



AAISA
Annual Report
2016-2017



About us



The Alberta Association of Immigrant Serving Agencies (AAISA) is a regionally and nationally recognized leader, representative, a hub, and an amplifier of the settlement and integration sector in Alberta. As an umbrella organization, AAISA's mandate is to build sectorial capacity by providing member agencies that serve newcomers access to relevant and meaningful professional development opportunities, to act as a liaison with stakeholders, and provide a centre for knowledge, expertise, and leadership. AAISA's mandate is enacted through a responsible governance model with effective communication between all stakeholders supporting the delivery of settlement services provided by members and Alberta's communities.



Vision Mission & Values

Our Vision

An inclusive, welcoming and engaged society.

Our Mission

Facilitate collaboration and leadership within the settlement serving sector.

Our Values

Integrity Collaborative Proactivity Accountability

Message from the Chairperson

2016-2017 marked another exciting and successful year for settlement and integration in Alberta. As an umbrella organization, AAISA coordinated the efforts of 35 member agencies in 15 different communities and acted as a convener in all matters related to the attraction, retention, settlement, and integration of immigrants and refugees. As a result of this leadership, AAISA members ensured that thousands of newcomers were welcomed and supported as they transitioned into our workplaces, our schools, and our communities.

AAISA has been instrumental in engaging different levels of government, foundations, and other stakeholders to broaden community engagement in settlement and integration. AAISA met the challenge of understanding and adapting to the many changes introduced by all levels of government and other stakeholders, and remained relevant and effective by formulating innovative approaches in areas such as professional development, outcome measurements, and enhancing collective impact.

I have had the pleasure of being involved with AAISA for the past 28 years. Like a number of other colleagues, I have taken a leadership role as the Chair and Vice-Chair, as well as the Chair of other various committees. These experiences provided me with excellent learning opportunities, as well as vital opportunities to contribute to the growth of AAISA.

Like many other non-profit umbrella organizations, AAISA has experienced many ups and downs since its inception. Our past experiences should always be considered when we are planning for our future. It is important for AAISA, as an umbrella organization, to meet its commitments to its member agencies, as well as its mandate regarding the wellbeing of immigrants and refugees, regardless of the funding source that helps it to carry out its work.

In the early 2000's, AAISA was enjoying full organizational capacity, including a full-time Executive Director, a high number of staff, and an independent office in Edmonton. Then, due to governmental policy changes, AAISA lost the entirety of its funding, and was forced to lay off its staff and cease its operations. The full history of the organization was packed into 20 boxes and shipped to Calgary. Looking back on those days, it's important to realize the monumental challenges that came with rebuilding this umbrella organization with no resources, and to recognize the contributions and leadership of the individuals who took it upon themselves to rebuild AAISA, until it became locally and nationally recognized sector leader that it is today.

I would like to take this opportunity to thank all of my peers for their confidence in me as AAISA Chair for many years. I would like to extend a special thanks to all board members for their commitment and their expertise. Thank you to all of our government partners for their trust in AAISA, for providing invaluable resources, and for being true partners in providing high quality settlement and integration services across Alberta. Last but not least, I would like to thank our staff, especially Milton Ortega, for their hard work and commitment to AAISA's vision and mission.

Fariborz Birjandian
AAISA Chair

Message from the Executive Director

The last year has been one of exponential growth for AAISA.

Having actively engaged stakeholders from across the province through our work and efforts to broaden our membership base, we happily welcomed eight new members in 2016-2017. We are now 35 member agencies in 15 communities.

This year, AAISA continued to build off the lessons learned, and experiences from the Syrian Refugee Resettlement Initiative, with the publication of the Provincial Needs Assessment: Improving Refugee Resettlement in Alberta. Upon examination of the current and future resettlement needs of refugees and the organizational and provincial capacity to serve them, AAISA launched the Alberta Syrian Refugee Resettlement Experience Study to further build our understanding of resettlement outcomes, and how program delivery and policy can be better improved to ensure newcomer success. Also in response to the Syrian influx, AAISA also launched RefugeeAlberta.ca, a one-stop-shop of information for refugees, the organizations that serve them, and the community. This site is the first of its kind in Alberta and serves as a model for similar provincial websites across the country.

Another highly-anticipated project AAISA delivered this year was Community Development Practice: Anti-Racism and Anti-Islamophobia in Alberta's Settlement Sector. This project drew on the collaborative expertise of our Research & Policy and Professional Development teams, responding to the needs of the sector by enhancing the capacity of those that work with newcomers to advocate for anti-racism and anti-Islamophobia in their work.

