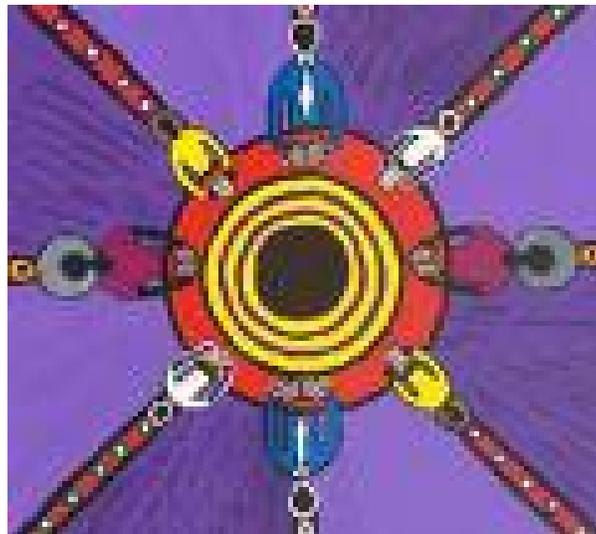# Capacity-Building for Provision of Human Services to the Black Population in Peel Region: A Needs Assessment Study

Prepared for: The Black Community Action Network
Prepared by: The Social Planning Council of Peel

April 2008

Funding for this study was provided by:

Capacity-Building for Provision of Human Services to the Black Population in Peel Region: A Needs Assessment Study

Prepared for: The Black Community Action Network

Prepared by: The Social Planning Council of Peel

April 2008

TABLE OF CONTENTS

ACKNOWLEDGMENTS

EXECUTIVE SUMMARY

A. Background

Peel has a relatively large Black population that is growing at a high rate. According to the 2006 Census, 12.2% of the Black population in Canada lives in Peel Region. In 2006, there were 95,565 Blacks in Peel, comprising 8.3% of the total Peel population. Between 2001 and 2006, the Black population in Peel grew by 35.2%. Compared to Canada and Ontario, Peel has a significantly higher proportion of Black persons within its population (8.3% in Peel compared to 2.5% in Canada and 3.9% in Ontario).

This study, focusing on the Black community in Peel, is a part of the Black Community Action Network's (BCAN) efforts to develop its own capacity to understand the needs, issues, and aspirations of the Black community in Peel and to help human service agencies to improve services for the Black community in Peel.

B. Purpose of the Study

- To identify the needs and issues faced by the Black community in Peel Region.

- To identify the strengths and challenges of human service agencies with respect to providing effective services to the Black community in Peel Region.

- To provide recommendations to the human services sector of Peel in order to improve services for the Black community in Peel and to improve the quality of life for the Black community in Peel.

C. Research Methodology

The Black Community Action Network (BCAN) consulted members of the Black community and human service agencies in Peel about the issues and challenges facing both the Black community and the human service agencies that provide their services to the Black community.

The following research methods were used:
- client survey (45 participants)

- survey of human service agencies (69 participants)

- focus groups   (7 focus groups; 42 participants)

- key informant interviews (10 interviews)

D. Target Audiences

The main audiences for whom this report has been written are:
- the human services sector of Peel, with emphasis on the non-profit, social services sector;

- funders of non-profit social service agencies and community groups;

- public policy makers in Peel; and

- the Black community in Peel.

I. SUMMARY OF FINDINGS FROM CONSULTATIONS WITH MEMBERS OF THE BLACK COMMUNITY, INCLUDING BLACK CLIENTS OF HUMAN SERVICE AGENCIES

Major Issues

The top five (5) social issues or challenges facing the Black community were reported to be: racism (80%), negative media stereotypes (73.3%), poor educational achievement (73.3%), unemployment/underemployment (46.7%), and lack of affordable housing (44.4%).

Access to Services

- 42.8 % of the respondents indicated that it was generally not very easy to locate services in Peel
- 57.1% of the respondents reported that they had never approached human service agencies in Peel for services.
- Respondents reported "family or friends" as their first choice for support when they had a problem. They also reported that they mostly found services through the Internet or newspapers. Other respondents noted they had gotten information about services from community centers, municipalities and MP's offices
- Barriers to accessing services included: limited time to go to service agencies for help, limited transportation, financial constraints, poor communication with agency staff, limited understanding of the Black community and Black culture on the part of the service agencies, and racism. ("Being a Black youth is a barrier!")

Satisfaction with Services

- 47.4% of the respondents reported being less than satisfied with the services they had received from human service agencies in Peel; 52.8% were satisfied.
- 50% of the respondents indicated that health organizations did a "good job," while others thought there was evidence of racism in human service agencies and that the quality of treatment was not excellent.
- Cited as causes for dissatisfaction with the service agencies were: a) poor communication with agency staff, b) limited understanding of the Black community and Black culture on the part of the service agencies, and racism, and c) few Black counsellors working in the agencies.

