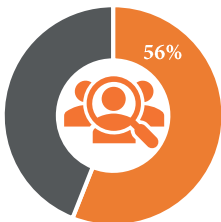# AAISA's Provincial Settlement and Integration Sector Survey
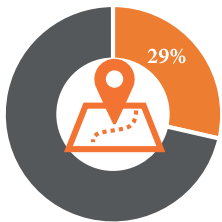
SECTOR PROFILE AND SERVICE DELIVERY (1/2)

Location

A total of 43 agencies responded to the sector survey. These agencies provide services in 17 municipalities, and itinerant or satellite services in 35 municipalities in the province of Alberta.
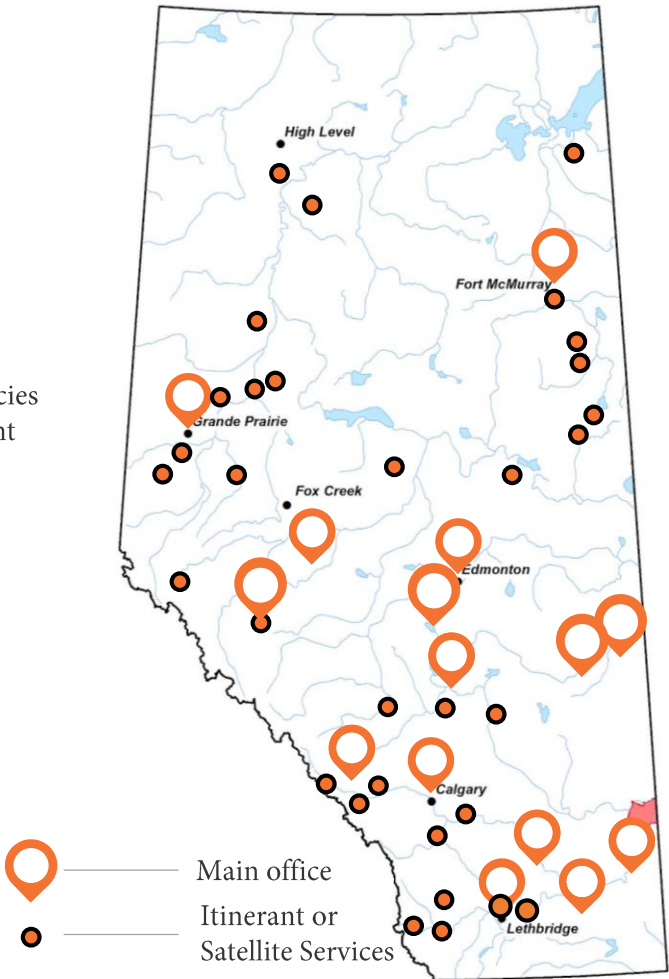
56% 56% of agencies have a mandate to primarily serve newcomers
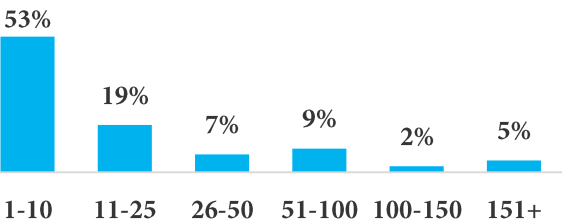
29% 29% of agencies offer itinerant services
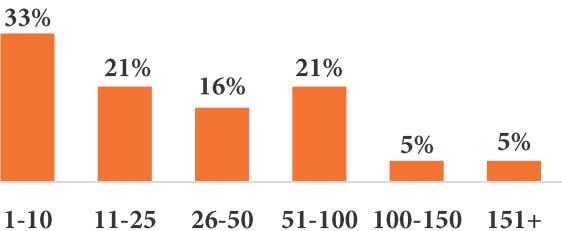
Partnerships

The majority of agencies indicated having partnerships with organizations inside and outside the traditional settlement and integration sector. The most popular partnerships were with other AAISA members; public libraries and municipalities; and school boards and other educational institutions, with the most common type of partnership being around language assessment and provision.

