

NAVIGATING THE NEWCOMER MAZE



PHASE I - ENVIRONMENTAL SCAN REPORT A JOURNEY INTO THE SETTLEMENT SECTOR OF NEW WESTMINSTER



Prepared for the Welcoming and Inclusive New West (WINS) Local Immigration Partnership, funded by IRCC and hosted by Purpose Society

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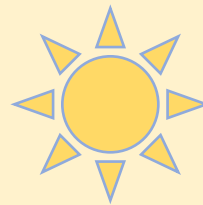
LAND ACKNOWLEDGEMENTS

I would like to recognize, honour, and thank the Qayqayt First Nation as I am a visitor on their sacred lands working on this project.



Qayqayt First Nation

I also honour the unceded lands that I was born onto and presently live, work, create and breathe on belonging to the Songhees and SXIMELEE (Esquimalt) Nations and the WSÁNEĆ (weh-saanich) peoples known today as WJOLEEP (Sart lip), BOKÉCEN (PawKwaChin), STÁUTW (Say Out), WSIKEM (Sigh Come) and MÁLEXEĒ (Malahat) Nations.





Navigating the Newcomer Maze

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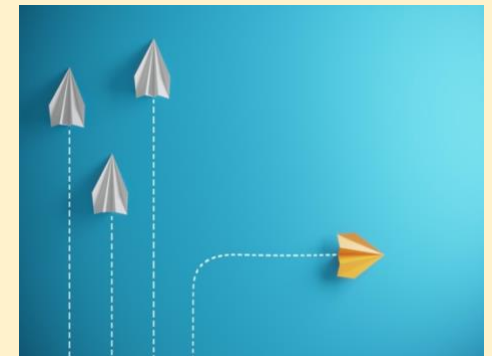


With more and more diverse global footsteps entering and embarking upon new journeys in New Westminster, agencies and communities play a vital role in ensuring that the pathways into the settlement maze is an easy, clear, compassionate and equitable one for newcomers to navigate. According to 2021 census details, there were 29,264 immigrants living in New Westminster which comprises 37.5% of the city's population and 46.8% of New Westminster's population is considered to be Visible Minority. This means that New Westminster's *White Majority will soon be the minority* and the *Visible Minority/Racialized Peoples will soon be the majority*. Indeed, the demographic tides are changing and with this imminent wave of more diverse faces and voices upon the shores, only time will tell how New Westminster's settlement landscape embraces and absorbs the increase of newcomers entering its settlement serving agencies and settling into its myriad of cultural communities.

The symbol of the yellow car throughout the Environmental Scan Report represents the *vehicle of newcomers* who are trying to navigate the settlement maze in New Westminster, cautiously like a yellow traffic light, with a clear roadmap, signposts and directions to guide their way on the sidewalks and streets of their new city. Luckily their new city of New Westminster, similar to the picture on the title cover, is opening its hands to welcome the world as a designated "sanctuary

city" where newcomers can feel safer and more secure in their homes and communities.

Essentially the Community-Based Model Plan will serve as a main roadmap to help newcomers navigate the "newcomer maze" of the settlement sector at a local level in New Westminster. This main roadmap will also highlight a series of important signposts and directions to make the newcomer journey easier to navigate as they travel and wander throughout the neighborhoods and communities in New Westminster and its surrounding areas.



Within the Environmental Scan and the Community-Based Model Plan are key pathways to help guide how newcomers, agencies, and communities can collaborate with each other to build the type of settlement sector that truly meets the local needs and demands of the growing settlement population and sector in New Westminster. Some of these directions consist of the approaches and principles of community-based planning, participatory planning, and social capital which can all lead to the building of a more inclusive, resilient and interwoven settlement sector in New Westminster.

Community-Based planning

Urban planners and those working in community development often use a community-based planning approach to address local community concerns and issues. According to the Planners Network, *“a central tenet of community-based planning is building and strengthening communities and developing local leadership. The sense of empowerment and community identity generated through active involvement and self-determination will help to sustain community development efforts and strengthen civil society in general.”* This approach empowers citizens to become involved in local decision-making processes at a grassroots level with a bottom-up, versus top-down, mentality. One of the aims of the Community- Based Model Plan for the New Westminster settlement sector is to encourage newcomers to actively participate in identifying newcomer specific barriers and recommendations at the local and neighborhood levels through community-based planning approaches.

Participatory Planning



The Community-Based Model Plan will take a participatory planning approach in ensuring that newcomers in New Westminster are provided with mics and platforms to speak their truths about what changes need to transpire within settlement and non-settlement agencies in order for transformative change to take place in the settlement sector. Participatory planning is a way of doing

planning that puts community residents at the centre of decision-making in their community where the community feels ownership over the process and the results and where they see their hard work reflected in a community vision that gets built because of their involvement. This approach is also seen as an urban planning paradigm where a community undertakes a process to reach a given goal by consciously diagnosing its problems and then charting a course of action to find the solutions. In this Community-Based Model Plan it will be during the stakeholder interviews and community engagement phases where the newcomer community of New Westminster can come together and co-create innovative and collaborative ways to solve their issues and reach their settlement goals. Simply put, participatory planning is a process of *“for the people, by the people.”* In this project, it can be seen as *“for the newcomers of New Westminster, by the newcomers of New Westminster.”*

Social Capital

Building social capital for communities refers to establishing mutually respectful relationships, strong connections and trust-based networks amongst families, community members and agencies. By understanding that “people are social capital” this provides a better understanding of how newcomers can provide critical knowledge, skills and value to the settlement sector in New Westminster. For the creation of the Community-Based Model Plan, the consultant envisions social capital as **“newcomer capital”** where agencies and communities throughout New Westminster utilize, appreciate, and promote the capital and immense value that newcomers can bring to the settlement sector.

This **Environmental Scan** (ES) is part of Phase I of the “[Navigating the Newcomer Maze](#)” project and the information compiled in the ES reflects the present landscape of settlement services, resources and programs available in 2023 to newcomers in New Westminster. This information ranges from an inventory list of settlement and non-settlement organizations and their services and resources, an analysis of these services into key signposts/categories, a breakdown of barriers, gaps and duplications in the settlement sector, to the development of a Community-Based Analysis Table. The Environmental Scan essentially acts as a *starting point* and represents the compass required to create a clear and direct roadmap leading towards a Community-Based Model Plan where newcomers can get in their vehicles and make their way easily through the settlement maze of New Westminster.



This Environmental Scan sets the critical foundation and paves the way necessary for all agencies and community members to welcome the myriad of newcomers and to collectively make the settlement journeys a more “comfortable, safer, and just” ride for every newcomer who enters the roads and communities of New Westminster. *Let the settlement journey begin....*

PROFILE OF NEW WESTMINSTER



(Source: City of New Westminster)



New Westminster is western Canada's oldest city and with this unique reputation it has been the starting point for many diverse newcomers to begin their first settlement journeys in the province whether over a hundred years ago or today. The journey of the newcomer starts off with learning some key historical dates and understanding the profile of New Westminster as a diverse city with cultural enclaves scattered throughout its communities.

