

# ALBERTA SETTLEMENT SECTOR SURVEY 2022

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ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES





# Alberta Settlement Sector Survey 2022

Published 2023

## Acknowledgement of Territories

The Alberta Association of Immigrant Serving Agencies has its main office in Treaty 7 territory and a satellite office in Treaty 6 territory. This report was composed in the city called “Calgary”, also known as Moh’kinstsis. We are grateful to work on these territories and we wish to acknowledge the many Indigenous nations who are signatories to these treaties and who have other roots in the land: the Blackfoot Confederacy nations, the Tsuut’ina, and the Stoney Nakoda in the south, and the 17 First Nation signatories of Treaty 6 in the north, as well as the Métis Nations Regions 3 and 4 residing on the territories.

We take this opportunity to reflect on the varied ways that all of us whose ancestors came to this land from elsewhere can contribute to the upholding of our treaty commitments.

## General Acknowledgements

The survey and report were written by the Alberta Association of Immigrant Serving Agencies (AAISA) with funding by Immigration, Refugees and Climate Change. The survey was designed and administered by **Marokh Yousifshahi** in the role of Research and Policy Lead at the Alberta Association of Immigrant Serving Agencies, now Manager of Engagement, Research and Policy. The data was analyzed and the report composed by **Meghan Cunningham** in the same role.

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## Executive Summary

The Settlement and Integration Survey received responses from 38 of Alberta’s newcomer-serving agencies, with about 60% of respondents having a settlement-specific mandate. The survey participants represented various regions within the province and belonged to organizations with varying sizes and structures

**Employment, language, health, and community connections emerged as major priorities for newcomer services.**

**Employment services** were by far the most commonly chosen top priority among newcomer needs.

Organizations were confident in their staff abilities and expertise, but concerned about the capability of funding to meet increasing demands. In the face of these demands, **retention and recruitment of staff**, as well as burnout, emerged as other top concerns.

# Introduction

**Alberta's settlement agencies perform vital work every day to help newcomers create fulfilling lives in Canada.**

Everywhere across the province, from Athabasca to Wetaskiwin, newcomers turn to settlement agencies for support with language, employment, and daily life.

Settlement workers serve as a welcoming point of contact for many immigrants and refugees as well as other newcomers experiencing Canada as students, workers and entrepreneurs.

In this report, the Alberta Association of Immigrant Serving Agencies, or AAISA, outlines the responses of newcomer-serving agencies in Alberta to the **2022 Settlement and Integration Survey**.

The yearly Settlement and Integration Survey seeks to create a portrait of Alberta's settlement agencies and social services agencies. AAISA elicited the perspectives of agency leaders on aid and research priorities, organizational requirements, and emerging issues.

In 2022, Alberta's settlement agencies faced significant challenges. On top of efforts to recover from the COVID-19 pandemic, crises in Afghanistan and Ukraine forced tens of thousands of people to seek help in Alberta, both in cities and in small and rural centres. The survey represents a mid-year snapshot of the responses of agencies to these demands.

This year represents the fifth annual administration of the Settlement and Integration Survey. The survey's results can be used to inform work in and around the settlement sector in 2023 and future years.

The full text of the survey can be reviewed in [Appendix A of this document](#).

# Methodology

The 2022 Settlement and Integration Sector Survey ran from June 2022 to September 2022. An English survey and a French translation of the same survey were offered concurrently.

The survey was designed primarily by AAISA's then-Research and Policy Lead, with input from the professional development and executive team. The survey design was based on insights and feedback from past years of the administration of the survey, while spotlighting some of the major events that affected the settlement sector in 2022.

The survey was distributed to 60 organizations in Alberta funded by Immigration, Refugees and Citizenship Canada (IRCC), through a list provided by IRCC. AAISA also advertised the survey in its newsletter, which has around 2000 subscribers.

As requested in the survey distribution, survey participants were generally leaders in their organization, as shown in **Figure 1**. Almost three-quarters were **CEOs and managers**.

36 responses were received to the English survey. The French survey received 3 responses. These responses were translated and merged with the English data. The data was then cleaned to eliminate and merge any responses from staff of the same organization.

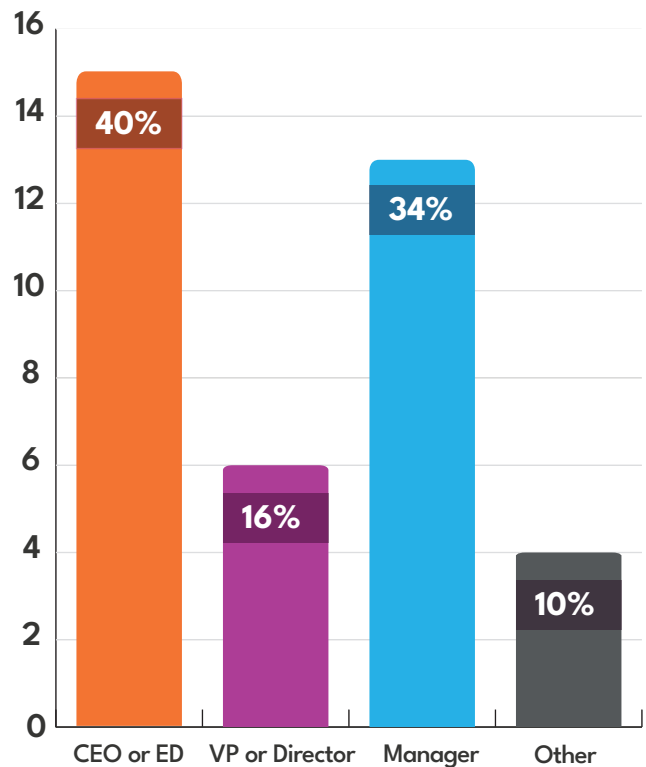
As not all survey takers responded to all questions, the number of respondents to each question is reported for each question.

Quantitative questions were generally analyzed using simple count and compare methods. Open responses that generated qualitative answers were coded according to the question of interest. For some questions and data, where appropriate, these coded answers could be re-amalgamated into the quantitative data—e.g., when an organization made an open “other” response that fit

into a provided option. In other cases, the coded answers were analyzed separately for possible information.

