

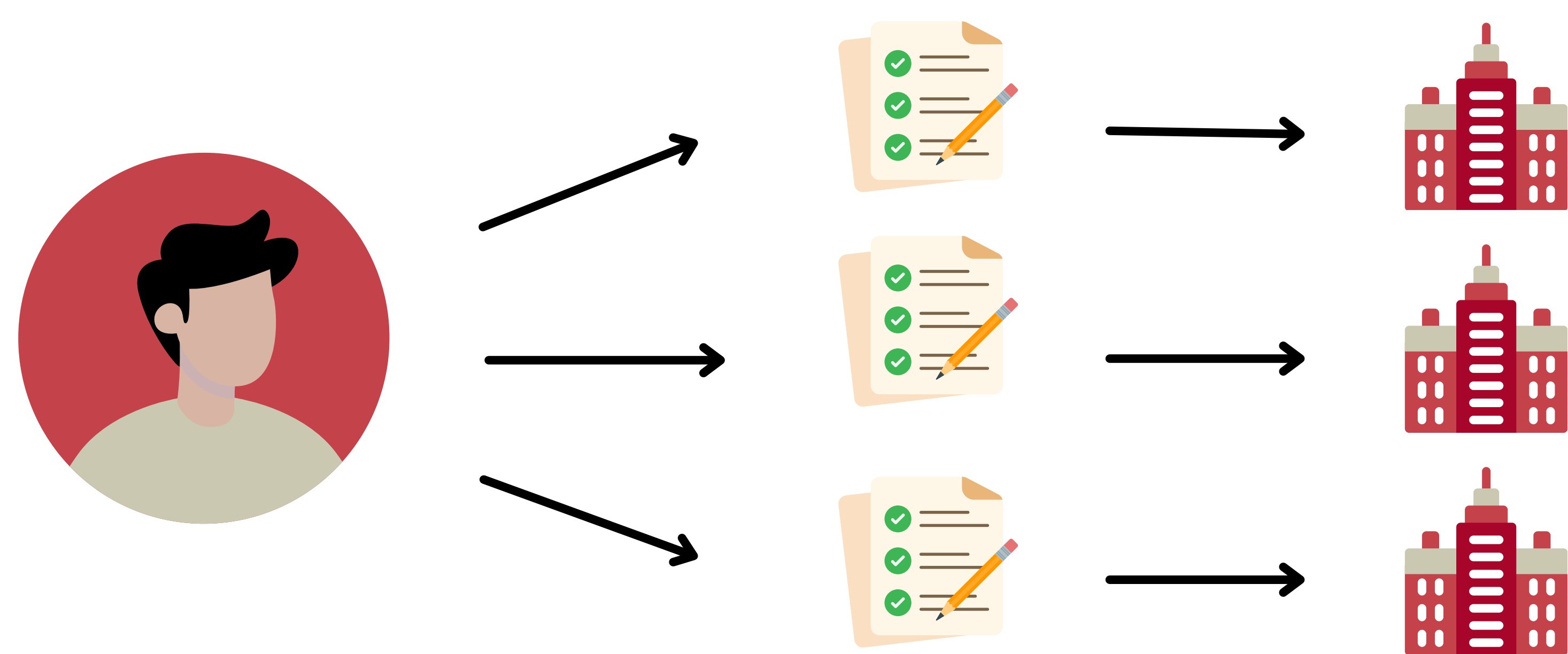
Seamless Referrals through the Pre-Arrival Client Registration and Referral Portal (CRRP)

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The centralized Pre-Arrival Client Registration and Referral Portal (CRRP) streamlines how newcomers connect with multiple IRCC-funded pre-arrival services by providing a single registration. Because registration, eligibility screening and referrals to multiple services are conducted only once, clients can be ensured timely access to best-fit services and frontline staff can focus on client engagement rather than administrative intake tasks. CRRP supports a coordinated, client-centered approach while enhancing efficiency and expanding service reach across the partnership network. Partners' responses to a survey on the effectiveness and usability of the portal (shown below) provide valuable insights into what aspects of the portal are working well and where further improvements can be made.