High Level

Fort McMurray

Grande Prairie

Fox Creek

Edmonton

Calgary

Lethbridge

Main office

Itinerant or Satellite Services

Part Time Employees

1-10	11-25	26-50	51-100	100-150	151+
53%	19%	7%	9%	2%	5%

Full Time Employees

1-10	11-25	26-50	51-100	100-150	151+
33%	21%	16%	21%	5%	5%

Volunteers

1-10	11-25	26-50	51-100	100-150	151+
35%	12%	14%	7%	0%	33%

AAISA's Provincial Settlement and Integration Sector Survey

SECTOR PROFILE AND SERVICE DELIVERY (2/2)

Gaps in funding and clients served

Legend:
- Agencies that are funded to serve clients (orange bars)
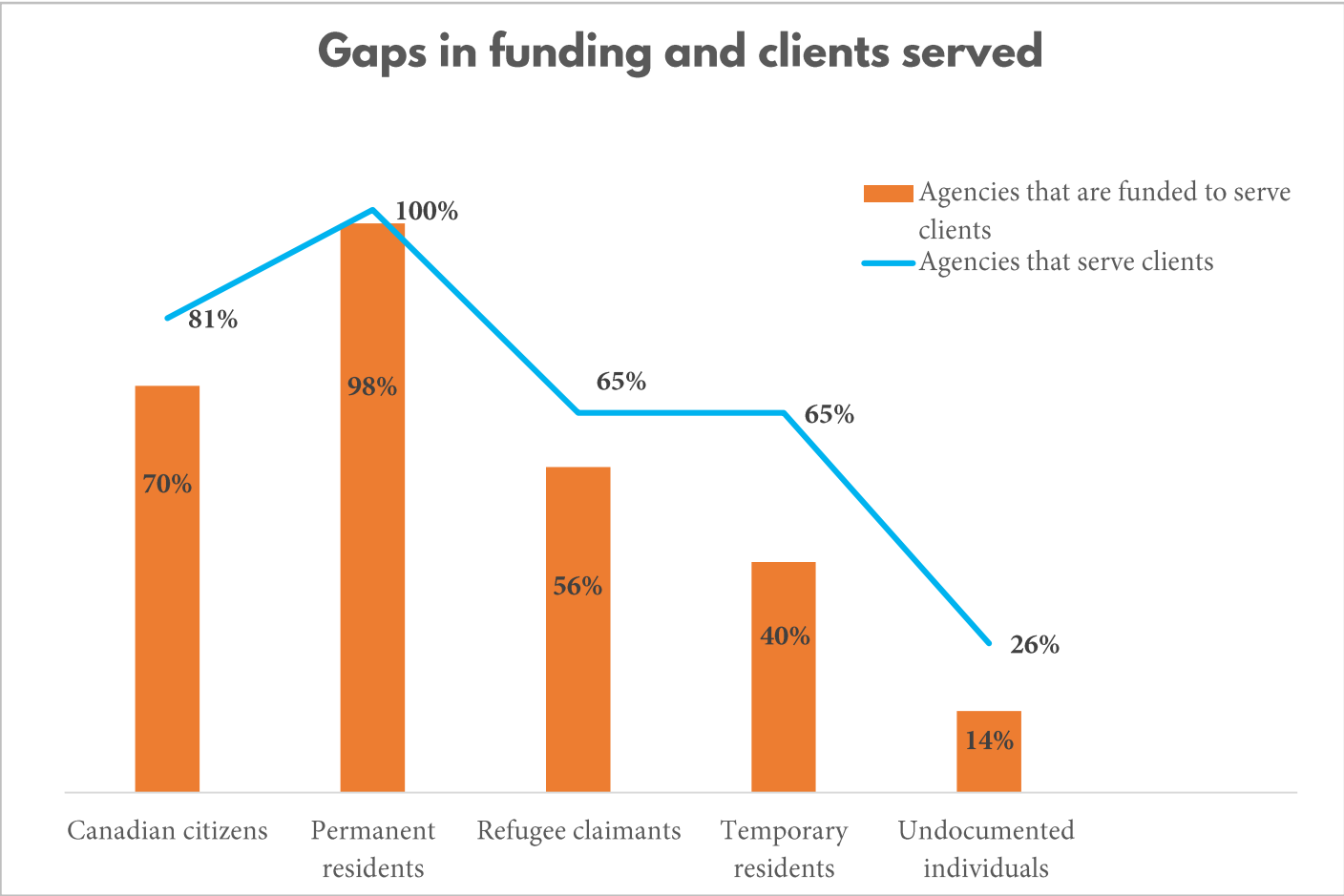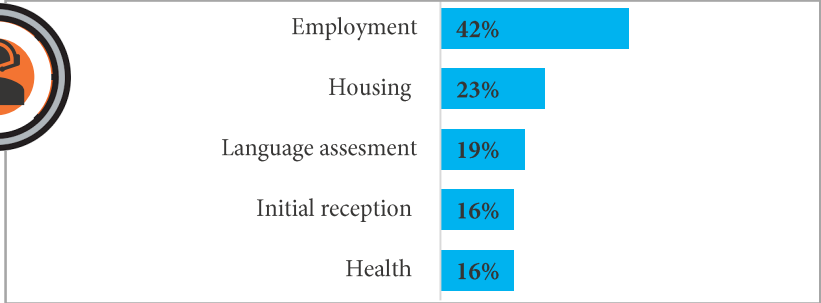- Agencies that serve clients (blue line)

