



CCIS New Pride Program Annual Evaluation Report

October 2018



Evaluation conducted with support from
Constellation Consulting Group



Contents

1.0 Introduction and Background.....	2
2.0 Evaluation Methods.....	3
3.0 What We Know from Research	4
3.1 The Need for Responsive Services for LGBTQ Newcomers.....	4
3.2 Effective Approaches to Serving LGBTQ Newcomers.....	6
4.0 New Pride Activities and Outputs.....	9
4.1 Knowledge Building through Workshops, Presentations and Events.....	9
4.2 Creation of New Resources and Connections.....	10
4.4 Direct Service Delivery with Clients	10
5.0 Perspectives on New Pride	11
5.1 Perspectives from Clients.....	11
5.2 Perspectives from Community Groups	12
5.3 Perspectives from CCIS Staff.....	14
6.0 Key Successes and Challenges	17
7.0 Conclusions & Recommendations.....	18
Appendix A: Updated New Pride Program Logic Model	19
Appendix B: Resources Consulted.....	20
Appendix C: Interview/Survey Questions and List of Stakeholders Engaged	Error!
Bookmark not defined.	
Online Survey Questions for CCIS Staff	Error! Bookmark not defined.
Community Partner Interview Questions.....	Error! Bookmark not defined.
Community Partners Interviewed.....	Error! Bookmark not defined.
Client Interview Questions	Error! Bookmark not defined.
Appendix D: Safer Spaces List Resource List	21

1.0 Introduction and Background

Calgary Catholic Immigration Society (CCIS) is a non-profit organization with expertise in providing settlement and integration services to immigrants and refugees. The Family and Children's Services (FCS) Division of CCIS has specific expertise in facilitating the integration of families and children into the community, enhancing the provision of services of newcomers by community resources, and promoting the healthy development of children through a holistic strengths-based approach. With a vision of a society where immigrants and refugees can reach their potential, CCIS' mission is to effectively partner within the community to empower immigrants and refugees to successfully resettle and integrate.

Calgary's Centre for Sexuality (formerly the Calgary Sexual Health Centre) is a non-profit organization with expertise in providing evidence-informed, non-judgmental sexual and reproductive health programs and services. In 2016, a formal partnership between CCIS' FCS Division and the Centre for Sexuality was established. Stemming from this partnership, the Gender, Diversity, and Family Enhancement (GDFE) Program was created to leverage the expertise of each organization to work at the intersection of immigrant families and LGBTQ¹ populations. The partnership recognizes the strength and position of both organizations to address concepts around sexual health, gender identities, and LGBTQ rights with immigrant families in a manner that is culturally competent and sensitive to often competing religious and cultural values; and to do so in a way that is respectful of all value positions.

Based on positive results and learnings from developmental evaluation activities that accompanied the pilot implementation of the GDFE Program, in 2018 the program was evolved to become the New Pride Program, led by CCIS and supported by the Centre for Sexuality. The objectives of the New Pride Program are: ²

- To foster healthy relationships among multicultural families and gender diverse populations;
- To educate newcomers about gender diversity and gender equality in Canada; and
- To promote inclusive services and safe spaces for the LGBTQ community, including LGBTQ newcomers.

With learning, reflection and growth as core values at CCIS, the program has been evaluated with support from external evaluation experts at Constellation Consulting Group since its inception as the GDFE Program through to its current iteration as the New Pride Program. This report highlights findings from the 2018 evaluation and makes recommendations for future directions within the program.

¹ Lesbian, Bisexual, Gay, Transgender, and Queer

² See Appendix A for the Program Logic Model created in 2018

2.0 Evaluation Methods

Starting in 2016, the GDFE Program was evaluated using a developmental evaluation approach to capture emergent learnings and ensure a continuous feedback loop accompanied the pilot implementation. As the program moved into a more established structure in 2018 under its new name (New Pride) and Program Logic Model, a more summative evaluation approach has been integrated into the developmental evaluation processes undertaken since 2016. Like the program itself, the evaluation has been conducted with a strengths-based approach, focusing on contribution, strengths, and learning as opposed to attribution, faults, and road blocks while consistently seeking collaborative opportunities for knowledge sharing.

This year, information on program outcomes, successes, challenges and learnings has been collected via:



Ongoing recording of key program information and outputs by the New Pride Diversity Liaison.



Occasional check-ins between program staff and external evaluators to discuss program progress and challenges.



4 phone interviews with key community partners.



4 phone interviews with recent New Pride clients.



An online survey completed by 7 CCIS staff from other teams/divisions including the Business Employment and Training Services Division, the Resettlement and Integration Division and the Community Development and Integration Services Division.

See Appendix C for survey and interview questions along with a list of partners interviewed.

3.0 What We Know from Research

3.1 The Need for Responsive Services for LGBTQ Newcomers

One of the main challenges faced by allies and agencies that seek to support LGBTQ newcomers is that knowledge about the number of individuals living at the intersection of diverse cultural and gender/sexual identities is significantly limited. Since many newcomers do not disclose their association with an LGBTQ identity even to close friends and family, let alone publicly, it is extremely difficult to estimate the size of the population of LGBTQ+ newcomers. While one study on Canadian refugee claimants revealed that between 2013 and 2015, approximately 1,600 refugees claimed asylum in Canada on the basis of their sexual orientation,³ this number does not account for the LGBTQ individuals who are non-refugees, or second-generation LGBTQ immigrants to Canada.

