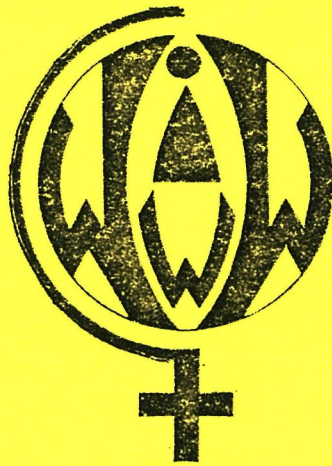


COMMUNITY ANALYSIS



SUMMER 1980

women working with immigrant women

348 College St. 2nd floor Toronto, Ontario M5T1S4 922-1256

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Photographs by Deborah Barndt, Participatory Research Group

We wish to thank all the agencies' workers who co-operated
with us in this project.

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of The Downtown Churchworkers' Association.

Experience '80 is a program of The Ministry of Culture
and Recreation of the Province of Ontario.

AGENCIES

Adult Basic Language Training
Arab Community Centre
Birth Control and VD Clinic
Black Education Project
Centre For Spanish Speaking People
Chinese Interpreter and Information Centre
Community Information Centre
COSTI Adult Education Centre
COSTI North York Centre
Cross-Cultural Communication Centre
Development Education Centre
Eastview Neighbourhood Community Centre
Greek Community Centre
Immigrant Women's Centre
Immigrant Women's Job Placement Centre
Indian Immigrant Aid Services
Inter-agency for Southeast Asian Refugees
Italian Immigrant Aid Society
Jewish Immigrant Aid Services
Jewish Vocational Services
Latin America Community Centre
MacPhail House
Nellie's Hostel for Women
Niagara Neighbourhood Centre
Parkdale Community Legal Aid
Participatory Research Group
Portuguese Free Interpreter Services
Rape Crisis Centre
Red Cross (Flemingdon Park Plaza)
Rexdale Community Information Directory
Rexdale Immigrant Women's Project
Rusholme Clinic
Silayan-Filippino Community Centre
South Riverdale Community Health Centre
St. Christopher House (Adult Services)
St. Stephen's Community House
Times Change Women's Employment Service
Unemployment Help Centre
University Settlement House
Wallace-Emerson Community Centre
Women's Counselling, Education and Referral Centre
Women Working with Immigrant Women
Woodgreen Community Centre
Working Women Community Centre
YWCA IMMIGRANT SERVICES,
80 WOODLAWN AVE, E.

COMMUNITY ANALYSIS OF NON-GOVERNMENT AGENCIES
IN METRO TORONTO - AUGUST 1980

Women Working With Immigrant Women (WWIW) is a network organization formed by community workers employed in community agencies serving immigrant women.

In 1979, WWIW held four workshops and one of the results was the realization of the need for a community analysis of the agencies serving immigrant women. There was an apparent need to know more clearly what is being done and what is not being done and, of course, to know the reasons. This will also help the organization to co-ordinate better in planning for the future.

SUMMER PROJECT 1980

During the summer of 1980, WWIW and the Downtown Churchworkers' Association sponsored a 10-week project that consisted of two parts: a) To up-date a Directory of Services for Immigrant Women produced by the Cross Cultural Communication Centre in 1978. b) To produce a visual analysis of community agencies operating mainly in the city of Toronto.

Mari Creal and Giuliana Donata were hired to work on the project. Partial funding was secured from the Ministry of Culture and Recreation, Experience '80 and it was supplemented by the sponsoring agencies.

The sponsors hope that the study will be useful to all the agencies and individuals who took part in it. They would also be interested in receiving any comments or suggestions which may help when doing similar projects in the future.

THE VISUAL ANALYSIS: - OBJECTIVES

1. General Objective

The general objective of this part of the summer project was to provide an overall visual representation of the demographical location of different ethnic communities in Toronto and the social services available to them. The project focused mainly on the social services and programmes provided by non-governmental community agencies. That is to say, by agencies that receive funding by different levels of government but are run independently. The demographical data was based on the 1976 census.

2. Specific Objectives

- a) To identify gaps and/or overlaps of services and programmes available to immigrants and specifically to immigrant women.
- b) To provide an overall picture of funding sources.
- c) To suggest future directions in both the existing services and the creation of new ones.

METHODOLOGY

There are three factors that have to be taken into account: human resources, time and the number of agencies to be researched. One student was assigned for this part of the project. She had ten weeks to gather the information and represent it visually.

The Immigrant Women's Directory which lists 100 agencies that serve immigrants in general and/or that serve exclusively women was used to phone and request interviews with agencies. The information gathered was to be put on two maps, one of the city of Toronto and the other of Metro Toronto. In a visual manner the material can be presented more dynamically than in a written report.

