubled or more.

Table 4.5 Top 20 Birthplaces with Low Income

	Total Population	Total Low Income	Percent of Total in Low Income	Change in Low Income	Change in proportion of Low income
	2006	2006	2006	2001-2006	2001-2006
All places of birth	886,575	112,165	100.0	39,595	2.6
Canada	497,715	46,290	9.3	16,075	2.4
China	40,255	10,190	25.3	5,025	2.5
Hong Kong	46,575	9,575	20.6	-845	-3.3
Iran	16,905	4,890	28.9	3,045	6.4
Korea, South	8,860	4,325	48.8	2,340	6.7
Italy	40,105	3,320	8.3	-720	-2.2
Pakistan	8,015	2,800	34.9	1,550	7.8
Sri Lanka	13,945	2,415	17.3	2,035	10.8
India	22,910	2,410	10.5	1,220	2.2
Russian Federation	11,255	2,255	20.0	1,020	1.1
Philippines	13,570	1,925	14.2	1,000	2.7
United Kingdom	18,235	1,560	8.6	5	0.8
Ukraine	6,725	1,330	19.8	820	4.7
Viet Nam	9,025	1,170	13.0	655	0.5
Taiwan	3,680	1,115	30.3	215	-4.3
Israel	5,910	1,085	18.4	655	8.6
United States	7,040	990	14.1	-5	-3.4
Jamaica	8,435	970	11.5	325	2.4
Guyana	6,295	625	9.9	160	2.3
Greece	4,760	570	12.0	210	4.7

Source: Statistics Canada 2008

Table 4.6 The Low Income in the Labour Market

	Total in York Region		Low Income in York Region	
	# (A)	%	# (B)	%
Total Population	886,575	100.0	112,165	100.0
Labour Force Participation	499,720	70.5	47,250	54.8
Part time workers	175,925	37.2	22,705	53.9
Self-employed	68,275	14.4	11,700	27.8
Unemployed	282,700	5.4	15,640	10.9
All industries	472,610	98.4	42,090	94.9
Primary	6,130	1.3	300	0.7
Manufacturing and Construction	94,315	20.0	7,965	18.9
Wholesale and retail Trade	86,165	18.2	8,430	20.0
Transportation and Warehousing	16,500	3.5	2,055	4.9
Information and cultural industries	14,410	3.0	840	2.0
Finance/Real Estate	46,340	9.8	3,070	7.3
Professional/Management	49,445	10.5	3,290	7.8
Support & Other Services	41,490	8.8	5,900	14.0
Gov't., Edu., Health & social assistance	84,400	17.9	4,740	11.3
Arts & Entertainment/Accommodation & food	33,425	7.1	5,510	13.1
All occupations	472,610	98.4	42,090	94.9
Senior Management	32,540	6.9	1,590	3.8
Middle and other management	35,675	7.5	3,640	8.6
Skill level 4 (professionals)	100,990	21.4	4,715	11.2
Skill level 3 (semi-professional, technical...)	50,060	10.6	3,690	8.8
Skill level 3 (supervisors, skilled crafts...)	65,325	13.8	6,745	16.0
Skill level 2 (clerical, sales and services)	107,010	22.6	10,490	24.9
Skill level 2 (semi-skilled manual workers)	32,535	6.9	3,810	9.1
Skill level 1 (manual workers...)	48,490	10.3	7,410	17.6

Source: Statistics Canada 2008

Table 4.7 Sources of Income for the Low Income

	2001		2006	
	#	%	#	%
With income	48,745	67.2	76,425	68.1
From wages and salaries	20,455	42.0	29,085	38.1
From self-employment	4,335	8.9	12,160	15.9
From government sources	42,155	86.5	71,015	92.9
From dividends, interest and other investment	10,050	20.6	20,300	26.6
From other income (e.g. retirement pension)	2,375	4.9	8,450	11.1

Source: Statistics Canada 2008

Due to the lack of rental housing, home ownership in York Region is high. Despite low income status, three-quarters lived in owned dwellings where over 60% struggled to spend at least 50% of their household income on making mortgage payment; this percentage is really high compared to 12% in the general population and 25% in the recent immigrant population.

Similar to recent immigrants, the majority of those living with low incomes are concentrated in the southern municipalities of Vaughan, Richmond Hill, and Markham. Georgina and Aurora also contain census tracts that have high concentrations of this vulnerable population. Spatially, people living with low incomes are increasingly spread across York Region. For example, Vaughan has seen its low income population spreading from the south west corner to the north eastern corner of the municipality since 2001.

EDUCATION INFRASTRUCTURE IN YORK REGION

5.1 Introduction

As a social equalizer, educational infrastructure represents institutions for social change, transformation and justice in democratic societies. As a life-long learning process, education, more broadly defined, involves early childhood education, primary and secondary schooling, post-secondary education, and continuing-education for adults. The provision, maintenance and governance of educational infrastructure in Ontario, is accordingly multifaceted and complexly organized. It is both a public and private good; and though more formally governed by policy guidelines and statutory regulations at all levels of government; informally it also involves community engagement and the production of local social and cultural capital in its day to day activities. During the past decade, public education across western democracies has faced a number of challenges with the advent of neoliberalization of education. This has resulted in a number of changes including severe cutbacks, crowded classrooms, school closures, reduced after-school activities, and privatization and marketization of the educational system as a whole in Ontario. The rapid changes that have taken place in educational provision over these past few years have consequently affected those most vulnerable and different regions across the province have adjusted to these changes in different ways. The current economic crisis and increasing unemployment further suggests that educational services will be in greater demand. Both these past and future conditions need to be considered in the way educational infrastructure shapes the landscape of opportunity in York Region. Examining the gaps and its effects on the marginal groups of citizens is often most clearly evident through its spatial manifestations where the demand and supply of these services do not often coherently or equitably correspond.

Educational infrastructure in York Region faces a number of unique challenges based on the complexities of its heterogeneous landscape; intersecting urban, suburban and rural developments augmented by rapidly changing demographic shifts, increasing cultural diversity and social polarization collectively defy traditional suburban imaginaries of uniformity and homogeneity. Traditional suburban imaginaries often lead to the misallocation and distribution of scarce resources affecting a marginality that is often hidden and inconspicuous as a result. This section of the report explores the state of educational infrastructure in York Region noting in particular the spatial distribution of these services while highlighting the provision as it relates to three particular vulnerable groups – recent immigrants, seniors, and low income persons.

Section 5.2 briefly provides a background context of the socio-demographic- educational information relating to the various marginal groups in York Region using 2001 and 2006 Statistics Canada Census information, specially requested for the purpose of this project. Section 5.3 provides a broad overview of the educational services available in York Region based on the data collated from the CIVC data base (2006), school boards and other websites. Section 5.4 spatially analyzes the representational provision of educational services focusing on three groups – recent immigrants, seniors, and low income persons. Finally using the results of a questionnaire survey conducted by ISR at York University, Section 5.5 analyzes the awareness and use of educational services in York Region.

5.2 Marginal Groups in Perspective in York Region

5.2.1 Background context

In 2006, 12.7 % (112,165) of the population in York Region were designated low income (compared to 10% in 2001) and reported a median household income of \$23,478. The *highest* percentage of low income population (23.3%) within this group included families with children 0-14 years of age (25,970). The increase in the proportion of children experiencing poverty in York Region by nearly 4% since 2001 is the highest among all age cohorts. In 2006, 15.7% of the low income population were youth 15-24 years of age (17, 665). Combined, children and youth in York Region represent a large vulnerable group (39%) for whom services and resource need to be seriously considered. Table 5.1 shows that most of the concentration of recent immigrant, children, youth and low income reside in Markham, Vaughan and Richmond Hill.

Couples with children represent the majority of low income families (87.2%) along with single parent families (17.2%) in 2006. Poverty rates are significantly higher amongst marginal social groups and especially among visible minorities (55.7%). According to the 2006 census, immigrants represented 55.8% of the low income population – a proportional increase of 2% since 2001. They are likely among the 45% with low income who had high-middle to high levels of education. The number of seniors living with families increased from 8.1% in 2001 to 13.2% in 2006 although majority of seniors (78%) continued to live alone in 2006.

These figures indicate the importance of publicly funded educational opportunities for children and youth to alleviate child poverty; the need for affordable, high quality early learning and child care programs enabling families to work outside the home or receive training; the need for continuing education for adults including seniors; and the importance to recognize foreign education credentials and increase programs for upgrading skills and language training.

Table 5.1 Children and youth in vulnerable households by municipalities, 2006

	Recent Immigrants Children		Recent Immigrants Youth		Low Income Children		Low Income Youth	
	#	%	#	%	#	%	#	%
York Region	15160	100	18140	100	26000	100	17650	100
Aurora	615	4.06	415	2.29	990	3.81	515	2.92
Markham	5765	38.03	7820	43.11	9425	36.25	7300	41.36
Newmarket	645	4.25	650	3.58	1735	6.67	945	5.35
Richmond Hill	4260	28.10	4890	26.96	2090	8.04	1070	6.06
Vaughan	3475	22.92	4070	22.44	5490	21.12	4385	24.84
Rest of York Region	400	2.64	295	1.63	6270	24.12	3435	19.46

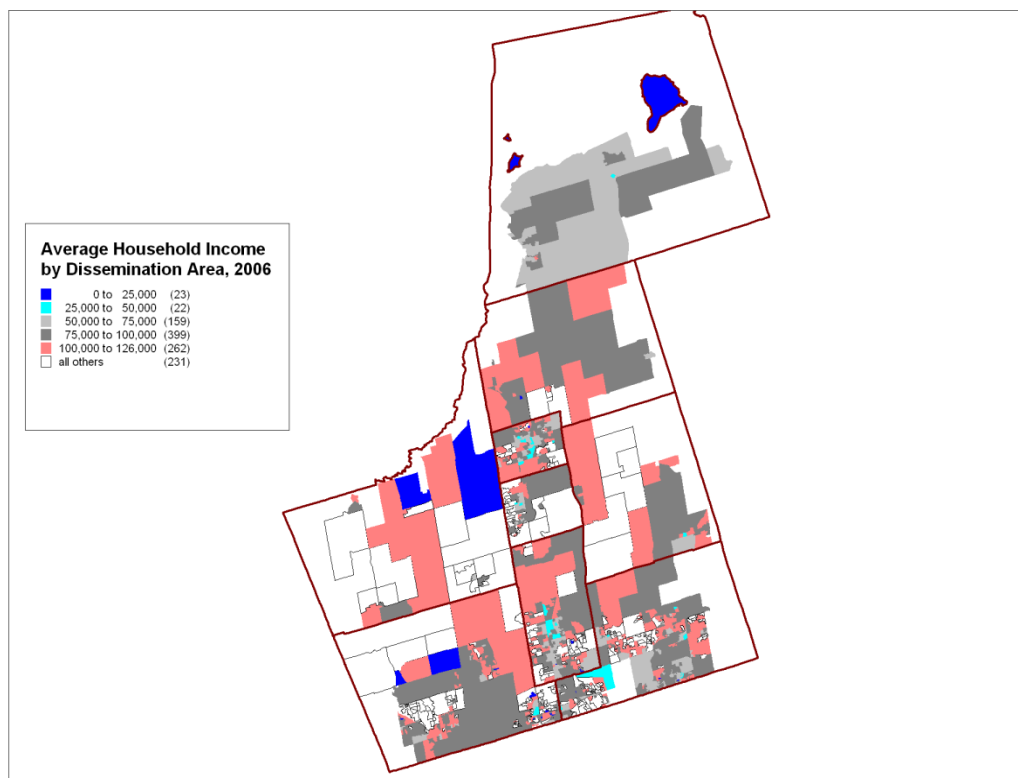
Notes: Children here refer to those aged 0-14 and youth are those aged 15 to 24

Source: Statistics Canada 2008

5.2.2 'Inconspicuous' Local Variability

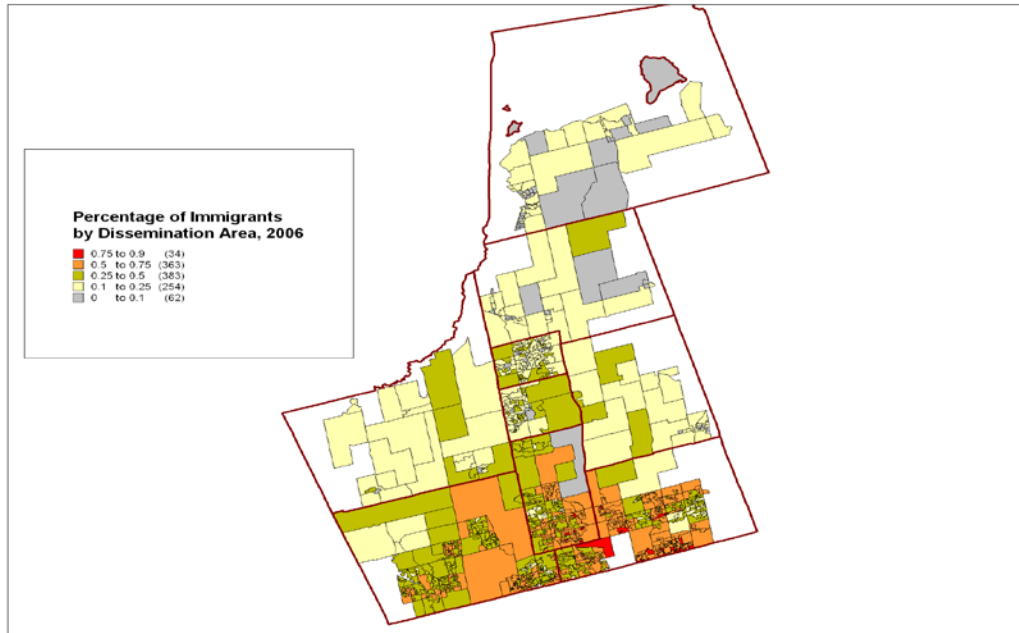
Statistics Canada collects census data on small areas composed of one or more neighbouring dissemination blocks, with a population of 400 to 700 persons. In the 2006 census, there were 1096 DAs in York Region. Mapping at this scale captures much of the hidden vulnerabilities in the region. Of the 865 DAs with data on average household income there were 45 dissemination areas (5%) reporting households with income less than \$50,000. Some of these DAs which are very small represent apartment blocks scattered across the region and highlight the invisible nature of poverty alluded to earlier in the report. Dissemination areas with very high percentage of immigrants (75%) are concentrated in 34 DAs, while 363 DAs are represented by 50% or more immigrants – primarily in the southern part of the region (Markham and Vaughan). In total they represent 36% of all DAs. Children (0-19) and Seniors (over 65 years of age) are concentrated in high numbers in particular parts of the region. Of particular note are the 20 DAs with over 1000 children and 12 DAs with less than 50 children; while 12 DAs with over 500 seniors and the presence of 5 DAs with less than 5 seniors. (see Figures 5.1, 5.2, 5.3, and 5.4)

Figure 5.1 Average Household Income by Dissemination Area, 2006



Source: Statistics Canada 2006 Census

Figure 5.2 Percentage of Immigrants by Dissemination Area, 2006



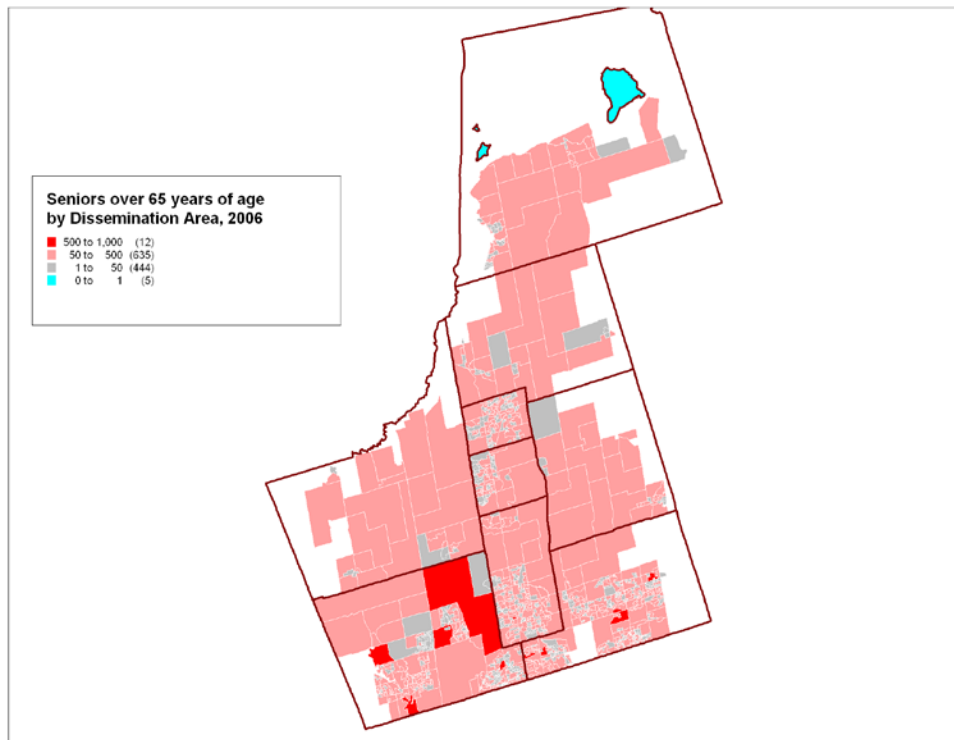
Source: Statistics Canada 2006 Census

Figure 5.3 Children 0-19 years of age by Dissemination Area, 2006



Source: Statistics Canada 2006 Census

Figure 5.4 Seniors over 65 years of age by Dissemination Area, 2006

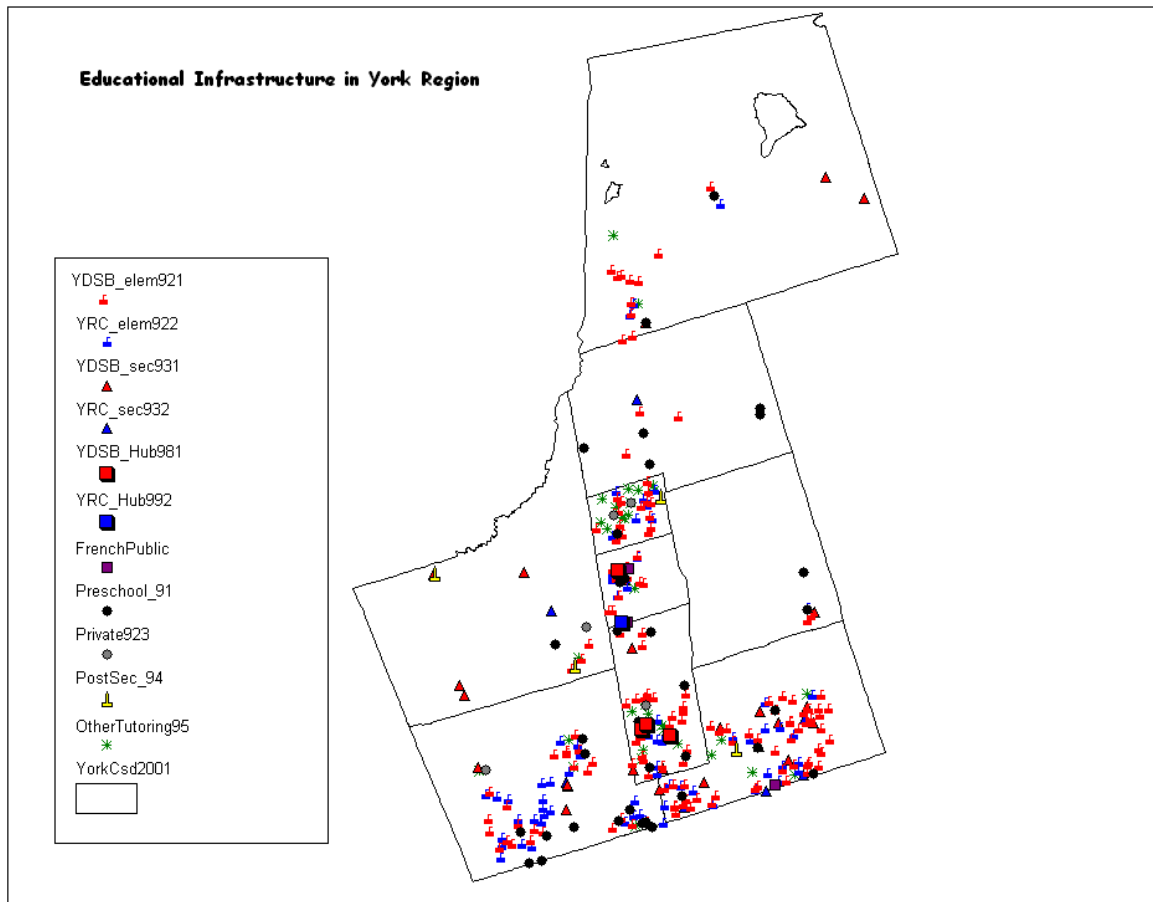


Source: Statistics Canada 2006 Census

5.3 Educational Infrastructure in York Region

The data used to analyze educational infrastructure in York Region was drawn from CIVC, a directory of community agencies and government services in York Region. This data base was supplemented by child care centres and public education institutions compiled from various web sources and the Ministry of Education. Educational infrastructure is mapped and layered with socio-demographic information for further analysis. Table 5.2 presents a compilation of all the various components of educational infrastructure in York Region sorted by municipality; while Figure 5.5 illustrates the spatial distribution of these services.

Figure 5.5 Educational Infrastructure in York Region



Source: CIVC 2006

Table 5.2 Educational Infrastructure in York Region

	York Region	Markham	Vaughan	Richmond Hill	Aurora	Newmarket	King	East Gwillimbury	Whitchurch Stouffville	Georgina
YDSB elementary	142	47	21	22	10	16	6	5	3	12
		0.33	0.15	0.15	0.07	0.11	0.04	0.04	0.02	0.08
YRC elementary	71	18	28	7	5	6		2	2	3
		0.25	0.39	0.10	0.07	0.08	0.00	0.03	0.03	0.04
YDSB secondary	28	8	5	5	2	4	1		1	2
		0.29	0.18	0.18	0.07	0.14	0.04	0.00	0.04	0.07
YRC secondary	12	4	4	1	1	1				1
		0.33	0.33	0.08	0.08	0.08	0.00	0.00	0.00	0.08
YDSB_Hub	4	2			1	1				
		0.5			0.25	0.25				
YRC_Hub	1				1					
					1					
FrenchPublic	3	1			2					
		0.33			0.67					
Preschool	38	4	13	8	2	1	3	4		3
		0.11	0.34	0.21	0.05	0.03	0.08	0.11		0.08
Pvt_Montessori	6		3			1	1	1		
			0.5			0.17	0.17	0.17		
PostSecondary	4	1		1		1	1			
		0.25		0.25		0.25	0.25			
OtherTutoring	35	5	4	8	2	11	2	1		2
		0.14	0.11	0.23	0.06	0.31	0.06	0.03		0.06

Source: CIVC 2006

5.3.1 Early Childhood Education

Early childhood education involves activities in a variety of early learning and child care settings for children from infancy to school age. Though the value of early childhood education is well established in the literature, the provision of care and education for children less than six years of age continues to be funded on a patch-work system in Ontario. Investing in early childhood education is considered one of the key determinants of human development and health and for low income families and children of recent immigrants an early start provides the much needed support for an equitable foundation in education. In Ontario, there are licensed regulated child care and in-home care and informal care. Licensed child care is regulated by the *Ministry of Children and Youth Services* and the standards are set out in the *Day Nurseries Act* (<http://www.gov.on.ca/children>). Early Childhood Education in York Region includes child care centres, nursery schools, extended care and before and after school programs and these can include a number of subsidized spaces funded by the government. Currently there are 38 licensed child care centres registered in the region - 34% (13) of these are located in Vaughan, followed by 21% (8) in Richmond Hill. None are located in Whitchurch and Stouffville. These are located in schools, community centres, churches and private homes. Four *Ontario Early Year's program* are also located in York Region. Created by the Ontario government these centres provide information and resources for parents and caregivers on parenting and networking (<http://www.gov.on.ca/children>).

5.3.2 Publicly Funded Primary and Secondary Schooling

Public schools in York Region are administered by the *York District School Board* and *York Catholic District School Board* and funded and regulated by the provincial *Ministry of Education*. With rapid increase in enrolment and growing diversity there has been an urgent need for new schools, resources and teachers in the region. As of 2007-08, there were 111,556 elementary students and 56,773 secondary students served by 275 elementary schools and 60 secondary schools in York Region. The *Conseil Scolaire de District Catholique Centre-Sud* also operates three schools in the region. York Region also has a number of private schools that are not publicly funded.

5.3.2.1 York District School Board

In 2007-08 the York District School Board (YDSB) served over 113,000 students in 192 schools. As the third largest school board in Ontario the board has opened 83 new elementary schools and 15 new secondary schools since 1998-99 (see Table 5.2). New schools have been built across all municipalities though primarily concentrated in Markham (35% increase in elementary schools and 32% in secondary schools). The most recent construction of new schools has eased the pressure on the enrolment levels in schools. Twelve trustees govern YDSB guided by the Provincial Education Act.

The YDSB actively promotes its policy on antiracism and ethnocultural equity. The *Antiracism and Ethnocultural Equity Policy* on its web site (<http://www.yrdsb.edu.on.ca>) notes the importance of:

- Respecting the racial and ethnocultural diversity of its students, community and employees;

- Recognizing the potential for academic excellence in all students;
- Providing necessary supports so that the academic achievement of every student, regardless of race, ethnicity, culture, faith, language and nationality, is consistent with the student's highest ability;
- Ensuring equitable treatment for all students, parents and employees while recognizing their race, ethnicity, culture, faith, language and nationality;
- Working to achieve equitable results in its educational and employment practices; and,
- Promoting positive and respectful relations with and between members of all school communities.

These broad guidelines apply to Board policies and practices, leadership, school-community partnership, curriculum, student languages, student evaluation, assessment and placement, guidance, racial and ethnocultural harassment, employment and promotion practices and staff development.

York Region District School Board offers a number of services in four hub centres – these include: Alternative Education, ESL, Community and Cultural Services, International Co-op, School-Work Transition (employment), Special Education, Youth Apprenticeship.

5.3.2.2 York Catholic District School Board

Catholic schools are open to children of Roman Catholic parents or students who are baptized Roman Catholic. In 2007-08 the York Catholic School Board (YCSB) served over 55,000 students in 106 schools. It has opened 13 new elementary schools and 13 new secondary schools since 1998-99. This includes an increase of 17% elementary schools and 92% secondary schools with most of the growth concentrated in Vaughan and then Markham. The enrolment levels by school (crowding index) have dramatically reduced in secondary schools since 2001-02 with the building of new schools (see Table 5.3). Despite this there are 299 portables. Twelve trustees similarly govern YCSB and are responsible for overseeing board affairs. Similar to the YDSB the YCSB's policy on Antiracism and Ethnocultural equity is explicitly stated in its Mission Statement and Core objectives. The broad guidelines are similar to the ones stated in the YDSB.

York Catholic District School Board offers a number of services in one hub centre – these include Adult and Continuing Education (New Canadian Program), Alternative Education, ESL, International Student Exchange, Special Education, Youth Apprenticeship. As noted on the YCB web site, there are 21 child care centres located in the schools and 72 after school-programs.

5.3.3 Privately Funded Schooling

Private schools unlike public schools are not funded by the government. They vary in fee structures and program emphasis. Six private schools are listed in 2006 York Link which includes Montessori Schools and the Pickering College. Most of these schools are located in Vaughan and the other schools in New Market, King City and East Gwillimbury. (See Table 5.2)

Table 5.3 Enrolment by School in York Region, 1998-2008

	York Region District School Board	Enrolment by School YRDSB	York Catholic District School Board	Enrolment by School YCSB
No. of Schools(Elementary) 07-08	192	386	83	450
No. of Schools(Elementary) 01-02	118	522	70	493
No. of Schools(Elementary) 00-01	116	509	68	484
No. of Schools(Elementary) 99-00	111	508	65	491
No. of Schools(Elementary) 98-99	109	499	62	500
No. of Schools(Secondary) 07-08	37	1056	23	770
No. of Schools(Secondary) 01-02	25	2463	11	3136
No. of Schools(Secondary) 00-01	24	2460	10	3292
No. of Schools(Secondary) 99-00	23	2453	9	3546
No. of Schools(Secondary) 98-99	22	2473	9	3446

Source: Ministry of Education (special request)

5.3.4 Postsecondary Schooling

Four postsecondary institutions (as listed in CIVC 2006) are located in York Region. These include three *Seneca College of Applied Arts and Technology* campuses and the *Dunlap Observatory* run by the University of Toronto. The Seneca campuses in New Market and Richmond Hill offer the *Job Connect program* - a career and employment preparation program funded by the Ministry of Training, Colleges and Universities. The Buttonville campus specializes in aviation programs. The other Seneca campuses offer numerous programs in science, technology and business and opportunities for advancement in academic upgrading and college preparation programs.

5.3.5 Adult Continuing Education

Adult Education programs are offered through both the public school boards. These include general interest courses and credit courses. These are offered during the night and in the Richmond Hill Community Centre as Adult Day Programs and some courses are offered on-line. There are 25 Adult ESL (English as a Second Language) day classes that are offered across the region in schools, churches and libraries. Adult ESL evening classes are offered in 17 high schools in the region. Specialized programs are also offered by the boards which include Citizenship Classes, Driver Education, Adult Literacy and Basic Skills, Language Instruction for Newcomers to Canada, Ontario High School Equivalency Certificate (GED), International Programs (<http://www.yrdsb.edu.on.ca>).

Table 5.4

	York Region	Markham	Vaughan	Richmond Hill	Aurora	Newmarket	King	East Gwillimbury	Whitchurch- Stouffville	Georgina
YDSB elementary	142	47	21	22	10	16	6	5	3	12
		0.33	0.15	0.15	0.07	0.11	0.04	0.04	0.02	0.08
2008-09	192	56	41	30	11	18	7	7	9	13
increase of	0.35	0.29	0.21	0.16	0.06	0.09	0.04	0.04	0.05	0.07
YRC elementary	71	18	28	7	5	6	0	2	2	3
		0.25	0.39	0.10	0.07	0.08	0.00	0.03	0.03	0.04
2008-09	83	19	30	13	5	6	3	2	2	3
increase of	0.17	0.23	0.36	0.16	0.06	0.07	0.04	0.02	0.02	0.04
YDSB secondary	28	8	5	5	2	4	1	0	1	2
		0.29	0.18	0.18	0.07	0.14	0.04	0.00	0.04	0.07
2008-09	37	13	7	5	2	4	1	1	1	3
increase of	0.32	0.35	0.19	0.14	0.05	0.11	0.03	0.03	0.03	0.08
YRC secondary	12	4	4	1	1	1	0	0	0	1
		0.33	0.33	0.08	0.08	0.08	0.00	0.00	0.00	0.08
2008-09	23	5	7	3	3	1	3	0	0	1
increase of	0.92	0.22	0.30	0.13	0.13	0.04	0.13	0.00	0.00	0.04
YDSB Hub	4	2			1	1				
		0.5			0.25	0.25				
YRC Hub	1				1					
					1					
French Public	3	1			2					
		0.33			0.67					

Source: CIVC 2006

5.4 Spatial Distributional Representation by Marginal Groups

5.4.1 The Geographies of Recent Immigrants and Educational Infrastructure

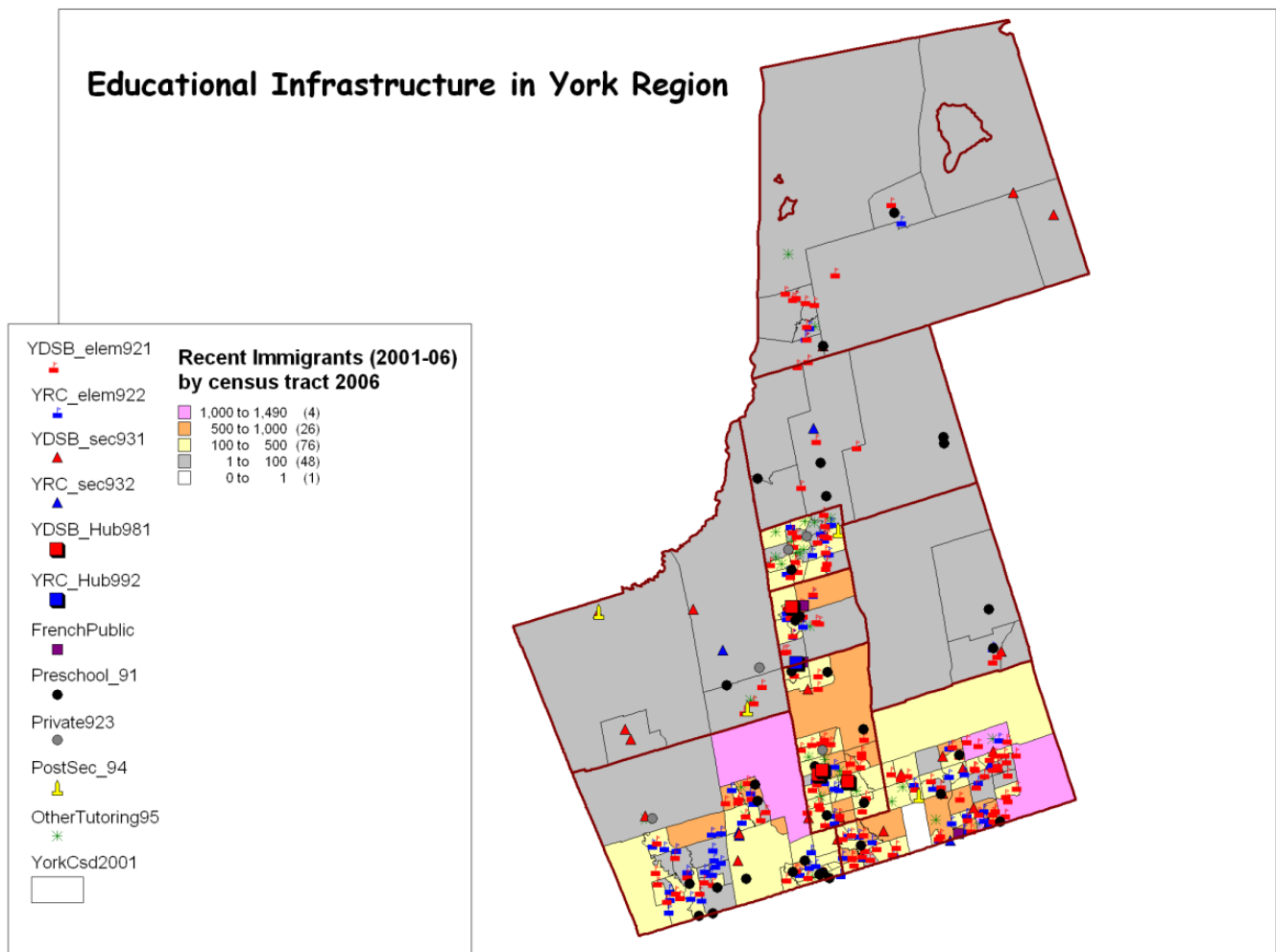
According to the 2006 census, four census tracts indicate a high concentration of recent immigrants (over 1000, primarily in Markham), while twenty six other census tracts indicate the presence of a large number ranging between 500 and 1000. Figures 5.6 note that these 30 neighbourhoods lie primarily within Markham, Vaughan and Richmond Hill. Spatial analysis of census tracts reveals that elementary schools are well represented in these tracts with recent immigrants with French Public schools in fact over-represented, but that Catholic secondary schools are underrepresented, as are the number of preschool programs compared to the rest of the region. Investment in Catholic secondary schools and preschool programs in these neighbourhoods would be beneficial for recent immigrant youth and young children (see Table 5.5).