History of New Westminster

Key Dates

- **1858** - New Westminster is built as a major outfitting point for prospectors
- **1859** - New Westminster becomes the capital of the Colony of British Columbia
- **1860** - New Westminster becomes the first incorporated city in British Columbia
- **1898** - A fire destroys most of Downtown including a Chinatown which was only partially rebuilt
- **1904** - A smallpox epidemic swept along the coast and killed many First Nations peoples
- **1916** - The McKenna McBride Commission closed the New Westminster Indian Reserve and forced the residents to move
- **1994** - Chief Rhonda Larrabee became the first documented member of the New Westminster Indian Band and first Chief of the Qayqayt Nation
- **2010** - The City of New Westminster was the first municipality in Canada to acknowledge and apologize for historic wrongs and discrimination to the Chinese community
- **2021** - The City of New Westminster apologized to the South Asian community for its part in preventing Indian passengers onboard the Komagata Maru ship from disembarking and landing as a result of racial exclusion policies

Profile of New Westminster

The following sections provide newcomers and agencies with important demographic information thereby allowing them to better understand the settlement maze of New Westminster. (Sources: Statistics Canada Census 2021 & Tristan Johnson, City of New Westminster)

Population

- New Westminster's population is 78,916
- The population grew by 11.2 % between the 2016 Census and the 2021 Census
- 2,425 Indigenous people live in New Westminster, making up 3.1% of the total population
- 1.8% of newcomers to British Columbia call New Westminster home
- 29,265 people, or 37.5% of the New Westminster population were born outside of Canada (immigrants), 44,755 (57.3%) were Canadian-born (non-immigrants) and 4,035 (5.2%) were non-permanent residents

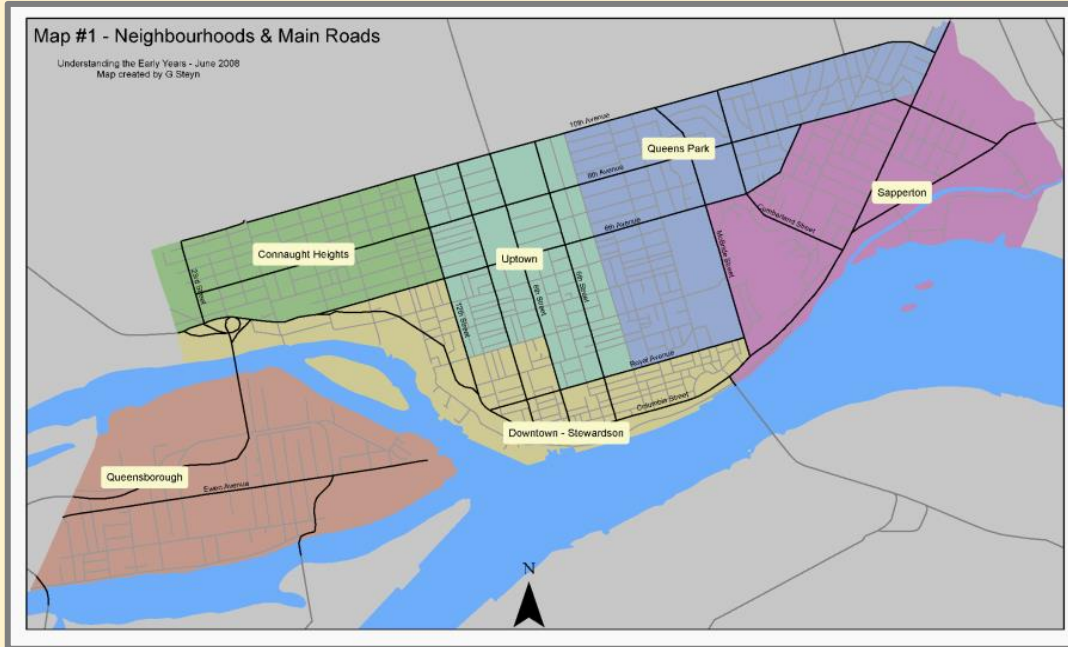
Livability

- There are 36,100 "occupied private dwellings", up from 32,705 in the previous census in 2016 – about a 10.4% increase
- The proportion of single-family homes dropped, from 15.3% in 2016 to 13.8% in 2021
- Significantly more people are living in mid- or high-rise apartment buildings of five or more storeys – which accounted for 32% of dwellings in 2016 but 34.7% in 2021
- 36.7% of households are single person households, down from 38.3% in 2016. Two-person households make up 34.2% of households, compared to 33.4% in 2016. The number of households with three people remains fairly steady, at 13.7% in 2021 compared to 13.4% in 2016. " (The Record, May 5, 2022)
- In December 2022 the website <https://liv.rent> showed unfurnished one-bedroom apartments renting for \$2,157 a month, \$2,745 for a two bedroom and \$3,603 for a three bedroom unfurnished apartment in New Westminster

Income

- The average total income is \$54,900

Neighborhoods



New Westminster can be divided into **six neighbourhoods**:

- 1) *Uptown*
- 2) *Connaught Heights*
- 3) *Downtown – Stewardson*
- 4) *Sapperton*
- 5) *Queens Park*
- 6) *Queensborough*

Five of these neighbourhoods lie on the north side of the Fraser River. Queensborough lies on the south side, and shares its western border with the City of Richmond. The majority of services for newcomers appear to lie in the uptown and downtown neighbourhoods.

Family Structure

- In 2021 there are 11,410 families with children - of these, 2,945 are single families
- 13,280 persons live alone

Age

- 0-14 year old's make up 12.6% of the population
- 15-64 year old's make up 71.3% of the population
- 16.1% of the population are aged 65 and older

Place of Origin

- The top three countries of birth amongst immigrants are China, India, and the Philippines

Migrant Status

- 17.3% of all immigrants (5,050 people) arriving between 2016 and 2021 are considered recent immigrants

Language

- 42.9% or 33,590 residents (more than two in five residents) had a mother tongue other than or in addition to English
- Main mother tongues spoken are:
 - *Tagalog*
 - *Mandarin*
 - *Panjabi*
 - *Yue (Cantonese)*
 - *Spanish*
 - *Korean*
 - *Portuguese*
 - *Russian*
- More than one in four residents spoke multiple languages at home often

Visible Minority

- The largest racialized group is Chinese, representing 10.9% of the total population
- The second group is South Asian, representing 10.4% of the total population
- The third group is Filipino, representing 8.7% of the total population

COMMUNITY-BASED MODEL PLAN



Project Overview

The benefit of creating a **Community-Based Model Plan** for New Westminster's settlement service sector is that it will provide a local community development approach that outlines direct and indirect service delivery and funding for newcomers and newcomer programming, as well as identifying service delivery needs and requirements of settlement service agencies and the newcomer community.