Category	Agencies funded (bar)	Agencies that serve clients (line)
Canadian citizens	70%	81%
Permanent residents	98%	100%
Refugee claimants	56%	65%
Temporary residents	40%	65%
Undocumented individuals	14%	26%

Services with limited availability

Service	%
Employment	42%
Housing	23%
Language assesment	19%
Initial reception	16%
Health	16%

Services agencies most reported as having a waitlist

Service	%
Language training	28%
Employment	21%
Support services	19%
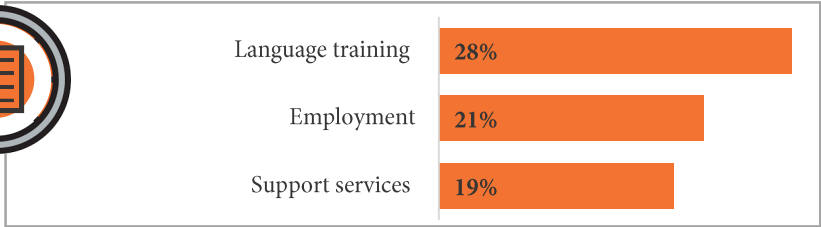
Top 3 reasons for services having waitlists

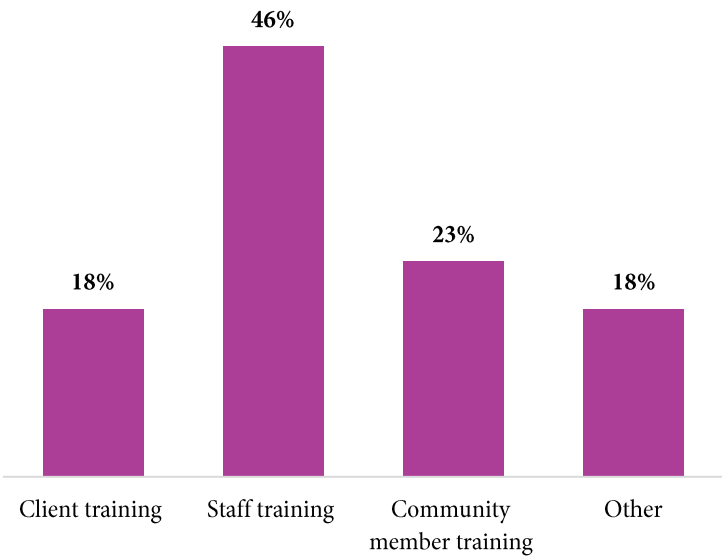| Reason	%
High demand due to service not being provided elsewhere	37%
Budget cutbacks	23%
Lack of referral and awareness of services offered by other agencies	12%
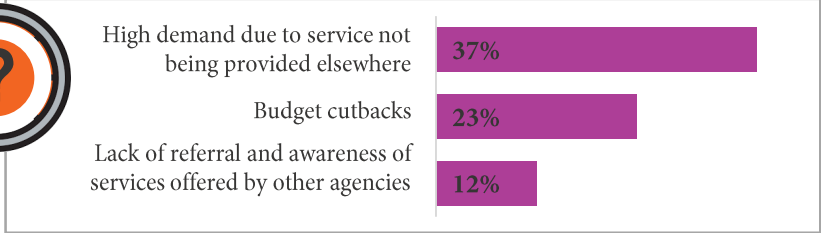
AAISA's Provincial Settlement and Integration Sector Survey