In addition, our Professional Development team delivered the first course on our new online learning management system this spring. Basic Counselling Skills was met with overwhelmingly positive feedback, and was offered as part of the Pre-Service Certification program. This four-course certificate, another new program this year, is geared towards settlement practitioners in their first year of practice and those eager to start their career in the settlement sector.

As the reach of our sector grows, so does the opportunities for AAISA. In 2016-2017 we continued to build organizational and sectorial capacity through professionalization of settlement practice, development and mobilization of stakeholder-informed research, policy knowledge, and we convened the sector on issues including: Recognition of Prior Learning, Helping Immigrants Succeed, Temporary Foreign Workers, refugee claimants, LGBTI newcomers, and creating cultures of respect within settlement for gender and sexual minorities.

The successes that AAISA has achieved and the challenges we have overcome are largely attributed to the tenacity, the dedication, and the innovative spirit of our staff and volunteers, and the leadership provided by the AAISA Board of Directors. Thank you to our funders, partners, and collaborators. Without their support, getting our projects off the ground and into the hands of service providers, would not have been possible.

Milton Alfonso Ortega, MPA
Executive Director



Board Members

Chair	Fariborz Birjandian	Calgary Catholic Immigration Society (CCIS)
Vice Chair	Christina Nsaliwa	Edmonton Immigrant Services Association (EISA)
Treasurer	Marty Hornstein	Jewish Family Services Calgary (JFSC)
Secretary	Mamady Camara	Centre d'Accueil des Nouveaux Arrivants Francophones (CANAF)
Director	Alice Colak	Catholic Social Services(CSS)
Director	Antonio Samayoa	SAAMIS Immigration Services Association
Director	Anila Lee Yuen	Centre for Newcomers (CFN)
Director	Sally Zhao	Calgary Immigrant Educational Society (CIES)
Director	Frank Bauer	Central Alberta Refugee Effort (C.A.R.E) Committee
Director	Beba Svigir	Calgary Immigrant Women's Association (CIWA)

Committee Chairs

Governance Committee	Umashanie Reddy	Calgary Bridge Foundation for Youth (CBFY)
SPTA Committee	Christina Nsaliwa	Edmonton Immigrant Services Association (EISA)
Finance Committee	Marty Hornstein	Jewish Family Service Calgary (JFSC)
Sector Compensation Committee	Frank Bauer	Central Alberta Refugee Effort (C.A.R.E) Committee

AAISA Members

ACFA Regionale de Wood Buffalo	Fort McMurray
Action for Healthy Community (AHC)	Edmonton
ASSIST Community Services Centre	Edmonton
Boys and Girls Clubs Big Brothers Big Sisters of Edmonton and Area Society (BGCBigS)	Edmonton
Calgary Bridge Foundation for Youth (CBFY)	Calgary
Calgary Catholic Immigration Society (CCIS)	Calgary
Calgary Chinese Community Service Association (CCCSA)	Calgary
Calgary Immigrant Educational Society (CIES)	Calgary
Calgary Immigrant Women's Association (CIWA)	Calgary
Canadian Volunteers United in Action (CANAVUA)	Edmonton
Calgary Region Immigrant Employment Council (CRIEC)	Calgary
Catholic Social Services (CSS)	Edmonton
Central Alberta Refugee Effort (C.A.R.E) Committee	Red Deer
Central Alberta Immigrant Women Society (CAIWA)	Red Deer
Centre Accueil Nouveaux Arrivants Francophones (CANAF)	Calgary
Centre d'accueil et d'établissement du nord de l'Alberta	Edmonton
Centre for Newcomers (CFN)	Calgary
Changing Together: A Centre for Immigrant Women (CTCIW)	Edmonton
Edmonton Immigrant Services Association (EISA)	Edmonton
Edmonton Mennonite Centre for Newcomers (EMCN)	Edmonton
Edmonton Region Immigrant Employment Council (ERIEC)	Edmonton
Ethno-Cultural Council of Calgary (ECCC)	Calgary
Equilibrium International Education Institute	Calgary
Immigrant Services Calgary (ISC)	Calgary
Indo Canadian Women's Association (ICWA)	Edmonton
Jewish Family Service Calgary (JFSC)	Calgary
Lethbridge Family Services – Immigrant Services (LFS)	Lethbridge
Multicultural Association of Wood Buffalo	Fort McMurray
Multicultural Family Resource Society (MFRS)	Fort McMurray
Rehoboth Alliance (RA)	Fort McMurray
SAAMIS Immigrant Services Association	Medicine Hat
Settlement Services in the Bow Valley	Banff
Southern Alberta Language Assessment Services Ltd.	Lethbridge
The Spec Association For Children and Families	Brooks
YMCA of Wood Buffalo - Immigrant Settlement Services	Fort McMurray