To determine what the needs, opportunities, trends, gaps and challenges are for newcomers in New Westminster, the Consultant will: create a cross-sectoral community-based plan with a robust community needs phase involving community, government, education and corporate sectors and their settlement service work; a culturally appropriate community engagement phase with community-wide dialogues on newcomer concerns and recommendations; and the promotion of a newcomer hub, offering a centralized approach where newcomers can access resources and be directed to settlement services and programs in New Westminster.

This cross-sectoral approach can lead to more effective and streamlined program development, resource and knowledge-sharing, innovative funding models, and better service delivery for the

settlement service sector which will ultimately improve the resources and services accessed by newcomers in New Westminster.

Project Objective

The objective of the **Navigating the Newcomer Maze** project is to create an innovative community-based model plan that utilizes an integrated and community approach to service delivery improvements and funding for settlement services in New Westminster. The project is essentially a roadmap that will assist and guide newcomers in how to navigate the city and its multitude of settlement agencies, services, resources and programming in a cross-sectoral approach making it easier for the newcomer community in New Westminster.

The intent of the project is to support **IRCC's commitment** to fund community-based plans *"that support the understanding that newcomer settlement and integration occurs locally, and that decision-making at the local level may improve the effectiveness of service delivery."* A community participatory approach will be undertaken to ensure that newcomers have the culturally respectful platforms to share their reflections and recommendations on the local newcomer settlement scene and its service delivery.

It will also be important to create pathways of conversations with a multitude of settlement stakeholders such as community agencies, the City of New Westminster, and the Welcome Centre at the New Westminster Secondary School regarding local decision-making power for newcomer funding and programming.

Project Deliverables

The *Navigating the Newcomer Maze Project* will consist of two key project deliverables:

Environmental Scan and a Community-Based Model Plan

Environmental Scan

The consultant will conduct an Environmental Scan by conducting a literature review that investigates the scope of resources, services and programming of settlement and non-settlement services that are accessible to newcomers, as well as identifying key factors that might impact immigrants and refugees settling in New Westminster.

The environmental scan will also look at the following factors with key points in italics:

- Services offered by settlement and non-settlement organizations (e.g., housing, health/mental health, employment, education) in the community – *a literature review will be conducted to research and understand the settlement work of these organizations.*
- Duplications, gaps and barriers in current settlement service delivery – *interviews and focus groups will be conducted with various stakeholders to address issues in settlement service delivery.*
- Survey of the present funding structure including typical funding processes and funders that support newcomers (e.g., foundations, government, corporate, and other sources, both in use and possibilities) – *a funding analysis will be provided to provide an overview of funding processes for the settlement sector.*
- Data collection, measurement and evaluation methods used and the overall capacity of local service providers to undertake these; and the current level of collaboration between stakeholders in the community – *the quantitative and qualitative data from the literature review, environmental scan, stakeholder interviews and focus groups will be collated and analyzed using a variety of data analysis tools.*

Community-Based Model Plan

Based on the findings of the Environmental Scan, the consultant will design and develop a Community-Based Model Plan which will incorporate a local and cross-sectoral approach to direct and indirect service delivery and funding, and which will be streamlined to the settlement service delivery needs and improvements in New Westminster. The consultant will also analyze and categorize the findings into key opportunities, trends, gaps and challenges in order to create a unique community profile and settlement service delivery through a Community-Based Model Plan that makes the newcomer maze easier and safer to navigate throughout New Westminster.

The Community-Based Model Plan will also capture IRCC's project requirements by incorporating the following elements with further explanations of the pros and cons of each element with key ideas/points in italics proposed by the consultant:

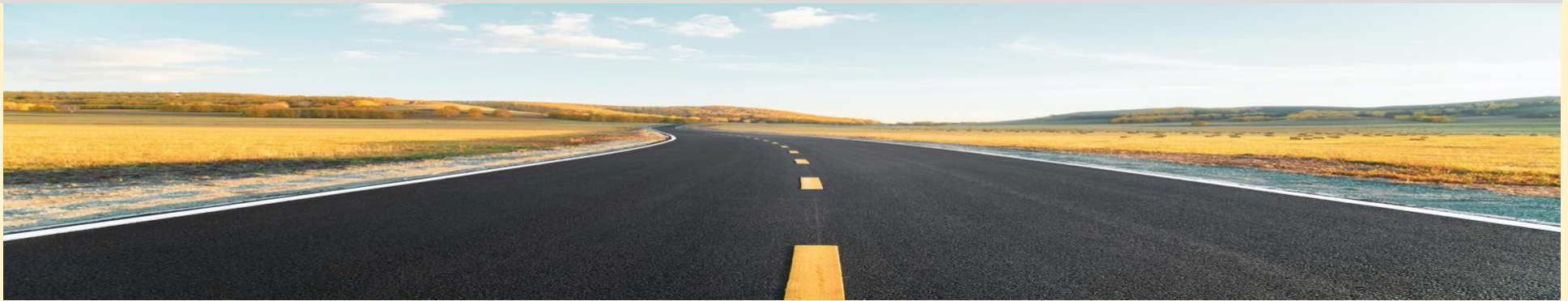
- The type of body that would govern the community model; the governance structure and how decisions would be made – *a newcomer task force, community committee or a central hub could be potential governing bodies.*
- Community stakeholders involved in decision-making, their selection process, and roles and responsibilities – *participatory approaches and community-based planning techniques will be undertaken to include community stakeholders/newcomers in all stages of the project.*
- The proposed funding structure: 1) how it would improve upon current funding processes and benefit the community; and 2) how funding decisions for service delivery would be determined – *stakeholder and community workshops on understanding funding structures, processes and decisions for settlement service delivery is important in creating a streamlined funding structure for the newcomer community.*
- A mechanism to determine gaps, duplications and opportunities for service delivery – *categorizing the information into themes will assist in identifying key gaps, duplications and opportunities.*
- A mechanism to determine settlement, integration and community priorities – *the findings of the community needs assessment, involving researching and interviewing stakeholders on settlement needs and issues, will be analyzed into settlement, integration and community priorities.*
- Identification of potential service delivery partners – *through the environmental scan, interviews and focus groups, there may be potential service funding and delivery partners that will be identified leading to a more expansive settlement sector.*
- Data collection, measurement, evaluation and outcomes reporting including: 1) how data would be collected and used; 2) how outcomes measurement and evaluation would support decision making; and 3) how outcomes would be reported (in iCARE); - *a data and reporting mechanism will be proposed for collection, measurement, evaluation and outcomes reporting.*
- Communication between stakeholders, partners and the governance organization regarding community priorities, service delivery and funding – *an informal communications plan will be developed amongst the stakeholders.*
- How fairness and transparency would be ensured (e.g., selection of recipients, distribution of funds) – *project stakeholders can collectively create a community protocol with newcomers to ensure fairness and transparency throughout this project.*