The interviews were accompanied by an extensive questionnaire in which the information was recorded. The questionnaire was designed to gather information on programmes and/or services provided, funding sources, ethnic communities served, issues of concern and the regular identification questions. (See appendix I) About 75 agencies were approached by phone. However, only 46 agencies were able to provide an interview. Many agencies were difficult to reach or to set up interviews because of vacations or lack of available time. (See appendix II) In one instance an agency was unable to attend the arranged interview due to the fact that their funding had been discontinued.

Visual symbols, to identify agencies, funding sources and ethnic immigrant communities was planned. In addition, a code system was developed in order to identify the kind of services and/or programmes provided by the agencies. For example, agencies are represented by small, red houses, funding sources by green lines, etc. (See Appendix III, IV) The Participatory Research Group and GATT-Fly staff were most helpful in this process.

In general, the methods chosen to accomplish the project worked fairly well with the exception of the way that the questionnaire was designed. Repetitious questions were purposely asked with the objective of making sure that key information was gathered in different ways to reflect all aspects of the agency's activities. This fact resulted in a rather lengthy questionnaire that was very difficult to tabulate. (see Appendix I)

In addition to the above, a written report was prepared.

ANALYSIS

1. Agency Locations and Demographic Distribution of Immigrant Communities.

There is a large concentration of immigrant communities in the boroughs and surrounding areas of the City of Toronto. The Borough of York has a large population of Italians. The City of North York is increasingly becoming populated by people originally from the Caribbean countries, Latin American countries and from the Indian sub-continent.

Although the downtown area has remained populated mainly by recent immigrants, among them the most numerous are the Portuguese, Latin Americans, West Indians, Chinese and most recently the Vietnamese. At the same time, the trend seems to be that the more recent immigrants are establishing their homes in the boroughs. However, social services have not kept up with this trend. Most of the agencies are located in the City of Toronto, more specifically in what is referred to during this study as the downtown area. It is mainly between Bay and Dufferin Streets and from King to Bloor Streets. This situation is reflected in the numbers of agencies interviewed. Thirty-six or 82% are located in the City of Toronto. From these fourteen or 38% are located in the downtown area.

From the above facts several conclusions can be reached. An obvious one is the lack of social services for immigrants in the boroughs and the consequences this situation presents. People travel long distances for services and the agencies have to meet both the needs of the immigrant population in the downtown area and that of the immigrants living in the boroughs. This may also mean that people only use the social services when it is absolutely necessary; i.e. in crisis situations. For immigrant women in particular this situation is aggravated by the fact that many of them have to bring their children with them and from great distances. The distance also makes it unlikely that these women participate in educational, social or cultural programmes. Still worse is the situation of working women since they cannot make use of the few services that are provided at night and/or take part in the programmes that are offered in the evenings. Those who work in agencies in the boroughs have stated that it is difficult to bring people together because of the distances in the boroughs and the lack of good transportation in that area.

Some of the agencies in the City of Toronto have assigned staff time to work in the boroughs, establishing programmes that meet basic needs, i.e., organizing and co-ordinating language classes, networking with non-government and with government agencies in the boroughs.

Not only non-government agencies tend to be concentrated in the City of Toronto, but also many other services that cater to different immigrant communities: medical centres that include general practitioners, dentists and other specialists, drug stores, book stores, food stores, etc. The existence of these services is also a reason for immigrants to come downtown and at the same time use the services offered by the non-government agencies.

2. Hours and Personnel

Most of the non-government agencies are rather small operations that function with under-paid staff and in cheap accommodations. Thirty-three of them or 70% have seven or less full-time employees. A small nucleus of staff provides multiple services and programmes. Most of them work overtime and rely heavily on volunteers. The breakdown of the distribution of full-time staff is as follows:

42 Agencies	have	full-time	staff
3 Agencies	have	one	full-time staff
17 Agencies	have	2 to 4	full-time staff
13 Agencies	have	5 to 7	full-time staff
5 Agencies	have	8 to 11	full-time staff
3 Agencies	have	20	full-time staff
1 Agency	has	35	full-time staff

Thirty-four agencies (one is totally staffed by volunteers) rely on 860 volunteers. In the same way as regular staff depend on part-time and summer projects to supplement the lack of staff, they also depend on volunteers to an even greater extent. Volunteers assist with programmes and services such as reception, escorting, translating, office duties, etc. Usually there is no time allotted by funding sources for the training and supervision of volunteers. When agencies have to so greatly subsidize their work with volunteers' help it is obvious that funding for these agencies is inadequate.

The agencies do their best in accommodating working hours and clients' needs; 25 agencies or 57% of them are open to the public and offer programmes at other times in addition to regular office hours. As well as attending to services and programmes, the staff have to dedicate time to administrative tasks. The most time consuming among these tasks are fund-raising, financial administration, bookkeeping and related activities. They spend an overall estimate of 1/5 to 1/4 of staff time for this work.