Some methodological complications concerning partially ranked data are further explored in the Aid Priorities section. In general, the aim was to provide an overview of the dataset without entering into overly complicated analysis methods.

Figure 1  
**Organizational role of survey takers**  
(n=38)



**Other (4):**

- LINC chair
- Coordinator
- Multicultural liaison
- Program director

*Note: The percentages reported on all graphs in this report are rounded to the nearest whole number for the sake of readability. For this reason, the percentages do not always add to 100.*

## Methodological limitations

For several reasons, the survey responses should not necessarily be considered statistically representative of all newcomer-serving agencies in Alberta. The response rates were lower than in previous years—in 2021, about 60 agencies responded to the survey, whereas in 2022 about 30 agencies responded. The reasons for this are not clear, but it may have to do with a changed distribution timeline which caused the survey to overlap with the summer, when many practitioners take time away from work.

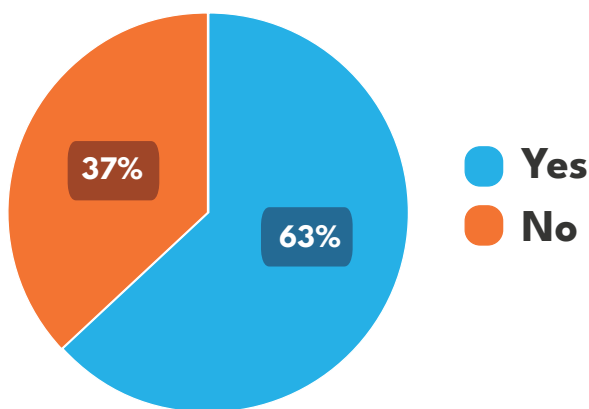
The survey was designed for IRCC-funded organizations. **Figure 2** shows that about two-fifths of participants were not settlement-specific agencies—for example, general social services agencies. However, it is to be expected that there are many agencies in Alberta with other focuses in mandate who serve newcomers regularly and even have newcomer-specific programs who may not have had the opportunity to respond. For example, public libraries may be key organizations in the settlement system in some areas.

For these reasons, percentage values in the report represent the percentage of survey respondents, but are not necessarily reflective of all newcomer-serving agencies across Alberta.

Figure 2

### Primary mandate in settlement

(n=38)



In future, there may be a possibility to supplement the data using information services like 211 that catalogue service agencies. This could provide some information about which agencies are less likely to respond to the survey, allowing AAISA to determine if barriers to their participation can be overcome.

Another important point about the data is that the respondents, as requested, are primarily organizational leaders. These individuals are vital source of information about what programs agencies offer and can represent an agency's overall needs. However, their perspectives potentially differ from front-line service providers and analysts, especially in large organizations. If future surveys elicit responses from front-line practitioners, disaggregating the data by role may prove useful.

Finally, note that because of the small sample size, it is unavoidable that relatively small groups of respondents can push the data in particular directions. Even a group of four or five respondents from a particular social network or specialty may push the data in unrepresentative directions. In response to this fact, we emphasize that the main purpose of the survey is not necessarily to create a census-accurate portrait of the settlement service agencies in Alberta. Instead, the primary aim of the survey is to open up more avenues for leaders in the settlement sector to influence discourse about the sector's priorities and needs.

The demographic data provided in the next section will allow the reader to understand the basic overview of which types of organizations may have served as primary respondents and consider implications for the results.



# Demographics

## Agencies serving immigrants and refugees guide many different journeys.

Over a million immigrants and refugees live and work in Alberta.<sup>1</sup> Yet each individual may need a different type of support. Some live in large cities and others in small villages. Some speak English, some French, and others speak a plethora of other languages. Immigrants and refugees, referred to as “newcomers” in this report, also hold a wide variety of legal statuses that impact their access to services.

The 38 respondents to the 2022 Settlement and Integration Survey are reflective of the differing structures that social services agencies take on to meet these needs.

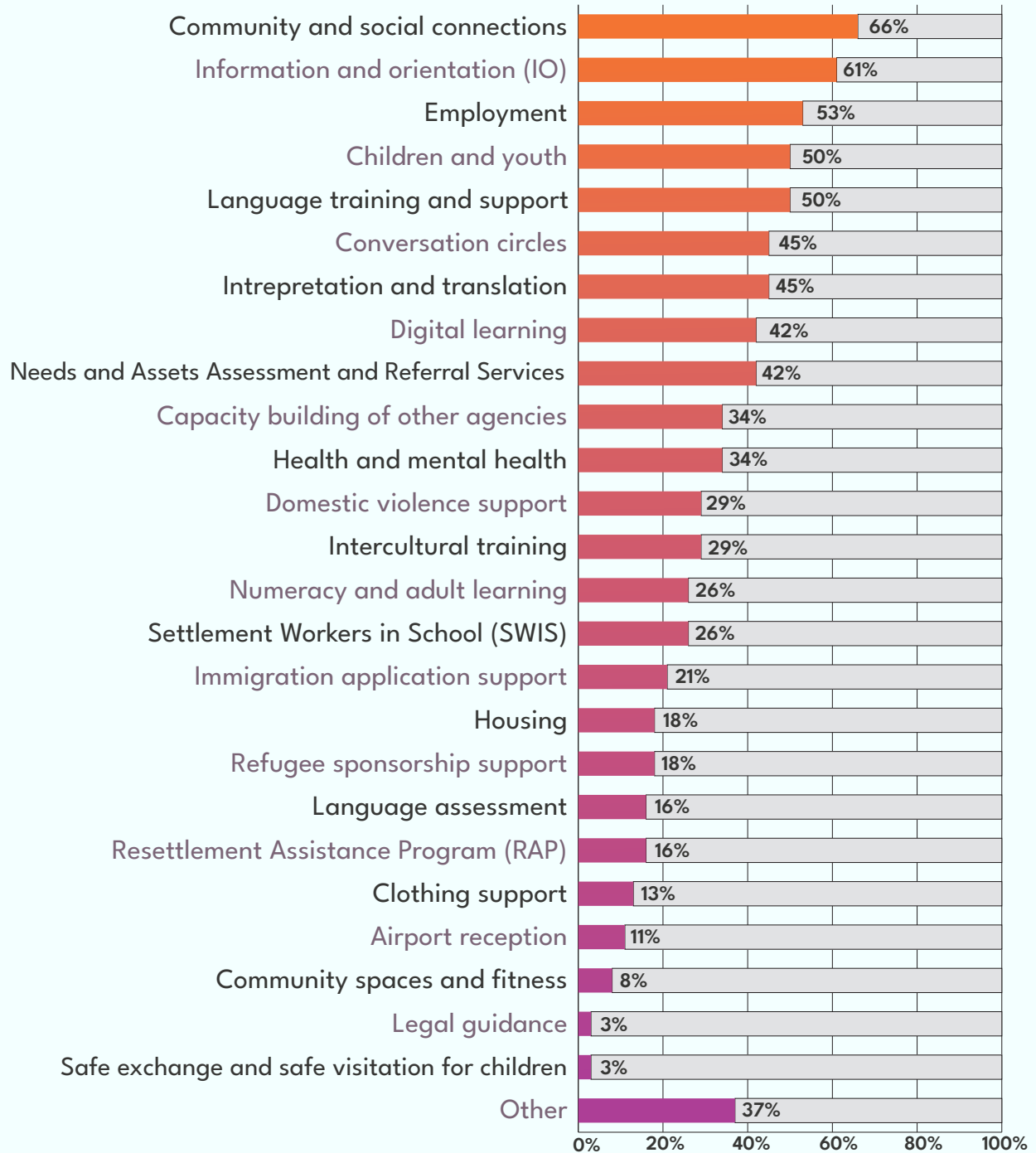
The majority of survey participants agreed that they provide **community and social connections** as well as **information and orientation services**. These vital services help newcomers settle into their Canadian communities. Many participants also offered services to **children and youth**, services in **employment**, and **language** services. On the following page, **Figure 3** provides the complex picture of Albertan service agencies’ programs.