Advancing Alberta's Settlement & Integration Sector

Provincial Projects

Alberta Syrian Refugee Resettlement Experience Study

With the limited body of knowledge surrounding the experiences, needs, and challenges of Syrian refugees, AAISA undertook a unique study to shed light on the medium-term settlement and integration outcomes of Syrian refugees arriving in Alberta in 2015 and 2016. The project was carried out in collaboration with Habitus Consulting Collective Inc., and Dr. Julie Drolet, from the Faculty of Social Work at the University of Calgary. Using a mixed-methods approach, the study focused on three key areas of settlement and integration: labour market, language, and social connections.

Community Development Practice: Anti-Racism and Anti-Islamophobia in Alberta's Settlement Sector

Funded by the Human Rights Education and Multiculturalism Fund (HREMF), Community Development Practice aimed to enhance the capacity of settlement practitioners, professionals, and community members who work

with immigrants and refugees to advocate for anti-racism and anti-Islamophobia in their work. As part of this project, an Environmental Scan was done, in addition to resource maps, a Practice Guide, and video interviews with professionals and community members who work with immigrants and refugees.

Accessing Mental Health Services for Newcomers Environmental Scan

Considering refugees face unique mental health and socialization related challenges due to trauma, AAISA launched a study in January 2017 to examine how accessible mental health services are to newcomers, in both rural and urban contexts in Alberta. With the support of MMK Research and Consulting, AAISA conducted an Environmental Scan of mental health resources, programs, and services accessible to newcomers. The focus of this research was on social and cultural themes including language, cultural relevancy, ethno-cultural identity, and expectations.

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Occupational Safety and Work Conditions for Immigrant Workers

Researchers from the University of Calgary and the University of Alberta have partnered with AAISA to conduct a longitudinal study on occupational safety and work conditions for immigrant workers. This project will examine occupational safety, prevention, and post-injury workplace integration issues from the perspective of recent immigrant employees in Alberta, service providers, and employers.

Alberta Immigrant Nominee Program Project (AINP)

With funding from Pathways to Prosperity (P2P), AAISA undertook an Environmental Scan to examine the impact of federal policy changes on the AINP, the flow of nominees into the Alberta labour market, and recommendations to address the key challenges identified.

Provincial Needs Assessment: Improving Refugee Resettlement in Alberta

With support from the Government of Alberta, AAISA undertook a provincial needs assessment from February to May 2016. The needs assessment examined the current and future resettlement needs of refugees, the programs and services that support their success, and the existing organizational and provincial capacity to serve them. The report is

a strategic resource for Resettlement Assistance Program (RAP) Providers, healthcare providers, settlement and integration SPOs, Sponsorship Agreement Holders (SAHs), funders, public institutions, and community organizations.

RefugeeAlberta.ca

In response to the Syrian refugee resettlement initiative, AAISA launched RefugeeAlberta.ca, an information hub for refugees, the organizations that serve them, and the general public. Funded by Immigration, Refugees and Citizenship Canada (IRCC), the site is the first of its kind in the province.

Refugees, immigrants, and newcomers can use Refugee Alberta (which has multi-language functionality) as a resource for information on all aspects of daily life in Alberta, from finding a family physician, to setting up a bank account. The site also houses capacity-building resources for settlement agencies and service providers, as well as information on how community members can get involved in the settlement and integration sector.

This project was informed by the Provincial Needs Assessment, feedback from RAP providers and municipalities, in collaboration with the Government of Alberta.

Regional Reach

Longitudinal Syrian Experience Study

AAISA has been supporting the coordination of a longitudinal study led by Immigration Research West (IRW) on Syrian refugees across the prairie provinces (Alberta, Manitoba and Saskatchewan). The first survey of this three-year study was launched in March 2017 with more than 600 participants taking part. This longitudinal study will contribute to long-term analysis on the impact of policies focused on language acquisition, housing conditions, access to settlement services, and employment.

