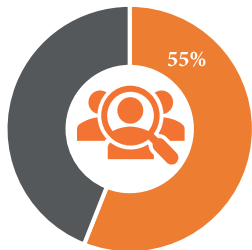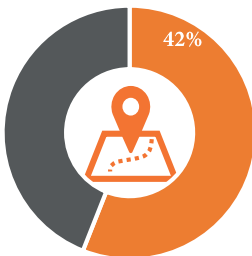# AAISA's Provincial Settlement and Integration Sector Survey 2020
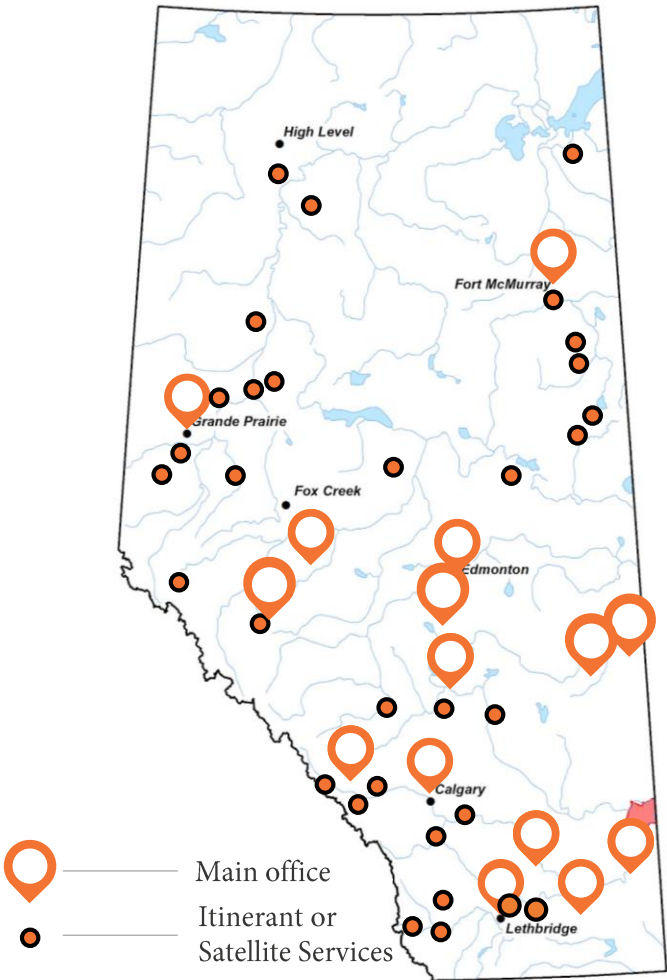
SECTOR PROFILE AND SERVICE DELIVERY

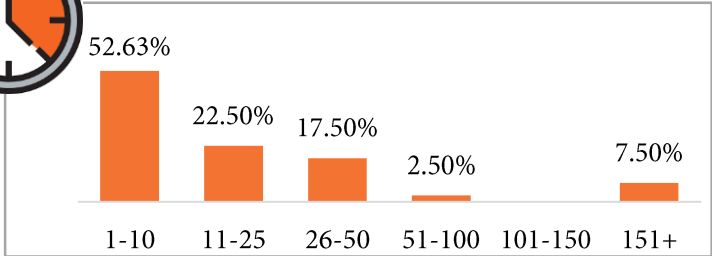**55%** of agencies have a mandate to primarily serve newcomers

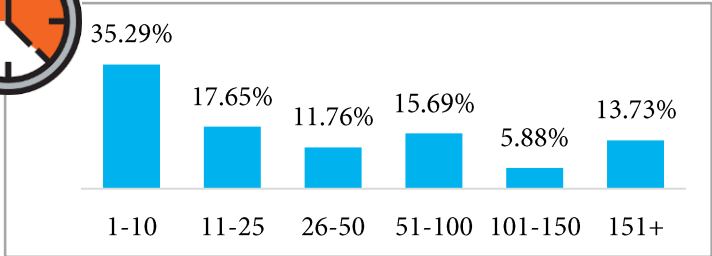**42%** of agencies offer itinerant services

A total of 55 agencies responded to the sector survey. Of these 55, the majority are AAISA members.
These agencies provide services in 25 municipalities, and itinerant or satellite services in over 35 municipalities in the province of Alberta. In addition, these agencies offer services across the province in over 70 languages.
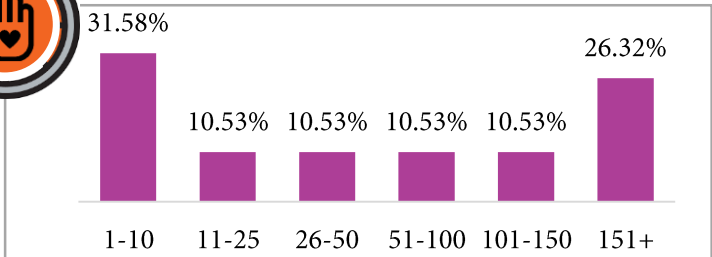
High Level

Fort McMurray

Grande Prairie

Fox Creek

Edmonton

Calgary

Lethbridge

○ Main office

● Itinerant or Satellite Services

Part Time Employees

1-10	52.63%
11-25	22.50%
26-50	17.50%
51-100	2.50%
101-150	
151+	7.50%

Full Time Employees

1-10	35.29%
11-25	17.65%
26-50	11.76%
51-100	15.69%
101-150	5.88%
151+	13.73%

Volunteers

1-10	31.58%
11-25	10.53%
26-50	10.53%
51-100	10.53%
101-150	10.53%
151+	26.32%

AAISA's Provincial Settlement and Integration Sector Survey 2020

SECTOR PROFILE AND SERVICE DELIVERY

Categories of clients served and funding

Categories of clients served and funding chart:

Client category	Funded to serve	Serve
Canadian citizens	45.10%	47.06%
Permanent residents	72.55%	68.63%
Refugee claimants	37.25%	45.10%
Temporary residents	31.37%	43.14%
Undocumented individuals	1.96%	9.80%
All client categories	25.49%	39.22%

Legend: ▬ Funded to serve ▬ Serve
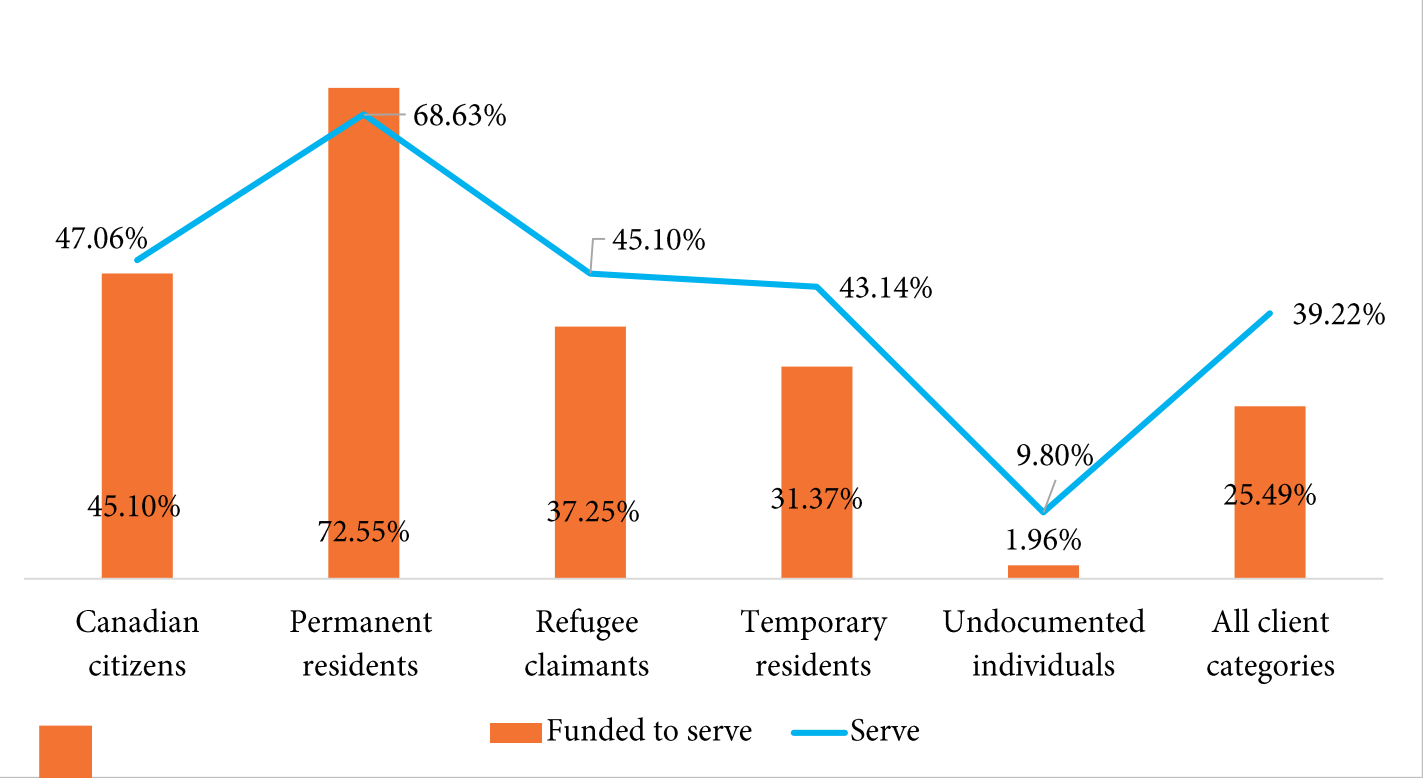
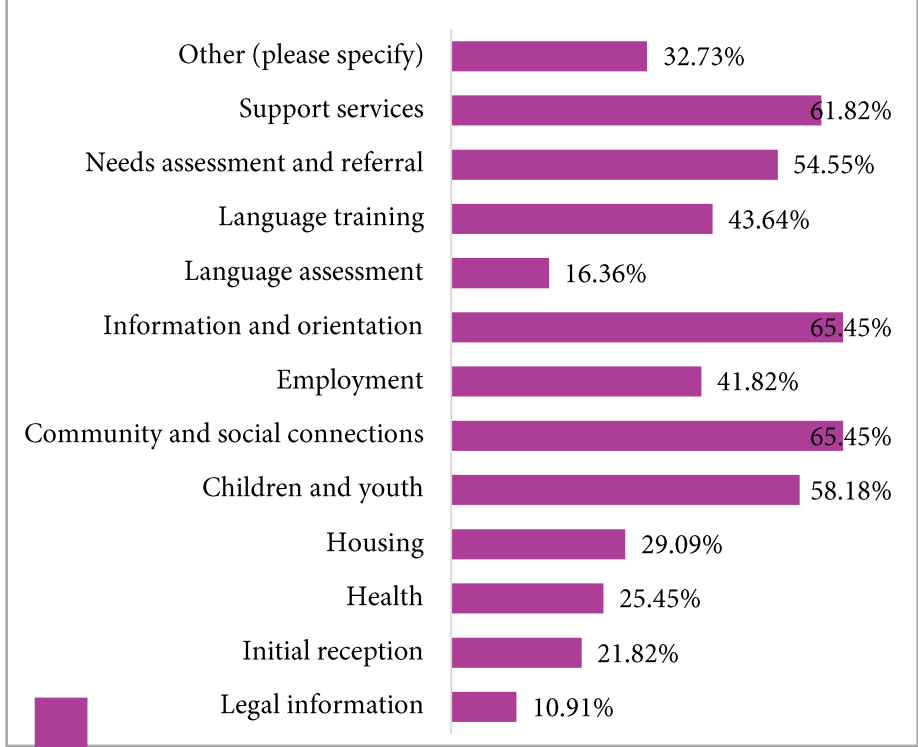Through AAISA's sector survey, agencies were asked to indicate which category of clients they served and which category of clients they received funding to serve. These questions aimed to understand current funding gaps across the province. The results indicate that there are funding gaps for All client categories (13.73 pp), as well as particularly large gaps for Temporary Residents (11.77pp), followed by Refugee Claimants (7.85pp), and Undocumented Individuals (7.84pp).