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1 [Statistics Canada, 2021 Census of Population.](#)

Figure 3

## Programs and services offered (n=38)





Agencies also provided many examples of services they offer that were not covered by the survey, which they elaborated on in the “Other” open response. Some of those services are listed below.

**Selected other services:**

- Services to newcomers with particular vulnerabilities: disabilities, LGBT+ identities, seniors.
- Citizenship test preparation courses
- Training for front-line providers
- Supports for community safety programs
- Indigenous education for newcomers
- Adult education (GED, upgrading)

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## Organization types

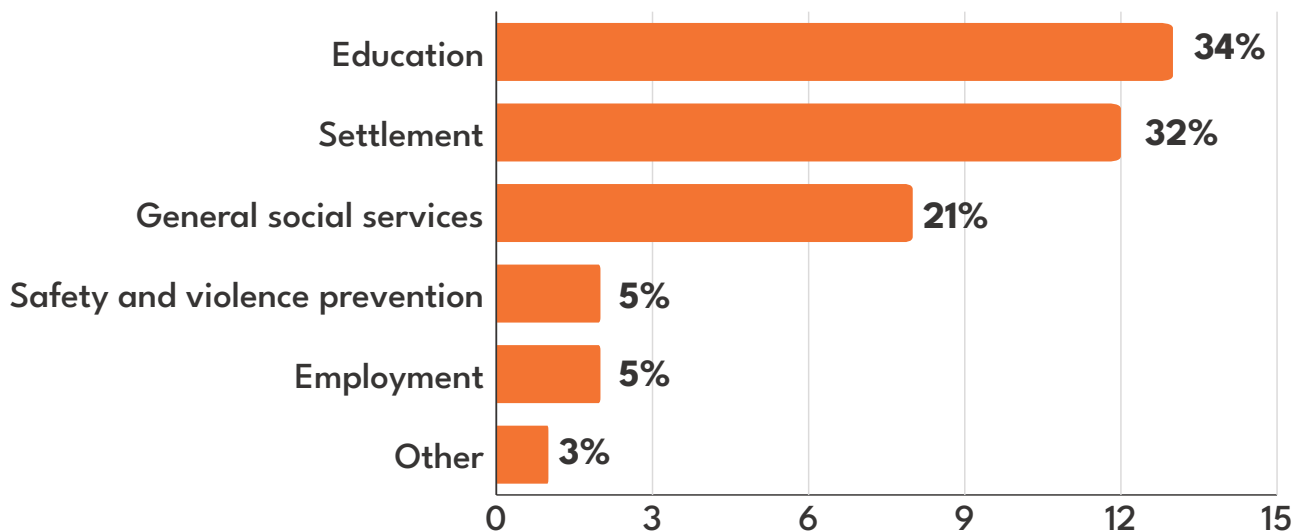
Agencies were only asked to list what types of services they provide, rather than identifying themselves as a particular type of organization, to reflect the breadth and variety of services provided by agencies that attend to the needs of newcomers.

However, in the analysis phase AAISA constructed an informal categorization according to public information about each responding organization so that other variables could be easily compared with the organization’s structure and mandate, especially in terms of the organization’s self-reported priorities for newcomers. As shown in **Figure 4**, most of the responding organizations could be described as either **settlement organizations or education organizations**.

AAISA identified settlement agencies as those organizations whose main mandate is services or community for newcomers without specification for a particular type of service. Language schools and post-secondary institutions were included in the education organization categorization.

