

JANUARY 2024

REPORT ON NEEDS ASSESSMENT SURVEY TO INVESTIGATE GAPS IN COMMUNITY PROGRAMS & SERVICES

Prepared for:
**The Multicultural Womens'
Organization of
Newfoundland and Labrador**



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Women and Gender
Equality Canada

Femmes et Égalité
des genres Canada

ACKNOWLEDGEMENTS

The research team would like to thank the community organizations and service providers for responding to the surveys. Additionally, we would like to thank community members who took their time to participate in the survey.

The information that they provided will further the quality of services provided in the community.

We would also like to thank the WAGE team at MWONL, MWONL Staff, and our funders, The Department of Women and Gender Equality.

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EXECUTIVE SUMMARY & INTRODUCTION

The Multicultural Women's Organization of Newfoundland and Labrador (MWONL) serves immigrant, newcomer, and visible minority women through a wide variety of supportive and culturally appropriate programs and services that facilitate connection, belonging, and participation in the community. The Department for Women and Gender Equality (WAGE) set out to address organizational capacity that allows a women's organization, particularly those who work with diverse women to promote social and systemic change towards gender equality. One of the ways WAGE set out to achieve this is for women's organizations to develop programs and services that are informed by community-based data.

MWONL set out to ensure inclusive decision-making by engaging program participants, community organizations, MWONL members, MWONL staff, MWONL Board of Directors and the wider community to gather feedback on the needs and gaps currently experienced by the multicultural community, women, and newcomers in St. John's and Corner Brook.

The objectives of this report are to:

- Provide services based on the perceived and unperceived needs of the community.
- Identify barriers and gaps with services provided by MWONL and other community organizations in St. John's and Corner Brook.
- Utilize the results of the survey to create MWONL's organizational program strategy.

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KEY FINDINGS - COMMUNITY MEMBERS

As a result of both quantitative and qualitative analysis of survey data, this report reveals the programs that 277 community members find difficult to access, community programs that they benefit from, and their suggestions/feedback.

- According to both qualitative and quantitative results of the needs assessment survey, these are the services/programs that community members found extremely beneficial:
 - Social/community connection events were the services/programs that individuals typically used and benefited from.
 - Settlement services (English Conversation Classes, Pre-arrival services, Employment Services) are the second most beneficial program.
 - Interpretation and Translation Services, Child and Youth Programs came in at a close third.
 - Educational/Skill Development Programs i.e. personal or professional development sessions did not rate high as a service they benefit from.

- Community members rated these services in terms of their difficulty in accessing them:
 - Employment services was rated as the top service that is difficult to access.
 - Mental health services came in as the second most difficult service to access
 - Services that ranked low were seniors programs, housing, and childcare/child- minding

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KEY FINDINGS - SERVICE PROVIDERS & COMMUNITY ORGANIZATIONS

The report also reveals challenges service providers face in serving multicultural residents, newcomers, and women and proposed solutions.

From the perspective of 17 service providers/community organizations, these are programs that need to be strengthened to be more inclusive and responsive to the needs of multicultural women and their families.

- Childcare support ranked high as services that need to be strengthened to be more inclusive and responsive to the needs of multicultural women and their families.
 - Housing support ranked second.
 - Other services that community organizations mentioned that needed to be strengthened include: affordable housing, affordable healthcare, transportation, access to the labour market, career mentoring, and access to safe spaces for socializing and connecting.
- Service providers/community organizations rated these services that were lacking in the community.
 - Programs for women without PR/Citizenship status as the top service that is lacking in the community.
 - Housing and childcare support were rated second
 - Other services that ranked low include: business and entrepreneurship training, harm-reduction programs, wrap-around services etc.

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KEY FINDINGS - SERVICE PROVIDERS & COMMUNITY ORGANIZATIONS

- Service providers/community organizations rated these services that were lacking in the community.
 - Programs for women without PR/Citizenship status as the top service that is lacking in the community.
 - Housing and childcare support was rated second
 - Other services that ranked low include business and entrepreneurship training, harm-reduction programs, wrap-around services etc.

The report provides recommendations to improve the quality of services provided by MWONL and the wider community based on the needs of the community.

In particular, the report recommends that:

1. When thinking about programming, employment programs are necessary and one that is curated to meet the needs and fill the gaps that are experienced by the multicultural community, women, and newcomers is important.
2. Services offered by MWONL and other service providers in the community should not only be free, but the eligibility criteria for these services should be inclusive of all immigration statuses.
3. Prioritizing programs that foster connection should be at the heart of programs and services offered by MWONL and other service providers in the community.

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DATA COLLECTION PROCEDURE

QUANTITATIVE RESEARCH METHOD

Community Members Survey: The community members survey was designed to investigate the needs and gaps of services provided to the multicultural community, women, and newcomers. The results of this survey to improve both programs and services that MWONL providers and other service providers in the community. In particular the survey contained questions on services they find beneficial, services that are difficult to access, supports that would enhance their access to these services, and their feedback/suggestions. The survey was administered between November 10, 2023 and December 7, 2023. In total, two-hundred-and-seventy-seven (277) respondents completed the survey.

Service Providers/Community Organizations Survey: The service providers/community organizations survey was designed to explore community organizations in St. John's and Corner Brooks' perspectives on the state of programs and services offered, their difficulties in providing services, and their opinions on services that need to be strengthened to support the changing diversity in the community. The survey was administered between September 14, 2023 and December 7, 2023. In total, seventeen (17) respondents completed the survey.

Limitations

This report is intended to provide insight into quality of services provided by service providers, specifically targeting if these services are meeting the needs of those who avail of these services. It is important to note that these surveys were administered to the multicultural population, newcomers, and women and service providers who work with this demographic. Therefore, care should be taken when generalizing results.

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DEMOGRAPHIC OF COMMUNITY MEMBERS

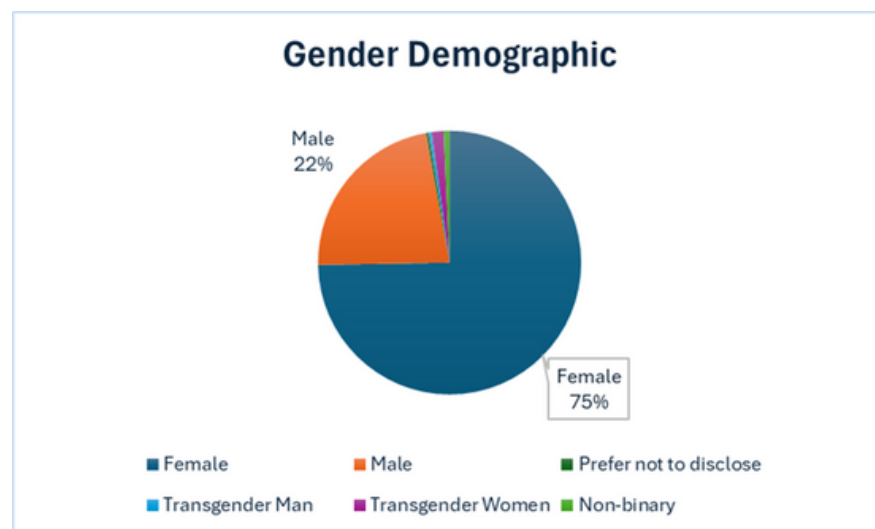
*The survey distributed to community members was administered to two-hundred-seventy-seven (277) individuals in Newfoundland and Labrador. An effort was made to ensure that the sample contained a large representation of individuals who identified as women. As shown in **Figure (1)**, the survey sample contained a large representation of women.*

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DEMOGRAPHIC OF COMMUNITY MEMBERS

In order to obtain the most relevant information concerning some of the barriers and gaps in services and programs geared towards women provided by community organizations, an effort was made to ensure that survey respondents were primarily individuals who identified as women. The majority of respondents 75% were women.