Note: more agencies are funded to serve permanent residents that are actually serving them. We believe this is a discrepancy in the data and might have just been a mistake when filling out the survey.

Availability of services across the province

Availability of services chart:

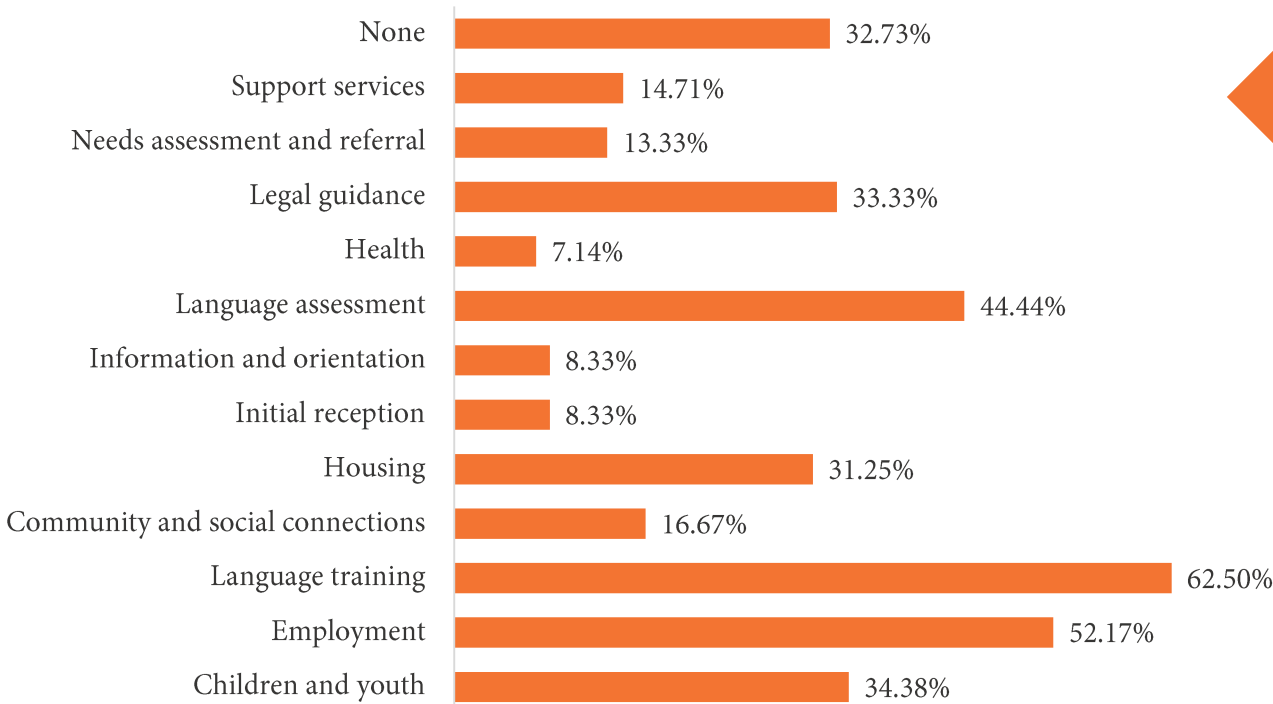| Service	Percentage
Other (please specify)	32.73%
Support services	61.82%
Needs assessment and referral	54.55%
Language training	43.64%
Language assessment	16.36%
Information and orientation	65.45%
Employment	41.82%
Community and social connections	65.45%
Children and youth	58.18%
Housing	29.09%
Health	25.45%
Initial reception	21.82%
Legal information	10.91%

In addition to the services mentioned above, agencies also indicated providing Resettlement Assistance Programming (RAP), translation and interpretation services, Settlement Workers In Schools (SWIS), citizenship preparation groups, volunteer-led English conversation circles, provision of school and business appropriate clothing, numeracy and adult literacy, refugee sponsorship, family violence support, child protection, and capacity building just to name a few.