Project Timeline

The project will be conducted in two phases within a two year timeframe:

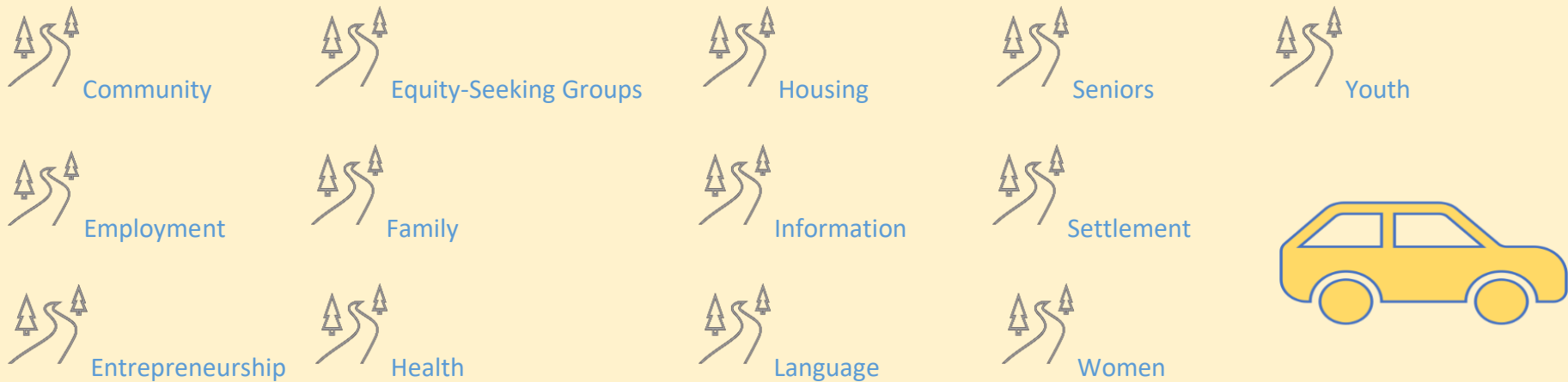
Year I: Environmental Scan
Year II: Community-Based Plan

- Year I will involve conducting an **Environmental Scan** which will start on March 1 , 2022 and be completed by January 31 , 2023. The Environmental Scan will scope out resources, services and programming of settlement and non-settlement agencies that are accessible to newcomers in New Westminster.
- Year II will consist of designing and developing the **Community-Based Model Plan** which will be completed by December 31 , 2023. The Community-Based Plan will take a cross-sectoral approach to providing resources, services, programming and funding for the settlement sector and service delivery for newcomers in New Westminster.



The Phase I of the Community-Based Model Plan project consisted of conducting an environmental scan on the current landscape of the settlement sector of New Westminster. The environmental scan consisted of: 1) a literature review of newcomer services, resources and programs available in New Westminster (and surrounding areas) and; 2) key interviews with stakeholders involved in direct and indirect settlement and settlement-related services. The information gathered through qualitative and quantitative research and analysis, and the interview processes was compiled in an “Environmental Scan List of Agency + Signposts” which is located in Appendix A. This List highlights key agencies in New Westminster and the settlement services, resources and programs that they offer to newcomers.

In order to guide newcomers on their journeys of New Westminster’s settlement sector there were a series of signposts (categories) that were created to help them identify which services, resources and programs they required and from which agencies they needed to stop at for their settlement needs. At this time, 13 signposts have been identified as important stops to consider on a newcomer’s roadmap when navigating the settlement sector of New Westminster, as illustrated below.



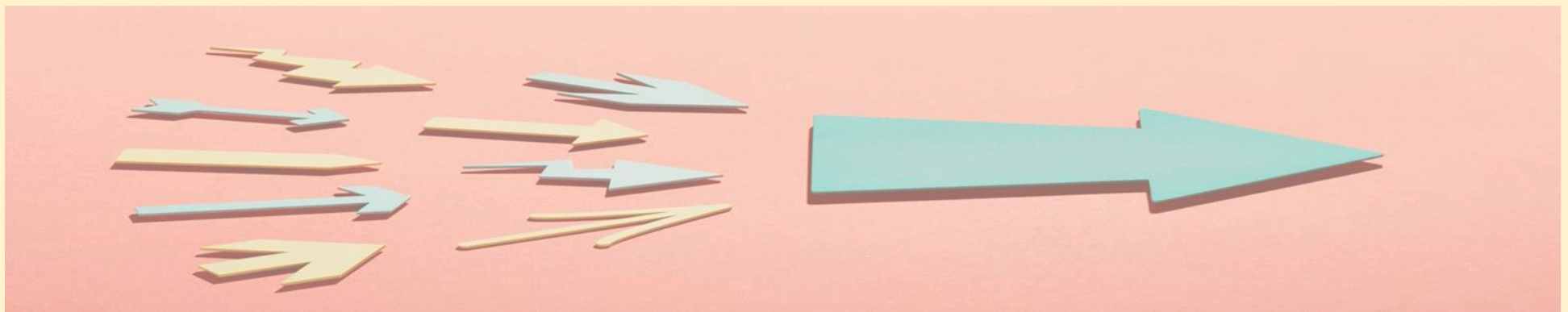
The environmental scan identified a number of direct settlement organizations and non-settlement agencies in New Westminster that deliver these 13 groups of services, resources and programs specifically for newcomers. Thus far, the environmental scan has identified **17 organizations** in New Westminster that are providing newcomers with settlement and settlement-related services, as illustrated below.

Organizations providing Settlement & Settlement-Related Services
Settlement Services
ISS
MOSAIC
PIRS
S.U.C.C.E.S.S
Umbrella Health Coop
Settlement-Related Services
Century House
City of New Westminster
Defyne Development
Douglas College
Family Place New Westminster

Family Services of Greater Vancouver
Fraser Health Authority
Lower Mainland Purpose Society
New Westminster Public Library
New Westminster School District
Pacific Immigrant Resources Society
WorkBC

