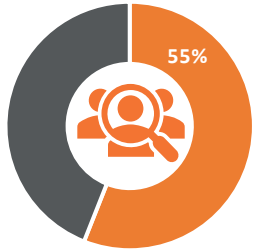
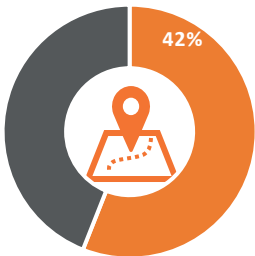


SECTOR PROFILE AND SERVICE DELIVERY

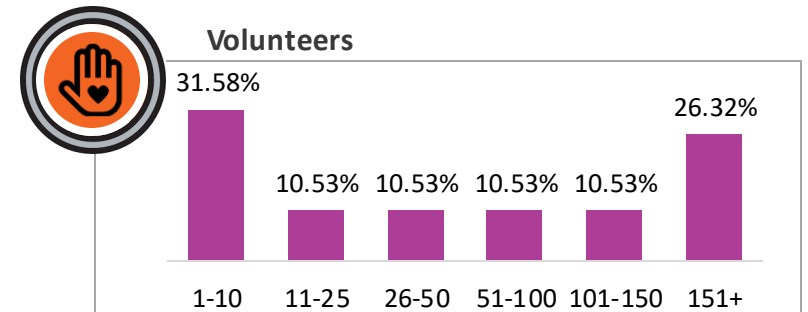
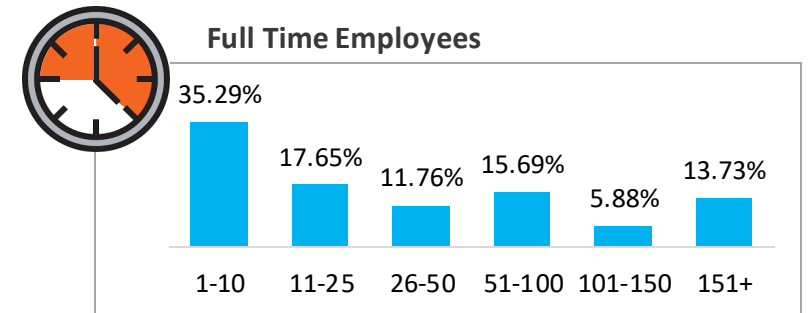
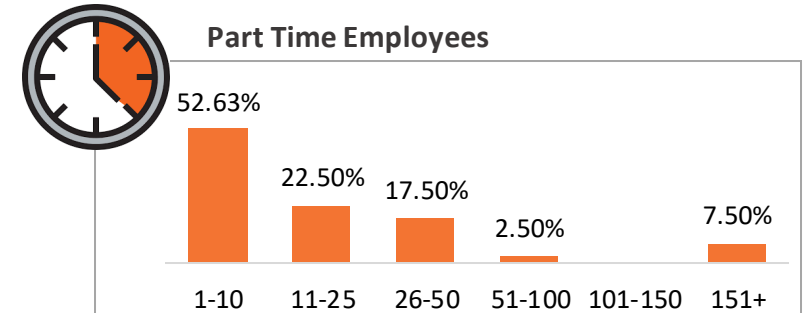