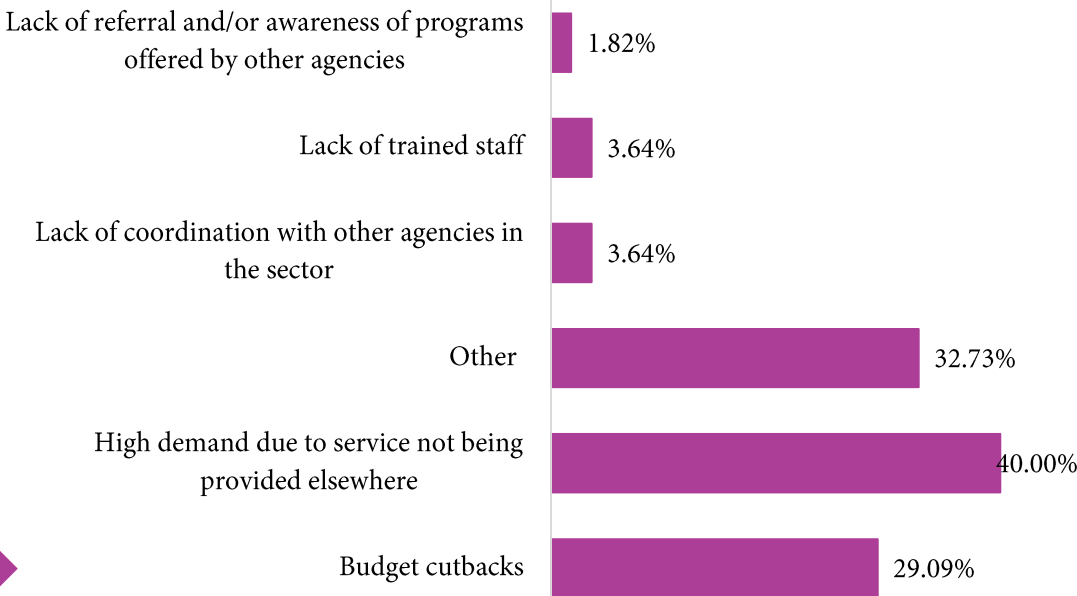# AAISA's Provincial Settlement and Integration Sector Survey 2020

SECTOR PROFILE AND SERVICE DELIVERY

Services with waitlists

- None — 32.73%
- Support services — 14.71%
- Needs assessment and referral — 13.33%
- Legal guidance — 33.33%
- Health — 7.14%
- Language assessment — 44.44%
- Information and orientation — 8.33%
- Initial reception — 8.33%
- Housing — 31.25%
- Community and social connections — 16.67%
- Language training — 62.50%
- Employment — 52.17%
- Children and youth — 34.38%

A large portion of agencies indicated not having any waitlists at the moment. Of those that indicated having waitlists, the largest percentages were for language training (63% of agencies currently have waitlists), followed by employment (52% of agencies have waitlists), and children and youth services (34% of agencies indicated having waitlists).

Main reasons for waitlists

- Lack of referral and/or awareness of programs offered by other agencies — 1.82%
- Lack of trained staff — 3.64%
- Lack of coordination with other agencies in the sector — 3.64%
- Other — 32.73%
- High demand due to service not being provided elsewhere — 40.00%
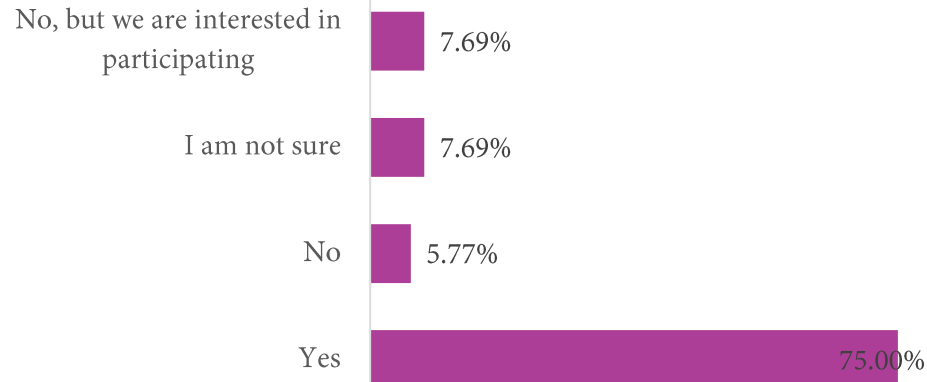- Budget cutbacks — 29.09%

Additional reasons for waitlists were mainly due to COVID19 agency closures and physical distancing requirements. This was followed by limited internal capacity at agencies, a lack of volunteers, limited times at which a service is offered such as language courses (i.e. Waitlists for LINC courses offered in the morning), and budgetary restraints.

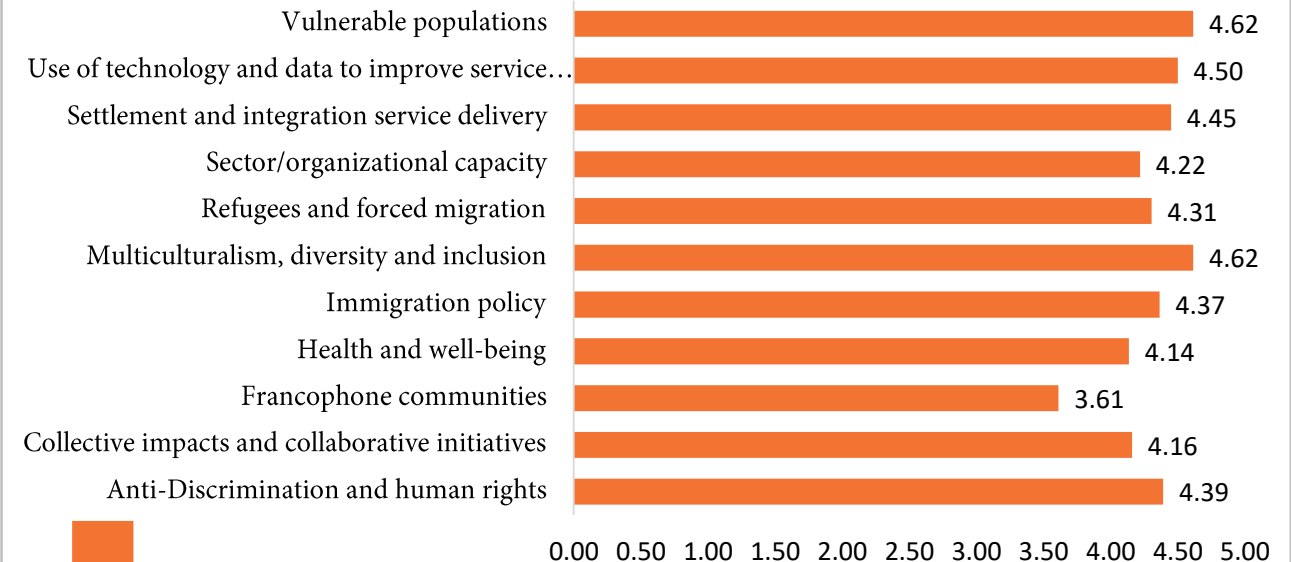# AAISA's Provincial Settlement and Integration Sector Survey 2020