PROFESSIONAL DEVELOPMENT

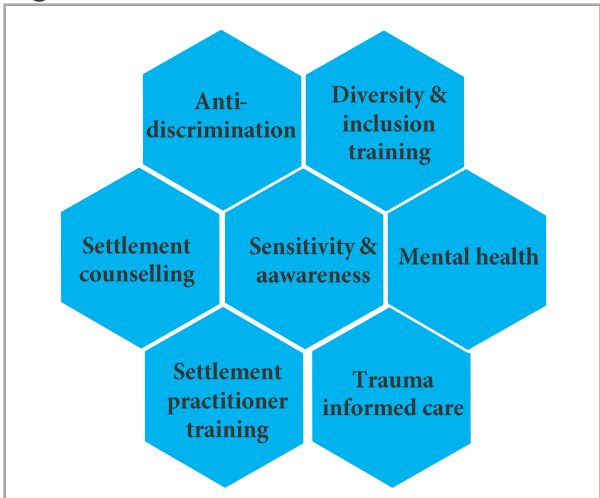### Types of in-house training provided by agencies in the sector

- Client training: 18%
- Staff training: 46%
- Community member training: 23%
- Other: 18%

Courses of interest based on AAISA's regional professional development strategic plan

- Working with vulnerable populations: 79%
- Settlement practicioners training: 49%
- Small centre support: 41%
- Language programming: 33%
- Cultural competency: 67%
- Organziational capacity building: 67%

Topics identified for course development

Mental health, Well-being training, Supervision and coaching, Evaluation, Cultural competency, Org. capacity building, Inclusion, Data collection, Capacity building

AAISA course offerings needed by agencies

Anti-discrimination, Diversity & inclusion training, Settlement counselling, Sensitivity & aawareness, Mental health, Settlement practitioner training, Trauma informed care

AAISA's Provincial Settlement and Integration Sector Survey

ENGAGEMENT, RESEARCH, AND POLICY

Percentage of agencies who used to participate in AAISA's committees and working groups

- No, but interested in participating: 19%
- No: 28%
- Unsure: 9%
- Yes: 40%

Participants' perceived effectiveness of AAISA's committees and working groups as an effective way to respond to needs and challenges

- Yes: 58%
- No: 5%
- Not sure: 37%
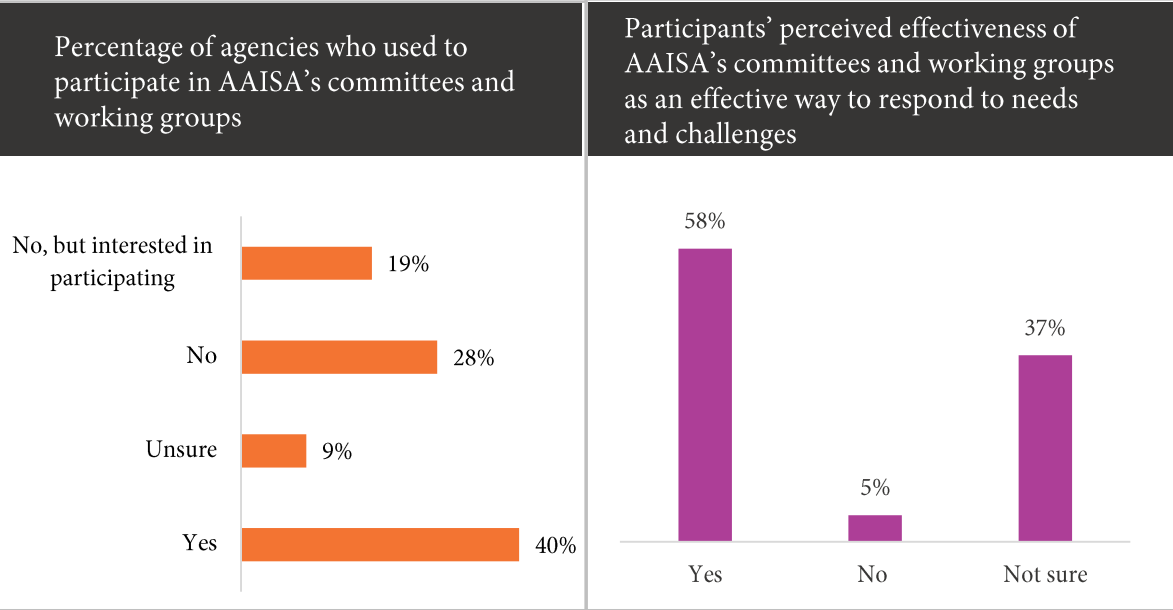
Important priorities for AAISA to address through the engagement, research, and policy development in the next 3 years