Table 5.5 Geographies of Recent Immigrants by Educational Infrastructure (30 census tracts with over 500 immigrants)

	Count_ Reclmm	All York Region	%	Representation
Elementary Schools_YDSB	33	142	23.24	1.04
Elementary Schools_YCDB	20	71	28.17	1.26
Secondary Schools_YDSB	6	28	21.43	0.96
Secondary Schools_YCDB	1	12	8.33	0.37
French Public schools	2	3	66.67	2.98
Hub_YDSB	0	4	0.00	0.00
Hub_YCB	0	1	0.00	0.00
PreSchool	4	38	10.53	0.47
Private_Montessori	0	6	0.00	0.00
Tutoring	7	35	20.00	0.89
Post Secondary	0	4	0.00	0.00
Number of Census Tracts	30	134	22.39	

Source: CIVC 2006; Statistics Canada 2008

Figure 5.6 Educational Infrastructure for Recent Immigrants in York Region



Source: CIVC 2006; Statistics Canada 2008

5.4.2 The Geographies of Seniors and Educational Infrastructure

High numbers of seniors (over 1000) are found in ten census tracts in 2006. As Figure 5.7 illustrates, these census tracts are scattered across the region in southeast Markham (3), Vaughan (3), Georgina (1), Whitchurch-Stouffville (1), Newmarket (1) and Richmond Hill (1). There are 85 other census tracts with 500-1000 seniors and 60 census tracts with less than 500 seniors (see Figure 5.3). Spatial analysis of census tracts reveals that both public and catholic elementary schools and preschools are slightly over represented in these tracts while secondary schools are not. Close proximity to secondary schools which usually host a number of free or low cost continuing education courses would be very useful for seniors. Intergenerational programs in preschools and elementary schools, parenting centres (for grandparents) foster more community engagement programs. One of the secondary institutions (Seneca College of Applied

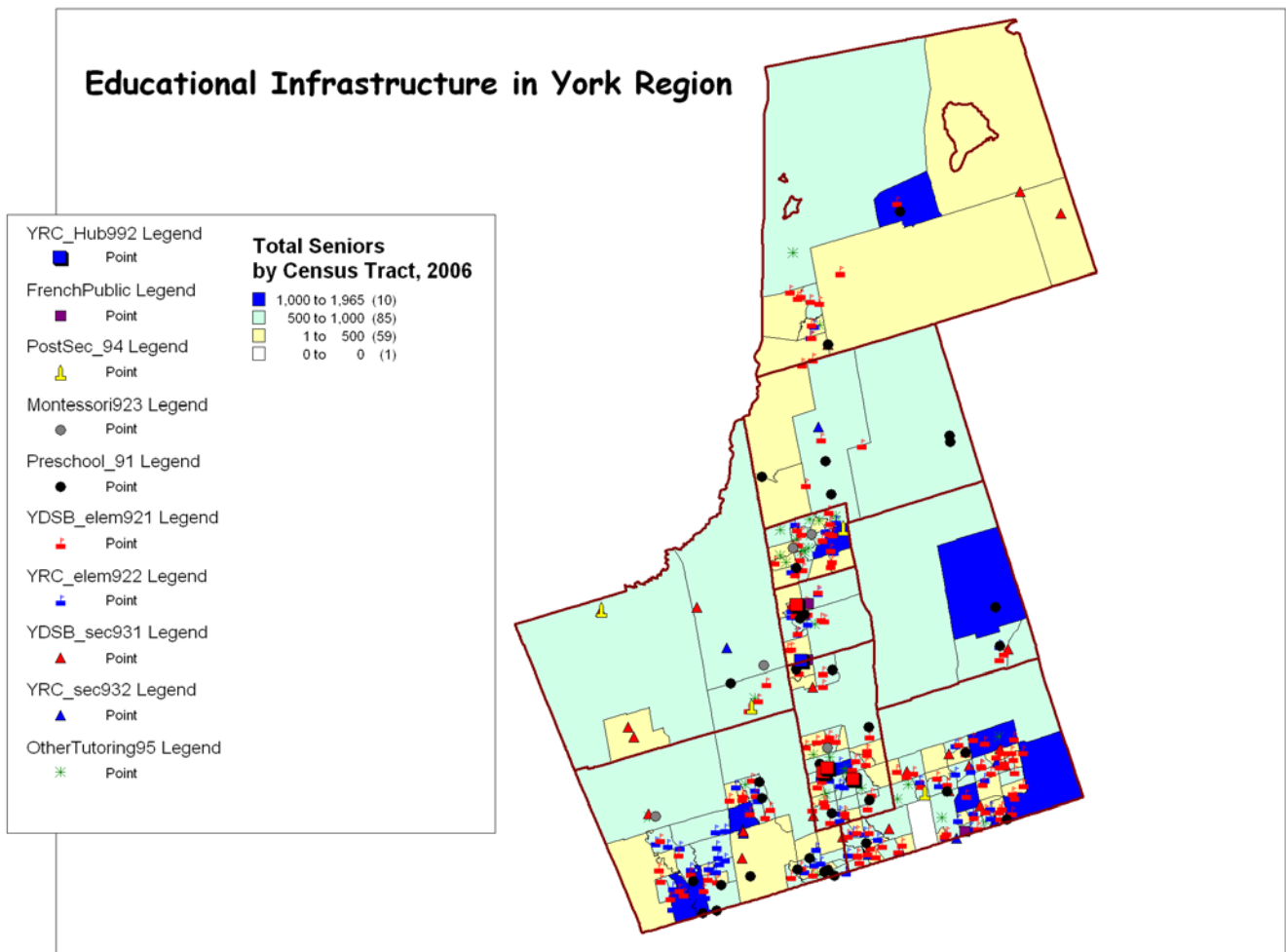
Technology) is located in Newmarket and provides a space for educational opportunities for the high concentration of seniors living nearby.

Table 5.6 Geographies of Total Seniors by Educational Infrastructure (10 census tracts with over 1000 seniors)

	Count_ Total Seniors	All York Region	%	Representation
Elementary Schools_YDSB	14	142	9.86	1.32
Elementary Schools_YCDB	12	71	16.90	2.26
Secondary Schools_YDSB	2	28	7.14	0.96
Secondary Schools_YCDB	0	12	0.00	0.00
French Public schools	0	3	0.00	0.00
Hub_YDSB	0	4	0.00	0.00
Hub_YCB	0	1	0.00	0.00
PreSchool	4	38	10.53	1.41
Private_Montessori	0	6	0.00	0.00
Tutoring	3	35	8.57	1.15
Post Secondary	1	4	25.00	3.35
Number of Census Tracts	10	134	7.46	

Source: CIVC 2006; Statistics Canada 2008

Figure 5.7 Educational Infrastructure for Seniors in York Region



Source: CIVC 2006; Statistics Canada 2008

5.4.3 The Geographies of Low Income Persons and Educational Infrastructure

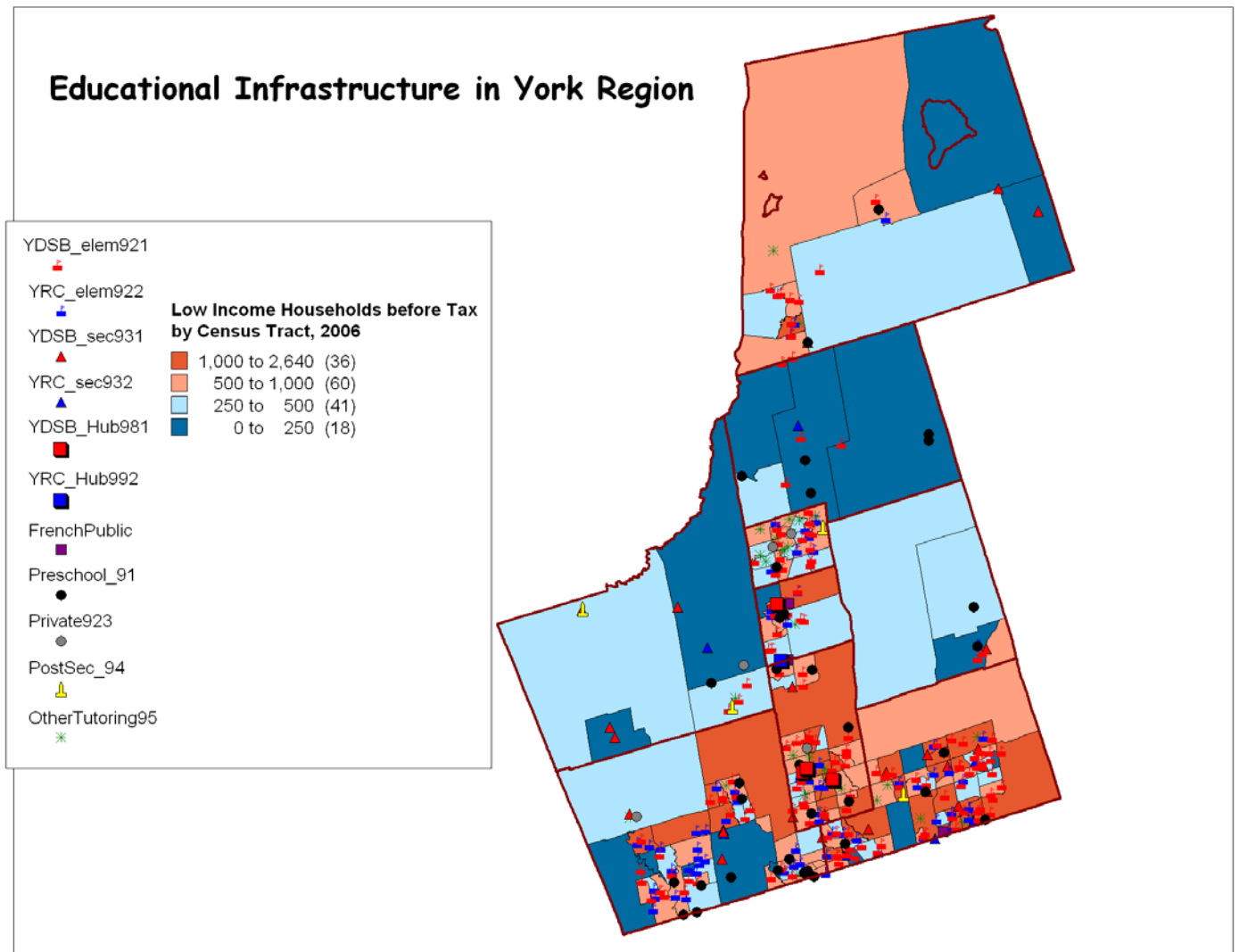
Thirty six census tracts in 2006 include over 1000 low income persons. These are primarily concentrated in Markham, Vaughan, Richmond Hill and Georgina (see Figure 5.8). Both public elementary secondary schools are well represented. Catholic high schools are underrepresented even though Catholic elementary schools are over represented in these census tracts. There are a high number of French public schools in these census tracts which might be partly explained due to its close proximity to the City of Toronto. Availability of pre-schools is largely underrepresented in these neighbourhoods and this gap in service needs serious consideration. As expected, the presence of private schools including Montessori schools are underrepresented in these neighbourhoods as the costs of attending them is usually prohibitive. Interestingly the presence of tutoring schools is well evident and nearly at par with the rest of the region.

Table 5.7 Geographies of Low Income by Educational Infrastructure (36 census tracts with over 1000 low income households)

	Count_ Low Income	All York Region	%	Representation	
Elementary Schools_YDSB	36	142	25.35	0.94	
Elementary Schools_YCDB	25	71	35.21	1.31	
Secondary Schools_YDSB	9	28	32.14	1.20	
Secondary Schools_YCDB	1	12	8.33	0.31	
French Public schools	2	3	66.67	2.48	
Hub_YDSB	1	4	25.00	0.93	
Hub_YCB	0	1	0.00	0.00	
PreSchool	4	38	10.53	0.39	
Private_Montessori	0	6	0.00	0.00	
Tutoring	9	35	25.71	0.96	
Post Secondary	1	4	25.00	0.93	
Census Tracts _2006	36	134	26.87		

Source: CIVC 2006; Statistics Canada 2008

Figure 5.8 Educational Infrastructure for Low Income Persons in York Region



Source: CIVC 2006; Statistics Canada 2008

5.5 Use of Educational Services

A telephone survey was conducted to gauge the various factors that influence awareness, access and satisfaction of services among the vulnerable groups. Of the 1546 respondents who responded to the survey, only 11.2 % had lived in York Region all of their life, nearly 35% were recent immigrants arriving Canada within the past 10 years. Nearly 50% had lived in the region six years or less and 20% had lived for over 16 years. When asked the reasons why they chose to move to York Region, the most cited were affordable housing (14.1%), the quality of housing (11.1%), quality of the neighbourhoods (18.5%), work related (12.4%) compared to moving to be closer to members of the same ethnic or cultural background (6.4%), better education (8.6%) or moving with their parents (7.2%).

When queried about the level of education received before coming to Canada, 16.7 % responded with less than a high school diploma; 17.9% with at least a high school or more; 12.9 had completed technical, community college or some university education; 28.7 completing an undergraduate degree; and 22% some form of graduate school or professional degree. Many received their highest level of school in China and Hong Kong (37.6); India, Pakistan and Sri Lanka (25%); Iran (10.3%) and Russia (6.2%). Nearly 35% had received some form of formal training in Canada primarily completing high school (16.1%), technical or community college (12.9%), undergraduate degree (22.7%); graduate or professional degree (9.5%). In the past five years, 35.3% had taken some training or language courses, 55.3% taking at least 1 to 2 courses. Over 28% of respondents were interested in taking additional training or language courses and 52% had paid for these courses. Most of respondents noted that they had received information on these courses from friends, family members or employers and co-workers (48.5%); while agencies, organizations, information from the internet, York Link, Civic and media outlets accounted for 27% of the source information. Most of these courses were taken at the community college or university (23.4%), community agency or immigrant serving organization (18.3), public elementary or high schools (9.1%) and local community centre (7.5%). Most respondents drove or were driven to their classes (52.3%), some took public transit (28.2%) while a few walked to their destination (8.1%). For nearly half of the respondents (48.6%) it took them 25 minutes or less to reach their destination. Of the respondents who had not taken any courses during the past five years, 13% cited affordability as their main reason, others cited distance (4.3%), lack of awareness (4.3%), non-availability (2.1%) as the main deterrent. However, 57.5% of respondents noted that there was insufficient time to take courses for advancement or training.

Nearly 74% of the respondents had children with 91% living at home. Of these over 56% were less than 18 years of age, 13.6% were less than 5 years of age; 20.8% from six to thirteen years of age; and 22.1 % between 13 and 18 years. Most reported children attending school in Canada (74.8%). Of these over 85% had at least one or two children attending school. Over 75% of these children attended an early childhood education program (10.9%), elementary school (40%), and high school (24.5%). Just over 20% attended college and university. Over 78% attended a school located in York Region while close to 20% attended school elsewhere probably corresponding to post secondary education. Most of the children were dropped off to school by car (35.2%), while others walked (26.6%), took the school bus (17.8%) or public transit (11.1%). Traveling time for 53% of the children took 10 minutes or less; while 27.5% spent over 10 minutes but less than half an hour traveling; and 9.2% upto an hour. Many of the children availed of the after school extra curricular activities (54.4%), while only 6.7% of the

respondents noted that their children used special education services. Interestingly both ESL and Heritage languages were equally accessed (14.5 and 14.7% respectively).

Questions related to childcare generated 497 valid responses. Of these 72.6% responded that they did not use paid child care on a regular basis for their children under 13 years of age. Of those who used child care over 52% had children less than five years of age. Over 27% of households depended on family members (spouse, grandparents, in-laws, other family members) for child care while working outside the home or attending school. Over 54% used formal child care centres outside the school (30.2%) or in the school (24%). Some families (14%) depended on babysitters, nannies or live in caregivers. Over 50% of respondents noted that care was needed for the entire day, while others noted care need most in the afternoons (24%), morning (11.2%) or evenings (6.4%). Only 9.6% of respondents reported using subsidized care while near to 80% did not. Most drove to drop off their children (65.8%), while a few walked (15.8%). Very few families with young children took public transit (1.8%) to get to child care. Traveling time for most of these respondents (90.3%) was less than 20 minutes.

Not many seniors responded being involved in other classes, recreational activities or day trips (20.4%). Only 6.2% participated in English language training, 10.4% in art and craft classes, 6.2% in dance and music, 4.2% in computer classes, 2.1% in continuing education and non participated in citizenship classes or driver education. The most popular activity was participation in exercise classes – 27.1%. Leisure activities such as visiting museums, casinos and historical sites was comparatively popular among many seniors (35.4%), as was Bingo and card playing (18.8%). Fewer seniors reported visiting libraries (6.2%) or participating in book clubs (2.1%). Many (26%) seniors participated in clubs and associations with over 50% visiting these venues at least once a week.

5.6 Conclusion

In York Region, educational provision is available both through public and private institutions. The region provides a range of services from early childhood education, primary and secondary schooling, post-secondary education, and continuing-education for adults.

As the study indicates, however, educational infrastructure in York Region faces a number of unique challenges based on the complexities of its heterogeneous landscape; intersecting urban, suburban and rural developments; rapidly changing demographic shifts, increasing cultural diversity; and social polarization. Children and youth in York Region represent a large vulnerable group (39%) for whom services and resource need to be seriously considered. Couples with children represent the majority of low income families (87.2%) along with single parent families (17.2%) in 2006. Poverty rates are significantly higher amongst marginal social groups and especially among visible minorities (55.7%). Most of the vulnerable groups live in Markham, Vaughan and Richmond Hill and in inconspicuous pockets of the region.

The provision of early childhood education continues to be funded on a patch-work system in Ontario. Investing in early childhood education is considered one of the key determinants of human development and health; and for low income families and children of recent immigrants, an early start provides the much needed support for an equitable foundation in education. According to the 2006 CIVC data base, there are 38 licensed child care centres

registered in the region. The spatial dispersal is uneven however; 34% (13) of these are located in Vaughan, followed by 21% (8) in Richmond Hill while none are located in Whitchurch and Stouffville. These are located in schools, community centres, churches and private homes. Four *Ontario Early Year's program* are also located in York Region. There is an opportunity to develop these programs further especially in neighbourhoods with higher proportion of recent immigrants, as the results indicate that these areas are underserved.

Public schools in York Region are administered by the *York District School Board* (third largest in Ontario) and *York Catholic District School Board* and funded and regulated by the provincial *Ministry of Education*. With rapid increase in enrolment and growing diversity there has been an urgent need for new schools, resources and teachers in the region. Most of the new schools have been built in Markham. Despite new construction there continues to be an increased reliance on portables due to increased enrolments. As of 2007-08, there were 111,556 elementary students and 56,773 secondary students served by 275 elementary schools and 60 secondary schools in York Region. Both the boards promote its policy on antiracism and ethnocultural equity. The *Conseil Scolaire de District Catholique Centre-Sud* also operates three schools in the region. Public schools continue to be untapped neighbourhood resources and offer the opportunity to serve as community hubs. Both the YDSB and YCDSB offer a number of services in five larger hub centres; these services include Alternative Education, ESL, Community and Cultural Services, International Co-op, School-Work Transition (employment), Special Education, Youth Apprenticeship. Envisioning public schools as local and regional hubs offer numerous possibilities especially for vulnerable groups who are often both socially and physically isolated. For example, networking and training opportunities for low income populations, intergenerational activities for seniors, and social and cultural activities for recent immigrants all provide venues of support.

York Region also has a number of private schools that are not publicly funded. There are six private schools located in Vaughan, New Market, King City and East Gwillimbury. The four post secondary institutions offer a variety of courses and training opportunities including provincially funded *Job Connect* program. Adult Continuing Education programs are offered during the night and day time primarily in libraries, churches and in 17 high schools across the region.

The current economic crisis and increasing unemployment further suggest that educational services will be in greater demand. Survey results indicate an interest in taking courses and upgrading credentials; yet majority of respondents noted that they had insufficient time which was further accentuated by limited public transit services. The survey results also highlight the importance of promoting increased awareness of educational services.

This section indicates the importance of continued publicly funded educational opportunities for children and youth to alleviate child poverty; the need for affordable, high quality early learning and child care programs enabling families to work outside the home or receive training; the need for continuing education for adults including seniors; and the importance to recognize foreign education credentials and increase programs for upgrading skills and language training.

VI

EMPLOYMENT AND SMALL BUSINESS SERVICES IN YORK REGION A SERVICE PROVISION PERSPECTIVE

6.1 Introduction

A literature review with regard to human service provision in Canadian suburbs uncovered few pointed discussions of the unique conditions of finding gainful employment in relation to the vulnerable populations designated for this study. Be that as it may, there are various sources of information that provide valuable profiles of employment growth in relation to the vulnerable populations being addressed in this section; these sources include the York Region Planning and Development Services Department and the Pembina Institute.

Employment growth in York Region has followed population growth since its inception in 1971. By way of illustration, between 1998 and 2006, employment grew at an annual rate of 4.9%, which was consistent with population growth averaging 5.2% annually. Employment in York region is predominantly comprised of full-time workers. Our custom data from Statistics Canada shows 62% of the employed in 2006 worked full time. A York Region Employment Survey documents that 75.7% of employment in the regions was full-time in 2006 (The Regional Municipality of York, 2006:14). At the same time, growth of part-time employment (from 17.5% in 1998 to 20.4% in 2006, or an increase by 2% between 2001 and 2006 (Statistics Canada 2008)) represents a key trend and is likely related to population growth, which has produced increased demand for a variety of service producing industries in York region; service oriented jobs account for approximately 74% of total employment with the most prevalent sectors including retail and wholesale trade and personal and business services (Regional Municipality of York, 2006:14-15). The surge in new jobs within York Region has attracted a better educated workforce as well. Of adult residents, 25% have a university degree, a figure that rises to 33% among those aged 25-64 and is well above the metropolitan, provincial and national average. Unemployment in the region is typically a percentage point lower than the GTA average, and two points lower than the figure in the City of Toronto (The Pembina Institute, 2007:47).

While York Region does host a number of large international firms, small businesses are the predominant form of enterprise with over 93% of firms (as of June, 2005) employing less than 20 people. Furthermore, businesses without employees on payroll accounted for over 62% of the total, reflecting the entrepreneurial nature of the region's growing population (York Region Planning and Development Services Department 2007:9).

A good job with career progress prospects comparable to one's qualification and skills is a major concern to most people if not all. Employment and small business services can act as leverage to one's employment prospects and small business opportunity. Services for those in the paid employment sector include individual counseling or organized programs on things such as job search strategies, resume writing, and interview. For the self-employed, they can be information or programs on how to start a business and how to calculate self-employment benefits. In this section, we will first look at the labour market situation of the vulnerable populations in York Region, namely recent immigrants and the low income, to assess the demand for services, then examine their access to employment and small business services, followed by their awareness, use and satisfaction with such services.

6.2 Labour Market Characteristics of Recent Immigrants and Low Income Individuals

Based on our special tabulations of the 2006 Census from Statistics Canada, this sub-section compares the sub-populations of recent immigrants (RIP) and low incomes (LIP) with the total York Region population (YRP) by class of worker and work activity, industry, occupation, and income revealed in Table 6.1.

6.2.1 Class of worker and activity

Of the YRP (886,575) in 2006, 80% were 15 years or older; 12.3% were classified as recent immigrants with 86.1% being 15 years and older, and 12.7% were classified as low income with 76.8% of them 15 years and older. The labour force participation rate among the RIP and the LIP is much lower than the YRP. The unemployment rate of the YRP (5.4%) is half of the LIP (10.9%) and two-third of the RIP (7.5%). The level of self-employment among the LIP (24.8%) is much level than the YRP and RIP (both around 14%).

6.2.2 Industry and occupational classification

Labour force activities is coded in terms of industry and occupations. In 2006, industry was classified using the 1997 NAICS (North American Industrial Classification System) and occupation was coded using the 1991 SOC (Social Occupation Classification). When labour force distributions of the YRP, RIP and LIP are compared in terms of the industrial classification employed, we find some notable differences. A larger proportion of labour force participants in the YRP (17.9%) than the RIP (12.4%) and LIP (11.3%) were employed in government, education, health and social assistance. The same can be said of the finance/real estate industry. Disproportionately more persons in the LIP (%) than those in the RIP and YRP were engaged in support and other services, art and entertainment, and accommodation and food industries. While proportionately more of the LIP were in wholesale and retail trade, and transportation and warehousing; proportionately more recent immigrants were engaged in the professional and management industries.

The 1991 SOC codes provides us with insight into the skill levels of occupations; a comparison of upper skill level occupations (e.g. management/professionals) shows that there are more RIP (25.3%) than YRP (21.4%) and LIP (11.2%) holding professional occupations. At the bottom end of the skills spectrum (e.g. semi-skilled, manual workers, sales and service) we find larger proportions of low income persons (51.6%) and recent immigrants (45.1%) than labour force participants in all of York Region (39.8%) engaged in lower skilled occupations.

6.2.3 Income and mode of transport

As we pointed out earlier, the majority of recent immigrants live in one of three communities—Markham, Richmond Hill and Vaughan. These communities account for over 90% of all recent immigrants living in York Region. There is a correlation between where recent immigrants live and the incidence of low income. Of all persons classified as ‘low income’, we find that 37% live in Markham, and approximately 23% reside in Richmond Hill and Vaughan respectively. These communities account for 83% of all low income persons in York Region.

All income measures (e.g. average total income, median household income, average household income) employed in the comparison of the various population groups reveal that

recent immigrants experience significantly lower incomes than the YRP while the LIP make a quarter of what YRP make. By way of illustration, the median household income in 2006 for people 15 years and older living in York Region was \$92,560; for recent immigrants the median household income was significantly lower, at \$67,456. When we employ the average total income for the population 15 years and older, the findings are similar, with the average total income for YRP being \$42,461 and for recent immigrants, \$26,656.

Given different economic statuses in the labour market, it is not surprising that a much higher proportion of RIP (67%) and LIP (93%) derive income from government sources than the YRP (44%). The mode of transport people living in York Region uses in accessing their places of employment is also illustrative. The majority use cars, vans or trucks. However, a larger proportion of the YRP (85%) than the RIP and LIP (77%) relies on this mode of transportation, and recent immigrants (18%) and the low income (14%) are found to be more reliant on public transit than those in the total YRP (11%).

Some recent immigrants face multiple barriers that result in low income. In York Region, 27% of recent immigrants fall within the low income cut-off compared to 12.7% of the total population. Given York Region's increasing ethno-cultural diversity, understanding the socio-economic risks for newcomers is critical for service planning and delivery, particularly for those who face significant language, attitudinal, or professional barriers in fully participating in York Region's employment opportunities.

Table 6.1 Labour market characteristics of population subgroups in York Region, 2006

	Total in York Region		Recent Immigrants in York Region		Low Income in York Region	
	#	%	#	%	#	%
Total Population	886,575	100.0	109,270	100.0	112,165	100.0
Labour Force Participation (population aged 15+)	499,720	70.5	63,965	55.8	47,250	54.8
Paid workers	402,500	80.5	59,190	77.8	29,845	63.2
Self-employed	68,275	13.7	9,085	14.2	11,700	24.8
Unemployed	282,700	5.4	4,775	7.5	15,640	10.9
Part time workers	175,925	35.2	25,845	40.0	22,705	48.5
All industries (1997 NAICS)	472,610	98.4	59,190	97.0	42,090	94.9
Primary	6,130	1.3	485	0.8	300	0.7
Manufacturing and Construction	94,315	20.0	12,835	21.7	7,965	18.9
Wholesale and retail Trade	86,165	18.2	11,215	18.9	8,430	20.0
Transportation and Warehousing	16,500	3.5	2,155	3.6	2,055	4.9
Information and cultural industries	14,410	3.0	1,950	3.3	840	2.0
Finance/Real Estate	46,340	9.8	4,965	8.4	3,070	7.3
Professional/Management	49,445	10.5	7,490	12.7	3,290	7.8
Support & Other Services	41,490	8.8	5,500	9.3	5,900	14.0
Gov't., Edu., Health & social assistance	84,400	17.9	7,325	12.4	4,740	11.3
Arts & Entertainment/Accommodation & food	33,425	7.1	5,280	8.9	5,510	13.1
All occupations (1991 SOC)	472,610	98.4	59,190	97.0	42,090	94.9
Senior Management	32,540	6.9	2,765	4.7	1,590	3.8
Middle and other management	35,675	7.5	3,500	5.9	3,640	8.6
Skill level 4 (professionals)	100,990	21.4	14,975	25.3	4,715	11.2
Skill level 3 (semi-professional, technical...)	50,060	10.6	4,305	7.3	3,690	8.8
Skill level 3 (supervisors, skilled crafts...)	65,325	13.8	6,950	11.7	6,745	16.0
Skill level 2 (clerical, sales and services)	107,010	22.6	13,580	22.9	10,490	24.9
Skill level 2 (semi-skilled manual workers)	32,535	6.9	5,675	9.6	3,810	9.1
Skill level 1 (manual workers...)	48,490	10.3	7,440	12.6	7,410	17.6
Mode of transportation to work						
Car, truck or van (as driver or passenger)	328,725	85.3	35,900	76.8	21,750	77.5
Public transit	42,715	11.1	8,415	18.0	4,045	14.4
Other method	13,925	3.6	2,410	5.2	2,280	8.1
Income of population 15 and over						
Median total income of individuals	\$ 28,830		\$ 16,417		\$ 8,846	
Average total income of individuals	\$ 42,461		\$ 26,656		\$ 9,497	
Median household income	\$ 92,560		\$ 67,456		\$ 23,478	
Average household income	\$114,408		\$ 80,596		\$ 26,453	
Source of income of population 15 and above						
Without income	215,110	24.3	24,515	22.4	35,745	31.9
Income from wages and salaries	475,375	53.6	57,485	67.8	29,085	38.1
Self-employment income	89,035	10.0	12,530	14.8	12,160	15.9
Income from government sources	386,485	43.6	56,560	66.7	71,015	92.9
Income from dividends, interest and investments	270,540	30.5	25,990	30.7	20,300	26.6
Other income (Retirement pension etc.)	106,935	12.1	10,185	12.0	8,450	11.1

Source: Statistics Canada 2008

6.3 Service Provision in York Region

The information presented in this section is based on the geo-referenced database of human services described in Section III. The database contains location and service information for each service provider. GIS was used to integrate this supply database with the demand database representing the distribution of vulnerable populations in York Region.

Supply of services is typically assessed with three indicators: availability (i.e. the number of service agencies in an area), capacity (e.g. facility size, number of staff members, ratio of users to number of agencies or to number of staff members, and level of funding), and accessibility (or the ease for users to reach a service).

6.3.1 Availability of employment services in York Region

Employment services for low income persons and recent immigrants need to be examined separately because these two groups have different cultural needs and their credentials are most often not from the same country. The same can be said of youth and adults; youth are more likely to seek part time employment whereas most adults look for full time jobs commensurate with their credentials. Limited by our special tabulation of census data, we define youth as those aged 15 to 24; adults refer to those between 25 and 64, the most active participants in the labour market.

Table 6.2 shows the total number of employment related service providers serving either recent immigrants or low income persons in different parts of York Region. In total, there are more service providers targeting low income than recent immigrants, 26 versus 16. Of these service providers, 5 also target low income youth, and 3 target recent immigrant youths. In terms of provision for immigrants, only Richmond Hill, Markham and Vaughan have more than two service providers; outside the urban core, despite the presence of 1400 recent immigrant youth and adults, there is not even one service provider specifically offering them employment services. For low incomes, Aurora is the only municipality with less than two employment service providers. Newmarket has as many as eight. Youths living in Aurora and Markham, be they from recent immigrant or low income households, are not able to find employment help locally; it is not clear if they can seek help in another municipality.