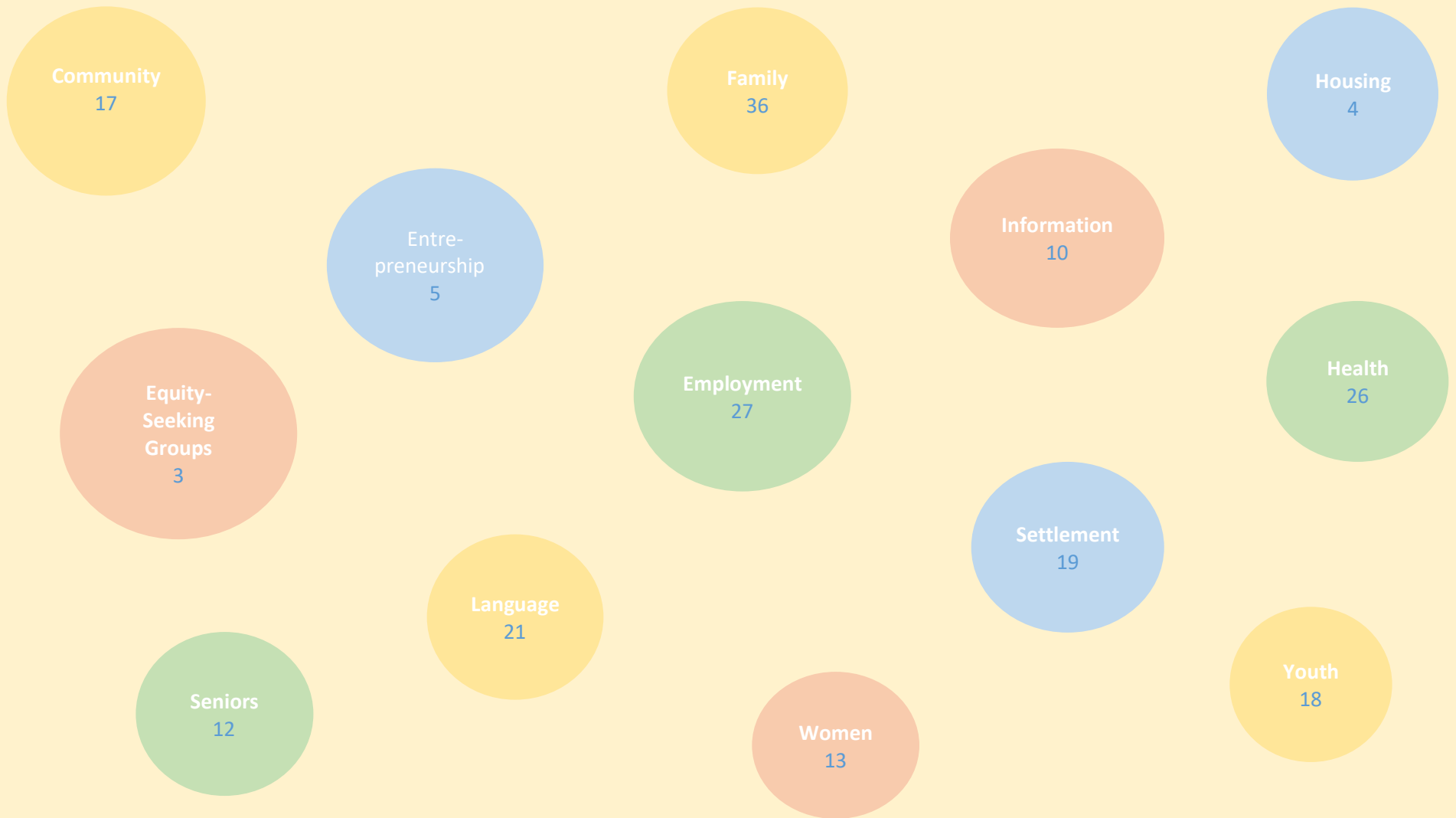
The Environmental Scan “List of Agencies + Signposts” (Appendix A) acts as a key reference point to easily locate which settlement and non-settlement agencies are offering specific settlement and settlement-related services, resources and programs in New Westminster. The findings from the List of Agencies + Signposts indicate that there are over **211** services, resources and programs that are available to newcomers in New Westminster. With over 200 signposts available to newcomers, it is important for newcomers to not get lost nor overwhelmed in the settlement maze by wisely choosing the necessary services and resources that will best support them on their individual settlement journeys.

The Navigating the Newcomer Maze Project meets IRCC’s main objective for this settlement service delivery initiative which is to: 1) conduct an environmental scan to identify duplications, gaps and unmet needs and; 2) provide the baseline for the development of a community-based model.

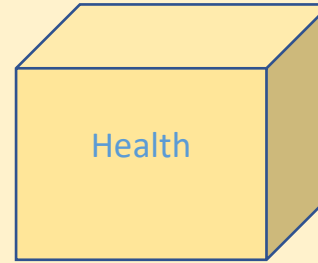
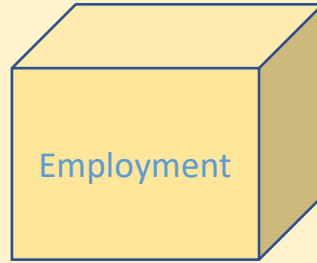
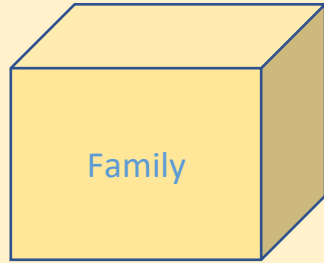


Environmental Scan Findings

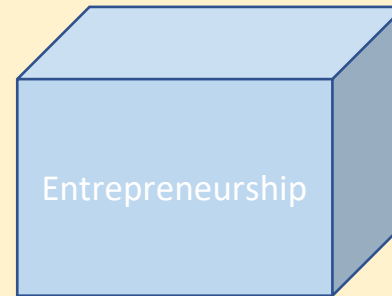
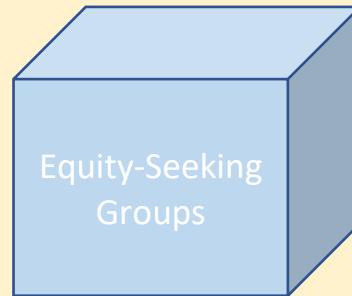
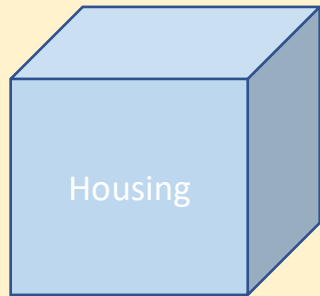
The illustration below highlights the 13 signposts with a total number of 211 services, resources and programs available to newcomers in New Westminster.



Top 3 categories which offer the most settlement services, resources or programs in New Westminster's settlement sector:



Bottom 3 categories which offer the least settlement services, resources or programs in New Westminster's settlement sector:



The Environmental Scan findings highlight that there are 17 settlement agencies and non-settlement agencies providing a moderate number of services, resources and programs to the newcomer population in New Westminster. With a series of 13 signposts to choose from a newcomer will now be better able to navigate their journey into the settlement sector with an inclusive approach empowering them to stop at as many signposts along the way that will support and empower them.

When a newcomer's roadmap has distinct signposts and directions to guide them then there are less bumps and obstacles in the road and more smooth paving making it a more comfortable ride for the newcomer's settlement journey. It is the hope that the Community-Based Model Plan will act as a clear roadmap providing a newcomer in New Westminster with the necessary signposts to make their experience of navigating the settlement maze easier, safer and more equitable. It is important to note that the list of agencies and number of signposts may increase as more agencies will be contacted or asked to be included in Phase II of this project.