Although the number of individuals with intersecting newcomer and LGBTQ identities is not clear, the need to provide high quality and responsive services for these individuals is clear. LGBTQ newcomers face a number of unique barriers to successful integration and accessing quality services in Canada as they often fall between the lines of LGBTQ and newcomer communities. Barriers many times include:⁴

- Lack of knowledge about LGBTQ rights in Canada
- Fear of discrimination when accessing services and subsequent reticence to disclose LGBTQ identity when accessing services
- Experiences of “conflict of allegiance” – fear of rejection from cultural community based on connection with LGBTQ community/identity or vice versa
- Oppression caused by heteronormative systems
- Experiences of racism, homophobia and/or transphobia
- Experiences of systemic racism
- Language barriers (beyond the challenges created by language barriers for any newcomer, language barriers amongst LGBTQ newcomers may mean they are unfamiliar with LGBTQ-associated terms commonly used in Canada, such as ‘queer’, ‘LGBTQ or ‘bisexual’, resulting in fewer connections with services or feeling shy or embarrassed about accessing services typically targeting LGBTQ individuals due to unfamiliar language used)
- Lack of clear designation of services as safe/supportive for LGBTQ newcomers

³ Bielski (2017)

⁴ Chavez (2011); Ching et al (2018); Coleman et al (2016); Giwa & Chaze (2018); Lees & Brotman (2011); O’Neil (2010); Yee, Marshall & Vo (2014)

- Negative responses from service provider staff, including resettlement and integration service providers and translators who may be uncomfortable with LGBTQ concepts, needs or identities

Research has shown that when LGBTQ newcomers have questions about adapting to life in Canada, 41% turn to close friends and 81% look online.⁵ For this reason, programs should be conscientious of their online presence, and the terms they use to describe their services. One Canadian study of organizations serving newcomers found that very few websites displayed LGBTQ-positive images (12%), mentioned services specific to LGBTQ newcomers (9%) or provided external links to resources that may be helpful to LGBTQ newcomers (12%).⁶

When newcomer LGBTQ individuals encounter barriers to integration and access to services, they often go without available supports. Research suggests this can lead to:

- Reduced self-esteem and negative mental health
- Higher rates of depression and anxiety, increasing risk for self-harm and suicide
- Higher rates of drug use
- Engagement in risky sexual behaviours
- Reduced physical or mental health due to avoidance of health systems
- Homelessness
- Unemployment
- Experiences of loneliness and social isolation

“Over time, these experiences of structural/cultural, interpersonal, and internalized oppression build upon each other to become trauma.”⁷ This, many times, is the same exclusion and trauma LGBTQ newcomers are seeking to avoid by immigrating to Canada.

For individuals seeking refugee status on the basis of their sexual orientation or gender diversity, the refugee claimant process can further compound the trauma experienced, as claimants often experience:⁸

- Feeling intense scrutiny as Canadian and Immigration Refugee Board (IRB) members look for credibility and proof of legitimate fear in their home country
- Feeling their sexuality and gender identity have to fit those of Western LGBTQ ideologies, and experiences of having their appearance, behaviours and stories questioned by individuals subscribing to these ideologies
- Having to gather evidence to prove their identity and support their story

⁵ Yee, Marshall & Vo (2014)

⁶ Giwa & Chaze (2018)

⁷ Ching et al (2018)

⁸ Fobear (2015); Jordan (2009); Lees & Brotman (2011); Murray (2014)

- Sharing intimate stories with strangers which can be difficult and traumatizing, with the added fear, shame and discomfort of talking openly about and/or labeling their sexuality and/or gender identity

Due to these experiences, for refugee claimants the barriers to seeking supportive services may be even greater, as individuals fear further scrutiny and retelling of their stories.

Organizations seeking to work with LGBTQ newcomers must take the barriers and challenges experienced by these individuals into careful consideration if clients are to be served effectively. The New Pride program helps to break down identified barriers for LGBTQ newcomers by supporting individuals and families directly and by working with organizations to evolve services and interactions to be 'safer' and more responsive for newcomers with diverse sexual/gender identities.

3.2 Effective Approaches to Serving LGBTQ Newcomers

Rigorous research on effective programs for LGBTQ Newcomers is somewhat limited and points to the need for ongoing research and evaluation of programs seeking to work with individuals at the intersection of diverse cultural and sexual/gender identities. The preliminary emergent research evidence available can nevertheless be leveraged towards more responsive programming for LGBTQ newcomers.