Relative availability is measured by ratios of the number of people living in each area divided by the number of providers offering services in the area. A smaller ratio reflects greater availability of services. It should be noted, however, that the ratios presented do not take into account the size of service providers which is a better indicator of service capacity but our data lacks. If the ratios for each municipality are compared with the ratio for the total York Region, we find an uneven distribution of availability of services across the region for both recent immigrants and low income persons. The availability of employment services for recent immigrant adults is greater in Aurora, Newmarket and Richmond Hill, and for low income adults in Newmarket, Aurora, and Georgina. Residents in Vaughan and Markham appear to be underserved. Employment service for youths is even more uneven. No services are available for immigrant youths outside of Newmarket and Vaughan, and for low income youth outside of Newmarket, Richmond Hill, and Georgina.

Table 6.2 Availability of employment services by municipality

	Recent Immigrants						Low Income					
	Youth (15-24)			Adult (25-64)			Youth (15-24)			Adult (25-64)		
	Pop	SP	PS ratio	Pop	SP	PS ratio	Pop	SP	PS ratio	Pop	SP	PS ratio
York Region	18140	3	6047	68890	16	4306	17650	5	3530	57785	26	2223
Aurora	415	0	-	1910	1	1910	515	0	-	1835	1	1835
Markham	7820	0	-	28960	4	7240	7300	0	-	21760	5	4352
Newmarket	650	1	650	2395	2	1198	945	2	473	3515	8	439
Richmond Hill	4890	0	-	18105	6	3018	4385	2	2193	13285	5	2657
Vaughan	4070	2	2035	16435	3	5478	3435	0	-	13085	3	4362
Rest of Region	295	0	-	1085	0	-	1070	1	1070	4305	4	1076

Note: Pop – population size; SP – service provider, PS ratio – population-service provider ratio

Source: CIVC 2006; Statistics Canada 2008

6.3.2 Access to employment services

Access to employment service providers are measured using the various methods described in Section III. The results are reported below.

6.3.2.1 Catchment area analysis

In low density suburbs, it is not expected that services are provided with such a geographical coverage that the majority of the users live within walking distance of an agency. In fact, travelling to a service location up to 30 minutes by public transit should be considered as reasonable. Mathematical calculations involving the distribution of recent immigrants and low income persons and the location of agencies serving them show that only one percent of the recent immigrant youths, 6.5% of the low income youths, and a quarter of the recent immigrants and low income live within 1.5 km from an employment agency. Yet almost half of the recent immigrant youths, three-quarters of the low income youths, and nearly all of the recent immigrants and low income live within 30 minutes of a bus ride from an employment agency (see Table 6.3). These mathematical calculations are based on assumptions of walking speed at 4 km an hour along the street network and transit speed of 30 km an hour along the transit network. The latter assumption is used since we do not have information on the number of bus transfers and associated waiting time which depends on bus frequency and is affected by bus delays; we however assume that transit riders are informed of the bus schedules and hence calculate their start time accordingly. The calculations in Table 6.3, based on a method known as catchment area analysis, illustrate that adults in York Region can easily reach a service provider if they are willing to travel by bus for 30 minutes. However it should be noted that for the small percentage of recent immigrants and low income who live in the less urbanized part of York Region, their physical accessibility to services is much more limited; at most 16% of the recent immigrants and 33% of the low income there can reach a service provider within a 30-minute bus ride. With respect to the youth population outside the urbanized core of the region, their access is even more limited, less than 4% for the recent immigrants and 12% for the low income.

We note that recent immigrants and low income people living in Newmarket and Richmond Hill have better access to employment services than Markham and Vaughan which house the largest number of recent immigrants and low income persons.

Table 6.3 Percent population residing in catchment areas of employment service providers, 2006

	Recent Immigrant						Low Income					
	Youth (age 15 to 24)			Adult (age 25 to 64)			Youth (age 15 to 24)			Adult (age 25 to 64)		
	Pop. share	1.5 km walk	30 min transit	Pop. share	1.5 km walk	30 min transit	Pop. share	1.5 km walk	30 min transit	Pop. share	1.5 km walk	30 min transit
York Region	100.0	1.0	48.1	100.0	24.1	96.5	100.0	6.5	76.7	100.0	25.3	93.7
Aurora	2.3	0.0	97.6	2.8	23.1	99.2	2.9	0.4	98.4	3.2	35.9	99.3
Markham	43.1	0.0	18.5	42.0	14.0	95.4	41.4	0.0	72.0	37.7	22.0	97.0
Newmarket	3.6	20.3	100.0	3.5	40.9	100.0	5.4	48.6	100.0	6.1	74.5	100.0
Richmond Hill	27.0	0.0	45.8	26.3	50.0	100.0	24.8	15.4	100.0	23.0	37.6	100.0
Vaughan	22.4	1.0	97.8	23.9	12.6	99.3	19.5	0.0	67.4	22.6	5.7	99.2
Rest of York Region	1.6	0.0	3.7	1.6	0.0	15.6	6.1	1.0	11.9	7.5	18.9	33.0

Note: The catchment populations were calculated assuming 4 km/hr walking along street network or 30 km/hr bussing along transit network

Source: Statistics Canada 2008; CIVC 2006

6.3.2.2 Shortest path analysis

While physical access to service is much poorer for those immigrants and low income living in the rural part of York Region than those in the urban part of York Region, access to service is also uneven among the urban municipalities in York Region. Using another method known as shortest path analysis, we found that while it takes a recent immigrant in Newmarket and Richmond Hill less than three quarters of an hour to walk to its nearest employment agency, a recent immigrant living in Vaughan will spend 82 minutes and one living in rural York Region will spend close to 5 hours (see Table 6.4). Travelling by public transit, it's about 20 minutes in urban York Region and an hour in rural York Region. With respect to the low income, for those living in the urbanized municipalities, the picture is similar to that of the recent immigrants. However for those in the rural areas, it will take less time walking (101 minutes compared to 282 minutes for recent immigrants) and more time going by transit (86 minutes compared to 58 minutes for recent immigrants) as a result of the variations in the distribution of low incomes and the availability of employment service providers within York Region; for example, there are more low income persons than recent immigrants in Georgina, and accordingly more employment services for low incomes in general than for recent immigrants specifically.

Table 6.4 Average travel time to the closest employment service provider in York Region, 2006

	Recent Immigrant			Low Income		
	# service providers	walk	transit	# service providers	walk	transit
York Region	16	62	19	26	63	24
Aurora	1	49	18	1	43	17
Markham	4	60	18	5	64	21
Newmarket	2	37	14	8	24	10
Richmond Hill	6	40	15	5	43	13
Vaughan	3	82	23	3	84	23
Rest of York Region	0	282	58	4	101	86

Notes: (1) The calculations assumed walking at 4 km/hr along street network or travelling by public transit at 30 km/hr.

(2) The average travel time is weighted by population in each neighbourhood (or census tract).

Source: Statistics Canada 2008; CIVC 2006

6.3.2.3 Accessibility Index

In this study, the accessibility index, measuring the travel distance or travel time between where the vulnerable populations are and where all possible service providers are, tells how easy residents in a neighbourhood can reach the entire set of service providers in York Region. It can incorporate a measure of the attractiveness of the service providers such as its staff capacity and opening hours which unfortunately are not available to us. Table 6.5 provides a list of the indices for various municipalities in York Region. The larger the index, the greater is the ability of the recent immigrants and low income individuals in that municipality to access employment services available in the region. Each set of indices, pertaining to a travel mode by a vulnerable population group, illustrates the relative accessibility of employment services among different municipalities. They confirm the general findings from the catchment area analysis and the shortest path analysis: in general, access to employment services is highest for residents in Newmarket and Richmond Hill, and much lower for those in Vaughan, Markham and rural York Region, with variations between the recent immigrant groups and the low income groups. This is rather unnerving given the highest proportion of new immigrants to York Region settle in Vaughan and Markham which together with Georgina in rural York Region also house an overwhelming number of low income households.

Table 6.5 Accessibility index with respect to the set of employment service providers in York Region, 2006

	Recent Immigrant						Low Income					
	Youth (age 15 to 24)			Adult (age 25 to 64)			Youth (age 15 to 24)			Adult (age 25 to 64)		
	# SP	walk	transit	# SP	walk	transit	# SP	walk	transit	# SP	walk	transit
York Region	3	27	46	16	657	532	5	96	176	26	860	813
Aurora	0	13	14	1	309	390	0	146	135	1	600	573
Markham	0	0	0	4	537	506	0	35	34	5	563	512
Newmarket	1	253	237	2	742	620	2	650	557	8	2783	2523
Richmond Hill	0	2	2	6	1314	1351	2	590	554	5	1719	1738
Vaughan	2	76	97	3	214	218	0	5	4	3	237	276
Rest of York Region	0	0	1	0	2	2	1	27	31	4	144	98

Notes: (1) The calculations assumed walking at 4 km/hr along street network or travelling by public transit at 30 km/hr.
(2) The weighted accessibility measure is weighted by population in each neighbourhood (or census tract).

Source: Statistics Canada 2008; CIVC 2006

6.4 Awareness, Use and Satisfaction with Employment Services in York Region

The survey asked two questions to probe whether respondents use employment services: “Have you ever used the X services provided by Y?” or “In the last five years, have you used the X services provided by Y?” where X refers to a type of service and Y is the name of a service provider. The former question applied to employment services for paid workers and the self-employed, and the latter applied to employment services used by the unemployed and those not in the labour force at the time of the survey. As an illustration, the Ys with employment services for paid workers included the Employment Resources Centre in York Region, the YMCA in York Region, COSTI in York Region, the Catholic Community Services of York Region and the Jewish Immigrant Aid Services in York Region. To cover other service providers, the survey contained for each service type a catch-all question such as “Have you ever used any other employment services in York Region?”. A respondent who said yes to any service provider is deemed a user of employment services.

Employment service is the most used of all human services in this study although the total number of respondents that used it is relatively small, 258 out of 1546. The numbers of participants designated as either self-employed (N=7) or unemployed (N=43) are too low to provide a meaningful basis for detailed analysis of their awareness, use and satisfaction with employment services. Thus users of any employment services are grouped together for analysis.

6.4.1 Characteristics of users and non-users of employment services

Users of employment services do not necessarily belong to the three vulnerable groups in this study. Of the 258 users of employment services in the survey, 124 (48%) were recent immigrants, 54 (21%) lived with low income, and two were over 65 years old. As shown in Table 6.6, the remaining 78 can be either Canadian-born or established immigrants who did not

experience (or were already out of) low income or did not want to report their personal and/or household income status.

Table 6.6 Users and non-users of employment services

		Users of Employment Services				Non-users of Emp. Services	Total
		Recent immigrants	Low Income	Seniors	Other		
Population Subgroups	Recent immigrants	90	33	1		416	540
	Low Income	33	-		21	160	214
	Seniors	1		-		234	235
	Other		21	1	57	478	557
		124	54	2	78	1288	1546

Note: These figures should be interpreted with caution. Low income was identified from those who reported either personal or household income. Since a high proportion of respondents did not report their income status, it's likely the total number of low income is higher than 54 and the number of the 'other' category is smaller.

Source: Survey by Research Team

While there are no gender differences between users and non-users of employment services, Table 6.7 ascertains that users of employment services are more likely to be immigrants (81%) than non users (76%) and also more likely to be recent immigrants (58%) to York Region than non users (42%). Consistent with this finding, users are also more likely to speak a language other than English at home (65%) than non users (60%). However, users of employment services are more likely to report Canadian/British or European ethnic identities (50%) than non users (46%). It is important to note that users of employment services tend to have higher levels of formal education than non-users; 54% of users and 39% of non users reported that they possess a bachelor degree or higher qualifications. When we turn to household income, we note that somewhat higher proportions of non users (20%) than users (13%) refused to report their household income. Of those that did report household incomes, a higher proportion of users (31.5%) than non users (23.9%) reported incomes of \$30,000 or less, and a significantly higher proportion of non users (31.7%) than users (18.6%) reported household incomes in excess of \$100,000. These differences are likely attributable to the higher number of recent immigrants among users of employment services. Also consistent with the greater numbers of immigrants and recent immigrants among users of employment services is the fact that users are more likely to have lived in York Region for a relatively shorter period of time (average 7.7 years) than non-users of employment services (average 9.5 years).

Recent immigrant, as the largest identifiable vulnerable group that has used employment services, deserves more attention. Table 6.8 compares their user and non-user characteristics. Users were on average four to five years younger than the non-users. Two thirds of the users were university educated compared to less than half of the non-users. In terms of immigration class, users were more likely to be independent skilled migrants whereas non-users were more likely to be family class or business class migrants. As a result of recent immigration patterns, Asians made up the majority of users and non-users, yet immigrants of European backgrounds were more inclined to use employment services.

Recent immigrant users of employment services are especially vulnerable. Of the 124, 83% came from non-European countries and 92% did not speak English at all at home. While

two-thirds had at least one university degree, 27% of them lived in households with annual income below \$30000, hence can be classified as low income.

Table 6.7 Profile of all employment services users and non-users in york region

	Users N=258	Non-users N=1288
% Female	60.0	60.0
% Immigrant	81.0	76.0
% Recent Immigrant	58.0	42.0
% Speaking language at home other than English	65.0	60.0
% with B.A. or higher	54.0	39.0
% Canadian/British or European Ethnic Identity	50.4	46.1
% Refusing to report household income	13.0	19.7
% Reporting household income of \$30,000 or less	31.5	23.9
% Reporting household income of \$100,000 or more	18.6	31.7
Average number of years lived in York Region	7.8	9.5

Source: YISP Survey 2008

Table 6.7 Profile of recent immigrants using and not using employment services

	Users N=124	Non-users N=416
% Female	62.9	64.4
% Independent class immigrants	38.9	21.3
% Family class immigrants	34.3	43.3
% Business class immigrants	7.4	16.6
% Speaking language at home other than English	91.9	88.9
% With B.A. or higher	67.7	48.8
% Non-European Ethnic Identity	83.1	91.6
% Reporting household income of \$30,000 or less	27.4	23.8
% Using other (non-employment) services	44.4	34.6

Source: YISP Survey 2008

6.4.2 Employment status of recent immigrants

Of the 540 recent immigrant respondents, 31% (n=165) were not in the labour force at the time of the survey. The rate of unemployment, 22% (n=118), was high. While about 20 (3%) people did not know how to describe their current employment status or refused to answer the question, 203 (38%) were in paid employment and 38 (7%) in self-employment. Of those in paid employment, 143 (26%) worked full time, 54 (10%) worked part time, and only a few undertook more than one job. The latter and the self-employed are likely those who worked between 40 and 70 hours per week when the median number of hours worked is 40.

Table 6.8 provides a breakdown of how those in paid employment found their current job. While almost 50% found their jobs through conventional means such as job advertisements and personal initiatives (presumably the “other” category in the table), the role of social capital and social agency in immigrant employment need be emphasized. That 36% obtained information from friends, families and co-workers shows the importance of social networks. Then there are 12% who located their jobs through a variety of placement service, employment service, and community organizations. The survey does not allow us to find out the skill level or the quality of these jobs, but it asked how satisfied the respondents were with their jobs. Only 25% were very satisfied with their job, the majority (56%) were somewhat satisfied, and 14% (or 28 respondents) were not at all satisfied. Dissatisfaction arose primarily because they were not practicing their own profession (6 or 21%), the jobs were neither challenging (4 or 14%) nor secured (2 or 7%), the pay was low (8 or 29%), or the boss was demanding (5 or 18%); this implies that some of our recent immigrant respondents were under-employed (this is indeed confirmed by 66 or a third of those having a paid job) and likely considered their jobs as survival jobs. These two are also the reasons much cited by those in self-employment as to why they started their own business (for example, Lo, Teixeira and Truelove 2002).

Table 6.8 Source of information for current job

Source of information	Number	Percent
Job advertisement in newspaper, internet, etc.	46	27.1
Friends or acquaintances	44	25.9
Family member/relative	15	8.8
Employment service agency	11	6.5
Placement or job bank agency	4	2.4
Community agency/organisation/association	4	2.4
Co-worker	2	1.2
Promoted	1	0.6
Other	36	21.2
Don't know	6	3.5
Refused	1	0.6
Total	170	100.0

Source: YISP Survey 2008

A third of those in paid employment did not encounter any problems when first stating searching for their current job. Another half encountered at least one area of difficulty (see Table 6.9). They include the usually cited: lack of Canadian work experience (27%), non-recognition of academic/professional credentials (22%), poor language skills (34%), and discrimination (10%). Other difficulties include not knowing where or how to search (21%) and resumes not prepared in Canadian style (8%). The unemployed cited similar challenges in their job search process. These difficulties, non-familiarity with the search process in particular, point to the importance of employment services in integrating newcomers into the labour market.

Table 6.9 Difficulties encountered in job search

	By paid employees (N=170)*		By the unemployed (N= 116)*	
Total encountering difficulties	83	(49%)	52	(45%)
None of the following, but not specified	23	27.7	20	38.5
English not fluent enough	28	33.7		
Lack of Canadian work experience	22	26.5	16	30.8
Non-familiarity of job search process)	17	20.5	13	25.0
Academic qualifications / professional credentials not recognised	18	21.7	7	13.5
Few job openings in respondent's field	9	10.8	-	-
Resume not in a Canadian style	7	8.4	-	-
Refused employment due to age, skin colour, cultural background, accent ...	8	9.6	20	38.5
Lack of computer or other skills required by the job	7	8.4	6	11.5
No formal schooling	1	1.2	-	-
Jobs too far away	-	-	3	5.8
Unhelpful employment services	-	-	5	9.6

* Excluding those who said they did not encounter any difficulties.

Source: YISP Survey 2008

6.4.3 Recent immigrants' use of employment services

The 124 recent immigrants who used employment services in the survey include 34% (69) in paid employment, 5% (2) in self-employment, 27% (32) unemployed, and 13% (21) of the other groups who were not actively working or seeking for jobs at the time of the survey (e.g. retirees, students, homemakers, and those on disability benefits). Table 6.10 lists the employment service providers named in the survey, and shows that the use of employment services by recent immigrants does not vary between the RDD and LIST samples. Users include 23.4% from the RDD sample and 22.7% from the LIST sample. More from the RDD sample accessed employment services provided by the Employment Resource Centre (76% of service users) and YMCA whereas more from the LIST used those from COSTI (67% of service users) and CCSYR; the difference is due to active recruitment by COSTI and CCSYR in the process leading to the LIST sample.

Some respondents have been unable to get help with services that could enhance their employment/self-employment opportunities. It includes 9% of those in paid work, 16% of those in self-employment, and more significantly, 21% of the unemployed and 19% of those not in the labour force. Overall, 14% of the recent immigrants did not manage to get help when they need it; we note that this is not an insignificant proportion.

Table 6.10 Use of employment services by recent immigrants

	Employment Status				Sample		
	Self-employed	Paid workers	Un-employed	Other	Total	RDD	LIST
# recent immigrants	38	203	118	165	540*	231	309
# employment service users	2	69	32	21	124	54	70
% from ERC		76.8	28.1	23.8	54.9	75.9	42.9
% from YMCA		31.9	9.4	42.9	27.9	27.8	21.4
% from COSTI		46.4	62.5	14.3	45.1	25.9	67.1
% from CCSYR		15.9	32.5	0	17.2	7.4	28.6
% from JIAS		4.3	10.0	0	4.9	7.4	5.7
% from others		11.6	14.3	4.29	17.2	18.5	18.6
% from Job Skills	50.0					100.0	0
% from Seneca	0					0	0
% from YMCA	0					0	0
% from other	50.0					0	100.0

* including 16 who provided no information on their employment status

Source: YISP Survey 2008

6.4.4 Satisfaction with Employment Services in York Region

During the survey, respondents were asked not only to comment on their usage experiences with service agencies, they were also asked to indicate on a 4-point scale their degree of satisfaction with the service provided by each agency they used. Insofar as any one person could have multiple responses to a particular service item, a multiple response procedure was used to calculate a mean satisfaction score. The mean satisfaction scores – ranging between 1 and 4, with 1 indicating “very satisfied” and 4 “very dissatisfied” – were tested against some socio-economic demographic variables and the results are outlined in Table 6.11.

Overall, the mean satisfaction scores are about 2, indicating recent those low incomes and recent immigrants are generally, though not overwhelmingly, satisfied with the employment services they received. Analysing the relationships between socio-economic demographic variables and satisfaction with services used shows some statistically significant relationships. Table 6.11 reveals that only immigrant status and ethnic identity bear some statistically significant relationships to satisfaction with employment services; age at which the respondent immigrated to Canada and time since which the respondent immigrated to Canada bear a weak but non-significant relationship.

Immigrants are significantly and generally less likely to be satisfied with the employment services that they used in York Region than non-immigrants. Recent immigrants are more satisfied with any employment services they used than established immigrants; their mean satisfaction score, at below 2, indicates that they are somewhat satisfied with the employment services they have used. This finding is not consistent with the literature on the difficulties recent immigrants experienced in accessing the labour market although the difference in mean score between recent and established immigrants is only slightly significant. We are not sure how to explain this other than speculating that immigrants arriving in the last decade, compared with those arriving in earlier decades (i.e. the 1980s and first half of the 1990s) were more aware of the difficulties they were going to face in the Canadian labour market, had lower expectation, and rendered any services leading to positive employment outcomes as useful.

Further analysis indicated the importance of taking into account the number of years lived in York Region when examining satisfaction with employment services. Figure 6.1 illustrates the relationship of years spent in York Region, recent/non recent immigrant status and satisfaction with any employment services. We find that, for recent immigrants (those who migrated to Canada within the last 10 years), there is no relationship between being very new or new to the region, beginning to establish oneself (4-5 years), being established (6-10 years) and being well established (in excess of 10 years) and satisfaction with employment services. However, for immigrants that have lived in Canada in excess of 10 years, we find statistically significant contrasts between the ‘beginning to establish oneself’ group and other groups of non recent immigrants that have resided in York Region for either fewer years or more years. For reasons unknown to us, those in the ‘beginning to establish’ themselves group (i.e. those who moved to the region around 2003) were significantly less satisfied with any employment services used than non recent immigrants in all other groups. This warrants further analysis.

Table 6.11 also shows that among those that immigrated to Canada, satisfaction with employment services tends to be positively related to the age of arrival with those arriving at older ages being more generally satisfied with any employment services utilized. In addition, those respondents with non-British and non-European ethnic identities are significantly less likely to express general satisfaction with the employment services they used. This finding is consistent with reports that visible minority immigrants experience more hardships in the labour market.

Table 6.11 Satisfaction with Services Used

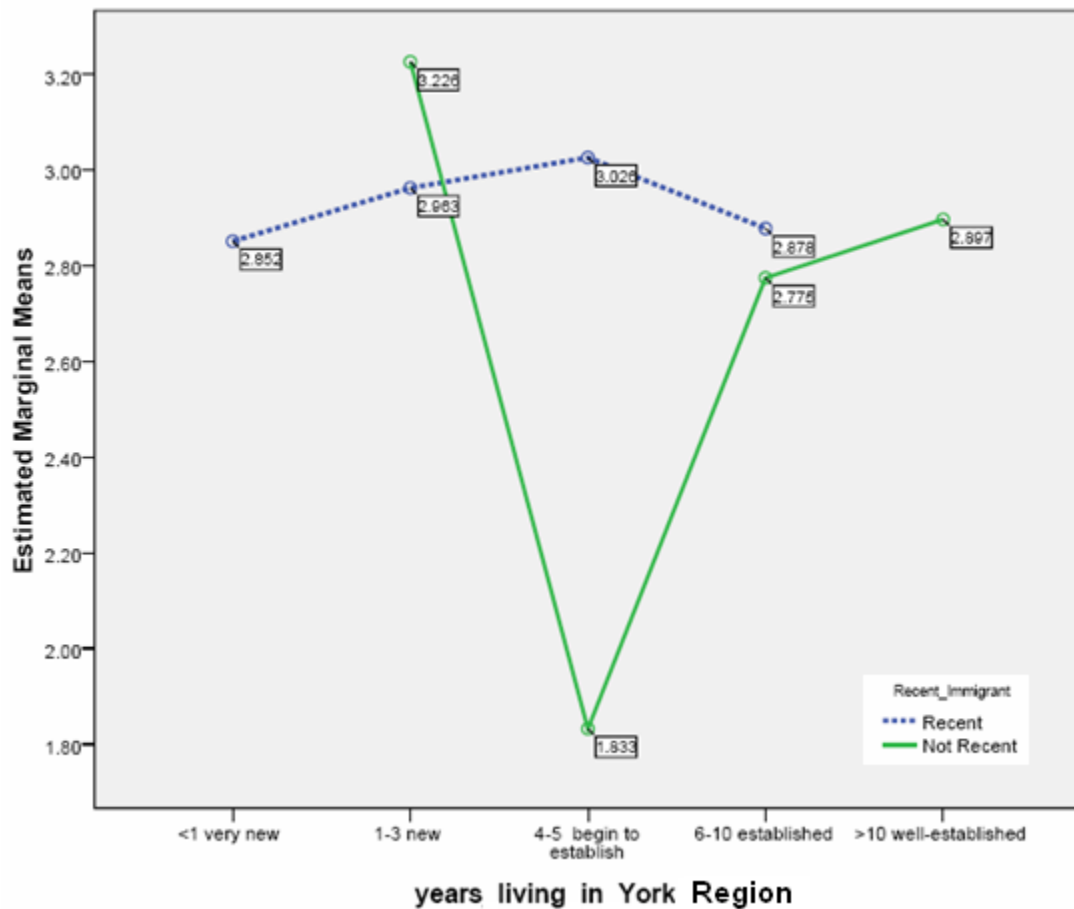
	Employment Services	N
Immigrant status		
Non-immigrants	1.73	46
Immigrants	2.08	201
All	2.02***	247
Length of immigration		
Recent immigrants (0-10 years)	2.00	117
Established immigrants (>10 years)	2.22	81
All	2.09*	198
Age at immigration		
10-19	2.23	57
20-30	2.19	59
31-45	1.90	61
46+	1.79	17
All	2.07*	194
Ethnicity		
British	1.86	17
European	1.70	49
Indian, Asian and other	2.12	185
All	2.02***	251

*** statistical difference at $\alpha = 0.01$

* statistical difference at $\alpha = 0.1$

Source: YISP Survey 2008

Figure 6.1 Mean satisfaction score on employment services



Source: YISP Survey

6.5 Conclusions

6.5.1 Summary

This section has focused exclusively on employment and small business services for recent immigrants and low income persons within York Region. The analysis draws upon the use of GIS to identify disparities in service provision for recent immigrants and low income persons; seniors are omitted from the analysis insofar as many seniors do not seek out employment services.

A literature review with regard to human service provision in Canadian suburbs uncovered few pointed discussions of the unique conditions of finding gainful employment in relation to the vulnerable populations analyzed in this report. However, various sources of information including the York Region Planning and Development Services Department and the Pembina Institute reveal that (1) unemployment in the region is typically a percentage point lower than the GTA average, and two points lower than the figure in the City of Toronto; and (2) businesses without employees on payroll accounted for over 60% of the total, reflecting the entrepreneurial nature of the region's growing population.

Special tabulations of the 2006 Census provided a basis for developing descriptions of the total York Region population and the sub populations of recent immigrants and low income with respect to persons 15 years and older by class of worker and work activity, industry, occupation, income and mode of transport used to access employment. The labour force participation rate among the recent immigrants and low incomes is much lower than the region's total population. Fewer recent immigrants and low incomes work full-time and disproportionately more are engaged in part-time work. Their unemployment rates are also higher. All income measures employed in the comparison of the various population groups reveal that recent immigrants and low incomes experience significantly lower incomes than the general population.

Employment and small business services are unevenly distributed and differentially used. The spatial analyses find that recent immigrants and low income people living in Newmarket and Richmond Hill have better access to employment services than their counterparts in Markham and Vaughan, a disturbing fact because the latter two municipalities house the largest number of recent immigrants and low income persons.

The survey finds that the total number of respondents that used employment services is relatively small, less than 17%. Nearly half are recent immigrants. They are especially vulnerable. While two-thirds are university trained, a quarter of them can be classified as low income.

Satisfaction scores were developed with respect to employment services. Only immigrant status and ethnic identity are significantly related to satisfaction with employment services. Those respondents with ethnic identities other than Canadian, British or European are less likely to express general satisfaction with their use of employment services, reflecting that visible minority immigrants experience more hardships in the labour market. Immigrants are generally less satisfied with the employment services they used than non-immigrants. But between established immigrants (those with more than 10 years in Canada) and recent immigrants, it is the latter that are more satisfied with the services they received despite the fact that they are facing more difficulties in the Canadian labour market.

6.5.2 Discussions

The economic and social outcomes of immigrants and their children have been and will continue to be a major policy concern in Canada. Immigration levels are high and promise to remain so given pending labour shortages and the belief by policy analysts and business leaders that encouraging (even) higher levels of immigration is an effective strategy for dealing with shortages in labour. Research conducted by Statistics Canada, as early as the late 1980s, suggested that the traditional patterns of economic outcomes for recent immigrants were beginning to alter and not for the better. The earnings gap during the first few years in Canada between immigrants and the Canadian born has been increasing, in spite of rising educational attainment of immigrants. In addition, low income among successive groups of entering immigrants has been rising, both in absolute terms and relative to the Canadian born (Picot, 2008). These findings underscore the importance of developing strategies for enhancing the economic and social integration of recent immigrants, particularly among immigrants that experience sustained low come.

Our analysis of census and survey data confirm that recent immigrants in York Region are disproportionately engaged in precarious forms of employment and more likely to experience low income than the population of York Region as a whole. Given the importance of economic integration for successful settlement, access to and use of employment service agencies are important tools for ensuring integration. One of the key findings of this study derives from our survey; only a relatively small proportion of persons living in York Region are aware of and actually employs existing employment services. In a study of the GTA sponsored by GEOIDE (Lo et al., 2007), it was argued that “settlement services are framed in a North American perspective and not in the context of the ‘users’”. Consequently, many newcomers enter Canada with a lack of knowledge that there are social services they can turn to for assisting them with their settlement process. The lack of knowledge that settlement services exist can make the resettlement process for newcomers very challenging and stressful, especially if immigrants and refugees do not speak English and arrive with limited financial resources.” Be that as it may, survey results from the current study indicate the importance of conducting further research with respect to vulnerable populations that are unaware of employment services and do not use such services. Do non-users rely on alternative strategies for locating jobs? If so, what strategies do they use and with what outcomes?

Many immigrants that choose to settle in York Region may be unaware of the provision of social services insofar as such services may not be provided in their countries of origin. A specific recommendation regarding settlement services developed in a parallel study of the GTA also applies to the provision of employment services (Lo et al., 2007):

Even though Citizenship and Immigration Canada provides a settlement information/orientation package, there is a need for stronger communication and outreach to newcomers about the existence of settlement services, who are entitled to use services, and how to access them. Significant is expanding the means through which information reaches newcomers, such as videos and DVDs providing settlement information that is culturally specific; advertisements on television; community outreach channeled through ethnic media, religious institutions, organizations, and social support networks; and internet websites available in different languages. Further, the government needs to provide more comprehensive information about settlement programs and services, beyond what is already offered when newcomers first arrive at Canadian entry posts (p.79).

There are indications that York Region as well as other municipalities will take a more active role in integrating immigrants in the future. Under the Canada-Ontario Immigration Agreement (November, 2005), municipalities, for the first time, were formally asked to participate in discussions on how immigrants should be attracted, integrated and settled in their communities. York Region, along with other selected municipalities was invited to join the Municipal Immigration Committee, established to support the Canada-Ontario Immigration Agreement. On February 6, 2008, Citizenship and Immigration Canada and the Ontario Ministry of Citizenship and Immigration announced a Call for Proposals to strengthen the role of local and regional communities in serving and integrating immigrants through the Local Immigration Partnerships initiative. This initiative will be funded 100% through Citizenship and Immigration Canada under the Canada-Ontario Immigration Agreement (Regional Council Meeting, 2008).

The Local Immigration Partnerships initiative provides a collaborative framework to develop and implement local solutions for successful integration of immigrants to Ontario and seeks to help

communities put immigration on their overall planning agenda so that communities will positively benefit from the successful social and economic integration of new immigrants. Local Immigration Partnerships will be implemented in two phases: Phase One includes establishing a Community Partnership Council and developing a local settlement strategy; and Phase Two will be the implementation of the settlement strategy.

Information from the 2006 Census reveals that higher proportions of recent immigrants than the York Region population as a whole are reliant on public transit to reach their destinations. For many recent immigrants (particularly low income), the expenses incurred in using public transit to reach employment agencies may act as an access barrier, particularly in traveling across regions that require several fares. We recommend that the municipal government of York Region explore the introduction of subsidies to support the use of public transit for the purpose of reaching employment and settlement service providers. This would expand on a one year pilot project currently in place within York Region, the purpose of which is to supply discounted transit fare media to community-based social service agencies that focus on homelessness. Transit tickets are distributed through local municipal offices to pre-selected agencies (Regional Council Meeting, 2008). The expansion of this program to include low income recent immigrants would help remove one important access barrier.

