ANNUAL SETTLEMENT AND INTEGRATION SECTOR SURVEY

2020 COMPARISON TABLE

This document provides a breakdown of the results from the 2020 *Annual Settlement and Integration Sector Survey*. The purpose of this table is to allow for comparisons of gaps, needs, and challenges across three different regions in Alberta and for Francophone newcomer-serving agencies located across the province. The results presented below have been summarized and are not the results from the survey in its entirety.

Please note that whenever the term 'agencies' is used, it is in reference to the agencies who responded to the survey in the year 2020. Although the survey may not be representative of the sector as whole, this sample can be considered representative of AAISA's membership, as over 75% of agencies who responded to the survey were AAISA members.

For additional resources regarding AAISA's *Annual Settlement and Integration Sector Survey*, please check the following links:

2018 Annual Settlement and Integration Sector Survey: Provincial Report

2019 Annual Settlement and Integration Sector Survey: Provincial Infographics

2020 Annual Settlement and Integration Sector Survey: Provincial Infographics

For any questions or inquiries please contact A. Daniella Bagmeijer, *Research and Policy Lead* at dbagmeijer@aaisa.ca

Question	Calgary	Small Centre	Edmonton	Francophone
Percentage of agencies whose mandate is to serve newcomers	In Calgary, 53% of agencies indicated that their mandate was to primarily serve newcomers.	In Small Centres, 60% of agencies indicated that their mandate was to primarily serve newcomers.	In Edmonton, 44% of agencies indicated that their mandate was to primarily serve newcomers.	75% of Francophone agencies indicated that their mandate was to primarily serve newcomers.
Percentage of agencies offering itinerant or remote services	In Calgary, 53% of agencies indicated providing itinerant services.	In Small Centres, 40% of agencies indicated providing itinerant services.	In Edmonton, 39% of agencies indicated providing itinerant services.	25% of Francophone agencies indicated providing

				itinerant services.
Percentage of agencies offering each program type	Children and youth= 67%, Community and social connections=60 %, Employment=73 %, Health=47%, Housing=53%, Initial reception=27%, Information and orientation=67% , Language assessment=13% , Language training=60%, Legal guidance=27%, Needs assessment=53% , and Support services=60%. Additional services in Calgary included, basic needs, domestic violence supports, safe exchange and visitation for children and families, clothing support, and	Children and youth= 60%, Community and social connections=87 %, Employment=47 %, Health=20%, Housing=20%, Initial reception=27%, Information and orientation=80% , Language assessment=33% , Language training=33%, Legal guidance=0%, Needs assessment=80% , and Support services=80%. Additional services in Small centres included, capacity building, adult literacy, digital and essential skills classes, community education and engagement, employer engagement with	Children and youth= 50%, Community and social connections=56 %, Employment=22 %, Health=17%, Housing=22%, Initial reception=17%, Information and orientation=56% , Language assessment=11% , Language training=50%, Legal guidance=6%, Needs assessment=39% , and Support services=50%. Additional services in Edmonton included, capacity building, refugee sponsorship, immigration application support and intercultural training.	Children and youth= 75%, Community and social connections=75 %, Employment=0% , Health=0%, Housing=0%, Initial reception=0%, Information and orientation=75% , Language assessment=0%, Language training=0%, Legal guidance=50%, Needs assessment=50% , and Support services=75%.

	community and fitness spaces.	regards to cultural diversity, SWIS, and RAP.		
Percentage of agencies with a waitlist by program type	Children and youth=70%, Community and social connections=22%, Employment=73%, Health=14%, Housing=50%, Initial reception=25%, Information and orientation=25%, Language assessment=50%, Language training=78%, Legal guidance=50%, Needs assessment=25%, and lastly, Support services=22%.	Children and youth=22%, Community and social connections=23%, Employment=43%, Health=0%, Housing=0%, Initial reception=0%, Information and orientation=0%, Language assessment=40%, Language training=60%, Legal guidance=0%, Needs assessment=8%, and lastly, Support services=8%.	Children and youth=22%, Community and social connections=10%, Employment=25%, Health=0%, Housing=25%, Initial reception=0%, Information and orientation=20%, Language assessment=50%, Language training=56%, Legal guidance=0%, Needs assessment=14%, and lastly, Support services=22%.	The only service that agencies indicated having waitlists in was translation.
Top 3 reasons agencies reported having waitlists	High demand due to service not being provided elsewhere (73%), Budget cuts (53%), and Lack of trained staff (13%). In addition, some agencies indicated that they currently had waitlists due to COVID-19 and	High demand due to service not being provided elsewhere (33%), Budget cuts (53%), and Lack of trained staff (13%). In addition, some agencies indicated that they currently had waitlists due to COVID-19 and	High demand due to service not being provided elsewhere (28%) and Budget cuts (28%). Lack of coordination with other agencies and Lack of referral and/or awareness of programs offered by other agencies	N/A