Figure 4

### Organization type (n=38)



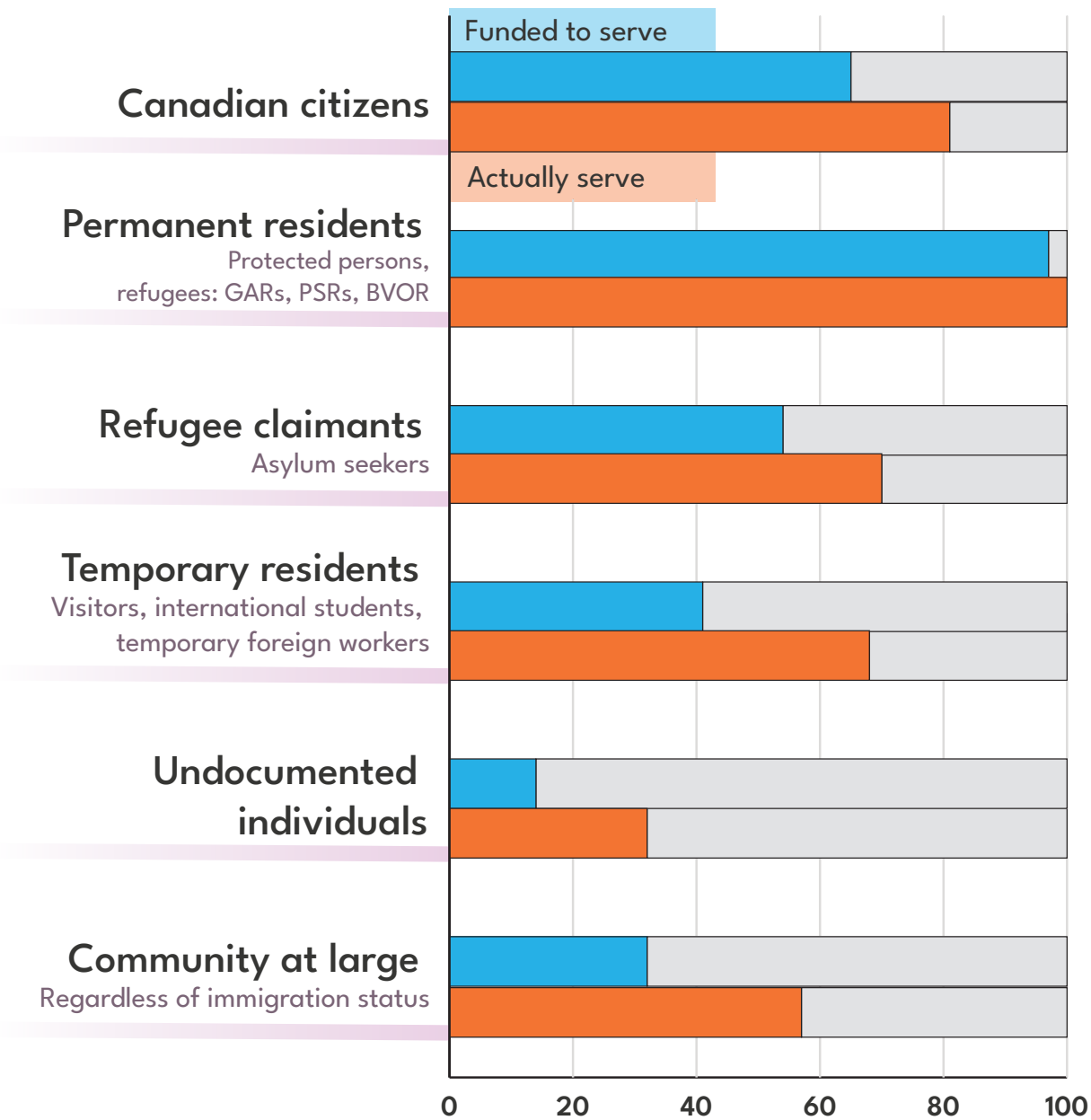
# Funding by status type

These services are provided to individuals holding a variety of types of status. Not all agencies receive funding to serve all statuses. Across all categories, at least some agencies reported a **shortfall in funding** compared to the services they provide.

The largest shortfalls were for **temporary residents, undocumented individuals**, and general community members. Temporary residents were the least adequately funded. **Ten organizations** stated that temporary residents required services from them for which no funding was available. In other terms, almost **40%** of organizations serving temporary residents were doing so without the benefit of funding for this specific group of newcomers.

Figure 5

**Statuses served and funded to serve** (n=37)



## Organizational structures

This section discusses the way that responding organizations structure their staffing and labour.

Organizations were asked to identify their numbers of full-time staff, part-time staff, volunteers and internships separately. This means that in some cases organizations identified, for instance, their numbers of full-time staff but not part-time staff. Numbers were also reported as a range, so analysis of part- and full-time staff numbers in particular depended on some imprecise assumptions. Partial responses were removed from the data for the figures on this page in order to reduce the effect of these assumptions on the data.

Based on the number of part- and full-time staff organizations submitted, most of the responding organizations were **small- and medium-sized organizations**. More than half the sample employed **25 or fewer** part- and full-time staff. (All the partial responses removed from this analysis would have fallen in this category.)

Only **six participating organizations** stated they employed one hundred or more staff. **Figure 6** reviews these findings.

The same data on employment numbers was used to identify whether organizations relied more on part-time or full-time staff. The majority of organizations — almost **88% of 33 respondents** — reported that they were structured around full-time staff or had about equal numbers of full- and part-time staff, as summarized in **Figure 7**.

Figure 6  
Size of participant organizations (n=33)

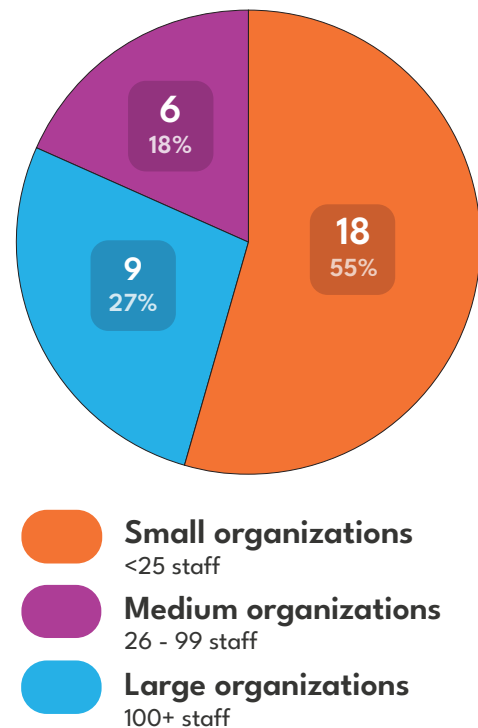
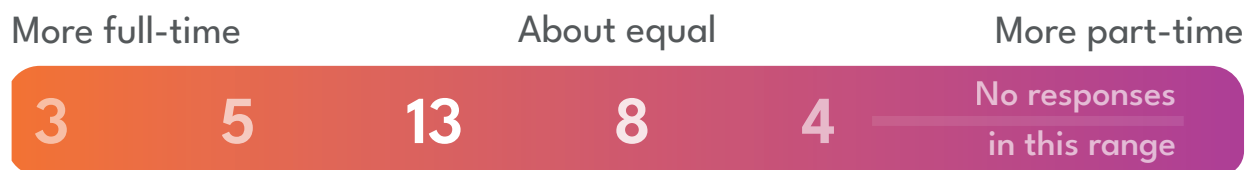


Figure 7

## Balance of part- and full-time staff (n=33)



# Organizations with this balance of full- and part-time employees

These figures suggest that many organizations in the sector rely on full-time positions for their core services. It stands as a general impression in many sectors that full-time positions tend to have more stable funding and staffing, and further increasing support for full-time staff positions may be a factor in reducing any precarity in the sector and building long-term leadership.