VII

HOUSING IN THE OUTER SUBURBS: NEW GEOGRAPHIES OF VULNERABILITY

7.1 Introduction

Affordable, adequate and suitable housing is an essential prerequisite for a successful life in Canada (Hulchanski and Shapcott 2004; Preston et al. 2009). At the national, provincial and metropolitan levels, several studies have highlighted affordability as the main housing issue (Engeland and Lewis 2005; Prentice 2009). Within Canadian cities, little attention has been paid to housing in the outer suburbs, the areas that have developed largely since 1971 (Bunting, Walks, and Filion 2004). In the outer suburbs, two major social trends collide. The housing stock consists almost exclusively of expensive, single-family, detached and owner-occupied housing (Bunting, Walks and Filion 2004; Suttor 2006) while the rapidly increasing population is growing more diverse in three respects. Recent immigrants are settling directly in the inner and outer suburbs of Canada's largest metropolitan areas (Murdie 2008). The number of seniors in the outer suburbs is increasing as the population ages in place and seniors move to live near adult children. Finally, there are growing numbers of low-income households in the outer suburbs. With an increasingly diverse population, we hypothesize that there are growing disparities between the demand and supply of housing in the outer suburbs. Our study examines the demand and supply of housing for three vulnerable populations: people in low-income households, recent immigrants and seniors. We contend that the three populations are increasing rapidly in outer suburbs where housing suitable for each group is in short supply.

In our analysis, we comment on the suitability of housing by evaluating household size, however, the analysis emphasizes housing affordability for two reasons. Affordability is the main housing issue facing Canadians, particularly recent immigrants and low-income households. Information about affordability is also readily available unlike information about suitability and adequacy¹.

We evaluate the housing services for recent immigrants, seniors, and low-income residents in four stages:

- assessment of demand
- analysis of service provision
- use of housing services, and
- geographical mismatch between supply and demand.

Housing demand is assessed on the basis of 2006 census information that describes the household composition and housing costs for each person in the region. Multiple sources of information about housing supply including a database of human services in York Region, census information describing the housing stock and reports from the regional government are used to evaluate the housing supply. A survey of York Region residents provides information about the use and satisfaction with housing services.

¹ Although the census provides information about adequacy based on reports of need for major and minor repairs, the information about suitability is difficult to calculate without micro-data describing the housing situations and household composition of each household.

7.2 Assessment of Demand

Our analysis concentrates on the three vulnerable groups – recent immigrants, seniors, and people with low incomes – as defined in Section 3.1. According to the 2006 census, there are approximately 250,000 people in the three vulnerable groups consisting of 109,270 recent immigrants, 112,165 people who are low income, and 87,620 seniors. Reflecting the rapid population growth in the region due to an influx of working age adults and their families, the number of seniors is slightly less than the numbers of other vulnerable groups.

To estimate housing demand for the vulnerable groups, it is useful to look at the overlaps among the three vulnerable groups. The low income population includes 29,580 people who are recent immigrants and 10,700 seniors. Recent immigrants account for more than one quarter of the low income population, 26.4 percent, while seniors are almost one tenth of the low income population, 9.5 percent. More than one quarter of recent immigrants, 27.1 percent, have incomes below the low income cutoff along with more than one in eight seniors, 12.2 percent. In this report we will examine each vulnerable group separately, however, we recognize that the intersection of the three dimensions of vulnerability often compounds the difficulties of obtaining affordable, adequate, and suitable housing.

Table 7.1 Population Size of Vulnerable Groups

	Recent immigrants		Low income		Seniors	
	N	%	N	%	N	%
Recent immigrants	109,275	100.0	29,580	26.4	7,065	8.1
Low income	29,580	27.1	112,165	100.0	10,700	12.2
Seniors	7,065	6.5	10,700	9.5	87,620	100.0

Source: Statistics Canada 2008, calculations by authors.

Section 4 has shown that the spatial distributions of the three vulnerable groups differ. Recent immigrants heavily concentrate in the southern part of York Region, especially in the three municipalities of Markham, Richmond Hill and Vaughan. Low-income households are also in large numbers in the southern part of York Region, where their distribution is more dispersed than that of recent immigrants. There are pockets of people with low incomes in the northern half of the region. The spatial distribution of seniors is the mirror image of the other two distributions with small percentages of seniors in the five large municipalities and higher percentages in the rest of York Region, an area that includes King, East Gwillimbury, Whitchurch-Stouffville, and Georgina. The population living in the rest of York Region is diverse, including a First Nations settlement in the north and one of Canada's wealthiest rural areas (i.e. King Township) in the southwest. Despite its diversity, we have aggregated the area because the small populations led to data suppression.

The remaining analysis concentrates on household characteristics since households are the unit of housing demand. Three factors; household size, household composition, and household income, are major determinants of housing demand. Household size determines the number of rooms required for the household to have suitable housing. Household income is the principal determinant of housing affordability.

7.2.1. Household size

In York Region, household size varies markedly among the three vulnerable groups. Low income and recent immigrant households are larger than the regional average. With an average size of 3.9 people, slightly more than one of every two low income households has one more person than the average household in York Region. Recent immigrant households have on average more than one additional person per household. With an average size of 3 people, the households of seniors are slightly smaller than the average York Region household. One result of these trends is that low income households and recent immigrants are looking for large dwellings to accommodate large households while seniors can fit more easily into small dwelling units.

Table 7.2 Housing Demand by Vulnerable Group

	Total population	Low income	Recent immigrants	Seniors
Average household size	3.2	3.9	4.4	3
Median household income	\$81,928	\$23,478	\$67,456	\$66,289
Percent LICO	12.7	100	27.1	12.2

Source: Statistics Canada 2008

7.2.2 Household income

Household income also varies among the three vulnerable groups. As expected, low-income households reported median personal and household incomes that are much lower than those reported for the region's entire adult population. For example, median household income for low-income households is \$23,478 in 2005, less than one-third of the median household income for York Region of \$81,928. Such a low median household income suggests that low-income households will have tremendous difficulty locating affordable housing in York Region.

Recent immigrants and seniors in York Region are more affluent than people with low incomes, with median household incomes in 2005 of \$67,456 and \$66,289, respectively. Nevertheless, the two groups' median household incomes place both groups at a disadvantage in the housing market. Each group has a median household income that is substantially less than the median for the regional population. With income disparities of \$14,472 and \$15,639 respectively, recent immigrants and seniors will have difficulty competing in the local housing market.

7.2.3 Household composition

In addition to household size and household income, household composition affects the demand for housing in terms of the type and size of dwelling and the financial ability of the household. Couples with children often have the financial means to purchase from the growing supply of single-detached dwellings with three or four bedrooms. Small households, such as the households of unattached persons or single parents, often have limited financial resources. Multifamily households that include more than one nuclear family are in a contradictory position. On the one hand, large households need bigger dwellings that are usually more expensive while on the other hand as Hiebert and Mendez (2008) have noted, multifamily households can pool their incomes to afford more expensive dwellings. Household composition is a particularly influential factor in the York Region housing market where the housing supply

caters to couples with children with a large number of single-detached dwellings with three or four bedrooms. Small units appropriate for single parent and single person households are not as plentiful. The high cost of housing in York Region means that large dwellings suitable for multifamily households are often expensive.

Household composition varies across the three vulnerable groups. More than half, 54.1 percent, of all low-income residents in York Region live in households that consist of couples with children. As is true elsewhere (Hulchanski and Shapcott 2004), single parent households account for a high percentage of all low income households, 12 percent. Unattached persons are an equal percentage of the low income population. The large immigrant population in York Region is reflected in the high percent of people with low incomes who live in multifamily households, 20.7 percent. Among recent immigrants, couples with children, the age group targeted by current immigration policies, are 60 percent of the population. There are few single parents or unattached persons, however, almost one-third of recent immigrants live in multifamily households, a trend that likely has a significant impact on housing demand in the region. The small households of seniors are reflected in the low percentage of seniors living as couples with children and as single parents, only 20.3 percent and 7.2 percent. Many seniors live alone or in multifamily households.

Table 7.3 Household Composition for Each Vulnerable Group

	Couples with Children		Single Parents		Unattached Persons		Multifamily Households	
	N	%	N	%	N	%	N	%
Low Income	56,180	54.1	13,410	12.9	12,825	12.3	21,495	20.7
Recent Immigrants	61,285	59.4	4,725	4.6	2,780	2.7	33,850	32.8
Seniors	10,920	20.3	3,850	7.2	14,185	26.4	24,870	46.2

Source: Statistics Canada 2008

When we consider household composition in light of household income, the challenges for recent immigrants and low-income households are readily apparent. Both groups have large households because of the presence of couples with children and, in the case of recent immigrants, many multifamily households. Yet, on average, recent immigrants have less income to spend on housing since their median household income is below the regional median household income. The contradiction is even more acute for low income households that have very low median household income despite their large household size. In comparison, seniors are likely to experience less difficulty in the York Region housing market. Although their median household income is below the regional median, almost half of seniors live in multifamily households where family incomes are likely to be pooled, providing more resources for housing for seniors.

7.2.4 Geography of housing demand

The uneven geography of housing demand compounds the challenges of locating adequate, suitable, and affordable housing. Each type of household is distributed unevenly within the region. Markham where the vulnerable populations are concentrated is home to the largest percentages of each type of household. Vaughan and Richmond Hill follow. The remainder of

each vulnerable population is distributed among Newmarket, the rest of York Region, and Aurora.

The predominance of recent immigrants in Markham means that it has the largest percentage of recent immigrants living in each type of household (Table 7.3), followed by Richmond Hill and Vaughan follow. Richmond Hill has a larger percentage of the recent immigrant population than Vaughan where the Canadian-born children and grandchildren of immigrants who settled in Canada in the 1960s and 1970s predominate. There are few recent immigrants living in Newmarket, the rest of York Region or Aurora.

The geographical distributions of household types for people with low-incomes and seniors differ slightly from those for recent immigrants. Markham has the largest percentage of low-income people in each household type, while Vaughan and Richmond Hill are each home to approximately one-fifth of the low-income people in each type of household. Single parents and unattached individuals who have low incomes are also in substantial numbers in Newmarket and the rest of York Region, municipalities that are home to few low-income couples and multifamily households. Aurora stands out with a small percentage, less than 6 percent, of the low-income population from any household type.

Although Markham is home to the largest percentage of seniors from each type of household, the aging of the Vaughan population is readily apparent in the high percentages of seniors from each household type. Approximately 30 percent of all seniors living as couples with children and another 24.6 percent living in multifamily households live in Vaughan. In comparison, only 16.8 percent of all seniors living as couples with children are in Richmond Hill. The rest of York Region ranks fourth with almost 20 percent of seniors in the region who live as unattached persons and approximately 10 percent of those living in households of couples with children and as single parents. Newmarket has a small percentage of seniors, as does Aurora.

The trends in household composition for the three vulnerable groups and their uneven geographical distributions cause housing demand to vary across the region. In Markham, there are substantial numbers of each vulnerable group and there are large numbers of people from each group living in every type of household. In every other location, the demand for housing is more selective reflecting the geographical trends in the household composition of each vulnerable group.

Table 7.4 Household Composition by Vulnerable Group

Low Income				
	Couples with Children	Single Parents	Unattached Persons	Multifamily Households
Total (N)	56,180	13,410	12,825	21,495
Aurora	2.9	4.9	5.7	2.6
Markham	39.9	30.4	24.8	44.8
Newmarket	4.1	11.8	14.2	3.5
Richmond Hill	24.0	24.7	20.4	20.1
Vaughan	23.8	18.2	20.1	22.7
Rest of York Region	5.4	10.1	14.8	6.4
Recent Immigrants				
	Couples with Children	Single Parents	Unattached Persons	Multifamily Households
Total (N)	61,285	4,725	2,780	33,850
Aurora	3.6	2.7	2.2	1.5
Markham	38.4	43.9	39.6	49.0
Newmarket	4.1	1.7	4.0	2.3
Richmond Hill	29.0	30.8	29.7	21.4
Vaughan	23.1	19.6	23.2	24.3
Rest of York Region	1.8	1.4	1.4	1.5
Seniors				
	Couples with Children	Single Parents	Unattached Persons	Multifamily Households
Total (N)	10,920	3,850	14,185	24,870
Aurora	4.0	5.2	5.9	2.6
Markham	33.2	31.0	24.5	40.2
Newmarket	5.1	8.2	12.4	4.5
Richmond Hill	16.8	22.0	17.7	21.0
Vaughan	30.4	22.6	19.9	24.6
Rest of York Region	10.5	11.0	19.6	7.2

Source: Statistics Canada 2008

7.3 The Supply of Housing and Housing Services in York Region, 2006

The housing supply in York Region includes a private housing market where individuals rent or own, paying what the market will bear at the time of the rental agreement or dwelling purchase. Housing services refer mainly to social housing units, assisted living retirement centres, congregated living arrangements, housing information centres and other housing supports. The geographical distributions of the private market housing and housing services are quite different and influenced by different factors. For this reason, we examine each one separately.

7.3.1 The private housing market

In York Region, the majority of the housing stock is private housing that consists mainly of single-family, detached housing that is owner-occupied. In 2006, rental units were 11.7 percent of the housing stock in the region (Statistics Canada 2006). Of the total number of 275,200 households, only 32, 255 were living in rental accommodation (Table 7.5). Housing tenure in York Region is typical of outer suburbs where the supply of rental accommodation has always been limited (Bunting et al. 2004; Suttor 2006).

Homeownership is the dominant tenure for all vulnerable groups in York Region. More than three quarters of the low-income population, 76.4 percent, lives in owner-occupied housing (Prentice 2009; Engeland and Lewis 2005). The dominance of ownership is even more marked among recent immigrants and seniors of whom, 87.8 percent and 90.0 percent, respectively, are homeowners. The high rates of homeownership are different from the high rates of renting reported for low-income populations and recent immigrants living in the City of Toronto and other Canadian cities (Engeland and Lewis 2005; Hiebert et al. 2006; Preston et al. 2009). The differences in tenure among the three vulnerable populations likely reflect their ability to purchase housing and their eligibility for subsidized rental housing. Low income households whose median household income is well below the median household income for the region are more likely to qualify for social housing than households from the other two groups.

Table 7.5 Tenure by Vulnerable Group in York Region

	Total	Low income	Recent immigrants	Seniors
Total	275,200	112,165	109,275	87,620
Owner	88.3	76.4	87.8	90.0
Renter	11.7	23.6	12.2	10.0

Source: Statistics Canada 2008

Geographical variations in housing tenure are complex. For low income households, the percentage that rents varies from a high of 41.6 percent in Newmarket to only 16.4 percent in Vaughan (Table 7.6). Vaughan and Markham with the largest low-income populations, also report the lowest percentages of low income populations that are renting. Although seniors are less likely to rent than the low income population, spatial patterns of tenure are similar to those for people with low incomes. Newmarket has the highest percentage of seniors that rent, followed by the rest of York Region and Vaughan and Markham report the lowest percentages. The impact of aging on housing tenure apparently varies across the municipalities. For recent

immigrants, there is little geographical variation in housing tenure, although in the rest of York Region, more recent immigrants rent than in any other municipality.

Table 7.6 Housing Tenure by Vulnerable Group and Municipality

LOW INCOME	Total Tenure	% Owner	% Renter
York Region	112,165	76.4	23.6
Aurora	3,825	66.9	32.9
Markham	41,880	78.5	21.4
Newmarket	7,175	58.3	41.6
Richmond Hill	25,570	75.1	24.8
Vaughan	25,270	83.7	16.4
Rest of York Region	8,455	67.9	32.0
RECENT IMMIGRANTS	Total Tenure	% Owner	% Renter
York Region	109,275	87.8	12.2
Aurora	3,070	87.1	13.2
Markham	45,805	86.0	14.0
Newmarket	3,820	88.7	11.0
Richmond Hill	29,135	89.0	11.1
Vaughan	25,490	89.9	10.0
Rest of York Region	1,955	81.6	16.1
SENIORS	Total Tenure	% Owner	% Renter
York Region	87,620	90.0	10.0
Aurora	3,715	84.7	15.3
Markham	26,930	90.8	9.0
Newmarket	6,445	82.6	17.2
Richmond Hill	15,630	88.5	11.4
Vaughan	22,415	93.9	6.3
Rest of York Region	12,485	88.3	11.7

Source: Statistics Canada 2008.

7.3.1.1 Dwelling type

The low percentage of renters in each vulnerable group reflects the predominance of owner-occupied, single-family detached housing in York region. Apartments are only 12 percent of the housing stock (York Region 2007), a much smaller proportion than in other regional municipalities of the Toronto metropolitan area. For example, apartments are 23 percent and 16 percent of the housing stock in Peel Region and Durham Region, respectively. In the City of Toronto, apartments are the dominant type of dwelling accounting for more than half of the housing stock (Statistics Canada 2006).

7.3.1.2 Dwelling costs

York Region has high housing costs that exceed the average gross rents and average major monthly payments in other parts of the Toronto CMA. In 2005, the average gross rent in

York Region was \$1,042 (Table 7.7) compared with a low of \$874 in the Durham Region and \$931 in the City of Toronto (Statistics Canada 2006). Although there is less variation in average owner major payments that include mortgage, property tax, and utility payments, York Region has the highest average monthly major payment of \$1,490 compared with the equivalent payment of \$1,312 in the City of Toronto.

Table 7.7 Housing Costs by Vulnerable Group, 2005

	Total	Low income	Recent immigrants	Seniors
Average gross monthly rent	\$1,042	\$893	\$1,057	\$906
Average owner major monthly payments	\$1,490	\$1,395	\$1,830	\$915

Source: Statistics Canada 2008

Housing costs are below the regional average for two vulnerable groups; seniors and the low income population (Table 7.7). Seniors spend the least on housing whether they are renters or owners, with average gross monthly rent of \$906, more than \$100 less than the average in the region, and average owner major monthly payments of \$915, more than \$500 below the regional average. The low income population also has housing costs below the regional average, but here the difference in average monthly costs is more pronounced for renters than for homeowners. Gross monthly rent is \$149 less per month for the average low income renter whereas low income owners spend \$95 less on major monthly payments than average.

Recent immigrants who have entered the housing market in the past ten years when housing costs escalated steadily pay higher housing costs than either of the other two vulnerable groups. Recent immigrants also pay higher rents and higher ownership costs than the average person in the region. The average gross rent of \$1,057 is marginally higher than the regional average of \$1,042. Recent immigrants who are homeowners pay a much higher premium of an additional \$340 per month than the average homeowner in the region.

7.3.2 Housing Affordability

The impact of high housing costs is readily apparent in two measures of housing affordability developed by the Canada Mortgage and Housing Corporation. Households experience financial strain when they spend more than 30 percent of total before-tax income on average monthly rent or average owner's major monthly payments. Serious financial distress occurs when households spend more than 50 percent of total before-tax income on housing.

7.3.2.1 Housing affordability by vulnerable group

Housing costs are burdensome for the majority of low-income households due to their low median household income. Of the 112,165 low-income individuals, 80.8 percent spend more than 30 percent of total income before taxes on housing and 62.6 percent spend more than 50 percent of total income on housing (Table 8). Housing affordability is a less frequent issue for recent immigrants, although the numbers reporting affordability problems are still substantial. Of

the 109, 270 recent immigrants living in York Region, 47% spend over 30% of their household income on housing, and another 25% spend 50% or more of their household income on housing (compared with 26% and 12%, respectively, for the total population). Seniors are the least likely of the three populations to have affordability problems. With low average rents and low monthly major payments, less than one in four seniors is spending at least 30 percent of total before-tax income on housing and only 8.5 percent are spending 50 percent or more of total income on housing.

Table 7.8 Housing Affordability by Vulnerable Group, 2005

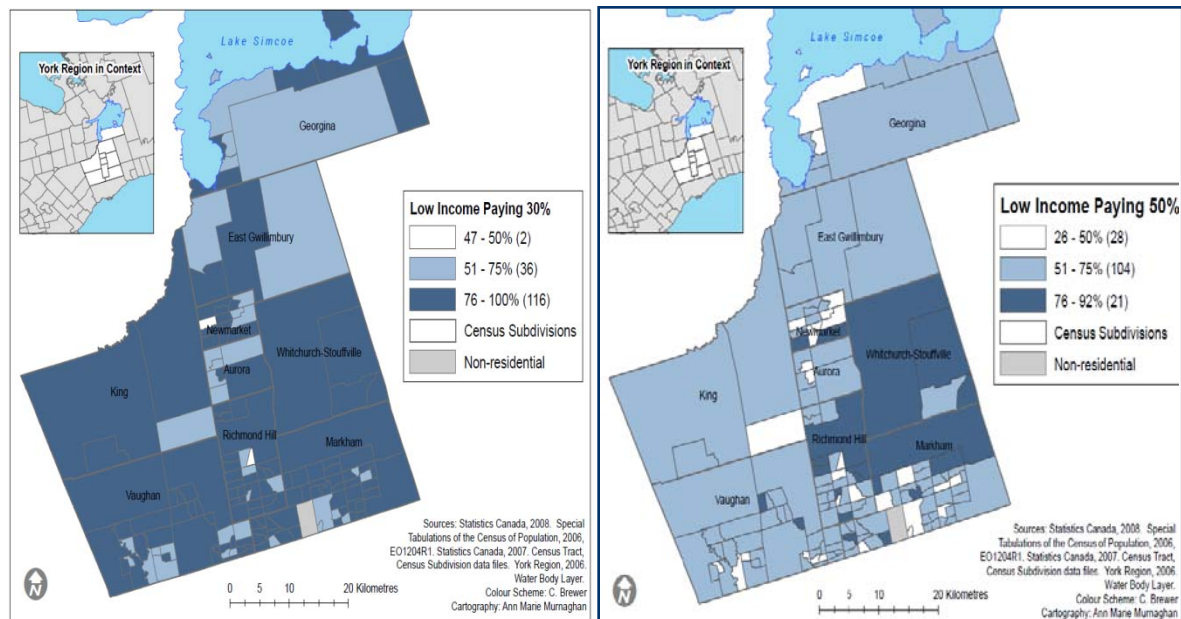
	Total	Low income	Recent immigrants	Seniors
Spending >30%	26	80.8	46.7	22.6
Spending >50%	12	62.6	25.4	8.5

Source: Statistics Canada 2008.

7.3.2.2 Geographies of housing affordability

Uneven geographies of housing affordability characterize York Region where each vulnerable group has a different spatial pattern of housing affordability. For the low-income population in which approximately 80 percent of the population is spending more than 30 percent of total gross income on housing, housing affordability is an issue throughout the region. Households spending more than 30 percent of before-tax income on housing are found throughout the region, particularly on either side of Yonge Street and south from the northern boundary of Newmarket (Figure 7.1). In 142 of the 154 census tracts in the region, at least half of the low-income population is spending more than 30 percent of its total before-tax income on housing. Fewer low-income households are experiencing serious financial distress by paying more than half of their income on housing, but they are widely distributed. In 135 census tracts, at least half of the low-income population is spending more than 50 percent of total before-tax income on housing. Severe affordability problems where more than three quarters of the low-income population is spending over 50 percent of its income on housing are spatially concentrated in Whitchurch-Stouffville, Richmond Hill, the northern half of Markham, and the southern half of Newmarket.

Figure 7.1 Housing Affordability for the Low Income Population in York Region, 2005

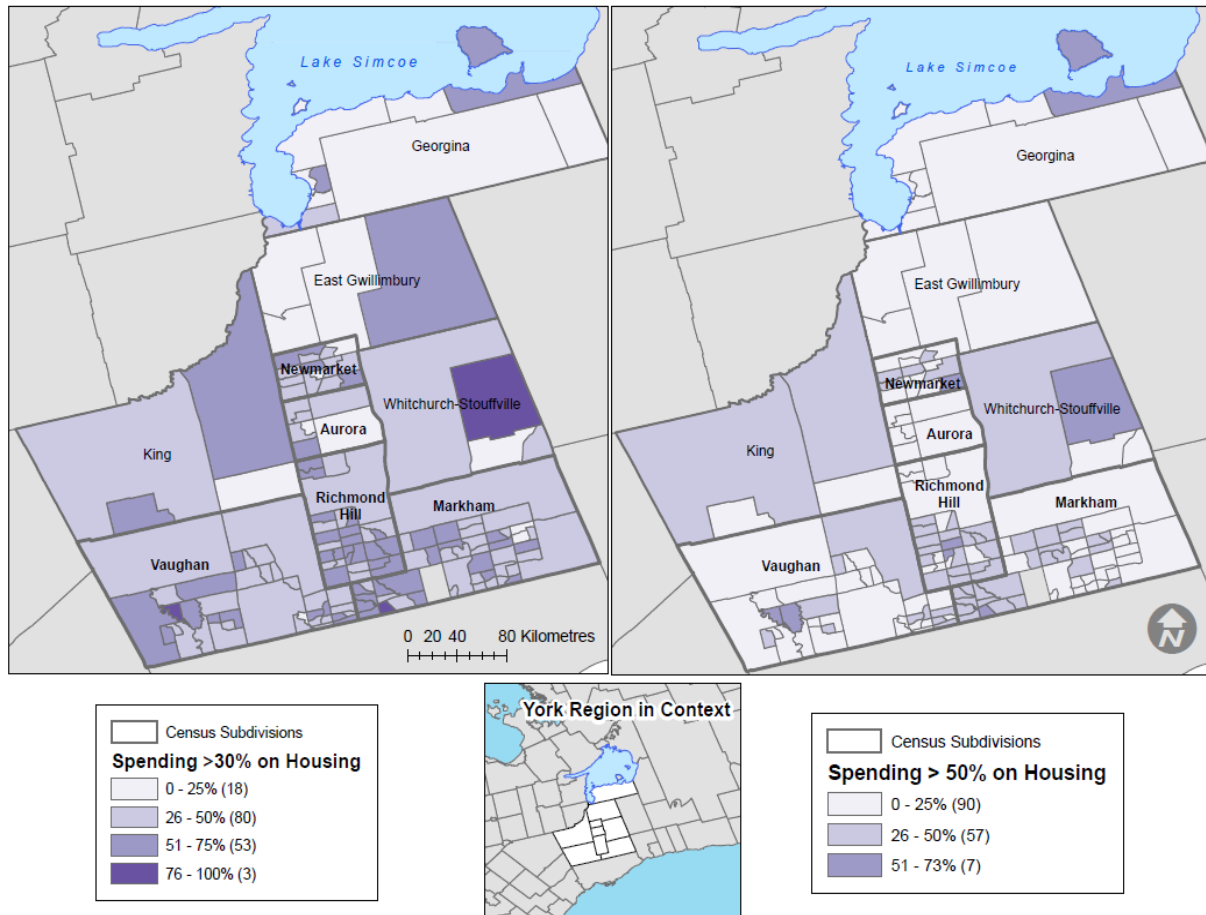


Housing affordability is a problem for many recent immigrants but affordability problems are less prevalent and less widespread for recent immigrants than for people with low incomes. Fewer recent immigrants than people with low incomes report affordability problems. In 56 of the 154 census tracts in the region, at least half of recent immigrants spend more than 30 percent of total before-tax income on housing (Figure 7.2). This is a much smaller number of census tracts than the equivalent number for the low-income population. There are only seven census tracts where half of recent immigrants are spending more than 50 percent of total, before-tax income on housing. Again, this is a much smaller number than we saw for the low-income population. For recent immigrants, housing affordability problems are concentrated in the southern half of the region and in Newmarket. Selected census tracts in Aurora, King Township and Whitchurch-Stouffville (Figure 7.2) also have high proportions of recent immigrants experiencing housing affordability problems. Census tracts where more than half of recent immigrants are spending more than 30 percent of total before-tax income on housing are concentrated in Richmond Hill, Markham, and Vaughan where the recent immigration population is concentrated. The same is true for the census tracts where more than one quarter of recent immigrants are spending more than 50 percent of total before-tax income on housing.

Of the three vulnerable groups, seniors are the least likely to report housing affordability problems. The low frequency of affordability problems is immediately evident in the geographical distribution of affordability. More than one quarter of seniors spend more than 30 percent of total before-tax income on housing in only 47 of the 154 census tracts (Figure 7.3). The percentage of seniors reporting housing affordability problems does not exceed 40 percent of the senior population in any census tract. There is no census tract where the percentage of seniors paying more than 50 percent of total before-tax income on housing exceeds 19 percent. The spatial distributions underscore the relatively limited housing affordability problems for seniors. The majority of the census tracts where at least one quarter of seniors are spending at least 30 percent of total before-tax income on housing are in the southern half of the region along

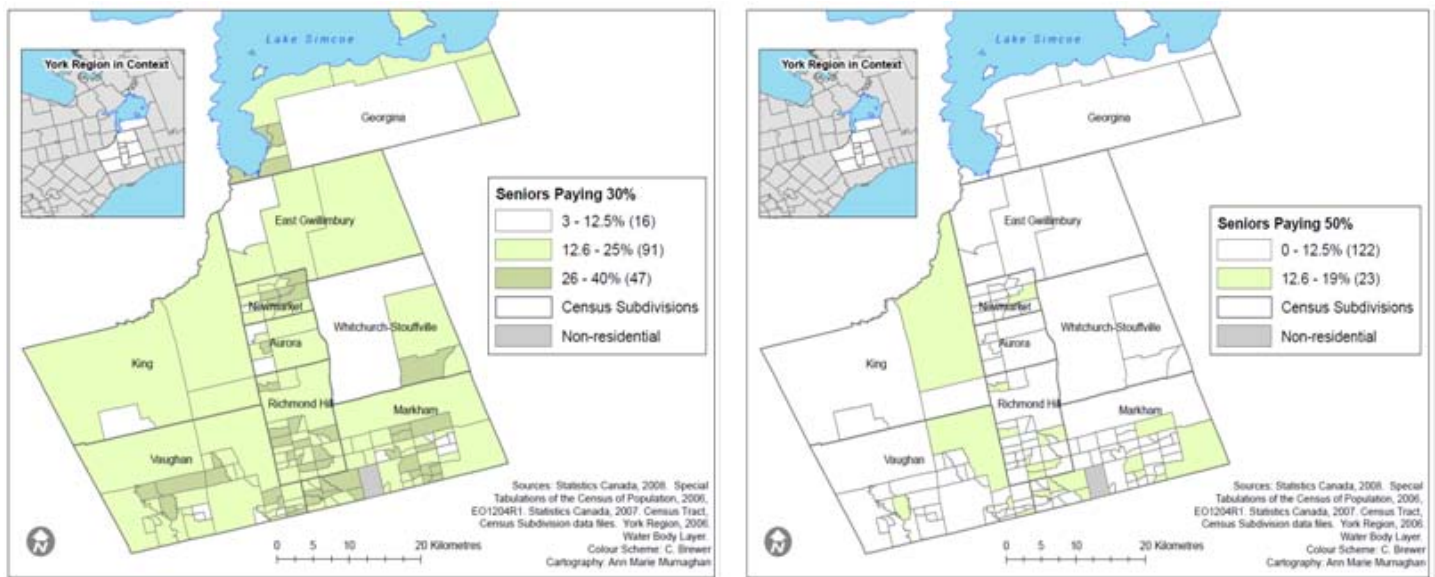
with selected tracts in Newmarket and Whitchurch-Stouffville. The distribution of census tracts where at least one in eight seniors is experiencing serious affordability problems is sparse with the majority of tracts in Markham and Richmond Hill. There are a few tracts in Vaughan, King, Township and Newmarket where at least 12.6 percent of seniors are spending more than 50 percent of total before-tax income on housing.

Figure 7.2 Housing Affordability for Recent Immigrants in York Region, 2005



Sources: Statistics Canada, 2008. Special Tabulations of the Census of Population, 2006, EO1204R1. Statistics Canada, 2007. Census Tract, Census Subdivision data files. York Region, 2006. Water Body Layer. Colour Scheme: C. Brewer, Cartography: Ann Marie Murnaghan

Figure 7.3 Housing Affordability for Seniors in York Region, 2005



7.4 The Supply of Housing Services in York Region, 2006

Housing services refer mainly to social housing units, assisted living retirement centres, congregated living arrangements, housing information centres and other housing supports. The housing developments serve seniors and low-income populations. Although several faith and ethnic communities spearheaded the development of non-profit housing, none serves a specific immigrant group. Low-income households that include recent immigrants who are permanent residents of Canada are eligible to apply for social housing and to use other housing services, but no housing service lists recent immigrants as its clientele.

People gain access to social housing through a waiting list that is estimated currently to include more than 6,000 households. Only women with children who are victims of domestic violence have special priority on the waiting list (Turner 2008). For assisted living and congregated living, other criteria such as health status are also relevant. In many instances, residents of assisted living developments must either pay market rents or receive housing subsidies.

In York Region, there are almost 11,000 social housing units divided almost equally between public housing that is owned and managed by the regional municipality and non-profit and cooperative housing that is owned and operated by nongovernmental organizations and residents themselves with housing subsidies (Table 7.9)². In addition to social housing, there are nineteen retirement centres in the region that serve seniors and another 28 congregated living arrangements; long term care facilities, domiciliary hostels, special care homes, and group homes that serve seniors. Low-income residents of York Region are served by four congregated living facilities.

² Social housing is funded by the municipal governments since the province downloaded responsibility for social housing in the last half of the 1990s (Hackworth and Moriah 2006).

Table 7.9: Housing Services in York Region, 2006 for Each Vulnerable Group

	Seniors	Low-income seniors	Recent immigrants	Low-income
Independent living	4	46	0	37
Assisted living	19	0	0	0
Congregated living	28	0	0	4
Other housing services	2	2	0	9

Source: CIVC 2006

Other housing services that provide housing information and counseling regarding housing issues are offered at 13 locations in York Region. Two locations serve seniors and another two locations concentrate on low-income seniors. Low-income residents can find housing information and counseling at 9 different locations in the region. None of the housing information and counseling services explicitly target immigrants. Housing information and counseling is generally not available through settlement service agencies in York Region because the agencies are not funded to provide this service (Preston et al. 2009).

7.4.1. Geography of housing services

Housing services are distributed unevenly across York Region. Looking first at the housing services available to seniors, they are distributed roughly proportional to the population in each municipality with the exception of Vaughan where there are only four locations offering housing services (Table 7.10). Independent living opportunities for seniors are distributed more unevenly with concentrations in Newmarket, Richmond Hill and the rest of York Region. There are few housing services for seniors in Vaughan, considering its large population of seniors. The distribution of housing services for the low income population is similar with concentrations in Newmarket and Richmond Hill and few services in Vaughan. There are also few services for people with low incomes in the rural areas and small towns of York Region that we have grouped together as the rest of York Region.