Pop-up Questions + IRCC Reflections



Should funding for translation or interpretation services be used for languages used by the larger population of language groups who may already have some supports, or by those used by smaller populations of language groups who have absolutely no translation or interpretation services?

Housing, along with employment and language, is a huge barrier affecting newcomers' successful settlement outcomes. What can organizations do to support housing needs? How is Canada's availability, cost, and suitability of housing measured and assessed at present? What will it mean when the government's target of 500,000 new arrivals comes into effect?

How do organizations providing settlement and settlement-related supports reach isolated seniors who are not connected with the broader community and often do not speak English as their first language?

AGENCY STAKEHOLDER INTERVIEWS



The environmental scan consisted of a series of interviews with agency stakeholders who are supporting newcomers and working formally and informally in the settlement sector of New Westminster. These agencies, represented as red markers on the newcomer's roadmap, provide clear directions to the doors and services of their agencies as they are key destination points on the settlement journey. For Phase I the consultant has already interviewed 9 agencies with a total of 12 stakeholders and a few more agencies will be interviewed in the early part of Phase II of the project. The key findings of these interviews were based on asking a set of 6 questions to the stakeholders thereby providing a consistent and transparent way of collecting evidence-based data.

Set of Interview Questions

- 1) What main types of service delivery, programs and resources does your organization offer to newcomers?
 - a. Which of these services, programs and resources are in the most demand by newcomers?;
 - b. Which of these services, programs and resources are in the least demand by newcomers?
 - c. How aware are you about overall available local services and supports for newcomers: Low awareness; Medium awareness; High awareness
- 2) What are the main barriers for newcomers in accessing services and programs in New Westminster?
- 3) Where are the duplications, gaps, and unmet needs (BIPOC, LGBTQ2S+, disability, youth, and senior communities) in service delivery and funding structures?
- 4) How much funding is allocated for settlement service delivery, resources, and programs in your organization: 0 - \$19,000/ \$20,000 - \$49,000/ \$50,000 - \$99,000/ \$100,000 +/\$500,000+/\$800,000+
- 5) Who are the funders for settlement service delivery, resources and programs in your organization: federal/ provincial/ municipal /corporations/ foundations/ other?
- 6) Which key service delivery areas require more funding in 2022/2023?
- 7) What is your vision/dream of the settlement sector in New Westminster? (Optional, time permitting)

The following sections surmise the key interview findings based on the feedback from the myriad of agency stakeholders.

1) What main types of service delivery, programs and resources does your organization offer to newcomers?

- a. Which of these services, programs and resources are in the most demand by newcomers?;
- b. Which of these services, programs and resources are in the least demand by newcomers?
- c. How aware are you about overall available local services and supports for newcomers: Low awareness; Medium awareness; High awareness

Based on the interview findings, the main types of service delivery, programs and resources that agency stakeholders presently offer to newcomers in New Westminster are represented in the following signposts on the settlement roadmap:

- Case Management
- Childcare
- Citizenship
- Community Kitchens
- Community Services
- Counselling
- Digital literacy
- Diverse learning materials
- Education
- English language classes + conversation circles
- Employment
- Financial Literacy
- Food Security
- Health
- Housing
- Information
- Intercultural
- Festival/Information
- Language/LINC
- Law/Legal
- Mental Health
- Parenting + Families
- Racism + Anti-Racism
- Seniors
- Settlement
- Social Connections
- SWIS (Social Workers in Schools)
- Transportation
- Ukraine Response Working Group
- Victim Services
- Volunteer
- Welcoming and Inclusive New Westminster Local Immigration Partnership
- Welcome Centre
- Women
- Youth

It is important to note that the 13 signposts mentioned throughout this Report were created during the research and literature review of Phase I and since then there have been more signposts added (listed above) based on the recent stakeholder interview component of the project. The final Community-Based Model Plan will have an updated list of signposts thereby increasing the number of signposts from 13 to a higher number.

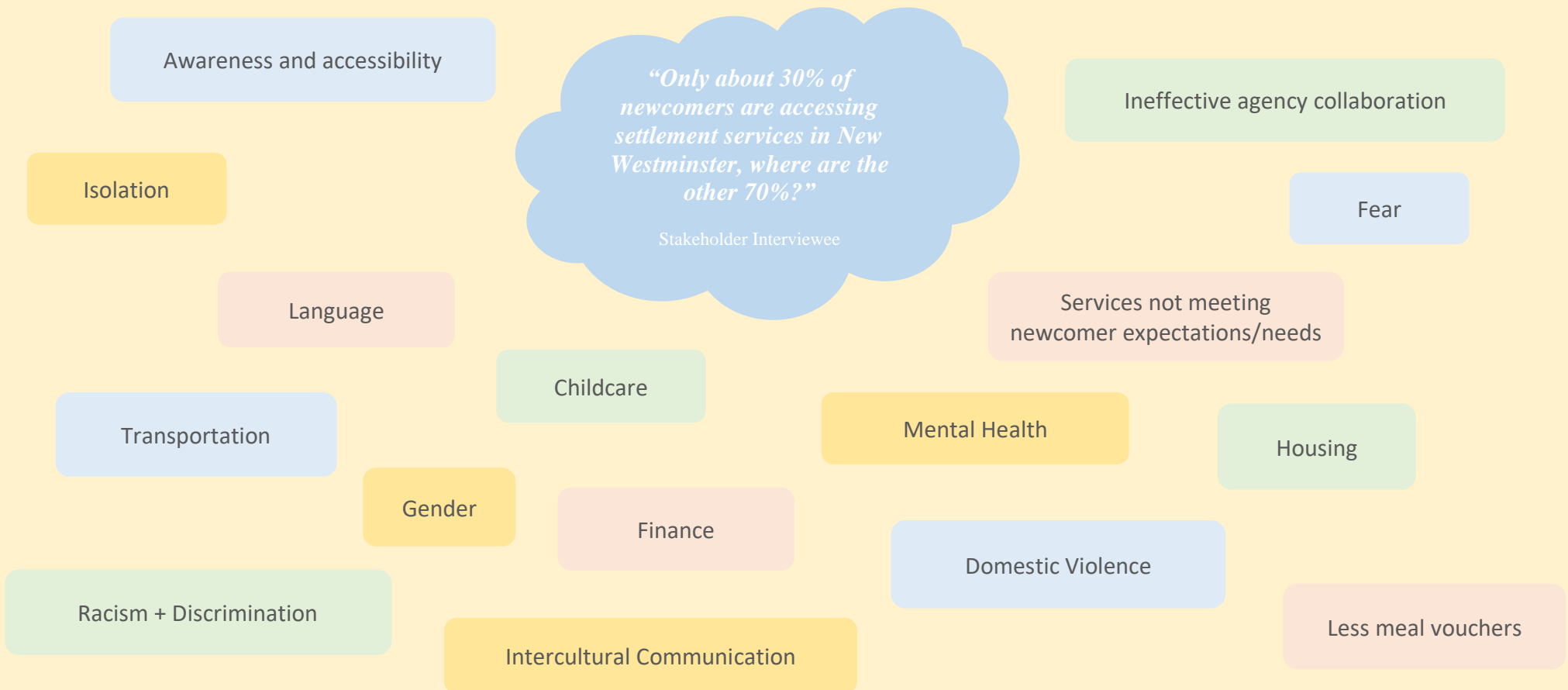
The majority of stakeholders commented that the settlement services, resources and programs that they considered as being in the **“most demand”** in New Westminster are: *Case Management, Childcare, Community Kitchens, Counselling, Digital Literacy, Employment, English Language Learning and Classes, Financial Literacy, Food Security, Health, Housing, Parent Programs, Welcome House/Information Sharing, and Women.*

