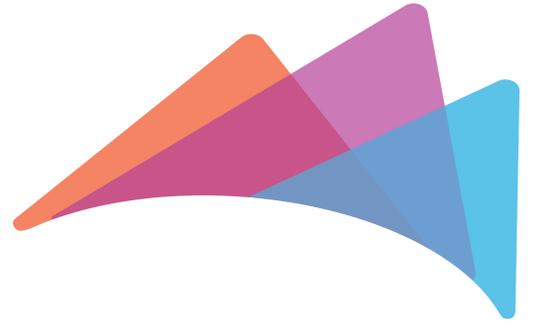
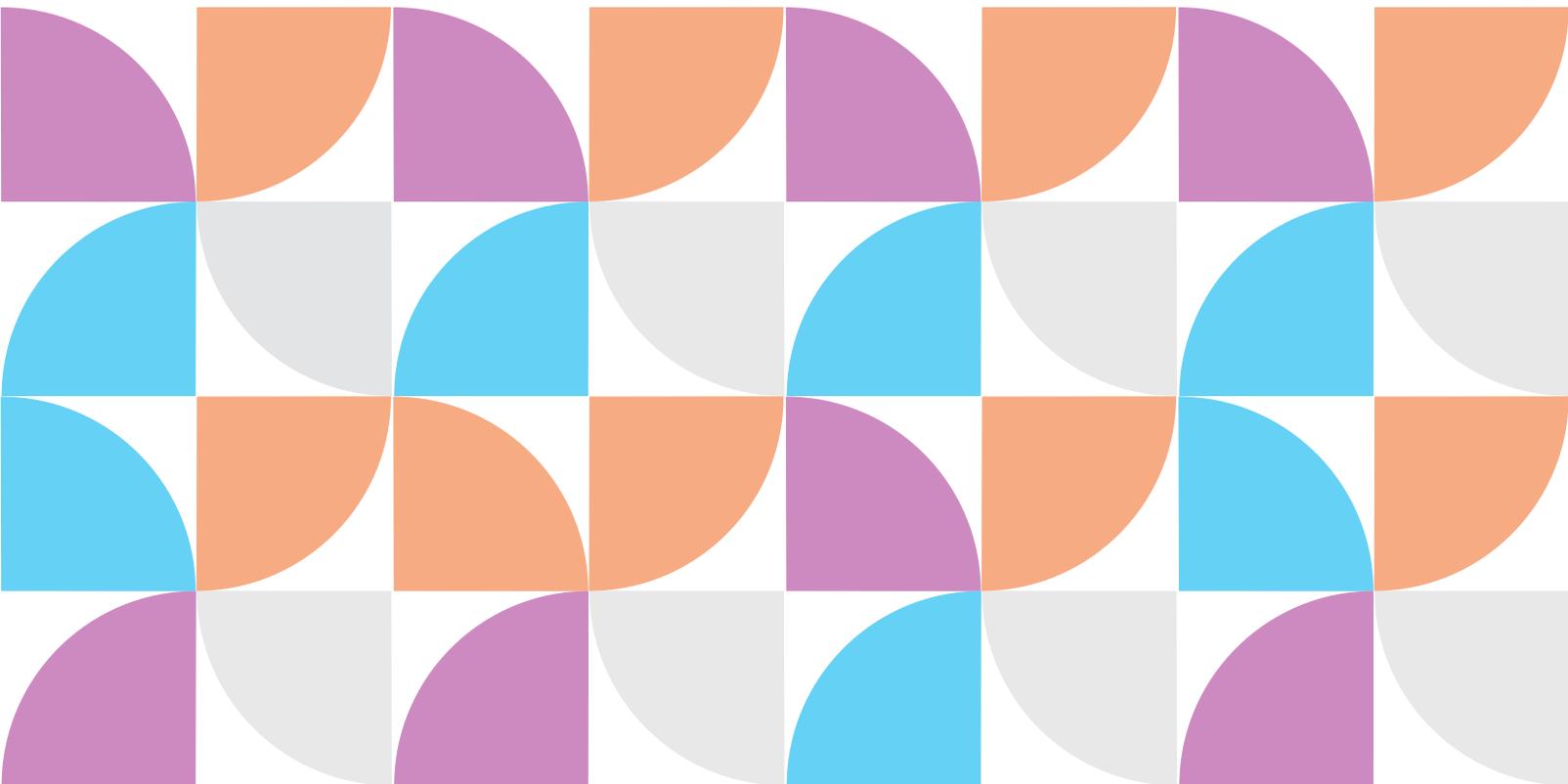