Regional Professional Development Strategy

Since 1989, AAISA has successfully delivered settlement practitioner training and practitioner certification since 2004. In recent years, there has been growing interest to increase standardization and professionalization within the sector to improve programs and services. As such, AAISA and the prairie umbrellas - SAISIA (Saskatchewan Association of Immigrant Settlement and Integration Agencies) and MANSO (Manitoba Association of Newcomer Serving Organizations) – are working to develop a regional professional development strategy, initiated by IRCC, for settlement practice in the Western Region. Considering AAISA's work to

enhance certification and accreditation standards to a national level, and to align with leading practices of regulated professions, AAISA has been asked to take the lead in this important collaborative initiative.

National Reach

Recognition of Prior Learning

As more skilled newcomers enter the Canadian labour market, there is a need for meaningful change to the way that foreign qualifications are assessed and recognized. The Prior Learning Assessment (PLAR) process helps determine what a person knows and can do, by considering all types of learning an individual has, not just school-based learning and assessment. Recognition of Prior Learning (RPL) models and competency-based assessment practices are critical tools in the integration toolbox. RPL provides opportunities to advance the knowledge of settlement practitioners to support newcomers in attaining appropriate employment opportunities. AAISA has committed to using the Canadian Association for Prior Learning Assessment (CAPLA) Quality Assurance method, a national standard, to conduct a self-audit of RPL practice. AAISA was recognized for this work at CAPLA's Recognizing Learning Conference in October 2016.



Volunteers and Community Engagement

More than nine interns and 48 event volunteers throughout the year supported AAISA's mission and vision. These dedicated individuals worked within all AAISA units, from research, to marketing, professional development and project support, ensuring projects and events were a success.

We are sincerely grateful that you have donated your time, heart, hands, and head to making AAISA the organization that it is today.

To all of our member agencies, staff, board, funders, and partners...

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GRACIAS 谢谢
THANK YOU
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Professional Development: Empowering Alberta's Settlement Sector

AAISA proudly offers the only Settlement Practitioner Certification program in Western Canada. Through continuous collaborative partnerships and initiatives, AAISA has been able to not only expand its course curriculum, but to also respond to the growing demand for training and professional development for sector professionals who fill roles beyond the functions of settlement practitioners and the unique contexts that arise for this work.

AAISA provided:



A total of 284 settlement practitioners completed AAISA training modules.



Completion rate of 94% (284 of 303 participants)



Settlement practitioners participated in 165 hours of AAISA training



11 training sessions were delivered this year. Sessions were comprised of seven modules:

Six management training sessions, in total of 637.5 hours. These sessions were comprised of two modules:

- Social Return on Investment (SROI)
- Creating a Culture of Respect for LGBT People

- Working with Individuals and Families with Complex Needs
 - Facilitating Career Success in Canada
 - Professional Roles and Ethics
 - Settlement and Transition Processes
- Client Needs Assessment and Action Plans
- Basic Counselling Skills in Cross-Cultural Context
- Crisis Intervention and Conflict Resolution

Highlights

Online Learning Management System

AAISA continues to serve as a national leader in professional development for settlement professionals by expanding initiatives to create more meaningful, effective and engaging learning opportunities.

In addition to the traditional classroom, AAISA has been finding success in offering a blended learning approach, with participants in face-to-face courses engaging in online dialogue through an online course delivery system.

Basic Counselling Skills in Cross-Cultural Context was the first course delivered in AAISA's online learning management system in Spring 2017.

AAISA is excited to continue to build the AAISA Learning Community to offer an online resource library, collaborative project sites and Communities of Practice that support sector initiatives such as Anti-Racism and Anti-Islamophobia and Creating a Culture of respect for Gender and Sexual Minorities.

Module Development & Adaptation

To ensure training opportunities are interactive and easily accessible to all learners, AAISA continues to develop courses identified as core learning for settlement practice, for online delivery. This year, the Professional Development team adapted four modules from traditional classroom delivery to the online format:

- Crisis Intervention and Conflict Resolution
- Basic Counselling Skills in Cross Cultural Context
- Managing Practitioner Stress and Burnout
- Client Needs Assessment and Action Plans

Refugee Mental Health

In response to the growing need to provide trauma informed care when working with refugees that may be facing mental health and socialization related challenges due to trauma, AAISA has collaborated with the Centre for Addiction and Mental Health (CAMH)

in the delivery of the following course: Refugee Mental Health: Focus on Syrian Refugee. This course has been approved for as PLAR for training hours towards AAISA settlement practitioner certification. A total of 206 Alberta-based settlement service providers enrolled in the course.