55% of agencies have a mandate to primarily serve newcomers



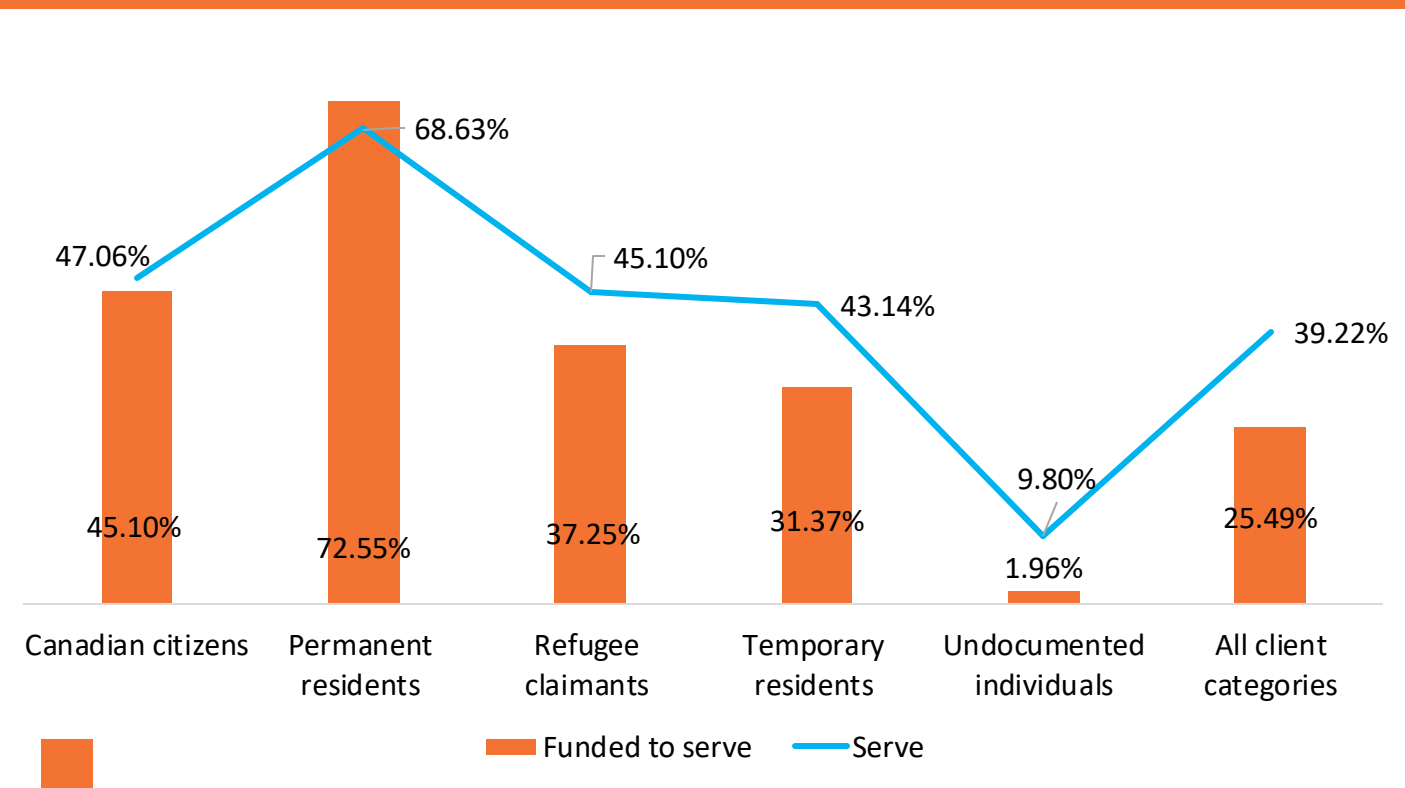
42% of agencies offer itinerant services

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.



SECTOR PROFILE AND SERVICE DELIVERY

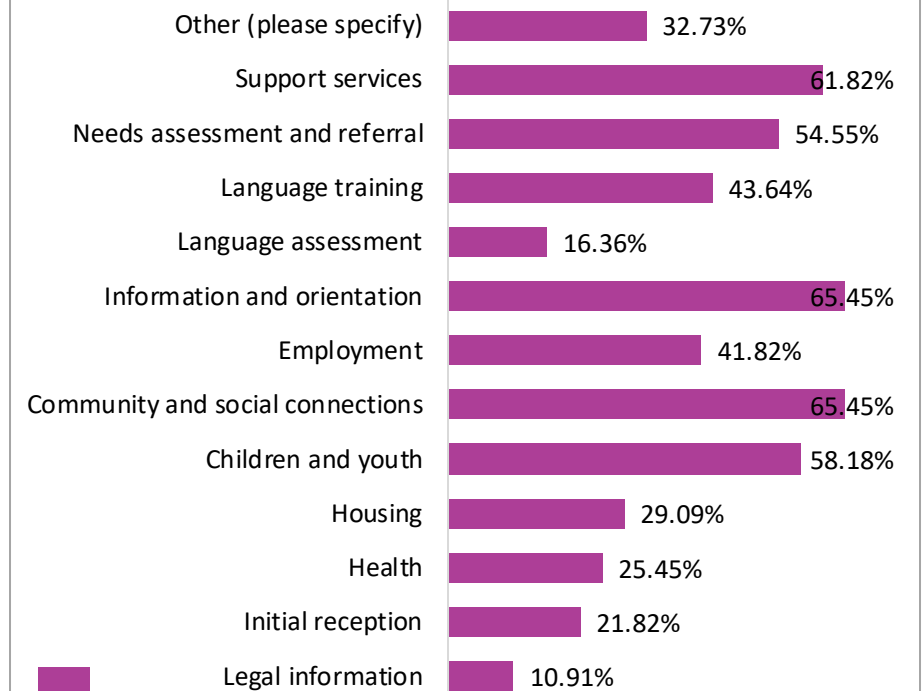
Categories of clients served and funding



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).