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# ANNUAL REPORT



**ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES**

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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.

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## BOARD OF DIRECTORS

**Barhet Woldemariam**

*Chair*

HIV Edmonton

**Gordana Radan**

*Director*

Calgary Catholic Immigration Society

**Carol Gil**

*Director*

SPEC Association

**Frank Bauer**

*Vice-Chair*

Central Alberta Refugee Effort

**Bruce Randall**

*Director*

Calgary Region Immigrant Employment Council

**Désiré Kiana**

*Director*

Association Francophone de Brooks

**Christina**

**Nsaliwa**

**Secretary**

Edmonton Immigrant Services Association

**Hyder Hassan**

*Director*

Immigrant Services Calgary

**Kathryn Friesen**

*Director*

Catholic Social Services

**Ricki Justice**

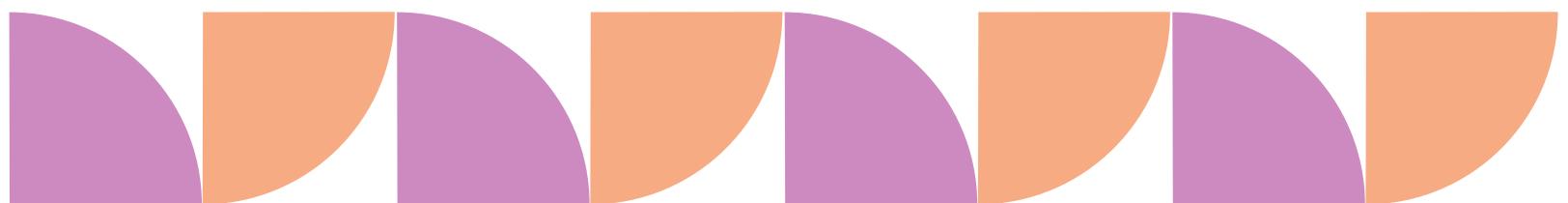
*Treasurer*

Mennonite Centre for Newcomers

**Evelyne Kemajou**

*Director*

Le Portail de l'Immigrant Association (PIA)



## COMMITTEES

- Professional Standards and Certification
- Regional Professional Development
- Alberta Professional Development
- Finance
- Governance
- HR
- Strategic Stakeholder Engagement
- Risk Management