Creating a Culture of Respect for LGBTI People

Since the development of the AAISA-Calgary Sexual Health Centre (CSHC) partnership in 2015, and publication of *Courage to Begin*, AAISA and CSHC have worked to develop curriculum for frontline workers. Based on work by Dr. Kristopher Wells of the University of Alberta, AAISA and CSHC co-developed a one-day workshop in Edmonton in March 2017.

Evidence Based Research and Knowledge Mobilization

AAISA continues to advance the knowledge of the settlement and integration sector, inform public decision makers, and support the development of project with evidence-based research that is designed to inform policy development and program design. During the 2016-2017 fiscal year, the Research & Policy unit published 11 publications and presented on AAISA projects at six conferences across Canada.



I've learned I can be an agent of change.

Highlights

Helping Immigrants Succeed

Under the Helping Immigrants Succeed (HIS) strategy, AAISA convened six in-person working groups in 2016-2017 in the areas of language, social connections, and labour market integration. These groups met to discuss how the Settlement and Integration Dashboard could provide aggregate data on what the experience of newcomers in the province could look like. Once implemented, this tool will serve to provide a picture of the gaps, needs, and promising practices in serving immigrants and refugees in the province, and support.

Refugee Claimants Response Committee

In early 2017, the Refugee Claimants Response Committee was formed with the objective of knowledge sharing and devising strategy around the issue of asylum seekers irregularly crossing the Canada-US, and making refugee claims in Alberta. With members of service provider organizations participating on the committee, AAISA facilitated meetings, provided information, and support knowledge sharing between agencies. The Committee will continue to monitor the situation and discuss their experiences.

Research Publications

1. Economic Wellbeing Report
2. Policy Brief: Interim Federal Health Program
3. The Geography of Immigrant (Dis)advantage: Future Strategies and Coalition Building for the Settlement Sector, Housing Agencies, and Policymakers
4. Provincial Needs Assessment: Improving Refugee Resettlement in Alberta
5. Alberta Immigrant Serving Sector Compensation Project Report
6. Express Entry and International Students
7. Alberta Settlement and Integration Two-Day Participatory Event Report
8. Alberta Immigrant Nominee Program Environmental Scan
9. Community Development Practice: Anti-Racism and Anti-Islamophobia in Alberta's Settlement Sector
10. Policy Brief: 2017 Alberta Budget
11. Policy Brief: 2017 Federal Budget

Presentations at Conferences

1. Presentation: Required Prior Learning at the 2016 Canadian Association for Prior Learning Assessment's (CAPLA) Conference
2. Presentation: "Provincial Needs Assessment: Improving Refugee Resettlement in Alberta" at the 2016 CIIM-IRW Regional Symposium: Migration & Refuge in Western Canada
3. Poster presentation "Alberta Immigrant Nominee Program Environmental Scan" at the Pathways to Prosperity 2016 National Conference
4. Poster submissions "Alberta Syrian Refugee Resettlement Experiences Study" and "Anti-Racism and Anti-Islamophobia in Alberta's Settlement Sector" at the 19th National Metropolis Conference 2017
5. Presentation: "The Courage to Begin: Addressing Diversity and Sexual Health in Settlement Practice" at the Creating a Culture of Respect for Gender and Sexual Diversity Workshop March 2017
6. Panel Presentation at the "Gender, Immigration and Integration: Exploring Innovative and Best Practices" by the Calgary Immigrant Women's Association

Communications & Outreach

Highlights

A key focus for the Communications unit during the 2016-2017 fiscal year was to elevate AAISA's position and profile within the settlement and integration sector. This was achieved with engagement with member agencies, stakeholders, and the public. Through the successful launch of RefugeeAlberta.ca, redesign of AAISA.ca, increased online engagement, strategic media relations, and outreach activities, AAISA's online reach has increased 80%. AAISA projects - Refugee Alberta and the Alberta Syrian Refugee Resettlement Experiences Study - generated 13 stories in local and provincial media over the last year.

RefugeeAlberta.ca

Hits: 4,920

The "I am a Refugee" portal captured 38% of audience interaction

Twitter

Tweets Published: 943

Followers: 941

Impressions up 40%

Facebook

Posts Published: 137

Likes: 568

Reach up 348%

YouTube

Videos: 14

Watched: 1060 min

AAISA.ca *Prior to site redesign and launch in 2017

Hits: 611 *Website traffic up 50% compared to 2015-2016

Events

Alberta Settlement and Integration Two-Day Participatory Event

With the support of IRCC, AAISA convened a two-day participatory event June 27-28, 2016 in Calgary, Alberta. The Consultation was attended by 164 participants and supported by 48 volunteers. The event provided a space to engage in a meaningful discussion around the current priorities for Syrian refugee resettlement and for immigrant settlement and integration in Alberta. Participants represented all levels of government, organizations in the areas of refugee resettlement, settlement and integration, social services, education, health, community services, and others that engage with newcomers. The consultation resulted in increased collaboration among multiple stakeholders and movement towards the creation of standardized outcomes in Alberta.