Table 7.10 Housing Services for Seniors and Low-Income Populations

	Seniors		Low-Income
	Assisted Living ³	Independent Living ⁴	
York Region	26	57	62
Aurora	1	3	4
Markham	8	9	11
Newmarket	6	10	15
Richmond Hill	4	14	16
Vaughan	4	7	9
Rest of York Region	3	14	7

Source: CIVC 2006

Concentrating on social housing, we find that the majority of social housing is located in Newmarket, Aurora, and Richmond Hill (Figure 7.4). Some social housing is found in Markham and Vaughan but there are fewer developments and the developments are smaller in these two municipalities. Figure 7.4 also reveals the impact of period of development. Municipally owned

³ Retirement homes.

⁴ Social housing, life lease housing, and housing help centres.

and operated public housing is concentrated in Newmarket, while more recent cooperative and non-profit housing is found in the municipalities to the south; Aurora, Richmond Hill, Markham, and Vaughan.

The distribution of housing for seniors and low-income populations is also uneven relative to the distributions of vulnerable populations in York Region. The municipalities with the lowest proportions of seniors in their populations include Aurora and Newmarket. Both places have a higher percentage of housing than their percentages of the senior population. For example, Newmarket is home to 7.7% of the total senior population in York Region, who are served by 20.6% of all housing for seniors in the region. In comparison, Markham and Vaughan have 30.3% and 25.3% of the total senior population, respectively, but only 15.5% and 11.6% of the region's housing for seniors. In the same way, housing services for low-income residents are not distributed proportionately among municipalities. For example, 6% of the region's low-income population lives in Newmarket where 35% of housing for low-income residents is located. In contrast, in Vaughn, where 22.5% of the low-income population in York Region lives, we find only 10% of the region's housing for low-income residents.

The population served by each housing service varies across the region. Newmarket emerges as the best served municipality in which the numbers of seniors and low-income people per housing provider is lower than the population per service provider ratio for the entire region (Table 7.11). Aurora and Richmond Hill also have lower populations per provider for seniors relative to independent living providers and for the low income population. In both cases, as Figure 4 showed, there are several providers within each municipality and the senior and low income populations are small.

Figure 7.4 Distribution of Housing Services in York Region

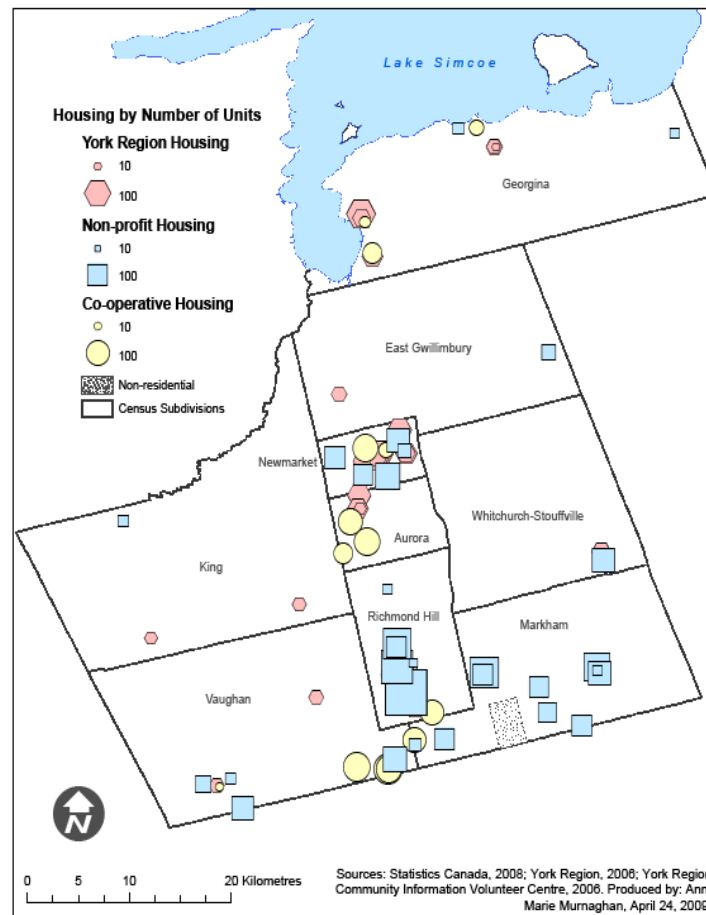


Table 7.11 Population Per Housing Service Provider, York Region

	Seniors		Low-Income Housing Services
	Assisted Living	Independent Living	
York Region	3533	1612	1808
Aurora	4230	1410	957
Markham	3481	3094	3803
Newmarket	1179	708	478
Richmond Hill	4096	1170	1596
Vaughan	5820	3326	2809
Rest of York Region	4350	4350	1206

Source: CIVC 2006

Markham and Vaughan stand out as the municipalities where the supply of housing services is inadequate to serve the senior and low-income populations.

7.5 Use of Housing Services

The limited supply of housing for seniors and low-income residents and the limited number of locations offering other housing services mean that few of the 1,546 respondents who participated in the survey had used any housing services. Only 76 respondents reported that they had used any housing services⁵. Due to their small numbers, it is not possible to distinguish users of specific housing services so our analysis aggregates all forms of subsidized housing; social, non-profit, and cooperative housing, and other services such as housing information centres and legal aid with landlord-tenant disputes. Despite the small number of users for these services, comparison of their social characteristics with those of non-users provides information about the housing needs that are being met and those that deserve more attention

Users of housing services were disproportionately women. Approximately 67 percent of people who had used housing services were women while the equivalent percentage for nonusers was only 60 percent (Table 7.12). The predominance of women is consistent with recent housing policies that give priority to placing women with children who are fleeing domestic violence in social housing (Turner 2008). Women also have lower incomes on average than men, so female-headed households are more likely to qualify for social housing or rent subsidies. It is worth noting that seniors are a minority of users and nonusers of housing services. Only 15 percent of nonusers are seniors, approximately the same as the 18 percent of users. Immigrants are under-represented among users of housing services. While 77 percent of those who had not used housing services were immigrants, only 57 percent of users were immigrants.

Recent immigrants, those who had arrived in Canada within ten years of the survey, were more likely than earlier immigrants to use housing services. Fifty-one percent of users were recent immigrants compared with only 44 percent of nonusers (Table 7.12). Although users and nonusers are equally likely to speak a non-official language at home, the plurality of recent immigrants among users is evident in their ethnic and racial backgrounds. Users are more likely than nonusers to be racial minorities.

⁵ The small number of responses make it impossible to comment on the use of individual services such as the housing help centre in York Region.

Table 7.12 Social Characteristics of Non-Users and Users of Housing Services

	Non-user		User	
N	1470		76	
	%	n	%	n
Women	60	875	67	51
Senior	15	221	18	14
Immigrant	77	1132	57	75
Recent immigrant	44	511	51	29
Non-official home language	61	888	57	43
Ethnicity				
Canadian/British	8	121	8	6
Other European	21	311	14	11
Other minority	71	1038	78	59
Household type				
Couple	17	250	18	14
Other type	82	1201	82	62
Child care				
Receive child care	8	118	13	10
Need child care	24	343	24	18
Household income				
< \$30,000	193	13	28	37
\$30,00-49,999	127	9	8	11
>\$49,999	494	34	20	26

Source: YISP Survey 2008

7.5.1 Satisfaction with housing services

Satisfaction with housing services is polarized between a majority who are satisfied with the services that they had received and a very dissatisfied minority. Of the 76 people who had used one or more housing services, 73.9 percent reported that they were somewhat or very satisfied. Of the remaining 22.8 percent who were dissatisfied, more than half, 14.1 percent, was very dissatisfied. Since the number of people using housing services was small, we could not identify which services were considered unsatisfactory and which were satisfactory. However, the shortage of housing services is acute in York Region. More than 5,000 households are on the waiting list for social housing, there is one housing information centre in the region, and fewer than 125 shelter beds. In light of the shortage, the levels of dissatisfaction are less prevalent than we had expected.

7.6 Geographical Match/Mismatch

A detailed geographical analysis that assesses the percentage of each vulnerable population within 1.5 and 3 kilometres of housing services confirms previous findings about the geographical distribution of housing services. In Vaughan and the rest of York Region, and, to a lesser extent, in Markham, seniors and people with low incomes who want to relocate to assisted housing or to subsidized housing are at a disadvantage compared with residents of other York Region municipalities.

7.6.1 Geographical accessibility

To ascertain geographical accessibility to housing services within each municipality, we calculated the percentage of seniors and people with low incomes who could walk either 15 minutes or 30 minutes to housing services. The aim is to ensure that people who relocate to housing services can maintain their local social networks and continue to live in a familiar place. For low-income residents whose households often include children, staying in the same neighbourhood ensures that children can continue in the same school.

Table 7.13 Percent of Population Within 1.5 and 3.0 Kilometres of Housing Services

	Seniors				Low Income Housing Services	
	Assisted Living		Independent Living		1.5 km	3.0 km
	1.5 km	3.0 km	1.5 km	3.0 km		
York Region	30.6	60.7	48.7	80.4	51.2	81.8
Aurora	36.6	74.6	31.1	74.8	63.6	91.2
Markham	39.2	74.9	53.0	87.7	43.6	83.8
Newmarket	65.8	99.3	82.7	100.0	92.8	100.0
Richmond Hill	53.5	86.0	62.6	94.9	64.3	92.6
Vaughan	6.2	36.2	44.1	75.7	42.9	71.0
Rest of York Region	6.3	17.1	17.9	46.2	33.5	51.8

Source: CIVC 2006, Statistics Canada 2008

In Vaughan and the rest of York Region, seniors and the low-income population have the least geographical access to housing services (Table 7.13). Approximately three quarters of seniors and a slightly smaller share of the low income population live within 3.0 kilometres of social housing in Vaughan. Only 36.2 percent of seniors live within 3.0 kilometres of assisted living facilities. Housing services are sparse in the rest of York Region that is less developed. Approximately half of seniors and the low-income population live within 3.0 kilometres of social housing and only 17.1 percent of seniors live within 3.0 kilometres of assisted living facilities. The consistency of the findings underscores the need for housing investment in these two parts of the region.

At the other end of the spectrum, Newmarket is well served with housing services. All seniors and people with low incomes are living within 3.0 kilometres of housing services and the majority from each group lives within 1.5 kilometres of housing services. There is almost equally high access to housing services in Richmond Hill, particularly for social housing for seniors and people with low incomes.

Geographical access to housing services is more limited in Markham and Aurora. In both municipalities, the majority of seniors live within 3 kilometres of assisted and independent living facilities as does the majority of the low income population. However, those who are anxious to stay in their current neighbourhoods have fewer housing options within 1.5 kilometres. Only 43.6 percent of the low income population in Markham lives within 1.5 kilometres of current social housing while 39.2 percent of seniors in the same municipality are 1.5 kilometres away from assisted living developments. In Aurora, social housing for the low income population is accessible but neither assisted nor independent living developments are located within 1.5 kilometres of the majority of seniors.

Public transit alters geographical access to housing services. Much lower percentages of seniors and the low income population can reach housing providers from their current addresses by a 15 minute trip on transit than can walk 1.5 kilometres (Table 7.14). The percentages of the vulnerable populations living within a specific travel time of each housing provider confirm many of the trends revealed by analysis of walking distance. Housing services are most accessible to seniors and the low income populations in Newmarket and Richmond Hill and least accessible in Vaughan and the rest of York Region. The limited provision of public transit in Aurora means that the majority of seniors who relocate to assisted living or social housing cannot return to their neighbourhoods by travelling 15 or 30 minutes by public transit. However, the majority of people with low incomes in the municipality can access housing providers by travelling for 30 minutes on public transit. In Markham, seniors have more access to housing services by public transit than people with low incomes.

Table 7.14 Percent of Population Within 15 and 30 Minute Transit Ride of Housing Services

	Seniors				Low Income Housing Services	
	Assisted Living		Independent Living		15 min	30 min
	15 min	30 min	15 min	30 min		
York Region	8.5	41.2	17.2	53.7	20.3	52.8
Aurora	7.0	33.1	8.9	48.6	20.3	84.0
Markham	9.9	42.6	15.1	54.3	12.7	42.5
Newmarket	23.6	65.7	33.8	87.2	52.4	88.9
Richmond Hill	13.8	66.6	25.0	68.2	33.5	71.6
Vaughan	2.7	29.4	14.3	45.7	14.3	43.1
Rest of York Region	1.5	16.3	10.7	31.8	8.7	31.5

Source: CIVC 2006; Statistics Canada 2008

Other measures of geographical accessibility confirm the trends discussed here. Seniors and the low income population have more access to housing services in Newmarket and Richmond Hill. In Markham and Aurora, the situation is complex and depends upon how geographical access is measured. Depending on the measure of accessibility, seniors sometimes have more access to housing services than people with low incomes and vice versa. By every measure, housing services are least accessible to seniors and the low income population in Vaughan and the rest of York Region.

Conclusions

7.1 Observations

The main housing issue in York Region as in all of Canada is housing affordability (Engeland and Lewis; Shapcott and Hulchanski). Low income households and recent immigrants are more likely than seniors to be living in housing that they cannot afford. In both cases, low incomes are the cause of affordability problems. With median household income that is less than one third of the regional median household income and housing costs that are close to the regional average, low incomes are the cause of affordability problems for the majority of

low-income households. For many recent immigrants, a combination of higher than average housing costs and below average household incomes contributes to widespread affordability problems. Only a small percentage of seniors are experiencing affordability problems.

Affordability is an issue for homeowners and renters. Unlike the City of Toronto where the majority of low-income households and recent immigrants are renters, in York Region, homeownership is the dominant tenure. Although the majority of each vulnerable population lives in owned dwellings in York Region, homeownership does not always represent success in the housing market. The reasons for the high rates of ownership are unclear, but they may be due to the paucity of rental accommodation in the region and historically low interest rates for mortgages. Other research (Preston et al. 2009) has indicated that recent immigrants who want to live in York Region purchase housing because they cannot find rental vacancies.

The spatial analysis reveals unexpected pockets of vulnerability in York Region. In the midst of the affluence, our analysis has identified substantial numbers of people experiencing affordability problems. People with low incomes and recent immigrants spending more than 30 percent and 50 percent of total before-tax income on housing are concentrated in the southern part of the region, an area that is known for its affluence. In contrast, seniors who experience housing affordability problems are dispersed throughout the region.

Housing services are in short supply in the region. The shortage of social housing and housing subsidies likely contributes to the high rates of homeownership. Preston et al. (2009) found that immigrants sometimes bought housing because they could not find any suitable, adequate and affordable rental accommodation.

There is a mismatch between the provision of social housing, assisted living accommodation, congregated housing and other housing services and the spatial distributions of recent immigrants and low-income households with low incomes. Housing services are concentrated in Newmarket and Richmond Hill with very few housing services in the outlying areas that we labeled the rest of York Region. Vaughan and the rest of York Region have a smaller percentage of housing services than their percentages of the vulnerable populations. Markham and Aurora are better supplied with housing services relative to the size of the recent immigrant and low-income populations, but the housing services are still not sufficient given the sizes of the vulnerable populations in these two municipalities. In Newmarket and Richmond Hill, the supply of housing services relative to the senior and low income populations is better than in any other part of the region.

Within the region, geographical access to housing services is better in Newmarket and Richmond Hill than at other locations in the region. Specifically, in Vaughan and the less developed parts of the region in the rest of York Region, few seniors or low income people can find housing services near their current addresses. Access improves in Markham and Aurora, but it is best in Richmond Hill and Newmarket where more housing services are available.

7.2. Policy Recommendations

The supply of housing services in York Region is insufficient to meet the needs of the growing low-income population and the growing population of recent immigrants. With more than 80 percent of the low-income population and almost half of recent immigrants spending more than 30 percent of total before-tax income on rent or owner's major monthly payments, additional affordable housing is needed.

- The supply of affordable housing needs to be increased by expansion of social housing and housing subsidies.

In addition to expanding the supply of social housing and housing subsidies, incentives encouraging the development of additional rental units should also be implemented. Currently, rental units are created through expansion of condominium apartments that are purchased by investors and rented. The additional rental units are often expensive, however, they may not cost more than recent immigrants are currently paying for owners major monthly payments.

- Policies that have encouraged expansion of the supply of private rental units in other cities should be reviewed and those that are appropriate should be implemented.

There is a mismatch between the supply of housing services and the demand for housing services. Although people are often eager to move for affordable, adequate, and suitable housing, many prefer to live near their current places of residence so that they can maintain social networks and retain contact with familiar environments, in many parts of York Region, this is not possible. To obtain affordable housing, people must move to locations that are more than 1.5 kilometres walking distance taking more than 30 minutes travel time on public transit. The mismatch is acute in Vaughan and apparent in much of Markham.

- We recommend expansion of social housing in the southern half of the region with particular attention to the needs of the low-income population that includes many recent immigrants. Although, additional housing for seniors would be welcome, attention should be paid mainly to additional housing for low-income residents of York Region.

Finally, the spatial analysis highlights how the provision of public transit influences geographical accessibility to housing services. For example, in Aurora, geographical access to housing services for people travelling on public transit for 15 minutes is less than for people who walk 1.5 kilometres. The analysis indicates that improvements to public transit would enhance geographical access to housing services.

- Improvements in public transit are needed to enhance geographical access to housing services.

7.3. Future Research

The research project raises four important questions. In the outer suburbs where owner-occupied, single-detached dwellings predominate, there is a limited supply of affordable rental

housing. Recent immigrants are forced to purchase housing because of the lack of alternative accommodation. In this situation, what public policies can be implemented to expand the supply of affordable rental housing? Legalization of secondary suites, requirements that all new developments include a fixed percentage of affordable units, and changes in zoning bylaws intended to encourage the development of affordable dwelling units have been implemented in some jurisdictions. Research evaluating the impacts of these and other policy initiatives would elucidate the policies that are likely to be effective in Canada's outer suburbs such as York Region.

The ideal locations for affordable housing in the outer suburbs warrant investigation. To avoid concentrating a low-income population, small housing developments that are integrated into the built and social fabric are recommended. However, the resulting dispersal forces people to relocate, sometimes far from their previous address. Far from friends and family, the relocated people may lose contact with their social contacts. Contemporary research examining the impact of relocation would inform this policy debate.

Our analysis of York Region has highlighted how the provision of housing services in the outer suburbs differs from that in central cities such as the City of Toronto. We have also noted how the housing stock in York Region differs from that in Peel and Durham Regions. Our research cannot indicate whether the housing situation in York Region is typical of Canada's outer suburbs. Additional research comparing the housing circumstances of vulnerable populations in other outer suburbs with that in York Region is needed to situate York Region and establish the extent to which our findings can be generalized.

Finally, the findings from York Region raise important questions about our interpretation of homeownership. Homeownership has been interpreted as the culmination of a successful housing career, however, in York Region, there are numerous homeowners who are in financial difficulty. We need to know whether affordability problems are equally widespread in other outer suburbs and whether the people struggling to pay for owner-occupied housing are similar to those in York Region.

VIII

DEMAND AND SUPPLY OF SETTLEMENT SERVICES IN YORK REGION

8.1 Introduction

This section concerns settlement services. Settlement services are provided to recent immigrants, who typically face challenges in their settlement process and often have special need for assistance.

As mentioned earlier, in this study, we extend the definition of recent immigrants from 5 years to 10 years of residency in Canada. That is, recent immigrants refer to those who landed in Canada after 1996. This is because many studies show that, with significant changes in the composition of Canada's immigrant population in the last two decades, the settlement process has become much longer than before.

In the past, recent immigrants would settle in an inner-city neighborhood for some extended time before accumulating enough capital to move to the suburbs. As a result, most settlement services were located in the inner city, which we still see today.

Time has changed in the last decade or so. Many new immigrants settle in suburbs right upon landing. According to the LIDS data, between 2001 and 2005 (inclusive): 547,000 new immigrants chose the Toronto CMA as the intended destination (see Table 8.1). Thirty thousands of them indicated York Region as their intended destination. While this may well be an underestimate (because many new immigrants put Toronto as their intended destination while they meant to settle in a suburban municipality), this is best evidence to show that many immigrants settle in suburbs upon landing. This calls for re-distribution of resources for provision of settlement services in the metropolitan region.

Table 8.1 Distribution of immigrants in selected municipalities in York Region by destination (landing years 2001-2005)

Intended destination	No. of immigrants
Markham	14,731
Richmond Hill	11,101
Vaughan	978
New market	1,475
Aurora	889
Sub total	29,174
Toronto, City of	279,200
Toronto, CMA	546,951

Source: CIC, Landed Immigrant Data System, 2005

This section consists of four parts: assessment of demand; analysis of supply; awareness, use and satisfaction with settlement services; and concluding remarks and recommendations. In addition to the data sources described in Section III, we also make use of a list of ESL (English as a Second Language) service providers contained in an English language program study report

authored by York Region Human Services Planning Coalition (2007), and a list of LINC (Language Instruction for Newcomers to Canada), ISAP (Immigrant Settlement and Adaptation Program), and JSW (Job Search Workshop) programs provided by CIC-Ontario Region in 2009.

8.2 Assessment of Demand

Accurate assessment of demand for settlement services is a difficult task. Depending on the composition of the recent immigrant population in a given region, demand for settlement services may vary in terms of number of agencies and types of services.

Census is the most commonly used source of data for assessment of demand for settlement services, though it is by no means the perfect source. According to the 2006 census, 109,270 recent immigrants reside in York Region, accounting for 12% of the Region's total population (see Table 8.2). Their demographic and social attributes suggest mixed implications for need for settlement services.

Table 8.2 Attributes of Recent Immigrants in York Region, 2006

Sub-groups	Total Population		Total Recent Immigrants		Percent Recent Immigrants
	N	%	N	%	(n/N)%
Population	886,575	100.0	109,270	100.0	12.3
0-14 years	177,675	20.0	15,145	13.9	8.5
15-24 years	126,240	14.2	18,130	16.6	14.4
25-34 years	107,325	12.1	19,335	17.7	18.0
35-44 years	150,880	17.0	26,360	24.1	17.5
45-54 years	143,385	16.2	16,625	15.2	11.6
55-64 years	93,445	10.5	6,605	6.0	7.1
65 years and over	87,620	9.9	7,065	6.5	8.1
Immigrant status and period of immigration					
Immigrant population	380,375	42.9	109,270	100.0	28.7
1996-2001	130,185	34.2	62,835	57.5	48.3
2001-2006	46,435	12.2	46,435	42.5	100.0
Population 15+ by highest level of schooling	708,895	80.0	94,125	86.1	13.3
No certificate, diploma or degree	134,325	18.9	15,275	16.2	11.4
High school graduation certificate or equivalency certificate	181,335	25.6	20,580	21.9	11.3
Apprenticeship or trades certificate or diploma, College, CEGEP or other non-university certificate or diploma, University certificate or diploma below the bachelor level	206,000	29.1	20,970	22.3	10.2
University certificate, diploma or degree	187,230	26.4	37,300	39.6	19.9

Source: Statistics Canada, 2006 census

Of the 109, 270 recent immigrants, 57% percent are in their prime years (25-54 years of age) for active participation in the labor force. This is 12% higher than the general population. They are also well educated, with 40% of those who are 15 year of age and older possessing university educations (in the form of certificate, diploma, or degree), compared with only 26% for the general population. It is unclear, though, how much of this human capital is obtained in Canada, where foreign education credential has been a concern among many Canadian employers. Not surprisingly, unemployment rate is 2% higher for the recent immigrants than for the general population in York Region (7.5% vs. 5.4%), indicating a demand for JSW programs.

With regard to country of origin (i.e., place of birth), 72% of the recent immigrants came from 10 countries (see Table 8.3). Notably, seven of them are Asian countries: China, Iran, India, S. Korea, Sri Lanka, Pakistan, and Philippines. The other three are Eastern European countries: Russia, Ukraine, and Romania. None of these countries is among the traditional source countries. Due to cultural differences, we expect that they face a high level of difficulty in settling in the suburbs. There should be a high demand for ISAP and HOST programs.

Table 8.3 Recent Immigrants in York Region from Top 10 Places of Birth, 2006

Place of birth	Total Immigrants		Total Recent Immigrants		Recent Immigrants as % of total immigrants
	N	%	n	%	(n/N)%
China	86,830	9.8	28000	25.6	32.2
Mainland	40,255	4.5	18,180	16.6	45.2
Hong Kong	46,575	5.3	9,820	9.0	21.1
Iran	16,905	1.9	9,175	8.4	54.3
India	22,910	2.6	8,500	7.8	37.1
Russian Federation	11,255	1.3	7,555	6.9	67.1
Korea, South	8,860	1	5,060	4.6	57.1
Sri Lanka	13,945	1.6	4,935	4.5	35.4
Pakistan	8,015	0.9	4,655	4.3	58.1
Philippines	13,570	1.5	4,150	3.8	30.6
Ukraine	6,725	0.8	4,025	3.7	59.9
Romania	5,230	0.6	2,720	2.5	52
Sub total	194,245	22	78,775	72.1	40.6

Source: Statistics Canada, 2006 census

We would also assume that the majority of the recent immigrants have English (and French) as their second language, because most of the above countries of origin do not use English/French as a major language of instruction in schools (perhaps excluding India and the Philippines to some extent). The majority of the adult recent immigrants would therefore need to take ESL classes after their arrival in Canada. Yet, the census data appear to show the contrary: 84% of the recent immigrants report having knowledge of English; only 11% report speaking neither English nor French (see Table 8.4). Since official language ability is self-reported, the

census may not be a good measurement of the degree of English proficiency. Indeed, being able to conduct basic conversations may not be good enough to meet communications requirement demanded at many jobs. So, there must be a high demand for LINC services as well.

Table 8.4 Recent Immigrants in York Region by Knowledge of Official Languages, 2006

Knowledge of official languages	Total Population		Total Recent Immigrants		Recent Immigrants as % of total population
	N	%	n	%	(n/N)%
English only	786,595	88.7	92,240	84.4	11.7
French only	570	0.1	150	0.1	26.3
Both English and French	64,105	7.2	5,110	4.7	8.0
Neither English nor French	35,305	4.0	11,775	10.8	33.4

Source: Statistics Canada, 2006 census

Of the 109,270 recent immigrants, 47% spend over 30% of their household income on housing, and 25% spend 50% or more of their household income on housing (compared with 26% and 12%, respectively, for the general population). This signifies the need of the recent immigrants for affordable housing, or the need for assistance in finding affordable housing, in York Region (i.e., a need for settlement services).

The recent immigrants heavily concentrate in the southern part of the Region. Specifically, 92% of them live in the three municipalities of Markham, Richmond Hill and Vaughan (see Table 8.5). These should also be areas of high demand for settlement services. Recently, immigrants began to move northward to Newmarket and Aurora.

Table 8.5 Distribution of Recent Immigrants and Immigrant Service Providers in York Region, 2006

	Recent Immigrants		Employment services		Settlement services	
	No.	%	No. of agency	Ratio of recent immigrants to agency*	No. of agency	Ratio of recent immigrants to agency**
Aurora	3065	2.8	1	1910	1	2040
Markham	45775	41.9	4	7240	5	6454
Newmarket	3835	3.5	2	1198	1	2555
Richmond Hill	29125	26.7	6	3018	5	3991
Vaughan	25480	23.3	3	5478	9	1996
Sub total	107280	98.2	15	7152	20	5364
Rest of York Region	1915	1.8	0	NA	0	1340
York Region	109195	100.0	16	4306	21	3618

*only those between 25 and 64 years of age are included.

**only those who are 25 and older are included.

Source: Statistics Canada, 2006 census; CIVC, 2006

8.3 Analysis of Supply

Supply of settlement services in a given region is typically assessed with three indicators:

- the number of service agencies (i.e., service locations),
- service capacity (including facility size, number of staff members, ratio of users to number of agencies or to number of staff members, and level of funding)
- accessibility of services to users.

Analysis of supply is also a challenge. The biggest challenge is data availability. While the research team is able to compile a list of settlement service providers with location and type of services they provide (thanks to the helps from the York Region and CIC-Ontario), there is only limited information on capacity (such as number of classes and seats in English/LINC language classes). With the available information, we are able to calculate clients-to-service ratios and some accessibility measures as described in Section III.

In simple terms, accessibility refers to how easy it is for immigrants to reach, and get services from, the service providers. Accessibility is affected by several factors: physical distance, cost, capacity, and friendliness/cultural sensitivity. For settlement services, cost is not an issue because most programs are provided free (or charge only a nominal fee, such as ESL material fee). Capacity is important, but we do not data on funding, which affects capacity. Neither do we have information about quality of programs and services (except user feedbacks obtained from the survey). Accessibility analysis therefore focuses on travel distance, as this has implications for where services should be located in the York region.

In this study, settlement services are distinguished into 4 categories: (1) general services (i.e, ISAP), (2) ESL, (3) LINC, and (4) employment services (i.e., JSW). They provide different types of services, and are often used with different frequencies. For example, immigrants enrolled in ESL/LINC programs attend classes on a daily or weekly basis; they are therefore distance sensitive. The users of ISAP and JSW visit the agencies much less frequently; they are less sensitive to travel distance.

Here, our discussion of accessibility focuses on the number and percentage of recent immigrants who live within three types of services areas:

- 1.5 km walking distance (assuming walking speed of 4 km/hour)
- 30 minutes of bus ride (15 km; assuming travel speed of 30 km/hour)
- 30 minutes of drive (25 km; assuming travel speed of 50 km/hour)

Calculations of these are based on the catchment area analysis method and the catchments are calculated using GIS techniques (see Figure 3.1 in Section III for an illustration of how the 30 minutes bus ride service area is defined).

8.3.1 ESL

ESL classes are provincially-funded programs open to everyone who needs to learn or improve his/her English skills. They spread at 57 locations in the York Region (see Table 8.6 and Figure 8.2), offering 146 classes with a total of 3,332 seats. The majority of the ESL agencies are located in Markham (51%), Richmond Hill (25%), and Vaughan (18%), where recent

immigrants concentrate. In general, the ratio of enrolment to seats is good: less than 3:1 in all municipalities. (In Aurora, the number of enrolment is even smaller than the number of seats, with a ratio of 0.8:1.) At the same time, Table 8.6 suggests that the participation in ESL programs is somewhat low: only 11% (or 8,332 out of 76,000) of the recent immigrants (who are 25 and older) take ESL classes. It is not clear why participation in ESL is low. If the ratio of recent immigrants to seats is calculated, it would be 9:1; or each agency (with an average of 58 seats) serves 1,333 recent immigrants. This suggests that the capacity of ESL program in general is low.

In terms of accessibility, Table 8.7 reports that 40% of the recent immigrants in the Region live within 1.5 km of walking distance from an ESL agency; 94% live within 30 minutes of bus ride from an agency; almost all live within 30 minutes of driving distance from an agency. It should be pointed out that public transit in suburbs (including York Region) has a lower frequency than in the City of Toronto. It could take longer than 30 minutes to travel 15 kilometers if waiting time during non-rush hours is added.

Table 8.6 Distribution of ESL Programs in York Region, 2005

Municipality	Agencies		Classes		No of seats		No. of enrolment	Ratio of enrolment to seats
	No.	%	No.	%	No.	%		
Markham	29	50.9	96	65.8	2,120	63.6	5,388	2.5:1
Vaughan	10	17.5	16	11.0	400	12.0	777	1.9:1
Richmond Hill	14	24.6	27	18.5	650	19.5	1,933	2.9:1
Newmarket	2	3.5	4	2.7	75	2.3	115	1.5:
Aurora	1	1.8	1	0.7	37	1.1	28	0.8:1
Others	1	1.8	2	1.4	50	1.5	91	1.8:1
York Region	57	100.0	146	100.0	3,332	100.0	8,332	2.5:1

Source: York Region Human Services Planning Coalition 2007

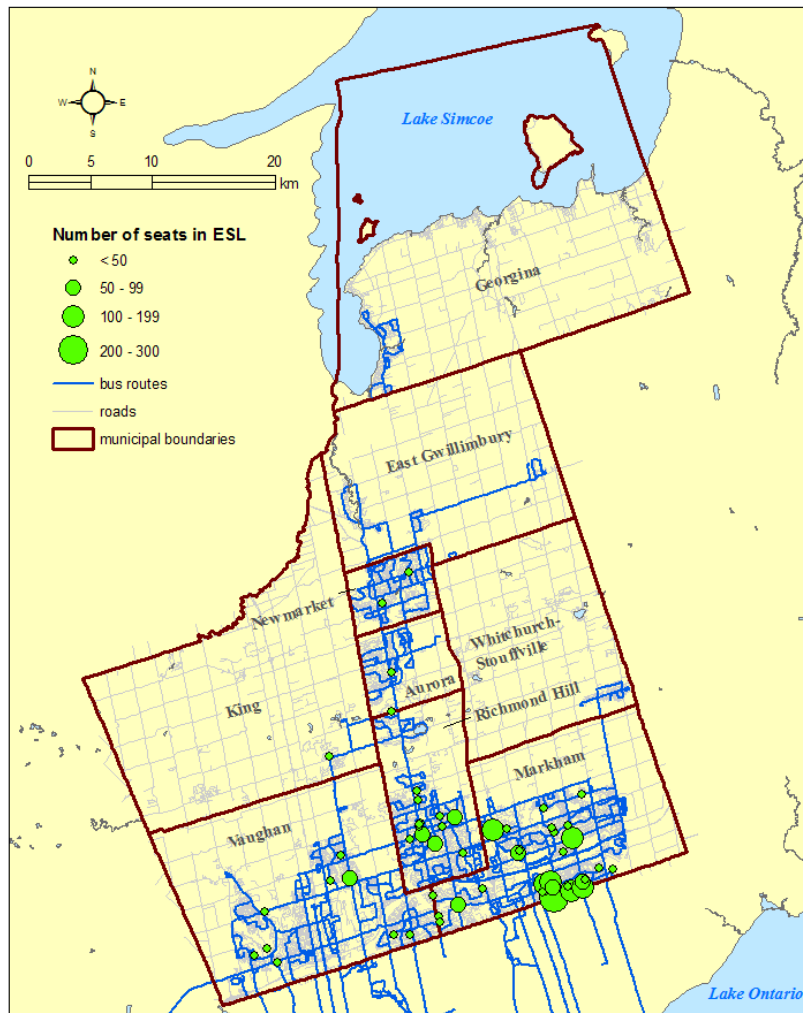
Table 8.7 ESL Accessibility in York Region in 2006

Municipal Name	1.5 km walk		30 min bus ride		30 min Drive	
	No. of recent immigrants*	%	No. of recent immigrants*	%	No. of recent immigrants*	%
Markham	15,263	52.7%	27,532	95.1%	28,960	100%
Vaughan	4,230	25.7%	15,719	95.7%	16,435	100%
Richmond Hill	7,161	39.6%	17,330	95.7%	18,105	100%
Newmarket	384	16.1%	2,245	93.7%	2,395	100%
Aurora	254	13.3%	1,639	85.8%	1,910	100%
Others	4	0.4%	204	18.8%	812	74.8%
York Region	27,297	39.6%	64,669	93.9%	68,617	99.6%
Avg. catchment per agency	479 (per 58 seats)		1,135 (per 58 seats)		1,204 (per 58 seats)	

*recent immigrants 25 years of age and above.