	social distancing requirements, as well as budget restraints, as opposed to budget cuts.	social distancing requirements, as well as budget restraints, as opposed to budget cuts.	were tied (each with 6%). In addition, some agencies indicated that they currently had waitlists due to COVID-19 and social distancing requirements, and waiting for a specific time that a program is offered and choosing to stay on a waitlist at a specific organization, instead of going elsewhere	
Percentage of agencies serving each client category	53% of agencies serve Canadian Citizens, 73% serve Permanent residents, 53% serve refugee claimants, 40% serve Temporary Residents, 20% serve Undocumented Individuals, and 33% of agencies indicated serving all clients regardless of immigration status.	47% of agencies serve Canadian Citizens, 67% serve Permanent residents, 33% serve Refugee claimants, 60% serve Temporary Residents, 0% serve Undocumented Individuals and lastly, and 27% of agencies indicated serving all clients regardless of immigration status.	47% of agencies serve Canadian Citizens, 59% serve Permanent residents, 47% serve Refugee claimants, 35% serve Temporary Residents, 6% serve Undocumented Individuals, and lastly, 53% of agencies indicated serving all clients regardless of immigration status.	75% of agencies serve Permanent residents, 25% serve Refugee claimants, and 25% of agencies indicated serving all clients regardless of immigration status.
Percentage of agencies funded to serve each	40% of agencies indicated receiving funding to serve	53% of agencies indicated receiving funding to serve	47% of agencies indicated receiving funding to serve	75% of agencies indicated receiving funding to serve

client category	Canadian Citizens, 67% receive funding to serve Permanent Residents, 47% receive funding for Refugee Claimants, 13% for Temporary Residents, 7% for Undocumented Individuals, and 33% of agencies indicated receiving funding to serve all clients.	Canadian Citizens, 80% receive funding to serve Permanent Residents, 27% receive funding for Refugee Claimants, 53% for Temporary Residents, 0% for Undocumented Individuals, and 7% of agencies indicated receiving funding to serve all clients.	Canadian Citizens, 65% receive funding to serve Permanent Residents, 41% receive funding for Refugee Claimants, 29% for Temporary Residents, 0% for Undocumented Individuals, and 35% of agencies indicated receiving funding to serve all clients.	Permanent Residents and 25% of agencies indicated receiving funding to serve all clients.
Percentage of agencies that indicated a preference for certain technological support	53% indicated An interactive online service delivery or learning platform, 67% indicated Interactive data on macro-level trends in the sector, 40% said Internal record keeping capacity development, and lastly, 67% indicated Training or support to increase internal capacity.	80% indicated An interactive online service delivery or learning platform, 40% indicated Interactive data on macro-level trends in the sector, 27% said Internal record keeping capacity development, and lastly, 73% indicated Training or support to increase internal capacity.	80% indicated An interactive online service delivery or learning platform, 40% indicated Interactive data on macro-level trends in the sector, 27% said Internal record keeping capacity development, and lastly, 73% indicated Training or support to increase internal capacity.	50% indicated An interactive online service delivery or learning platform, 25% indicated Interactive data on macro-level trends in the sector, 25% said Internal record keeping capacity development, and lastly, 75% indicated Training or support to increase internal capacity.

Participation rate for AAISA's initiatives, committees or working groups, such as PEI (Provincial Engagement Initiative)	80% of agencies indicated participating in current initiatives and committees, 7% indicated not currently participating, 7% said they were not sure, and the remaining 7% indicated they were not participating but that they were interested.	79% of agencies indicated participating in current initiatives and committees, 7% indicated not currently participating, and 14% indicated they were not participating but that they were interested.	67% of agencies indicated participating in current initiatives and committees, 11% indicated not currently participating, and 6% indicated they were not participating but that they were interested.	75% of agencies indicated participating in current initiatives and committees and the remaining 25% indicated they did not but were interested in participating.
Effectiveness of AAISA's engagement initiatives to support information sharing, coordination of services, and to increase collaboration among agencies?	62% of agencies indicated the current engagement methods were effective, while the remaining 38% indicated that it was either too soon to tell or that there was a need to ensure all agencies participated, in order to ensure equal representation.	67% indicated the current engagement methods were effective, while the remaining 33% indicated that there were other methods they had found more effective such as AAISA's Summit and workshops.	75% indicated the current engagement methods were effective, while the remaining participants indicated that they were either unsure or that it was too soon to tell.	All respondents indicated the current engagement methods were effective in regard to the stated objectives, but also highlighted there is room for improvement.
Briefs or reports on specific topics that agencies would like the Engagement, Research,	Overall, there was a lack of knowledge about where to find AAISA's reports and resources. In addition, agencies indicated being	Agencies in Small Centres highlighted three main topics they would like to see AAISA produce a report or brief on: Temporary Foreign Workers	Agencies in Edmonton suggested briefs or reports on the impact of COVID-19 on newcomers, technological accessibility and	Francophone agencies suggested brief, reports or infographics on recently arrived newcomers to Alberta and their needs,