Statement of Financial Position

	2017	2016
Assets		
Current Assets		
Cash	\$ 210,491	\$ 158,525
Accounts receivable	117,164	127,614
Goods and services tax receivable	12,071	15,992
Prepaid expenses	10,660	16,810
	350,332	318,941
Restricted cash	90,000	90,000
Capital assets	10,001	22,026
	\$ 450,333	\$ 430,967
Liability and Net Assets		
Current Liabilities		
Accounts payable and accrued liabilities	\$ 35,446	\$ 44,547
Receiver general payable	217	246
Deferred revenue	-	7,999
	35,663	52,792
Deferred contributions related to capital assets	6,700	16,421
	42,363	69,213
Net Assets		
Invested in capital assets	3,301	5,605
Internally restricted	90,000	90,000
Unrestricted	314,669	266,149
Total net assets	407,970	361,754
	\$ 450,333	\$ 430,967

Statement of Operations

	2017	2016
Revenues		
Current Assets		
Alberta Government	\$ 262,137	\$ 247,503
Amortization of capital allocations	9,721	21,441
City of Calgary	-	118,209
Fees for service, interest, etc.	36,886	21,018
	1,020,165	760,753
Immigration, Refugees and Citizenship Canada	38,400	27,700
Memberships	325	86,973
Registrations - Conference	-	178,608
United Way of Calgary and Area	-	178,608
	1,367,634	1,462,268
Expenses		
Administration, accounting and audit	62,342	58,794
Amortization	13,775	26,537
Conferences and meeting	47,296	119,373
Consultants and subcontracts	226,656	148,305
	1,439	3,631
Interest and bank charges	2,352	2,303
Insurance	70,567	97,991
Office and sundry	2,566	6,438
Professional development	111,500	222,546
Program delivery		
Rent	60,292	59,197
Salaries, benefits and allowances	648,140	579,663
Telephone and communications	13,880	7,645
Travel *including member agency travel & training bursaries	60,613	84,963
	1,321,418	1,417,386
Excess of revenue over expenses	\$ 46,216	\$ 44,882



Partnerships

Community Partners

Calgary Sexual Health Centre
 Canadian Mental Health Association (CMHA),
 Calgary Branch
 Ignitech Solutions Inc.
 Mount Royal University – Policy Studies
 University of Alberta
 University of Calgary – Faculty of Social
 Work

Regional Partners

Alberta Women's Science Network Advisory
 Committee
 Immigration Research West (IRW)
 Talent Pool Hub
 WeEmploy Inc.
 Saskatchewan Association of Immigrant
 Settlement and Integration Agencies (SAISIA)
 Manitoba Association of Newcomer Serving
 Organizations (MANSO)
 Ontario Council of Agencies Serving Immigrants
 (OCASI)

National Partner

Pathways to Prosperity (P2P)

AAISA is a Member of the Following:

Calgary Chamber of Voluntary Organizations
 (CCVO)
 Edmonton Chamber of Voluntary Organizations
 (ECVO)
 Canadian Council for Refugees (CCR)
 Canadian Immigrant Settlement Sector Alliance –
 Alliance canadienne du secteur de l'établissement
 des immigrants (CISSA-ACSEI)
 Propellus
 Volunteer Alberta

AAISA Funders

- Immigration, Refugee Citizenship
 Canada
- Alberta Human Rights Commission
- Alberta Ministry of Jobs, Skills,
 Training, and Labour
- Alberta Culture and Tourism
- Innoweave

Staff Members

Over the 2016-2017 fiscal year

Executive Director

Milton Ortega

Professional Development

Karen Sadler
 Lusine Harutyunyan
 Cynthia Chima
 Sharlene Torres

Research and Policy

Caroline Hemstock
 Stephanie Kot
 William Mansfield
 Salimah Kassamali

Sectorial Engagement

Leslie Cramer
 Michelyn Dion

Marketing & Communications

Amy Crofts

Administration & Programs Support

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