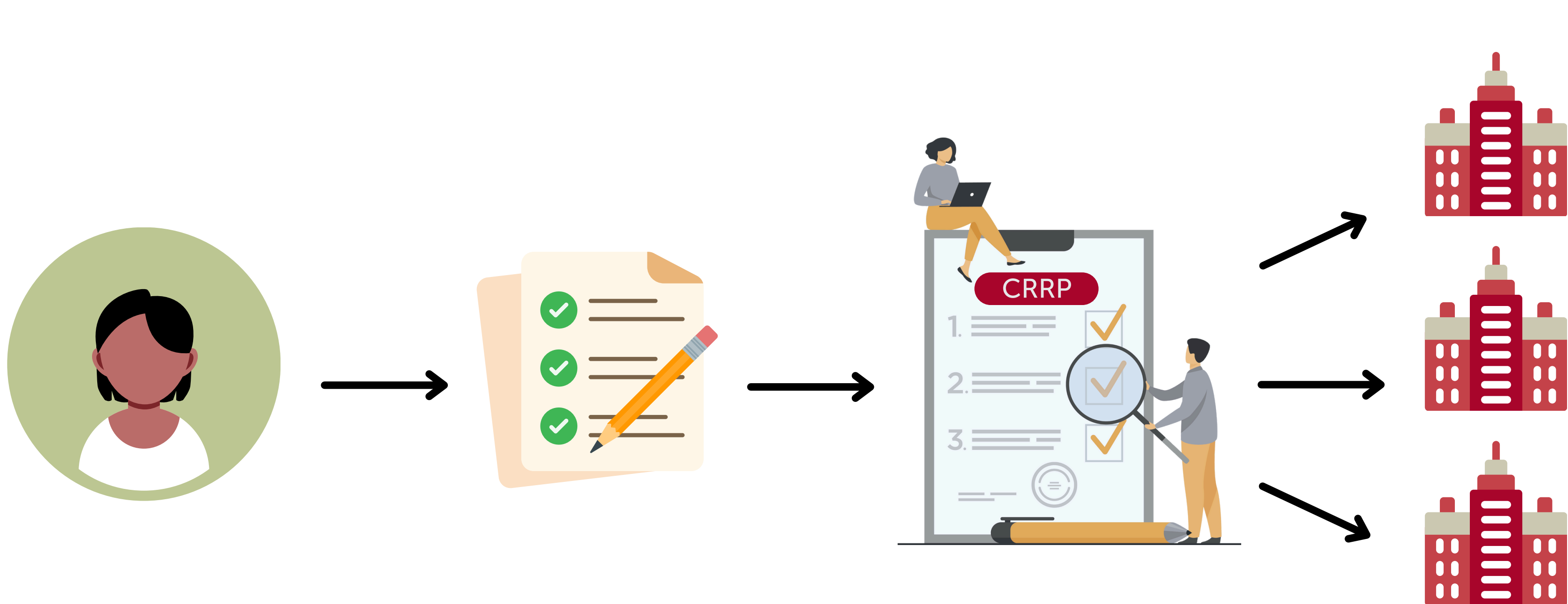
WITHOUT THE PORTAL



Before the Portal was introduced, a client interested in multiple pre-arrival programs had to complete a separate registration process with each individual Service Provider Organization (SPO). Since the forms, document uploads, and intake procedures between SPOs were comparable, clients were repeatedly asked for similar information, making the registration process time-consuming and inconvenient.

In the previous cross-referral process among SPOs, referrals were handled manually by each provider. However, clients still had to repeat the registration process with every new SPO they were referred to. Moreover, without an information-sharing mechanism in place, SPOs had no way to determine whether a client was already registered with other pre-arrival programs. This often led to duplicate referrals and unnecessary administrative effort across service providers.

WITH THE PORTAL



With the portal, clients register at PreArrivalCanada.ca and choose their preferred pre-arrival programs. CRRP specialists then assess clients' eligibility - verifying their documents, validating client information on iCARE, and evaluating if they meet individual program criteria. CRRP specialists also recommend any additional suitable programs for clients, based on their profiles. All this information is transmitted to the SPOs on the portal.

In the cross-referral process, the portal functions as a centralized information-sharing hub. SPOs can view which pre-arrival programs a client has already registered for. If a SPO decides to refer a client to a new program, the referral can be made directly through the portal, with the client's registration details automatically transferred to the receiving SPO. This eliminates the need for clients to re-register and helps reduce duplication of cross-referrals among service providers.

2025 PARTNER SATISFACTION SURVEY RESULTS



5.5 HOURS SAVED
PER WEEK ON ADMINISTRATION

4.86
OVERALL SATISFACTION
★★★★★

4.71 ★★★★★

• CONNECTS PARTNERS TO THE RIGHT CLIENTS

4.86 ★★★★★

• PROVIDES ACCURATE AND COMPLETE CLIENT INFORMATION

4.57 ★★★★★

• INTEGRATES WELL WITH PARTNERS' WORKFLOW

4.29 ★★★★★

• REDUCES DUPLICATION OF EFFORT IN REFERRALS

PARTNER FEEDBACK

“It made the referral process more efficient as clients were sent as per our program criteria.”

“We do not need to validate clients' eligibility and review their documents. This is a real time-saver for us.”

“We can speak with the CRRP team to troubleshoot any challenges we face.”

“The clients are all received in batches and have been screened for eligibility already.”

“It's very organized. The portal hosts all information in one place and it is easy to search for information.”

“Restricting the number of referrals to services would be helpful. Sometimes clients signed up with too many programs at the same time. They did not engage to schedule a meeting with us.”