



## The Size and Scope of the Settlement Services Sector in Peel



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# **The Size and Scope of the Settlement Services Sector in Peel**

**January 2010**

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# **The Size and Scope of the Settlement Services Sector in Peel**

**January 2010**

**Prepared for the Peel Newcomer Strategy Group**

**Prepared by the Social Planning Council of Peel**

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## **FOREWORD**

### **The Peel Newcomer Strategy Group (PNSG)**

The Peel Newcomer Strategy Group (PNSG) is a community-based planning group whose primary mandate is to develop a system-wide strategy or model for the successful settlement and integration of new immigrants and refugees in Canada (newcomers to Canada). This report is one component of a research project on the settlement services sector in Peel Region undertaken by PNSG in order to get factual information on the size, scope and geographic distribution of organizations or agencies that provide services for the settlement and integration of newcomers in Peel.

### **The PNSG Research Project**

The PNSG research project on the settlement and integration of newcomers in Peel (of which this report, is only one part) addressed two major questions:

*A Meta-Research or Pre- Planning Question* -What information does PNSG need in order to develop a system-wide model for the successful settlement and integration of new immigrants and refugees in Peel Region?

*A Meta-Capacity Building or Pre-Development Question* - What are the organizational characteristics of the agencies/organizations in Peel that are focused specifically on the settlement and integration of newcomers to Canada? (Characteristics related to size and focus or scope of these agencies)

### ***Data Sources Used for the Project***

Many official and professional sources of information were used to address the questions under study:

- Canada Revenue Agency, Charities and Giving, 2004 & 2008
- Citizenship and Immigration Canada's Funding Allocation Report (April 1 – June 30, 2009)
- Peel Information Network, Ontario, Canada (PINET)
- Peel Halton Dufferin Training Board Newcomer's Guide, 2007
- Peel Halton Workforce Development Group, Newcomer's Guide, 2009
- Region of Peel (Peel Data Centre & Immigration Web Portal )
- United Way of Peel Region's Directory
- Social Planning Council of Peel's immigration and settlement reports
- Settlement.org
- 211 Ontario

### ***Sample Used for the Research Project***

A survey of the above data sources revealed a total of 95 agencies (or organizations) in Peel that are directly focused on newcomers to Canada and ethno-specific groups or offer specific services to newcomers in addition to their regular services. These agencies are organized into two main categories:

- Settlement Agencies (n =71)
- Mainstream Agencies with specific services for newcomers (n =24)

*Settlement agencies are organizations that are focused mainly on serving newcomers to Canada and specific ethnic groups in Canada.*

The Settlement Agencies are further organized into four (4) categories:

- Ethno-Specific Service Agencies (n= 27)
- Ethno-Specific Social Clubs (n=20)
- Multi-Ethnic Agencies (n=19)
- Neighbourhood Centres (n=5)

*Mainstream agencies are organizations that are focused on serving the general population, including newcomers to Canada and all ethnic groups in Canada. Some of them offer services that are specifically geared to newcomers to Canada in addition to their regular offering of services for the general population.*

### ***Deliverables of the Research Project***

The research undertaken to address the questions of the project yielded five (5) distinct but related reports:

- **A Conceptual Framework for the Research Work of the Peel Newcomer Strategy Group (2010)** for the purpose of developing a system-wide model for settlement and integration of newcomers in Peel. This report identifies the key research questions that PNSG should address as part of its activities to achieve its planning objectives.
- **An Inventory of Different Types of Settlement Services in Peel (2010).** This report provides a database of 95 organizations serving newcomers to Canada and ethno-specific groups in Peel by type of organization (ethno-specific service agency, ethno-specific social club, multi-ethnic agency, neighbourhood centre) and type of visible minority group served.
- **An Inventory of Settlement Services in Peel by Postal Code and Neighbourhood Level (2010).** This report provides a database on 95 organizations located in 15 different neighbourhoods. This document also identifies the actual number of organizations serving newcomers and refugees in specific postal code areas. (A different version of the above Inventory)
- **The Size and Scope of the Settlement Services Sector in Peel (2010).** This report provides a quantitative analysis of selected characteristics of agencies serving newcomers in Peel (number of agencies, types of agencies, geographic location, years in existence, charitable status, number of staff, size of Board of Directors, programs and services, gender of Executive Director or President, etc.).
- **A Preliminary Analysis of Public Funding for Settlement Service Agencies in Peel (2010).** This provides information on the revenue and expenditures of 25 (out of 71) settlement service agencies in Peel in 2004 and 2008. The 25 agencies are registered charitable agencies who report their revenues and expenditures to the Canadian Revenue Agency on an annual basis. (This report is an internal, confidential document for PNSG.)

## **ACKNOWLEDGMENTS**

The Peel Newcomer Strategy Group wishes to acknowledge the funding support of Citizenship and Immigration Canada for the production of this report.

## EXECUTIVE SUMMARY

### **Purpose of the Report**

The purpose of the report is to provide the Peel Newcomer Strategy Group (PNSG) and its community partners with an understanding of the size, scope and geographic distribution of the formal settlement services sector in Peel: organizations in Peel that are focused on providing services to new immigrants and refugees (newcomers to Canada). The report provides a quantitative analysis of selected characteristics of agencies serving newcomers in Peel (number of agencies, types of agencies, geographic location, years in existence, charitable status, number of staff, size of Board of Directors, programs and services, gender of Executive Director or President, etc.).

### **Data Sources Used to Develop the Inventory**

- Canada Revenue Agency, Charities and Giving, 2004 & 2008
- Citizenship and Immigration Canada's Funding Allocation Report (April 1 – June 30, 2009)
- Peel Information Network, Ontario, Canada (PINET)
- Peel Halton Dufferin Training Board Newcomer's Guide, 2007
- Peel Halton Workforce Development Group, Newcomer's Guide, 2009
- Region of Peel (Peel Data Centre & Immigration Web Portal )
- United Way of Peel Region's Directory
- Social Planning Council of Peel's immigration and settlement reports
- Settlement.org
- 211 Ontario

### **Sample**

- **95 agencies**
  - Settlement Agencies (n =71)
  - Mainstream Agencies with specific services for newcomers (n =24)

*Settlement agencies are organizations that are focused mainly on serving newcomers to Canada and specific ethnic groups in Canada. Mainstream agencies are organizations that are focused on serving the general population, including newcomers to Canada and all ethnic groups in Canada. Some of them offer services that are specifically geared to newcomers to Canada in addition to their regular offering of services for the general population.*

### **Limitations of this Report**

This report provides a description of the size and scope (services offered) of the agencies that are focused on serving newcomers in Peel and the basic organizational characteristics of those agencies. It does not provide information on qualitative aspects of the immigrant-serving agencies such as "perceptions" of their organizational capacity, quality of their services, satisfaction with their services, and other perceptions of the agencies.



**FACT SHEET ON THE AGENCIES SERVING NEWCOMERS AND ETHNO-SPECIFIC GROUPS IN PEEL, 2009**

**Total Agencies**

Settlement Agencies:	71	74.7%
Mainstream Agencies:	24	25.3%
<b>Total Agencies:</b>	<b>95</b>	<b>100.0%</b>

**Settlement Service Agencies**

Ethno-Specific Agencies:	27	38.0%
Ethno-Specific Social Clubs:	20	28.2%
Multi-Ethnic Agencies:	19	26.8%
Neighbourhood Centres:	5	7.0%
<b>Total Agencies:</b>	<b>71</b>	<b>100.0%</b>

**Total Agencies by Category**

<b>Ethno-Specific Agencies &amp; Clubs:</b>		
South Asians:	12	12.6%
Blacks:	11	11.6%
Chinese:	5	5.3%
Arabs:	4	4.2%
West Asians:	1	1.1%
Southeast Asians:	2	2.1%
Filipinos:	3	3.2%
Italians:	5	5.3%
Polish:	2	2.1%
Portuguese:	1	1.1%
Hispanic:	1	1.1%
<b>Multi-Ethnic Groups:</b>	<b>19</b>	<b>20.0%</b>
<b>Neighbourhood Centres:</b>	<b>5</b>	<b>5.3%</b>
<b>Mainstream:</b>	<b>24</b>	<b>25.3%</b>

**Settlement Service Agencies- Average # of Years in Existence**

Settlement Agencies:	17.1
Ethno-Specific Service Agencies:	14.8
Ethno-Specific Social Clubs:	13.5
Multi-Ethnic Agencies:	18.4
Neighbourhood Centers:	27.8
Mainstream Agencies:	25.8
<b>All Agencies:</b>	<b>18.1</b>

**# of Registered Charities 1971 -2009**

Settlement Agencies:	25
Ethno-Specific Service Agencies:	11
Multi-Ethnic Agencies:	9
Neighbourhood Centers:	5
Mainstream Agencies:	15
<b>All Agencies:</b>	<b>40</b>

**Average # of Persons on Board of Directors**

Settlement Agencies:	10.6
Ethno-Specific Agencies:	11.6
Multi-Ethnic Agencies:	9.5
Neighbourhood Centres:	10.4
Mainstream Agencies:	9.8
<b>All Agencies:</b>	<b>10.3</b>

**Gender of Executive Director/President**

	Male	Female
Settlement Agencies:	56.3%	43.7%
Ethno-Specific Service Agencies:	51.9%	48.1%
Ethno-Specific Social Clubs:	80.0%	20.0%
Multi-ethnic Agencies:	36.8%	63.2%
Neighbourhood Centres:	60.0%	40.0%
<b>Mainstream Agencies:</b>	<b>45.8%</b>	<b>54.2%</b>
<b>All Agencies:</b>	<b>53.7%</b>	<b>46.3%</b>