Seeking to understand the programs and services that LGBTQ newcomers most need and desire, one research study asked LGBTQ newcomers to articulate which supports would be most beneficial for them. Responses included:⁹

- Supportive counselling (65%)
- Drop-in groups (54%)
- Workshops (50%)
- Assistance applying for government programs (no percentage reported)
- Services and scholarships (50%)
- Supported referrals to available services (46%)

In January 2018, New Pride helped organize a similar discussion with LGBTQ newcomers and community service providers to discuss needs and challenges as well as how a meet up group might facilitate discussions to address identified needs and challenges. In total 12 individuals with lived experience and 8 community group members participated. Key identified areas of need/challenge and desired service included:

⁹ Yee, Marshall & Vo (2014)

- Alberta Works – participants identified a need for interpretation services for newcomers to enable access to income support
- Bank accounts – refugees identified that opening a bank account is very difficult due to their temporary status and obtaining a credit card requires a security deposit they may not have
- Housing – participants identified that finding housing can be difficult as many newly arrived individuals do not have a job and landlords often ask for proof of employment
- Translation services – participants felt community organizations should have information available in different languages so everyone can access supports
- Pre-arrival services – participants suggested that more information be provided before arrival in Canada to highlight settlement and integration supports available, LGBTQ services available, processes for obtaining a driver’s license and other basic documentation, legal services available (particularly for refugees and refugee claimants), and work permit applications
- Advocacy – participants felt that it would be beneficial to have a representative that could lobby on their behalf, when necessary
- Volunteer opportunities – participants indicated interest in opportunities for involvement in the community to gain Canadian experiences and practice language and leadership skills
- Health information – participants were interested in health information for LGBTQ individuals and were hoping there could be information available in different languages

When identified barriers are reduced to enable LGBTQ newcomers to engage in the services and programs that they need/want, preliminary research evidence suggests that numerous positive outcomes can emerge, including: ¹⁰

- Improved mental health and self-acceptance
- Increased development of coping skills
- Decreased feelings of discrimination and stigma (within the program space)
- Increased knowledge of, and access to, additional resources (e.g. housing, employment, immigration, health care)
- Reduced isolation and increased feelings of belonging and kinship in Canada
- Increased knowledge of rights as an LGBTQ person in Canada
- Development of supportive peer connections and sharing of experiences
- Increased desire to volunteer and give back to the community
- Increased knowledge of LGBTQ sexual health issues

¹⁰ Logie et al (2016); Lees & Brotman (2011); Brotman & Lee (2011)

While evidence on best practices for engaging LGBTQ newcomers in effective programming is limited, LGBTQ newcomers involved in a 2014 research conducted by Yee, Marshall and Vo suggested that programs should seek to be:

- Welcoming, non-judgmental environments
- Less structured, with more opportunities for programs delivered using drop-in formats
- Offered in centralized points of information to improve ease of access and communication
- Clearly identified as LGBTQ services that can serve newcomers
- Offered in different languages

Participants in the study also suggested that services seeking to reach LGBTQ newcomers should engage individuals through high schools and shelters.

The New Pride program supports programs and organizations in evolving towards effective service delivery for LGBTQ newcomers and has developed a list of services in Calgary that offer 'safer spaces' for this population. The Positive Space Assessment Tool designed by the Ontario Council of Agencies Serving Immigrants (OCASI) also helps agencies self-assess how well they are able to engage and serve LGBTQ newcomers.¹¹ Upon assessment through OCASI, resources and free online trainings are provided to assist organizations in providing high quality programming for LGBTQ newcomers.

Overall, while research evidence is somewhat limited, the need for more effective engagement and service delivery with LGBTQ newcomers is clear and services should seek ways to better serve this population while continuing research and evaluation efforts that can contribute to the body of knowledge about what is most effective.

¹¹ For more information see <http://assess.positivespaces.ca/>

4.0 New Pride Activities and Outputs

The New Pride Program follows preliminary research evidence in providing supports to LGBTQ newcomers and by working to change the conditions for LGBTQ newcomers accessing services outside the program. Activities and outputs created by the program are recorded on an ongoing basis to ensure the program is moving towards stated objectives and desired outcomes.

4.1 Knowledge Building through Workshops, Presentations and Events

The New Pride Program seeks to impact individuals and communities by providing workshops and presentation and by participating in events that enable knowledge building about LGBTQ newcomer experiences, rights and responsibilities in Canada and available supports, resources and services. In 2018:

The New Pride Program facilitated 4 workshops, including workshops at the Calgary Public Library's Central and Crowfoot branches, a workshop at the CCIS Parent Link Centre where newcomer parents engage in key programming to develop parenting skills, and a workshop in partnership with the Calgary Police Service.

The New Pride Program shared knowledge through 4 presentations, including presentations at the National LGBTQ Newcomers Conference, the Alberta Society for the Promotion of Sexual Health Conference, the National Metropolis Conference, and CCIS' Professional Development Day.

The New Pride Program participated in 5 events, including a Diversity Breakfast for LGBTQ inclusion, a free movie screening to raise awareness during International Pride Month, Calgary Pride in Victoria Park, the Free 2 Be LGBTQ Resources Fair and the Calgary Pride Parade.



In 2018, 25 individuals participated in the Calgary Pride Parade alongside New Pride and CCIS, doubling the number of participants from 2017. With enthusiasm, numerous individuals indicated they are planning to support CCIS' Calgary Pride involvement next year.