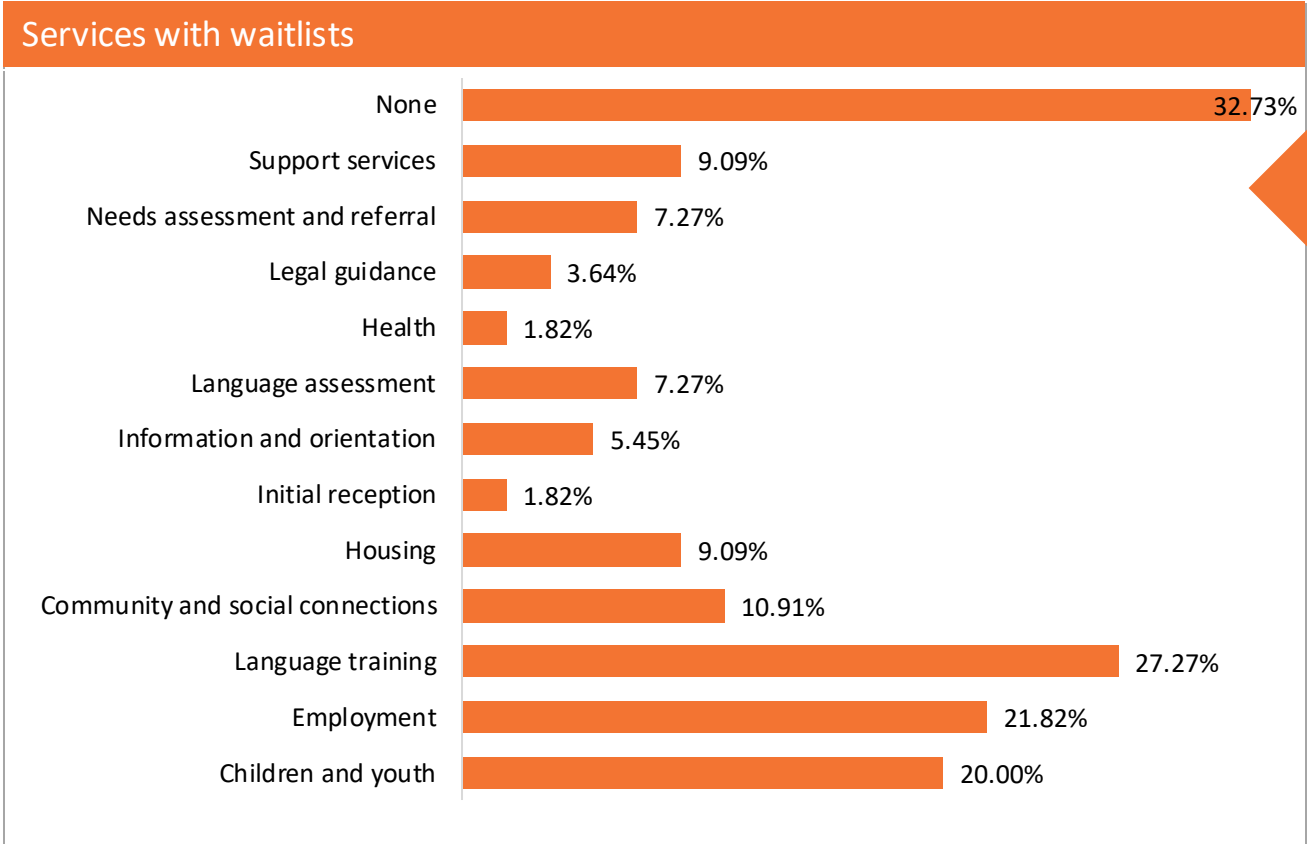
Note: more agencies are funded to serve permanent residents that are actually serving them. We believe this is a discrepancy in the data and might have just been a mistake when filling out the survey.

Availability of services across the province



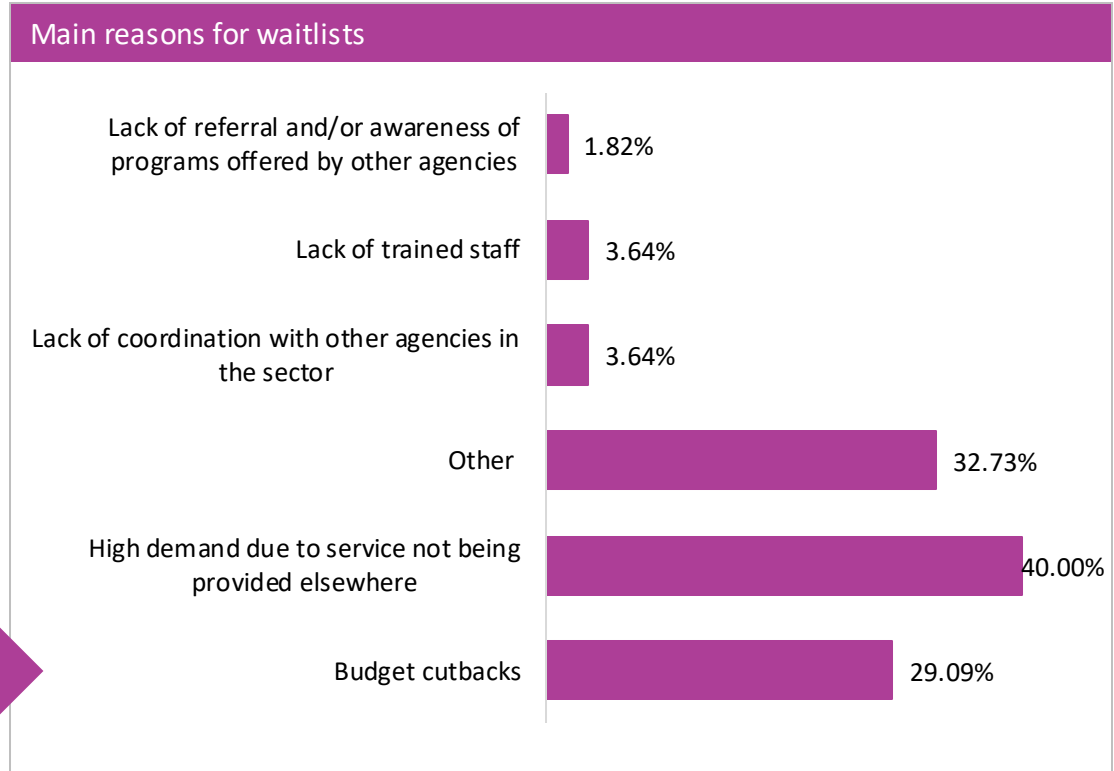
In addition to the services mentioned above, agencies also indicated providing Resettlement Assistance Programming (RAP), translation and interpretation services, Settlement Workers In Schools (SWIS), citizenship preparation groups, volunteer-led English conversation circles, provision of school and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