**Average # of Fulltime & Part-Time Staff**

<b>Settlement (Full time)</b>	<b>28.0</b>
Ethno-Specific Service Agencies:	17.8
Multi-ethnic Agencies:	11.6
Neighbourhood Centres:	52.6
<b>Settlement (Part-time)</b>	<b>11.8</b>
Ethno-Specific Service Agencies:	2.0
Multi-ethnic Agencies:	3.8
Neighbourhood Centres:	35.7

**Programs Provided by Settlement Agencies**

Agencies	# of Programs
Ethno-Specific Agencies:	150 43.5%
Social Clubs:	43 12.5%
Multi-Ethnic Agencies:	108 31.3%
Neighbourhood Centres:	44 12.8%
<b>Total:</b>	<b>345 100%</b>

**Number of Agencies by Municipality**

Peel	95
Mississauga	55
Brampton	25
Caledon	2
Mississauga & Brampton	12*
Mississauga, Brampton & Caledon	1*

\*Agencies with offices in more than one location

**LIST OF AGENCIES SERVING NEWCOMERS AND  
ETHNO-SPECIFIC GROUPS IN PEEL BY MUNICIPALITY (95)**

**MISSISSAUGA (55)**

Abary Social and Cultural Organization  
Afghan Women's Organization  
African Canadian Youth Substance Abuse Program  
AUDMAX  
Aurat Health Services  
Canadian Hearing Society-Peel  
Can-In-Multicultural Association  
Centre of Establishment of the New Immigrants  
Chartwell Seniors Housing REIT  
Chinese Association of Mississauga  
Chinese Golden Age Club of Mississauga  
Citizens for the Advancement of Community  
Development  
Community Information Partners Peel  
Dixie Bloor Neighbourhood Centre  
Dufferin- Peel Catholic District School  
Filipino Seniors of Mississauga  
Gateway Centre for New Canadian  
ICNA Relief Canada Muslim Family Services  
Indo Canadian Seniors Groups  
Interim Place Transitional Housing  
Isna Elementary School  
Isna High School  
John Paul II Polish Cultural Centre  
Logos Baptist Church  
Malton Black Development Association  
Malton Italian Seniors  
Malton Neighbourhood Services  
MICBA Forum Italia Community Services  
Mississauga Chinese Business Association  
Mississauga Italian Canadian Seniors  
Multicultural Asian Seniors of Mississauga  
Multicultural Inter Agency Group of Peel  
Newcomer Centre of Peel  
Ontario Intercultural Community Services  
Palestine House Educational and Cultural  
Peel Career Assessment Services Inc  
Peel District School Board  
Peel Halton Workforce Development group  
Peel Mentoring Partnership Program  
Peel Multicultural Council  
Phoenician Club of Mississauga  
Poly Cultural Immigrant Services  
Reachout Inc.  
Salvation Army  
Senior Tamil's Society of Peel  
Silver Lining Filipino Seniors of Mississauga  
Sood Sabha of North America  
Sri lankan Canadian Community Services  
St Gabriel's Adult Learning Centre  
The Canadian Malayalee Association

The Cross Cultural Community Services  
Vietnamese Community Centre of Mississauga  
VPI Inc- Mississauga  
Westend Sports and Cultural Club  
Yee Hong Centre

**BRAMPTON (25)**

Brampton Library  
Brampton Neighbourhood Resource Centre  
Canadian Mental Health Association Peel  
Caribbean Children's Foundation  
Community Environment Alliance of Peel  
Elder Help- Peel  
Federation of Filipino Canada /Brampton  
Humber College  
Integration Centre for all Newcomers  
Italian Cultural center of Brampton  
Legal Aid Ontario  
Myanmar Cultural Association of Brampton  
North Peel & Dufferin Community Legal Services  
Peel Health Services  
Polish Association in Brampton  
Punjabi Community Health Services  
Senior Coordinate Services  
Sheridan College/Institute  
South Asian Welcome Centre  
Ste Louise' Outreach Centre of Peel  
Sunshine Senior Citizen Association  
TDSB Brampton Dufferin Skills Development  
United Achievers Community Services  
Vasco Da Gama Cultural Centre of Brampton  
Victim Service of Peel

**CALEDON (2)**

Caledon Community Services- LINC  
Seven Arrows Learning

**MISSISSAUGA & BRAMPTON (12)**

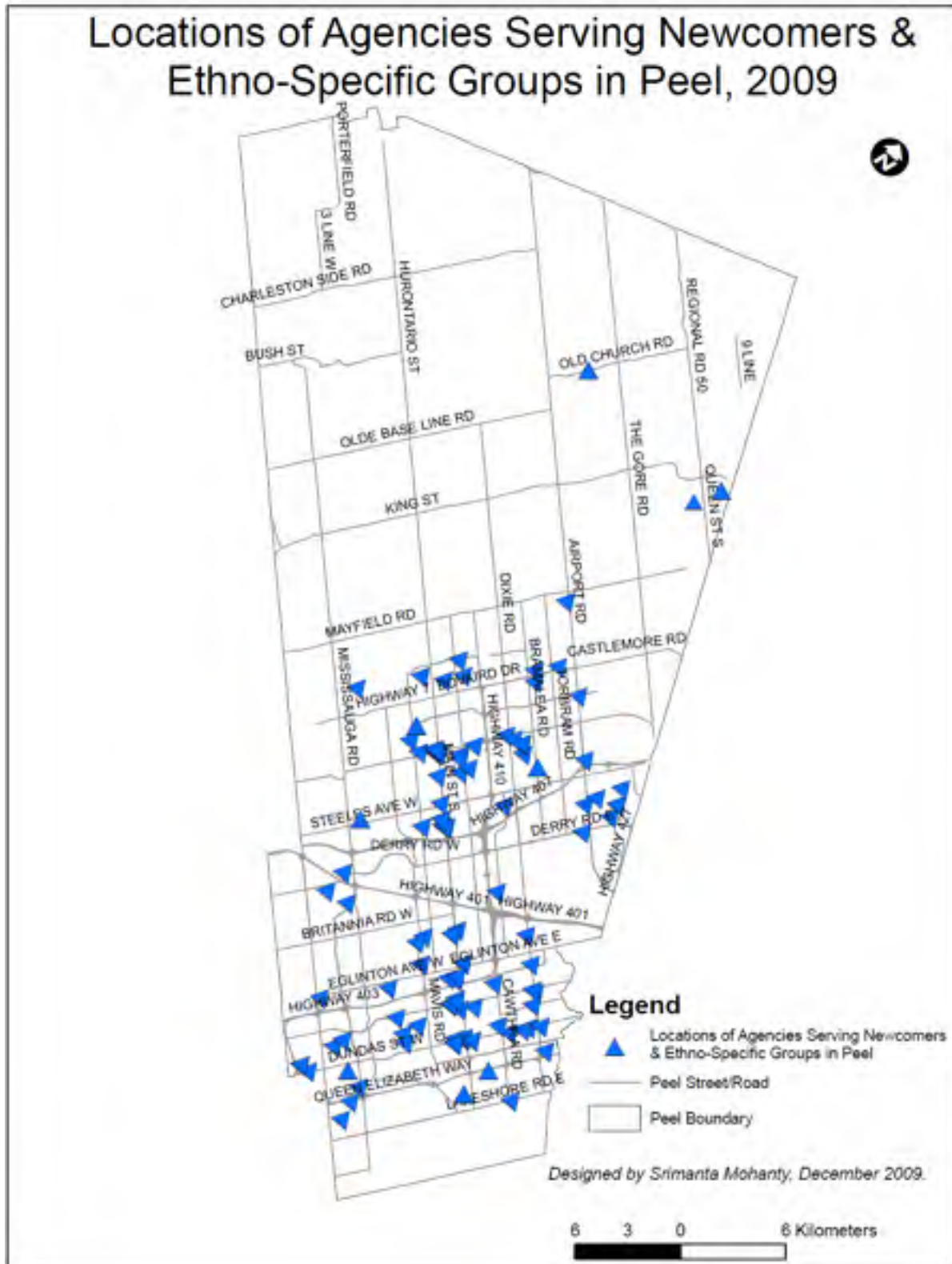
ACCES  
African Canadian Legal clinic  
African Community Services of Peel  
Brampton Multicultural Centre  
Catholic Cross-Cultural Services  
Congress of Black Women of Canada  
COSTI  
Family Services of Peel  
India Rainbow  
Muslim Community Services  
Ontario Early Years Centre  
YMCA of Greater Toronto

**MISSISSAUGA, BRAMPTON & CALEDON (1)**

Centre for Education and Training- Peel  
Newcomer Information Centre

**TOTAL NUMBER OF AGENCIES SERVING NEWCOMERS AND  
ETHNO-SPECIFIC GROUPS IN PEEL BY POSTAL CODE/NEIGHBOURHOOD**

<b>Postal Code/Neighbourhood</b>	<b>Number of Locations</b>
<b>City of Mississauga (Total Locations)</b>	<b>72</b>
L4T (Malton)	8
L4W (Cooksville/Dixie)	2
L4X (Cooksville/Dixie)	4
L4Y (Cooksville/Dixie)	4
L4Z (Hurontario)	5
L5A (Cooksville/Dixie)	7
L5B (Cooksville/Dixie)	11
L5C (Erin Mills/Erindale)	5
L5E (Port Credit/Lakeview)	1
L5G (Port Credit/Lakeview)	1
L5H (Clarkson/Lorne Park)	0
L5J (Clarkson/Lorne Park)	2
L5K (Erin Mills/Erindale)	1
L5L (Erin Mills/Erindale)	5
L5M (Streetsville)	2
L5N (Meadowvale)	3
L5R (Hurontario)	8
L5T (Malton)	1
L5V (Crediview)	2
L5W (Meadowvale)	0
<b>City of Brampton (Total Locations)</b>	<b>48</b>
L6P (Gore)	0
L6R (Bramalea)	4
L6S (Bramalea)	3
L6T (Bramalea)	10
L6V (Central Brampton)	4
L6W (Central Brampton)	11
L6X (Central Brampton)	8
L6Y (Central Brampton)	3
L6Z (Heartlake)	3
L7A (Heartlake)	2
<b>Town of Caledon (Total Locations)</b>	<b>3</b>
L7C (Caledon)	1
L7E (Bolton)	2
L7K (Caledon)	0
<b>Total Agencies (Mississauga, Brampton and Caledon)</b>	<b>123</b>



Note: Map=> 95 Agencies 123 Service Locations.

