



2022-2023 COLLECTIVE IMPACT REPORT



*Peel Newcomer Strategy Group (PNSG) is a project of United Way Greater Toronto (UWGT)
and is funded by*



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



United Way
Greater Toronto

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FROM OUR DIRECTOR

Peel Newcomer Strategy Group represents strategic responses to gaps in service coordination on key issues.

How can we collectively improve issues such as mental health and health care access, coordinated supports for refugee and displaced persons? How can we help newcomers access digital, hybrid or in-person services?

The following collective impact report showcases some of the ways we have responded together in Peel region in 2022-2023.

Thank you for sharing your interest in supporting newcomers in all their diversity in Peel region.



Jessica Kwik
Director, Peel Newcomer Strategy Group

PEEL'S LOCAL IMMIGRATION PARTNERSHIP

Peel Newcomer Strategy Group (PNSG) is the local immigration partnership (LIP) for Peel region, serving the City of Brampton, the City of Mississauga and the Town of Caledon.

As a community collaborative, PNSG engages local service providers and stakeholders to optimize and coordinate services that facilitate newcomer settlement, inclusion and integration.

PNSG accomplishes this through:

- Community strategic planning
- Stakeholder engagement and communications
- Convening and participating in community advisories and committees
- Conducting research collaborating with communities and formulating policy recommendations
- ImmigrationPeel.ca, the region's immigration web portal

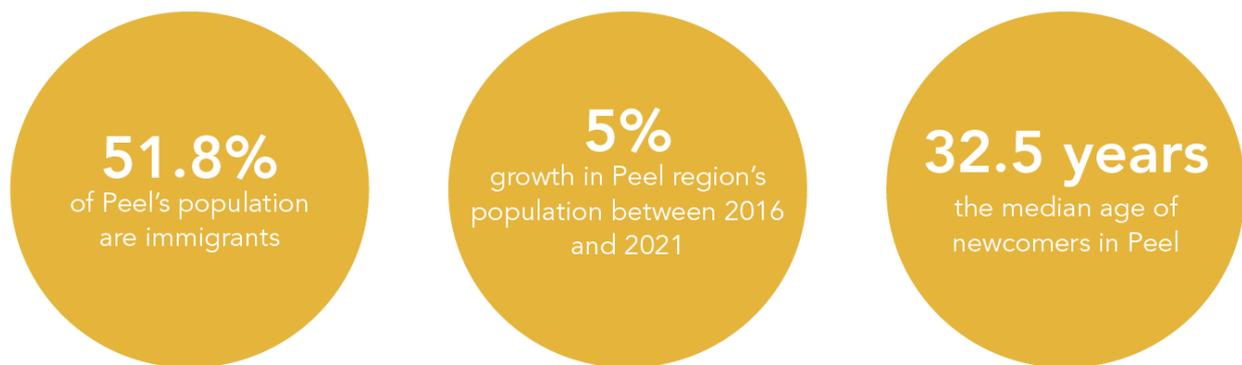
PNSG receives core funding from Immigration, Refugees & Citizenship Canada (IRCC) with project and salary support from the Region of Peel. Our fiscal sponsor, the United Way of Greater Toronto (UWGT), also provides salary, management and shared-services support.

PRIORITY FOCUS AREAS (2020 – 2025)

- 1. Mental health**
- 2. Healthcare**
- 3. Digital Equity & Inclusion**
- 4. Amplifying the Voice of Newcomers**
- 5. Regional Accountability Models for Settlement**

ACCELERATING IMMIGRANT ADMISSIONS

According to 2021 census data, immigrants (recent and established) account for 51.8% of Peel's population of 1.45 million residents. As per forecasts calculated based on the 2023-2025 Immigration Levels Plan for Canada, Peel is expected to receive 32,178 new permanent residents in 2023 and 33,562 in 2024. In 2021, Peel received 39,620 permanent residents, 9.8% of national-level admissions.