## STAFF

**Executive Director**  
**Sarosh Rizvi**

**Business Development,  
Outreach &  
Administration**

**Nada Starcevic**  
*Business Development &  
Outreach Coordinator*

**Yujin Lee**  
*Administrative Officer*

**Christian Ladores**  
*Project Lead*

**Ukrainian Support**

**Shaka Ceesay**  
*Funding Coordinator*

**Andrew Lam**  
*Housing Coordinator*

**Engagement,  
Research & Policy**

**Leesha Kanbour**  
*Manager, Engagement,  
Research & Policy*

**Laura Fryer**  
*Engagement Coordinator*

**Crystal Guzman**  
*Engagement Lead*

**Marokh Yousifshahi**  
*Research & Policy Lead*

**Daniel Green**  
*Language Lead*

**Celine Truong**  
*Engagement & Research  
Lead*

**Programs &  
Services**

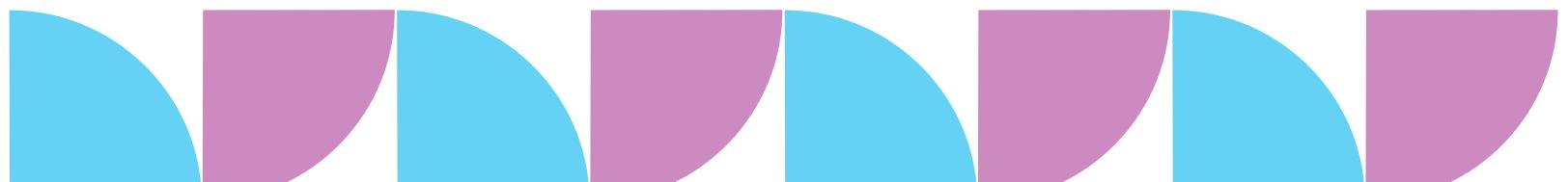
**Sonia Sehgal**  
*Manager, Programs &  
Services*

**Michelle Mak**  
*Learning & Technology  
Coordinator*

**Oluwatomi Turner**  
*Platform Development  
Lead*

**Chiamaka Ezekwesili**  
*Platform Development  
Lead*

**Roopali Saxena**  
*Professional  
Development &  
Certification Officer*



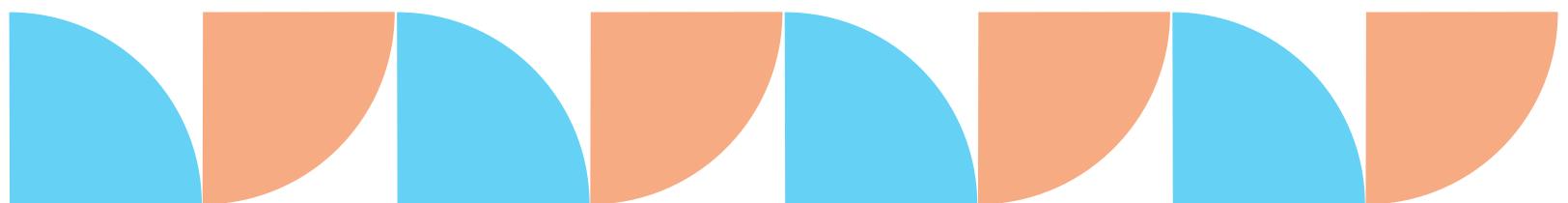
# WORD FROM THE BOARD

The board this year dedicated much of its time to discussions that centered on the voice and identity of AAISA. We prioritized relationships and meaningful dialogue while meeting the obligations and requirements of a member-based Governance Board. We were fortunate to have Elder Patrick open our first meeting of the year with a blessing and teaching on ‘Sanctified Kindness’. Elder Patrick continued to work with and support the board throughout the year – for this, we are deeply grateful. His teachings on ‘Sanctified Kindness’ and ‘Original Camp, Current Camp, and New Camp’ guided our work throughout the year.

Members of the board and representatives from AAISA member organizations worked diligently as part of 5 Board Committees. The Governance, Finance, Risk Management, and HR committees continued to function with their expected mandates. The Government Relations Committee broadened its mandate and has been appropriately re-named the Strategic Stakeholder Engagement Committee. It is committed to working alongside AAISA staff to develop strategies to build and strengthen engagement with a broad range of stakeholders and members. The hope for the coming years is that AAISA continues to grow with the spirit of Sanctified Kindness and an appreciation for all stakeholders that make up the original, current, and future fabric of the organization.