## INTRODUCTION

### **Background and Rationale for Study**

Between 2001 and 2006, Peel's population grew from 988,950 to 1,159,400. This represents a population growth rate of 17.2%. Immigration is the primary factor driving the rapid population growth in Peel. In 2006, immigrants made up 48.6% of Peel's total population. This is significantly higher than the composition of immigrants in Ontario (28.3%) and Canada as a whole (19.8%). In addition, fully half (50%) of Peel's population identify themselves as members of visible minority groups compared to only 22.8% and 16.2% respectively in Ontario and Canada (Canada Census, 2006). As a growing immigrant recipient region, Peel has become richly diverse and vibrant with over 93 distinct ethnic groups, 60 different spoken languages, and several different religions practised by its residents.

This immense ethno-cultural diversity in Peel, which continues to grow, requires an on-going response of culturally appropriate services and increased settlement and integration services for new immigrants. This is critical in order to make Peel Region a welcoming and liveable place for all of its residents, including those who are newcomers to Canada.

The Peel Newcomer Strategy Group (PNSG) is a community-based planning body charged with the objective of developing a system-wide service model to enable the successful settlement and integration of new immigrants and refugees in Peel Region. One of the requirements for achieving this objective is factual information about the existing services for newcomers and immigrant groups in Peel Region.

### **Purpose of the Study**

This study addresses the following research question:

What are the characteristics of the agencies/organizations in Peel that are focused specially on the settlement and integration of newcomers to Canada (size and scope only)?

### **Data Sources Used in the Study**

Many official and professional sources of information were used to conduct the study.

- Canada Revenue Agency, Charities and Giving, 2004 & 2008
- Citizenship and Immigration Canada's Funding Allocation Report (April 1 – June 30, 2009)
- Peel Information Network, Ontario, Canada (PINET)
- Peel Halton Dufferin Training Board Newcomer's Guide, 2007
- Peel Halton Workforce Development Group, Newcomer's Guide, 2009
- Region of Peel (Peel Data Centre & Immigration Web Portal )
- United Way of Peel Region's Directory
- Social Planning Council of Peel's immigration and settlement reports
- Settlement.org
- 211 Ontario

## **Sample**

A survey of the above data sources revealed a total of 95 agencies in Peel that are directly focused on newcomers to Canada and ethno-specific groups or offer specific services to newcomers to Canada in addition to their regular services. These agencies are organized into two main categories:

- Settlement Agencies (n =71)
- Mainstream Agencies with specific services for newcomers (n =24)

*Settlement agencies are organizations that are focused mainly on serving newcomers to Canada and specific ethnic groups in Canada.*

The Settlement Agencies are further organized into four (4) categories:

- Ethno-Specific Service Agencies (n= 27)
- Ethno-Specific Social Clubs (n=20)
- Multi-Ethnic Agencies (n=19)
- Neighbourhood Centres (n=5)

*Mainstream agencies are organizations that are focused on serving the general population, including newcomers to Canada and all ethnic groups in Canada. Some of them offer services that are specifically geared to newcomers to Canada in addition to their regular offering of services for the general population.*

## **Limitations of the Report**

This report provides a description of the organizational size and scope (services offered) of the agencies that are focused on serving newcomers in Peel and the basic organizational characteristics of those agencies. It does not provide information on qualitative aspects of the immigrant-serving agencies such as “perceptions” of their organizational capacity, quality of their services, satisfaction with their services, and other perceptions of the agencies. Also not provided in this report is information on the size of the revenue and expenditures of settlement agencies.

## **Intended Audience for the Report**

The report has been written primarily for PNSG in order to help the latter to develop a system-wide strategy for the successful settlement and integration of immigrant newcomers in Peel. The report is also targeted at settlement service organizations and charitable organizations in Peel since one of the purposes of this research is to identify service gaps at the regional, municipal and neighbourhood levels that need to be addressed. Researchers in the field of non-profit management, capacity-building and civic engagement may also find this report to be relevant for their work.

**THE SIZE AND SCOPE OF SETTLEMENT AGENCIES IN PEEL:  
A QUANTITATIVE ANALYSIS**

- I. Number and Type of Organizations Serving Newcomers and Ethno-Specific Groups in Peel Region
- II. Age
- III. Charitable Status
- IV. Governance
- V. Human Resources
- VI. Service Delivery

<p style="text-align: center;"><b>I. NUMBER AND TYPE OF ORGANIZATIONS SERVING NEWCOMERS AND ETHNO-SPECIFIC GROUPS IN PEEL</b></p>
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- There are approximately 95 organizations in Peel Region that provide services targeted specifically at newcomers to Canada and ethno-specific groups.
- 71 of the agencies serving newcomers and ethno-specific groups (74.7%) are “settlement agencies” and 24 (25.3%) are “mainstream agencies.”
- The 71 settlement agencies in Peel can be classified in the following way:
  - Ethno-Specific Service Agencies (n=27)
  - Ethno-Specific Social Clubs (n=20)
  - Multi-Ethnic Agencies (n=19)
  - Neighbourhood Centres (n=5)
- The mainstream agencies in Peel that provide services specifically targeted at newcomers to Canada tend to be relatively large agencies such as school boards, colleges, libraries, large family counseling agencies, etc.



**LIST OF AGENCIES SERVING NEWCOMERS AND ETHNO-SPECIFIC GROUPS IN PEEL ( 95)**

<p><b><u>ETHNO- SPECIFIC SERVICE AGENCIES &amp; SOCIAL CLUBS (47)</u></b></p> <p><b><u>Arabs/West Asians</u></b>                  Afghan Women’s Organization                  Isna Elementary School                  Isna High School                  Palestine House Educational and Cultural Centre                  Phoenician Club of Mississauga*</p> <p><b><u>Blacks</u></b>                  Abary Social and Cultural Organization*                  African Canadian Legal Clinic                  African Community Services of Peel                  African Canadian Youth Substance Abuse Program                  Caribbean Children’s Foundation                  Citizens for the Advancement of Community Development                  Congress of Black Women of Canada                  Malton Black Development Association                  Reachout Inc.                  United Achievers Community Services                  Westend Sports and Cultural Club*</p> <p><b><u>Chinese</u></b>                  Chinese Association of Mississauga                  Chinese Golden Age Club of Mississauga*                  Cross Cultural Community Services Association, Peel                  Mississauga Chinese Business Association                  Yee Hong Centre</p> <p><b><u>Filipinos</u></b>                  Federation of Filipino Canada /Brampton*                  Filipino Seniors of Mississauga*                  Silver Lining Filipino Seniors of Mississauga*</p> <p><b><u>Hispanic</u></b>                  Senior Coordinate Services</p> <p><b><u>Italians</u></b>                  Chartwell Seniors Housing REIT                  Italian Cultural Center of Brampton*                  Malton Italian Seniors*                  Mississauga Italian Canadian Seniors*                  MICBA Forum Italia Community Services</p> <p><b><u>Polish</u></b>                  John Paul II Polish Cultural Centre*                  Polish Association in Brampton*</p> <p><b><u>Portuguese</u></b>                  Vasco Da Gama Cultural Centre of Brampton*</p> <p><b><u>South Asians</u></b>                  Aurat Health Services                  Can-In-Multicultural Association                  Canadian Malayalee Association*                  India Rainbow Community Services of Peel                  Indo-Canadian Seniors Groups*                  Multicultural Asian Seniors of Mississauga*                  Punjabi Community Health Services                  Senior Tamil’s Society of Peel                  Sood Sabha of North America*                  South Asian Welcome Centre                  Sri Lankan Canadian Community Services                  Sunshine Senior Citizen Association</p>	<p><b><u>Southeast Asians</u></b>                  Myanmar Cultural Association of Brampton*                  Vietnamese Community Centre of Mississauga*</p> <p><b><u>MULTI- ETHNIC AGENCIES (19)</u></b>                  ACCES                  AUDMAX                  COSTI                  Catholic Cross-Cultural Services                  Centre of Establishment of the New Immigrants                  Community Information Partners Peel                  Elder Help- Peel                  ICNA Relief Canada Muslim Family Services                  Integration Centre for all Newcomers                  Logos Baptist Church                  Multicultural Inter Agency Group of Peel                  Muslim Community Services                  Newcomer Centre of Peel                  Ontario Intercultural Community Services                  Peel Career Assessment Services Inc                  Peel Mentoring Partnership Program                  Peel Multicultural Council                  Poly Cultural Immigrant Services                  Gateway Centre for New Canadian</p> <p><b><u>NEIGHBOURHOOD CENTRES (5)</u></b>                  Brampton Multicultural Centre                  Brampton Neighbourhood Resource Centre                  Caledon Community Services- LINC                  Dixie Bloor Neighbourhood Centre                  Malton Neighbourhood Services</p> <p><b><u>MAINSTREAM AGENCIES (24)</u></b>                  Brampton Library                  Canadian Mental Health Association Peel                  Canadian Hearing Society-Peel                  Centre for Education and Training-Peel Newcomer Information Centre                  Community Environment Alliance of Peel                  Dufferin- Peel Catholic District School                  Family Services of Peel                  Humber College                  Interim Place Transitional Housing                  Legal Aid Ontario                  North Peel &amp; Dufferin Community Legal Services                  Ontario Early Years Centre                  Peel District School Board                  Peel Halton Workforce Development group                  Peel Health Services                  Salvation Army                  Seven Arrows Learning                  Sheridan College/Institute                  St Gabriel’s Adult Learning Centre                  Ste Louise’ Outreach Centre of Peel                  TDSB Brampton Dufferin Skills Development                  Victim Service of Peel                  VPI Inc- Mississauga                  YMCA of Greater Toronto- Brampton &amp; Mississauga</p>
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\* ETHNO- SPECIFIC SOCIAL CLUBS (20)