4.2 Creation of New Resources and Connections

Recognizing that it is not clear in the community which services are well-equipped to provide a safe space for LGBTQ newcomers to connect with supports, the New Pride Program has undertaken a review of organizations to highlight which are ready to provide an inclusive space for individuals at the intersection of newcomer and LGBTQ identities. With support from the Centre for Sexuality, the New Pride Program has developed a list of service providers and programs offering 'safer spaces' for LGBTQ newcomers (See Appendix D). This resource list is key for reducing some access barriers for LGBTQ newcomers. If spaces were identified as lacking components of 'safety' for LGBTQ newcomers, the New Pride Program has worked collaboratively with the Centre for Sexuality to create training opportunities to offer to organizations so they can evolve their services towards greater responsiveness to this.

Recognizing that even within CCIS a range of perspectives and values exist amongst the organization's diverse staff group, the FCS Division has created a resource card that includes discreet information about the New Pride Program so that staff can facilitate connections to the program without specific discussions about LGBTQ identities. This is helping to evolve CCIS as a whole towards greater safety and responsiveness for LGBTQ newcomers (see Section 5.3 for more details).

4.4 Direct Service Delivery with Clients

Beyond facilitating knowledge development, the New Pride Program works directly with LGBTQ newcomer individuals as well as newcomer families with LGBTQ questions or emergent issues (e.g. a family member who identifies as LGBTQ). Direct client support is tailored to each unique situation, with New Pride's Diversity Liaison working with clients to learn about and connect to key resources, develop deeper understanding of LGBTQ rights in Canada, address family conflict around LGBTQ issues, and connect to volunteer opportunities. In 2018:



62 individual clients connected through the New Pride Program.



7 family clients connected through the New Pride Program.

In collaboration with the Centre for Sexuality and the Centre for Newcomers, from February to July 2018 the New Pride Program co-hosted a group for LGBTQ newcomers. The group provided an opportunity for clients to make social connections, learn about resources and share experiences about life in Canada. Through New Pride clients are also invited to participate in key recreational activities that help individuals integrate into the community and make key social connections in their new home. In 2018, the New Pride Program supported 5 LGBTQ

Recreational Activities including a trip to Banff, a trip to the Calgary Tower, a visit to Telus Spark, an outing to the Fairy Tales Film Festival, and participation in Pride Day at the Calgary Stampede.

New Pride clients are frequently supported in engaging in volunteer opportunities. Research has shown that volunteering creates numerous benefits for individuals, including increased overall wellbeing, improved mental health and greater social connection.¹² For new immigrants in particular, the benefits of volunteering include the enhancement of social and human capital, which provides a stepping stone for integration into their new cultural context.¹³ In 2018:

20 individuals participated as volunteers in Calgary's Pride Parade.

8 individuals supported New Pride workshop and event planning as volunteers.

1 individual co-facilitated a New Pride workshop as a volunteer.

5 individuals provided volunteer administrative support.

5.0 Perspectives on New Pride

Beyond tracking outputs and activities, as part of the evaluation, perspectives on the program were solicited from clients, key community partners, and internal CCIS staff to generate information about what's working and what could be improved going forward.

5.1 Perspectives from Clients

Clients were interviewed to find out about how they had connected to the program, what supports and benefits they had received by becoming New Pride clients and ideas for program improvements and/or additions moving forward.

Clients indicated that they had connected through various avenues, including a group at the Calgary Stampede, through a case manager, through the Centre for Newcomers and through Bow Valley College. This suggests that there is no one single entry point for program engagement and that ongoing efforts to promote the program with community service providers can lead to increased referrals and client connections moving forward.

Benefits clients indicated they had experienced through New Pride included:

- Finding and connecting with volunteer opportunities
- Attending informative workshops
- Feeling welcomed, understood and respected
- Being supported in connecting to other key services at CCIS, including employment resources that led to employment
- Being supported in connecting with basic needs supports

¹² Kearney, J. (2003).

¹³ Handy, F., & Greenspan, I. (2009).

- Socialization and connecting with other LGBTQ individuals
- Learning about LGBTQ-focused resources

These program benefits highlighted by clients suggest that they may experience positive social outcomes due to the program. Future evaluation efforts can begin collecting information on specific changes that may occur for New Pride clients due to their ongoing involvement in the program (e.g. changes in mental health, changes in social isolation). In their own words, clients said things like:

[The Diversity Liaison] is more helpful than a doctor.

-New Pride Client

[The New Pride Program] welcomed me, understood, and respected me.

They don't judge me.

-New Pride Client

[The Diversity Liaison] tried his best to help me in any way he could – for example food, mentorship, listening.

- New Pride Client

When asked what could be added to, or improved about, the New Pride Program, most clients indicated that they didn't feel anything needed to be changed or added. One client suggested that the program needed more promotion and funding in order to expand its impact. Another client felt that the program could continue working towards system change, supporting service providers and systems in understanding how to effectively support LGBTQ newcomers.

5.2 Perspectives from Community Groups

As part of the evaluation, community serving organizations that have interacted with the New Pride Program were also interviewed to understand the need New Pride is filling within the community, the ways in which New Pride has been impacting the community, and areas for program improvement moving forward.