Year	National level/targets	Peel level/forecast
2021	405,330	39,620 (9.8% of national level)
2022	437,450	29,985 (6.85%)
2023	465,000	33,061 (*forecast)
2024	485,000	34,483 (*forecast)
2025	500,000	35,500 (*forecast)

**Forecasts were made based on the average % of national immigrant admissions settled by Peel region in 5 years from 2018 to 2022 (Average % of national admission: 7.1%)*

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*Sources

1. IRCC Immigration Levels Plan 2023-2025: <https://www.canada.ca/en/immigration-refugees-citizenship/news/2022/11/an-immigration-plan-to-grow-the-economy.html>
 2. <https://www.canada.ca/en/immigration-refugees-citizenship/news/2022/02/new-immigration-plan-to-fill-labour-market-shortages-and-grow-canadas-economy.html>
 3. Source of 2021 data: <https://open.canada.ca/data/en/dataset/77e5498e-0ad8-4477-85c9-9b8aff9b9eda/resource/1a8171dc-292b-4209-a700-63cb699269ff>
 4. Source of 2023 and 2024 data: <https://www.canada.ca/en/immigration-refugees-citizenship/news/2022/11/an-immigration-plan-to-grow-the-economy.html>

ADVISORY TABLES

CENTRAL PLANNING TABLE

Central Planning Table (CPT) is PNSG’s multi-stakeholder project advisory, which guides and informs the group’s activities and confirms its strategic priorities. CPT is convened by PNSG staff and co-chaired by community stakeholders.

The advisory is committed to:

- A vision that newcomers to Peel are included in all aspects of the community, embracing everyone’s contribution and ensuring well-being for all
- A mission to champion a coordinated and collaborative strategy for the successful engagement of newcomers in the economy and community of Peel

The table is a platform to connect with broader regional, provincial and national stakeholders and have a direct dialogue with the policymakers. The table supports the integration of services and the establishment of cross-sector collaborations and partnerships to better support newcomers.

CPT MEMBERS

CPT representatives belong to the following sectors:

Employment-focused agency	ACCES Employment Peel Halton Workforce Development Group
Diversity network	Regional Diversity Roundtable
Government / Funding agency	Immigration, Refugees & Citizenship Canada Province of Ontario Region of Peel United Way Greater Toronto
Healthcare: intersectional supports / Health research	Moyo Health & Community Services Trillium Health Partners
Settlement services	COSTI Newcomer Centre of Peel Peel Multicultural Council Punjabi Community Health Services
School boards / Children & Youth	Conseil scolaire Mon Avenir Peel District School Board Peel CAS

SERVICE DELIVERY NETWORK

Service Delivery Network (SDN) is an incubator of settlement-service innovation and a collaborative convened and supported by PNSG. This working group is comprised of settlement leaders and community partners committed to strengthening service coordination and planning across the region as well as ensuring accessible, client-centred services for all newcomers.

The group meets monthly to share sector updates as each member sits on multiple federal, provincial, regional and organizational-level tables. The meeting discussions are focused on sharing ideas for improving service delivery in the region and building partnerships to learn from each other's experiences.

SDN MEMBERS

- Caledon Community Services
- Indus Community Services
- Immigration, Refugees and Citizenship Canada (IRCC)
- Malton Neighbourhood Services
- Peel Children's Aid Society
- Peel Multicultural Council
- Polycultural Immigrant & Community Services
- Punjabi Community Health Services

RESETTLEMENT SUPPORT WORKING GROUP

On October 14, 2021, a Peel Resettlement Support Working Group (RSWG) was reconvened to support the federal Afghan Initiative. The Region of Peel and PNSG co-chair the biweekly meetings. Polycultural Immigrant and Community Services, the lead for the refugee resettlement assistance program in Peel, Malton Neighbourhood Services and Centre Francophone du Grand-Toronto play central roles in receiving and supporting Afghan and other government-assisted refugees.

At present, the working group has added a focus on Ukrainian evacuees while considering equitable supports for all refugees arriving in Peel. Current issues for coordination include housing (e.g. host family program by COSTI), health care access and employment. Updates on supports

and preparations are shared by government representatives, the Ukrainian Canadian Congress–Toronto chapter and resettlement leads such as COSTI. The working group supports information sharing across sectors, resource coordination and pathways to required services for resettlement.

Representatives include all levels of government, including IRCC, Ontario's Ministry of Labour, Training and Skills Development, all three local municipalities as well as relevant Region of Peel departments. About 40 different community-level organizations, including settlement agencies, child welfare organizations, school boards and police departments, are part of the group. This table supported the Operation Syrian refugees in 2015 and the support needed for asylum-seekers in the Greater Toronto Area in 2018.

“WOW! What a great meeting. So cool to see our peers like CUIAS here too. Very happy to have a seat at this table. Thank you for being so welcoming to me, our Poly team, and all the other representatives here. Very cool work you are doing.”