ENGAGEMENT, RESEARCH, AND POLICY

Participation in AAISA's committees and collaborative initiatives

Response	Percentage
No, but we are interested in participating	7.69%
I am not sure	7.69%
No	5.77%
Yes	75.00%

The majority of participants indicated current committees and collaborative initiatives and engagement methods were effective, while others indicated it was too soon too tell.
In terms of usefulness of materials (briefs, minutes, reports) produced by ERP team, average rating was 3.9/5, which indicates a satisfaction level of 75%.

Rating (1 to 5) of priorities for AAISA to address through the engagement, research, and policy development

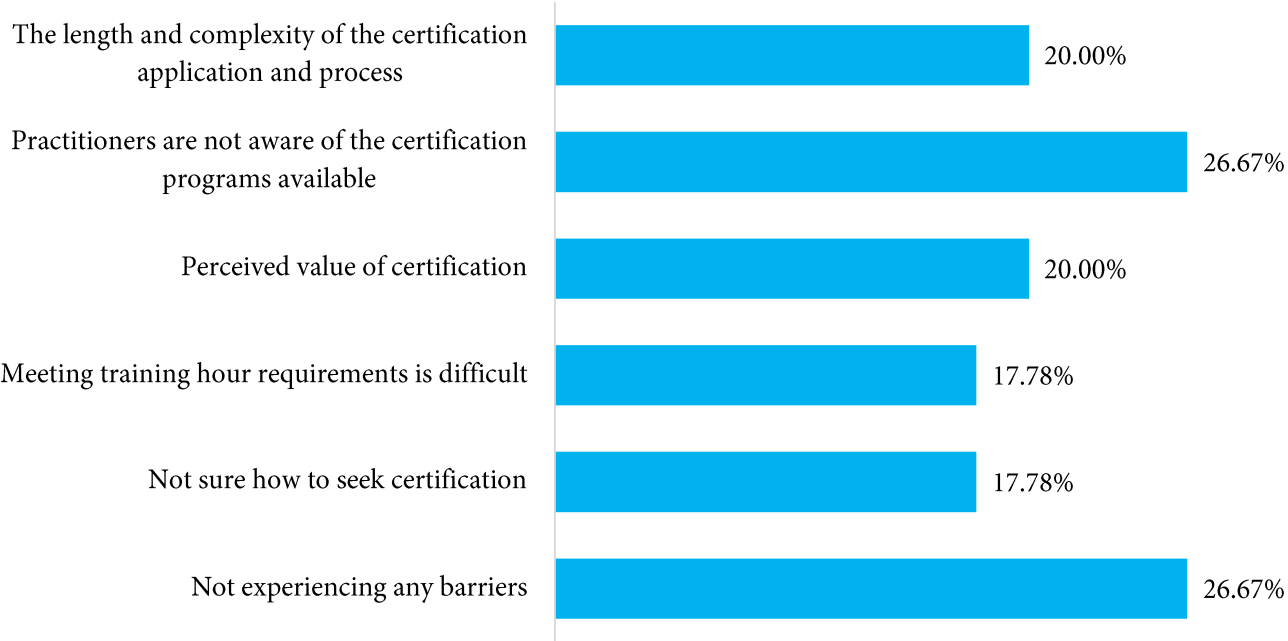| Priority	Rating
Vulnerable populations	4.62
Use of technology and data to improve service…	4.50
Settlement and integration service delivery	4.45
Sector/organizational capacity	4.22
Refugees and forced migration	4.31
Multiculturalism, diversity and inclusion	4.62
Immigration policy	4.37
Health and well-being	4.14
Francophone communities	3.61
Collective impacts and collaborative initiatives	4.16
Anti-Discrimination and human rights	4.39

In addition to rating of priorities, agencies were asked to indicate of there were any research report or projects that AAISA could undertake that would benefit their agency. Answers indicated that overall there seems to be a lack of knowledge and understanding of what AAISA has produced and where to find it. Some suggestions indicated a need and interest in reports regarding language in the province, employment and engagement with employers, covid19 and its impact on different newcomer groups as well as digital literacy and technological support, additional statistical and demographics reports, domestic violence across different newcomer groups, sexual health, secondary migration, TFWs, and an action plan for settlement workers. Lastly, in regards to engagement activities that would better suit the needs of agencies, respondents highlighted the need for face-to-face engagement with other agencies and partners, including those outside of the traditional settlement and integration sector. In addition, agencies highlighted the need for more research but also more active dissemination and and more targeted knowledge mobilization.