When asked why they felt having an LGBTQ-focused role within an immigrant serving organization was important, community groups highlighted the barriers LGBTQ newcomers face and the ways in which resettlement and integration services can be the first point of support for gender/sexual diverse clients when there is a program like New Pride available. They felt that having resettlement/integration programming and LGBTQ-focused programming/resources in one place could reduce barriers, facilitate integration, and mitigate negative experiences for LGBTQ newcomers. Community partners also emphasized the need for education amongst newcomers, both in terms of available resources for LGBTQ newcomers and in terms of rights of

LGBTQ individuals in Canada, since other countries may not have the same protection of rights and acceptance of gender/sexual diversity.

When asked about the benefits they had observed for clients from the New Pride Program, partners highlighted positive outcomes such as:

- Reduced experiences of barriers when accessing services
- Increased knowledge and awareness of resources
- Increased knowledge and awareness of rights in Canada
- Increased access to support for addressing negative cultural perceptions of LGBTQ identity, including challenging dynamics within families
- Increased connection to community and peers, decreasing experiences of social isolation
- Increased connection to volunteer opportunities
- Improved ability to engage with services to support employment

Beyond the impact on clients, interviewees highlighted benefits that their organizations had experienced because of their connection with the New Pride Program, including:

- Increased ability to reach LGBTQ newcomer populations who they would not otherwise be able to connect with
- Increased awareness within the organization about LGBTQ newcomer needs and issues
- Increased knowledge within the organization of LGBTQ newcomer rights

Overall, community groups had positive things to say about the New Pride Program. In their own words they said things like:

I can't even explain how vital this service is.
- Community Organization

Immigrants have clearly expressed their need for LGBTQ services, so it is good there is a program for them.
- Community Organization

It's a shared benefit...CCIS serves as a bridge into our organization.
- Community Organization

When asked what could be added to or improved about the New Pride Program, most respondents felt that New Pride should continue and expand the services offered, including:

- More training for new immigrants regarding LGBTQ issues and rights in Canada
- More connections with other community organizations to increase program uptake

- More support in the community for translation and interpretation so that services can serve LGBTQ newcomers more easily

One interviewee also suggested that the New Pride Program could work with the Muslim community in Calgary to ensure individuals are aware of LGBTQ affirming Mosques and that these places of worship are protected from hateful backlash.

Community organizations emphasized the need for ongoing coordination within the community around LGBTQ newcomer issues and suggested letting groups know workshop and program schedules well in advance to increase ability to attend.

5.3 Perspectives from CCIS Staff

Recognizing that CCIS employs a diverse staff group, many of whom are immigrants themselves, the New Pride Program works with CCIS staff to increase knowledge and awareness of LGBTQ rights in Canada and resources available in the community. This work is important for evolving CCIS as a whole towards offering a 'safer space' for LGBTQ newcomers, no matter which CCIS Division they engage with. To understand the impact of this work to date, staff were surveyed about New Pride and perspectives on LGBTQ newcomers generally.

While all staff survey respondents indicated that they felt client gender identity and/or sexual orientation was relevant (71%) or somewhat relevant (29%) for their work, most respondents (86%) felt that CCIS was only a 'somewhat' safe space for LGBTQ newcomers. They said things like:

While a client's gender identity and sexual orientation is not important for me in order to be able to do my job and provide services to the client, it is helpful for me to know so that I can better support them in getting connected to resources within CCIS and Calgary.

- CCIS Staff Person

I believe we still have work to do given the religious and ethnic diversity of our staff.

- CCIS staff person

Only one staff person had not yet seen the FCS Division promotional pamphlet that allow CCIS staff to discreetly promote the New Pride Program to clients, without having clients disclose an LGBTQ identity. Of the staff that had encountered the pamphlet, 17% thought it was 'very useful', 33% thought it was 'somewhat useful', and 50% thought it was 'useful'. This suggests that, while the materials are considered useful, ongoing promotion and distribution may be needed to ensure all staff receive promotional materials and find them useful.

Only two staff survey respondents indicated that they had referred a client to the New Pride Program. Of those who had made a referral, they weren't sure if the support received was useful as they did not have follow-up contact with the client. Ongoing assessment of referrals and perspectives from CCIS staff will help generate more information on whether internal referrals are effective in producing positive outcomes for clients.

Only three staff survey respondents indicated that they had participated in a training or information session with the New Pride Program. Of those who had participated, all found the materials 'relevant' (67%) or 'somewhat relevant' (33%) for their work. At the same time, respondents indicated that they only use the knowledge they gained 'when needed' which for some is not often, and for others is very often. Speaking about what they learned, staff said things like:

I learned Canada is doing its best for our LGBTQ community through programs, policies, and making people more aware about gender equality.

- CCIS Staff Person

I learned about how important semantics are in including diverse populations and about the Diversity Unit with the police and their SOGI education programming.

- CCIS staff person

When asked what could be improved, changed or added to New Pride's approach to make it even more effective staff provided thoughtful comments. Most staff were interested in having more training/learning opportunities to deepen their understanding around working with LGBTQ newcomer clients. Specifically, staff were interested in learning about how to introduce the topics of gender/sexual diversity to clients, where to find resources for clients afraid to 'come out' publicly and where to find resources related to mental health promotion amongst LGBTQ newcomers. Some staff also mentioned that they thought the program could be more effectively promoted within CCIS, so that everyone would feel comfortable accessing the supports of the Diversity Liaison. Overall, staff indicated that they felt the program would be more effective if staff across all CCIS divisions received training and were able to integrate learnings into their practice to evolve all CCIS services towards responsive and inclusive practices for clients with LGBTQ identities. These staff comments suggest that New Pride has the opportunity to create greater impact by offering more learning opportunities for staff and

ensuring all staff are well aware of the program and other resources available to LGBTQ newcomers in the community.