**Board of Directors**

*AAISA*



# WORD FROM THE ED

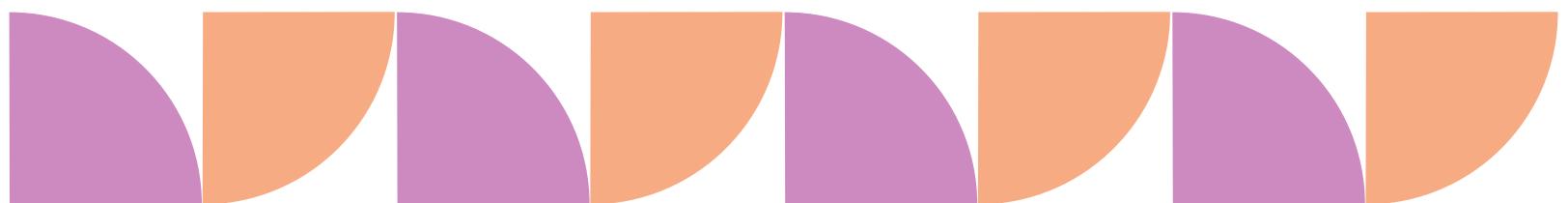
Once again, the last year has been unprecedented for AAISA. This past year, we have again grown and expanded services to our membership and the sector. I want to take a moment to thank all of AAISA's membership, which is now made up of more than 55 organizations, for their continued contributions, expertise, and guidance that allows AAISA to be responsive to and representative of the needs of Alberta's newcomers.

This year has been a trying one for the sector, as we have been navigating year two of the pandemic amidst the arrival of Afghan refugees and Ukrainian evacuees. This has led to new programming supporting the language sector, understanding the health of the sector, and service capacity including virtual platform development for agencies.

The next year promises to bring even more programming to support our member agencies, with new projects launching to support newcomer settlement in rural Alberta, the mental health needs of refugees as well as the staff that support them, and newcomers with disabilities. I want to thank each and every one of you for your continued contribution to AAISA and helping us create the programming to support you and your work in supporting newcomers to our province!

**Sarosh Rizvi**

*Executive Director*



# MEMBERSHIP LIST

## RETURNING MEMBERS



## NEW MEMBERS



# ENGAGEMENT, RESEARCH & POLICY

For AAISA's Engagement, Research, and Policy department, this past year was marked by both the continuation of many exciting projects and initiatives, as well as targeted expansions in programming to better engage and represent Alberta's settlement and integration sector. With the addition of a **Language Sector Lead position**, AAISA was able to formally launch dedicated support to the province's Language Training Sector through initiatives such as the **Alberta Quarterly Sector Call (AQLSC)** and **Language section** on the AAISA Toolkit.

As we entered another year of the pandemic, AAISA launched the **Capacity Building through the COVID-19 Lens** project to better understand and mobilize the best practices created over this unprecedented time through focus groups and capacity building resources. Lastly, AAISA completed the **Health of the Newcomer Serving Sector in the Prairies and Northern Territories Region** research project, which explored the employment experiences of nearly 1000 front-line employees across the region.

## HIGHLIGHTS

### 5 breakout sessions

at Metropolis and 2 poster presentations



### 40+ Virtual Meetings



including the Provincial Engagement Initiative, Capacity Building through the COVID-19 Lens Focus groups, small centre engagement, and meetings on emergent issues

## Expanded



capacity to provide dedicated support to the Language Training sector through engagement and capacity building activities, including the **Alberta Quarterly Language Sector Call** and the **Language** section of the AAISA Toolkit

## Published



key sector research on the **AAISA website**, including the **2021 Annual Settlement and Integration Sector Survey Report**, **IRCC Mandate Letter Analysis**, and the **Municipal Approaches and Settlement System Development in Small Communities Report**

## Completed



the **Health of the Newcomer Serving-Sector Research** project, which highlighted perspectives from nearly **1000** front-line settlement and integration employees across the Prairies and Northern Territories region

# PNT SMALL CENTRE CONFERENCE

AAISA was proud to collaborate on the second **PNT Small Centre Conference** with its umbrella partners in Saskatchewan, Manitoba, and the Northwest Territories. The conference virtually convened 300 representatives from across the region to build capacity, discuss trends, and share best practices regarding settlement and integration in the small centre context. The conference covered a range of topics relevant to settlement and integration in small centres and provided a unique opportunity for connection and collaboration across the PNT region.