II. SUMMARY OF FINDINGS FROM CONSULTATIONS WITH HUMAN SERVICE AGENCIES

The top 5 social issues or problems experienced by the Black population in Peel

1. Racism, marginalization, discrimination, negative stereotypes
2. Socio-economic issues i.e. poverty, underemployment, limited educational achievement
3. Marginalization of Black youth and Black single mothers
4. Lack of culturally specific programs and services
5. Limited understanding of the cultural diversity within the Black community by the non-Black community and human service agencies

The top five (5) strengths of human service agencies in Peel with respect to providing services to the Black community

1. Commitment to anti-racism, anti-oppression framework
2. Focusing on creating an inclusive and welcoming environment
3. Ongoing cultural diversity training at all levels of the organization
4. Building strong community relationships and working from a collaborative perspective
5. Leadership and role models from the Black community represented at the Board level and in administration and staff

The top five (5) weaknesses or challenges of human service agencies in Peel with respect to providing services to the Black community in Peel

1. Insufficient funding to meet the needs of the community and provide innovative programs
2. Lack of education in regards to the diversity within the community
3. Shortage of culturally diverse staff team
4. Inadequate outreach to the Black community
5. Limited capacity and time to carry out the agency's mandate and programs effectively

The kinds of support needed by human service agencies in Peel in order to improve their capacity for serving the Black community in Peel

- Funding for programs and staffing
- Assistance with partnership with the community
- Diversity training
- Increase of Black workers with more community services that are culturally appropriate
- Stronger advocacy and supportive coalitions
- More support services for Black youth (after school programs and drop-in centres)

Overall perception of the capacity of Peel's human services sector to provide effective and culturally appropriate services for Blacks in Peel (using a scale of 1 to 10 with 1 being poor and 10 being excellent: 16% gave the sector a rating of 1 (poor); 55.3% gave a rating between 2 and 5 (poor to fair); 29% gave a rating of 6-9 (good to very good.) No one gave a rating of 10.

III. RECOMMENDATIONS

The Black population is a large and growing population within the Region of Peel. This population, with its unique strengths and challenges, should be adequately supported and served by Peel's human services sector. The following recommendations, while not exhaustive or comprehensive, were offered by the participants in the study as a guide for human service agencies, policy-makers and funders who are committed to the values of diversity, equity and social inclusion.

Major Issues to Address With and For the Black Community
- Racism
- Negative Stereotypes in the Media
- Education: limited achievement; high drop-out rates
- Employment: unemployment and underemployment
- Housing: lack of affordable housing; cultural sensitivity around families and housing issues
- Poverty: especially within single parent families, Black youth, and the elderly
- Civic Engagement: strategies and incentives to encourage and support Blacks to become involved in their community.

Target Groups for Service Provision and Advocacy: Vulnerable Black Individuals and Groups
- Black Youth
- Black Single Parents
- Black Immigrants
- Black Elderly

Provision of Assistance to Human Service Agencies
- Increase in core funding for agencies
- Funding for Provision of Culturally Appropriate Services for the Black Community
- Settlement Services for Black Immigrants
- Language Training Services for Black immigrants, especially Francophone Immigrants.
- Training: Anti-racism, Anti-oppression, Diversity Management
- Training: The Black Community in Peel (diversity, issues, needs, outreach strategies, etc.)
- Support for Organizational Change Towards Diversity, Equity and Social Inclusion
- Recruitment of Black Staff and Volunteers
- Outreach to the Black Community
- Collaboration/Partnerships with the Black Community
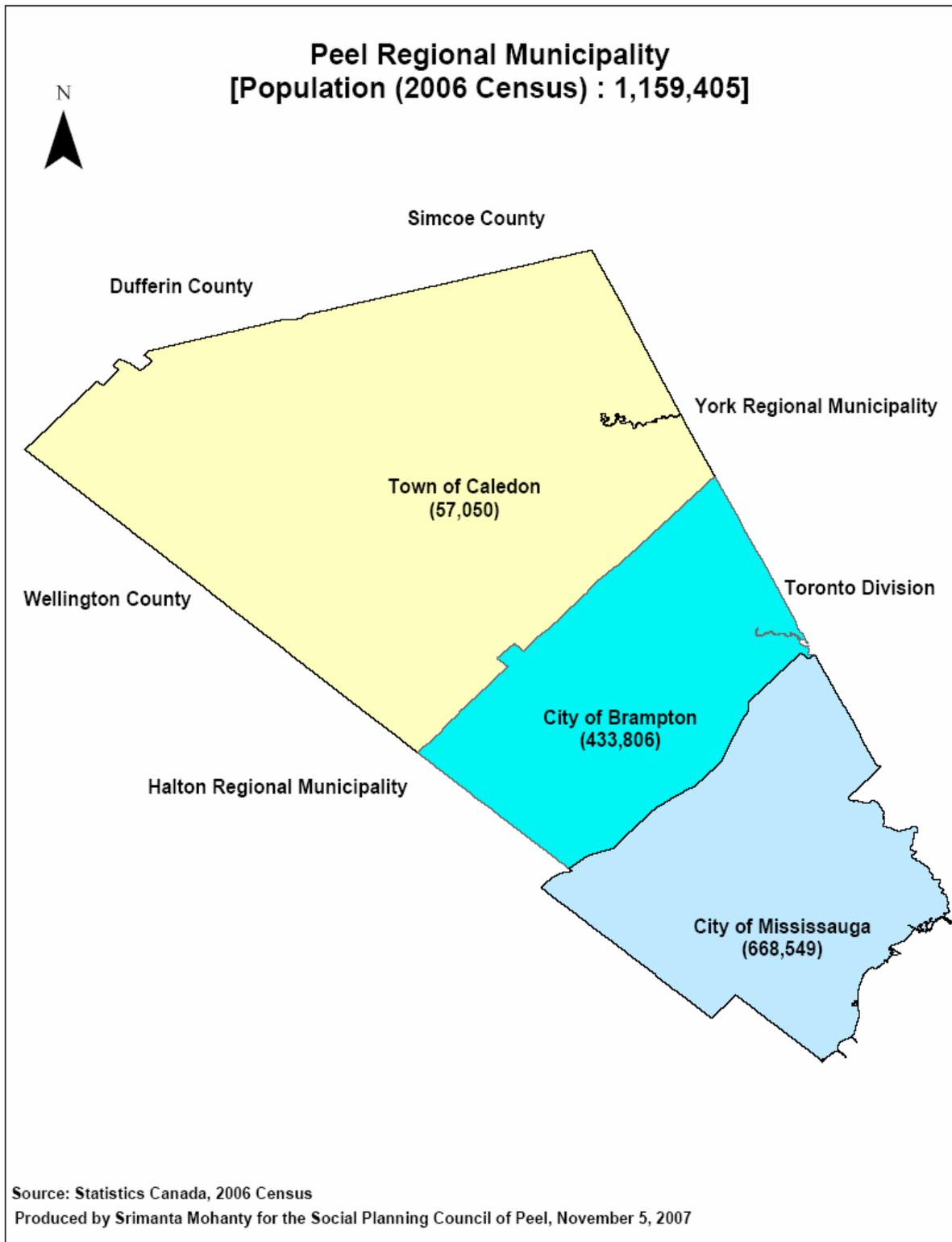
INTRODUCTION

