
ALBERTA ASSOCIATION OF IMMIGRANT SERVING
AGENCIES

2019 - 2020

ANNUAL REPORT



Supporting Alberta's Settlement & Integration sector since 1980.

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ACKNOWLEDGEMENTS

Alberta Association of Immigrant Serving Agencies would like to extend a sincere thank you to our funders, Board of Directors, members, staff, volunteers, and partners. Through your continued support, innovative leadership, and relentless commitment to Alberta's settlement and integration sector, we remain emboldened to tenaciously realize the vision and mission on which AAISA is founded, and for that, we are eternally grateful.

FUNDERS:



AAISA IS A MEMBER OF:



NATIONAL PARTNERS:



COMMUNITY PARTNERS:



REGIONAL PARTNERS:



ABOUT AAISA

OUR VISION

An inclusive, welcoming, and engaged society.

OUR MISSION

Facilitate collaboration and leadership within the settlement and integration-serving sector.

BOARD OF DIRECTORS

Beba Svirig

Chair

Calgary Immigrant
Women's Association

Carol Gil

Secretary

SPEC Association for
Children & Family

Barhet Woldemariam

Director

HIV
Edmonton

Anila Lee Yuen

Vice-Chair

Centre For
Newcomers

Bruce Randall

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Calgary Region Immigrant
Employment Council

Désiré Kiana

Director

Association
Francophone de Brooks

Aftab Khan

Treasurer

Action for Healthy
Communities

Hyder Hassan

Director

Immigrant
Services Calgary

Frank Bauer

Director

Central Alberta Refugee
Effort

COMMITTEES

- Professional Standards and Certification
- Regional Professional Development
- Alberta Professional Development

- Finance
- Governance
- HR

STAFF

Executive Director

Sarosh Rizvi

**Business Development,
Outreach, &
Administration**

Raeesa Farooqi
Nada Starcevic

Engagement,

Research & Policy

Daniella Bagmeijer

Leslie Cramer

Cameron Dykstra

Leesha Kanbour

Tihana Radojcic

Programs &

Services

Sami Khiami

Kevin Thome

WORD FROM THE BOARD

Last year was a very busy and productive year for the AAISA Board of Directors. We worked hard on internal governance structure and policies, as well as member engagement and government relations. Our engagement as the Alberta representative on the National Settlement and Integration Council (NSIC) continues to focus on ensuring Alberta settlement sector needs and concerns are heard as we advance public policy and strengthen newcomer outcomes in Canada.

We expanded our member base to be inclusive of all agencies that serve newcomers in Alberta, so that they can benefit from our research, influence policy, engage in collaborative initiatives, as well as participate in professional development opportunities for their staff.

The highlight of our work was the new Strategic Plan 2020-2025 that opens up exciting avenues for AAISA as a provincial umbrella organization. The Plan reflects on AAISA's current advocacy role as Alberta's representative on the national level, sector advancement, member engagement, and organizational excellence as our priorities for the next five years. AAISA will build bridges and convene stakeholders to ensure that we serve as the one voice for Alberta immigrant-serving agencies, and that the work and the needs of Alberta's newcomers remain relevant and at the forefront of national discussions.

We continue our commitment to serve our members, to support their work and impact as we collectively work towards an inclusive, welcoming, and engaged society.

Board of Directors

AAISA



WORD FROM THE ED

Thank you all for your continued support of AAISA! This has been an exciting, successful, and challenging year for us as we continue to support Alberta's newcomer settlement and integration sector. The past year has had some tremendous highlights, including the launch of our Provincial Engagement Initiative, Small Centres Toolkit, Francophone Strategy, and the most Professional Development opportunities AAISA has ever offered.

We are now also proud to have 51 agencies in our membership base, the most members in AAISA's history, as we continue to grow with and represent the ever-changing sector.

On behalf of the AAISA staff, I want to take a moment to also thank all of you; our member agencies, our funders, IRCC and GoA, our partners, and the sector as a whole, as without all of your contributions, engagement and information, we would not be able to represent, showcase and advocate for the amazing work being done across our province!

Sarosh Rizvi

Executive Director



MEMBERSHIP LIST

RETURNING MEMBERS



NEW MEMBERS



ENGAGEMENT, RESEARCH, AND POLICY

Over the past year the Engagement, Research, and Policy team has worked to refine our work and enhance its impact, while building greater integration across the different aspects of our work. Building off the caucus engagement model, ERP launched the **Provincial Engagement Initiative**, with regional committees for Edmonton, Calgary, and Small Centres and the Groupe de Travail Provincial. This model allows us to engage more agencies across the province to produce integrated issue-based projects, and it also represents an important step toward enhanced engagement with Francophone newcomer serving agencies.