Source: Statistics Canada 2008, York Region Human Services Planning Coalition 2007

Figure 8.2 Distribution of ESL Programs in York Region



Source: York Region Human Service Planning Coalition 2007

8.3.2 LINC

LINC is a federally-funded program, open to only those immigrants who are not Canadian citizens yet. Since most immigrants become a Canadian citizen in 3 to 5 years, this analysis includes only those recent immigrants who have been in the country for 5 years or shorter at the time of the 2006 census.

According to data provide by CIC-Ontario Region (2009), there are 7 LINC programs in the York Region. They are located in the three southern municipalities of Markham, Richmond Hill and Vaughan (see Figure 8.3). These 7 programs offer 44 classes with 815 seats. Since enrolment data is available for the programs in Markham only, ratio of enrolment to seats cannot be calculated for Richmond Hill and Vaughan. If the ratio of recent immigrants to seats is calculated, it would be 85:1; or each agency (with an average of 116 seats) serves 9,841 recent immigrants (see Table 8.8). This suggests that the capacity of LINC programs is much lower than ESL. It should be noted that CIC provides enhanced language training (ELT) in three

locations, one each in Markham, Richmond Hill and Vaughan. Unlike the other LINC programs that provide basic language training for newcomers in English and French, ELT provides language training to help newcomers communicate in a work-related setting.

Due to the smaller number of agencies and fewer locations, the level of accessibility of the LINC programs is much lower than ESL. On average, less than 8% of the eligible recent immigrants live within 1.5 walking distance from a program. However, access by bus and automobile seems to be fairly good; with 89% of the eligible immigrants living with 30 minutes of bus ride and 99% within 30 minutes of driving distance (see Table 8.9).

Table 8.8 Distribution of LINC Programs in York Region

Municipality	Agencies		Classes		No of seats		No of enrolment	Ratio of enrolment to seats
	No.	%	No.	%	No.	%		
Markham	2	28.6	6	13.6	240	29.4	727	3.0
Vaughan	3	42.9	27	61.4	435	53.4	N/A	N/A
Richmond Hill	2	28.6	11	25.0	140	17.2	N/A	N/A
Newmarket	0	0.0	0	0.0	0	0.0	0	0.0
Aurora	0	0.0	0	0.0	0	0.0	0	0.0
Others	0	0.0	0	0.0	0	0.0	0	0.0
York Region	7	100	44	100	815	100	-	-

Source: CIC-Ontario Region 2009

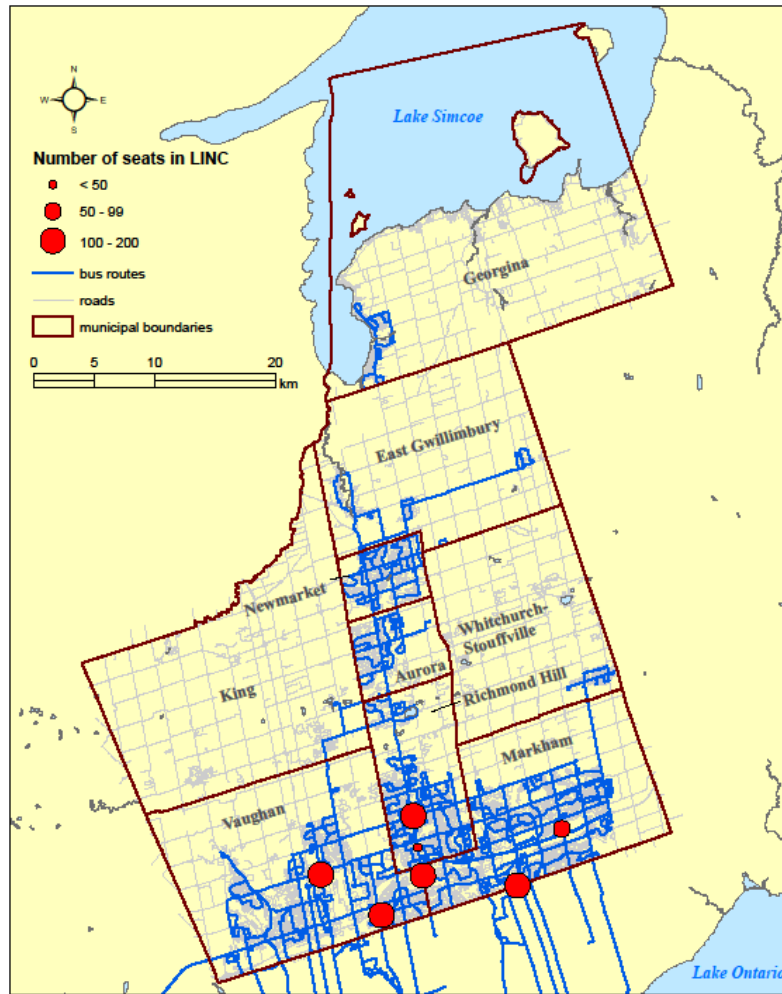
Table 8.9 LINC Accessibility in York Region, 2006

Municipality	1.5 km walk		30 min bus ride		30 min Drive	
	No. of recent immigrants*	%	No. of recent immigrants*	%	No. of recent immigrants*	%
Markham	1,137	3.9	27,484	94.9	28,960	100
Vaughan	1,410	8.6	15,671	95.3	16,435	100
Richmond Hill	2,859	15.8	17,312	95.6	18,105	100
Newmarket	0	0.0	0	0.0	2,138	89.3
Aurora	0	0.0	506	26.4	1,904	99.7
Others	0	0.0	39	3.6	498	45.9
York Region	5,407	7.8	61,012	88.6	68,040	98.8
Avg. catchment per agency	772 (per 116 seats)		8,716 (per 116 seats)		9,720 (per 116 seats)	

*Those who are 25 and above, and came to Canada between 2001 and 2006

Source: CIC-Ontario Region 2009, Statistics Canada 2008

Figure 8.3 Distribution of LINC Programs in York Region



Source: CIC-Ontario Region 2009

8.3.3 General services (ISAP)

General services include, but not limited to, welcome/orientation centers and those agencies that provide housing and education information. Some of them are funded by the federal government (CIC) under ISAP (Immigrant Settlement Adaptation Programs). There are 32 such agencies in the York Region. While the majority of them are still in the three southern municipalities, some are established in Newmarket and Aurora (see Table 8.10 and Figure 8.4). Only 15% of the recent immigrants live within 1.5 km of walking distance from an agency, but 94% live within 30 minutes of bus ride, and nearly all live within 30 minute drive distance.

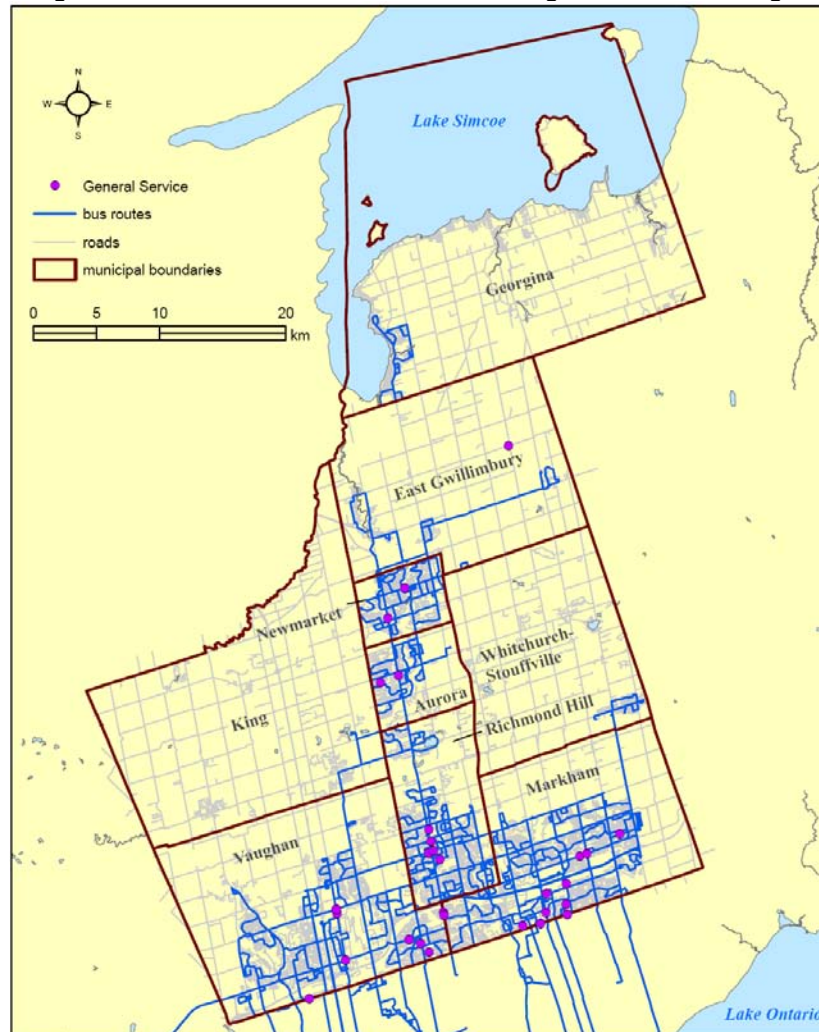
Table 8.10 Distribution of General Service Agencies and Accessibility in York Region, 2006

Municipality	No. of agencies	1.5 km walk		30 min bus ride		30 min DT	
		No. of recent immigrants*	%	No. of recent immigrants*	%	No. of recent immigrants*	%
Markham	10	3,520	12.2	27,525	95.1	28,960	100
Vaughan	11	2,580	15.7	15,695	95.5	16,435	100
Richmond Hill	6	3,326	18.4	17,329	95.7	18,105	100
Newmarket	2	521	21.7	2,245	93.7	2,395	100
Aurora	2	355	18.6	1,639	85.8	1,910	100
Others	1	0	<1.0	202	18.6	975	89.9
York Region	32	10,303	14.9	64,635	93.8	68,780	99.8%
Avg. catchment per agency		322		2,020		2,149	

*Recent immigrants 25 years of age and above

Source: York Region Human Services Planning Coalition 2007, CIC-Ontario Region 2009, Statistics Canada 2008

Figure 8.4 Distribution of General Service Agencies in York Region



Source: York Region Human Services Planning Coalition 2007, CIC-Ontario Region 2009

8.3.4 Employment Services

As one type of settlement services, employment service includes job counselling, job training programs, job search strategies that assist new immigrants in finding jobs. Here, we focus on those funded by the federal government. There are seven such agencies in York Region, not evenly distributed in Markham, Newmarket, Richmond Hill and Vaughan (see Table 8.11 and Figure 8.5). Only 15% of the recent immigrants live within 1.5 km of walking distance from an agency, but 94% live within 30 minutes of bus ride, and nearly all live within 30 minute drive distance. In terms of access, only 4% of the recent immigrants in the region live within 1.5 km walking distance from an employment service agency; yet if they take a bus, 93% would reach one within 30 minutes of bus ride; and if they drive, almost all are served live within 30 minutes driving distance.

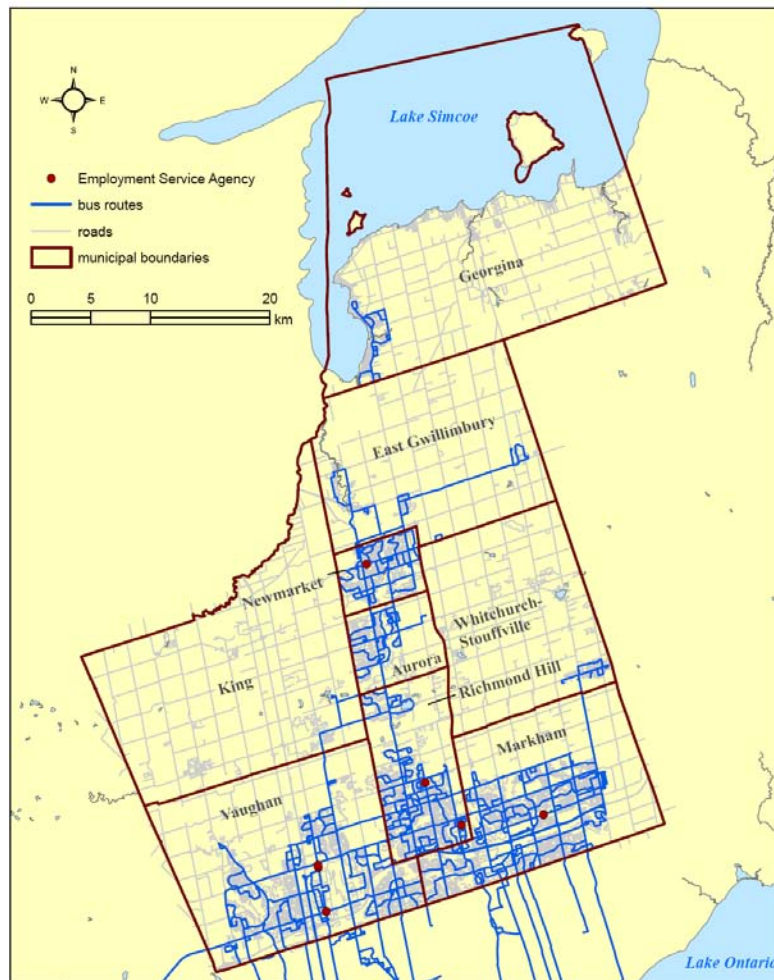
Table 8.11 Distribution of Employment Service Agencies and Accessibility in York Region, 2006

Municipality	No. of agencies	1.5 km walk		30 min bus ride		30 min DT	
		No. of recent immigrants*	%	No. of recent immigrants*	%	No. of recent immigrants*	%
Markham	1	669	2.3	27,517	95.0	28,960	100
Vaughan	3	150	0.9	15,254	92.8	16,435	100
Richmond Hill	2	1,702	9.4	17,314	95.6	18,105	100
Newmarket	1	237	9.9	2,236	93.4	2,395	100
Aurora	0	0	0.0	1,638	85.7	1,910	100
Others	0	0	0.0	97	8.9	665	61.3
York Region	7	2,757	4.0	64,055	93.0	68,470	99.4
Avg. catchment per agency		394		9,151		9,781	

*Recent immigrants 25 years of age and above

Source: CIC-Ontario Region 2009, Statistics Canada 2008

Figure 8.5 Distribution of Employment Services in York Region



Source: CIC-Ontario Region 2009

8.4 Awareness, Use and Satisfaction with Services

The survey identifies 540 recent immigrants, 43% from the random method and 57% from the LIST method. While the analysis on awareness, use and satisfaction of services is based on the total sample, it is useful to note the differences between the two samples outlined in Table 8.12. Similar to the larger samples of total respondents, there are more women, seniors and low income in the LIST recent immigrant sample. A higher proportion of recent immigrants in the LIST sample came from South and West Asia (49% vs. 17%) whereas the random sample (RDD) contains more from East Asia (61% vs. 29%); the proportion from Eastern Europe is similar. There are also important differences in their immigration status. A third of the recent immigrants in the RDD sample came as skilled immigrants and half of those in the LIST sample came as family class immigrants; the proportion of business class immigrants as well as refugees/refugee claimants in the LIST sample doubles that in the RDD sample. These differences explain why recent immigrants in the LIST sample were on average 10 years older (42 vs. 32 years of age) when they landed in Canada. While the proportion attaining a bachelor degree or higher is similar in both samples, the percentage having received Canadian education

is much higher in the RDD (52% vs. 22%). It is also interesting to note that recent immigrants in the LIST sample are more likely to directly settle in York Region upon landing; Table 8.12 reveals that on average recent immigrants in RDD moved to York Region three years after landing compared with a year for those in LIST. There are also distinct differences in their use of services. Users represent 60% in the LIST sample in contrast with 35% in the RDD sample. Few respondents have used two or more types of services. About 23% in each sample have used employment services. A higher proportion in LIST have used settlement services.

For the recent immigrant sample as a whole, 51 (9.4%) were seniors and 133 (24.6%) lived in low income households. 41.3% came as family class immigrants, 25.3% as independents, 14.5% as business immigrants, and 5.9% as refugees. Close to 94% did not speak any English at home. Immigrants who were admitted under the business class (23% vs. 9%) or as refugees (8% vs. 4%), who came from West Asia and the Middle East (25% vs. 12%), who were older on arrival (average age 41 vs. 37), who do not speak English at all at home (95% vs. 88%), and who are newer to York Region (less than two years vs. almost four years) are more likely to report low income. Figures 8.6 and 8.7 outline the distributions of sampled recent immigrants and low-income recent immigrants. The patterns are similar to the overall recent immigrant and low-income recent immigrant populations in York Region. Of the 540 recent immigrants, 32% have used settlement services (see Table 8.13).

The degree of vulnerability among recent immigrants varies. The seniors and low income among them are more vulnerable. The survey finds variations in their use of services. Table 8.13 tabulates the variations and compares them to the use of services by the general population. Whereas less than a third of recent immigrants use settlement services, almost half of low income recent immigrants use them and only 14% of recent immigrants 65 and older use them.

Table 8.12 Profile of Recent Immigrants in RDD and LIST Samples

	RDD (N=231)	LIST (N=309)
% Female	56.3	69.9
% Seniors	2.6	14.6
Mean age	40	45.9
Mean age (age range) at immigration	31.6 (7-77)	42.4 (16-75)
Region of Birth (%)		
East Asia	60.6	28.8
South Asia	7.4	30.1
W Asia / Middle East	10.0	19.4
Eastern Europe	13.9	12.6
Immigration class		
Independent class	33.8	13.6
Family class	18.6	49.5
Business class	7.8	16.5
Refugee / claimant	2.6	8.0
Temporary work visa / live-in caregiver	0.4	0.9
% BA+	55.3	52.9
% Educated in Canada	52.4	21.7
Mean years of residence in York Region *	4.5	2.2
Median time between landing and moving to YR	3 years	¼ years
% low income **	8.7	36.6
Median personal income **	20000-29999	<20000
Median household income **	60000-69999	<20000
Mean household size	2.85	2.90
% Using any services	35.5	60.2
% Using any employment services	23.4	22.7
% Using settlement services	17.3	42.7
% Using housing services	3.9	6.5
% Using education services	57.0	48.1
% Using senior services	0.0	6.1
Mean types of services (5) used	1.02	1.26

* This includes 7 in each sample that had lived in YR before becoming an immigrant.

** Note that 22% in RDD and 29% in LIST did not report personal income, and 28% in RDD and 47% in LIST did not report household income.

Source: YISP Survey 2008

Table 8.13 Use of Service by Subgroups of Recent Immigrants and General Population

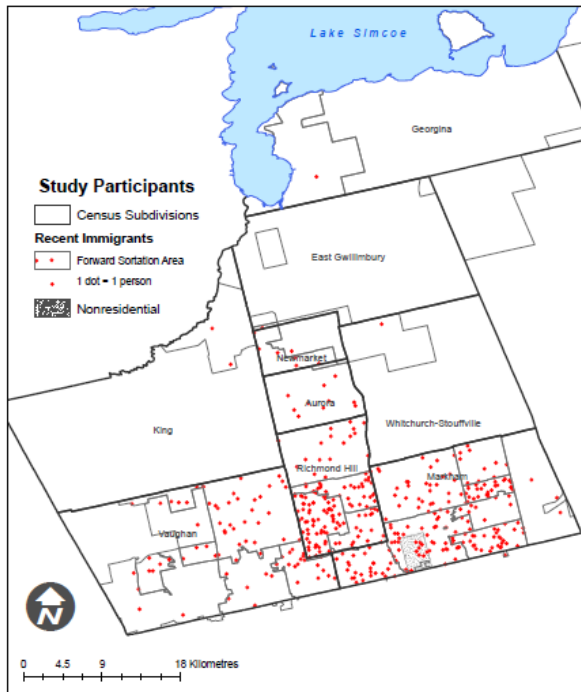
	Number in Full Sample	Percent Using Settlement Services
Recent immigrants	540	31.9
Low income**	133	43.6
Seniors	51	13.7
General population	1546	-
Low income**	214	27.1
Seniors	235	3.0

* It includes any services related to paid employment, self-employment, unemployment and other employment-related matters.

** Drawing on Statistics Canada's low income cut-offs, low income is defined as individuals living in single-person households with annual income below \$20,000 and individuals living in multi-person households with annual household income below \$30,000. It turns out all respondents so classified do not live alone. However, this number may not be representative of the whole sample since only 870 (56%) respondents answered the income questions.

Source: YISP Survey 2008

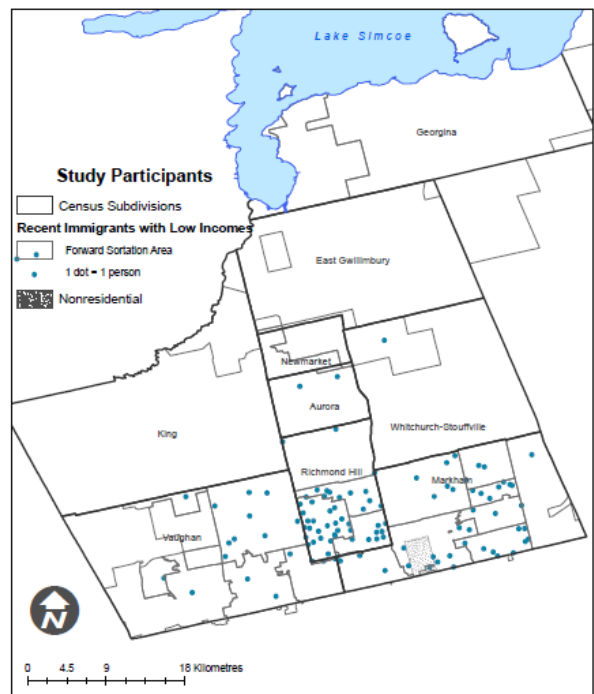
Distribution of Recent Immigrant Study Participants in York Region, 2008



Source: YISP Survey 2008

Figure 8.6

Distribution of Low Income Recent Immigrant Study Participants in York Region, 2008



Source: YISP Survey 2008

Figure 8.7

8.4.1 Awareness of services

In the survey, awareness was measured by several questions asking if the respondent has heard of specific immigrant service providers, namely, COSTI of York Region, Catholic Community Services of York Region (CCSYR), YMCA in York Region, and Jewish Immigrant Aid Society (JIAS). These are some of the most well-known and largest human service providers in York Region and have multiple locations. They offer a variety of settlement services. Table 8.14 shows awareness of these immigrant service providers is generally low. YMCA, present in many countries and providing a large variety of services to different age groups, was known by less than 40% of the sampled recent immigrants. COSTI, referring over 300 names in the second stage of our sampling process, was known by less than 30% of the respondents. JIAS, with an ethnic affiliation in its name, was known by less than 10% of the respondents. Table 8.14 also shows that knowledge of these service providers varies significantly between users and non-users of services, with higher levels of awareness (which however seldom surpass 60%) among users of human services.

Awareness decreases with income, and increases with education attainment. It is also importantly tied to ethnicity. For example, 47% of recent immigrants with European identity (particularly Jews from Russia and Eastern Europe) have heard of JIAS compared to 7% of those with other ethnic identities. The importance of ethnicity is attested by two other pieces of evidence from the survey data. One, over 80% of respondents said that it is important to have agency workers speaking their mother tongue (see Table 8.15). Second, when asked how they heard of the named agencies, they mentioned families and friends as the most important sources of information (see Table 8.16); this confirms findings from LSIC as well as other research about the importance of social network or social capital in immigrant settlement and integration.

Table 8.14 Awareness of Selected Service Agencies

Percent heard of	All Rec. Imm.	Any Human Services			Settlement Services			Employment Services		
		Users	Non-users	Sig.	Users	Non-users	Sig.	Users	Non-users	Sig.
<i>N</i>	540	268	272		172	368		124	416	
COSTI	26.9	42.5	35.7		32.6	42.1	*	69.4	30.0	***
CCSYR	15.9	25.0	16.2	**	23.8	19.0		38.7	15.1	***
YMCA	39.1	48.5	38.6	*	46.5	42.1		63.7	37.5	***
JIAS	8.7	14.2	7.7	*	15.7	8.7	*	18.5	8.7	**

*** statistical difference at $\alpha = 0.001$

** statistical difference at $\alpha = 0.01$

* statistical difference at $\alpha = 0.05$

Source: YISP Survey 2008

Table 8.15 Importance of Agency Workers Speaking Clients' Mother Tongue*

Satisfaction	Respondents	Percent
Very important	94	65.7
Somewhat important	27	18.9
Not important at all	21	14.7
don't know	1	0.7
Total	143	100.0

*The survey question that generated the results in the table is: "In deciding to use the services from an immigrant serving agency, how important was it for you that the workers at the agency/organization spoke your language?"

Source: YISP Survey 2008

Table 8.16 Information Sources on Service Agencies

Sources of information	COSTI	CCSYR	YMCA	JIAS
Family	14.3	3.0	6.9	1.7
Friends	18.0	6.7	10.4	5.0
Neighbours	2.8	0.0	1.7	0.9
Agencies	8.3	5.4	3.3	0.4
Government officials, doctors, social workers etc.	2.6	1.9	1.7	0.0
Places of worship	0.0	0.7	0.0	0.0
Newspapers	2.8	2.2	3.3	1.7
Internet	3.1	0.7	1.9	0.2
TV	0.4	0.4	0.7	0.2
Flyers	3.5	2.2	3.5	0.2
Welcome To Toronto Guidebook	1.1	0.4	0.6	0.4
Employers, co-workers	0.9	0.2	0.6	0.0
Other	3.0	3.0	7.0	1.5

Source: YISP Survey 2008

8.4.2 Use of services

In the survey, a series of questions were used to probe whether respondents use settlement services. The questions took the form of either "Have you ever used the settlement services provided by Y?" or "In the last five years, have you used the settlement services provided by Y?" where Y is the name of a service provider. To cover other service providers, the survey contained a catch-all question such as "Have you ever used any other settlement services in York Region?". A respondent who said yes to any service provider is deemed a user of settlement services.

Of the 540 recent immigrants in the survey, 172 (32%) reported having used settlement services. Of these users, 161 (or 94%) spoke a language other than English at home (see Table

8.17). As well, the composition of the users is largely reflective of the profile of recent immigrants in the region as reported in Section IV.

Table 8.17 Settlement Service Users by Home Language, 2008

Home language	No of respondents	Percent
Chinese/Cantonese/Mandarin	76	44.2
Russian/Ukraine	32	18.6
Punjab/Tamil/Urdu/Hindi/Dari/Pashtu/Other Indian	21	12.2
Farsi/Arabic/Farsi/Hebrew/Other Middle Eastern	13	7.6
French/Italian/Spanish/other European	10	5.8
Korean/Other Asian	9	5.2
English + one other languages	9	5.2
English only	2	1.2
Total	172	100.00

Source: YISP Survey 2008

Users of settlement services differ from the non-users in several ways. They are more likely to be recent immigrants born in Eastern Europe and East Asia than South and West Asia. While skilled and family class immigrants are as likely to be users as non-users, business class immigrants are more likely to be users than non-users (19% versus 10%). While the average age of both users and non-users is the same (between 36 and 37), there are more women (72% versus 60%) and university graduates (63% versus 49%) among the user group. Users of settlement services are more likely to be in low income (34% versus 20%), and about 36% of them have used other services as well. With the non-users, only 26% have used other services.

During the survey, 10 settlement service agencies were mentioned to the respondents, who were asked to comment on their experiences with these agencies (see Table 8.18). The survey reveals that in general, usage of settlement services is low. The most used agency was COSTI, with 70% of the user respondents having used its services. The second most used was LINC, with 62% having used it. The next were services provided by the Catholic Community Services of York Region (CCSYR) and the Toronto Chinese Community Services Association (TCCSA), but only 20% of the user respondents have used them. None of the other six were used by more than 7% of the 172 respondents. Reports on usage of both COSTI and LINC are high because of two reasons. First, they have multiple locations in York Region (4 COSTI and 2 LINC). Second, as mentioned in the sub-section on awareness, COSTI helped to recruit almost 300 potential respondents in the second stage of the survey. CCSYR has four locations, yet their usage is much lower because less potential respondents came by way of CCSYR. We believe the usage of Chinese-language serving agencies would have been higher if more Chinese-language serving agencies were mentioned to the respondents in the telephone survey.

Table 8.19 summarizes the usage patterns of services from the four major settlement service providers. The following important observations can be highlighted.

- Most of the users, ranging from 40% to 47%, got to the service locations using public transit; another 27% to 37% visited the agencies by private automobile (either as driver or as passenger); while some walked, the proportion was in a small range of 10% to 20%.

- Regardless of different means of transportation, three quarters of the surveyed users could reach the service of their need in 30 minutes or less. This proportion is consistent with what is mathematically calculated using road network and transit routes (as described in Sub-section B); this is because the respondents were primarily from the southern portion of York Region where public transit is more readily available. About 20% travel longer than 30 minutes, but less than one hour. Less than 10% travel longer than one hour.
- Providing settlement services within York Region is very important for the immigrants. The survey shows that only 8% of the 172 user respondents used services outside the region. They apparently prefer using services located within the region.
- 8% of the respondents said that, in the past 10 years, they were not able to get it when they needed help.

Table 8.18 Usage of the Major Settlement Service Providers in York Region

Settlement Service Providers (number of locations)	Number of Respondents*	No. Used	No. Not Used**
COSTI*** (4)	172	121	50
Catholic Community Services of York Region (CCSYR) (4)	172	30	140
Centre for Information and Community Services (CICS) of York Region (3)	162	15	143
Jewish Immigrant Aid Services of York Region (JIAS) (1)	156	6	144
York Region Neighborhood House Services (YRNHS) (1)	152	2	146
My Canada Integration and Settlement Services (MCISS) (1)	150	2	141
Social Services Network & Information Services of York Region (SSNIS) (1)	148	10	132
Toronto Chinese Community Services Association (TCCSA) (1)	147	30	110
Settlement and Education Partnership in York Region (SEP) (1)	144	5	132
Language Instruction for Newcomers to Canada (LINC) (2)	143	88	52

* including those whose answer is "don't know".

** excluding those whose answer is "don't know"

***COSTI, founded by the Italian community to meet a shortage of services for immigrants in the post war era, is today a multicultural agency that works with all immigrant communities having a shortage of established services. It provides educational, social, and employment services to help all immigrants in the Toronto area attain self-sufficiency in Canadian society

Source: YISP Survey 2008

Table 8.19 Usage Patterns of Four Major Settlement Services in York Region, 2008

	COSTI		LINC		CCSYR		TCCSA	
	No.	%	No.	%	No.	%	No.	%
Have you used the settlement services provided?								
Yes	121	70.3	88	61.5	30	17.4	30	20.4
No	50	29.1	52	36.4	140	81.4	110	74.8
don't know	1	.6	3	2.1	2	1.2	7	4.8
Total	172	100.0	143	100.0	172	100.0	147	100.0
How did you usually get there?								
Other, varies, multiple	3	2.5	4	4.5	1	3.3	1	3.3
Walk	13	10.7	17	19.3	7	23.3	6	20.0
Public transit	57	47.1	41	46.6	14	46.6	12	40.0
Car (driver or passenger)	45	37.2	25	28.4	8	26.7	11	36.7
don't know	3	2.5	1	1.1	0	0.0		
Total	121	100.0	88	100.0	30	100.0	30	100.0
And how long does it usually take you to get there? (min.)								
0-30	90	74.4	68	77.3	25	83.3	23	76.7
31-60	26	21.5	19	21.6	4	13.3	2	6.7
>60	2	1.7	0	0.0	1	3.3	3	10.0
Don't know	3	2.5	1	1.1	0	0.0	2	6.7
Total	121	100.0	88	100.0	30	100.0	30	100.0

Source: YISP Survey 2008

8.4.3 Satisfaction with services

During the survey, respondents were asked not only to comment on their usage experiences with service agencies, they were also asked to indicate on a 4-point scale their degree of satisfaction with the service provided by each agency they used. Insofar as any one person could have multiple responses to a particular service item, a multiple response procedure was used to calculate a mean satisfaction score. The mean satisfaction scores – ranging between 1 and 4, with 1 indicating “very satisfied” and 4 “very dissatisfied” – were tested against some socio-economic demographic variables. Table 8.20 lists the scores.