A. Background

Peel is one of the fastest growing regions in Canada, with over one million people (1,159,405; Census of Canada, 2006). It is comprised of the cities of Mississauga and Brampton, and the Town of Caledon. It is located west of the City of Toronto (Figure 1).

Twelve percent (12.2%) of the Black population in Canada lives in Peel Region (Census of Canada, 2006). In 2006, there were 95,565 Blacks in Peel, comprising 8.3% of the total Peel population. Comparative figures for Ontario and Canada are: 3.9% and 2.5% respectively. Between 2001 and 2006, the Black population in Peel grew by 35%. Immigration is a major aspect of the Black population. Over 60% of the Blacks in Peel are immigrants (the majority of whom arrived in Canada after 1980). The immigrant Blacks come mainly from the Caribbean and Africa, with the majority hailing from the Caribbean.

The human services sector of Peel was not originally established or designed to serve people from non-European cultural backgrounds. When the Region of Peel was formally incorporated as a Regional Municipality in 1974, its population was primarily a White, European, Judeo-Christian, English-speaking population. Not surprisingly, therefore, the system of health and social services designed for the new Region was focused on its relatively homogenous population (racially and culturally speaking). Thirty-three years later - 2007 - the population of Peel has changed dramatically, and the human services system originally developed for a "White" Region has had to respond to that change. At the beginning of the 21st century, at least 50% of the Peel population 50% are "visible minorities." In comparison, visible minorities comprise only 16.2% of the total Canadian population and 22.5% of the Ontario population.* The three largest visible minority groups in Peel are South Asians (272,760); Blacks (95,565); and Chinese (54,285).* This report, focusing on the Black community in Peel, is a part of the Black Community Action Network's efforts to develop the capacity of Peel's human services sector to effectively serve the Black community.

* Statistics Canada, Census of Canada, 2006.

Figure 1

Peel Regional Municipality
[Population (2006 Census) : 1,159,405]

N

Simcoe County

Dufferin County

York Regional Municipality

Town of Caledon
(57,050)

Wellington County

Toronto Division

City of Brampton
(433,806)

Halton Regional Municipality

City of Mississauga
(668,549)

Source: Statistics Canada, 2006 Census
Produced by Srimanta Mohanty for the Social Planning Council of Peel, November 5, 2007

B. Purpose of Study

The purpose of this study is to:

    a. document the issues and challenges facing the Black community in Peel, including their experience in the use of social and health services in Peel (human services).

    b. to document the issues and challenges facing human service agencies in Peel with respect to providing services to the Black community

    c. to provide recommendations for developing the capacity of human service agencies in Peel to provide socially and culturally relevant services to the Black community and to improve the quality of life of the latter.

This study, focusing on the Black community in Peel, is a part of the Black Community Action Network's (BCAN) efforts to develop its own capacity to understand the needs, issues, and aspirations of the Black community in Peel and to help human service agencies to improve services for the Black community in Peel.

C. Major Research Questions

- What are the major social issues facing the Black population in Peel?
- What needs to be done in the human services sector of Peel in order to improve the quality of life for Blacks in Peel?