## Volunteer management

Responding organizations were asked to indicate the number of volunteers they managed. About **nine organizations** said they managed more volunteers than staff. These organizations are classed as “volunteer-based” in **Figure 8**. However, the majority of organizations either managed a number of volunteers commensurate with or lower than their number of staff, or did not enter a response—which could indicate, though not definitively, that they do not manage volunteers.

Figure 8

### Volunteer reliance (n=38)

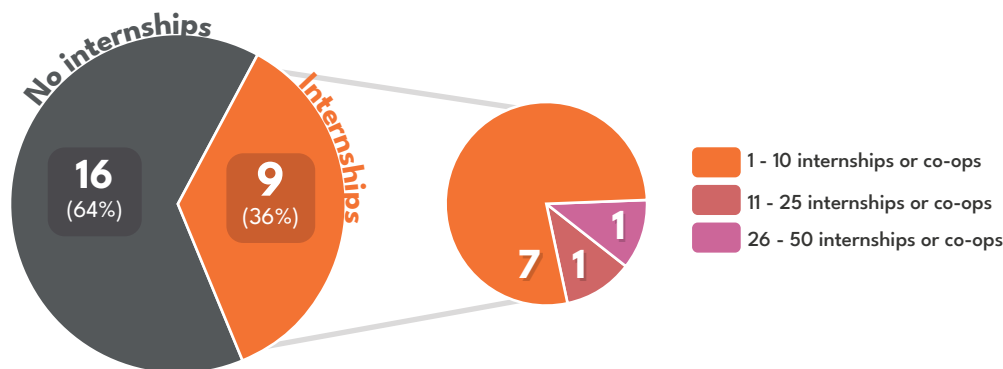


## Internships and co-ops

The Settlement and Integration survey also asked about the prevalence of **internships and co-ops**. Below in **Figure 9**, responses show that about **36 percent of organizations that entered a response** agreed that they managed some number of internships or co-ops, with two organizations managing more than ten interns. An unusually large number of partial responses could again be from organizations that do not manage interns, but this cannot be stated definitively. **12 organizations did not reply**.

Figure 9

### Prevalence of internships and co-ops (n=25)



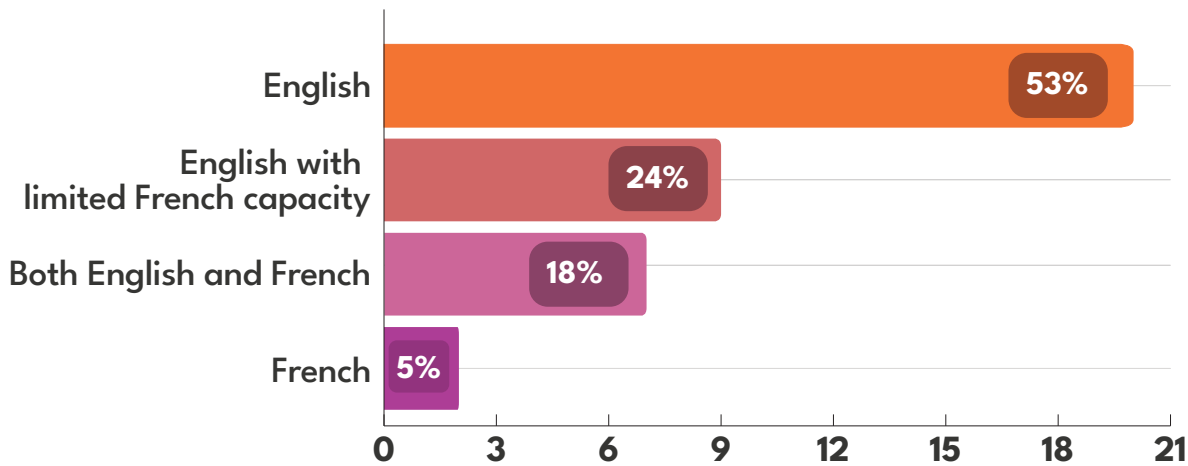
A formal definition for these terms was not given, but many organizations in the sector partner with academic institutions, employment agencies, and other groups to hire short-term training positions that may be paid or unpaid. With appropriate attention to scope of work, this type of position can help provide job experience to newcomers who can benefit from Canadian work experience. In future years, the survey may further explore the internship structures used by Alberta settlement organizations.

## Bilingual capacity and referrals

Both Anglophone and Francophone organizations submitted survey responses. A little over half of responses were from Anglophone organizations, with only about a quarter of organizations benefitting from significant capacity in French. **Figure 10** shows the spread of responses.

Figure 10

**Official language capacity of respondents** (n=38)



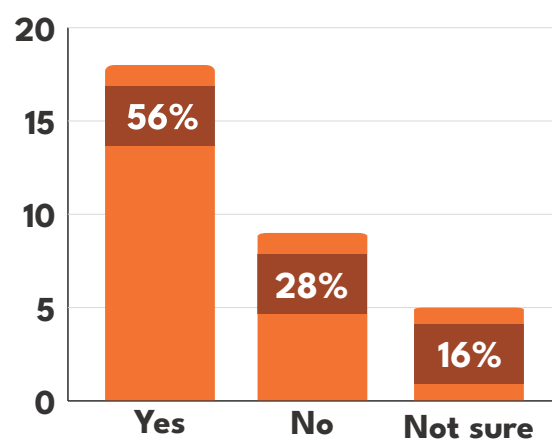
Prior to the opening of the 2022 survey, as part of the implementation of the Francophone Integration Pathway<sup>1</sup>, IRCC added a new protocol to all contribution agreements across Canada which required organizations to **refer French-speaking newcomers to agencies** where French settlement services could be obtained. Though at the start of the survey period the protocols had only recently come into effect, AAISA inquired as to whether organizations were forming or had already formed processes to fulfill this requirement. **Figure 11** to the right shows responses.