Overall, the mean satisfaction scores are on the light side (i.e. above 2.5), indicating recent immigrants who used settlement services are generally, though not overwhelmingly, satisfied with what they received. Analysing the relationships between socio-economic demographic variables and satisfaction shows statistically insignificant relationships.

Table 8.20 Satisfaction with Settlement Services Used

	Mean Satisfaction Score	N
Length of immigration		
Recent immigrants (0-10 years)	1.78	259
Established immigrants (>10 years)		
All		
Age at immigration		
10-19	2.03	20
20-30	1.85	61
31-45	1.72	118
46+	1.73	58
All	1.78	257
Ethnicity		
British	2.50	1
European	1.52	32
Indian, Asian and other	1.82	226
All	1.78	259

*** statistical difference at $\alpha = 0.01$

** statistical difference at $\alpha = 0.05$

* statistical difference at $\alpha = 0.1$

Source: YISP Survey 2008

8.5 Conclusions

8.5.1 Observations

Census data analysis reveals that the majority of recent immigrants reside in the southern part of York Region, especially Markham, Richmond Hill and Vaughan. They are well educated, but as a whole experience significantly lower incomes than the general population in the region. It should be noted that not all recent immigrants in York Region are in critical need of human services. In fact, only a quarter of them are also of low income. How well the most vulnerable of the vulnerable is served by service providers need be further examined.

The catchment area analysis that is used to calculate access to service shows not only difference in access to settlement services between the urban and the rural parts of York Region, but also finds that among the urban municipalities, ironically, Newmarket and Aurora provides more accessible services than Markham and Vaughan which house the largest number of recent immigrants.

About half of the 540 recent immigrants surveyed have used some kind of human services specified in this study: 48% education services, 32% settlement services, and 23% employment services. They are more likely to be women, younger, better educated, and of European ethnicity. While skilled and family class immigrants are as likely to be users as non-users of settlement services, users of employment services are more likely to be independent skilled migrants. Though the numbers are small, business class immigrants are more likely to be users of settlement services than employment services.

Use of services is tied to awareness of services, yet awareness declines with income. This raises the question of how to make newcomers aware that services and help on settlement needs are available to them. Besides, many recent immigrants rely on their social networks to gain information and lodge assistance, which raises another question: should more settlement dollars be allocated to developing bridging social capital? These are important challenges to the settlement sector especially when the survey finds that varying degrees of unmet demand for services exists among the recent immigrants: 35% in education services, 14% in employment services, and 8% in settlement services.

Half of the respondents reported higher levels of satisfaction with settlement services, compared with other services. Employment services are the ones receiving the lowest level of satisfaction, likely due to their poor and unsatisfactory performance in the labour market. The implication is that traditional services such as job search workshops, and resume writing may be of less relevance to the current generation of well-educated immigrants; they need more specialized and profession-related services that can link them to jobs in their fields.

Providing settlement services within York Region is very important for the recent immigrants. As the survey shows, only 8% of the 172 respondents used services outside the region. Almost half of the users get to the service locations using public transit, and irrespective of their means of transportation, three quarters can reach their service provider in 30 minutes or less. About 10% have to travel for longer than one hour. An efficient public transit system is important in the course of immigrant settlement. The trend of immigrant settlement in York Region is outward to the less urbanised areas of the region where public transportation infrastructure is the weakest and the public transit system is the least efficient. Should this trend continue, this finding has implications on infrastructural development in the region.

8.5.2 Discussions

Despite changing settlement patterns, settlement service agencies are still concentrated in the city; and suburban regional municipalities such as York are under-served, as evidenced in a series of reports funded by the GEOIDE NCE (Sadiq 2004; Lim et al. 2005; Lo et al. 2007). This study reveals similar disparities within York Region, with recent immigrants settling in the less urbanized northern part of the region at a lesser position than their counterparts in the south. In low density suburbs, it is not expected that services are provided with such a geographical coverage that the majority of the users live within walking distance of an agency. Travelling up to 30 minutes by public transit should be acceptable. However, because the transit systems York Region are not well connected and integrated, the ease with which newcomers can use public transit to reach the service agencies vary significantly across the towns and cities in which they live. While it is understandable from a cost-effective point of view that the rural part of the region does not serve recent immigrants well, the analysis finds the least served municipalities house the largest number of recent immigrants in York Region. The uneven distribution of access, coupled with the trend of newcomers increasingly settling outside the southern corridor of Yonge Street in York Region, has implications on planning to effectively integrate immigrants from an infrastructure perspective – both in terms of human service provision and public transit provision.

Indeed, information from both the 2006 Census and our survey reveals that higher proportions of recent immigrants than the York Region population as a whole are reliant on

public transit to reach their destinations, supporting what Heisz and Schellenberg (2004) found. For many recent immigrants (particularly those of low income), the expenses incurred in using public transit to reach service agencies may act as an access barrier, particularly in traveling across regions that require several fares (Oliveira et al. forthcoming). In a similar way, users of settlement services, especially women who make up the majority, may require child care in order to attend language classes. These call for an exploration of transportation and child care subsidies to support the use of essential settlement services.

Capacity also seems to be an issue, but information on capacity is limited to the number of classes and seats for ESL and LINC only. There is no information on level of funding for the service providers. Nonetheless, it has been found that ratios of recent immigrants to ESL and LINC classes are high, perhaps much higher than in the City of Toronto — the traditional reception area. Redistributing resources in accordance with suburbanization of recent immigrants should be considered. For general services, it is not clear whether the agencies have the capacity to meet the needs of the recent immigrants who live within the 30 minutes bus-ride service area.

One of the key findings of this study derives from our survey; less than a third of the recent immigrants living in York Region are aware of and actually utilize existing settlement services. In a parallel study of the GTA (Lo et al., 2007), it is argued that settlement services are framed in a North American perspective and not in the context of the ‘users’. Consequently, many newcomers enter Canada with a lack of knowledge that there are social services they can turn to for assisting them with their settlement process. This lack of knowledge can make the resettlement process for newcomers very challenging and stressful, especially if they do not speak English and arrive with limited financial resources. We recommend extra efforts on reaching out to recent immigrants in a culturally sensitive way beyond the standard information/orientation package they are given upon landing.

Funding for social services has always been an issue. On the settlement side, the Canada-Ontario Immigration Agreement (November, 2005) is a relief. A recent initiative by Citizenship and Immigration Canada and the Ontario Ministry of Citizenship and Immigration to establish Local Immigration Partnerships is a welcoming attempt (Regional Council Meeting, 2008). The Local Immigration Partnerships initiative provides a collaborative framework to develop and implement local solutions for successful integration of immigrants to Ontario and seeks to help communities put immigration on their overall planning agenda so that communities will positively benefit from the successful social and economic integration of new immigrants. Primarily the partnerships provides funding for place-based settlement services by looking at what clients in an area needs and calculating spending based on that.

Given the findings of this study and recent changes in social program funding, the region should expand service by considering different models of service delivery. One model is to set up, near the center of each municipality and at public transit hubs, comprehensive service centers that provide one-stop services to recent immigrants. Examples already include the Welcome Centre in Vaughan. Such hubs will not only increase scale economy for the service providers, but also minimize travel distance and travel time for their users as a whole. A second model is let settlement workers move to people in need instead of newcomers moving to where service is provided. In addition to current programs of stationing settlement workers in libraries and schools, other mobile models can include moving physical units such as motorized trucks and non-moving structure such as portals on the internet. They are especially useful in communities that don’t have services located nearby and where the immigrant population is small and

dispersed. Yet at the same time, we should also caution that not every recent immigrant, especially those in low income situation, has access to the internet in their initial stage of settlement, and they may not be aware of the portals even if internet connection is not a problem. For example, while almost 80% of the recent immigrants in our survey use the internet, less than 13% of them have heard of online services such as settlement.org, York Link or CIVC. An important issue to consider is how to raise awareness of settlement services among a diverse set of newcomers.

The survey identifies unmet settlement need. Other than time and cost, we suspect there are constraints on program eligibility requirements. As articulated by Citizenship and Immigration Canada (CIC), settlement policy primarily addresses the first stage of settlement only. CIC-funded settlement services are for the most part available to permanent residents and Convention refugees only. Immigrants are ineligible for these settlement services once they acquire Canadian citizenship. This affects those women who may have childcare responsibilities during their early years in Canada and those men who may have to take up low pay jobs immediately upon arrival in order to provide for their families. When they are able to work on their language skills at a later time but still cannot afford private classes, they may no longer be eligible for federally-funded language programs. If settlement is viewed as involving a longer-term process, it becomes clear the current settlement policy is inadequate or outdated. It needs to be more comprehensive and integrated to recognize some immigrants have greater and longer-term need than others.

VIX AN EVALUATION

9.1 Significance and Limitations

This study examines the availability of critical human services for three vulnerable populations – the recent immigrants, the seniors, and the poor – within York Region, an outer suburb of the Greater Toronto Area that is growing, diversifying and experiencing rapid intensification of land uses, substantial investments in transit, and enhanced urban and social planning efforts.

Drawing upon information from the 2006 Census and an inventory of service providers compiled for this study, we engage the street and the public transit networks and use GIS (geographic information systems) to identify disparities in service provision for the three vulnerable groups. Based on a questionnaire survey conducted by the Institute for Social Research at York University, we also analyze their awareness, use and satisfaction of education, employment, housing and settlement services which are crucial to promoting the social inclusion of vulnerable populations. The objective is to enhance the capacity of policy makers, planners and human service providers to provide the infrastructure needed in this region.

In conducting this study, we partnered with The Human Services Planning Coalition of York Region who introduced to us a network of NGO's committed to the well-being of the vulnerable groups. They were engaged and contributed their substantial and procedural knowledge to the study. They discussed with and helped us to resolve on issues key to the study, including, but not limited to, the definition of vulnerability, the conceptualization of the human service categories, and the design of the survey at the beginning phase. Their contribution is invaluable. On the other hand, help and advice from governmental groups were less forthcoming, probably due to bureaucratic procedures.

In terms of investigating human services, this study is ground-breaking in several aspects. Its focus on human service infrastructure in a Canadian suburb is distinct from the traditional focus on the city. The blending of a social survey with geo-informatic analysis represents a new approach to investigating the needs of disadvantaged populations. They complement each other rather than being viewed as serving different purposes. The initial attempt to conduct a random survey deserves special mention. Previous studies such as the one funded by GEOIDE NCE (Oliveira et al. forthcoming) sampled only users of services. They provide no understanding of who the non-users are and why there are few users of services. The two stage approach we subsequently adopted, though not the best in an ideal world, confirms there are indeed few users of services among the general population. More importantly, it allows us to have a glimpse into the differences between users and non-users. In addition, the study confirms the usefulness of GIS as a planning tool; the application of GIS not only allows immediate visualization of the geographical gaps between the demand and supply of human services, but also provides easily comprehensible measures for understanding the problem of social exclusion, hence conducive to the planning and management of human services (McCray and Brais 2007).

The findings of this study, to be summarized below, are informative. However, they should be interpreted bearing in mind the following limitations:

- 1) The analysis of human services considered physical locations only and excluded virtual access points such as www.settlement.org and York Link where information on services related to education, employment, housing and settlement is available.
- 2) Apart from language instruction for recent immigrants, we had no information on the size and capacity of the service providers as well as the quality of service that is provided; the analyses thus assumed that all providers of a certain service are identical.
- 3) Service accessibility in this study considers only geographic location of services. Other determinants of accessibility such as language used and eligibility requirements are not included.
- 4) In calculating geographical access, we made use of the road and transit networks, but we incorporated neither the transit schedules nor speed limit on the roads in York Region.
- 5) Our survey did not yield a completely random, hence representative, sample; also the small number of users of services makes it impossible to produce finer subsamples for further analysis.

9.2 General Observations

According to the 2006 census, there are 261,715 people in York region belonging to the three vulnerable groups. It consists of 109,270 recent immigrants, 112,165 low income persons and 87,620 seniors, and making up 30% of York Region's population. These vulnerabilities are not mutually exclusive; nearly a fifth of them are bearers of more than one type of vulnerability (see Figure 4.5 and/or Table 7.1). While most analyses in this report focus on each vulnerable group, we recognize that the intersection of the three dimensions of vulnerability often compounds the difficulties facing them.

Census data analysis reveals that the spatial distributions of the three vulnerable groups differ. The majority of recent immigrants reside in the southern part of York Region, especially in the municipalities of Markham, Richmond Hill and Vaughan. Low-income households are also in large numbers in the southern part of York Region, where their distribution is more dispersed than that of recent immigrants. There are pockets of people with low income in the northern half of the region. The spatial distribution of seniors is the mirror image of the other two distributions with smaller percentages of seniors in the five large municipalities and higher percentages in the rest of York Region, an area that includes King, East Gwillimbury, Whitchurch-Stouffville, and Georgina. The rest of York Region is diverse, containing a First Nations settlement in the north, one of Canada's wealthiest rural areas (i.e. King Township) and the poorest municipality in the region (i.e. Georgina). This diverse situation implies a certain degree of difficulty and complexity in equitable delivery of human services.

Of the three groups, the seniors, with average household income being 81% of the region's average, are economically at a better position compared to the recent immigrants whose household income averaged at 70% of the general population's and the low incomes who have an average household income equivalent to 28% of an average York Region household. While there is generally a strong correlation between recent immigrants and low income, the degree of vulnerability among recent immigrants varies with some in more critical need of human services such as housing and employment.

We used various spatial analytic tools to calculate service availability and access to service. The elementary education infrastructure, as expected under provincial regulations, is

readily available and easily accessible for children under 13. Secondary schools and preschools are however underrepresented in low income neighbourhoods. Housing services for seniors and low incomes are unevenly distributed, concentrated in Newmarket, Richmond Hill, and the rural part of the region consisting of King, Gwilliambury, Georgina and Whitchurch-Stouffville, and scarce in Vaughan. Social housing is more readily available in Markham, Aurora and Richmond Hill. Employment services are more readily available for the low incomes than recent immigrants. These services, whether for youth or adults, are more accessible in Newmarket and Richmond Hill in relation to Vaughan, Markham and rural York Region. When it comes to settlement services, it is surprising that those settling in Newmarket and Aurora are better served than those in Markham and Vaughan where there are more recent immigrants.

With emphasis on different attributes, the spatial analyses lead to slightly different interpretations for different human services. Generally speaking, though, access to human services in York Region is marked by an urban-rural discordance. Among the urban municipalities in the south part of the region, Newmarket, Richmond Hill and Aurora, all along the central axis represented by Yonge Street, provide better access to services than Markham and Vaughan which house the largest number of recent immigrants and low income persons in the region. We can conclude that the most vulnerable areas are underserved or there is a general geographical mismatch between the supply and demand of services in York Region.

The survey of residents in York Region finds few users of human services outside of education services. Concerted efforts targeting at clients of human service agencies helped to produce about 30% users of employment, housing, settlement and/or senior services in a sample of 1546. Table 9.1 summarizes the findings in several important ways. First, users of services are more likely to be the vulnerable populations, in particular low incomes and recent immigrants. As the last column shows, a much higher proportion of the low incomes (55%), the recent immigrants (50%) and the seniors (33%) use services in comparison to the Canadian-born (19%) and the established immigrants (22%). This confirms the need to attend to these societal groups. Second, the opposite is true with education services; the representation of recent immigrants and low income is much lower than the other groups, implying again that their needs need be attended to. Third, of all non-education related services, employment services are the most used, yet they are only used by about a quarter of the low income and recent immigrants. Given their employment situations and the barriers they face, this raises the issue of why their uptake of services is not higher. Fourth, housing and senior services are the least used; while the former can be explained by the limited supply of social housing in the region, it is not clear why seniors are not using senior services. Finally, 32% of the recent immigrants have used settlement services. As discussed in Section IV, they are more likely to be women, younger, better educated, and of European ethnicity. This raises the question of how to entice men and the less educated to make best use of the settlement services provided in the region.

Table 9.1 Use of Human Services in York Region

	(1) Full Sample		(2) Percent Using Education Services	(3) Percent Using Employment Services	(4) Percent Using Housing Services	(5) Percent Using Settlement Services	(6) Percent Using Senior Services	(7) Percent Using Any Non- Education Services
	N	%						
Total	1546	100	64.1	16.7	4.9	11.1	4.3	30.9
Seniors	235	15.2	88.5	0.9	6.0	3.0	28.1	33.2
Low income*	214	13.8	51.4	25.2	12.1	27.1	8.9	54.7
Recent immigrants	540	34.9	48.0	23.0	5.4	31.9	3.5	49.6
Estab. immigrants**	640	41.4	75.8	12.8	4.2	NA	6.4	21.6
Canadian-born	336	21.7	64.0	13.7	5.7	NA	1.8	19.0

* Drawing on Statistics Canada's low income cut-offs, low income is defined as individuals living in single-person households with annual income below \$20,000 and individuals living in multi-person households with annual household income below \$30,000. It turns out all respondents so classified do not live alone. However, this number may not be representative of the whole sample since only 870 (56%) respondents answered the income questions.

** N=640 including 17 who did not remember when they immigrated to Canada.

Source: YISP Survey 2008

The survey finds as well the use of services is tied to awareness of services, yet awareness declines with income, which means the more vulnerable have less access to services. This raises the question of how to make the recent immigrants, low incomes and seniors aware that services and help on various needs are available to them. In addition, many in the vulnerable groups rely on their social networks to gain information and lodge assistance, which raises another question: should resources be allocated to developing bridging social capital? While linking social capital through an individual's own community and social network is limiting and has the potential of furthering in-group isolation, providing opportunities to bridging social capital has the possibility to reduce bias, discrimination and stereotypes due to increased contact between the vulnerable groups and those in more advantageous social positions. The questions raised here are important challenges to the human service sector especially when the survey finds that varying degrees of unmet demand for services exists; as an illustration, unmet demand among recent immigrants ranges from 35% in education services to 14% in employment services, 10% in senior services and 8% in settlement services.

Nevertheless, the vulnerable populations in York Region are generally, but not overwhelmingly, satisfied with the services they received. Residents of York Region who were born in Canada are more satisfied with the services they receive than immigrants. With recent immigrants, half of the respondents reported higher levels of satisfaction with settlement services compared with other services. Employment services are the ones receiving the lowest level of satisfaction. This, undoubtedly linked to the poor and unsatisfactory labour market performance of low incomes in general and recent immigrants in particular, has implications on the delivery of employment services. For example, with respect to recent immigrants, traditional services such as job search workshops, and resume writing may be of less relevance to the current generation of well-educated immigrants, and more attention should be paid to more specialized and profession-related services that link immigrants and employers.

Finally, public transit is important for the vulnerable groups to access various service locations. For example, 11% of school age children and youth, and almost half of the recent immigrants get to the service locations using public transit. An efficient public transit system is

an important component in the delivery of human services. With recent immigrants, regardless of their means of transportation, only three quarters of the users can reach the service of their need in 30 minutes or less; about 10% have to travel for longer than one hour. The same can be said of the low incomes whose distribution within York Region is more dispersed than the recent immigrants. If population growth in York Region continues outward to the less urbanised part where public transportation infrastructure is the weakest and the public transit system is the least efficient, the region need to be prepared to ensure that its population will not shy away from using any human services they need because they do not have access to a car. Transport deficiency makes one forego opportunity and it leads to social exclusion (Church et al. 2000; Kenyon et al. 2002)

9.3 Recommendations

This study addresses how existing human services can evolve to better meet the needs of recent immigrants, low income and seniors. It adopts a social inclusion framework, which advocates for “a broad equality of opportunities and life chances for individuals” and “the achievement of a basic level of well-being for all citizens” (Sen 2001). Social inclusion is based on the reality that a variety of conditions (such as discrimination and vulnerability based on age, gender, place of birth, income, disability) exists and interacts to exclude people in certain sub-populations in our society. Both a goal and a process (Omidvar and Richmond 2003), it is about removing barriers to opportunities in the housing market, the labour market, and access to education and other human services, and closing the gaps between those at risk of poverty and isolation and those not. A key finding from our survey – only a relatively small proportion of persons living in York Region are aware of and actually utilize existing settlement, education and/or employment services - lends support to the literature review by Reitz (1995) on the use of social services by immigrants in Canada, the US, Britain and Australia, and the assertion that under-utilization of services can be caused by barriers to access. Noting that human services should be available, accessible and adequate, we present some recommendations that can bring about the conditions of inclusion especially pertinent to recent immigrants and the low income. These recommendations are complementary and can be grouped into two broad areas: removing barriers and enhancing opportunities.

9.3.1 Removing barriers

1) Providing ethnically matched services

The surveys in both the GEOIDE study (Oliveira et al. forthcoming) and this York Region study have indicated that users of services prefer speaking to the service providers in their mother tongue. Wang et al. (2008) found that Chinese immigrants in Toronto prefer seeing Chinese physicians because of the role cultural nuances can play in communicating and understanding health issues. This suggests an ethnic match between the user and the service provider as a desirable attribute. A number of studies have examined the effect of ethnic matching between users and service providers. We quote a few examples here. In a study of the availability and utilization of services for immigrant women clients in New York City's social welfare system, Lutz (1994) found that the strongest predictor of immigrant use of an agency's services was the number of persons of that ethnicity employed by that agency. In another study of a sample of approximately 13,000 outpatients in the Los Angeles County Department of

Health, Sue et al. (1991) found positive effects of ethnic match between patient and therapist on treatment outcomes for Mexican Americans. Wu and Windle (1980), in a national study of federally funded mental health centres, found the larger the proportion of minority staff in a mental health centre, the higher the utilization rate by that minority. These research studies have shown that ethnic matching not only improve utilization rate, but also can reduce program costs (Snowden et al. 1995a).

2) Organizing multiple models of service delivery

Vulnerable individuals need access to sufficient and responsive services, and we need to provide different methods of service delivery to meet the different needs of different types of users. The traditional model of providing services in physical locations with high population density may not work in suburbs such as York Region. We recommend considering different models of service delivery. One model is to set up, near the center of each municipality and at public transit hubs, comprehensive service centers that provide one-stop services. Examples already include the education hubs of the school boards and the Welcome Centre for newcomers in Vaughan. Such hubs will not only increase scale economy for the service providers, but also minimize travel distance and travel time for their users as a whole. A second model is moving service providers to people in need instead of clients moving to where services are provided. For example, in the settlement field, apart from stationing settlement workers in libraries and schools, other mobile models can include moving physical units such as motorized trucks and non-moving structure such as portals on the internet. They are especially useful in communities that don't have services located nearby and where the vulnerable population is small and dispersed, or physically less mobile. Yet at the same time, we should also caution that not every vulnerable individual, especially those in old age or low income, has access to the internet or are technically savvy. Some may not be aware of the portals even if internet access is not a problem. For example, while almost 80% of the recent immigrants in our survey use the internet, less than 13% of them have heard of online services such as settlement.org, York Link or CIVC. While this raises the question of awareness, we emphasize the co-existence of these models to suit the need of a diverse population.

3) Providing an integrated and affordable public transit network

The ease with which various vulnerable populations can use public transit to these agencies varies significantly across the towns and cities in which these populations live. Access to affordable and appropriate transportation is consistently listed as a major issue. The current transit system has improved a lot since the introduction of VIVA in September 2005. VIVA is claimed to be the 'missing link' that connects local neighbourhood buses, railways and express bus services. Yet this transit service is mostly available along Yonge Street (through Richmond Hill, Newmarket and Aurora), Highway 7 (linking Vaughan and Markham), and in a north-south direction in Markham and Vaughan; this means the rural part of York Region still remains relatively disconnected. The proposed subway extensions from Toronto to Vaughan and Richmond Hill by Metrolinx are again along the same line. Currently, public transit in the region is not affordable to low incomes, recent immigrants and seniors who rely on public transit to move around; the cost is \$3.25 one zone and \$4.25 two zones and so on. While it is understandable providing public transit in suburbs is not cost-effective, in addition to furthering the transportation infrastructure in York Region, we recommend a social inclusive approach to planning that considers the expenses incurred in using public transit to reach human service

agencies as an access barrier. We recommend that the regional and municipal governments of York Region explore the introduction of subsidies to support the use of public transit for the purpose of reaching essential human services. We call on the expansion of a one year pilot project currently in place within York Region, the purpose of which is to supply discounted transit fare to community-based social service agencies that focus on homelessness. In this pilot program, transit tickets are distributed through local municipal offices to pre-selected agencies (Regional Council Meeting, 2008). The expansion of this program to include low income and recent immigrants would help remove one important access barrier.

9.3.2 Enhancing opportunities

1) Ensuring geographical match between need and services

The spatial analytical tools employed in this study reach a consensus that human services in York Region are inequitably distributed and there is a geographical mismatch not only between rural and urban York Region but also within the urban municipalities. We recommend York Region and its nine municipalities to attend to this and work on a service system that is efficiently planned, adequately funded, and responsive to the need of its diverse population.

2) Raising awareness

A key finding of this study concerns a relatively small proportion of persons living in York Region being aware of and actually utilizing existing settlement, housing, education and/or employment services. It lends support to what Reitz (1995) found in his review of publications from Canada, the US, Britain and Australia, on use of social services by immigrants, one of the vulnerable groups in this current study. The lack of knowledge that human services exist can make entering the labour market, securing affordable and adequate housing, and resettling in a new region very challenging and stressful. Many immigrants that choose to settle in York Region may be unaware of the provision of social services insofar as such services may not be provided in their countries of origin. Low income individuals, generally less educated, may not be as resourceful as the general population regarding information/intelligence gathering. Thus a specific recommendation is to publicize service programs in as many ways as possible since heightened awareness may bring increased usage when help is needed. As Lo et al. (2007) argues in the case of settlement,

“Even though Citizenship and Immigration Canada provides a settlement information/orientation package, there is a need for stronger communication and outreach to newcomers about the existence of settlement services, who are entitled to use services, and how to access them. Significant is expanding the means through which information reaches newcomers, such as videos and DVDs providing settlement information that is culturally specific; advertisements on television; community outreach channeled through ethnic media, religious institutions, organizations, and social support networks; and internet websites available in different languages. Further, the government needs to provide more comprehensive information about settlement programs and services, beyond what is already offered when newcomers first arrive at Canadian entry posts (p.79).”

3) Catering service programs to specific needs

The population in York Region is increasingly diverse. Traditional human services programs may not be appropriate in some situations or to some groups; one size does not fit all particularly in the case of recent immigrants. For example, many well-educated recent immigrants do not find job search workshops and resume writing useful; connecting them to potential employers through bridging and mentoring programs is more welcoming. Similarly, they do not need language instruction for newcomers; enhanced language training is more appropriate. We therefore recommend CIC provide more funding for specialized and profession-related services.

4) Extending inter-governmental collaboration to human service provision

Social service under-funding has proved an on-going problem for growing suburbs such as within York Region which has primarily focused attention on how to attract higher income families (The Pembina Institute 2007:48). Per capita spending on services for both adults and children have fluctuated dramatically, and the important provincial initiatives in these areas tend to be narrowly focused and time constrained, thus not providing ongoing and predictable resources to service providers (York Region Human Services Planning Coalition 2003). For example, the total cost of spending on human services within York Region is estimated to total \$77.6 billion for 2001-2026. If this were increased to bring spending to the provincial per capita average and keep pace with inflation, increasing immigration, an aging population and capital needs, this figure would then total \$120.9 billion (York Region 2001). At present, different levels of government largely fund different infrastructure needs and inter-governmental collaboration is seen more often in hard infrastructure investment than human service provision. The Canada-Ontario Immigration Agreement (November 2005) is an exception. Through the agreement, the federal government will provide \$920 million in new immigration funding over five years to help newcomers successfully integrate into Ontario communities and achieve their full potential. It includes a provision to involve municipalities in planning and discussions on issues related to immigration and settlement (<http://www.cic.gc.ca>). This marks the first time all three levels of government have worked together to meet the needs of immigrants across Ontario. We recommend an expansion and extension of such arrangement to other human service sectors that concern seniors and low incomes.

5) Engaging the local communities

As part of the Canada-Ontario Immigration Agreement introduced above, Citizenship and Immigration Canada and the Ontario Ministry of Citizenship and Immigration in February 2008 announced a Call for Proposals to strengthen the role of local and regional communities in serving and integrating immigrants through the Local Immigration Partnerships initiative, a collaborative framework to develop and implement local solutions for successful integration of immigrants. This initiative adopts a community engagement approach that brings together diverse stakeholders and engages them in dialogues to design the process and develop the strategies for addressing immigrants' most critical needs. This approach, both people- and task-oriented, involves working with the most vulnerable communities to develop a plan of action to address the socioeconomic disadvantages and structural inequalities in access to labour markets, the education system, housing selection, and community and neighbourhood services. It is a good starting point for establishing inclusive networks and sites for addressing social exclusion. A community

engagement approach values local inputs and facilitates bridging social capital and horizontal ties in a context where values of diverse groups are seen as equally important to the society as a whole.

9.3.3 Developing Future Research

1) With material support

Results from the survey of users and non-users indicate the importance of conducting further research with respect to vulnerable populations that are unaware of services and do not use such services. The low level of service users raises a policy question: how do recent immigrants, low incomes and seniors resolve the variety of issues related to employment, housing, and education/retraining? Do non-users rely on alternative strategies for locating jobs? How successful are they in each task area and are there differences in outcomes as a result of adopting different strategies? And so, how do users and non-users of services compare with regard to indices of social, civic and economic integration? Ideally, we should, as we have proposed, model the dichotomous “use/non-use” variable as a function of individual socio-economic characteristics in the sample. Such efforts are however limited by the self-selected nature of the list sample which may bias the outcome. Even if self-selection bias is not a problem, the low response rate in some service categories renders our ability to draw meaningful conclusions. We thereby suggest a follow-up study using focus group discussions, first among non-users of services to delve into their social and economic coping strategies, and then among users to find out why they do not follow those strategies adopted by the non-users. The survey in this study has a built-in question that allows us to contact again those responding to our questionnaires be they users or non-users.

2) With information support

More information is needed for further analysis of match/mismatch of demand and supply of settlement services, particularly agency capacity and level of funding. In university-community collaborative research, information sharing and knowledge transfer are critical. University researchers rely on communities and government agencies for accurate and up-to-date information. Only with accurate, up-to-date information can university researchers produce knowledge that is useful for community members and policy makers. That this team’s repeated request for detailed information on current CIC programs only materialized recently (i.e. at the end of the research program) is something that should be avoided.

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Appendix A

York Region Infrastructure Database

Introduction

The York Region Infrastructure Database is a comprehensive database that is designed to examine the supply of human services in York Region. The database was created between June 2006 and June 2007 and is comprised of 1,076 non-profit services in York Region for 2006. Each service includes detailed information of its location and contact information. The database is designed so that all of the agencies in York Region have been coded in order to analyze their clientele, the services provided, and their language and translation capabilities.

Stage 1

The source of the information of this database was the first considerable decision since there were two viable sources: Community Information and Volunteer Centre (CIVC) and Yorklink. Both are large databases that cater to the York region population by offering residents, businesses and other organizations up-to-date information on the availability of human services in the region. After considerable discussion, the research team decided to use the CIVC database as the foundation of our own database. Our decision was made on a number of factors but mainly centred on the availability of information made to us by CIVC's operators and, more importantly, the amount of data that CIVC had access to by local organizations. This last point was key in our decision since the amount of available and consistent data was critical in our ability to build a York Region centred database so that we could include a variety of variables that span all organizations.

Our team agreed upon a number of key variables necessary in the database. These included:

- Agency Name
- Agency ID
- Full Address (including suite, postal code, city)
- Phone and Fax Number
- Hours of operation
- Website and email address
- Contact person
- Description of services
- Services offered in other languages

Stage 2

Once the basic information for all human services in York Region was made available, a coding system was created. The template of the coding guide was retrieved from a previous study conducted by two of the project's investigators who made use of the 211 Book of Community Services in Toronto (see Lo et al. 2007). The coding book was designed to simplify the myriad information in the CIVC database into an accessible Excel database that focused on the type, location and clientele of human services. In order to accomplish this, the coding manual attached a numerical digit to a list of 10 groups that the service caters to. These include:

- 1- Ethnic group: ethno-religious groups defined by ethnicity, language, religion or country of origin.
- 2- Women
- 3- Seniors
- 4- Low-Income
- 5- Children
- 6- Immigrants
- 7- Refugees

- 8- Disabled, Mental and Chronic illness
- 9- Youth
- 0- No specific group

A similar coding scheme was given to a list of 10 of services.

- 1- Indicates that the agency/organization provides a child care service
- 2- Indicates that the agency/organization provides housing or shelter services
- 3- Indicates that the agency/organization provides a health service
- 4- Indicates that the agency/organization offers settlement services
- 5- Indicates that the agency provides employment training or job search training (short term and/or non-certificate programs)
- 6- Indicates that legal or counseling services are provided
- 7- Indicates that the agency/organization caters to small business
- 8- Indicates the agency/organization provides ESL or language training programs
- 9- Indicates that education is provided
- 0- indicates a food bank or other food services
- N- None of the above services are offered

These broad services often included sub-services and therefore the coding for some services was broken down in order to capture these details. This occurred with housing and education services. For example:

- 2- Indicates that the agency/organization provides housing or shelter services
 - 21- independent living: dwelling units- private, social (co-ops, nonprofit), life lease housing
 - 22- assisted living: retirement centre
 - 23- congregated living: long term, dormitory hostels, special care, group homes, shelter
 - 24- other: housing help centre, housing access centre, senior's social workers etc.
- 9- Indicates that education is provided
 - 91- pre-school, parenting support included
 - 92- primary school
 - 93- secondary school
 - 94- post secondary school
 - 95- other education: tutoring etc.