D. Data Collection Methods

Primary Research	Type of Participant	# of participants
10 Key Informant Interviews	• Service Providers	10
Two Surveys	• Clients/Service Users/Community Members • Service Providers	45 69
7 Focus Groups	• Clients/Service Users/Community Members (3 focus groups) • Mainstream Organizations (3 focus groups) • Black Newcomers (1 focus group)	22 13 7

E. Target Audiences

The main audiences for whom this report has been written are:

- the human services sector of Peel
- funders of non-profit human service agencies and community groups,
- public policy makers in Peel
- the Black community in Peel.

<div style="border:1px solid black; padding:10px;">

I. **Findings from Consultations with Members of the Black Community (Client Survey and Focus Groups)**

</div>

A. Major Issues

The top five (5) social issues or challenges facing the Black community were reported to be:

1. racism (80%)

2. negative media stereotypes (73.3%)

3. poor educational achievement (73.3%)

4. unemployment/underemployment (46.7%),

5. lack of affordable housing (44.4%).

B. Access to Services

- 42.8 % of the respondents indicated that it was generally not very easy to locate services in Peel

- 57.1% of the respondents reported that they had never approached human service agencies in Peel for services.

- Respondents reported "family or friends"   as their first choice for support when they had a problem. They also reported that they mostly found services through the Internet or newspapers. Other respondents noted they had gotten information about services from community centers, municipalities and MP's offices

- ***Barriers to accessing services*** included: limited time to go to the agencies for help, limited transportation, financial constraints, poor communication with agency staff, limited understanding of the Black community and Black culture on the part of the service agencies, and racism. ***("Being a Black youth is a barrier!")***

C. Satisfaction with Services

- 47.4% of the respondents reported being less than satisfied with the services they had received from human service agencies in Peel; 52.8% were satisfied.

- 50% of the respondents indicated that health organizations did a "good job," while others thought there was evidence of racism in human service agencies and that the quality of treatment was not excellent.

- Cited as causes for dissatisfaction with the service agencies were: a) poor communication with agency staff, b) limited understanding of the Black community and Black culture on the part of the service agencies, and racism, and c) few Black counsellors working in the agencies.

Table 1. *Please indicate the area in which you live.*

	#	%
Mississauga	35	81.4%
Brampton	8	18.6%
Total	**43**	**100.0%**

Table 2. What are the top five (5) social issues facing the Black population in Peel?
(Please number your choices by order of importance.)

	#	% of Total
Racism	36	80.0
Negative Media Stereotypes	33	73.3
Poor Educational Achievement	33	73.3
Unemployment and Under-employment	21	46.7
Lack of Affordable Housing	20	44.4
Little Time and Money for Involvement in politics/government/volunteerism, etc.	16	35.6
Poverty	15	33.3
Limited Recreational Facilities	10	22.2
Immigration and Settlement Issues	8	17.8
Isolated Elderly and Inter-generational Conflict	7	15.6
Mental Health	4	8.9
Other_____	4	8.9

Table 3. *Have you ever used the services of a social service or a health service organization in Peel Region (Mississauga, Brampton, Caledon)?*

	#	%
Yes	15	42.9
No	20	57.1
Total	**35**	**100.0**

Table 4.

How satisfied are you with the services that you received from the organization (s)?

	#	%
Very Dissatisfied	3	15.8
Dissatisfied	0	0.0
Somewhat satisfied	6	31.6
Satisfied	7	36.8
Very satisfied	3	15.8
Total	19	100.0

Table 5. *How easy is it for you to find out about any social or health services in Peel?*

	#	%
Very difficult	2	5.7
A little difficult	13	37.1
Easy	16	45.7
Very Easy	4	11.4
Total	**35**	**100.0**

What are the three (3) most important needs or challenges that you or a family member currently have that you want a service organization or service provider to help you with?

- 17.8% participants reported financial needs as their most important challenge
- 9% said they need assistance for food and clothes
- 7% mentioned finding a job
- 4% said they need help to get affordable housing
- 4% said they need support to spend time with their family.

Others reported needing help for:

- Snow removal and yard care.
- Help with filling out important documents
- Transportation
- Medical issues

What are the top three (3) barriers or obstacles that you face when trying to get your needs/problems addressed?

- 17.8% of the respondents surveyed cited poor communication with staff of service agencies (and a seeming lack of care about their needs or problems).
- 11% considered money as a barrier
- Discrimination against Black youth *("Being a Black youth is a barrier!")*
- Discrimination against Black women, especially single mothers
- Lack of understanding/compassion for the problems of Black people
- Racism ("They judge my mental ability by the color of my skin.")
- Little Time

When you or a member of your family have a problem, where do you normally go for help or support?

- Family members: 29%
- Friends: 22%
- Church   9%
- Other   40%

II.	Findings from Consultations with Human Service Agencies

What, in your opinion, are the top 5 social issues or problems experienced by the Black population in Peel?

- Racism, marginalization, discrimination and stigma.
- Socio-economic issues i.e. poverty, underemployment, limited educational achievement
- Marginalization of Black youth and Black single mothers
- Lack of culturally specific programs and services
- Limited understanding of the cultural diversity within the Black community by the non-Black community and human service agencies

What do you see as the top five (5) strengths of your agency with respect to providing services to the Black community in Peel?