An added factor that works against time and efficiency and the quality of the programmes is the poor accommodation in which most of these agencies function. Rather small houses and second floors above stores are used as offices to provide counselling and group activities. In most of the cases the staff works in overcrowded situations, coping with telephone, clients and children as well as co-workers all trying to concentrate on their work. Furniture is generally second hand and inappropriate to accommodate the programmes offered.

One half of the agencies sponsor summer projects. Summer projects serve several objectives: to educate and sensitize young students from the same ethnic group, to accomplish short term projects that the agency needs but there is no staff time available to do it, to help with the overall running of the agency and in this way release permanent staff to do other work. Although summer projects do accomplish the above stated objectives, they put an extra strain on the agency in terms of supervision and bookkeeping time as well as adding to the already overcrowded facilities. Generally, in the grants received from government sources for summer projects, there is no allowance for facilities or the above mentioned tasks.

3. Constituency

The great majority of the non-government agencies interviewed serve immigrant communities from different ethnic backgrounds. Thirty-three agencies or 75% of them are structured to serve more than one ethnic group and primarily to meet the needs of adults (39 or 88%). Among the ethnic groups served by these multi-language agencies the following main immigrant communities can be named: Italian, Chinese, Greek, Portuguese, Spanish, West Indian. There were 11 agencies interviewed that served exclusively one particular ethnic group: one for the Arab community, three for the East Indian community, one for the Filipino community, two for the Spanish-speaking community, one for the Portuguese community, one for the Chinese community and two for the Jewish community.

All of the agencies that serve a particular ethnic group, except for the Filipino and Portuguese community agencies, have a common characteristic. They serve immigrants that speak the same language but come from different countries. Although these immigrants may have some general common cultural roots, they are also unique peoples and culturally different from each other according to the country from which they come. This is the case of immigrants that speak Arabic, Spanish and different Chinese languages, and people from the Indian sub-continent and immigrants of Jewish background. Therefore, if this characteristic is taken into

account, these agencies are multi-cultural as well.

The lack of services and programmes for the Arab, East Indian and Filipino communities is clearly reflected in this study.

Although most of the agencies include in its activities programmes for youth, children and seniors, they are not widely established programmes. Only two agencies serve mainly youth and two serve mainly seniors.

75% of the agencies are structured to serve both men and women. Of this number, five agencies include special programmes for only women. Eleven or 25% of the agencies are set up to meet primarily the needs of immigrant women.

4. Programs

(1) Counselling: Most of the community-based agencies serving the immigrant communities provide bridges between the newcomer and the larger society. The agencies have taken on multiple tasks in ameliorating the social stress produced as a result of the immigration process. They provide information and orientation with regard to necessary survival aspects: employment, legal aid, labour rights, medical, health, career, job-placement, vocational, family planning, school and educational opportunities. Immigrants use government services only when it is absolutely necessary. For example, in the event of becoming unemployed, injured or sick. In these cases, the community agencies usually act as intermediaries and advocate on behalf of the client. A great amount of time is spent interpreting, translating, escorting and writing letters on behalf of the client. In many cases this process results in a delay for the client in receiving the benefits and for the agency in using staff time that could otherwise be used more efficiently. This problem could be solved if the government agencies had multilingual staff in their offices.

(2) Adult Education: Non-government agencies have developed an important role in the area of adult education. Adult education is offered in the form of English as a Second Language, Literacy and Citizenship classes, self-designed short courses or workshops for specific purposes, women's groups, groups formed to tackle specific issues, curriculum development, alternative libraries and publications in the form of newsletters and pamphlets.

English as a second language programs are offered in 16 agencies. All of these programs are offered on a part-time basis, 2 or 3 days a week with a duration of 2 to 3 hours per class. They are offered as an alternative to programs provided by the local boards of education, giving more emphasis to the particular needs of the immigrants. Some classes are offered by bilingual teachers who are better equipped to understand the cultural

background of the students and at the same time are able to teach the language with an orientation component.

Of the agencies interviewed, only four agencies offer courses to prepare immigrants to acquire Canadian Citizenship and one agency offers a large apprenticeship/industrial training program. Citizenship classes are useful in preparing the immigrant for the interview with the judge which is part of the process of becoming a Canadian citizen. An aspect that is lacking is a systematic program on civic education that would facilitate the participation of immigrants in the democratic process in Canadian society.