- Vulnerable populations: 40%
- Settlement and integration service delivery: 58%
- Sector/organizational capacity: 43%
- Refugees and forced migration: 8%
- Multiculturalism, diversity and inclusion: 50%
- Immigration policy: 28%
- Health and well-being: 18%
- Francophone communities: 10%
- Collective impact and collaborative initiatives: 60%
- Anti-discrimination and human rights: 28%

Methods to improve engagement

- Increased site visits
- Increased face-to-face meetings
- Increased communication
- Research
- Advocacy

Methods to improve support and capacity building in the sector

Increased training and professional development opportunities would be the main avenue for AAISA to offer more support and help agencies build their capacity.

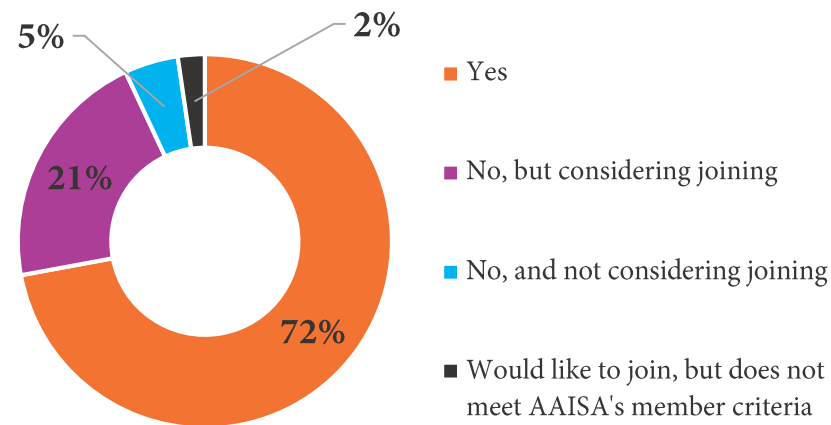High need for **more research and updates about changes in the sector.**

AAISA's Provincial Settlement and Integration Sector Survey

MEMBERSHIP AND OUTREACH

Current AAISA membership status and interest levels

5%
2%

21%

72%

- ■ Yes
- ■ No, but considering joining
- ■ No, and not considering joining
- ■ Would like to join, but does not meet AAISA's member criteria

Current membership satisfaction

0%	10%	27%	47%	17%
1 ☹	2 ☹	3 😐	4 🙂	5 😀
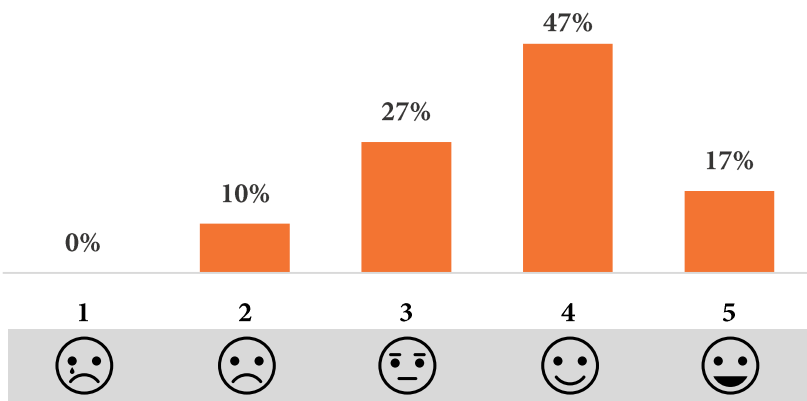
Main reasons agencies are reluctant to join AAISA

High membership cost

Low return on investment

Indecisiveness to join

AAISA's limited involvement in the language sector

Methods to improve AAISA membership

Create more member-only benefits

Increase communication and in-person meetings

Expand membership criteria

Increase PD provision and capacity

Increase advocacy efforts