- Commitment to anti-racism, anti-oppression framework
- Focusing on creating an inclusive and welcoming environment
- Ongoing cultural diversity training at all levels of the organization
- Building strong community relationships and working from a collaborative perspective.
- Leadership and role models from the Black community represented at the Board level and in administration and staff.

What do you see as the top five (5) weaknesses or challenges of your agency with respect to providing services to the Black community in Peel?

- Insufficient funding to meet the needs of the community and provide innovative programs.
- Lack of education in regards to the diversity within the community.
- Shortage of culturally diverse staff team.
- Inadequate outreach to the Black community
- Limited capacity and time to carry out the agency's mandate and programs effectively.

What immediate steps do you think your agency needs to take in order to develop its capacity to provide effective and culturally appropriate services to the Black community in Peel?

- Mandatory training regarding connecting with the Black community.
- Training and development of resources around culture and identity.
- Building collaborative relationships with the Black community.
- Providing more programs that are geared towards Black youth.
- Hiring staff that are reflective of the Black community.
- Advocating for more core funding.

What kinds of support does your agency need (internally and externally) in order to improve its capacity for serving the Black community in Peel?

- Funding for programs and staffing.
- Assistance with partnership with the community.
- Diversity training
- Increase of Black workers with more community services that are culturally appropriate.
- Stronger advocacy and supportive coalitions.
- More support services for Black youth (after school programs and drop-in centres)

On a scale of 1 to 10, (with 1 representing very poor and 10 representing excellent) how would you describe the capacity of Peel's human services sector to provide effective and culturally appropriate services for Blacks in Peel?

SCALE	#	%
1 (very poor)	6	15.8
2	4	10.5
3	5	13.2
4	6	15.8
5	6	15.8
6	4	10.5
7	4	10.5
8	2	5.3
9	1	2.6
10 (excellent)	0	0.0
TOTAL	38	100.0%

III.   RECOMMENDATIONS

The Black population is a large and growing population within the Region of Peel. This population, with its unique strengths and challenges, should be adequately supported and served by Peel's human services sector. The following recommendations, while not exhaustive or comprehensive, are a guide for human service agencies, policy-makers and funders who are committed to the values of diversity, equity and social inclusion.

MAJOR ISSUES TO ADDRESS WITH AND FOR THE BLACK COMMUNITY
• Racism
• Negative Stereotypes in the Media
• Education: limited achievement; high drop-out rates
• Employment: unemployment and underemployment
• Housing: lack of affordable housing; cultural sensitivity around families and housing issues
• Poverty: especially within single parent families, Black youth, and the elderly
• Civic Engagement: strategies and incentives to encourage and support Blacks to become involved in their community.

TARGET GROUPS FOR SERVICE PROVISION AND ADVOCACY: VULNERABLE BLACK INDIVIDUALS AND GROUPS
• Black Youth
• Black Single Parents
• Black Immigrants
• Black Elderly

PROVISION OF ASSISTANCE TO HUMAN SERVICE AGENCIES
• Increase in core funding for agencies
• Funding for Provision of Culturally Appropriate Services for the Black Community
• Settlement Services for Black Immigrants
• Language Training Services for Black immigrants, especially Francophone Immigrants.
• Training: Anti-racism, Anti-oppression, Diversity Management
• Training: The Black Community in Peel (diversity, issues, needs, outreach strategies, etc.)
• Support for Organizational Change Towards Diversity, Equity and Social Inclusion
• Recruitment of Black Staff and Volunteers
• Outreach to the Black Community
• Collaboration/Partnerships with the Black Community

ANNOTATED BIBLIOGRAPHY

African Community Services of Peel (2006, July). *Awareness and prevention of victimization in the African Canadian community in Peel.* Research Report by African Community Services of Peel.

This report explores the views of African-Canadian women and children in Peel regarding victimization. The study specifically focuses on the understanding of victimization, awareness of services available, and the extent to which the women and children used the services available for victims of violence. The results indicate a vast difference between African and Caribbean participants understanding and response to victimization. For instance, it was found that continental African women were more likely to condone certain acts of victimization when compared to Caribbean women. Also, African women faced many language barriers when searching for information, services and overall assistance.

African Community Services of Peel (2001). *An enquiry into the delivery of ISAP settlement services to the Black/African Community in Peel/Halton Regions.* Research Report by African Community Services of Peel.

This study describes the views of Black women and children in Peel regarding victimization (African Community Services of Peel, 2006). It focuses on the understanding of victimization, awareness of services available, and the extent to which Black women used services related to victimization, domestic violence, etc. The findings indicate a vast difference between African and Caribbean women's understanding of and response to victimization.

Budhu, C. (2001). *Research project on Visible Minority communities in Canada.* Voluntary Sector Initiative Report.

This report provides information about visible minority communities in Canada with reference to demographics, community institutions and major issues. Data is taken from secondary sources. Service and funding gaps are identified and recommendations made. It was found that there were funding restraints for organizations serving visible minority groups and that social issues such as poverty and systemic racism were evident among visible minorities in Canada.