The majority of stakeholders interviewed commented that the settlement services, resources and programs that they considered as being in the “least demand” in New Westminster are: *Community Services/Engagement, Digital literacy, Employment, Financial Literacy, Housing, Language, Law (legal supports), LGBTQ2S+, and Youth.*

You will notice that there is a duplication in some of the services, resources and programs being classified in both the “most” and “least” demand categories such as Digital Literacy and Employment and this is due to the varying perspectives on which settlement services, resources and programs are in most or least demand according to the specific needs of each agency, as each agency has different priority areas.

In terms of stakeholders’ awareness of other available local settlement services and supports for newcomers, the majority of those interviewed stated their awareness level as being in the *medium-high* range. This is a result of many stakeholders having worked for significant years in the settlement sector in New Westminster and hence they exhibit a strong awareness and knowledge of other settlement agencies and their work.

2) What are the main barriers for newcomers in accessing services and programs in New Westminster?



3) Where are the duplications, gaps, and unmet needs (BIPOC, LGBTQ2S+, disability, youth, and senior communities) in service delivery and funding structures?

Duplications

- A few stakeholders cited that there were not many duplications in the services of the settlement sector in New Westminster due to the fact that agencies are trying to complement one another's services and to also fulfill IRCC's priority area of collaboration amongst agencies.
- One stakeholder commented that "it's about meeting the newcomer demands" and if there is more demand in one area with many agencies offering similar services then complementary does not equate to duplication as newcomers needs are being met in this high demand area.
- There seems to be duplication in the timing of some of the youth programs in New Westminster and Burnaby.
- The work of Cross-Cultural Health Brokers in social determinants is similar to the work being done by Case-workers in settlement agencies.

Gaps

- Many stakeholders mentioned that there are not enough childcare services available to newcomers as the demand in this area is very high.
- There is an issue of community engagement in reaching out to newcomer seniors to inform them of available settlement services.
- The majority of stakeholders mentioned that there needs to be more funding available for language supports especially with in-person learning classes and first language services.
- Quite a few stakeholders commented on the need for pre-arrival education programming in home countries to educate and inform newcomers about services/resources before newcomers enter Canada and New Westminster.
- A request amongst stakeholders to have more mental health and well-being supports and culturally safe training for equity-seeking groups.
- A key gap identified by many stakeholders was the housing shortage and housing affordability issues experienced by newcomers.
- Due to structural barriers, there are only a few streamlined services, resources and programs available for the IBPOC (Indigenous, Black, People of Colour) newcomer group.
- Funding is undercapitalized as there is a mismatch between the realities of agencies and newcomer needs.
- There needs to be more collaboration and cohesion amongst the agencies serving the New Westminster newcomer population.
- Environmental scans should be regularly updated especially for equity-seeking groups.
- Stakeholders identified the need for social inclusion and to bring newcomers together to connect and create a sense of belonging.
- Need more mentoring and job shadowing opportunities for newcomer medical clinical trainees and medical observers who want to be hired as medically trained doctors in Canada.
- According to high school student surveys, newcomer students are requesting more physical and mental health supports.

Unmet Needs

- A few stakeholders identified the need for better community engagement and more focused service delivery and funding be available for equity-seeking groups (IBPOC, LGBTQ2S+, disability, youth, seniors, women).
- One stakeholder commented that “seniors are not an investment when it comes to government funding” indicating that the government is not investing in services for newcomer seniors as it does not see an economic return from these seniors. Seniors are the “forgotten ones”.
- One stakeholder highlighted the need to impact behavioural change for newcomers which takes time, and she suggests investing in individuals/families who can commit to yearlong projects with once a week programming as this is a good timeframe to create and witness behavioural change.
- There is a critical need and request to look at creating settlement services that are looked through “equity, decolonizing, intergenerational, and intersectional lenses.”
- The Queensborough neighborhood is a fast growing area, bursting at its seams, with young families moving in and as a result there is a large need for childcare services (2x much) in this area of New Westminster.
- There is a request that more supports and safer spaces be available for LGTBTQ2S+ students