Of the respondents who indicated that the question applied to them, **just over half agreed** that they had a referral process in place. The other half were either unsure about their organization's referral processes, or stated such a process had not been instituted. While the numbers are too small to directly compare English with French respondents, among both populations some respondents had cross-language referral processes and others did not.

This indicates possibilities for new connections in both linguistic directions. That said, the status of Francophone newcomers as minority speakers increases their vulnerability, and so **strengthening referrals from English to French agencies** should be given particular attention.

Figure 11

**Cross-language referrals** (n=32)



1 [IRCC, May 12, 2022.](#)

## Location of service—main office

Most participating agencies—about 61%—held their main offices in **Edmonton and Calgary**. This partly reflects the population distribution of the province, as 54% of all residents and 68% of newcomers live in these two urban centres.<sup>1</sup>

However, many newcomers in small centres and rural centres also benefit greatly from settlement services, particularly since community supports of other types may be less accessible to them in remote areas. Throughout 2021 and 2022, the Government of Alberta also promoted immigration to centres of under 100,000 people by means of the Rural Renewal provincial nomination stream, which asks municipalities to nominate newcomers for permanent residency status.<sup>2</sup> Agencies from **rural areas and small centres** formed the other 39% of the sample.

For the purposes of analysis, AAISA defined rural areas as centres of under 10,000 people. The majority of these areas do not have dedicated settlement agencies. Rather, generalized service organizations of various types come together to support newcomers. However, exceptions exist: the settlement-specific staff in this year’s survey work in centres with populations as low as 3,000.

Figure 12  
Agency locations by centre size  
(n=38)

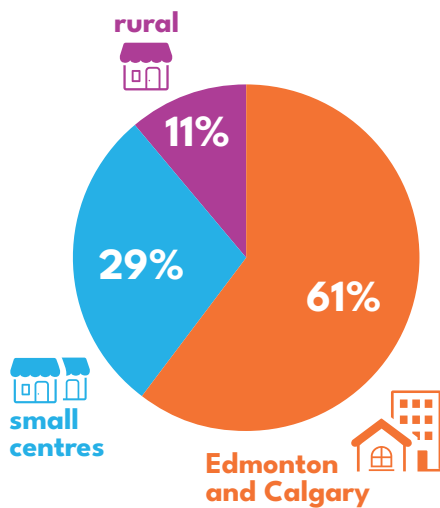
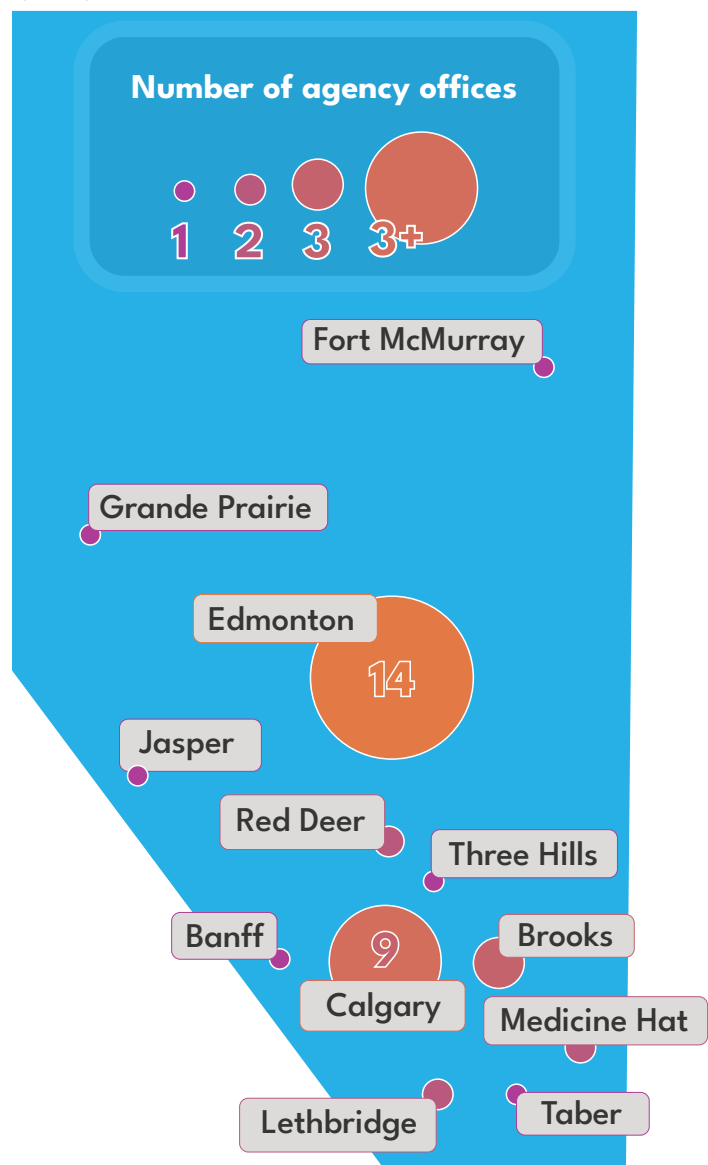


Figure 13  
Map of office locations  
(n=38)



1 [Statistics Canada, 2021](#)  
2 [Government of Alberta, 2023](#)

## Itinerant services

Around 40% of respondents stated they provided itinerant services in areas outside the centre of their main office. Some of these service locations are rural and remote areas, while others are commuter towns close to larger cities, such as Airdrie to Calgary.

A variety of services may be served in an itinerant format. Common examples include language training programs, employment programs, and the Settlement Workers in Schools program (SWIS).