Figure 1: Distribution of Individuals surveyed by Gender

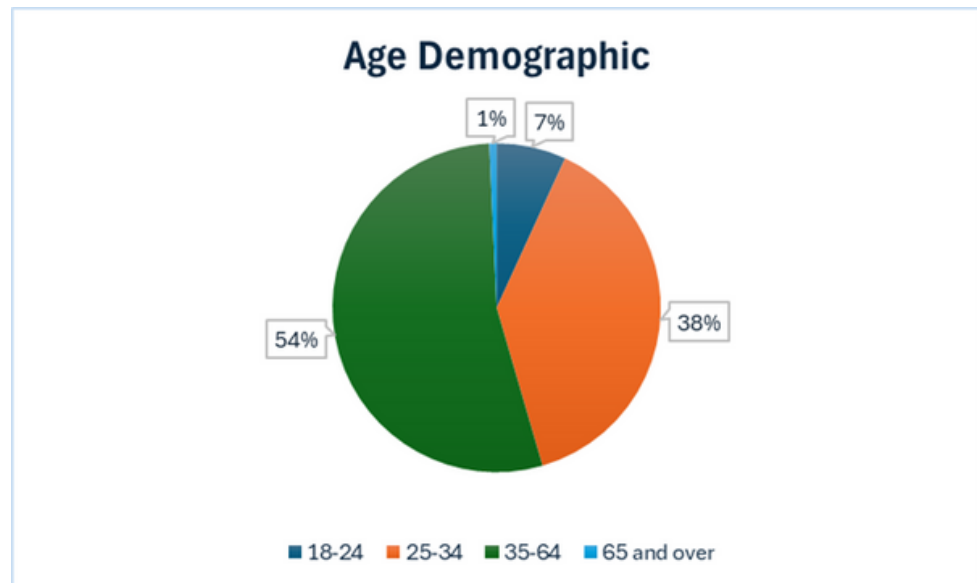


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DEMOGRAPHIC OF COMMUNITY MEMBERS

More than 50% of the respondents were between the ages of 35 – 64 and about 38% are between the ages of 25 – 34.

Figure 2: Distribution of Individuals by Age

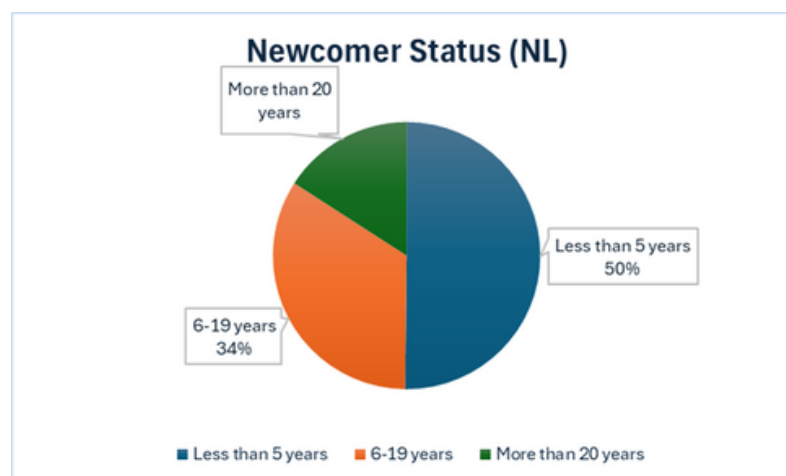


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DEMOGRAPHIC OF COMMUNITY MEMBERS

“Newcomer” is a term for someone who is an immigrant or refugee who has been in Canada for under five years. 50% of respondents were considered newcomers according to the definition given by the govt. of Canada. It was important to get respondents who were new to NL as that is the demographic that is most likely to utilize programs and services provided by the community to help them settle down.

Figure 3: Newcomer Status

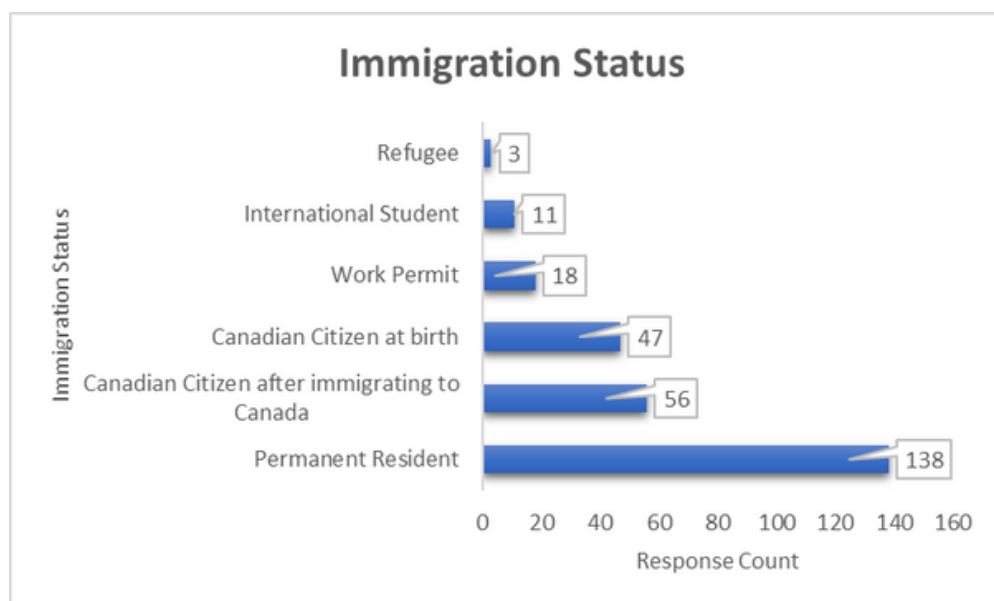


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DEMOGRAPHIC OF COMMUNITY MEMBERS

“When asked what their immigration status was, about 50% of respondents indicated they were permanent residents and 20% were Canadian citizens after immigrating. Other immigration categories that were indicated in the survey include: visitor and tourist.”

Figure 4: Immigration Status

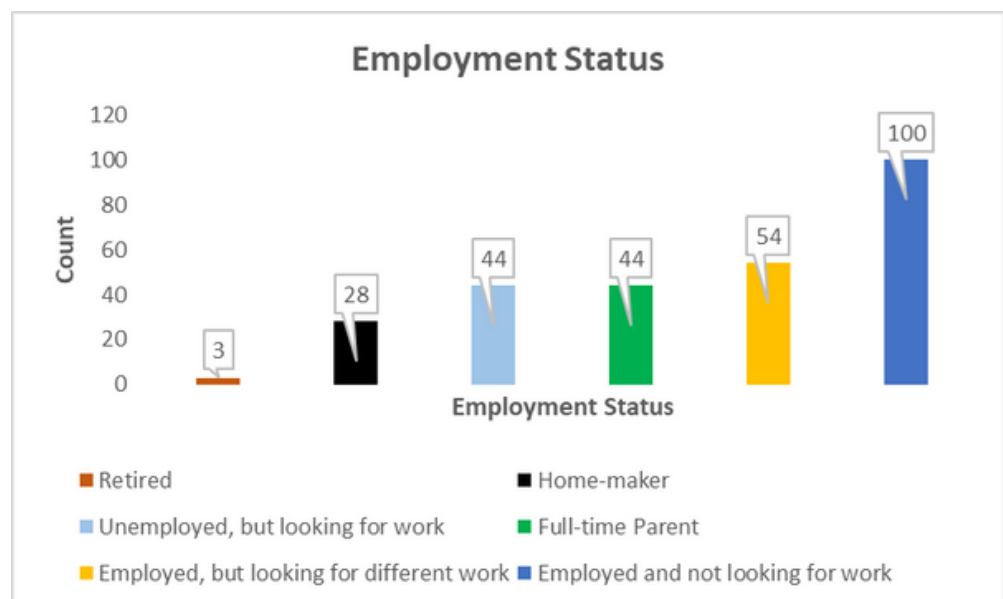


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DEMOGRAPHIC OF COMMUNITY MEMBERS

The survey distributed revealed that 36.6% of respondents were employed and not looking for work, 16.1% were unemployed and looking for work, 19.8% were employed, but looking for different opportunities e.g. higher pay.