In addition to refining how we engage with agencies, we have also enhanced the information we are gathering and how it is presented to the sector. Through focus groups and individual interviews under the **Alberta Settlement and Integration Program (ASIP)**, we have gathered our richest data set on sector needs, strengths, and priorities to date. We also improved how we presented the results of the second **Annual Sector Survey**, by providing infographics rather than a lengthy report. This is intended to make the results of our work more meaningful and accessible for agencies, while extending the impact of their contributions.

HIGHLIGHTS



Developed

Delegate briefing packages and hosted for the National Settlement & Integration Council meetings.



17+ Meetings

Convened to provide supports to emerging issues, including negotiations & COVID-19.

10 Municipalities

Visited across Alberta on site visits.



Completed

Impact & Strategic Clarity Module through Innoweave.



PROGRAMS AND SERVICES

This last year was a triumphant year for AAISA's Programs and Services division. We are very happy to announce that we delivered more professional development courses last year than any year in AAISA's history. We offered the following courses in multiple iterations and formats: **Managing Multiple Roles in Alberta's Small Centre Settlement & Integration Sector, Developing Cultural Competencies, Soutien aux conseillers en établissement de l'Alberta à l'accompagnement des nouveaux arrivants en santé mentale**, and the **Internationally Educated Professionals (IEPs) & the Labour Market**.

Additionally, we launched our online course delivery system, which allows for the first iterations of our online, self-paced courses that will be a staple of AAISA for years to come.

Lastly, we also launched our first series of courses within our newly developed Career Practitioners stream.

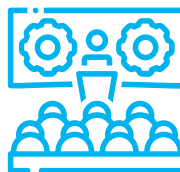
Going forward, we are looking for additional and more creative ways to continue to meet the professional development needs of all of our member agencies.

HIGHLIGHTS



2

Online Self-Paced Courses



18

Face-To-Face Workshops

82%

Course Completion Rate



BUSINESS DEVELOPMENT, ADMINISTRATION, AND OUTREACH

The Business Development, Administration, and Outreach department oversees all the membership, communication, and administration of AAISA.

Over the past year, the department oversaw the creation and development of a CRM system for the organization, thereby increasing the efficiency and effectiveness of AAISA communications with its members and stakeholders.

Additionally, the department oversaw the creation, design, and launch of AAISA's

new website, which includes a members-only login that allows access to AAISA's vast research library.

AAISA's Brand Identity was redeveloped over the past year, to incorporate the changes in programming and direction of the organization.

We are also proud to say that we have added ten new members, bringing AAISA's membership base to fifty-one agencies.

HIGHLIGHTS



New Website
Created with a
members-only login



New Brand Identity
For AAISA was developed

AAISA SETTLEMENT & INTEGRATION CONFERENCE

The 2019 AAISA Settlement & Integration Conference was held October 28 – 30, 2019. It provided settlement and integration professionals with an opportunity to build capacity, share new knowledge and expertise with peers while generating practice insights and strategies to better serve newcomers.



3
Days



300+
Attendees



3
Plenaries



30+
Breakout
Sessions



Photo by AAISA.

"I can say it was one of the best conferences I have attended in my entire career."
- Attendee comment in Conference Evaluation Survey

"My favourite part of the event was networking with peers and colleagues from other agencies."

- Attendee comment in Conference Evaluation Survey



Photo by AAISA.



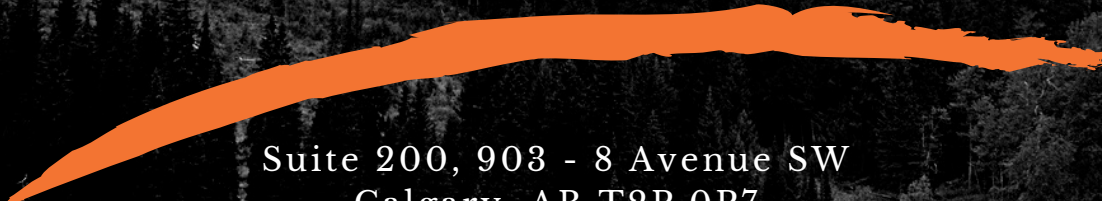
Photo by AAISA.

"Thank you AAISA for this wonderful conference. It was an eye-opening journey and I enjoyed it very much."

- Attendee comment in Conference Evaluation Survey



ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES



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