and Policy team to produce	interested in a variety of topics for future development such as, domestic violence, COVID-19 challenges in service delivery, language, employment, and any demographics or statistics on newcomers.	(TFWs), Language, and Secondary Migration.	digital literacy, as well as reports regarding sexual health and tracking educational data for newcomers.	harmonized work methodologies, and a standard action plan for settlement workers.
Top 3 topics rated from 1=Not very important to 5=Very important, to be addressed through research and policy development	The top priorities reported by agencies in Calgary were Multiculturalism, diversity, and inclusion=4.7/5, Vulnerable populations=4.6/5, and Refugees and forced migration=4.5/5	The top priorities reported by agencies in Small Centres were Multiculturalism, diversity, and inclusion=4.9/5, followed by Use of technology and data to improve service delivery =4.7/5, and Vulnerable populations=4.6/6	The top priorities reported by agencies in Edmonton were Vulnerable populations=4.7/5and Settlement and integration service delivery =4.5/5. Use of technology and data to improve service delivery; Sector/organizational capacity; Immigration policy; Collective impact and collaborative initiatives; and Anti-discrimination and human rights all received equal priority at 4.4/5.	The top priorities for Francophone agencies were Multiculturalism, diversity and inclusion=5/5 and Immigration policy=5/5. Vulnerable populations; Settlement and integration service delivery; and Francophone communities all received equal priority at 4.8/5.
Methods suggested	Agencies indicated they	Agencies indicated they	Agencies indicated they	Agencies indicated they

by agencies to increase effectiveness of engagement by the Engagement, Research and Policy team	would like to see engagement activities being more timely and relevant; increasing communication without increasing number of meetings; more opportunities to meet with community partners; and more work and engagement with agencies outside of the traditional settlement and integrations sector.	would like to see additional facilitation for exchanges between agencies, additional information sharing, as well as updates on new developments in the sector.	would like to see increased advocacy, additional data and research, active dissemination of reports and briefs, as well as more workshops and conferences.	would like to see increased collaboration and support with Francophone agencies, as well as training with certification in French.
Topics for courses or training agencies would be interested in	33% indicated Basic data analysis, 27% indicated Cultural competency, 47% indicated General workplace courses, 53% indicated Mental health of newcomers, 67% indicated Pre-service certificate courses, 53% indicated Self-care and stress management, and lastly, 60%	20% indicated Basic data analysis, 67% indicated Cultural competency, 60% indicated General workplace courses, 40% indicated Mental health of newcomers, 27% indicated Pre-service certificate courses, 20% indicated Self-care and stress management, and lastly, 80%	7% indicated Basic data analysis, 40% indicated Cultural competency, 53% indicated General workplace courses, 67% indicated Mental health of newcomers, 27% indicated Pre-service certificate courses, 73% indicated Self-care and stress management, and lastly, 60%	50% indicated Basic data analysis, 50% indicated Cultural competency, 100% indicated General workplace courses, 25% indicated Mental health of newcomers, 50% indicated Pre-service certificate courses, 75% indicated Self-care and stress management, and 75%

	indicated Working with multi-barriered clients.	indicated Working with multi-barriered clients.	indicated Working with multi-barriered clients.	indicated Working with multi-barriered clients.
Percentage of agencies indicating to be AAISA members	73% of agencies indicated that they are currently members and have been members for years, 20% indicated they had recently joined AAISA, and the remaining 7% indicated they were not members and they were not interested in joining.	69% of agencies indicated that they are currently members and have been members for years, 23% indicated they had recently joined AAISA, and the remaining 8% indicated they were not members and were not interested in joining.	53% of agencies indicated that they are currently members and have been members for years, 29% indicated they had recently joined AAISA, and the remaining 18% indicated they were not members and they were not interested in joining.	50% of agencies indicated that they are currently members and have been members for years, 25% indicated they had recently joined AAISA, and the remaining 25% indicated they would like to join AAISA but did not meet membership requirements.
Additional benefits agencies would like to see AAISA offering	50% indicated they would like to see AAISA offer more research projects and reports, 33% indicated they would like a regular digest for members-only, and the remaining 17% indicated they would like more discounts with community organizations.	46% indicated they would like to see AAISA offer more research projects and reports, 23% indicated they would like more discounts with community organizations, another 23% indicated they would like to AAISA engage in more advocacy and no fees for conferences to members, and the remaining	69% indicated they would like to see AAISA offer more research projects and reports, 23% indicated they would like more discounts with community organizations, and the remaining 8% indicated they would like a regular digest for members-only.	75% indicated they would like to see AAISA offer more research projects and reports and 25% indicated they would like more discounts with community organizations.

		8% indicated they would like a regular digest for members-only.		