The purpose of coding in this manner was to be able to quickly sift through a large number of services and focus in on the clients and services that the project is focused upon (Education, Employment, Housing and Settlement Services) alongside vulnerable groups (Recent immigrants, Seniors and Low-income residents).

Stage 3

After establishing the mode of coding, the agencies were then entered and coded into an Excel spreadsheet between June 2006 – September 2006. The database was organized so that each row in the spreadsheet included all of the specific details pertaining to one service provider (eg: Agency Name, I.D., full address, contact information etc.). After these details, a series of codes followed that described the agency's clientele (up to three clients groups), the forms of services they provide (up to four services), a possibility of 52 language services, and translation capabilities. The agency's details were interpreted solely based on the descriptions provided by CIVC. As a result there were some problems interpreting the availability of services and for whom these services were available to.

Ten percent of the services were randomly checked for accuracy. Much time was spent making phone calls to various agencies in order to reduce as much interpretative bias as possible. The first version of the database completed in the Fall of 2006 included 727 not-for-profit services in York Region.

Stage 4

Once the database was complete, issues arose around the ways in which clients and services could be coded.

Clients

The agencies often catered to several groups, which sometimes overlapped. For example, some housing services had reserved spaces for seniors, low-income residents and low-income seniors. At this point the database was changed to make a distinction between seniors and low-income seniors- a difference that is clear when analyzing the supply of housing in York Region.

Until this point in the project there was some ambiguity around services that catered to specific ethno-religious groups (that may or may not be immigrants) with those that offered services to immigrants and refugees. A distinction was then made and the data was recoded in order to specify between agencies that geared services to immigrants and those that targeted specific ethnic groups- or in many cases both.

Services

At this point in the creation of the database more questions arose around the broad nature of the some of the service categories. While some service classes had already been narrowed (eg: housing and education) others services including education were further broken down into more specific services.

These include:

- 6- indicates that legal or counseling services are provided
 - 61- Legal counseling
 - 62- One-on-one counseling, Self-help, Group Support
- 7- indicates that the agency caters to small business
 - 71 – Service for small business start-up and support
 - 72 – Chamber of Commerce (specific business services)
- 8- indicates the agency provides language programs or cultural retention
 - 81- ESL
 - 82- Other language
 - 83- Cultural Retention
- 9- indicates that education is provided
 - 91- pre-school: parenting support included
 - 92- primary school
 - 921- York Region District School Board- Primary
 - 922- York Region Catholic School Board- Secondary
 - 923- Private (primary and secondary)/Montessori
 - 93- secondary school
 - 931- York Region Catholic School Board - Primary
 - 932- York Region Catholic School Board- Secondary
 - 94- post secondary school
 - 95- other education: tutoring etc.
 - 96 – French Language, Primary and Secondary

Stage 5

Early analyses of the data began to uncover multiple locations of the same agency. This posed a major setback and required the team to think through the importance of counting services versus the number of locations in which these services may be offered. Initial preference was given to the number of locations of individual organizations. This preference was most consistent with the purpose of the project - to examine the supply and demand of human services for three vulnerable groups. Our attempt to include in the database all locations of services proved to be more difficult than anticipated. The number of locations that each service/agency operated in was not always included in the CIVC database (eg: ESL classes). This again required a call around to each agency that may have offered services in multiple locations. The result was a very uneven and inconsistent set of data. The next option was to measure the service capacity of agencies by evaluating the staff presence and their hours. However, this resulted in an uneven measure as well. At this point, the research team agreed upon a consistency approach and included in the database only the services offered. Any multiple locations provided by CIVC were removed.

The ability to measure service capacity was critical in the housing analysis. While it was not feasible to access housing capacity for all types of housing in York Region, we were able to access the number of beds for all social housing locations in York Region. The type of housing (eg: co-operative, rent-geared to income etc) was coded alongside the number of beds available for each location. This latter measure was extremely helpful in assessing the demand and supply of affordable housing in York Region

Stage 6

Inquiries began to arise about other services offered that were not initially included in the CIVC data - most notably childcare services. While the CIVC data did include some locations of childcare services, many, including those offered in schools were left out. Locations of over 500 private and subsidized childcare facilities were added using the data available from the York region website. Childcare services from the CIVC database were omitted and those retrieved from York Region for 2006 were similarly coded. These services were further coded to include:

SL - Subsidized Licensed

NSL - Non-Subsidized Licensed

The age of the children was also coded:

T-Toddler

I-Infant

P-Preschool

K-Kindergarten

S- School Age

The database also includes the location of education hubs. While these locations do not actually provide services, they do however act as hubs for the organization and availability of many services that include: Alternative Education, ESL, Community and Cultural Services, International Co-op, Youth Apprenticeship etc. **The York Region District School Board has four hub locations and the York Catholic District School Board has one hub location.**

Stage 7

The final version of the database was completed in June 2007 and included 1,076 services. Before any analyses could be conducted, a final process of verification was performed. On

hundred random services were selected and verified in order to ensure that the information was as consistent as possible and that the data was coded correctly.

Data Coding Guide

REFNUM: The reference number of the agency

AGENCY: Name of the Service Agency/Organization

AGENCY ID: Secondary description of agency

Child Care facilities are coded as the following:

SL - Subsidized Licensed

NSL - Non-Subsidized Licensed

SLH - Subsidized Licensed Home – Removed (no addresses)

BUILDING: name of the building where the agency is located

ADDRESS: street address for the agency

SUITE: Suite number where the agency is located

CITY: name of the city

PCD: Postal Code for the agency

EML: Email Address

WWW: Website

HOURL: specifies the days and hours when the agency is open

PHONE: phone number of the agency

FAX: Fax number at the agency

EX1: an Executive Contact member of the service agency

CLASS: identifies the codes for the types of services offered at the agency

Codes for the Class

1- indicates that the agency provides a child care service

2- indicates that the agency provides housing or shelter services

21- independent living: dwelling units- private, social (coops, nonprofit), life lease housing

22- assisted living: retirement centres

23- congregated living: long term, dormitory hostels, special care, group homes, shelter

24- other: housing help centres, housing access centres, seniors social workers etc.

3- indicates that the agency provides a health service

- 4- indicates that the agency offers settlement services
- 5- indicates that the agency provides employment training or job search training (short term and/or non-certificate programs)
- 6- indicates that legal or counseling services are provided
 - 61- Legal counseling
 - 62- One-on-one counseling, Self-help, Group Support
- 7- indicates that the agency caters to small business
 - 71 – Service for small business start-up and support
 - 72 – Chamber of Commerce (specific business services)
- 8- indicates the agency provides language programs or cultural retention
 - 81- ESL
 - 82- Other language
 - 83- Cultural Retention
- 9- indicates that education is provided
 - 91- pre-school: parenting support included
 - 92- primary school
 - 921- York Region District School Board- Primary
 - 922- York Region Catholic School Board- Secondary
 - (Client coded 5 – Children)**
 - 923- Private (primary and secondary)/Montessori
 - 93- secondary school
 - 931- York Region Catholic School Board - Primary
 - 932- York Region Catholic School Board- Secondary
 - (Client coded 9 – Youth)**
 - 94- post secondary school
 - 95- other education: tutoring etc.
 - 96 – French Language, Primary and Secondary
- 0- indicates a food bank or other services related to one's basic necessities (clothing, furniture)
- N- Other services
- 98- Education Hub
 - 981 – YRDSC offers the following services:

Alternative Education, ESL, Community and Cultural Services, International Co-op, School-Work Transition (employment), Special Education, Youth Apprenticeship

982 – YCDSB offers the following services

Adult and Continuing Education (New Canadian Program), Alternative Education, ESL, International Student Exchange, Special Education, Youth Apprenticeship

Codes for groups served

- 10- Ethnic group: ethno-religious groups defined by ethnicity, language, religion or country of origin.
- 11- Women
- 12- Seniors
 - 31- Seniors
 - 32- Low-Income Seniors
- 13- Low-Income
- 14- Children
- 15- Immigrants and Refugees
- 8- Disabled, Mental and Chronic illness
- 9- Youth
- 1- No specific group

Codes for the Languages

0 indicates that the language is not spoken in the service agency

1 indicates that the language is spoken in the service agency

2 indicates that data maybe be missing and it is inconclusive whether the language is spoken in the service agency

ARABIC: agencies that provide services in Arabic

ARMENIAN: agencies that provide services in Armenian

AZARI: agencies that provide services in Azari

BOSNIAN: agencies that provide services in Bosnian

CHINESE: agencies that provide services in Chinese

CANTONESE: agencies that provide services in Cantonese

MANDARIN: agencies that provide services in Mandarin

CROATIAN: agencies that provide services in Croatian
DARI: agencies that provide services in Dari
FARSI: agencies that provide services in Farsi
FILIPINO: agencies that provide services in Tagalong/Filipino
FRENCH: agencies that provide services in French
GERMAN: agencies that provide services in German
GREEK: agencies that provide services in Greek
GUJARATI: agencies that provide services in Gujarati
HEBREW: agencies that provide services in Hebrew
HINDI: agencies that provide services in Hindi
HUNGARIAN: agencies that provide services in Hungarian
ITALIAN: agencies that provide services in Italian
JAPAN: agencies that provide services in Japanese
KHMER: agencies that provide services in Khmer
KOREAN: agencies that provide services in Korean
LOATIAN: agencies that provide services in Loatian
PORTUGUESE: agencies that provide services in Portuguese
PUNJABI: agencies that provide services in Punjabi
PUSHTO: agencies that provide services in Pushto
RUSSIAN: agencies that provide services in Russian
SERBIAN: agencies that provide services in Serbian
SINHALA: agencies that provide services in Sinhala
SOMALI: agencies that provide services in Somali
SPANISH: agencies that provide services in Spanish
TAMIL: agencies that provide services in Tamil
TELUGU: agencies that provide services in Telugu
URDU: agencies that provide services in Urdu
W_INDIAANDI: agencies that provide services in West Indian Dialects

Interpretation Services

0 indicates that interpretation services are not offered in the service agency

1 indicates that interpretation services are offered in the service agency

2 indicates that data maybe be missing and it is inconclusive whether interpretation services are offered in the service agency

Child Care SUBCLIENT

T-Toddler (CCSUB-T)

I-Infant (CCSUB-I)

P-Preschool (CCSUB-PR)

K-Kindergarten (CCSUB-K)

S- School Age (CCSUB-SA)

Housing

Housing Type (HTYPE)

C – Cooperative

N - Non-Profit

Y – York Region

Building Type (BTYPE)

A – Apartment

T – Townhouse

R – Row Housing

Number of Units - #

Appendix B

Community Profiles of York Region

York Region

York Region is the very definition of boom.

Our vibrant and thriving region ranked as the fastest growing in the GTA in 2003 — topping both Toronto and Peel — and as the sixth largest municipality in Canada.

It's no surprise then that the region had the fourth highest total residential construction in the nation last year.

The region's nine municipalities — Vaughan, Richmond Hill, Markham, King, Whitchurch Stouffville, Aurora, Newmarket, East Gwillimbury and Georgina — are each unique in their landscape

With its borders stretching from Lake Simcoe in the north to Steeles Avenue in the south to Simcoe County in the west and Durham Region in the east, York Region includes farmlands, wetlands and kettle lakes, the Oak Ridges Moraine and more than 2,000 acres of regional forest, as well as bustling urban centres and suburban neighbourhoods.

York Region is much more than a booming bedroom community.

While it comprises 15 per cent of the GTA's population at 872,976 people, York can also lay claim to 15 per cent of its employment population.

Employment growth continues to exceed both provincial and national averages, with full-time employment accounting for 79 per cent of jobs.

York Region's 25,000 businesses provide more than 400,000 jobs, with 20,000 jobs added annually.

Industrial, commercial and institutional construction made up 32 per cent of the total construction value of \$2.7 billion in 2003.

While a number of large international firms call York Region home, including Magna International, IBM Canada, Amex Canada, Royal Group Technologies, Johnson and Johnson and Motorola, it boasts a strong entrepreneurial spirit with 95 per cent of businesses employing fewer than 50 people.

Our residents are affluent and educated boomers — a younger population relative to the rest of the GTA and Canada. That age bracket, 35 to 54, makes up 35 per cent of York's population, compared to 31.8 per cent of the GTA population and 31.6 per cent of the Canadian population.

About 44 per cent of the region's residents are upper-income earners, with an annual average income of more than \$70,000, while 46 per cent possess post-secondary education.

Seneca College's new campus in Markham marked the first post-secondary institute to open doors in the region.

In fact, York Region residents are, on average, the wealthiest and healthiest in the province, according to data compiled by the Region of York, the province, Cancer Care Ontario and Statistics Canada in a report released last year.

Our life expectancy tops the chart at 81.83 years, compared to 80.21 in Toronto and 79.26 in Durham.

The average annual income, topping anywhere in Canada, is \$74,277. According to market research conducted for Vaughan Mills mega-mall, the first enclosed regional mall to be built in Canada in 14 years, the average household income in Vaughan is \$111,208.

Community	Income
Vaughan	\$80,221
Markham	\$77,165
Richmond Hill	\$72,456
Brampton	\$69,616
Mississauga	\$67,542
Barrie	\$56,896
Oshawa	\$53,063
Toronto	\$48,346
Peterborough	\$40,898
– Source: Community Social Data Strategy	

Our communities, particularly in the southern portion of the region, are among the most culturally diverse in the nation. The region has particularly attracted immigrants who are Chinese and south and west Asian, presenting both challenges and huge opportunities to the business community.

The latest census revealed Markham is the only municipality in the GTA where visible minorities make up more than half the population. Fully 56 per cent of its citizens are non-white, compared to 43 per cent in Toronto. Richmond Hill closely follows at 40 per cent.

However, in the northern portion of the region, it's a different picture, with visible minorities in King, East Gwillimbury and Georgina at about 3 per cent.

About 61 per cent of York's residents speak English as their mother tongue, compared to 83 per cent in Halton and 88 per cent in Durham.

Aurora Today

Located 30 minutes north of Toronto and in the geographic heart of York Region, the historic Town of Aurora offers the unique combination of thriving business opportunities and a small-town lifestyle. It's a wonderful place to live and work.

With dozens of notable heritage buildings, a vibrant downtown core along Yonge Street, and over 500 acres of picturesque parkland for residents to enjoy (most of which are linked together by multi-purpose recreational trails), Aurora is a distinctive and attractive community.

These qualities have attracted people to Aurora in increasing numbers over the past four decades. In 1960, the population stood at 9,000. It's grown five-fold since then, and has reached 45,000 inhabitants. By 2026, Aurora will likely be home to 75,000 people. Aurora is also an affluent community. The vast majority of residents are home owners, and almost 90% of homes are single-detached. The average family income is \$88,000, well above the national average.

One of the things that has spurred Aurora's growth is its proximity to Toronto, and the ease by which one can commute to work in the city. The eastern border of Aurora rests against Highway 404, which provides access to downtown Toronto via the Don Valley Parkway in less than half an hour. Highway 400 is only 15 minutes west of town, and offers a fast link to central and western Toronto. Yonge Street is Aurora's main commercial artery, but it also provides excellent connections to neighbouring Richmond Hill and Newmarket, as well as an alternate route to Toronto.

Aurora also enjoys a robust public transit system. GO buses operate along the Yonge Street corridor, connecting Aurora with the rest of York Region and with Toronto's TTC, while GO trains provide a 50-minute rush hour service to Toronto's Union Station. In addition, York Region Transit runs buses between the municipalities in York Region.

Aurora has been an important industrial town for 130 years, and remains so today. There are currently over 120 major firms in the community, and continued development is anticipated into the future. The proximity of its established and developing industrial parks to the Canadian National Railway is certainly an attraction for industry leaders, as are the Town of Aurora's progressive views towards business.

Because Aurora is so proud of its past, it works hard to promote its heritage to visitors. Most area attractions are historic in nature. There's Yonge Street, with its one of a kind shops and annual street festival ("The World's Largest"); the Hillary House, a museum inhabiting a restored mid-19th century doctor's home and office; the Aurora Museum, which chronicles the town's development; and Sheppard's Bush Conservation Area, home of a famous Maple Syrup Festival.

East Gwillimbury Today While East Gwillimbury retains the characteristics of its agricultural roots, it's now a modern and growing community which successfully balances urban and rural. That, and an advantageous geographic location just north of Canada's largest city, make in an ideal place to live and work.

East Gwillimbury encompasses 238 square kilometres (almost 92 square miles), and has among the lowest population densities in York Region. The growing areas of Holland Landing, Sharon, Queensville and Mount Albert offer all the facilities of modern urban areas, but are surrounded by endless miles of picturesque farmland and wildspace.

After a rapid spike in the 1970s and early 1980s, population growth has leveled off at a sustainable and healthy 6% over the last 20 years. Today, 21,500 people call East Gwillimbury home, and this number is expected to reach 51,300 in 2021.

Currently, 40% of the population resides in Holland Landing, but planners intend for Queensville to be the centre of growth and to eventually supplant Holland Landing as the heart of the town. In time, Queensville will be home to 20,000 people, and be a modern community with new residential areas, schools, a full-range of public facilities, and a university to service upper York Region. Industrial growth will centre upon a 500 hectare industrial development site, and the new town centre will include a full range of commercial uses.

The growth of East Gwillimbury rests upon an excellent transportation network. Metropolitan Toronto is accessible in half an hour via Highway 404, while Highway 400 is also close via Highway 9 and affords a link to west-central Toronto in about an hour's time.

Inter-city commuter rail and bus service is provided by GO Transit out of the Green Lane Terminal on the northern outskirts of Newmarket. Public transportation is available in Holland Landing and Sharon through York

Region Transit, which connects residents with the GO Terminal and Upper Canada Mall.

East Gwillimbury hosts a number of notable attractions. Foremost among them is the Sharon Temple, a national Historic Site, and Rogers Reservoir, with its abandoned canal lock. There are also numerous historic buildings in its principal villages, while the rolling hills are home to many fine golf courses, and the marinas nestled along the placid shores of the Holland River offer ready access to Lake Simcoe.

Georgina Today Located on south-western shores of Lake Simcoe, the Town of Georgina straddles the line between the Greater Toronto Area and cottage country, between the contrasting urban and rural lifestyles. It offers lakeshore living, wide open spaces, and sandy beaches, but with all the amenities of a modern town within easy reach.

Georgina is probably better known for the communities it encompasses, most notably Keswick, Pefferlaw, Sutton, and Jackson's Point. Whereas Jackson's Point and Sutton may be at the historic heart of Georgina, the modern core is undoubtedly Keswick. Keswick is by far the largest community in the Township, its population of around 20,000 accounting for nearly half of Georgina's total of 43,700. It's the most urbanized community, with a strong commercial sector, modern schools and infrastructure, and excellent community facilities. And Keswick is also the fastest growing community, with an annual growth of over 3%, well above the Georgina average.

Much of Keswick's growth, and that of Georgina as a whole, is attributed to the modern 404 Highway, a relatively recent addition. It provides access to downtown Toronto in less than an hour from Keswick, and in only an hour and a half from even the furthest point in Georgina.

GO Transit also offers service to Toronto and other parts of York Region via buses that run between Pefferlaw, Sutton, and Keswick and link with the GO train station in Newmarket. In addition, York Region is in the midst of developing a new rapid transit network that will provide a truly viable alternative to automobile travel. It will be fast, inexpensive, will reduce congestion, and most importantly support the sustainable development of Georgina.

Georgina isn't just a great place to live; it's also a great place to play. Its 52 kilometres (32 miles) of shoreline provide numerous beaches for swimming and harbours for boating in the pristine waters of Lake Simcoe. Year-round fishing has earned Georgina the title of Ice-Fishing Capital of the World.

Area attractions include the Stephen Leacock Theatre in Keswick; Sibbald Point Provincial Park, with its beaches, trails, and historic buildings; the Red Barn Theatre; Georgina Pioneer Museum, with 14 buildings recreating 19th century life; and the elegant hospitality of The Briars resort.

King Today

King is a beautiful township that has preserved its rural traditions and historic roots, despite becoming a prosperous and vibrant modern community. It boasts some of the most picturesque countryside in Ontario, including the rolling hills of the Oak Ridges Moraine and the flat plains of the Holland Marsh.

King Township comprises 20% of the Regional Municipality of York, yet it remains the most lightly populated, home to only 19,500 people. Modest growth is anticipated over the next two decades, so that by 2026 the population should stand at 35,000. That figure will still be York Region's lowest by a comfortable margin. This slow, sustainable growth allows King to retain its small-town charm and rural character.

And yet, while rural, King is also extremely prosperous. Almost all residents are home-owners, and 96% of homes are single-detached. The average household income is \$97,493, significantly higher than the average York Region income of \$74,272. King is home to numerous horse farms and is one of the top equestrian regions in Canada.

Today, some 16% of the populace is still tied to agriculture, but various light industries are being attracted to King by its low taxes. In the industrial sector, King boasts the fourth lowest rates among 53 municipalities in Ontario, and the third lowest in the commercial sector. Industry is also attracted by Township's proximity to Toronto, which is easily accessible by Highways 400 and 27, as well as by Yonge Street to the west. York Region Transit links King to other communities in the Regional Municipality, while GO buses provide public transportation access to Toronto.

King is home to Seneca College, which opened a large and beautiful campus on the former Eaton estate. The University of Toronto and Humber College both also hold land in the area, and may soon open campuses of their own.

Area attractions complement King's rural charm. Several conservation areas and world-class golf courses take advantage of the picturesque beauty of the Oak Ridges Moraine to provide unforgettable experiences, while history buffs will be sure to enjoy the King Township Museum and the quaint charm of villages such as Kettleby and Lloydtown. Many area farms

offer temptations of their own, from picking apples to cutting your own Christmas trees, to frolicking through brilliant wildflower meadows. If you want to slow the pace down a notch, King is the place to do it!

Markham Today

Markham, located just north of Toronto's east end, is the largest of the nine municipalities in York, both in terms of population and size (211 square kilometres). The four main communities are Markham, Thornhill, Unionville, and Milliken, but there are numerous other historic hamlets in the township as well.

Markham is a rapidly growing community. In 1976, it was home to 56,000, and the population has since quadrupled to 220,000. By 2021, some 370,000 people will live in Markham, with an average 20% increase every five years. The township has grown to keep pace, with new housing developments and businesses, as well as quality schools, numerous parks and recreational areas, and top notch infrastructure.

Industry is being attracted to Markham in increasing numbers, especially technology-related businesses. Not for nothing is Markham considered the "High-Tech Capital of Canada". In fact, several large corporations maintain head offices here, among them American Express and IBM, suggesting that Markham is beginning to be considered a viable alternative to downtown Toronto by corporate interests. This economic vitality has an obvious impact on the nature of the community, where the average household income is \$121,000, the highest in York Region.

Part of the reason for this is the convenience of transportation in the township. Highway 404 provides rapid access into the heart of Toronto, less than 20-minutes away, while Highway 7 and the 407 Toll Route provide handy east-west corridors. The TTC has many bus routes that run through Markham and connect to Toronto's subway system, while GO Transit offers both bus and rail service to Toronto and the other municipalities of York Region. Finally, Buttonville Airport, a private airport serving small aircraft and located only minutes from Markham's commercial core, is increasingly being employed by corporate jets.

Despite unprecedented changes over the past 50 years, Markham is determined to maintain its roots and history. As a result, the historic cores of Unionville and Markham Village are among the best preserved and most attractive anywhere in Ontario. They provide a lure to tens of thousands of tourists every year. Other local attractions include the Frederick Horsman Art Gallery, Markham Museum, home of numerous exhibits and a dozen restored heritage buildings, and several premier golf courses.

Newmarket Today Newmarket is home to 73,000 people and remains the commercial and industrial heart of Upper York Region. Rapid but sustainable development over the past 30 years has created a bustling community ideal for industry, commerce, and residence.

A strong and diverse industrial base includes over 100 industrial establishments. During the period 1981-2004, total industrial floor area in use grew an incredible 613%, to almost 8 million square feet. Predictions suggest similar growth will occur during the next 20 years.

A healthy commercial sector, which includes Upper Canada Mall with its more than 1 million square feet of retail space and 250 stores, is supported by a robust community with an average income of \$39,593. With detached bungalows averaging \$216,000, Newmarket remains an affordable and attractive place to live, and by 2015 it will be home to 91,000 people.

Much of this growth is due to the accessibility of Toronto from Newmarket. Highway 404 provides direct access to Downtown Toronto via the Don Valley Parkway, while Highway 400 connects to Highway 9 and offers a convenient route to Toronto's west end. In addition, GO Transit offers train and bus access to the city. Local transit within Newmarket and surrounding municipalities is provided by York Region Transit.

Southlake Regional Health Centre is the largest hospital in Northern York Region. It currently has a 330-bed capacity and 300 doctors on staff, but plans future expansion to meet the needs of the growing community.

Newmarket is a town that prides itself on its recreational facilities as well, including over 800 acres of active parkland. The most notable of these include beautiful Fairy Lake Park, located just off Main Street in the heart of town, and Rogers Reservoir, named for Newmarket's founder.

Other area attractions include Historic Downtown Newmarket, with its shopping and ambience; the Elman H. Campbell Museum, recounting local history through a number of exhibits (134 Main Street, 905-953-5314); Newmarket Theatre (505 Pickering Crescent, 905-953-5122); and, during the summer months, the York Shakespeare Festival, held in an outdoor pavilion along the shores of Fairy Lake (Fairy Lake Park, 905-953-5122).

Richmond Hill Today Richmond Hill is at the geographic centre of the GTA and at the heart of York Region. Once again, as it was in its early years, the community finds itself in a strategic location. And once again, prosperity has followed.

First and foremost, Richmond Hill prides itself as a pleasant and convenient place to live and raise a family. While it is adjacent to Toronto and all that the megacity has to offer, it's also somewhat removed in terms of lifestyle and character. Richmond Hill's motto sums it up succinctly: "A little north, a little nicer".

The community's rich history has been preserved through its many historic churches and buildings, and the downtown has been restored to its former prominence and splendour by a recent beautification project. It's also a recreation paradise with more than 166 parks, open spaces, protected glacial lakes, and an extensive network of bicycle paths. And of course, as a modern city, Richmond Hill has all the amenities---from shopping to services---which residents demand.

A highly developed road network provides residents and local businesses with easy access to major north-south corridors, such as Yonge Street and Highways 404 and 400, as well as major east-west corridors such as Highways 7, 401 and 407. Public transit is just as well developed.

Go Transit, for example, operates regular rail service between Richmond Hill and downtown Toronto which reaches its destination in less than 40 minutes. York Region Transit and GO provide bus transportation throughout Richmond Hill and to other communities in York Region. York Region is in the early stages of creating a new rapid transit network that will be a real alternative to driving cars.

In increasing numbers, people are coming to appreciate all that Richmond Hill has to offer. Between 1996 and 2001, it saw a 58% increase in population, making it one of the fastest growing "large" (100,000+) municipalities in Canada. 160,000 people currently call Richmond Hill home, and this number is expected to rise to 219,000 by 2026. The population base is an affluent one, as well. More than 50 per cent of families have an income greater than \$70,000, and more than 30% over \$100,000.

This affluence is good news for area businesses and industries, which have been growing to keep pace with the swelling population. The economic base of Richmond Hill is diverse, with the number of firms growing by 50 per cent in the last 10 years, and no one single sector dominating. Of note is Richmond Hill's position on the cutting edge of the new information technology sector, which bodes well for the future.

And for fun, Richmond Hill has something for everyone's tastes. Stroll and shop through the historic downtown core, golf at one of many local courses, visit the David Dunlap Observatory, where the first black hole was discovered in 1972, or immerse yourself in local history at the Richmond Hill Heritage Centre.

Thornhill Today

Thornhill is conveniently split between Markham to the east and Vaughan to the west, and is about 25 km directly north of downtown Toronto; those who are west of Yonge belong to the city of Vaughan; those east of Yonge belong to the town of Markham. Thornhill is split along Yonge Street, listed in the Guinness Book of Records as the longest street in the world. Yonge is also a major transportation route, which proved to be valuable to the community's growth throughout much of the 20th century.

With over 63,020 residents, Thornhill has become a bedroom community for those working in the Greater Toronto Area. With over 31 schools, countless parks and green space, arts and museums, and shopping destinations – such as Promenade Shopping Centre and Hillcrest Mall - Thornhill offers all the amenities of a bustling city, with the serenity and peace of mind of a small suburban town.

What separates Thornhill from other suburban towns is its accessible public transit system. From the GO (Train), TTC, to YRT and the new, state-of-the-art, rapid transit system, Viva, getting around the city and beyond is only a fare-ride away. The arteries of Thornhill, from Highways 404 and 400, as well as Highways 401 and 407, are well developed, making traveling in and out of Thornhill a breeze.

Thornhill prides itself on its multiculturalism, with more than 60 different languages spoken, including Hebrew, Russian, Italian, Cantonese and Spanish. Thornhill has also become a hotspot for new immigrants, with over 5,000 making Thornhill their home since the last census.

The median household income in Thornhill is \$84,700, compared with \$50,500 across the Greater Toronto Area. Of all households, 60 per cent of the community earns an income in excess of \$70,000 and approximately 89 per cent of Thornhill residents own their home. The affluent community with plenty of disposable income, spells good news for area businesses and services.

Employment in Thornhill is dominated by the commercial sector. Over 900 businesses employing over 10,000 people are located in Thornhill. The bulk of local employment is in the retail and service sectors, with the majority of commercial employment concentrated in the Promenade mall.

Whether you want to head to one of the handful of golf courses, taunt your taste buds with ethnic food fare, or shop around at one of the many shopping centres in the area, Thornhill is sure to keep you busy!

Vaughan Today

Today, the City of Vaughan is a cosmopolitan urban centre that embraces residential, commercial and industrial development, looking proudly and confidently toward the future while also preserving the past.

In the past 20 years, Vaughan has experienced unprecedented industrial and commercial growth. From virtually no industrial base in 1980, the City of Vaughan is now home to more than 7,000 businesses. Per capita, its business development is the fastest of any municipality in Canada, and it was selected as one of the Five Best Cities in Canada for Business by the Globe and Mail's Report on Business magazine. Much of this attraction is due to low taxes, a readily available labour force, and access to major transportation routes. With an extremely positive and proactive approach to business, the City of Vaughan has ambitious plans for continued growth over the next quarter century.

The evolution of the communities that these businesses call home has been just as dramatic. Vaughan has grown from a loose collection of small towns into a major urban centre prosperous and unified with a shared vision for the future, boasting state of the art public facilities and world-class infrastructure. It's a city not just in name, but in deed as well.

Vaughan is served by York Region Transit, GO Transit, and the TTC, which combine to provide an intricate transportation network. In addition, York Region is developing a rapid transit network linking the urban centres along Highway 7 and Yonge Street, and the Spadina subway line is expected soon to run to York University, Highway 7, and then the new downtown core of the City of Vaughan.

Today, the population sits at around 185,000. This is expected to rise to about 305,000 in 2021. Woodbridge, currently the largest community with 75,000 residents, will reach 110,000 at that time. Maple, home to 30,000 today, will experience the greatest growth, peaking at 80,000, while Thornhill, the historic heart of Vaughan, will experience only modest growth from 70,000 today to 82,000. The growth has been planned, however, to ensure that Vaughan remains an attractive and enjoyable place to both work and live.

As befits a modern city, Vaughan is home to numerous attractions. Key among them is Paramount's Canada Wonderland, the McMichael Canadian Art Collection in Kleinburg, and the huge new Vaughan Mills shopping mall. There are also excellent golf courses, unrivaled entertainment experiences at the Famous Players' Colossus and Interchange 400 cinemas, and several conservation areas to serve as sanctuaries in an increasingly urbanized environment.

Whitchurch-

These roots remain firmly entrenched today, and are part of the unique

Stouffville

character of Whitchurch-Stouffville. Since the end of World War II, the Town has not been free of urban and industrial development, but it's been remarkably subdued compared to the rest of York Region. The result is a setting ideal for those who like country living.

And yet, all the amenities of modern city-life are available in Whitchurch-Stouffville or extremely close at hand in nearby Markham and Toronto. In fact, an outstanding transportation network serving the community makes the GTA mere minutes away. Highways 404 and 48 provide access to Markham in about 15 minutes and to downtown Toronto, in less than an hour. In addition, GO Trains take passengers from Stouffville station to downtown Toronto, while GO Bus and York Region Transit provide another link to Toronto and to the other communities in York Region.

The Markham Stouffville Hospital serves the two adjacent municipalities and is located 10 minutes south of Stouffville on the Ninth Line. A modern facility which opened in 1990, it deals with over 30,000 emergency patients every year.

Whitchurch-Stouffville is home to 25,000 people, making it one of the most lightly populated municipalities in York Region. With an annual growth rate of 3.7%, almost double that of the 1990s, the community is expected to see modest growth in the coming years, reaching perhaps 35,000 in 2021. While Whitchurch-Stouffville may be one of the less urbanized areas in York Region, it's also one of the most prosperous. Average household income is \$110,000, 66% above the national average. As a result, the vast majority of residents are home-owners, and 90% of these homes are single-detached.

While the Town is experiencing only a modest increase in population, its economy is growing at a healthy pace--- average annual business growth is 5.7%. Small firms comprise the majority of local businesses, but a growing number of medium and large firms are being attracted to Whitchurch-Stouffville as well. The period 1998-2003 is indicative of this trend. During that time, the number of small firms increased by 25%, while the number of medium and large firms increased by more than 31%.

Besides being a great place to live and work, the Town of Whitchurch-Stouffville is a great place to play as well. Attractions include gorgeous and challenging golf courses amongst the hills of the Oak Ridges Moraine, history in the form of the Whitchurch-Stouffville Museum and York-Durham Heritage Railway, several tranquil hiking trails, and Ontario's premier flea market, the Stouffville Country Market.

Source: <http://www.yorkregion.com/community/communityProfile>