# PROGRAMS & SERVICES

AAISA has continued to expand and diversify our professional development programming over the last year. Over the year, 11 PD courses were offered to the sector, with **349 practitioners across 54 organizations** being able to access training to better support newcomers in their communities. Continuing with our initiative for more specialized training, this also included the **first ever course designed specifically for Alberta's language sector**. We were also able to finalize the updating and asynchronous capability of all of our pre-certification courses for continuous access for member agencies. Additionally, in partnership with CCIS, AAISA also developed a **virtual onboarding program for RAP agencies** to help them respond to increased hires in response to the Afghan Initiative that was accessed by RAP providers across the country!

PD programming in the last year also included a new initiative, as funding from the Future Skills Centre allowed AAISA to launch **Digital Transformation of Employment Programming** to support agencies pivot essential programming to the digital realm. As part of this project, **22 member agency** employment related programs were transformed into digital content that could be accessed remotely.

Looking forward, AAISA aims to continue expanding and specializing our PD offerings. This includes **training to support newcomers and practitioners with mental health needs, training focusing on specific needs of practitioners in line with the case management approach, and training to support practitioners supporting newcomers with disabilities.**

# HIGHLIGHTS

## Provided training

for **349** practitioners

across **54** agencies



## Created

first ever Language course **Supporting Learners with Complex Needs**



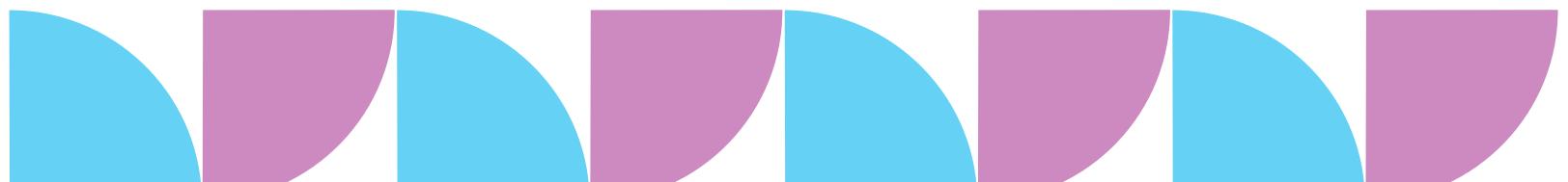
## Developed

a virtual onboarding program for RAP agencies to help them respond to increased hires in response to the Afghan Initiative that was accessed by RAP providers across the country



## Transformed

employment related programs into digital content for **22** programs



# BUSINESS DEVELOPMENT, ADMINISTRATION & OUTREACH

Over the past year, the Business Development, Administration & Outreach department continued to provide the support to our members, and shared the latest developments in the sector via our [biweekly newsletter](#) and email communication, as well as the [AAISA website](#).

We are also excited that we welcomed **4 new members** in the past year, which brings AAISA's membership base to **56 members**.

## HIGHLIGHTS

### 4 New members

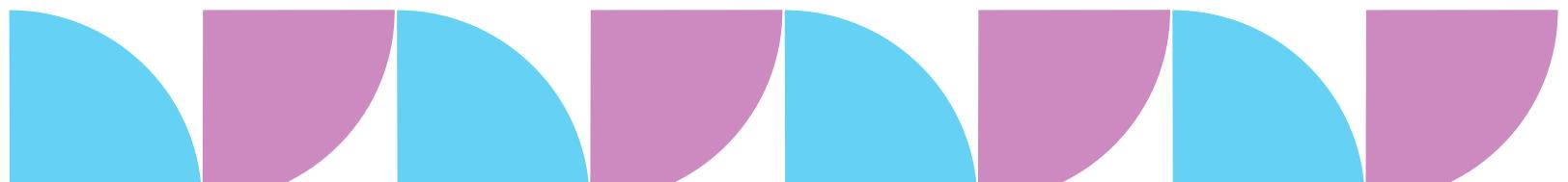
We expanded our membership base by welcoming **4 new members**



In 2021, we introduced the **AAISA Virtual Town Hall** for our members. The Town Hall is scheduled on a quarterly basis and serves as a platform to share and discuss AAISA's new initiatives, publications and projects, as well as give our members the opportunity to learn about the work AAISA does, but also provide their valuable feedback.