## Itinerant service locations

- Athabasca
- Lake Louise
- Lloydminster
- Lacombe
- High River
- Lac La Biche
- Drumheller
- Hanna
- Chestermere
- Strathmore
- Cochrane
- Airdrie
- Cold Lake
- Bonnyville
- Ponoka
- Exshaw
- Newel
- Warner
- St. Paul
- Vegreville



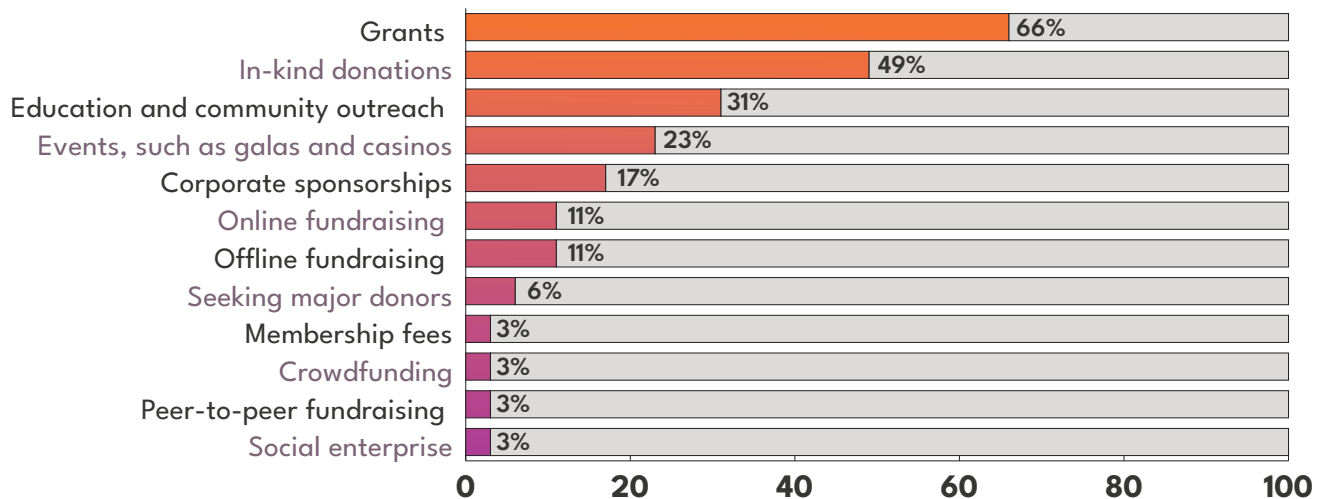
## Funding streams

The Settlement and Integration Survey asked participants to outline what funding sources they relied on, including innovative revenue strategies. The responses are summarized in **Figure 14**.

Grant funding from governments, foundations, or corporations remains the most common source of income. About 66% of the agencies that entered a response stated they applied for grants as part of their revenue. The next most common type of funding was **in-kind donations**, followed by funding elicited through **education and community outreach**.

Figure 14

**Funding streams of participant organizations** (n=33)



As long as grant-based funding for particular projects and programs remains a significant source of capacity for newcomer-serving agencies, clear flows of information about the priorities and needs of these agencies is of considerable benefit to organizations that distribute grants. To this end, the next section of the report analyzes results concerning **aid and research priorities**.



# Aid Priorities

## What research, policy, and funding priorities were top of mind for Albertan settlement agencies in 2022?

The Settlement and Integration Survey asked a variety of questions about the needs of agencies and the needs of newcomers that survey participants perceived. These include both general demands and the special challenges faced by newcomers who were involved with key global crises that the Canadian governments have highlighted as requiring special attention, such as in **Afghanistan and Ukraine**. [A special report on this topic](#) appears later in the report.

The results show that newcomer-serving agencies are highly thoughtful about the holistic challenges newcomers face when they come to Canada. While survey respondents believed their skilled staff were highly capable of tackling these challenges, they were concerned about **financial and infrastructural gaps** that could limit service to newcomers.

In the following pages, the report builds a preliminary picture of where those gaps may lie and how agencies believe they could be addressed.



# Newcomer needs

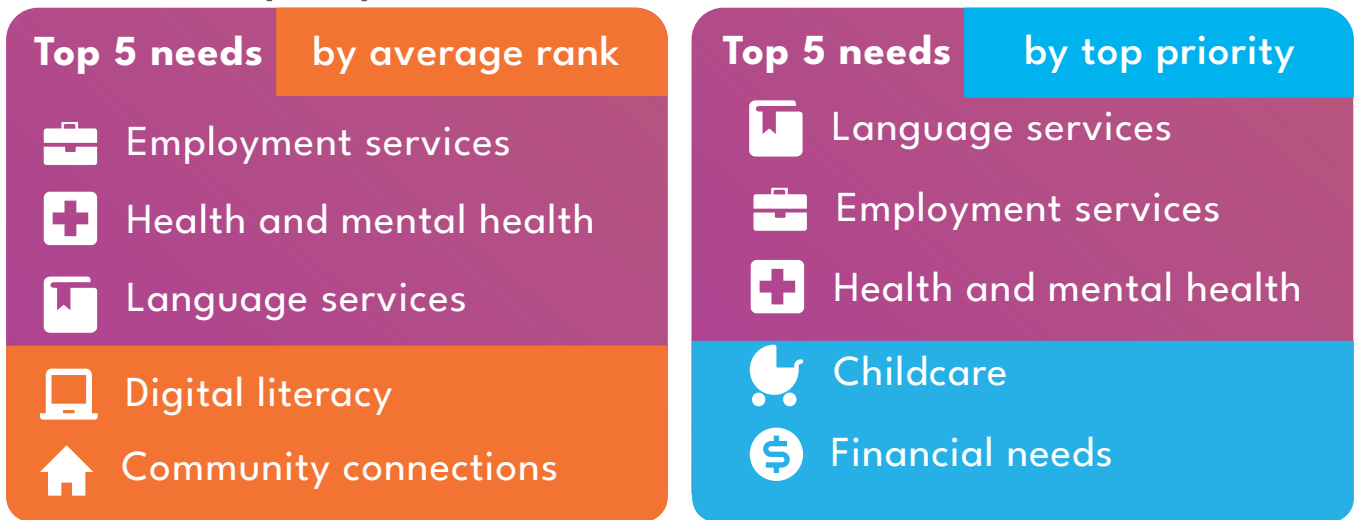
Survey participants were asked to rank the **top three needs** of newcomers.