5. Workshops

In a more informal way, one-session workshops and series of workshops are offered by many agencies. Twenty-five agencies put on and participate in workshops. Of these, nine agencies focus the workshops around the needs of immigrant women, six agencies provide workshops for community workers, two agencies provide workshops for volunteers, two agencies provide them for the general public and six agencies have workshops for all the above. Workshops are primarily used as a source of education and information. For the most part, workshops are given around selected topics, such as: vocational, career-planning and job readiness, life skills, health care, mental health, family life, labour education, racism, abuse in the home, women's rights, etc. In addition, workshops given to community workers are used as a way of sensitizing people to the needs and issues of immigrant women and as a method of consciousness-raising. Workshops geared to the needs of immigrant women provide a social setting to meet and get to know other women, thereby counter-acting some of the isolation felt by many women in work and society. Furthermore, these workshops can provide a foundation for developing skills and increasing solidarity among immigrant women. The workshops for the general public also try to provide a starting point from which sensitization, consciousness-raising and counter-acting myths can occur.

The agencies that give workshops are flexible in terms of time, day and the length of the workshops and various designs are used to meet the needs of working women.

Overall, agencies see workshops as being important and useful in helping immigrant women to learn how to function independently in this society.

6. Libraries

Community agencies have developed a variety of specialized, alternative libraries. Fifteen agencies have libraries but only two are extensive containing audio-visuals, books,

pamphlets, periodicals, articles and newsclippings. One focuses on multiculturalism, racism and immigration and the resources are available in English. The other is more general in content covering a wide spectrum of issues that relate to immigrant women. Most of the resources are only available in English. There is one Spanish library.

The remaining libraries are incomplete both in terms of form and languages that they are available in. Most contain pamphlets, brochures, some articles, kits covering a smattering of issues such as health, legal rights, immigration and general information.

The most obvious gap is material available in languages other than English. There is a great need for this kind of information around services, health, education, legal aid, etc. In addition there is a need for such basic information in a popularized form in English and other languages to meet the needs of the semi-literate person or one who is in the process of learning the English language.

7. Newsletters

Seventeen agencies circulate their own newsletters. All are available in English and eight are only in English. One is in Arabic, one in Spanish, one in Portuguese, two in Spanish and Portuguese, two in Chinese and one in Filipino. The communities that the newsletters serve are either the geographical boundaries that the agency serves and/or the ethnic community plus the general public. Two newsletters are geared toward agencies, educators and institutions as well as the community. One newsletter is specifically for the clients served by the agency.

The purpose of the newsletters is primarily as a source of education, information, calendar of coming events and activities and to a lesser extent as a means of networking. Five newsletters have information on specific areas and issues: rape, health, legislation, legal information and labour.

Community agencies have created their own means of disseminating information among themselves and to their constituencies around specific issues and concerns. Newsletters are a relatively inexpensive and accessible way of doing this.

8. Advocacy

Advocacy is understood as the individual or collective action on behalf of a person or a section of society. We also interpret the term as the action to influence social changes around specific issues.

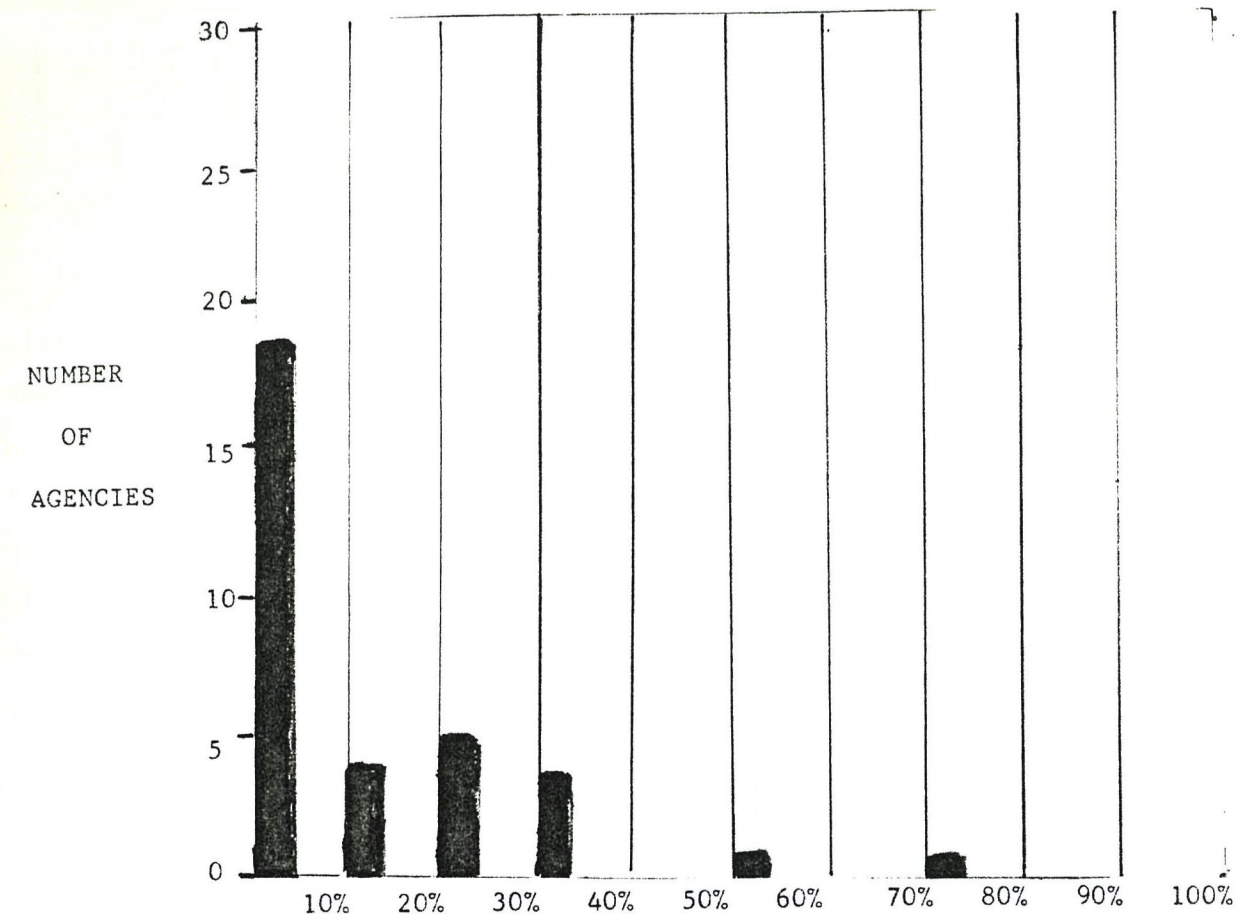
Thirty-seven agencies are involved in advocacy work. It is seen as an essential component of the work that agencies do. Advocacy