Figure 5: Employment Status



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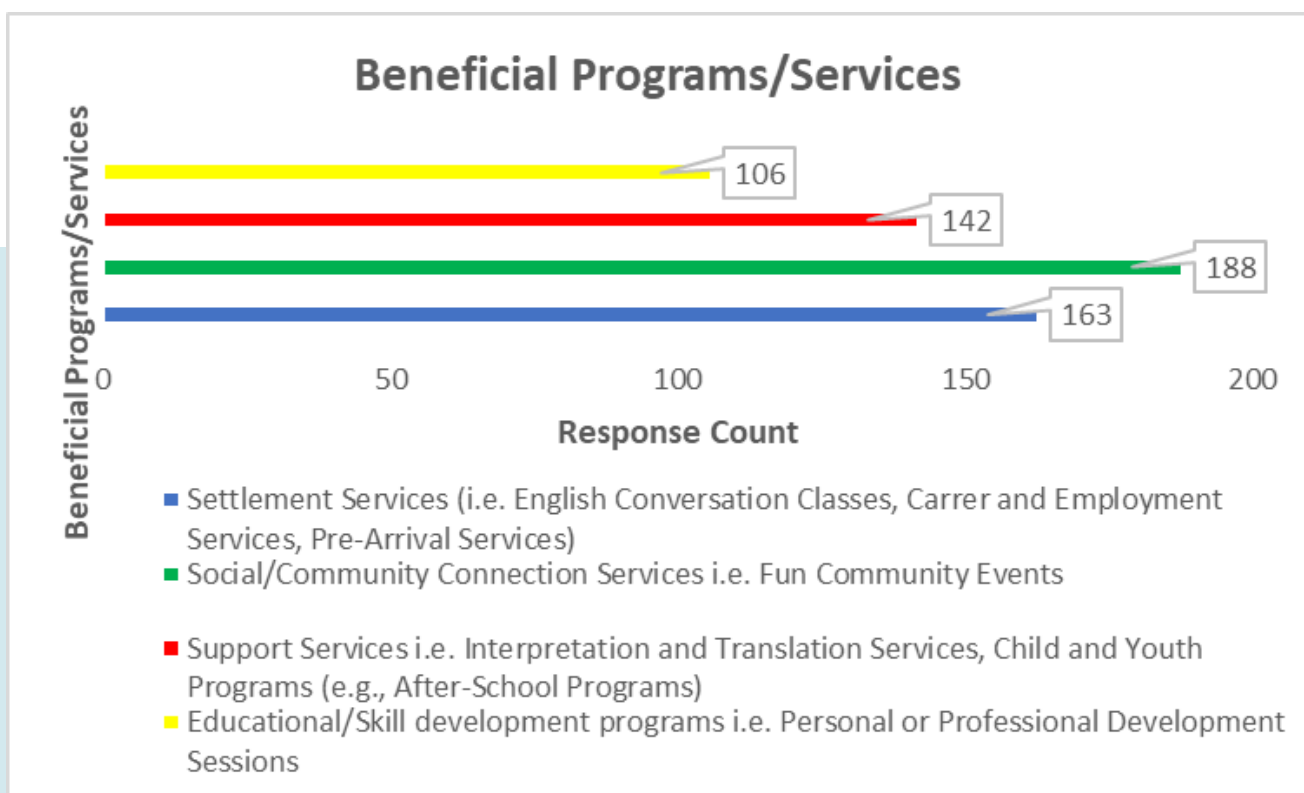
COMMUNITY MEMBERS' PERSPECTIVE ON PROGRAMS & SERVICES IN THE COMMUNITY

One of the goals of this report is to provide programs and services based on the needs of the community. The survey asked individuals about current community services and programs they typically use and benefit from. 69.7% of respondents indicated that they found social/connection events most beneficial. The second highest rated service was Settlement services (58.8%). These types of services include pre-arrival services, career and employment services, English conversation classes etc. Support services were ranked third (51.3%). Educational/Skill development programs ranked fourth (38.3%). Respondents were permitted to select more than one response.

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COMMUNITY MEMBERS' PERSPECTIVE ON PROGRAMS & SERVICES IN THE COMMUNITY

Figure 6: Community Members' response on beneficial services and programs



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COMMUNITY MEMBERS' PERSPECTIVE ON PROGRAMS & SERVICES IN THE COMMUNITY

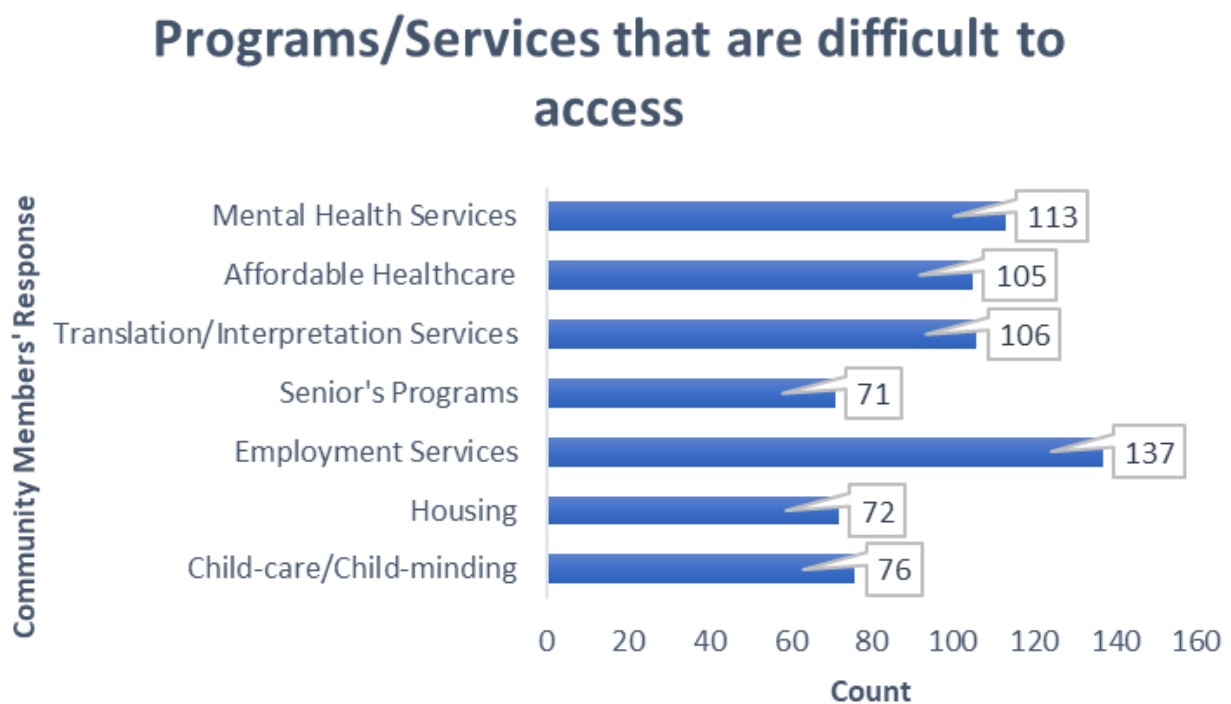
In order to improve the types of services that service providers propose, it is important to determine the services that are not easily accessible.