- Scott Small, Polycultural (Feb 10, 2023, RSWG Meeting)

ACHIEVEMENTS

Ukrainian housing host program support

PNSG supported COSTI's Ukrainian housing host program by promoting it on various social media platforms, at various public spaces like libraries, community centres, etc to reach the residents. A webinar was organized for general public to learn about the program and ask questions about hosting individuals/families fleeing war in Ukraine.

Coordinating healthcare

PNSG coordinated with CarePoint Health to offer primary healthcare services to clients at the various settlement agencies. Clients were offered episodic care, consultations and referrals, which was a great support as they navigated the healthcare system in the new country.

Winter clothing donation

Donations for winter clothing were organized by various not-for-profit agencies, faith groups and government agencies at the start of winter season to support the needs of the clients at the RAP centers. Surplus was stocked for future use.

Cultural awareness sessions for service providers

PNSG organized cultural awareness sessions with staff from Ukraine and Afghanistan as speakers for other settlement staff from diverse backgrounds to help understand the needs to clients from Ukraine and Afghanistan. This helped the staff in rapport building and offering culturally sensitive services to their clients.

Illumi

Cavalia, creator of the light show Illumi, donated more than 1,000 tickets to Ukrainian evacuees and refugees, including Afghans, for the light show in Mississauga on Valentine's Day. PNSG was able to provide support in connecting Cavalia's Public Relations Coordinator Rachael Masih with organizations that work with displaced Ukrainians and Afghan refugees. Of the more than 1,000 attendees, around 500 came through agencies such as Dixie Bloor Neighbourhood Centre, Elizabeth Fry Society of Peel-Halton and Peel Multicultural Centre, among others.

"We wouldn't have been able to donate so many tickets without PNSG's connections. It was helpful to connect to the organizations through someone who knows all of them already."

- Rachael Masih, Public Relations Coordinator, Cavalia, creator of the light show Illumi

RESEARCH

Newcomer Mental Health and Wellness Through a Settlement Sector Lens

Last year, Peel Newcomer Strategy Group worked with members of its SDN table and other stakeholders to develop a report on the role of the settlement sector in supporting mental health for newcomers — a strategic priority.

The goals of PNSG’s mental health work are to actualize report recommendations in Peel including:

1. Improving staff mental health by providing staff with adequate supports for their own selfcare needs to prevent and mitigate burnout, compassion fatigue and stress.
2. Building bridges between settlement agencies and mainstream mental health providers
3. Considering how a family-centred approach can be better integrated by service providers (children & youth, adults, seniors)

In 2023, PNSG hosted a virtual forum on building bridges between the mainstream mental health providers and newcomer-serving staff and managers. The purpose of the forum was to support settlement agencies in planning innovative strategies to support newcomers struggling with mental health challenges. The forum included 83 frontline and manager participants from settlement, mental health and other key agencies in Peel region.

During the forum, the draft version of PNSG’s report – **Newcomer Mental Health and Wellness Through a Settlement Sector Lens** – was shared. Participants came together to provide recommendations and discuss possible next steps. Following this, the final report was officially released in June 2023.

Recommendations are starting to be grounded in collaborative work with the community through the Community Safety and Well-being Plan Mental Health and Addictions action table with the Region of Peel.

Newcomer Mental Health and Wellness

A foundation for local solutions in Peel region

Peel has the highest proportion of immigrants in Ontario



51.8%

Immigrants comprise 51.8% of Peel's population.



18%

18% of Ontario's immigrant population lives in Peel.



64%

64% of Peel's immigrant population was born in Asia.

Top 5 non-official languages spoken at home in Peel

Punjabi	168,795 speakers
Urdu	60,165
Hindi	35,325
Arabic	33,735
Gujarati	28,880

Peel has historically been underfunded for mental health and addictions services as provincial funding has not kept pace with population growth, leading to less funding per person compared to the Ontario average.

Newcomer Mental Health Needs and Challenges

Mental health of newcomers can be affected by the following:



Cultural Dimensions
Newcomers may express mental health needs through their unique cultural perspectives and face stigma for seeking help.



Language Barriers
Some newcomers may require mental health support in their mother tongue and may have difficulties accessing language-specific mental health services.



Migration Stressors
Challenges related to employment, finances and other pressures cause stress among newcomers.



COVID-19
The pandemic has ongoing repercussions due to increased isolation, loneliness & domestic violence.

Current Pathways to Newcomer Mental Health Support

Some settlement agencies have newcomer mental health supports:



Newcomer arrives at settlement agency or school.