SECTOR PROFILE AND SERVICE DELIVERY



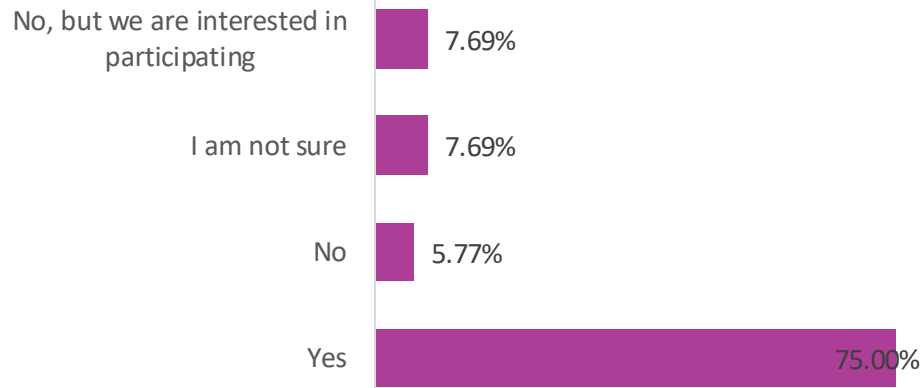
A large portion of agencies indicated not having any waitlists at the moment. Of those that indicated having waitlists, the largest percentages were for language training (27% of agencies currently have waitlists), followed by employment (22% of agencies have waitlists), and children and youth services (20% of agencies indicated having waitlists).

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.