Understanding gender identity should not be explored isolated from other cultural identities and dynamics, otherwise it may create generalization rather than inclusion. This, like all other aspects of understanding diversity, is an important concept in developing cultural awareness and competence, but only if it is a whole organizational strategy on diversity, not exclusively for a single program.

- CCIS Staff Person

6.0 Key Successes and Challenges

Working in an emergent space is inherently challenging, particularly when implementing new program ideas and directions. Based on the evaluation to date, the following key successes and ongoing challenges of the New Pride Program have been identified:

Key Successes	Ongoing Challenges
<ul style="list-style-type: none"> ▪ Creation of the New Pride Program, with clear goals and objectives based on learnings from the pilot GDFE Program ▪ Ongoing partnership with the Centre for Sexuality ▪ The program fills a service gap, operating in a unique space within Calgary’s service landscape ▪ Significant volunteer engagement ▪ More employees with diverse gender and sexual identities hired at CCIS ▪ More volunteers with diverse gender and sexual identities involved with CCIS ▪ Steadily increasing number of clients and families connecting with the Program 	<ul style="list-style-type: none"> ▪ Ongoing/persistent non-inclusive views amongst some staff within the organization ▪ With CCIS’ having ‘Catholic’ in its name, there are ongoing associated perceptions about lack of LGBTQ acceptance ▪ Ongoing difficulties evolving mainstream LGBTQ services and programs to become more culturally responsive

7.0 Conclusions & Recommendations

Building on the learnings and successes of the pilot GDFE Program, and continuing to effectively partner with the Centre for Sexuality, the 2018 evaluation revealed that the New Pride Program at CCIS is continuing to positively impact LGBTQ newcomers through both direct service delivery and efforts to enhance existing services and supports in the community. Going forward, ongoing evaluation can assess the extent to which deeper social outcomes are being produced by the program. Based on the learnings from this year's evaluation, the following recommendations for 2018-2019 are put forward:

1. Seek opportunities to train more CCIS staff and clients around LGBTQ issues, resources and rights in Canada.
2. Seek opportunities to further promote the program both within CCIS and in the community so that potential clients and service providers are well aware of New Pride's unique program offering.
3. Seek opportunities to make more community connections and continue to evolve community services towards greater responsiveness for LGBTQ newcomers.
4. Evolve evaluation processes to start capturing information on client outcomes on an ongoing basis.
5. Continue to be aware of, and seek to address, detrimental internal organizational perspectives that may limit the success of the project.

Appendix A: Updated New Pride Program Logic Model

GOAL	OBJECTIVES	ACTIVITIES	OUTPUTS	OUTCOMES	IMPACTS
Immigrants develop supportive and healthy relationships with gender diverse populations and promote inclusive spaces with families, communities, & support service agencies	Foster healthy relationships among multicultural families and gender diverse populations	<ul style="list-style-type: none"> Provide education to immigrant parents about sexual health & gender identities in a Canadian context, through a culturally competent framework (embed CSHC training in CCIS Parent Link program) Supportive referrals for families experiencing challenges around gender identity 	<ul style="list-style-type: none"> # families supported # family education sessions delivered # individuals supported 	<ul style="list-style-type: none"> Immigrant parents understand concepts, rights and practical considerations around sexual health and gender identity in Canada Families respond constructively to conflict or crisis that result from cultural or gender discrimination Immigrant families have the tools to discuss their experiences with their families and develop healthy relationships as they navigate their gender and cultural identities. 	<ul style="list-style-type: none"> Immigrant families have healthy relationships with regard to sexual health and gender identity, while maintaining their diverse religious and cultural values Parents are able to support their children, or partners, as they navigate gender and sexual identity in school and community contexts Gender diverse individuals would feel comfortable is accessing their natural supports
	Educate newcomers about gender diversity & gender equality in Canada	<ul style="list-style-type: none"> Provide LGBTQ Orientations to Refugees through the RAP program Provide workshops through the Parent Link Centre Co-facilitate workshops with Calgary Sexual Health Centre Engage in community events that support & raise awareness of LGBTQ identities 	<ul style="list-style-type: none"> # Orientations delivered to RAP # workshops delivered in the Parent Link Centre # workshops co-facilitated with the Calgary Sexual Health Centre # community events supported/attended 	<ul style="list-style-type: none"> Partner agencies are supported to develop inclusive spaces Immigrants and refugees increase awareness around the intersections of culture, gender identity, faith, and family dynamics Immigrants and refugees (including families) are introduced have increased understanding of Canadian norms related to sexual and gender diversity Immigrant families receive support services from a place of understanding and non-judgment 	<ul style="list-style-type: none"> Immigrants, communities, and service providers will have a better understanding on how to support gender and sexual diversity within the Canadian context Immigrant families are able draw on natural supports to navigate challenges around gender and cultural identity.
	Promote inclusive services & safe spaces for the LGBTQ community	<ul style="list-style-type: none"> Create opportunities for LGBTQ immigrants to connect, network & learn about local community systems Provide supported referrals based on client needs (including the development of a Safe Spaces Resource List) Consult with agencies around their competence to offer services responsive to culture and provide support to agencies interested in learning more about the intersection of culture & gender Host bi-monthly peer support activities for the LGBTQ immigrant community 	<ul style="list-style-type: none"> Safe Spaces Resource List of responsive agencies # supported referrals provided # clients supported with referrals List of agencies supported in learning more about the intersection of culture and gender # peer support activities facilitated 	<ul style="list-style-type: none"> Increased institutional, agency and pedagogical policies and practices that promote cultural or gender inclusion. Agencies increase healthy and inclusive interpersonal relationships with LGBTQ Immigrants LGBTQ immigrants can safely navigate the system 	<ul style="list-style-type: none"> The system is able to offer responsive support services to the intersection of faith, culture, and gender identity LGBTQ immigrants have a culture and environment that is inclusive and supportive of sexual and cultural diversity and intolerant of discriminatory practices or behaviors Safe Space Agencies develop a reputation for offering inclusive services