Settlement workers
provide needs assessment & orientation to newcomers.

Case Managers provides 12- 18 month wrap-around support for high needs clients, i.e. Government-assisted refugees, LGBTQ+ individuals, Gender-based Violence (GBV) survivors and disadvantaged youth.

Short-term Counsellors provide short-term IRCC-funded mental health and trauma-informed counselling services for clients needing urgent advice and support.

Other settlement supports such as Language Instruction for Newcomers to Canada (LINC) teachers.

Mainstream mental health providers may deliver more specialized mental health support to referred clients.

January 26, 2023

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PNSG | Collective Impact 2022-2023

Settlement Services in Peel

Peel region has the following settlement services and supports available for newcomers:

28

IRCC-funded settlement agencies with settlement workers.

Short-term counselling is one of the six core support services that service providers can allocate their funding from their federal contribution agreement with IRCC.

9

settlement agencies in Peel have short-term counsellors.

Recommendations to Enhance Mental Health Support to Newcomers

- 1 Increase collaboration between Ontario Health Teams, mental health service providers and settlement providers to create culturally-responsive programs and services.
- 2 Clearly delineate the short-term counsellor role in relation to other adjacent positions across IRCC-funded agencies to ensure role consistency and provide tailored training.
- 3 Improve staff mental health by providing staff with adequate supports for their own self-care needs to prevent and mitigate burnout, compassion fatigue and stress.
- 4 Detect mental health challenges early in the settlement process to ensure faster referrals to appropriate services.
- 5 Create and adequately resource more emergency mental health services for immigrants and refugees needing urgent care.
- 6 Foster partnerships with local faith groups to promote mental health, support referrals and reduce stigma.
- 7 Explore a family-centred approach to mental health care, with particular attention to newcomer children, youth and seniors.



All data collected from

Peel Newcomer Strategy Group. (2023). Newcomer Mental Health and Wellness through a Settlement Service Lens: A foundation for local solutions in Peel region. Region of Peel. (2022). Immigration, Citizenship and Mobility. <https://census-regionofpeel.hub.arcgis.com/pages/immigration-citizenship-and-mobility-2021>
Region of Peel (2022). Languages: Linguistic Diversity in Peel 2021. <https://census-regionofpeel.hub.arcgis.com/pages/languages-2021>
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public good initiative
Policy Consulting to Build Social Capital

January 26, 2023

Visit our [webpage](#) to learn more about PNSG's mental health research.

Healthcare

An advisory committee of healthcare practitioners, settlement agencies and government healthcare stakeholders has been formed to support the writing of a report on refugee healthcare access.

A quantitative analysis using Statistics Canada datasets such as Canadian Community Health Survey, the Longitudinal Immigration Database and the Census is being conducted to explore healthcare use trends amongst newcomer populations, established immigrants and Canadian-born individuals. This data, along with qualitative interview data collected through discussions with refugees, frontline healthcare providers and healthcare policymakers will be the foundation of the research.

The refugee healthcare report will identify inequities in refugee health and mental health outcomes and the needed support for health promotion and care access in Peel region.

The advisory committee will guide the work, giving feedback on case studies, access challenges, examine relevant models and tools, and support the development of recommendations targeted at policy and planning entities, among other stakeholders.

The report is on track to launch in spring of 2024.

REGIONAL ACCOUNTABILITY MODELS FOR SETTLEMENT

PNSG launched the Regional Accountability Models for Settlement project (RAMS) in partnership with the Centre for Community-Based Research (CCBR). This project was initiated and funded by IRCC in 2021. PNSG was one of the local immigration partnerships across Canada invited to develop a regional funding and accountability model through a community-based planning process.

Purpose

To facilitate a community consultation process to develop a model for how the settlement sector in Peel could better:

1. Implement better systems planning
2. Develop and allocate resources for newcomer-serving agencies
3. Enhance service delivery throughout the newcomer settlement journey

Over the last year the RAMS project has engaged the Peel community in consultation using a number of different methods:

COMMUNITY EVENT OR CONSULTATION	DESCRIPTION	SCALE
Advisory Committee Meetings	A committee of community partners from Peel-based agencies meets to guide the project and offer direction on guiding principles, research approaches, and model development.	Five meetings were hosted with four to eight participants from community agencies
Community Forums	Community Forums were facilitated to collect broad input and update the wider Peel community on the project's progress. Attendees included newcomers, settlement agencies, broader sector partners, and government partners at the municipalities and within regional government. Additionally, we prepared for an in-person participatory workshop that took place in June 2023.	Two community Forums with 50 to 60 participants each
Focus Groups	Focus groups were conducted with stakeholder groups to identify recommendations for the model, regional problems it should address and to identify questions for the advisory committee and research team to consider. The focus groups were with SPO directors and managers, frontline staff, broader sector partners, and newcomer youth, seniors, and adults.	Eight focus groups with three to 12 participants each
Key Informant Interviews	Key informant interviews were conducted – one with Hearing Services of Canada, one with an international student and one with a government assisted refugee.	Three key informant interviews
Host Meetings	Meetings were conducted with potential model hosts including Region of Peel, United Way Greater Toronto, and the provincial Government Ministry of Labour Immigration Skills and Training to identify each entity's capability for hosting a regional model for settlement, and/or key considerations for developing models.	Three host meetings with two to six participants each



These consultations elicited a number of recommendations that have been integrated into the models including the importance of:

- Including a timeline and roadmap to carry out the possible transition to a new regional model in the summative report.
- Centering regional concerns such as: resource development for international student supports, more innovative planning around newcomer affordable housing access, and more effective coordination around services during mass arrivals of refugees.
- Building centralized mechanisms for intake, data collection, and evaluation where it would be helpful to track this information at a regional level.
- Including formal mechanisms for the community to give the model host feedback.
- Incorporating agencies that are not funded by IRCC but serve newcomers, eg. Broader sectors partners and smaller or emergent settlement agencies.

IRCC recognizes that newcomer settlement and integration occur locally and that decision-making at the local level may improve the effectiveness of service delivery, leading to better outcomes for newcomers.

Visit our [RAMS webpage](#) to learn more about this work.

PROFESSIONAL DEVELOPMENT FOR SETTLEMENT SECTOR

Peel Newcomer Strategy Group was tasked by the Executive Council to conduct professional development (PD) training for the settlement sector organizations of Peel and Halton regions.

PNSG continued working with the cochairs of the Executive Council and its four sub-committees — Community Connections Partnership; Information, Awareness and Orientation Partnership; Labour Market Partnership and Language Partnership — as well as its Halton counterpart (Halton Newcomer Strategy) to determine the sector needs for learning opportunities.

PNSG sourced sector experts and facilitators to offer virtual professional development sessions to the staff with a focus on prioritizing capacity-building and learning opportunities.

PD SESSIONS

- Optimizing use of zoom
- Resettlement of displaced Afghan people:
Orienting to culture
- Employment supports and digital platform for refugees
- Mental Health Crisis Support Pathways in Peel & Halton For Newcomer Adults
- Unique language training and other supports for refugee youth and adults.
- Labour market trends and supporting employment in settlement
- Online service navigation platforms for newcomers
- Connecting refugees to employment:
Customization for optimal client support
- Trauma informed care and support programs for displaced populations
- Healthcare service navigation for newcomers
- Short-Term Counsellor Professional Development and Network Forum, in person
- Knowing Ukrainian Nationals: Resettling Migrants Through the Humanized Lens
- Diversity, Equity, and Inclusion training for Senior leaders in settlement, in person session.



365
participants



13
sessions

Visit our [webpage](#) to view the recordings.

2022 IRCC ACTION DAYS

PNSG hosted a roundtable of newcomer and settlement support agencies in the Peel and Halton regions. Representatives from across the IRCC-funded settlement sector provided key recommendations. The discussions focussed on developing pathways for data insights, strengthening staff capacity, creating online collaborative spaces, pay equity for the sector, and digital skills development for staff.

To ensure that the event participants got the most out of the 2022 IRCC Action Days, an online survey was developed in June 2022 to help gain a better understanding of the current landscape in terms of projects that are already underway across the settlement services sector, in addition

to collecting information on the tools, resources and needs that currently exist across the network.

The top two themes identified in the June 2022 survey, Leveraging Technology/Digital Access and Staff Supports & Retention, formed the basis for the breakout discussions during the 2022 Action Days. The top three priority action areas identified for Actioning Digital were common intake and referral, online collaborative spaces for Executive Council members and staff, and developing pathways for data insights.

You can read more about the Action Days and a summary of recommendations across priority areas in the [Executive Council Report](#).

“In order to attract new staff and retain existing staff, a proactive rather than a reactive approach is necessary.”