<b>II. AGE</b> <b>Organizations Serving Newcomers and Ethno-Specific Groups in Peel</b>
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**Period of Establishment (Number of Years in Existence)**

- The organizations serving newcomers in Peel are relatively young. Based on data available from 42 organizations, the average age of establishment is 18 years. Just about 17 agencies (40%) were established between 1981 and 1990; 10 (24%) were established between 1991 and 2000; and 10 (24%) were established between 2001 and 2009.
- The average age of an agency in the settlement services sector in Peel is 17.1 years. Within the Settlement Agencies group, the neighbourhood centres had the highest average age of establishment - 27.8 years, followed by the multi-ethnic agencies with an average age of 18.4 years. The most recently established agencies were those in the ethno-specific social clubs category (13.5 years) and the ethno-specific settlement agencies category (14.8 years).
- Among the ethno-specific agencies, the longest established agencies are those serving the Filipino community (average of 27.0 years). They are followed by agencies serving the Chinese community (average of 22.5 years), and then by agencies serving the Arab community (average of 21.5 years). The more recently established agencies are those serving the South East Asian community (average of 4.0 years) and the Hispanic and Italian communities (average of 7.0 years respectively).

**Table 2.1. Settlement Service Agencies by Period of Establishment (Peel Region)**

Type of Agency	1971-1980	1981-1990	1991-2000	2001-2009	TOTAL
Ethno-Specific Service Agencies	1	5	6	6	18
Ethno-Specific Social Clubs	0	2	2	2	6
Multi-Ethnic Agencies	1	4	1	2	8
Neighbourhood Centres	2	3	0	0	5
<b>Total Settlement Agencies</b>	<b>4</b>	<b>14</b>	<b>9</b>	<b>10</b>	<b>37</b>
Mainstream Agencies	1	3	1	0	5
<b>Total All Agencies by Number</b>	<b>5</b>	<b>17</b>	<b>10</b>	<b>10</b>	<b>42</b>
Ethno-Specific Service Agencies	6%	28%	33%	33%	100%
Ethno-Specific Social Clubs	0%	33%	33%	33%	100%
Multi-Ethnic Agencies	13%	50%	13%	25%	100%
Neighbourhood Centres	40%	60%	0%	0%	100%
<b>Total Settlement Agencies</b>	<b>11%</b>	<b>38%</b>	<b>24%</b>	<b>27%</b>	<b>100%</b>
Mainstream Agencies	20%	60%	20%	0%	100%
<b>Total All Agencies by Percent</b>	<b>12%</b>	<b>40%</b>	<b>24%</b>	<b>24%</b>	<b>100%</b>

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET); Region of Peel; Peel Halton Dufferin Training Board Newcomer's Guide; Settlement.org; 211 Ontario; United Way of Peel Region's Directory; Citizenship & Immigration Funding Allocation Report; SPC Reports; etc.

**Table 2.2. Settlement Service Agencies by Average # of Years in Existence (Peel Region, 2009)**

Type of Agency	# of Agencies	Average # of Years in Existence
Settlement Agencies	37	17.1
Ethno-Specific Service Agencies	18	14.8
Ethno-Specific Social Clubs	6	13.5
Multi-Ethnic Agencies	8	18.4
Neighbourhood Centres	5	27.8
Mainstream Agencies	5	25.8
<b>All Agencies</b>	<b>42</b>	<b>18.1</b>

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET); Region of Peel; Peel Halton Dufferin Training Board Newcomer's Guide; Settlement.org; 211 Ontario; United Way of Peel Region's Directory; Citizenship & Immigration Funding Allocation Report; SPC Reports; etc.

**Table 2.3. Ethno-Specific Service Agencies and Social Clubs by Period of Establishment  
(Peel Region)**

<b>Ethno-Specific Service Agency &amp; Social Club</b>	<b>Before 1980</b>	<b>1981-1990</b>	<b>1991-2000</b>	<b>2001-2009</b>	<b>TOTAL</b>
South Asians	0	2	2	3	7
Blacks	1	2	3	2	8
Chinese	0	1	1	0	2
Arabs	0	1	1	0	2
Southeast Asians	0	0	0	1	1
Filipinos	0	1	0	0	1
Italians	0	0	0	1	1
Polish	0	0	1	0	1
Hispanic	0	0	0	1	1
<b>Total Agencies by Number</b>	<b>1</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>24</b>
South Asians	0.0	28.6	28.6	42.9	100.0
Blacks	12.5	25.0	37.5	25.0	100.0
Chinese	0.0	50.0	50.0	0.0	100.0
Arabs	0.0	50.0	50.0	0.0	100.0
Southeast Asians	0.0	0.0	0.0	100.0	100.0
Filipinos	0.0	100.0	0.0	0.0	100.0
Italians	0.0	0.0	0.0	100.0	100.0
Polish	0.0	0.0	100.0	0.0	100.0
Hispanic	0.0	0.0	0.0	100.0	100.0
<b>Total Agencies by Percent</b>	<b>4.2%</b>	<b>29.2%</b>	<b>33.3%</b>	<b>33.3%</b>	<b>100%</b>

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET); Region of Peel; Peel Halton Dufferin Training Board Newcomer's Guide; Settlement.org; 211 Ontario; United Way of Peel Region's Directory; Citizenship & Immigration Funding Allocation Report; SPC Reports; etc.

**Table 2.4. Ethno-Specific Service Agencies and Social Clubs  
by Average # of Years in Existence (Peel Region, 2009)**

<b>Ethno-Specific Service Agency &amp; Social Club</b>	<b># of Agencies</b>	<b>Average # of Years in Existence</b>
South Asians	7	10.9
Blacks	8	15.4
Chinese	2	22.5
Arabs	2	21.5
Southeast Asians	1	4.0
Filipinos	1	27.0
Italians	1	7.0
Polish	1	15.0
Hispanic	1	7.0

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET); Region of Peel; Peel Halton Dufferin Training Board Newcomer's Guide; Settlement.org; 211 Ontario; United Way of Peel Region's Directory; Citizenship & Immigration Funding Allocation Report; SPC Reports; etc.

### **III. CHARITABLE STATUS\***

#### **Organization Serving Newcomers and Ethno-specific Groups in Peel**

*An important measure of an agency's organizational capacity is whether it is a registered charity with the Canada Revenue Agency. Many funders of services for the community, especially government funders, usually require agencies to be registered charities in order to provide them with funds, grants, transfer payments, etc.*

- Of the 95 agencies serving newcomers and ethno-specific groups in Peel, 40 (42.1%) are registered charities. (This includes both settlement agencies and mainstream agencies.)
- Of the 71 agencies that are “settlement agencies,” only 25 (35%) are registered charities.
- The settlement agencies that are registered charities (25) are the ones that provide settlement and related health and social services to newcomers.
- The ethno-specific social clubs in Peel are not registered charities and do not tend to offer formal health and social services to their clientele.
- Of the 27 ethno-specific service agencies, 11 (41%) are registered charities.
- All of the multi-ethnic settlement agencies in Peel (19) are registered charities.
- All of the neighbourhood centres in Peel (5) are registered charities.
- 15 of the 24 mainstream agencies offering specific services to newcomers are registered charities (62.5%).

#### **Age of Registered Charities That Are Providing Services to Newcomer in Peel ( n= 40)**

- The 40 agencies in our sample that are registered charities have had their charitable status for an average of 22.3 years. This means that many, 35% (14 agencies) received their charitable status before 1980. Just under 1/3 (30% or 12 agencies) received their charitable status between 1981 and 1990. Seven (7) agencies (18%) received their charitable status more recently, between 2001 and 2009.
- The Mainstream Agencies group has had their charitable status for almost twice as long as the Settlement Agencies group, 31.9 years versus 16.5 years respectively.
- Within the Settlement Agencies group, the neighbourhood centres have had their charitable status on average for over two decades (averages of 24.8 years), while the multi-ethnic agencies have had their charitable status for an average of 18.4 years. In contrast, the ethno-specific service agencies are the most recent recipients of charitable status, with an average age of 11.2 years.
- Among the ethno-specific agencies, those agencies serving the Chinese community have had their charitable status the longest (average of 23.0 years), followed by the agencies serving the South Asian community (average of 10.5 years), and by agencies serving the Black community (average of 6.2 years). The agencies serving the West Asian community are the most recent recipients of charitable status (average of 2.0 years).

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\* According to the Canada Revenue Agency, a registered charity is an incorporated non-profit organization established and operated for charitable purposes, and must devote its resources to charitable activities. The charity must be resident in Canada, and cannot use its income to benefit its members. When an incorporated non-profit organization meets these criteria in the eyes of the Canada Revenue Agency (CRA), it is deemed by the latter as a “registered charity.”

**Table 3.1. Registered Charities Serving Newcomers by Period of Establishment  
(Peel Region)**

Type of Agency	1971-1980	1981-1990	1991-2000	2001-2009	TOTAL
Ethno-Specific Service Agencies	0	3	3	5	11
Multi-Ethnic Agencies	2	3	2	2	9
Neighbourhood Centres	2	2	1	0	5
<b>Total Settlement Agencies</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>25</b>
Mainstream Agencies	10	4	1	0	15
<b>Total All Agencies by Number</b>	<b>14</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>40</b>
Ethno-Specific Service Agencies	0%	27%	27%	45%	100%
Multi-Ethnic Agencies	22%	33%	22%	22%	100%
Neighbourhood Centres	40%	40%	20%	0%	100%
<b>Total Settlement Agencies</b>	<b>16%</b>	<b>32%</b>	<b>24%</b>	<b>28%</b>	<b>100%</b>
Mainstream Agencies	67%	27%	7%	0%	100%
<b>Total All Agencies by Percent</b>	<b>35%</b>	<b>30%</b>	<b>18%</b>	<b>18%</b>	<b>100%</b>

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET).