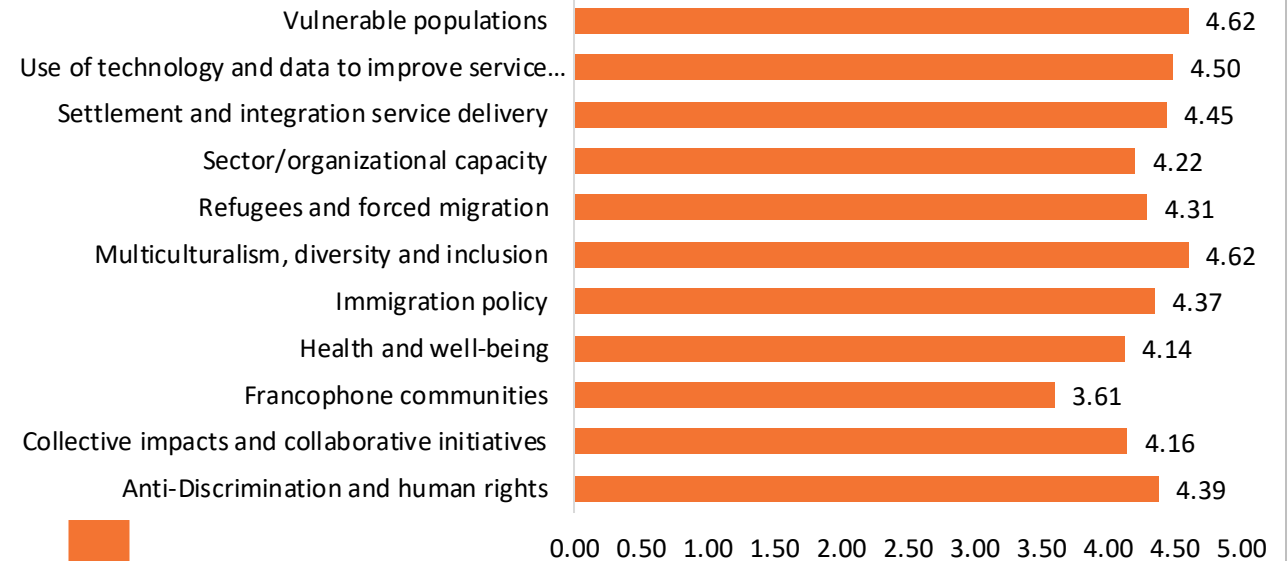
ENGAGEMENT, RESEARCH, AND POLICY

Participation in AAISA's committees and collaborative initiatives



The majority of participants indicated current committees and collaborative initiatives and engagement methods were effective, while others indicated it was too soon to 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

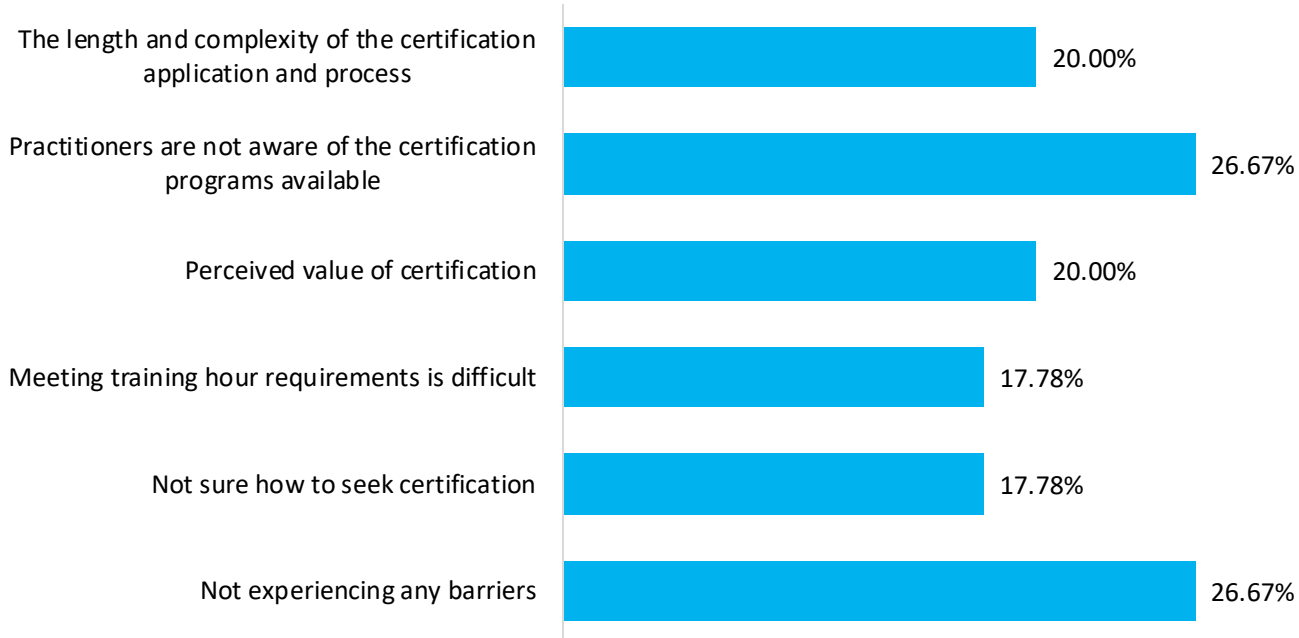


In addition to rating of priorities, agencies were asked to indicate if there were any research report or projects that AAISA could undertake that would benefit their agency. Answers indicated that overall there seems to be a lack of knowledge and understanding of what AAISA has produced and where to 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 more targeted knowledge mobilization.