The survey asked community members to indicate the community services/programs they felt were difficult to find or access in their areas. The main services selected were Employment services (49.5%), Mental health services (40.8%), Affordable healthcare (37.9%), and Translation/Interpretation Services (37.9%). Respondents were permitted to select more than one response. One respondent listed was the difficulty to access/find services for individuals with visual impairments/vision loss.

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COMMUNITY MEMBERS' PERSPECTIVE ON PROGRAMS & SERVICES IN THE COMMUNITY

Figure 7: Services and Programs that are difficult to access



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SERVICE PROVIDER DEMOGRAPHIC

In terms of the sample of service provider respondents, the research team made every effort to ensure a reasonable representation of organizations who work with the multicultural population, newcomers, and women in St. John's and Corner Brook. For confidentiality reasons, we could not list the community organizations/service providers who participated in the survey.

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SERVICE PROVIDERS' PERSPECTIVE ON BARRIERS IN SERVING A DIVERSE POPULATION

In order to start the process of bridging the gap between what the community needs and what community organizations are currently providing, this report seeks to reveal the challenges that Service providers face serving the multicultural community, newcomers, women etc. More importantly to understand the disconnect on why community members are finding certain programs/services difficult to access/find.

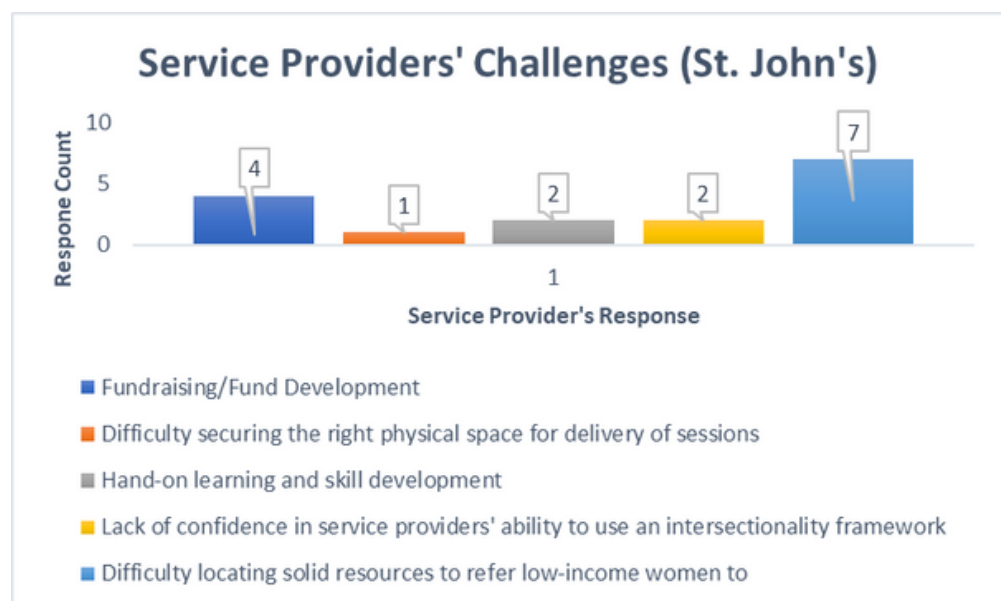
Two surveys were shared with community organizations/service providers in St. John's and Corner Brook. Ten (10) organizations/service providers filled out the survey in Corner Brook and seven (7) responded to the survey in St. John's. The surveys distributed in Corner Brook were filled out by hand and transcribed to a digital platform for further analysis.

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SERVICE PROVIDERS' PERSPECTIVE ON BARRIERS IN SERVING A DIVERSE POPULATION

Figure 8 shows that 100% (10/10) of respondents found locating resources to refer to low income women - i.e. affordable housing, childcare, legal advice etc., - as the biggest challenge in serving diverse populations.

Figure 8: Service Providers/Organizations perspectives on barriers in serving a diverse population (St. John's)

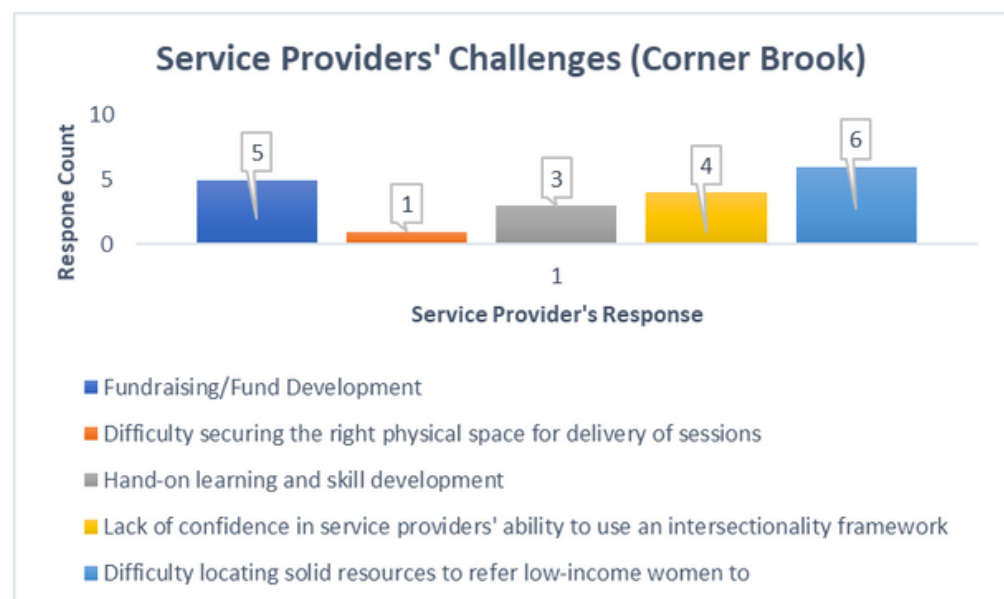


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SERVICE PROVIDERS' PERSPECTIVE ON BARRIERS IN SERVING A DIVERSE POPULATION

Figure 9 shows that 31.6% (6/7) respondents found locating resources to refer low-income women to as the biggest challenge in serving the multicultural community. The second highest ranked problem for both surveys was difficulty securing funding that supports program delivery i.e. childcare, transportation.

Figure 9: Community Organizations perspectives on barriers in serving a diverse population (Corner Brook)