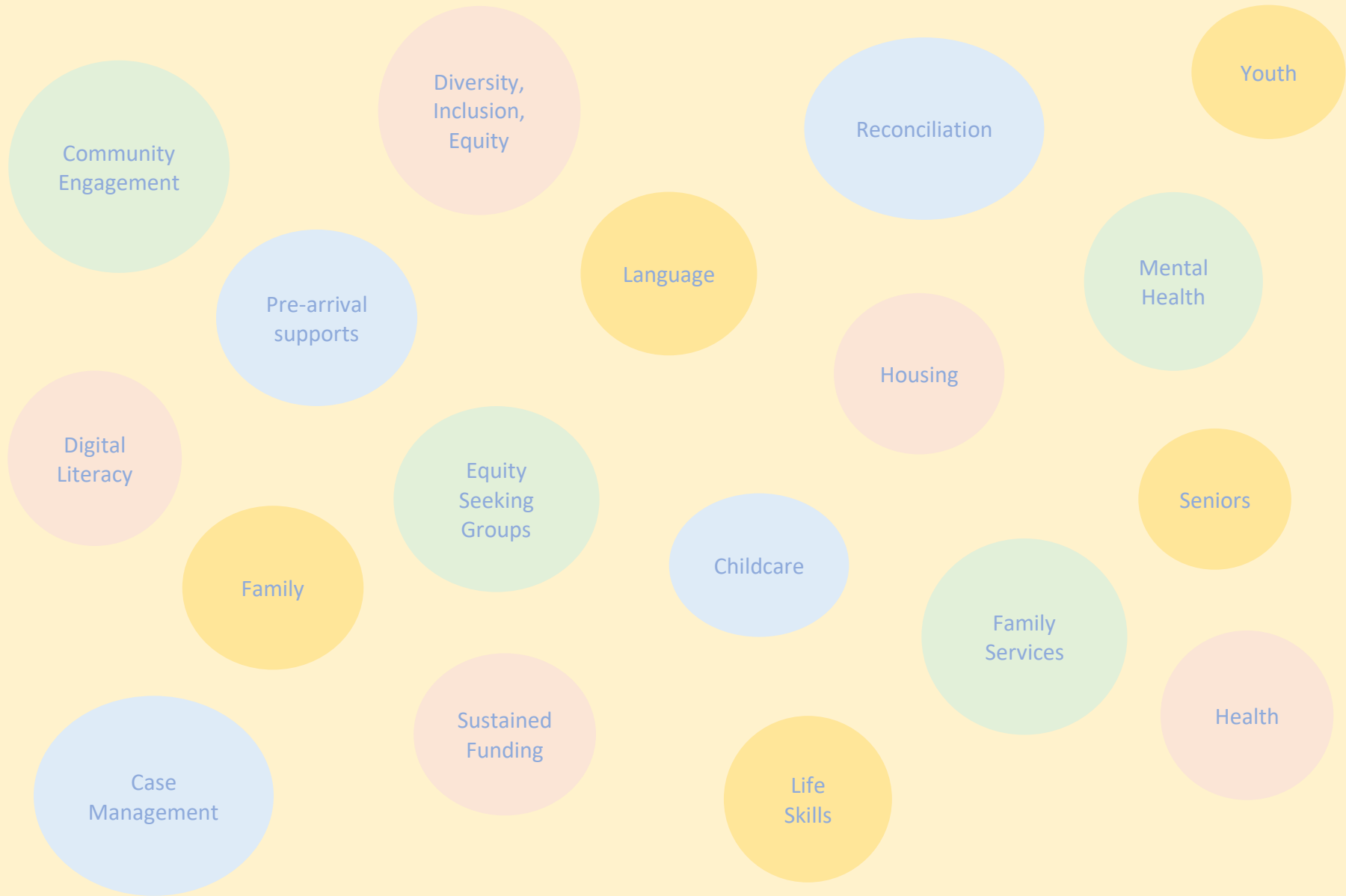
4) How much funding is allocated for settlement service delivery, resources, and programs in your organization: 0 - \$19,000/ \$20,000 - \$49,000/ \$50,000 - \$99,000/ \$100,000 +/\$500,000+/\$800,000+

The majority of stakeholders stated that the funding they receive for their settlement delivery is in the range of \$50,000 – \$99,000 closely followed by other stakeholders stating the range of \$100,000+ and a few commenting over the \$800,000+ range.

5) Who are the funders for settlement service delivery, resources and programs in your organization: federal/ provincial/ municipal /corporations/ foundations/ other?

The majority of stakeholders commented that the main funder for their settlement service delivery was the federal government, this was followed by provincial government funding, then Foundations, and a handful receive municipal funding.

6) Which key service delivery areas require more funding in 2022/2023?



7) What is your vision/dream of the settlement sector in New Westminster?

Work in collaboration with other agencies

Work on the ground "in community and with community"

Take community feedback and transform it into services

Mobile library truck with books, laptops...

Client-centered & bottom up approaches

"As communities change, we need to change with them!"

Capitalize "equity" & dismantle structural barriers

Inclusive spaces for equity-seeking groups

More funding

Compassion + Empathy

Agencies should be spread across the city – creating a "suite of services"

COMMUNITY-BASED ANALYSIS TABLE



In order to provide a comprehensive overview of New Westminster's settlement sector, a "Community-Based Analysis Table" was created to outline the settlement and non-settlement agencies and the specific categories of settlement work that each agency conducts. Please refer to Appendix B to locate the Community-Based Analysis Table.

The Community-Based Analysis Table can be used as a valuable *cross-reference analysis tool* as it illustrates which agencies are focusing on the 13 categories of settlement work and it also provides a visual snapshot of the gaps and duplications in the work of these agencies and the settlement sector as a whole in New Westminster.

In 2023 the [Navigating the Newcomer](#) Maze project will continue to add and alter the list of settlement and non-settlement agencies and

their areas of work in the Community-Based Analysis Table and an updated Table will be provided as part of the Community-Based Model Plan Final Report. A robust analysis of the Community-Based Analysis Table will take place in Phase II as there are more agencies which need to be interviewed as part of the stakeholder interview process. The aim of the Table is to provide newcomers and agencies with a snapshot of where to find specific settlement services, resources and programs in New Westminster and to make it easier for the newcomer to navigate in their yellow car all the intersecting roads and agencies that are available to them.

The Community-Based Analysis Table should continuously be updated in order to provide an ongoing critical and comparative analysis of the settlement sector of New Westminster and to also identify key settlement areas that need to be further funded by IRCC and other funders.



The next destinations for the yellow vehicle is for the newcomer to venture deeper into the settlement sector of New Westminster by having other newcomers jump into the car and drive together by sharing stories and recommendations on how to make navigating the newcomer maze easier and more comfortable. Hence, in Phase II the journey will focus on: 1) *conducting community stakeholder interviews with the newcomer community of New Westminster*; 2) *looking at community-based funding for the settlement sector*; and 3) *creating the Community-Based Model Plan Final Report*.

In the early part of 2023, the consultant will meet with newcomers reflecting New Westminster's diversity to conduct individual stakeholder interviews in order to learn about their needs, concerns and recommendations on how to make the settlement sector a more welcoming one to newcomers. There will also be a series of collective gatherings in community for newcomers to gather and discuss community-based funding for the settlement sector in New Westminster. Community-Based Funding is "generally a community governance structure comprising of local stakeholders, who coordinate funding and service delivery at a local level to better respond to local community needs while avoiding gaps and duplications in funding

coordination and service delivery" (ParriagGroup). In Phase II of the Navigating the Newcomer Maze project there will be both newcomers and agency representatives coming together in a separate vehicle to create an informal community governance structure based on streamlining the service delivery to meet the specific local needs of the newcomer community.

The literature review and the agency stakeholder interview findings from the Environmental Scan will be culminated and incorporated into the Community-Based Model Plan Final Report. In line with IRCC's project requirement, the Community-Based Model Plan Final Report will outline a local and collaborative approach to funding mechanisms and the delivery of services, resources, and programs to newcomers. This Final Report will essentially act as the main roadmap to help and guide newcomers in navigating the newcomer maze and the myriad of signposts along their settlement journeys. The final destination will be the newcomer coming out of the settlement maze in New Westminster and driving into brighter horizons.



Where one journey ends, another begins.

APPENDICES

Note: [Appendix A](#) (Environmental Scan: List of Agencies + Signposts) and [Appendix B](#) (Community-Based Analysis Table) have been sent out as individual documents.

REFERENCES

Johnson, Tristan. (2022) *2021 Census Release – Diversity Data Report*. City of New Westminster

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