- A participant

CROSS-SECTOR COLLABORATION

COSTI Housing Host Program Webinar

PNSG partnered with COSTI in October 2022 to organize an information webinar to create awareness about COSTI's Ukrainian housing host program. United Way Greater Toronto, Volunteer MBC, Volunteer Markham and Volunteer Toronto provided support for organizing the webinar, which was open to the general public. The recording of the webinar was further shared through our social media channels.

IAOP Forum

PNSG in collaboration with Information, Awareness and Orientation Partnership (IAOP) table organized an in-person forum for the short term counsellors in November 2022. The forum gave participants an opportunity to network with other

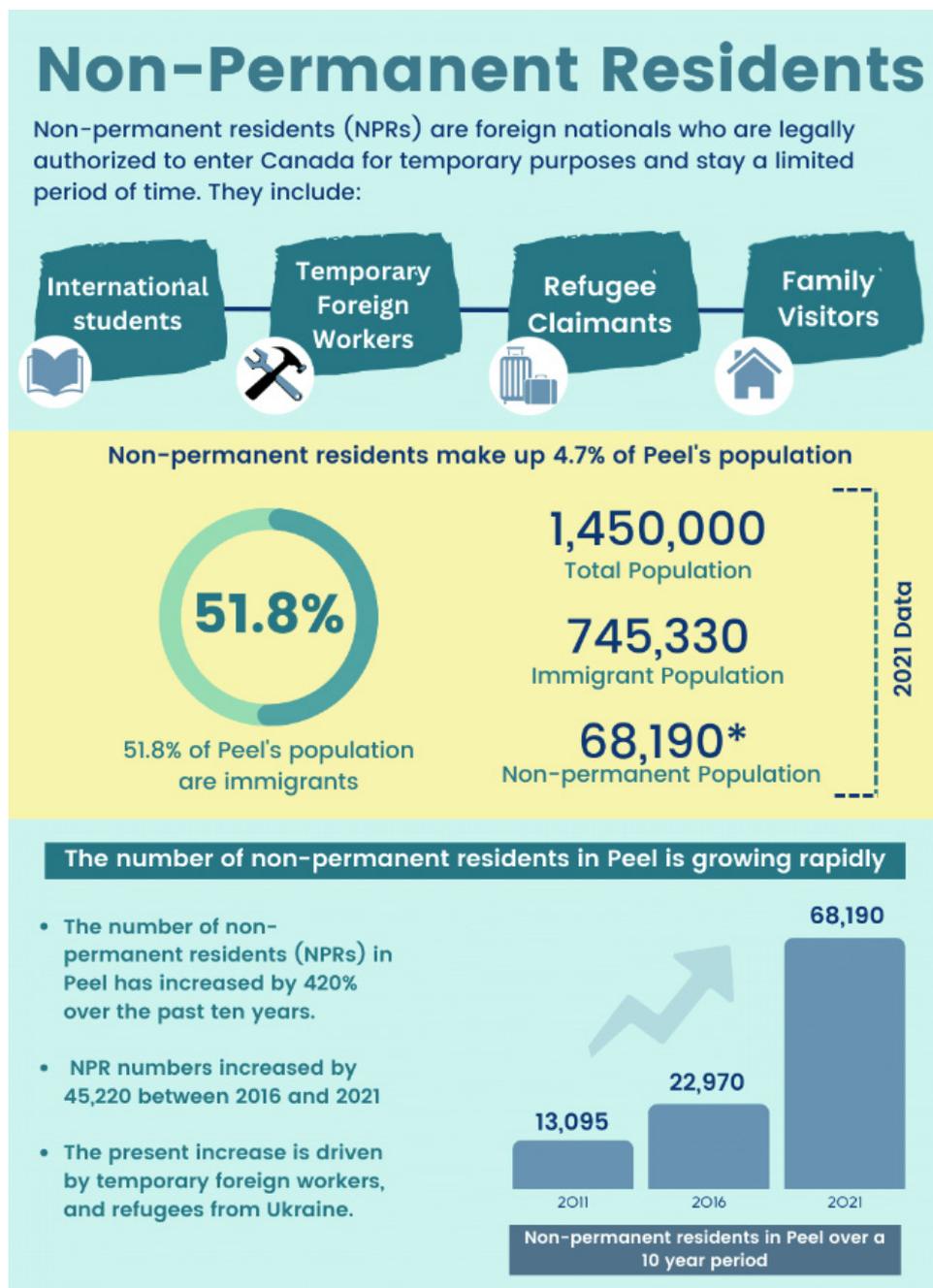
settlement professionals, participate in knowledge-building workshops relating to trauma-informed approach, post-traumatic growth approach, compassion fatigue, and engage in a meditation/self-care activities. The forum was well received as it was after a long time that an in-person event was organized.