Canadian Centre on Minority Affairs. (2000, April). *Health promotion and population outreach in the Black and Caribbean Canadian community.* In Health Canada's (2001) *Certain Circumstances: Issues in equity and responsiveness in access to health care in Canada.* Retrieved on line at http://www.hc-sc.gc.ca/hcs-sss/alt_formats/hpb-dgps/pdf/pubs/2001-certain-equit-acces/2001-certain-equit-acces_e.pdf This article is taken from a larger report on health care issues in Canada. It provides a preliminary view of health care issues and needs in the Black community. The major findings indicate that there are risk factors such as racism, adjusting to a new society, and unrealized expectations, which are also the major causes of stress, and which often leads to mental health issues. The study also found that Blacks tend to be unfamiliar with the health care system, a factor that results in the group's under use of the health care system.

Collins, P.H. (1998). *Intersections of race, class, gender, and nation: Some implications for Black family studies*. Journal of Comparative Family Studies, 29(1), p.27-36. This article outlines the issues raised by the intersection of race and social class, race and gender, and race and nationalism. It emphasizes the importance of not viewing race, class, and gender as individual factors, but as issues that intersect to create a different and compounding experience. This study points to the importance of recognizing structural factors (political, economic) rather than individual characteristics when studying oppression and marginalized groups.

Community Development Halton. (2003). *Growing up Black in Oakville: The impact of community on Black youth identity formation and civic participation.* Retrieved April 1 online at http://www.cdhalton.ca/pdf/communitydispatch/cd0705.pdf The study provides the voice of Black youth with respect to how they define themselves living in Oakville. It also provides their insights as to what service providers need to understand in order to serve them adequately.

DeCoito, P. (2006, March*). Building awareness of the African and Caribbean communities: Overview of the African and Caribbean Communities.* Workshop Presentation given in Mississauga, ON.

This workshop presentation provides information on the Black community on such issues as socio-economic characteristics, problems related to settlement, gaps in services, characteristics of organizations serving the Black community, issues etc. It also discusses the concept of anti-Black racism.

Enang, J. (2001). *Mothering at the margins: An African-Canadian immigrant woman's experience.* The Canadian Women's Health Network Magazine, 4(2). Retrieved on line at http://www.cwhn.ca/network-reseau/4-2/4-2pg3.html

This article looks at the experiences of African-Canadian immigrant mothers. It looks at the intersections of race, class, gender and how they intertwine to create these women's realities. It mentions the importance of mental health issues faced by women, which in turn impacts their child-rearing practices, their relationship with their children, and their child's life. Some of the barriers these women face includes a limited understanding of English; adjusting to a different climate, clothing and food; and racism.

Jansen, C., Plaza, D., & James, C. (1997). *Upward mobility among second generation Caribbeans living in Toronto.* Retrieved on-line CERIS website: http://www.ceris.metropolis.net/Virtual%20Library/RFPReports/James2000.pdf

This study focuses on second-generation Caribbean individuals who finished their post secondary education in Canada. The main purpose of this study was to determine if being "Canadian" and having Canadian qualifications helped second-generation Caribbeans to overcome the systemic and institutional barriers which were faced by their parents upon entry into the Canadian workforce.

Kunz, J.L., Milan, A. & Schetagne, S. (2000). *Unequal access: A Canadian profile of racial differences in education, employment and income.* Canadian Race Relations Foundation.

>This report provides an overview of the differences among racial groups with regards to education, employment and income. Overall, it was found that visible minorities lagged behind Whites with regards to employment and income, are less likely to hold managerial positions, and have the highest education-occupation discrepancies (among the foreign-born). It was also found that visible minorities experienced severe difficulty in accessing the labour market, and encountered racial discrimination.

McIsaac, E. (2003). *Immigrants in Canadian cities: Census 2001-What do the data tell us? Policy Options.* Retrieved from the Maytree Foundations website at http://www.maytree.com/PDF_Files/ImmigrantsInCdnCities.pdf

>Using the 2001 Census of Canada, this article discusses the issues faced by recent immigrants. It indicates that recent immigrants have lower employment rates and earn less that the Canadian average income. It also discusses the systemic barriers faced by recent immigrants. The author suggests the need for collaboration between all levels of government in order to benefit immigrants.

Milan, A. & Tran, K. (2004). *Black in Canada: A long history. Canadian Social Trends.* Retrieved on-line from Statistics Canada website: http://www.statcan.ca/english/studies/11-008/feature/11-008-XIE20030046802.pdf

>This article discusses the long history of the Black population in Canada. It brings attention to the diversity within this population. It discusses the different dynamics of the Black population and draws attention to the major themes in Black Canadian history.

Multicultural History Society of Ontario (n.d.). *Setting out: Migration. Many rivers to cross: The African-Canadian experience.* Retrieved on line at http://www.mhso.ca/ggp/Exhibits/Many_Rivers/migration.htm

>This article outlines the history of Black people in Canada. It provides an events timeline and discusses the many struggles and injustices experienced by Black people.