**Table 3.2. Registered Charities Serving Newcomers by Average # of Years in Existence  
(Peel Region, 2009)**

Type of Agency	# of Agencies	Average # of Years in Existence
Settlement Agencies	25	16.5
Ethno-Specific Service Agencies	11	11.2
Multi-Ethnic Agencies	9	18.4
Neighbourhood Centres	5	24.8
Mainstream Agencies	15	31.9
<b>All Agencies</b>	<b>40</b>	<b>22.3</b>

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET).

**Table 3.3. Ethno-Specific Registered Charities by Period of Establishment (Peel, 2009)**

<b>Ethno-Specific Service Agency</b>	<b>Before 1980</b>	<b>1981-1990</b>	<b>1991-2000</b>	<b>2001-2009</b>	<b>TOTAL</b>
South Asians	0	0	1	1	2
Blacks	0	0	2	3	5
Chinese	0	3	0	0	3
West Asians	0	0	0	1	1
<b>Total Agencies by Number</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>11</b>
South Asians	0%	0%	50%	50%	100%
Blacks	0%	0%	40%	60%	100%
Chinese	0%	100%	0%	0%	100%
West Asians	0%	0%	0%	100%	100%
<b>Total Agencies by Percent</b>	<b>0%</b>	<b>27.3%</b>	<b>27.3%</b>	<b>45.4%</b>	<b>100%</b>

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET).

**Table 3.4. Ethno-Specific Registered Charities by Average # of Years in Existence (Peel, 2009)**

<b>Ethno-Specific Service Agency</b>	<b># of Agencies</b>	<b>Average # of Years in Existence</b>
South Asians	2	10.5
Blacks	5	6.2
Chinese	3	23.0
West Asians	1	2.0

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET).

**IV. GOVERNANCE**  
**Organizations Serving Newcomers and Ethno-Specific Groups in Peel Region**  
**(Registered Charities; N=38)**

- Data from 38 agencies with charitable status show the average size of the Boards for Peel agencies serving newcomers to Canada is 10 members.
- As a group, the Settlement Agencies tend to have slightly larger Boards (an average of 10.6 members) than the Mainstream Agencies (9.8 members). Within the Settlement Agencies group, ethno-specific service agencies have the largest Boards, averaging 11.6 members, compared to 10.4 members for the Boards of neighbourhood centres and 9.5 members for the Boards of multi-ethnic settlement agencies.
- Among ethno-specific settlement agencies, the agencies with the largest Boards are those that serve the West Asian community (16.0 members) and the Chinese (14.7 members) community. The agencies that provide services to the Black and South Asian communities have the smallest Boards (8.5 and 11.0 members respectively).

**Table 4.1. Settlement Service Agencies by Average Size of Board of Directors (Peel, 2009)**

<b>Type of Agency</b>	<b># of Agencies</b>	<b>Average Size of Board of Directors</b>
Settlement Agencies	23	10.6
Ethno-Specific Service Agencies	10	11.6
Multi-Ethnic Agencies	8	9.5
Neighbourhood Centres	5	10.4
Mainstream Agencies	15	9.8
<b>All Agencies</b>	<b>38</b>	<b>10.3</b>

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET).

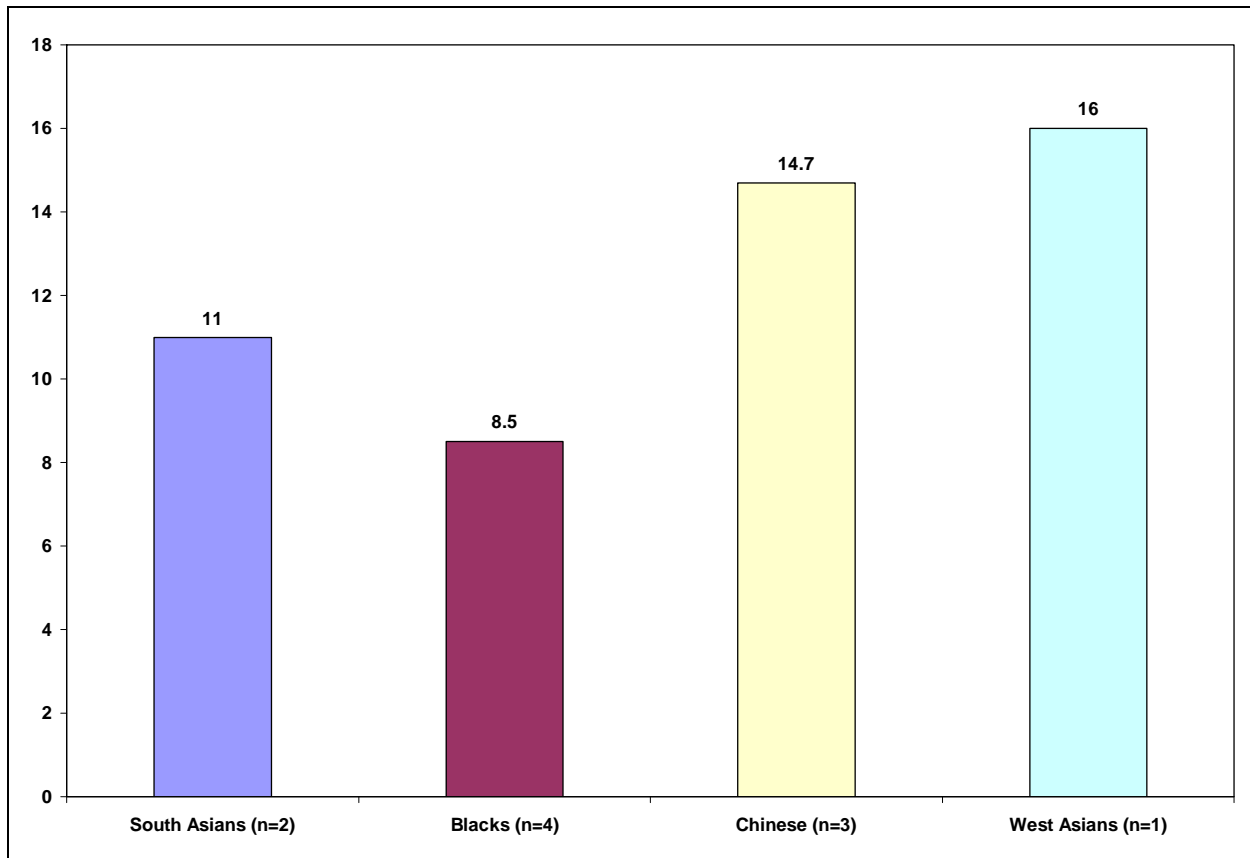
**Table 4.2. Ethno-Specific Agencies by Average Size of Board of Directors (Peel, 2009)**

<b>Ethno-Specific Service Agency</b>	<b># of Agencies</b>	<b>Average Size of Board of Directors</b>
South Asians	2	11.0
Blacks	4	8.5
Chinese	3	14.7
West Asians	1	16.0

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET).



**Figure 1. Ethno-Specific Agencies by Average Size of Board of Directors (Peel, 2009)**



Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET).

**V. HUMAN RESOURCES**  
**Organizations Serving Newcomers and Ethno-Specific Groups in Peel Region**

**Heads of Agencies/Organizations (Primary Executive) by Gender (N=95)**

- Based on data collected for 95 agencies/organizations, more than half, 53.7% of the primary executives of these agencies are male.
- The Mainstream Agencies have more females (54.2%) than males (45.8%) as their Executive Directors and Presidents, compared to the Settlement agencies where 56.3% of the primary executives are males.
- Within the Settlement Agencies group, the neighbourhood centres have more males than females (60% versus 40% respectively) as their primary executives.
- The gender ratio of the primary executives within the ethno-specific settlement service agencies is somewhat balanced, 52% male versus 48% female.
- Similar to the Mainstream Agencies, the gender ratio of the primary executives in the multi-ethnic agencies significantly favoured women (63.2% versus 36.8% men).
- The agencies serving the Black community were the only group within the ethno-specific category that favoured women, 54.5% versus 45.5% men.
- For most of the other groups within the Ethno-specific category, the gender ratio of the primary executives favoured men.
- Almost 80% of the presidents of the ethno-specific social clubs in Peel are men.