is viewed as being important not only for the purpose of securing funding but also as a way of addressing needs, information sharing and gathering collective strength. The major issues which agencies see as critical to work on are as follows: employment and labour, mental health, health, education and day-care. Also, there is interest in the problems around language acquisition, literacy, housing, immigration, isolation, abuse in the home and ghettoization.

Of the remaining agencies which are not involved in advocacy, five of them stated that lack of funding prohibited them from doing so.

Most agencies use a combination of methods for advocacy. These include letters of support, meetings, briefs, reports and submissions and petitions. To a lesser extent, workshops, conferences, rallies, forums and word-of-mouth are methods that are also used. Most agencies network with other agencies and to a lesser extent with boards of education and unions. There is little affiliation with government and none with residents' associations. Networking is important as a source of collective power to promote social change. At the same time there is information sharing which avoids duplications in their work and narrows the gaps.

FUNDS FROM THE UNITED COMMUNITY FUND

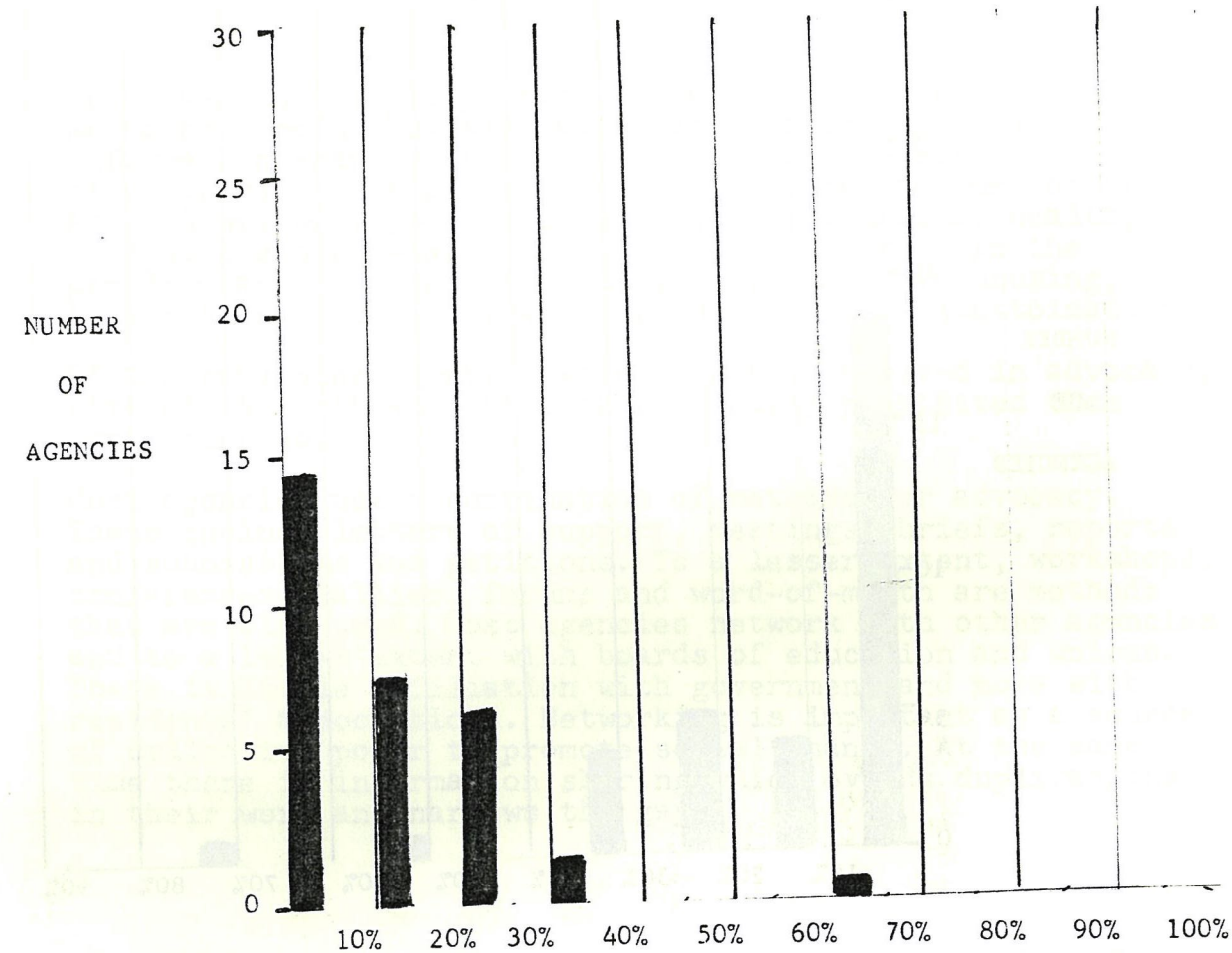


From 30 agencies analysis shows the following:

- 18 agencies receive nothing from the United Community Fund
- 3 agencies receive 10% funding from the United Community Fund
- 4 agencies receive 20% funding from the United Community Fund
- 3 agencies receive 30% funding from the United Community Fund
- 1 agency receives 50% funding from the United Community Fund
- 1 agency receives 70% funding from the United Community Fund

Note: Agencies which receive 10% or less from the United Community Fund receive the funds for special projects which are short-term. Others are members and receive on-going funds on a yearly basis.