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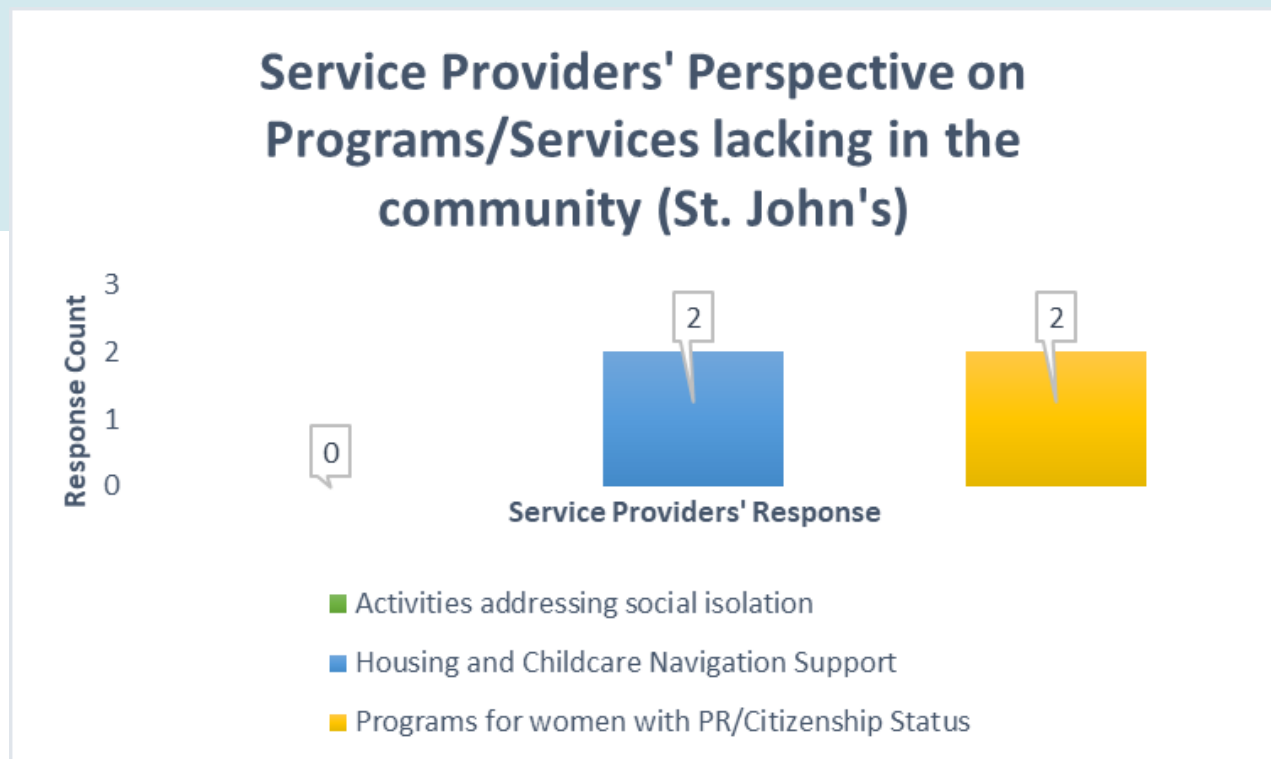
SERVICE PROVIDERS' PERSPECTIVE ON PROGRAMS/SERVICES LACKING IN THE COMMUNITY

Figure 10 shows that community organizations/service providers in St. John believes that Housing and Childcare navigation support and programs for women without PR status are the top services that are lacking in the community tying at 28.6% (2/7). There were no responses for activities addressing isolation, one respondent mentioned Business Entrepreneurship training, another respondent listed harm-reduction programs for people who use drugs and semi-supportive housing programs.

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SERVICE PROVIDERS' PERSPECTIVE ON PROGRAMS/SERVICES LACKING IN THE COMMUNITY

Figure 10: Community programs that are lacking from Service Providers' perspective (St. John's)



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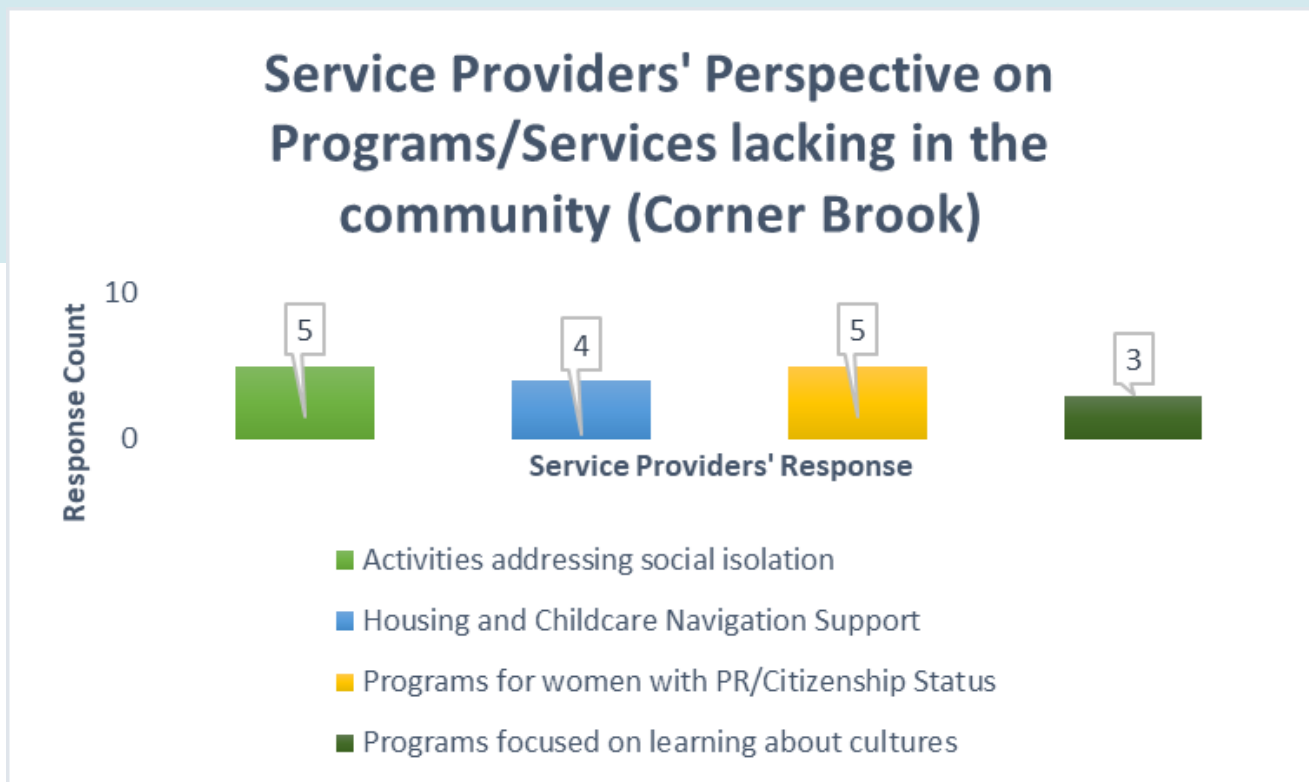
SERVICE PROVIDERS' PERSPECTIVE ON PROGRAMS/SERVICES LACKING IN THE COMMUNITY

Figure 11 shows that respondents in Corner Brook believe that activities addressing isolation and programs for women without PR/Citizenship status are the top programs lacking in the community tying at 29.4% (5/10). Housing and Childcare navigation support came in at a close second at 23.9% (4/10). Other services/programs listed include: providing a way for women/families to access resources to meet their basic needs, women empowerment programs, business opportunities for women and their families.

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SERVICE PROVIDERS' PERSPECTIVE ON PROGRAMS/SERVICES LACKING IN THE COMMUNITY

Figure 11: Community programs that are lacking from service providers' perspective (Corner Brook)