**Full-Time and Part-Time Staff (Settlement Agencies/Registered Charities - N=16 for Full-Time & N=13 for Part-Time)**

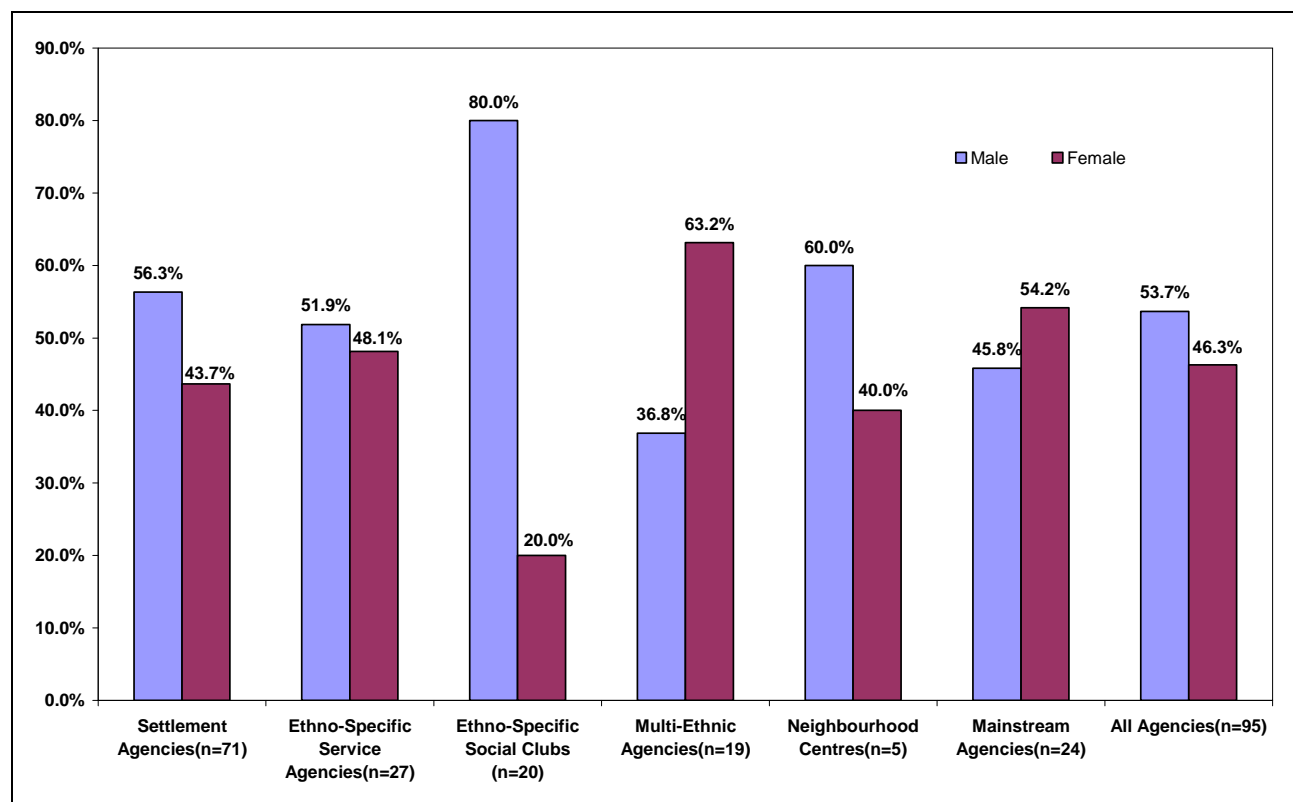
- The data collected on staff composition showed that, on average, settlement agencies had more full-time staff than part-time staff.
- The neighbourhood centres had the highest number of staff, with an average of 52.6 full-time staff and 35.7 part-time staff per centre.
- The ethno-specific service agencies had an average of 17.8 full-time staff and 2 part-time staff per agency.
- The multi-ethnic agencies had an average of 11.6 full-time staff and 3.8 part-time staff.
- Within the ethno-specific service agencies, the agencies serving the South Asian community had the highest number of full-time staff and the lowest number of part-time staff (an average of 28.0 full-time versus 1.5 part-time staff).
- The agencies serving the Black Community had an average of 7.5 full-time staff and 2.5 part-time staff.

**Table 5.1. Settlement Service Agencies by Gender of Executive Director/President (Peel, 2009)**

Type of Agency	Male		Female		TOTAL
	#	%	#	%	
Settlement Agencies	40	56.3%	31	43.7%	71
Ethno-Specific Service Agencies	14	51.9%	13	48.1%	27
Ethno-Specific Social Clubs (Presidents)	16	80.0%	4	20.0%	20
Multi-Ethnic Agencies	7	36.8%	12	63.2%	19
Neighbourhood Centres	3	60.0%	2	40.0%	5
Mainstream Agencies	11	45.8%	13	54.2%	24
<b>All Agencies</b>	<b>51</b>	<b>53.7%</b>	<b>44</b>	<b>46.3%</b>	<b>95</b>

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET); Region of Peel; Peel Halton Dufferin Training Board Newcomer's Guide; Settlement.org; 211 Ontario; United Way of Peel Region's Directory; Citizenship & Immigration Funding Allocation Report; SPC Reports; etc.

**Figure 2 - Settlement Service Agencies by Gender of Executive Director/President (Peel, 2009)**



Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET); Region of Peel; Peel Halton Dufferin Training Board Newcomer's Guide; Settlement.org; 211 Ontario; United Way of Peel Region's Directory; Citizenship & Immigration Funding Allocation Report; SPC Reports; etc.

**Table 5.2. Ethno-Specific Agencies by Gender of Executive Director/President (Peel, 2009)**

Ethno-Specific Service Agency & Social Club	Male		Female		TOTAL
	#	%	#	%	
South Asians	9	75.0%	3	25.0%	12
Blacks	5	45.5%	6	54.5%	11
Chinese	3	60.0%	2	40.0%	5
Arabs	4	100.0%	0	0.0%	4
West Asians	0	0.0%	1	100.0%	1
Southeast Asians	1	50.0%	1	50.0%	2
Filipinos	2	66.7%	1	33.3%	3
Italians	3	60.0%	2	40.0%	5
Polish	2	100.0%	0	0.0%	2
Portuguese	1	100.0%	0	0.0%	1
Hispanic	0	0.0%	1	100.0%	1
<b>TOTAL</b>	<b>30</b>	<b>63.8%</b>	<b>17</b>	<b>36.2%</b>	<b>47</b>

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET); Region of Peel; Peel Halton Dufferin Training Board Newcomer's Guide; Settlement.org; 211 Ontario; United Way of Peel Region's Directory; Citizenship & Immigration Funding Allocation Report; SPC Reports; etc.

**Table 5.3. Settlement Agencies by Average Size of Full-Time and Part-Time Staff (Peel Region, 2009)**

Type of Agency	# of Agencies	Average # of Staff
Settlement Agencies - Full-Time	14	28.0
Ethno-Specific Service Agencies	4	17.8
Multi-Ethnic Agencies	5	11.6
Neighbourhood Centres	5	52.6
Settlement Agencies - Part-Time	11	11.8
Ethno-Specific Service Agencies	4	2.0
Multi-Ethnic Agencies	4	3.8
Neighbourhood Centres	3	35.7

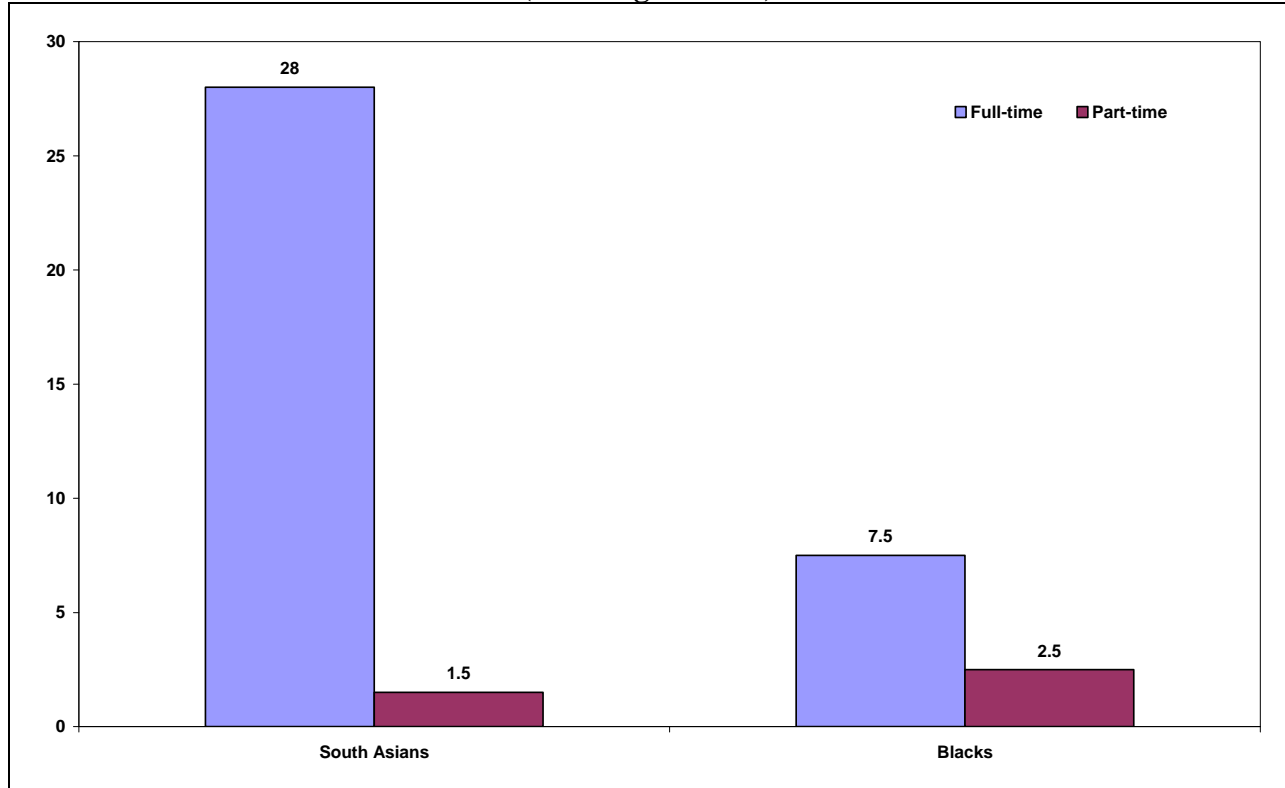
Sources: Canada Revenue Agency, 2008; Peel Information Network (PINET).

**Table 5.4. Ethno-Specific Agencies by Average Size of Full-Time and Part-Time Staff (Peel Region, 2009)**

Ethno-Specific Agency	# of Agencies	Average Size	
		Full-Time	Part-Time
South Asians	2	28.0	1.5
Blacks	2	7.5	2.5

Sources: Canada Revenue Agency, 2008; Peel Information Network (PINET).