Appendix B: Resources Consulted

- Action LGBTQ with Immigrants and Refugees. (2018). *AGIR annual report*. Retrieved from <http://www.agirmontreal.org/wp-content/uploads/2018/08/bilingual-report-AGIR-2018.pdf>
- Bielski, Z. (2017, November 12). Burden of proof. *The Globe and Mail*. Retrieved from <https://www.theglobeandmail.com>
- Brotman, S., & Lee, E.O.J. (2011). Exploring gender and sexuality through the lens of intersectionality. *Canadian Social Work Review, 28*(1), 151-156.
- Chavez, K.R. (2011). Identifying the needs of LGBTQ immigrants and refugees in Southern Arizona. *Journal of Homosexuality, 58*(2), 189-218.
- Ching, T.H.W., Lee, S.Y., Chen, J., So, R.P., & Williams, M.T. (2018). A model of intersectional stress and trauma in Asian American sexual and gender minorities. *Psychology of Violence*. Advance online publication.
- Coleman, T.A., Bauer, G.R., Aykroyd, G., Powell, L., & Pugh, D. (2016). Mental health service use in a sample of gay, bisexual, and other men who have sex with men living in Middlesex County, Ontario, Canada: An exploratory analysis.
- Fobear, K. (2015). "I thought we had no rights" – Challenges in listening, storytelling, and representation of LGBT refugees. *Studies in Social Justice, 9*(1), 102-117.
- Giwa, S., & Chaze, F. (2018). Positive enough? A content analysis of settlement service organizations' inclusivity of LGBTQ immigrants. *Journal of Gay and Lesbian Social Services*.
- Handy, F., & Greenspan, I. (2009). Immigrant Volunteering: A Stepping Stone to Integration? *Nonprofit and Voluntary Sector Quarterly, 38*:6
- Jordan, S.R. (2009). Un/convention(al) refugees: Contextualizing the accounts of refugees facing homophobic or transphobic persecution. *Refugee, 26*(2), 165-182.
- Kearney, J. (2003). Volunteering: social glue for community cohesion? Institute for Volunteering Research. 6:1, page 48.
- Lees, E.O.J., & Brotman, S. (2011). Identity, refugeeness, belonging: Experiences of sexual minority refugees in Canada. *Canadian Review of Sociology, 48*(3), 241-274.
- Logie, C.H., Lacombe-Duncan, A., Lee-Foon, N., Ryan, S., & Ramsay, H. (2016). "It's for us – newcomers, LGBTQ persons, and HIV-positive persons. You feel free to be:" A qualitative study exploring social support group participation among African and Caribbean lesbian, gay, bisexual and transgender newcomers and refugees in Toronto, Canada. *BMC International Health and Human Rights, 16*(18).
- Murray, D.A.B. (2014). Real queer: "Authentic" LGBT refugee claimants and homonationalism in the Canadian refugee system. *Anthropoligica, 56*(1), 21-32.
- O'Neill, B. (2010). Challenges faced by lesbian, gay, and bisexual newcomers: Implications for services. *Canadian Social Work, 12*(1), 24-31.
- Yee, J.Y., Marshall, Z., & Vo, T. (2014). Challenging neo-colonialism and essentialism: Incorporating hybridity into new conceptualizations of settlement service delivery with lesbian, gay, bisexual, trans, and queer immigrant young people. *Critical Social Work, 15*(1), 88-103.

Appendix D: Safer Spaces List Resource List

Safe Spaces Resource List

Building on the Safe Spaces list compiled by the Centre for Sexuality, CCIS is working on creating an ongoing list of safe spaces for individuals at the intersection of culture and gender identity. Through a series of questions that verified cultural diversity and responsiveness, the following resources have been identified as culturally safe spaces.