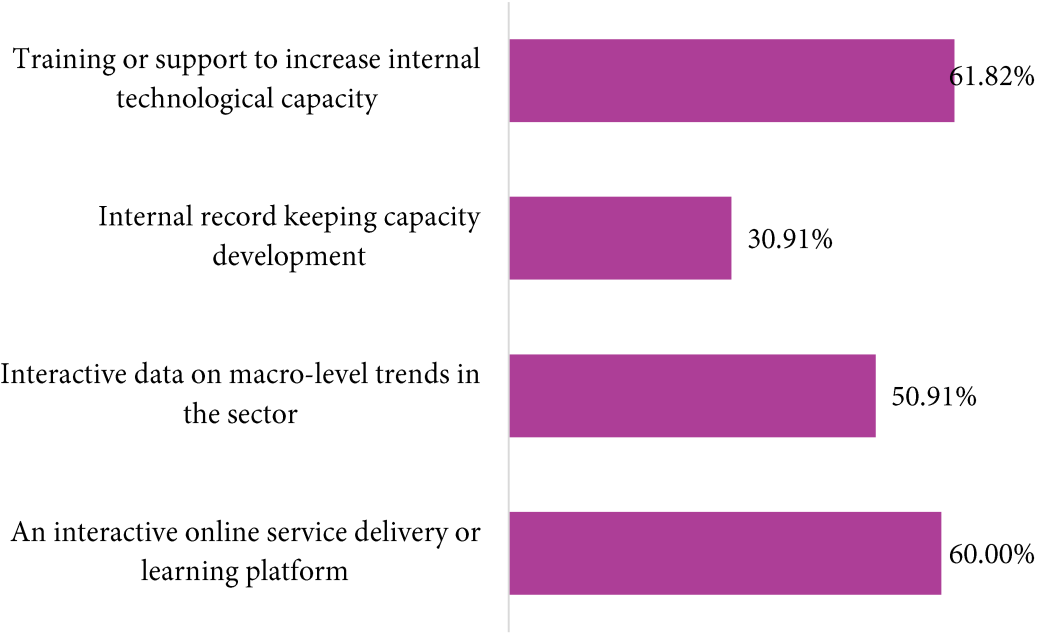# AAISA's Provincial Settlement and Integration Sector Survey 2020

PROFESSIONAL DEVELOPMENT AND CERTIFICATION

Barriers when accessing certification

Barrier	Percentage
The length and complexity of the certification application and process	20.00%
Practitioners are not aware of the certification programs available	26.67%
Perceived value of certification	20.00%
Meeting training hour requirements is difficult	17.78%
Not sure how to seek certification	17.78%
Not experiencing any barriers	26.67%

Technological capacity support needed in the sector

Support	Percentage
Training or support to increase internal technological capacity	61.82%
Internal record keeping capacity development	30.91%
Interactive data on macro-level trends in the sector	50.91%
An interactive online service delivery or learning platform	60.00%

In regards to accessing certification, agencies indicated that the biggest barriers were lack of awareness of certification programs available and the length and complexity of the certification application and process. Other barriers mentioned were lack of certification in French, limited number of seats, and lack of pre-service training, needs assessment and settlement plans courses.
Agencies indicated a average satisfaction of AAISA's professional development and certification offerings of 3.7/5 (74.5%).

AAISA was interested in gaining a better understanding of what technological capacity support agencies in the sector would benefit from. 62% of agencies indicated that training or support to increase their internal technological capacity, This was followed by an interactive service delivery or learning platform (60% of agencies).

AAISA's Provincial Settlement and Integration Sector Survey 2020

PROFESSIONAL DEVELOPMENT AND CERTIFICATION

AAISA was interested in learning how professional development and certification could better suit the needs of agencies across the province. The following are the top five topics highlighted by agencies as priorities:

The majority of agencies indicated there was a need to Increase frequency of all courses offered, as well as, Increasing the number of seats available for every course.

This was followed by a desire for AAISA to offer other courses outside of what is considered traditional settlement sector training. Some examples are, intersections of all services and supports newcomers access, training on Alberta employment laws and working conditions, and health and safety.

A variety of agencies indicated a lack of awareness regarding professional development and certification offered by AAISA