Noh, S., Hyman, I. & Fenta, H. (2001). *Pathways and barriers to mental health care for Ethiopians in Toronto.* Retrieved on-line CERIS website: <http://ceris.metropolis.net/Virtual%20Library/RFPReports/Noh1998.pdf> This study identifies the prevalence of major mental disorders (i.e. depression, anxiety, somatization etc.) within the Ethiopian community in Toronto. It also looks at the utilization rates and patterns of health care services by the Ethiopian community. Mental health issues were more prevalent among males, younger adults, unmarried individuals, the unemployed, and people with low levels of education. The study found that the majority of the sample encountered discrimination due to their race. Males encountered more discrimination when compared to females. Many of the factors that led to mental health issues were due to pre-immigration issues, such as war and displacement. The Ethiopian community experienced many barriers and limits when seeking mental health and related services in Toronto.

Ornstein, M. (2000, May). *Ethno-racial inequality in the city of Toronto: An analysis of the 1996 Census.* Toronto: City of Toronto. This report provides a very detailed description of the socio-economic characteristics of 89 ethno-racial groups in Toronto. The purpose of the report was to identify the groups who experienced disadvantages in education, employment and income. For each social indicator, the author found a vast range of differences among the different ethno-racial groups. On the whole, it was found that the most severely disadvantaged groups in Toronto were African ethno-racial groups, which include: Ethiopians, Ghanaians, Somalis and the combined category for "other African nations." Other groups that experience social and economic disadvantages are the Vietnamese, Iranians, Tamils, Sri Lankans and "Other Arabs and West Asians."

Roy, J. (2007). *Racism in the justice system*. Canadian Race Relations Foundation. Retrieved on line from http://www.crr.ca/Load.do?section=26&subSection=37&id=242&type=2 This article discusses the issue of racism in the Canadian justice system. It draws attention to institutional racism, the importance of analyzing the effects of racism and the processes that lead to racism. It discusses different forms of racism (personal, systemic, and ideological). It emphasizes that it is essential to look beyond statistics and understand the impact of racism.

Roy, J. (2007). *Acknowledging racism*. Canadian Race Relations Foundation. Retrieved on line from http://www.crr.ca/Load.do?section=26&subSection=37&id=244&type=2
This article looks at the importance of acknowledging that racism exists. Without the acknowledgment of racism, it is difficult to know how to solve or reduce the problem. It provides a detailed description, definition and explanation about racism and how it plays out in larger social structures.

Ryerson University School of Journalism (n.d.) Group Backgrounds: Black. *Diversity Watch*. Retrieved on line at http://www.diversitywatch.ryerson.ca/backgrounds/black.htm
This website provides a rich array of information about the Black community in Canada, Ontario and Toronto. A detailed essay on the history of Blacks is provided along with a description of current issues facing the Black community. It has an extensive list of useful links on different aspects of Blacks in Canada.

Sadler, R. (n.d.). *Introduction: Early Black settlement in Canada*. Black History Canada. Retrieved on line from http://www.blackhistorycanada.ca/theme.php?id=2
This website provides information about a range of issues that have affected the Black population throughout Canadian history. Some of the topics include: settlement patterns and obstacles encountered, equity and human rights issues, difficulty in identity formation, and assimilation.

Social Planning Council of Peel (2000). *A Social profile of the Black population in Peel region, 1996*.
Based on data from the 1996 Census of Canada, this report provides a detailed description of Blacks in Peel as a whole, Mississauga, Brampton and Caledon. It provides information on Black immigrants and Canadian –born Blacks. It also breaks down the Black immigrant population by place of birth (Caribbean, Africa, other). The social indicators described are: gender, age, marital status, families, immigration, home ownership, education, employment, income and poverty.

Springer, J., Roswell, T. & Lum, J. (2006, February). *Pathways to homelessness among Caribbean youth aged 15-25 in Toronto*. CERIS working paper No.44.

> This report outlines patterns, trends and pathways to homelessness experienced by Caribbean youth in Toronto. It describes the demographic and socio-economic characteristics of 'street-involved' youth, ways they found themselves homeless, their support systems, interactions with police, vulnerabilities, and the impact of these on their self-image and sense of control over their lives. Racism was a major theme of the study's findings. The study shows that homelessness among Caribbean youth was due to multiple levels of structural disadvantages encountered by these individuals.

Tator, C. & Henry, F. (2006). *Racial profiling in Canada: Challenging the myth of 'a few bad apples.'* Toronto, ON: University of Toronto Press.

> This book discusses the concept and practice of racial profiling of Black and Aboriginal communities in Canada. The following issues are discussed: theoretical underpinnings on race, the process of racialization that occurs in public institutions, racial profiling in three different countries, the police culture, and the importance of narratives as well as case studies. It was found that racial profiling is not merely a once in a while occurrence of a couple of bad officers. It relates to the values and interests of the dominant culture (which is reflected in police culture), the policing of crime, and a mix of many other factors. The author notes that racial profiling is not just an activity of the police. It is a practice that is systemically supported by the institutions of the dominant group and culture

Women's Health in Women's Hands Community Health Centre (2003, March). *Racial discrimination as a health risk for female youth: Implications for policy and healthcare delivery in Canada.* The Canadian Race Relations Foundation. Retrieved on line from http://www.whiwh.com/Research/ePub_RacialDiscrimination.pdf

> This report is a summary of a one-year participatory research project. The research explores racial discrimination as a health risk for young women of colour. It was found that racism results in the denial of equal access to quality health care, health education and health information. The report provides recommendations for policies and strategies to help develop anti-racist practices within the Canadian health care system.