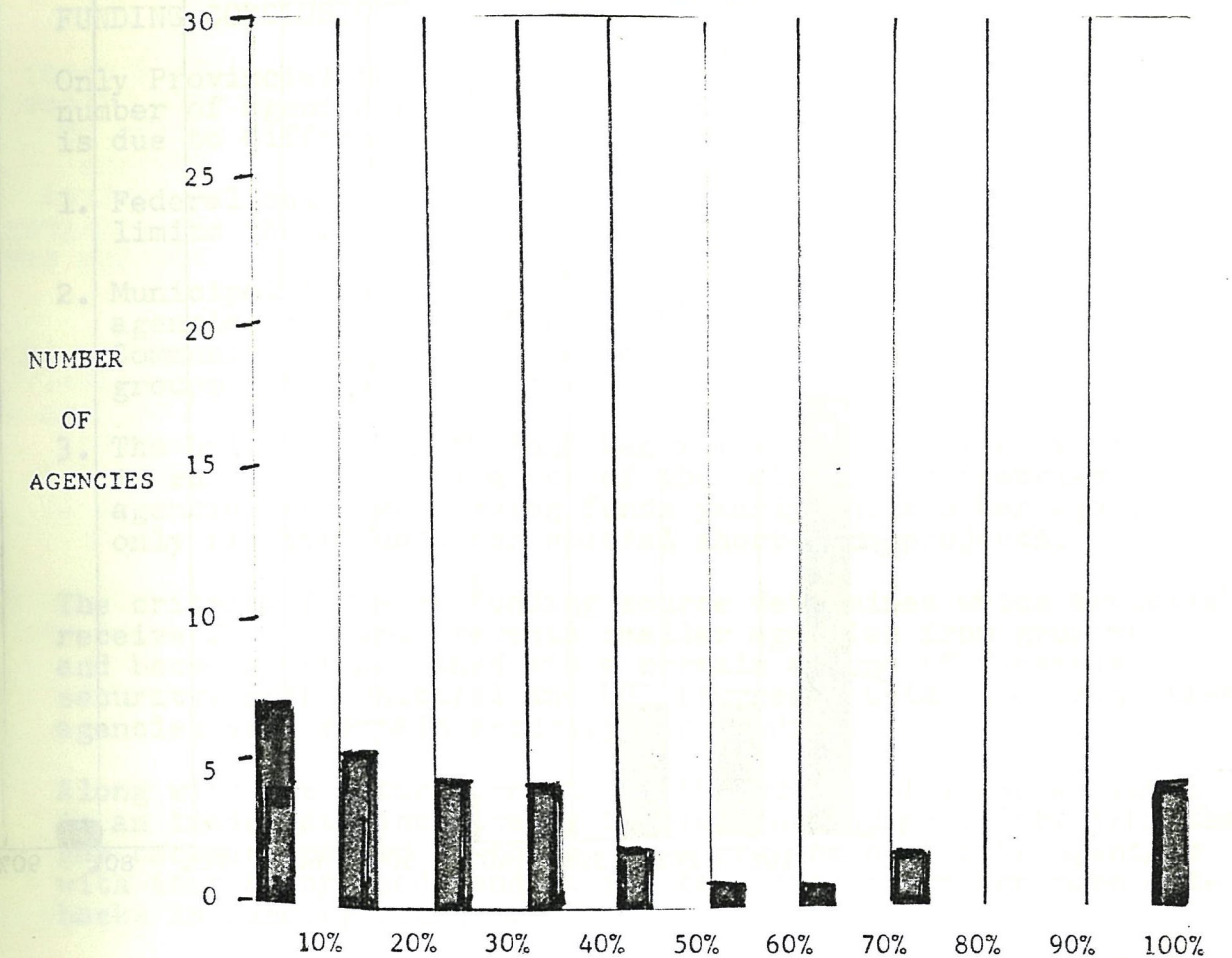
FUNDS FROM MUNICIPAL SOURCES



From 30 agencies analysis shows the following:

- 14 agencies receive no municipal funding
- 7 agencies receive 10% municipal funding
- 6 agencies receive 20% municipal funding
- 2 agencies receive 30% municipal funding
- 1 agency receives 60% municipal funding