Also, agencies indicated a need for increased flexibility in courses and reduced workload to complete courses.
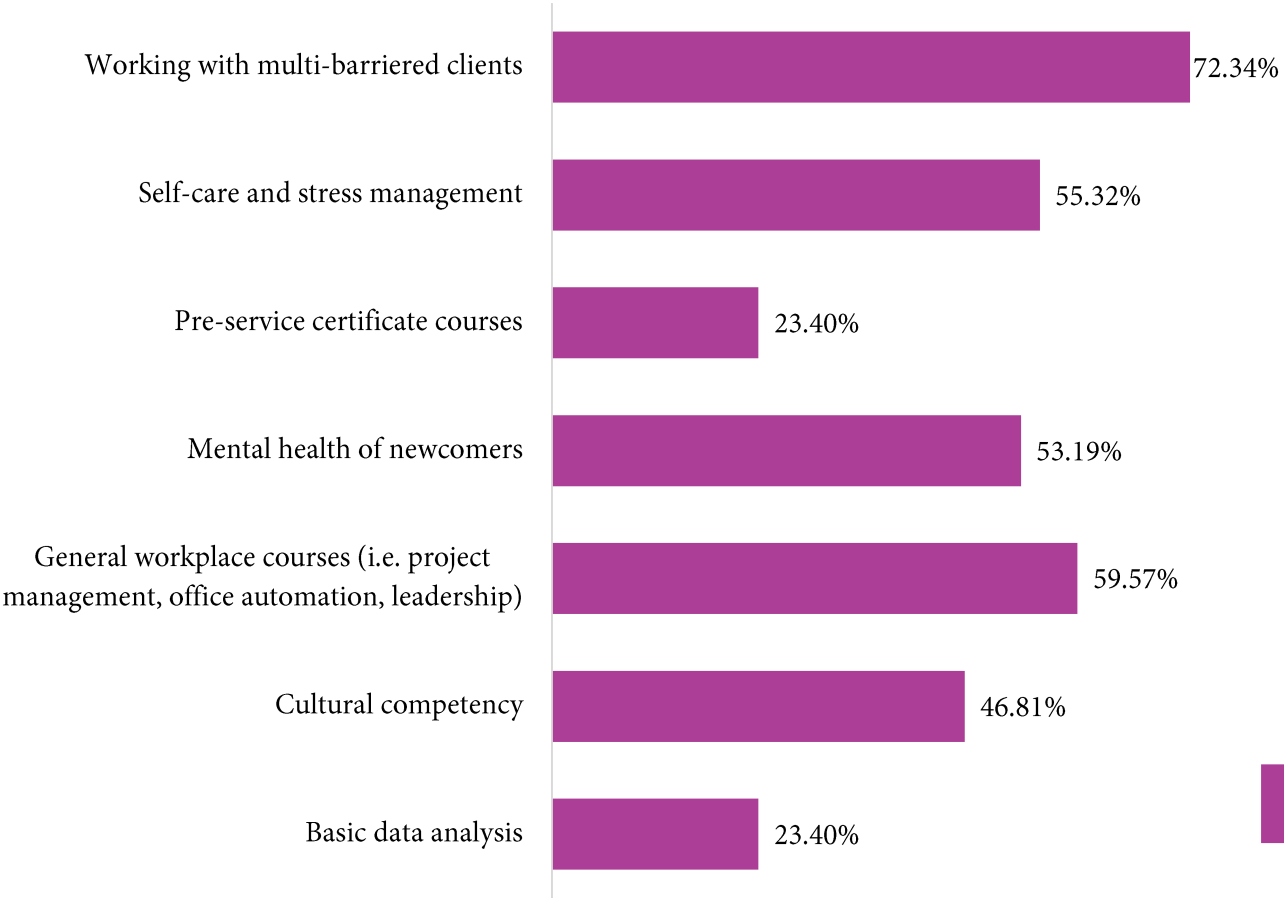
Lastly, some agencies indicated the need for additional courses in French and tailored to the specific needs of Francophone agencies.

AAISA's Provincial Settlement and Integration Sector Survey 2020

PROFESSIONAL DEVELOPMENT AND CERTIFICATION

Priority topics for content development

Topic	Percentage
Working with multi-barriered clients	72.34%
Self-care and stress management	55.32%
Pre-service certificate courses	23.40%
Mental health of newcomers	53.19%
General workplace courses (i.e. project management, office automation, leadership)	59.57%
Cultural competency	46.81%
Basic data analysis	23.40%

Ranking (1-6) based on preferred delivery method

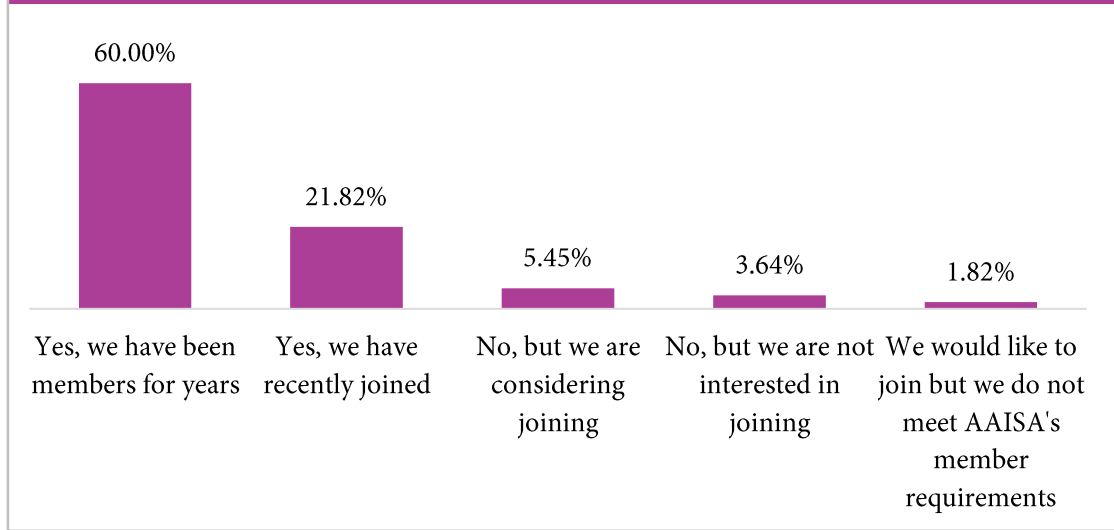| Delivery method	Ranking
Webinars	2.82
Self-paced, non-facilitated online course	3.14
In-person workshop/training	3.55
Facilitated online courses	3.55
Blended course (some online and some in-person training)	3.95
Annual professional development conference (for both management and front-line staff)	3.77

Other suggestions for future content development included, online delivery services and increasing technological capacity of agencies to do so. This was in addition to working with children and youth, needs assessment, immigration and transition process and understanding labour laws.