United Way of Peel Region (August, 2007). The Black Community in Peel Region: An
Exploratory Study, Mississauga, ON: UWPR (In press).

This study provides 2001 statistics on the Black population in Peel, a literature review on the social issues facing the Black community in Peel and the Greater Toronto Area, and the findings from focus groups and key informant interviews held in Peel Region.

Appendix:

Responses from Human Service Agencies to On-line Survey (69 Agencies)

1. What, in your opinion, are the top 5 social issues or problems experienced by the Black population in Peel?

	# of Responses	% of Total Responses
Racism and discrimination	60	21.2%
Employment	34	12.0%
Poverty	33	11.7%
Education and school-related issues	31	11.0%
Issues of Black youth	25	8.8%
Cultural and communication concerns	23	8.1%
Family issues	18	6.4%
Health Issues	15	5.3%
Little time & limited resources	12	4.2%
Limited awareness of services available	9	3.2%
Lack of role models	6	2.1%
Cultural and communication concerns	5	1.8%
Settlement issues	1	0.4%
Others	11	3.9%
Total Responses	**283**	**100.0%**

2. What do you see as the top five (5) strengths of your agency with respect to providing services to the Black community in Peel?

	# of Responses	% of Total Responses
Community-based services & events	24	28.2%
Cultural diversity training/programs	23	27.1%
Cultural diversity at staff and board levels	15	17.6%
Anti-racism/oppression activities and practices	15	17.6%
Financial assistance/counselling	4	4.7%
Counseling and psychosocial support	4	4.7%
Total Responses	85	100.0%

3. What do you see as the top five (5) weaknesses or challenges of your agency with respect to providing services to the Black community in Peel?

	# of Responses	% of Total Responses
Lack of culturally appropriate services/ diversity practices	11	16.4%
Lack of cultural diversity training	11	16.4%
Lack of resources / funding	10	14.9%
Few to no Black staff	9	13.4%
Few Black workers/counsellors	9	13.4%
Systemic racism and discrimination	7	10.4%
Lack of outreach strategy	6	9.0%
Lack of partnerships/collaboration	1	1.5%
Limited awareness of Black community	1	1.5%
Lack of leadership on diversity issues	1	1.5%
Lack of transportation/for outreach	1	1.5%
Total Responses	**67**	**100.0%**

4. What immediate steps do you think your agency needs to take in order to develop its capacity to provide effective and culturally appropriate services to the Black community in Peel?

	# of Responses	% of Total Responses
Increase core funding & resources	9	18.4%
Long-term planning/programs	9	18.4%
Needs assessment/research	8	16.3%
Recruitment of Blacks	8	16.3%
Communication and information-sharing	5	10.2%
Partnerships/collaborations	3	6.1%
Culturally-appropriate services	3	6.1%
Education/training	2	4.1%
Community involvement/network	2	4.1%
Total Responses	**49**	100.0%

5. What kinds of support does your agency need (internally and externally) in order to improve its capacity for serving the Black community in Peel?

	% of Responses	% of Total Responses
Education/Training	9	18.8%
Funding & resources	8	16.7%
Long-term planning/programs	7	14.6%
Partnerships/Collaborations	5	10.4%
Community Forum/ Community Involvement	4	8.3%
Culturally appropriate services	3	6.3%
Support systems	3	6.3%
Writing grant proposals/organizational development/research	2	4.2%
Recruitment/hiring	2	4.2%
A need for understanding and representation	2	4.2%
Communication and Information sharing	2	4.2%
Affordable housing	1	2.1%
Total Responses	48	100.0%

6. On a scale of 1 to 10, (with 1 representing very poor and 10 representing excellent) how would you describe the capacity of Peel's human services sector to provide effective and culturally appropriate services for Blacks in Peel?

SCALE	# of Responses	% of Responses
1 (very poor)	6	15.8%
2	4	10.5%
3	5	13.2%
4	6	15.8%
5	6	15.8%
6	4	10.5%
7	4	10.5%
8	2	5.3%
9	1	2.6%
10 (excellent)	0	0.0%
Total	**38**	**100.0%**

7. Approximately what percentage of your clients are from the Black community?

% of the Black Clients	# of Responses
0-4	5
5-9	1
10-14	2
15-24	5
25-44	8
45-64	2
65% and over	3
100%	3
Total Responses	**29**

8. Which of the following best describes your type of agency?

	# of Responses	% of Responses
▪ Non-profit agency (less than 10 employees)	5	13.5%
▪ Non-profit agency (10-20 employees)	2	5.4%
▪ Non-profit agency (21-50 employees)	3	8.1%
▪ Non-profit agency (more than 50 employees)	12	32.4%
▪ Foundation/Funder	1	2.7%
▪ Government agency	13	35.1%
▪ Elected official or civil servant	0	0.0%
▪ Religious or Faith-based Organization	0	0.0%
▪ Interested citizen	0	0.0%
▪ Private business	1	2.7%
Total Responses	**37**	**100.0%**