Organization	Contact information	Services
Apollo Calgary Friends in Sports	Email: sport.liaison@apollocalgary.com	<ul style="list-style-type: none"> Variety of sports and recreational activities for LGBTQ+ people
Calgary Boys and Girls Club/ Aura Host Home	Phone or text: 403-828-4673 Email: hope@bgcc.ab.ca	<ul style="list-style-type: none"> LGBTQ2S+ Youth Housing Program ages 14 to 24 Support services for children and youth
Calgary Catholic Immigration Society	Phone: 403-286-8030 Email: olara@ccisab.ca	<ul style="list-style-type: none"> Family & LGBTQ Support Education and information Referrals
Calgary Counseling Centre	Phone: 403-691-5991 Email: contactus@calgarycounselling.com	<ul style="list-style-type: none"> Gender and sexual diversity Counselling services Counseling services in other languages
Calgary Police Services	Phone: 403-428-8180 Email: DMcElroy@calgarypolice.ca	<ul style="list-style-type: none"> Education and awareness on LGBTQ topics with community members and individuals
Calgary Pride	Phone: 403-536-4077 Email: info@calgarypride.ca	<ul style="list-style-type: none"> Annual Pride Event organizer Volunteer program
Calgary Queer Arts Society	Phone: 403-244-1956 Email: admin@fairytalefilmfest.com	<ul style="list-style-type: none"> Queer annual film fest Art programs for LGBTQ+ Education and information
Calgary Social Sports Club	Phone: 403-244-7529 Email: info@calgarysportsclub.com	<ul style="list-style-type: none"> Recreation LGBTQ+ Slo-pitch (spring and summer) Recreational Sports
Calgary Women's Emergency Shelter	Phone: 403-290-1552 Email: info@cwes.ca	<ul style="list-style-type: none"> Women's shelter Family violence support Safety planning
Catholic Family Services	Phone: 403-233-2360 Email: info@cfs-ab.org	<ul style="list-style-type: none"> LGBTQ Senior support group
Centre for Newcomers	Phone: 403-536-8235 Email: lgbtq@centrefornewcomers.ca	<ul style="list-style-type: none"> Group support Referrals Refugee claim support
Centre for Sexuality	Phone: 403-283-5580 Email: generalmail@centreforsexuality.ca	<ul style="list-style-type: none"> Free Counselling & STI testing Sex education and training Camp FYrefly Gay Straight Alliance Other LGBTQ+ programs
Courage & Encourage Catholic Diocese of Calgary	Phone: 403-218-5505 or 403-218-5503 Email: couragecalgary@gmail.com	<ul style="list-style-type: none"> Faith peer and group support for young adults and seniors
Edmonton Mennonite Centre for Newcomers	Phone: 587.938.6869 Email: bhamrah@emcn.ab.ca	<ul style="list-style-type: none"> Refugee claim support LGBTQ+ newcomers support group

Organization	Contact information	Services
Faith and Spirituality Centre University of Calgary	Phone: 403-220-5451 Email: artuliss@ucalgary.ca	<ul style="list-style-type: none"> Inclusive practice on diverse religions and faiths One on one support
Hillhurst United Church	PHONE: 403-283-1539 x 228 Email: keith.murray@hillhurstunited.com	<ul style="list-style-type: none"> Inclusive church LGBTQ+ Support group Parents of LGBTQ+ kids support group
HIV Community Link	Phone: 403-508-2500 ext. 129 Email: heat@hivcl.org	<ul style="list-style-type: none"> Sexual Health Education STI testing Group and peer support
Immigrant Services Calgary	Phone: 403-265-1120 Email: info@immigrantservicescalgary.ca	<ul style="list-style-type: none"> Settlement services for youth, families and individuals
Making Changes	Phone: 403-262-5776 Email: info@makingchangesassociation.ca	<ul style="list-style-type: none"> Clothing program for transgender woman Employment skills workshop
Mosaic Youth Group	Email: miscyouthyc@gmail.com	<ul style="list-style-type: none"> LGBTQ Youth support group
Pride Centre Mount Royal University	Phone: 403-440-5604 Email: reception@samru.ca	<ul style="list-style-type: none"> LGBTQ students meet up group
Q Centre	Phone: 403-220-4460 Email: qcentre@ucalgary.ca	<ul style="list-style-type: none"> LGBTQ+ students meet up group
Queer Church	Email: calgaryqueerchurch@gmail.com	<ul style="list-style-type: none"> LGBTQ resources Referrals Faith and gender diversity
Queer Youth of Colour	Email: qyoc.calgary@gmail.com	<ul style="list-style-type: none"> Support group for LGBTQ youth of colour
Studio C	Phone: 403-269-1838 Email: wilmer.aburto@prospectnow.ca	<ul style="list-style-type: none"> Collaborative art centre Art programs
The Alex	Phone: 403-520-6270 Email: brains@thealex.ca	<ul style="list-style-type: none"> Queermunity, LGBTQ2S+ Support group for youth 14 to 24 Support services
Unity Mosque	Phone: 647-888-8207 Email: syed.zainahmed943@gmail.com	<ul style="list-style-type: none"> Faith support group
Woods Homes	Phone: 403-299-9696 Email: askus@woodshomes.ca	<ul style="list-style-type: none"> No charge walk-in counseling

If you would like to be considered for this list, please contact Octavio Lara at olara@ccisab.ca