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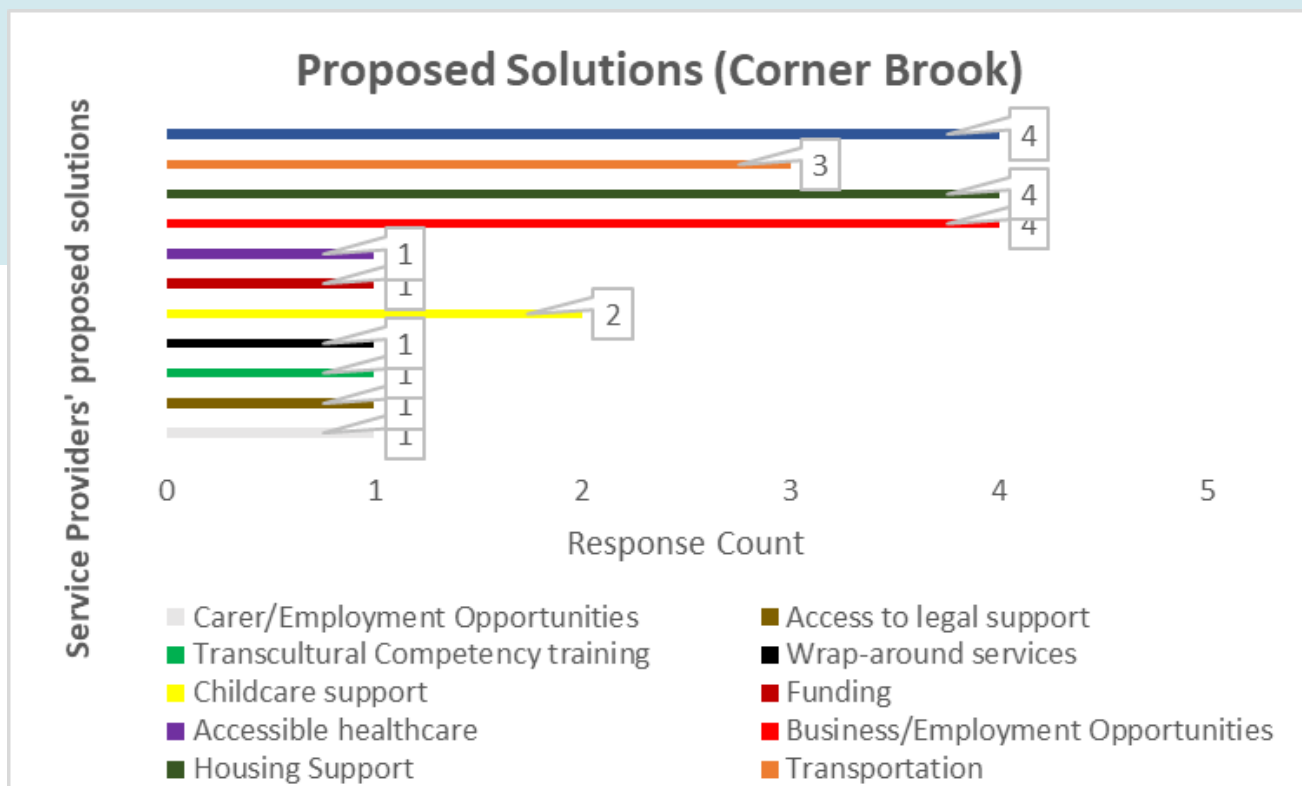
SERVICE PROVIDERS' PERSPECTIVE ON SOLUTIONS TO SERVE THE DIVERSE POPULATION

Figure 12 details service providers' response (Corner Brook) on proposed solutions of services that need to be strengthened to be more inclusive and responsive to the needs of the multicultural community, newcomers, and women. Respondents ranked childcare/daycare support 17.4% (4/9), housing support 17.4% (4/9), and business/career/employment opportunities 17.4% (4/9) the highest in services that need to be strengthened. The second highest support proposed was transportation 13% (3/9). Other proposed solutions were: Accessible healthcare, Better government funding, access to safe spaces/inclusive spaces, Connecting with families, PR/Immigration support, programs for all women, transcultural training for service providers.

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SERVICE PROVIDERS' PERSPECTIVE ON SOLUTIONS TO SERVE THE DIVERSE POPULATION

Figure 12: Service Providers' possible solutions to changing diversity in NL (Corner Brook)

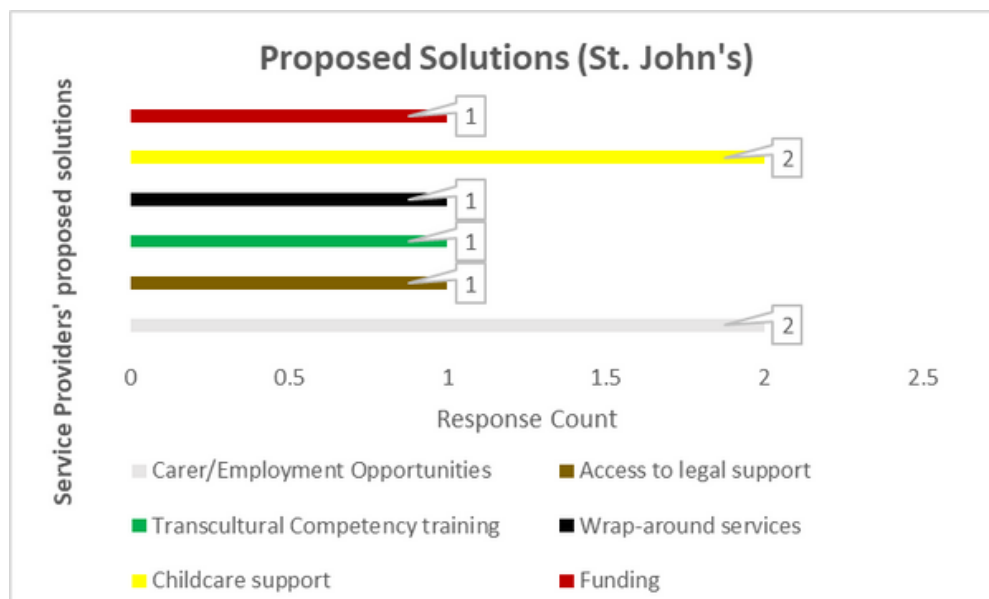


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SERVICE PROVIDERS' PERSPECTIVE ON SOLUTIONS TO SERVE THE DIVERSE POPULATION

Figure 13 shows that service providers in St. John's ranked career/employment opportunities support (25%, 2/7) and childcare support (25%, 2/7) highest as services/programs that need to be strengthened in the community. Other services ranked include access to legal support, transcultural competency training, wrap-around services, and government funding.

Figure 13: Service Providers' possible solutions to changing diversity in NL



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SERVICE PROVIDERS' PERSPECTIVE ON SOLUTIONS TO SERVE THE DIVERSE POPULATION

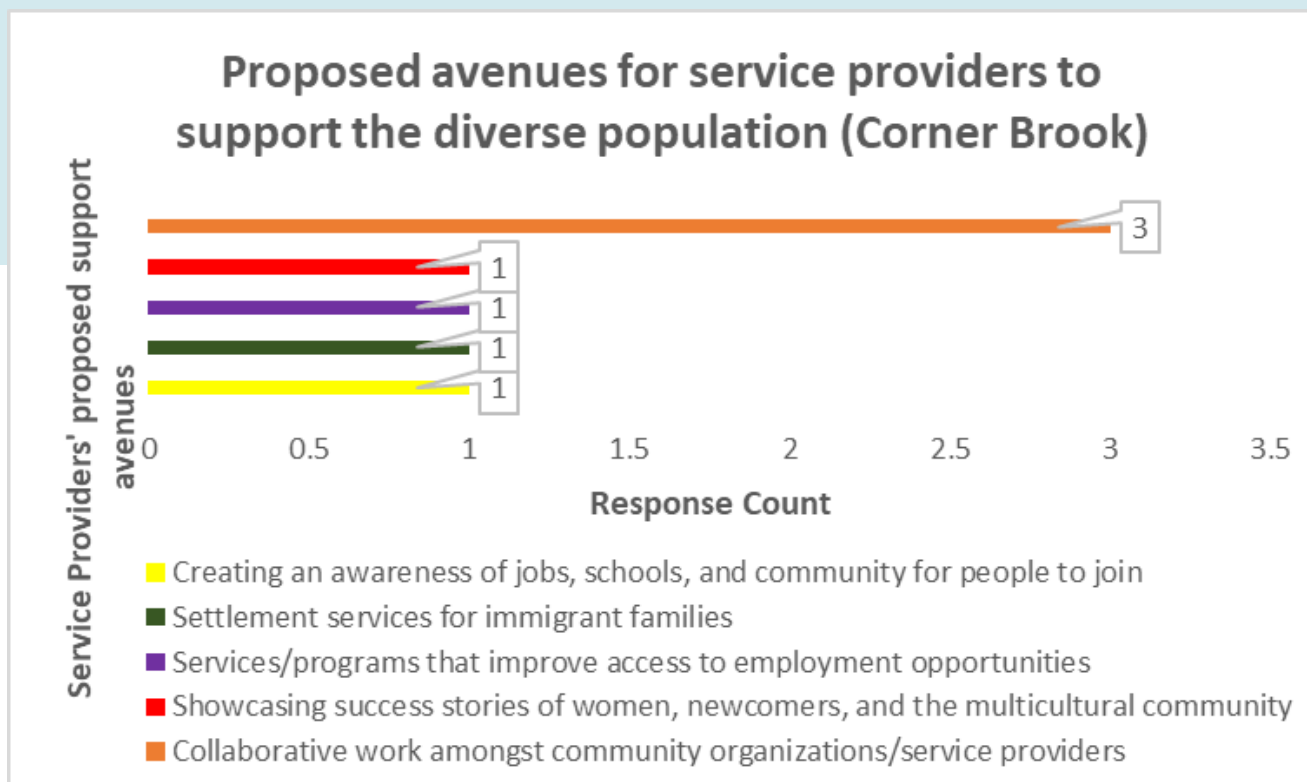
Respondents were also asked how they believe community organizations/service providers can support the changing diversity in the community.