**Figure 3 - Ethno-Specific Agencies by Average Size of Full-Time and Part-Time Staff (Peel Region 2009)**



Source: Canada Revenue Agency, 2008; Peel Information Network (PINET)

<p style="text-align: center;"><b>VI. SERVICE DELIVERY</b> <b>Organizations Serving Newcomers and Ethno-Specific Groups in Peel Region</b></p>
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**Programs and Services**

- 95 agencies: 55 in Mississauga; 25 in Brampton, 2 in Caledon, 12 in Mississauga and Brampton and 1 in Mississauga, Brampton and Caledon.
  - 71 settlement agencies
  - 24 mainstream agencies
  - 123 locations across Peel
  - 18 types of programs and services
  - 345 programs of service offered by settlement agencies
  - Services offered in 60 different languages
  
- Collectively, the 95 agencies serving newcomers and ethno-specific groups in Peel address the needs of those groups through the provision of services in approximately 123 locations across the Region.
  - Ethno-Specific Settlement Agencies (n=27)
  - Ethno-Specific Social Clubs (n=20)
  - Multi-Ethnic Agencies (n=19)
  - Neighbourhood Centres (n=5)
  - Mainstream Agencies (n=24)
  
- These 95 agencies offer a wide range of programs and services that can be broadly grouped as follows: settlement, employment, counseling, cultural/social, language training, referrals, youth/women/seniors-specific, health, and housing.
  
- The 71 settlement agencies in Peel (part of the above 95) offer 345 programs and services that cover a very wide-range of services that support newcomers to settle and integrate into Canadian society. Several of the service programs are also geared to the promotion of cultural and recreational activities for a range of age-groups.
  
- Ethno-specific service agencies (as a group) provide the largest number of services to newcomers to Canada:
  - Ethno-specific service agencies: 150 programs (43.5% of the 345 service programs)
  - Multi-ethnic agencies: 108 programs (31.3% )
  - Neighbourhood Centres: 44 programs (12.8%)
  - Ethno-specific Social Clubs: 43 programs (12.5%)
  
- The majority of the programs offered are for the South Asian community (26.9%) followed by programs for the Black community (21.8%), and by programs for the Chinese community (13%).

### **Priority Service Areas (Settlement Agencies with Charitable Status)**

In their annual report to Canada Revenue Agency, settlement agencies with charitable status listed the following areas of services as their priorities:

1. Immigration aid
2. Employment preparation and training
3. Settlement services
4. Seniors services.

### **Location of Services (123 locations)**

- The 95 agencies serving newcomers in Peel provide their services in approximately 123 different service locations across Peel.
- Of the 95 human service agencies/organizations identified in this report, the majority 55 (58%) are located in Mississauga only; 25 (26%) are in Brampton only; and 2 (2%) in Caledon only. Twelve (13%) are located in both Mississauga and Brampton, and 1 (1%) in Mississauga, Brampton, and Caledon.
- Of the 55 agencies/organization located exclusively in Mississauga, 18 (32.7%) are ethno-specific settlement agencies; 14 (25.5%) are ethno-specific social clubs; 13 (23.6%) are multi-ethnic agencies; 8 (14.5%) are mainstream agencies and 2 (3.6%) are neighbourhood centres.
- In Brampton, almost half of the 25 agencies/organizations serving newcomers are mainstream agencies: 11 (44.0%). The ethno-specific social clubs category was the next highest, accounting for 24.0% (6) of the agencies/organizations in Brampton. This was followed by the ethno-specific settlement agencies with 20.0% (5); and by the multi-ethnic settlement agencies with 8.0% (2). There is only one (1) neighbourhood centre in Brampton.
- There are only two agencies/organizations that are located exclusively in Caledon: One (1) mainstream agency and one (1) neighbourhood centre.

**Table 6.1. Settlement Agencies by Geographic Location (Peel, 2009)**

Type of Agency	Mississauga	Brampton	Caledon	Mississauga & Brampton	Mississauga, Brampton & Caledon	TOTAL
Ethno-Specific Service Agencies	18	5	0	4	0	27
Ethno-Specific Social Clubs	14	6	0	0	0	20
Multi-Ethnic Agencies	13	2	0	4	0	19
Neighbourhood Centres	2	1	1	1	0	5
Total Settlement Agencies	47	14	1	9	0	71
Mainstream Agencies	8	11	1	3	1	24
<b>Total All Agencies (by Number)</b>	<b>55</b>	<b>25</b>	<b>2</b>	<b>12</b>	<b>1</b>	<b>95</b>
Ethno-Specific Service Agencies	66.7%	18.5%	0.0%	14.8%	0.0%	100%
Ethno-Specific Social Clubs	70.0%	30.0%	0.0%	0.0%	0.0%	100%
Multi-Ethnic Agencies	68.4%	10.5%	0.0%	21.1%	0.0%	100%
Neighbourhood Centres	40.0%	20.0%	20.0%	20.0%	0.0%	100%
Total Settlement Agencies	66.2%	19.7%	1.4%	12.7%	0.0%	100%
Mainstream Agencies	33.3%	45.8%	4.2%	12.5%	4.2%	100%
<b>Total All Agencies (by Percentage)</b>	<b>57.9%</b>	<b>26.3%</b>	<b>2.1%</b>	<b>12.6%</b>	<b>1.1%</b>	<b>100%</b>

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET); Region of Peel; Peel Halton Dufferin Training Board Newcomer's Guide; Settlement.org; 211 Ontario; United Way of Peel Region's Directory; Citizenship & Immigration Funding Allocation Report; SPC Reports; etc.



**Table 6.2. Ethno-Specific Agencies and Social Clubs by Geographic Location (Peel, 2009)**

Ethno-specific Agencies and Social Clubs	Mississauga		Brampton		Caledon		Mississauga & Brampton		TOTAL
	#	%	#	%	#	%	#	%	
South Asians	8	67%	3	25%	0	0%	1	8%	12
Blacks	6	55%	2	18%	0	0%	3	27%	11
Chinese	5	100%	0	0%	0	0%	0	0%	5
Arabs	4	100%	0	0%	0	0%	0	0%	4
West Asians	1	100%	0	0%	0	0%	0	0%	1
Southeast Asians	1	50%	1	50%	0	0%	0	0%	2
Filipinos	2	67%	1	33%	0	0%	0	0%	3
Italians	4	80%	1	20%	0	0%	0	0%	5
Polish	1	50%	1	50%	0	0%	0	0%	2
Portuguese	0	0%	1	100%	0	0%	0	0%	1
Hispanic	0	0%	1	100%	0	0%	0	0%	1
<b>TOTAL</b>	<b>32</b>	<b>68%</b>	<b>11</b>	<b>23%</b>	<b>0</b>	<b>0%</b>	<b>4</b>	<b>9%</b>	<b>47</b>

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET); Region of Peel; Peel Halton Dufferin Training Board Newcomer's Guide; Settlement.org; 211 Ontario; United Way of Peel Region's Directory; Citizenship & Immigration Funding Allocation Report; SPC Reports; etc.

**Table 6.3. Settlement Agencies by Geographic Location/Postal Code (Peel, 2009)**

FSA (Postal Code)	Ethno-Specific		Multi-Ethnic Agencies	Neighbourhood Centres	Mainstream Agencies	Total
	Service Agencies	Social Clubs				
L4T	2	1		1	1	5
L4T, L6W	1					1
L4T, L6W, L6Y, L4Z, L6W					1	1
L4W	2					2
L4X	1	1	1			3
L4X, L4Y				1		1
L4Y	1	1	1			3
L4Z	2	1	1			4
L5A	4	1	1		1	7
L5B	1		2		2	5
L5B, L6V			1			1
L5C	2	2	1			5
L5E		1				1
L5G					1	1
L5J	1	1				2
L5K			1			1
L5L					1	1
L5L, L6T				1		1
L5L, L6X	1					1
L5M		1	1			2
L5N			2			2
L5N, L6X			1			1
L5R	1	4	1		2	8
L5T			1			1
L5V	1					1
L6R	1					1
L6S		2	1			3
L6T	2	2	1		2	7
L6T, L4T, L6R					1	1
L6T, L7A, L6W, L6Z, L6R, L6Y					1	1
L6V	1				2	3
L6W			1		4	5
L6W, L6W, L6R				1		1
L6W, L6X, L5B, L5B	1					1
L6X					3	3
L6X, L5B			1		1	2
L6Y		1				1
L6Z	1					1
L6Z, L5V	1					1
L7A		1				1
L7C					1	1
L7E				1		1
<b>TOTAL</b>	<b>27</b>	<b>20</b>	<b>19</b>	<b>5</b>	<b>24</b>	<b>95</b>

**Table 6.4 Programs/Services for New Immigrants Offered by Different Types of Settlement Agencies (Peel, 2009)**

Programs/Services	Ethno-Specific Service Agencies		Ethno-Specific Social Clubs		Multi-Ethnic Agencies		Neighbourhood Centres		Total	
<b>Total # of Agencies</b>	<b>27</b>		<b>20</b>		<b>19</b>		<b>5</b>		<b>71</b>	
<b>Total # of Programs</b>	<b>150</b>		<b>43</b>		<b>108</b>		<b>44</b>		<b>345</b>	
<b>Types of Programs</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>
Accreditation	0	0.0	0	0.0	1	0.9	0	0.0	1	0.3
Advocacy	5	3.3	0	0.0	1	0.9	1	2.3	7	2.0
Childcare	6	4.0	0	0.0	5	4.6	2	4.5	13	3.8
Credit Counselling	1	0.7	0	0.0	3	2.7	1	2.3	5	1.4
Crisis Services	3	2.0	0	0.0	1	0.9	2	4.5	6	1.7
Cultural/Social	21	14.0	17	39.5	7	6.5	2	4.5	47	13.6
Education	17	11.3	4	9.3	9	8.3	1	2.3	31	9.0
Employment	8	5.3	0	0.0	14	13.0	5	11.4	27	7.8
Family Counselling	7	4.7	0	0.0	6	5.5	3	6.8	16	4.6
Health	13	8.7	1	2.3	4	3.7	2	4.5	20	5.8
Housing Support	6	4.0	0	0.0	5	4.6	1	2.3	12	3.4
Language Training	7	4.7	2	4.7	9	8.3	5	11.4	23	6.7
Referral Services	9	6.0	1	2.3	12	11.1	3	6.8	25	7.2
Seniors	12	8.0	11	25.6	6	5.5	5	11.4	34	9.8
Settlement	11	7.3	3	7.0	13	12.0	4	9.1	31	9.0
Transportation	3	2.0	0	0.0	2	1.8	2	4.5	7	2.0
Women	8	5.3	2	4.7	5	4.6	2	4.5	17	5.0
Youth	13	8.7	2	4.7	5	4.6	3	6.8	23	6.7
<b>Total</b>	<b>150</b>	<b>100</b>	<b>43</b>	<b>100</b>	<b>108</b>	<b>100</b>	<b>44</b>	<b>100</b>	<b>345</b>	<b>100</b>

Sources: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET); Region of Peel; Peel Halton Dufferin Training Board Newcomer's Guide; Settlement.org; 211 Ontario; United Way of Peel Region's Directory; Citizenship & Immigration Funding Allocation Report; SPC Reports; etc.