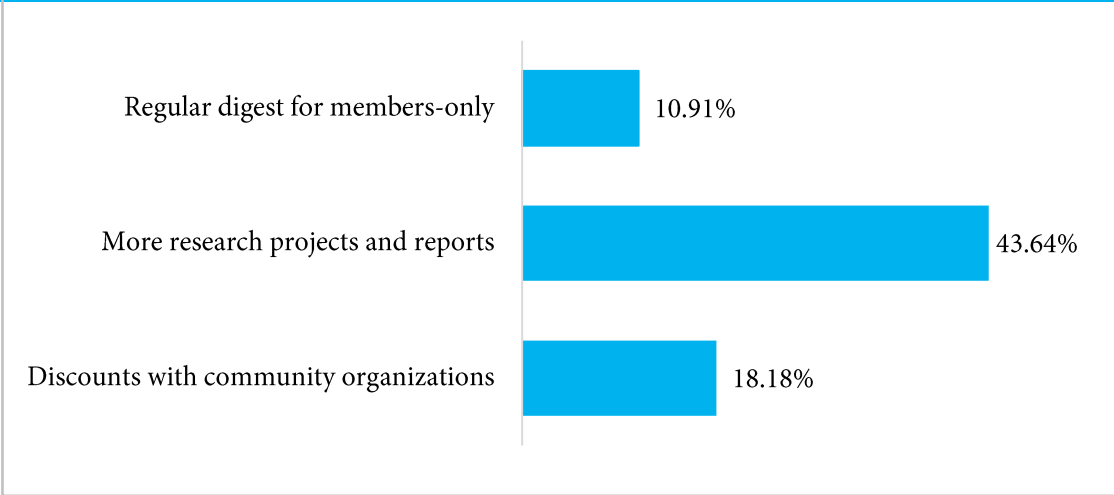# AAISA's Provincial Settlement and Integration Sector Survey 2020

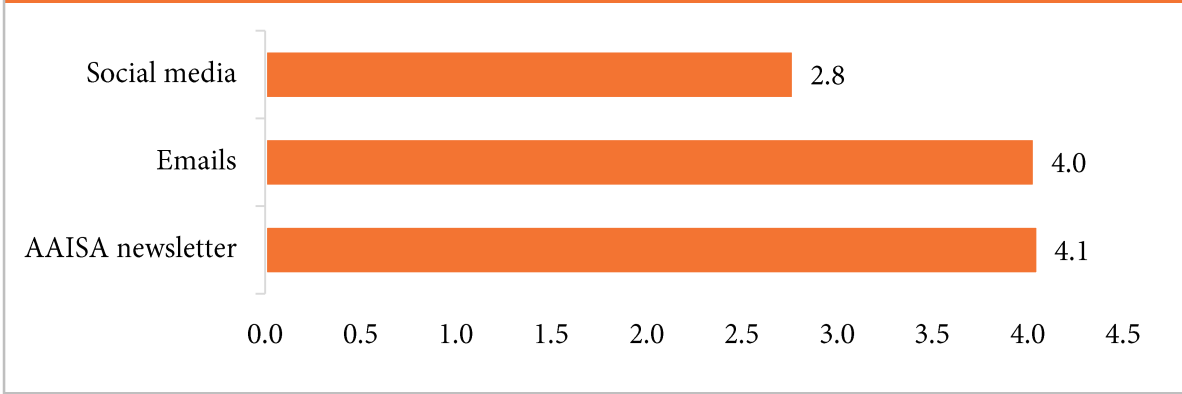## BUSINESS DEVELOPMENT, ADMINISTRATION AND OUTREACH
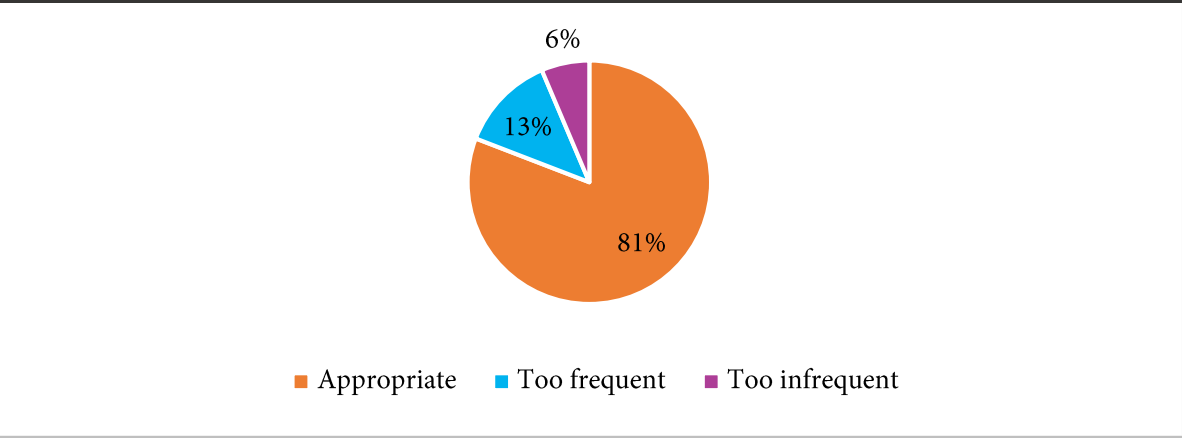
Current AAISA membership status and interest levels

- Yes, we have been members for years: 60.00%
- Yes, we have recently joined: 21.82%
- No, but we are considering joining: 5.45%
- No, but we are not interested in joining: 3.64%
- We would like to join but we do not meet AAISA's member requirements: 1.82%

Additional membership benefits they would like to see

- Regular digest for members-only: 10.91%
- More research projects and reports: 43.64%
- Discounts with community organizations: 18.18%

Rating (1 to 5) for preferred method of communication

- Social media: 2.8
- Emails: 4.0
- AAISA newsletter: 4.1

Frequency of AAISA communication

- Appropriate: 81%
- Too frequent: 13%
- Too infrequent: 6%

In regards to current members, the average satisfaction level with AAISA's membership is 3/5 (60%). When asking for suggestions to encourage non-members to join and increasing the satisfaction levels of current members, agencies suggested provision of funding through AAISA and a need for more language oriented services.