EDI Training

PNSG had the privilege of having Baldev Mutta, former CEO of Punjabi Community Health Services, to guide on how DEI principles can be a part of improving work practice at organizational level. The training was organized in collaboration with Peel Career Assessment Services and was attended by senior leaders of various settlement agencies. The training session included practical ways to embed DEI in a strategic plan and organizational reporting.

Public Good Initiative

In September 2022, PNSG worked with pro-bono consultants from the Public Good Initiative – a student led public policy consultancy that supports the non-profit sector across Ontario. For seven months, Master’s students from the Munk School of Global Affairs and Public Policy supported PNSG’s work by developing a series of infographics and high-level briefing notes, one summarizing Peel demographic data and recommendations from our Newcomer Mental Health and Wellness Report, and another summarizing temporary resident demographics in Peel based on 2021 census data. The image below is the Temporary Resident infographic:

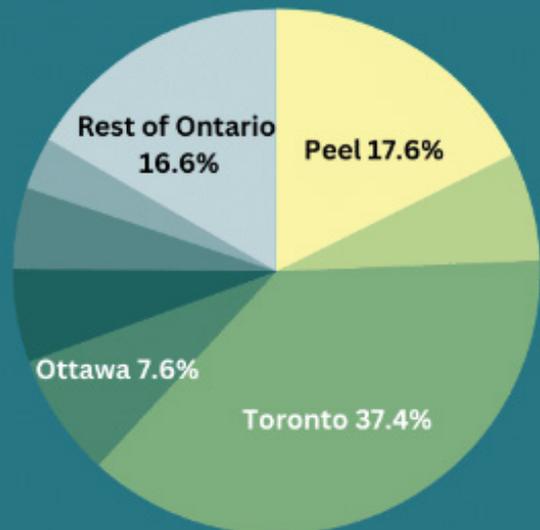


Peel has 17.6% of Ontario's non-permanent residents. It is exceeded only by Toronto.

* Yet, the actual number of non-permanent residents in Peel is likely HIGHER than our estimate.

Census data may not be completely comprehensive due to:

- Lack of permanent addresses;
- Language barriers;
- Fear and suspicion around provision of personal information;
- Non-permanent residents may leave the region prior to the census or arrive afterwards.



Proportion of Non-Permanent Residents in regions of Ontario

What does this mean?



1

There is an ongoing trend that the number of non-permanent residents in Canada is growing as more pathways to permanent residency are created by the Canadian government.

2

More specific support would be helpful to the growing number of non-permanent residents, who are increasingly transitioning to permanent citizens.

3

Most non-permanent residents in Ontario are international students and temporary foreign workers, facing overlapping financial, mental health, and employment challenges.

Data collected from the 2011, 2016 and 2021 Canadian Censuses

* Business travellers and tourists are not captured in the 2021 NPR numbers.