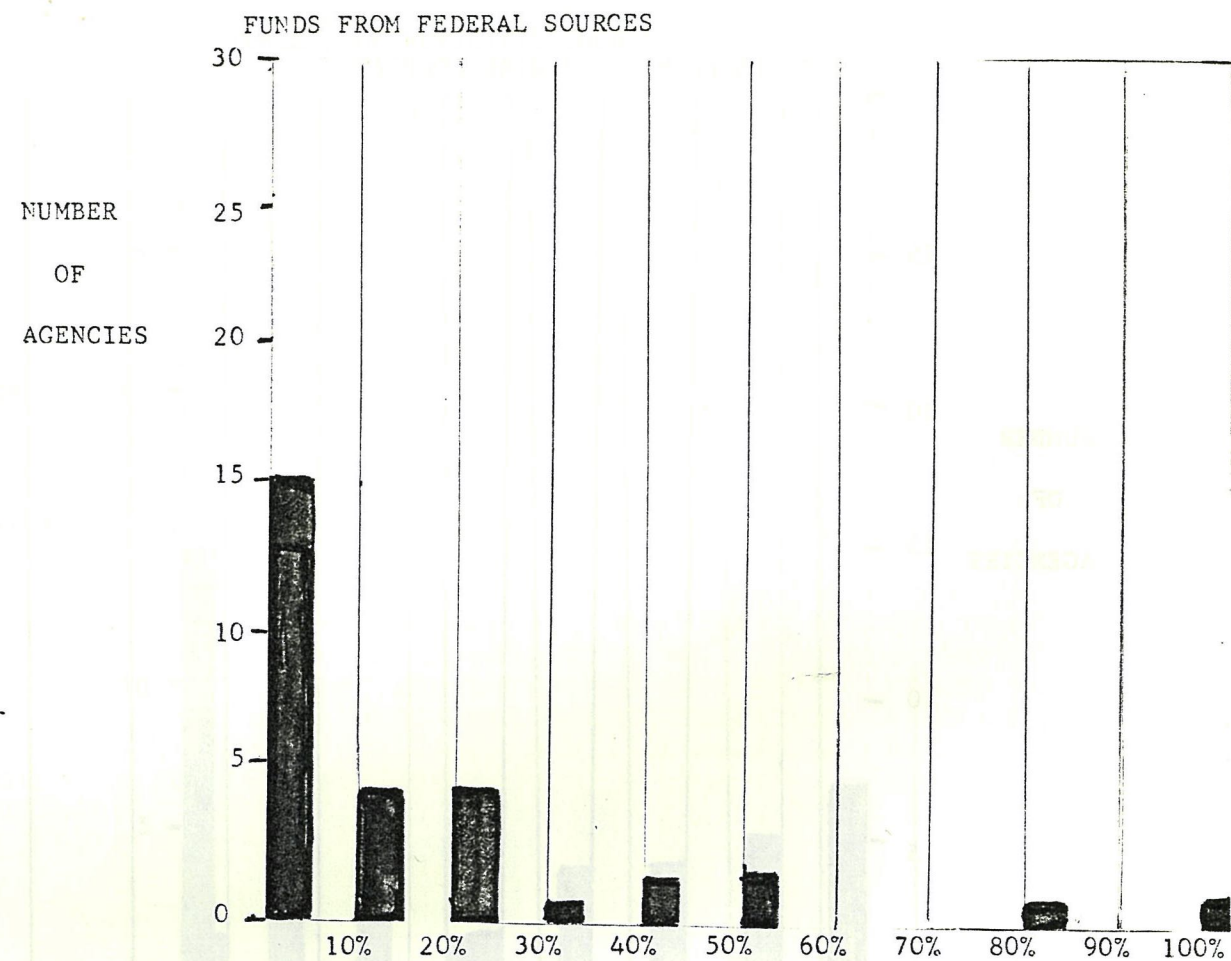
FUNDS FROM PROVINCIAL SOURCES



From 30 agencies analysis shows the following:

- 7 agencies receive no provincial funding
- 5 agencies receive 10% provincial funding
- 4 agencies receive 20% provincial funding
- 4 agencies receive 30% provincial funding
- 2 agencies receive 40% provincial funding
- 1 agency receives 50% provincial funding
- 1 agency receives 60% provincial funding
- 2 agencies receive 70% provincial funding
- 4 agencies receive 100% provincial funding

Note: 100% provincial funding is from the Ministry of Health for 3 agencies and from the Ontario Housing Corporation for 1 agency.



From 30 agencies analysis shows the following:

- 15 agencies receive no federal funding
- 4 agencies receive 10% federal funding
- 4 agencies receive 20% federal funding
- 1 agency receives 30% federal funding
- 2 agencies receive 40% federal funding
- 2 agencies receive 50% federal funding
- 1 agency receives 80% federal funding
- 1 agency receives 100% federal funding

Note: 100% funding from federal sources is to the Immigrant Women's Job Placement Centre.

FUNDING CONCLUSIONS

Only Provincial funding sources are distributed to a large number of agencies. The unequal distribution from other sources is due to different factors.

1. Federal sources such as ISAP fund direct services which limits the scope of the agency's work and programs.
2. Municipal funding strongly supports the long-established agencies such as St. Christopher House and St. Stephen's Community House but makes smaller grants to neighbourhood groups and agencies for short-term projects.
3. The United Community Fund has a membership criteria which is subscribed to by a few of the main-stream agencies. These agencies receive ongoing funds yearly while other agencies only receive funds for special short-term projects.

The criteria for each funding source determines which agencies receive funding and prevents smaller agencies from growing and becoming established with a certain amount of financial security. Both Municipal and UCF sources provide the main-stream agencies with certain security for funding.

Along with the natural growth in the number of agencies there is an inadequate increase in the funding sources. Each year the gap becomes greater as there is a growing number of agencies with increasing needs and at the same time there are more cut-backs in funding sources.