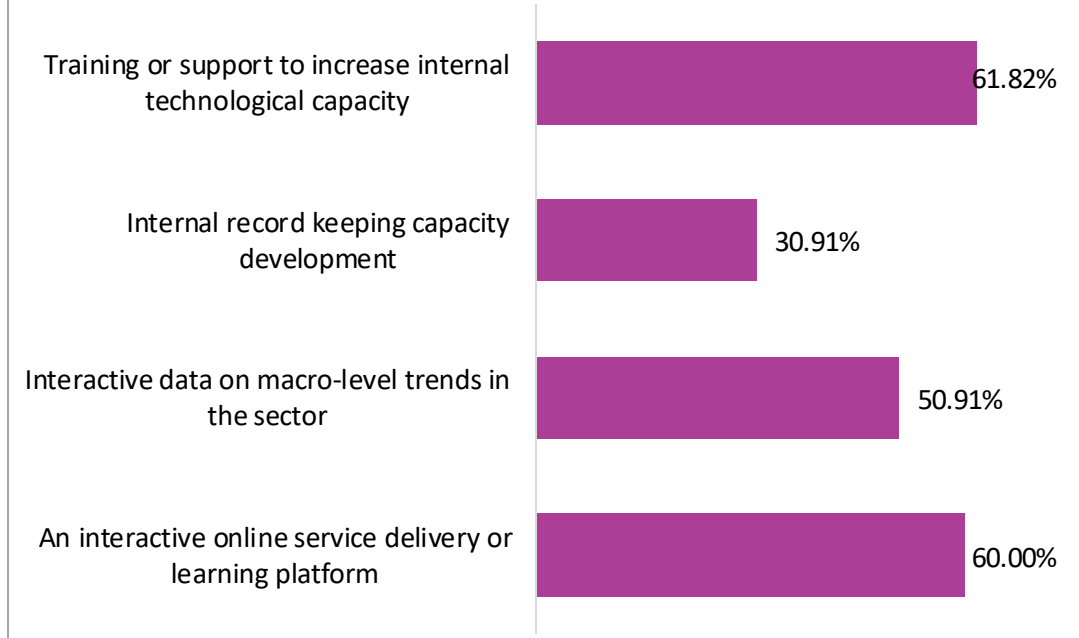
PROFESSIONAL DEVELOPMENT AND CERTIFICATION

Barriers when accessing certification



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%).

Technological capacity support needed in the sector



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).

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.

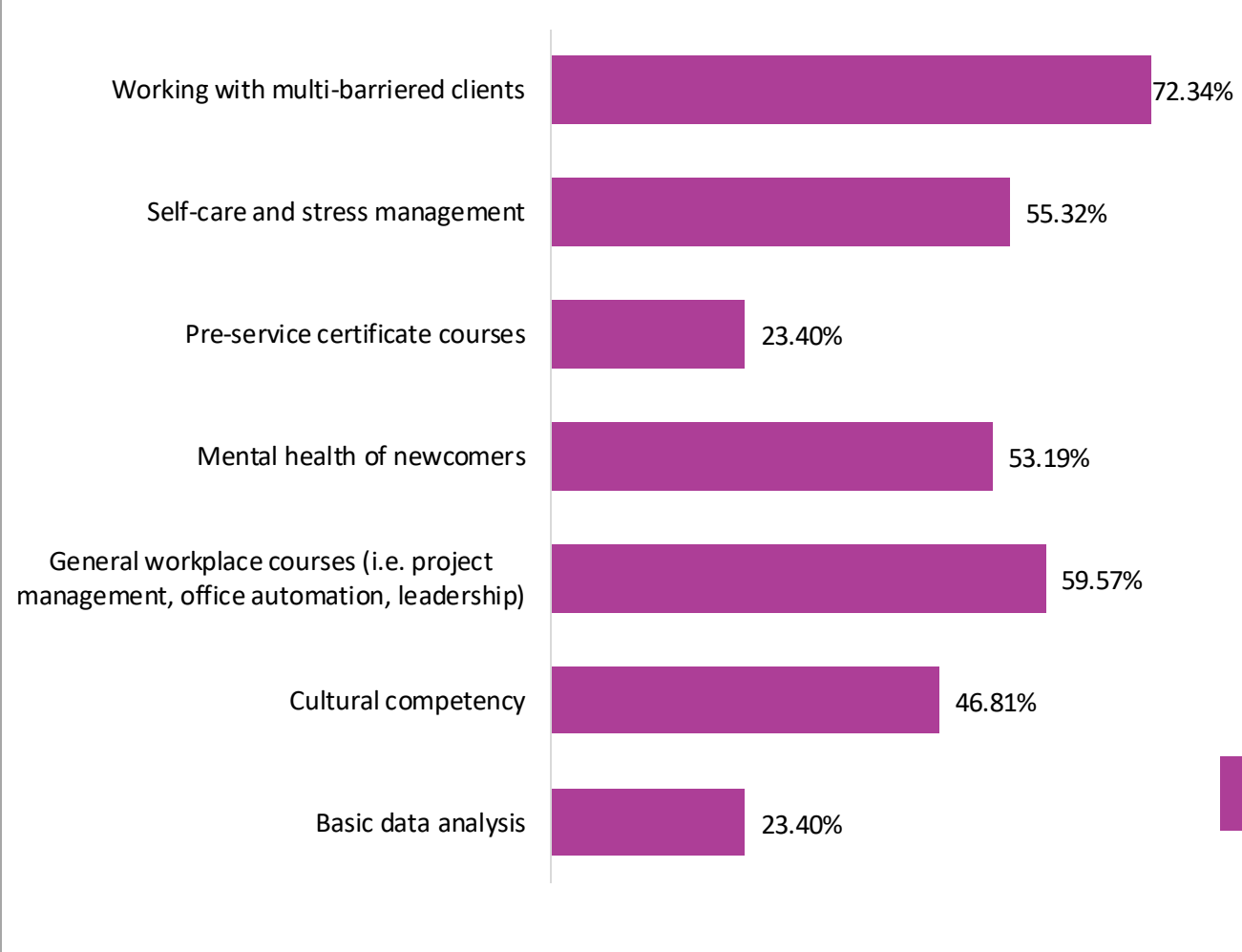
A variety of agencies indicated a lack of awareness regarding professional development and certification offered by AAISA

Also, agencies indicated a need for increased flexibility in courses and reduced workload to complete courses.