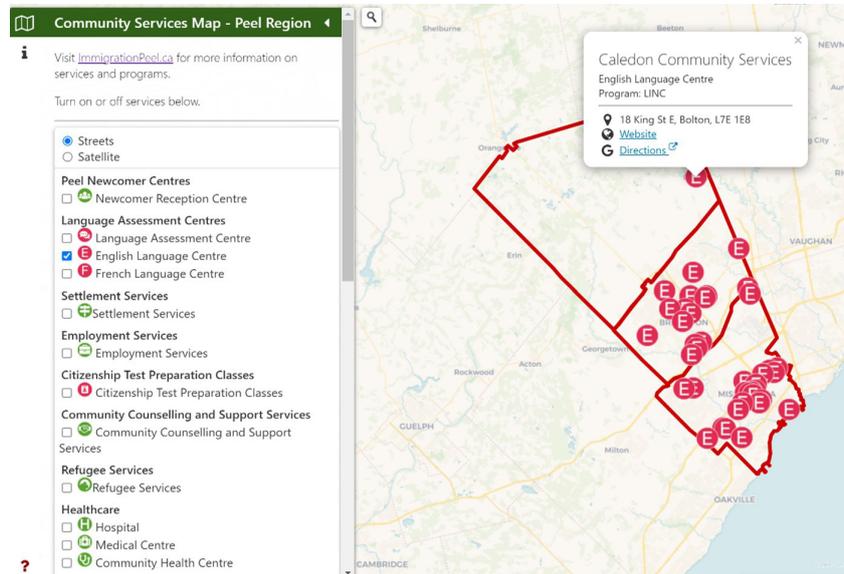
IMMIGRATION PEEL WEB PORTAL

[Immigrationpeel.ca](https://immigrationpeel.ca) is a one-stop resource that helps newcomers to find key information on local services, programs and events that facilitate their settlement, employment, education and integration in Peel region, including Mississauga, Brampton and Caledon.

The screenshot shows the homepage of the Immigration Peel website. At the top left is the logo "ImmigrationPeel.ca" with the tagline "A Resource for Newcomers and Employers". To the right are social media icons for Twitter and YouTube, a Google Translate button, and a search icon. Below these are navigation tabs: "Before You Arrive", "Living", "Learning", and "Working", each with a dropdown arrow. A blue button labeled "I Want To..." is also present. The main content area features a large banner image of diverse children clapping. Overlaid on the banner is the text "Welcome to Peel region (Mississauga, Brampton and Caledon)". Below the banner, a message in French reads: "Si vous voulez visiter ce site en français, veuillez cliquer sur le bouton 'Google Translate' en haut et choisissez 'French'." At the bottom, there is a horizontal menu with six colored buttons: "Arrival Checklist" (purple), "Housing" (blue), "Find Newcomer Services Near You" (teal), "Learn Language" (green), "Employment Programs" (orange), and "Finding a Job" (red). A vertical "Website Feedback" button is located on the right side of the banner area.

This comprehensive web portal has two key interactive features that assist newcomers in finding programs and services:

1. An [interactive community services map](#) that allows users to search for helpful local community services and resources.



2. A [calendar of events](#) that allows users to search for events delivered by a variety of service providers in Peel based on their own selected criteria.

AUDIENCE OVERVIEW

In the last financial year, the number of users who visited the Immigration Peel Web Portal (IPWP) increased by **13.56%** between 2021 and 2022. The number of visits to the IPWP climbed up by **16.13%**, and the number of pages viewed grew by **14.32%**. The average amount of time users spent viewing a specific page also expanded by **4.00%**.

Audience Overview (2021 and 2022)

Users		Sessions		Pageviews		Average time on page		Bounce Rate	
2021	2022	2021	2022	2021	2022	2021	2022	2021	2022
53,484	60,734	63,262	73,465	92,656	105,927	00:02:59	00:03:06	69.21%	70.35%
13.56% ↑		16.13% ↑		14.32% ↑		4.00% ↑		-1.65% ↓	

In 2022, the three most visited webpages were “At the Airport”, home page, and “Health Card OHIP”. In addition, “Arrival Checklist” also saw increased site view compared to 2021.

Site Content Overview based on Users (2021 and 2022)

Page Title	
2021	2022
1. Peel Immigration	1. At the Airport
2. At the Airport	2. Peel Immigration
3. Citizenship Test Preparation Classes	3. Health Card OHIP
4. Newcomer Services in Peel Region	4. Newcomer Services in Peel Region
5. Health Card OHIP	5. Citizenship Test Preparation Classes
6. Colleges and Universities	6. Learn Language
7. Learn Language	7. Colleges and Universities
8. Calendar	8. Arrival Checklist
9. Employment Programs	9. Housing
10. Housing	10. Calendar

TOP VISITORS

CANADA

INDIA

UNITED STATES

- In both 2021 and 2022, the majority of visitors were in Canada, India, and the United States.
- In 2022, the number of female and male users increased by 18.21% and 26.45%, respectively. The majority of visitors were males aged 25-34 in 2022.

MEET OUR TEAM



Jessica Kwik, Director

Cassandra Bangay, Research Consultant

Shriya Seksaria, Service Integration Specialist

Sara Cheriyan, Communications Specialist

Leila Mortazavi, Peel Immigration Web Portal Specialist

Maryum Siddiqui, Peel Immigration Web Portal Specialist



Peel Newcomer Strategy Group
c/o United Way of Greater Toronto
90 Burnhamthorpe Road West, Suite 1500
Mississauga, ON L5B 3C3
905-276-0008

peelnewcomer.org
info@peelnewcomer.org
X @PeelNewcomer