Figure 14 shows that service providers in Corner Brook ranked collaboration amongst community organizations the highest at 42.9% (3/10). Other possible solutions include: creating an awareness of jobs, schools, and communities for people to join, settlement services for immigrant families, services/programs that improve access to employment opportunities, and showcasing success stories.

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SERVICE PROVIDERS' PERSPECTIVE ON SOLUTIONS TO SERVE THE DIVERSE POPULATION

Figure 14: Possible solutions to support the changing diversity in the community (Corner Brook)

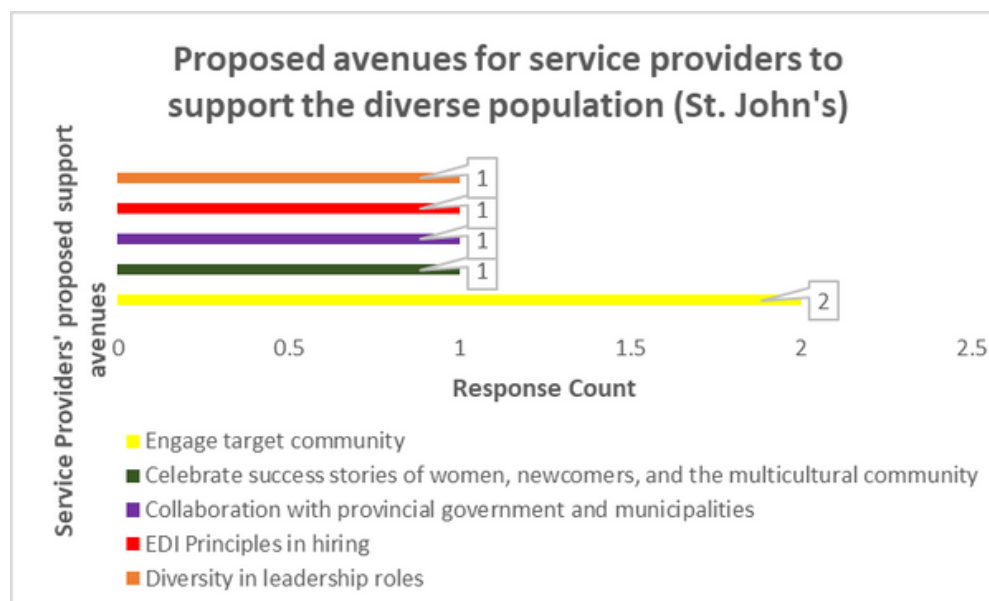


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SERVICE PROVIDERS' PERSPECTIVE ON SOLUTIONS TO SERVE THE DIVERSE POPULATION

Figure 15 shows that community organizations/service providers in St. John's rated engaging their target community (multicultural, newcomers, women, etc) the highest, 33.3% (2/7). Other proposed solutions include: celebrating success stories, collaborating with the provincial government, exercising EDI principles in the hiring process, and ensuring there is diversity in leadership roles.

Figure 15: Possible solutions to support the changing diversity in the community (St. John's)



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FEEDBACK/SUGGESTIONS FROM COMMUNITY MEMBERS

The goal of this report is to understand the needs and gaps in services provided by community organizations and as a result provide programs that are effective and relevant to the community. In the needs assessment survey, respondents were asked what they would like to see in the community. Due to the vast variation in responses from community members, a quantitative analysis could not be performed to get accurate numbers. Qualitative analysis was employed in summarizing the feedback/suggestions provided by community members. Below is a summary of the community's feedback/recommendations.

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FEEDBACK/SUGGESTIONS FROM COMMUNITY MEMBERS

- **Multiple people mention wanting more programs and events, especially on evenings and weekends to accommodate work schedules.**
- **Some people ask for longer events, like making bowling 2-3 hours instead of shorter.**
- **There are requests for more services like childcare, employment help, housing assistance, transportation, healthcare access, women's rights issues, etc.**
- **A few people complain about racism, bias, lack of accountability, and power abuses they have witnessed.**
- **Some people express appreciation and praise for the current community services and events.**
- **Suggestions include collaborating more between organizations and with businesses, fostering inclusivity and respect within the community.**
- **Many people emphasize wanting more support and services for seniors and the elderly.**

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QUALITATIVE ANALYSIS

As mentioned throughout this report, the goal is to equip MWONL and other service providers/community organizations in providing services and programs based on the actual needs of the community. In looking at both the responses from community members and service providers, there were some key takeaway notes to be aware of.

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QUALITATIVE ANALYSIS

DISCONNECT BETWEEN COMMUNITY MEMBERS AND SERVICE PROVIDERS

There seems to be a disconnect between what organizations/service providers perceive to be lacking in the community versus services/programs community members find difficult to access in the community.

Community organizations ranked programs for women without PR status, housing and childcare navigation, and activities addressing isolation as the top priority of services lacking in the community.

On the other hand, community members ranked employment services, translation/interpretation services, and mental health services as the top services they found difficult to access. If there is a disconnect between what services are available and what community members are looking for, then it could mean that community members are not able to access the services they really need and find beneficial.

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QUALITATIVE ANALYSIS

EMPLOYMENT PROGRAMS

The survey distributed to community members shows that in total about 35% (97/277) of respondents were looking for employment. One of the goals of this report was to find out the demographic distribution of individuals accessing programs and services in the community. This number is extremely important in curating programs that are serving the needs of the community. On the other hand, community members ranked employment programs as one of the top services difficult to find/access. So, it begs the question, “why do community members find it difficult to access/find employment programs?”. Some questions that community organizations/service providers can ask themselves are:

- Do we have capacity to include employment programs/services to our current list of services provided?
- Can we simplify the process of accepting community members into our employment programs?
- Are eligibility requirements preventing community members from accessing employment programs?
- Do we have capacity (in terms of staff and volunteers) to accept more community members to our employment programs?
- Do we need to increase the promotion of our employment programs and ensure it's shared amongst diverse populations?

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QUALITATIVE ANALYSIS

SOCIAL/COMMUNITY SERVICE EVENTS

Community members ranked Social/community service events i.e. fun community events, as the top service that they benefit from. This was a very insightful discovery as it shows the importance of community organizations/service providers creating spaces for the community to connect with each other, socialize, and form community connections. For a lot of newcomers finding a community in the place they now call home is very important to them. So it's important for service providers to ensure they create a balance between providing essential services (employment programs, access to resources, settlement services) and programs/events that foster connection and community.

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QUALITATIVE ANALYSIS

REFERRALS

One of the major barriers identified by community organizations/service providers in serving diverse populations is the difficulty in locating resources to refer women to. Community organizations/service providers do not have the capacity to provide every possible service to the community, so the next best thing is to refer their members and participants to other community organizations/service providers who have those resources and/or have capacity. Which is where the benefits of collaboration amongst service providers come into play. Each community organization/service provider offers something unique and has a part to play in contributing to the experience of community members.