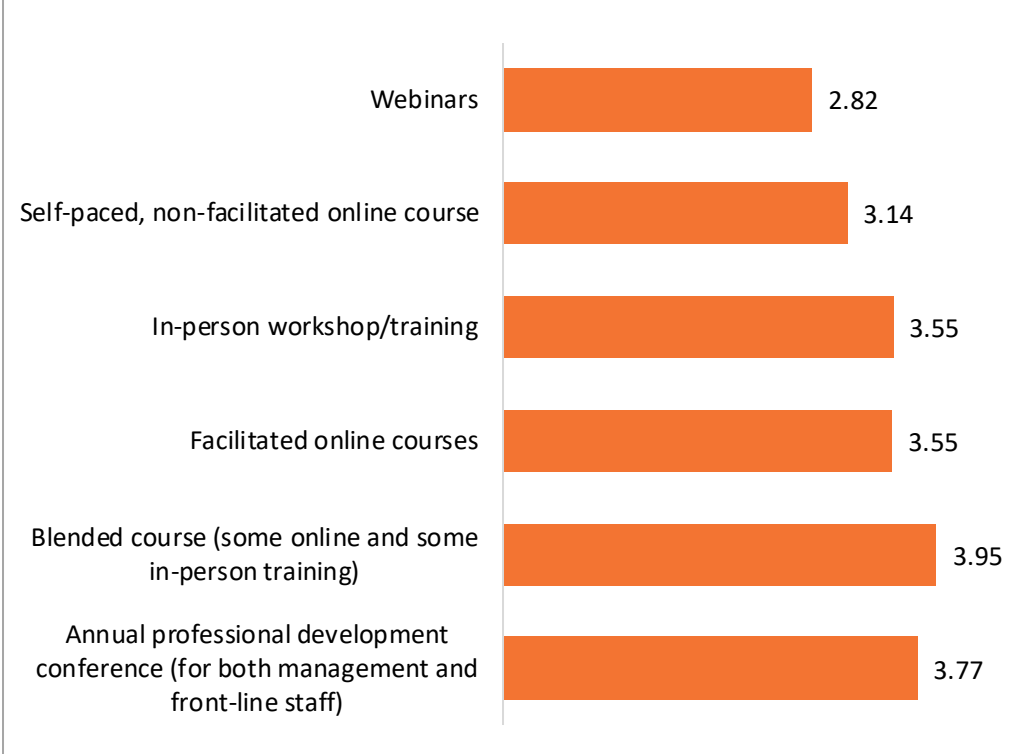
Lastly, some agencies indicated the need for additional courses in French and tailored to the specific needs of Francophone agencies.

PROFESSIONAL DEVELOPMENT AND CERTIFICATION

Priority topics for content development



Ranking (1-6) based on preferred delivery method



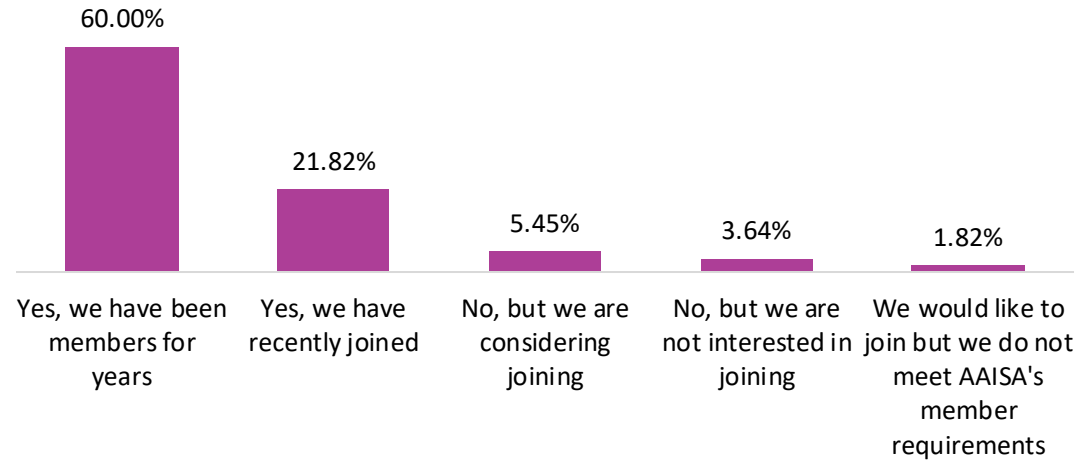
Other suggestions for future content development included, online delivery services and increasing technological capacity of agencies to do so. This was in addition to working with children and youth, needs assessment, immigration and transition process and understanding labour laws.