VISUAL ANALYSIS

The visual analysis of the agencies is recorded in 2 maps: one of the City of Toronto and one of Metro Toronto. These maps give a clear picture of the general distribution of some of the ethnic communities. It is also very obvious that most of the agencies are concentrated in the central area of the city as is the greatest density of the immigrant population. The areas without a large ethnic population are readily seen such as north Toronto and Etobicoke.

One of the purposes for using the map was to illustrate in a comprehensive way the funding sources for the agencies. Unfortunately this is impossible to see in the photograph but the actual map shows the funding by lines connecting federal, provincial, municipal, United Community Fund and churches to the various agencies. The graphs were made to clarify this part of the analysis.

One area that is not included in this analysis is Scarborough. This was omitted for very practical reasons which were the lack of time and personnel to cover that area. It was a conscious decision not to spend too much time in travel around the city.

The lettering beside the agencies refers to the focus of each agency and which is outlined on the following page. For example, the South Riverdale Community Health Centre which is in the east end near Queen Street has the letters 2a,3. This means that the centre is mainly involved with direct service for health and also in education.

Three other photographs are included. One is a close-up of the central area of the larger map to show more clearly the types of programs and services available in the agencies in this area. The next map is a photograph of the Metro area to show how the lines were drawn to illustrate the funding sources. The last map is the Toronto area illustrating the same point.

These original maps can be viewed at the office of WWIW at 348 College Street on the second floor. Please call if you are interested, 922-1256.

FOCUS OF AGENCIES

1. EMPLOYMENT
2. HEALTH
3. EDUCATION
4. LEGAL
5. MENTAL HEALTH
6. RECREATION
7. IMMIGRATION
8. HOUSING

a - DIRECT SERVICE

b - PROGRAMS



- LEGEND**
-  - INDUSTRY
 -  - AGENCY
 -  - CHURCH
 - C** - CHINESE-SPEAKING
 - G** - GREEK
 - I** - ITALIAN
 - P** - PORTUGUESE
 - S** - SPANISH-SPEAKING
 - W** - WEST INDIAN