RECOMMENDATIONS

Through the results and key-findings of the distributed survey, the data analyst has identified four recommendations that will contribute to provision of effective and relevant services to the community.

SOCIAL CONNECTION

From the findings of the need assessment survey, many respondents indicated promoting community events and social activities to foster connections among the community. The data analyst's recommendation would be for community organizations and service providers to equally prioritize programs that foster connection.



RECOMMENDATIONS

ESSENTIAL SERVICES (EMPLOYMENT PROGRAMS)

When thinking about programming, employment programs are necessary and one that is curated to the experiences and barriers faced by the multicultural community, women and newcomers is important.



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RECOMMENDATIONS

ELIGIBILITY CRITERIAS

When it comes to creating programs for the community, it is important to keep in mind that individuals accessing these programs come from different backgrounds (income levels, immigration status, religion, education level, culture). The data analyst's recommendation is that service providers should strive to provide services that their target demographic can access e.g. if you are a service provider that works with immigrants, it would be beneficial for your target audience to not worry about not being able to access a certain program because of their immigration status. Services offered by MWONL and other service providers in the community should not only be free, but the eligibility criteria for these services should be inclusive of all immigration statuses.



RECOMMENDATIONS

COMMUNITY OF PRACTICE

Creating a space for community organizations/service providers engaged in equity and inclusion work to interact and engage with service providers and others with different levels of expertise, influence, and knowledge. The purpose of this would be to ensure that service providers know who to connect with when seeking to refer their members/participants to.



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CONCLUSION

This report has been prepared to explore the needs of the multicultural community, newcomers, and women to provide services and programs that meet those needs. The report summarizes the services that community members find beneficial, services they are difficult for them to find/access, and also what they would like to see reflected in community programs. It also identifies service providers/community organizations' experiences in serving diverse populations, challenges they face, what they see lacking in community programs, and potential solutions for service providers/community organizations to undertake. The report also highlights the importance of collaboration amongst service providers/community organizations and prioritizing events that foster connection and a sense of community among community members.

This report provides groundwork for service providers/community organizations to reevaluate their programs and services and ensure that it reflects the needs of the community.



APPENDIX A

SURVEY QUESTION: COMMUNITY ORGANIZATIONS/SERVICE PROVIDERS

1. Have you collaborated with MWONL in the past?
 - a. Partner e.g., co-designed and/or co-hosted an event
 - b. Presenter at an MWONL event
 - c. Referred women to MWONL and/or promoted MWONL services to the public
 - d. Contractor (provided consulting services to MWONL)
 - e. Member (held an organizational membership and participated in MWONL session and events)
 - f. Other:
2. What challenges have you or the organization you represent faced serving the multicultural community?
 - a. Difficulty locating solid resources to refer low income women to i.e. affordable housing, childcare, legal advice etc.
 - b. Lack confidence in some existing service providers' ability to use an intersectionality framework for women and non-binary individuals when delivering services
 - c. Hands on learning and skill development, particularly around small business and personal finances and compliance issues
 - d. Difficulty securing the right physical space for delivery of sessions (day, evening and weekends)
 - e. Fundraising/Fund Development -some funders do not support using project funds outside of their prescribed policies i.e. childcare, transportation etc.so we often have to secure other funding to better serve women.
3. What kind of resources you think would be helpful to serve better to the multicultural community?
 - a. Partnerships that start at the proposal stage so partners are not just an add-in after the fact
 - b. Proposals focused on addressing critical systemic issues impacting sustainable livelihoods for women and non-binary
 - c. Custom education and training of service providers based on needs assessment
 - d. Outcomes measurement stories to demonstrate real successes for people
 - e. Other:

APPENDIX A

SURVEY QUESTION: COMMUNITY ORGANIZATIONS/SERVICE PROVIDERS

4. What community programs do you believe are lacking in the community

- a. Activities addressing social isolation
- b. Housing and childcare navigation support
- c. Programs for women without PR/Citizenship status
- d. Other:

5. What services need to be strengthened to be more inclusive and responsive to the needs of multicultural women and their families?

6. How do you believe community organizations can support the changing diversity in St John's and surrounding communities?

7. How can MWONL better support other community organizations' programs and services? (Tick all that apply)

- a. Invite MWONL to present at any of your events
- b. Promote your programs at MWONL events
- c. Refer participants to programs and services your organization offers
- d. Refer your participants to MWONL programs
- e. Invite your organization to present your services at MWONL events

8. Would you be interested in a collaboration or partnership role with MWONL?

- a. Partner i.e. on proposal writing and/or program delivery
- b. Presenter i.e. at an MWONL event
- c. Referral Agent i.e. promote MWONL or formally refer participants
- d. Contractor i.e. be paid to support MWONL's operations and/or program delivery
- e. Member i.e. of MWONL
- f. Other:

9. Please leave your contact information if you would like to connect with MWONL

APPENDIX B

SURVEY QUESTION: COMMUNITY MEMBERS

1. What is your age?

- a. 18-24
- b. 25-34
- c. 35-64
- d. 65 and over

2. Which most describes your gender?

- a. Female
- b. Male
- c. Transgender Man
- d. Transgender Woman
- e. Non-Binary
- f. Prefer not to disclose
- g. Other:

3. How are you involved with MWONL? Select all that apply

- a. MWONL Member
- b. MWONL Staff
- c. MWONL Board of Directors
- d. Program Participant
- e. Other:

4. What is your employment status?

- a. Employed and not looking for work
- b. Unemployed, but looking for work
- c. Retired
- d. Home-maker
- e. Full-time parent
- f. Employed, but looking for different work
- g. Other:

APPENDIX B

SURVEY QUESTION: COMMUNITY MEMBERS

5. How long have you been in Newfoundland and Labrador?

- a. Less than 5 years
- b. 6-19 years
- c. More than 20 years

6. What is your immigration status?

- a. Canadian citizen at birth
- b. Canadian citizen after immigrating to Canada
- c. Permanent Resident
- d. Work Permit
- e. International Student
- f. Refugee
- g. Other:

7. What community services/programs do you typically use and benefit from? Select all that apply.

- a. Settlement Services (i.e. English Conversation Classes, Career and Employment Services, pre-arrival services etc.)
- b. Social/Community Connection Services i.e. fun community events
- c. Support Services i.e. Interpretation and Translation Services Child and Youth Programs (e.g. after-school programs)
- d. Educational/Skill Development Programs i.e., personal or professional development sessions
- e. Other:

8. What community services/programs do you feel are difficult to find or access in your area? Select all that apply.

- a. Mental Health Services
- b. Affordable Healthcare
- c. Translation/Interpretation Services
- d. Seniors' Programs
- e. Employment Services
- f. Housing
- g. Child-care/Child-minding
- h. Other:

APPENDIX B

SURVEY QUESTION: COMMUNITY MEMBERS

9. How would you like MWONL to organize it's programs?

- a. Group sessions (discussion style groups)
- b. Individual mentorship and Support
- c. Family-oriented sessions
- d. Women's-only sessions
- e. Other:

10. What type of participation support would help you to access services provided by MWONL?

- a. Transportation (i.e. bus passes, carpooling)
- b. Child-minding
- c. Free Program
- d. Language interpretation
- e. Other:

11. What are the best ways you can keep up-to-date about MWONL's upcoming programs in the community? Check all that apply

- a. MWONL's Social Media i.e. Facebook, LinkedIn
- b. Telephone/WhatsApp
- c. MWONL email listserv
- d. Other:

12. Has MWONL services been helpful/relevant in your professional/personal life?

| | Group Sessions | Individual Mentorship and Support | Intergenerational Sessions |
|-------|-----------------------|--|-----------------------------------|
| Yes | | | |
| No | | | |
| Maybe | | | |

APPENDIX B

SURVEY QUESTION: COMMUNITY MEMBERS

13. Do you have any feedback/suggestions you feel would be helpful to the community?