AAISA's Provincial Settlement and Integration Sector Survey 2020

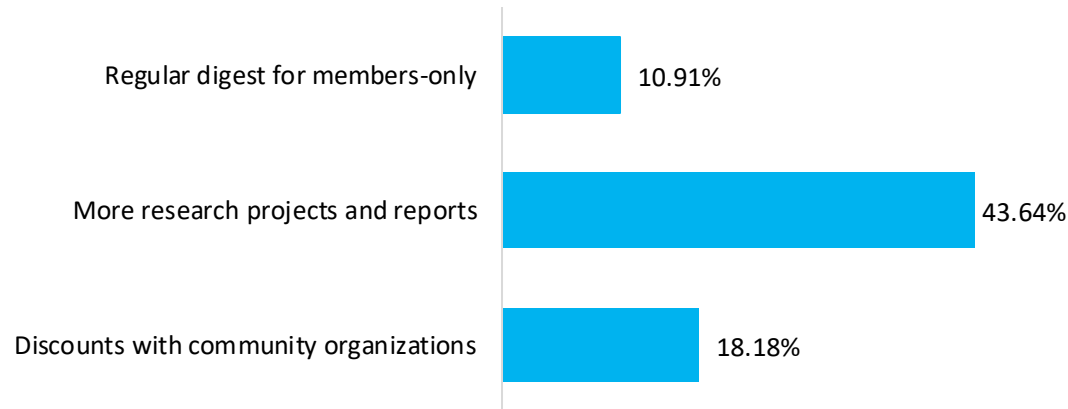


BUSINESS DEVELOPMENT, ADMINISTRATION AND OUTREACH

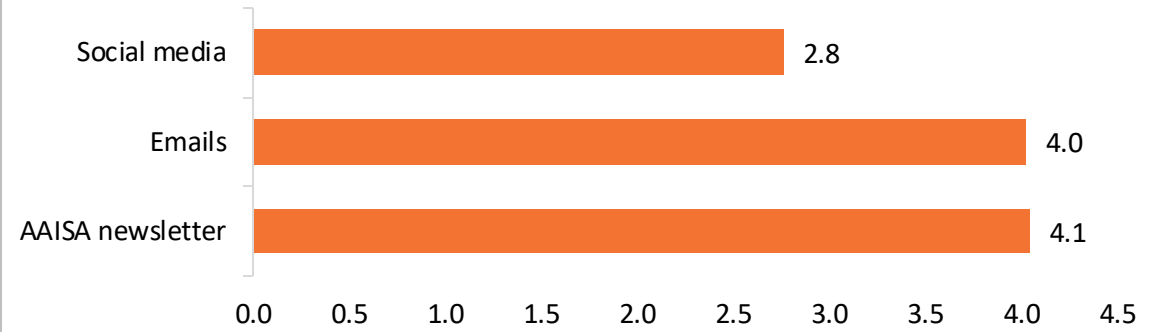
Current AAISA membership status and interest levels



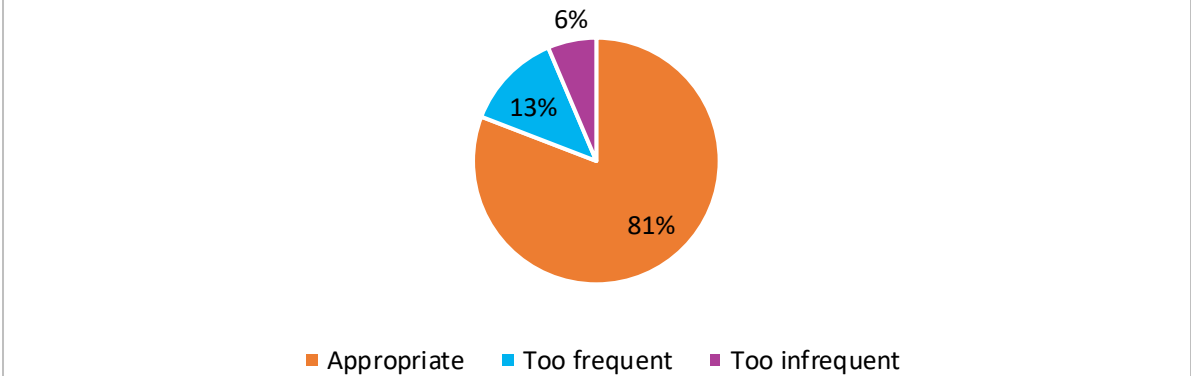
Additional membership benefits they would like to see



Rating (1 to 5) for preferred method of communication



Frequency of AAISA communication



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.