**Table 6.5 Programs/Services for Specific New Immigrant Groups Offered by Ethno-Specific Service Agencies and Social Clubs (Peel, 2009)**

Programs/Services	South Asians		Blacks		Chinese		Arabs		West Asians		Southeast Asians		Filipinos		Italians		Polish		Portuguese		Hispanic		Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Total # of Agencies	12		11		5		4		1		2		3		5		2		1		1		47	
Total # of Programs	52		42		25		18		11		9		5		16		4		3		8		193	
Accreditation	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0	0	0	0	0.0	0	0	0	0	0	0.0	0	0.0
Advocacy	1	1.9	3	7.1	1	4.0	0	0.0	0	0.0	0	0	0	0	0	0.0	0	0	0	0	0	0.0	5	2.6
Childcare	1	1.9	1	2.4	2	8.0	0	0.0	1	9.1	0	0	0	0	1	6.3	0	0	0	0	0	0.0	6	3.1
Credit Counselling	0	0.0	0	0.0	0	0.0	0	0.0	1	9.1	0	0	0	0	0	0.0	0	0	0	0	0	0.0	1	0.5
Crisis Services	2	3.8	0	0.0	0	0.0	0	0.0	1	9.1	0	0	0	0	0	0.0	0	0	0	0	0	0.0	3	1.6
Cultural/Social	8	15.4	8	19.0	4	16.0	4	22.2	1	9.1	2	22	3	60	4	25.0	2	50	1	33	1	12.5	38	19.7
Education	4	7.7	7	16.7	1	4.0	3	16.7	1	9.1	2	22	0	0	0	0.0	1	25	1	33	1	12.5	21	10.9
Employment	3	5.8	1	2.4	3	12.0	1	5.6	0	0.0	0	0	0	0	0	0.0	0	0	0	0	0	0.0	8	4.1
Family Counselling	4	7.7	1	2.4	0	0.0	1	5.6	1	9.1	0	0	0	0	0	0.0	0	0	0	0	0	0.0	7	3.6
Health	3	5.8	4	9.5	2	8.0	1	5.6	0	0.0	0	0	0	0	3	18.8	0	0	0	0	1	12.5	14	7.3
Housing Support	2	3.8	0	0.0	2	8.0	0	0.0	0	0.0	0	0	0	0	1	6.3	0	0	0	0	1	12.5	6	3.1
Language Training	2	3.8	0	0.0	2	8.0	1	5.6	1	9.1	1	11	0	0	0	0.0	1	25	0	0	1	12.5	9	4.7
Referral Services	4	7.7	2	4.8	1	4.0	2	11.1	0	0.0	0	0	0	0	0	0.0	0	0	0	0	1	12.5	10	5.2
Seniors	6	11.5	2	4.8	3	12.0	1	5.6	1	9.1	1	11	2	40	5	31.3	0	0	1	33	1	12.5	23	11.9
Settlement	5	9.6	2	4.8	2	8.0	2	11.1	1	9.1	1	11	0	0	0	0.0	0	0	0	0	1	12.5	14	7.3
Transportation	1	1.9	0	0.0	0	0.0	1	5.6	0	0.0	0	0	0	0	1	6.3	0	0	0	0	0	0.0	3	1.6
Women	3	5.8	3	7.1	1	4.0	0	0.0	1	9.1	1	11	0	0	1	6.3	0	0	0	0	0	0.0	10	5.2
Youth	3	5.8	8	19.0	1	4.0	1	5.6	1	9.1	1	11	0	0	0	0	0	0	0	0	0	0.0	15	7.8
<b>Total</b>	<b>52</b>	<b>100.0</b>	<b>42</b>	<b>100.0</b>	<b>25</b>	<b>100.0</b>	<b>18</b>	<b>100.0</b>	<b>11</b>	<b>100.0</b>	<b>9</b>	<b>100</b>	<b>5</b>	<b>100</b>	<b>16</b>	<b>100</b>	<b>4</b>	<b>100</b>	<b>3</b>	<b>100</b>	<b>8</b>	<b>100.0</b>	<b>193</b>	<b>100.0</b>

Source: Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET); Region of Peel; Peel Halton Dufferin Training Board Newcomer's Guide; Settlement.org; 211 Ontario; United Way of Peel Region's Directory; Citizenship & Immigration Funding Allocation Report; SPC Reports; etc.

**Table 6.6 Settlement Agencies with Charitable Status by Service Priorities (Peel, 2009)**

<b>Program Priority 1</b>	<b>#</b>	<b>%</b>
Immigrant Aid	6	26.1%
Employment Preparation and Training	4	17.4%
Settlement Services	3	13.0%
Seniors Services	2	8.7%
Other Services For Low Income People	1	4.3%
Children and Youth Services/Housing	1	4.3%
Family and Crisis Counselling, Financial Counselling	1	4.3%
Place of Worship, Congregations, Parishes, Dioceses	1	4.3%
Scholarships, Bursaries, Awards	1	4.3%
Nursing Homes	1	4.3%
Specialized Health Organization	1	4.3%
Skill and Language Training	1	4.3%
<b>Total</b>	<b>23</b>	<b>100%</b>
<b>Program Priority 2</b>		
Seniors Services	4	22.2%
Employment Preparation and Training	3	16.7%
Children and Youth Services/Housing	2	11.1%
Settlement Services	2	11.1%
Public Education, Other Study Programs	2	11.1%
Other Services for Low Income People	1	5.6%
Family and Crisis Counselling, Financial Counselling	1	5.6%
Immigrant Aid	1	5.6%
Missionary Organizations, Evangelism	1	5.6%
Health Fitness and Recreation	1	5.6%
<b>Total</b>	<b>18</b>	<b>100%</b>
<b>Program Priority 3</b>		
Employment Preparation and Training	4	23.5%
Family and Crisis Counselling, Financial Counselling	3	17.6%
Seniors Services	2	11.8%
Children and Youth Services/Housing	2	11.8%
Settlement Services	1	5.9%
Public Education, Other Study Programs	1	5.9%
Human Rights	1	5.9%
Specialized Health Organization	1	5.9%
Seminaries and Other Religious Colleges	1	5.9%
Family and Youth Services	1	5.9%
<b>Total</b>	<b>17</b>	<b>100.0%</b>

**Source:** Canada Revenue Agency; Peel Information Network, Ontario, Canada (PINET); Region of Peel; Peel Halton Dufferin Training Board Newcomer's Guide; Settlement.org; 211 Ontario; United Way of Peel Region's Directory; Citizenship & Immigration Funding Allocation Report; SPC Reports; etc.

## CONCLUSIONS

- **The settlement services sector in Peel is relatively large** – at least 71 agencies focused directly on providing services to newcomers in Canada, and 24 mainstream agencies that provide specific services for newcomers to Canada (95 agencies).
- **The settlement services sector in Peel is diverse.** There are at least five different types of agencies serving newcomers in Peel: ethno-specific settlement service agencies (27); ethno-specific social clubs (20); multi-ethnic settlement service agencies (19); neighbourhood centres (5); and mainstream service agencies (24).
- **The settlement services sector in Peel is relatively young.** The average age of agencies in the settlement services sector in Peel is 17.1 years.
- **The settlement services sector of Peel is a major service provider in Peel. It provides** a large number of programs in many different locations, and in many different languages: 345 programs; 123 locations; at least 60 languages.
- **The executive leadership of the settlement services sector in Peel is somewhat male – dominated sector.** This is especially the case among the ethno-specific social clubs where over 87% of the Presidents are male.
- **The workforce of settlement service agencies in Peel tends to be of a moderate size:** an average of 28 full-time staff and an average of 11.8 part-time staff.
- **The capacity of agencies for accessing funds is somewhat limited.** Only one third of the settlement service agencies in Peel are registered charities. This limits the sector's capacity for accessing funds from funders who require applicants to be registered charities.

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### **Data Sources Used in the Study**

Many official and professional sources of information were used to conduct the study.

- Canada Revenue Agency, Charities and Giving, 2004 & 2008
- Citizenship and Immigration Canada's Funding Allocation Report (April 1 – June 30, 2009)
- Peel Information Network, Ontario, Canada (PINET)
- Peel Halton Dufferin Training Board Newcomer's Guide, 2007
- Peel Halton Workforce Development Group, Newcomer's Guide, 2009
- Region of Peel (Peel Data Centre & Immigration Web Portal )
- United Way of Peel Region's Directory
- Social Planning Council of Peel's immigration and settlement reports
- Settlement.org
- 211 Ontario