### Redesigned

our [biweekly newsletter](#) to include the latest updates on Ukrainian and Afghan resettlement efforts



# AAISA SETTLEMENT & INTEGRATION CONFERENCE

The 2021 AAISA Settlement & Integration Conference was held December 7 – 9, 2021. 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



**400+**  
Attendees



**4**  
Keynote  
sessions



**20+**  
Breakout  
Sessions



I'm glad to see the focus on immigrant and refugees 2SLGBTQ+ struggles, trauma, and shortcomings in Canada, at this year's AAISA conference.

*Attendee comment in  
Conference Evaluation  
Survey*



It was amazing to see such diverse representation among presenters and facilitators. Loved the games!

*Attendee comment in  
Conference Evaluation  
Survey*

# FINANCIAL SUMMARY

**ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES  
STATEMENT OF FINANCIAL POSITION  
MARCH 31, 2022**

	<u>2022</u>	<u>2021</u>
<b><u>ASSETS</u></b>		
<b>CURRENT</b>		
Cash	\$ 864,756	\$ 686,219
Accounts receivable	102,424	131,693
Goods and services tax receivable	7,374	9,111
Prepaid expenses	<u>15,933</u>	<u>21,186</u>
	990,487	848,209
Restricted cash (Note 3)	33,846	33,846
Capital assets (Note 4)	<u>15,890</u>	<u>11,250</u>
	<b><u>\$ 1,040,223</u></b>	<b><u>\$ 893,305</u></b>
<b><u>LIABILITIES</u></b>		
<b>CURRENT</b>		
Accounts payable and accrued liabilities	\$ 54,512	\$ 37,749
Deferred revenue (Note 5)	<u>574,787</u>	<u>437,587</u>
	629,299	475,336
Deferred contributions related to capital assets (Note 6)	<u>12,864</u>	<u>2,176</u>
	<u>642,163</u>	<u>477,512</u>
Commitments (Note 7)		
<b><u>NET ASSETS</u></b>		
Invested in capital assets	3,026	9,074
Internally restricted (Note 3)	33,846	33,846
Unrestricted	<u>361,188</u>	<u>372,873</u>
	<u>398,060</u>	<u>415,793</u>
	<b><u>\$ 1,040,223</u></b>	<b><u>\$ 893,305</u></b>

APPROVED ON BEHALF OF THE BOARD:

  
\_\_\_\_\_  
Chairperson

  
\_\_\_\_\_  
Treasurer

**ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES  
STATEMENT OF OPERATIONS  
YEAR ENDED MARCH 31, 2022**

	<u>2022</u>	<u>2021</u>
<b>REVENUE</b>		
Alberta government	\$ 243,832	\$ 240,095
Amortization of capital allocations	3,549	2,111
Fees for service and sundry	26,844	47,184
Government wage subsidies	-	13,559
Immigration, Refugees and Citizenship Canada	895,766	849,254
Memberships	51,100	49,058
Other grants	98,610	5,724
Registrations - Conference	<u>38,274</u>	<u>-</u>
	<u>1,357,975</u>	<u>1,206,985</u>
<b>EXPENSES</b>		
Administration, accounting and audit	67,097	71,846
Amortization	9,597	10,918
Conferences and meeting	26,124	16,949
Consultants and subcontracts	176,517	234,347
Interest and bank charges	606	460
Insurance	5,012	4,282
Office and sundry	45,244	33,239
Professional development	4,313	3,252
Program delivery	7,778	4,864
Rent	97,959	65,300
Salaries, benefits and allowances	898,152	693,956
Telephone and communications	11,953	11,978
Travel	<u>25,356</u>	<u>1,871</u>
	<u>1,375,708</u>	<u>1,153,262</u>
<b>(Deficiency) excess of revenue over expenses</b>	<b><u>\$( 17,733)</u></b>	<b><u>\$ 53,723</u></b>

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# **ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES**

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Calgary, AB T2P 0P7  
Treaty 7 Terrioty, Moh'kins'tsis

[communications@aaisa.ca](mailto:communications@aaisa.ca)

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