## Aid priority methodology

Partially ranked data can be complex to analyze. Throughout this and other ranking questions elsewhere in the survey, a variety of simplified measures are used to highlight trends. The analysis aimed to capture the central themes of the dataset while exploring different facets and implications of the results.

Figure 15

**Two measures of priority rank** (n=37)



## Average rank and top priority

Two measures are presented here. **Average rank** shows which needs, on average, were considered most significant. Needs that were rarely cited as top priority but often appeared as the second or third priority are the later entries on this list. On the other hand, **top priority** shows which needs were most commonly selected as priority number one, above all others. These two measures are shown in **Fig. 15** above.

Figure 16

**Top 3 priorities by average rank** (n=37)



Some concerns appeared at a lower average rank, but were a common top priority. As an example, childcare did not appear among the priorities of all respondents, but it was disproportionately the absolute top priority for those who selected it as one of their concerns.

Employment, language, and health were clear stand-outs. **Employment** was by far the most commonly chosen priority. In fact, employment services had an average rank almost twice as high as the next most commonly chosen priorities.

## Comparing resources to priorities

In an open response question, the Settlement and Integration survey asked agencies to compare their resources to the aid priorities they had selected as most important. The responses were useful in identifying specific pain points where organizations felt resources were lacking. Open responses were primarily analyzed internally to ensure confidentiality.

Here, a few high-level themes are noted for consideration.

Organizations interpreted the request for commentary on their resources in several ways. Responses seemed to fall loosely into two contingents, the characteristics of which are revealing.



### Human Resources

Organizations that answered to human resources were confident about their **staff expertise and skills.**



### Infrastructural Resources

Organizations that answered to funding and other resources were concerned that **resources did not meet demand.**

In their open responses, several organizations highlighted specific areas where they perceived a shortfall of resources. They mentioned areas for improvements in their existing services that they believed could be achieved with an increase in resource capacity.

**Language providers** were more univocal than other types of agencies. Several language organizations noted that they would benefit from **increased support staffing** such as for instructional aides.

#### Other themes in the open responses:

- Housing
- Health care
- Childcare
- Support for ineligible clients
- Transportation
- Addressing discrimination
- Legal services
- Literacy and digital literacy

### Organization location and aid priorities

The **Location spotlight** callout shows how the top priority measure compared to location. These trends could be caused by differences in infrastructure in different locations, including which types of agencies chose to respond to the survey.

These trends should be considered indicators of possible further interest, not statistical conclusions. In each case, only a handful of responses made the trend visible.

#### Location spotlight

**Calgary:** employment was the most common top priority.

**Edmonton:** health services were top concern.

**Small centres, rural areas:** many respondents were language schools, and focused on language services.

## Agency needs

In addition to the needs of newcomers, survey takers were asked to rank their **top three needs** as an agency. While the resource gap analysis above addresses primarily perceived infrastructural short-falls, for instance, this section of the survey offered participants the chance to note internal agency priorities and concerns, such as succession planning and work-from-home policies. In other words, this section of the survey differentiates itself by asking survey takers what they perceive as challenges for settlement practitioners as practitioners.

Between both measures, seven concerns, particularly **increasing demand on service** and **staffing concerns** appeared especially important in the dataset.

### Top priorities:

Staffing concerns — recruitment, burnout, retention

Increasing demand on services

### Next priorities:

Diversifying funding streams

Professional development for staff

Mental health support for staff

Work-from-home policies

Financial challenges and uncertainty 

**Financial challenges and uncertainty** should be highlighted here. Although it appears low on the list by average rank, it was the third-most common top priority. **Six participants** selected this response as their absolute top priority. (Eight participants each selected “staffing concerns” and “increasing demand”. After “financial challenges”, the next most common top priority was again “diversifying funding”, which five participants selected.) It seems possible that the distinction comes from differing responses between those agencies that are relatively well-resourced and those that face more financial uncertainty.

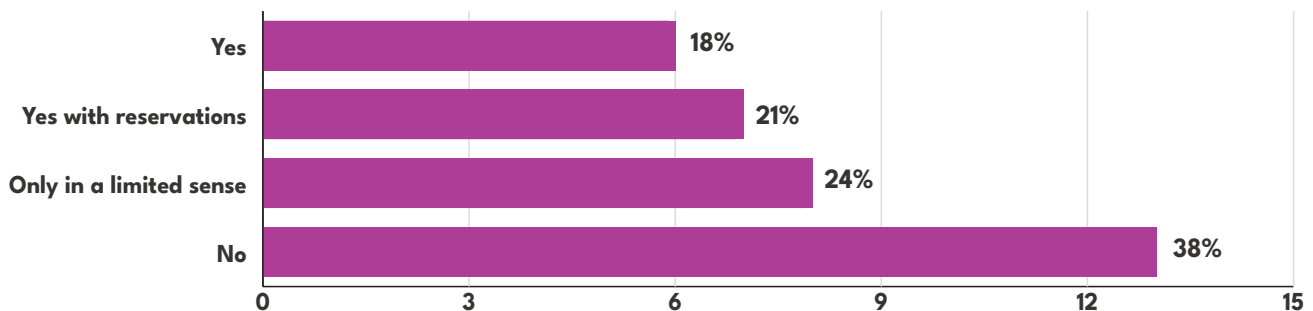
The high focus on staffing concerns could point to several different issues, such as high workloads on staff leading to burnout, difficulty recruiting staff in skill-specific positions, or losing staff to other sectors or organizations for a variety of reasons. Further differentiating between these issues could be a useful avenue for future investigation.

## Comparing resources and organizational priorities

As in the case of newcomer needs, open responses to the question about agency's needs were collected to understand further dimensions of challenges faced by agencies in their operations. Compared to the prior question of this type, perhaps because fewer agencies interpreted the question as concerning their staff expertise, the majority of participants stated that they **lacked the resources** to meet their organizational needs. A significant number of others indicated that they had only bare minimum resources, only achieved a sufficiency of resources by constantly casting around for funding, or had other reservations. These responses were coded as "Only in a limited sense" for the data analysis that makes up **Figure 17**.

Figure 17

**Are resources sufficient compared to organizational priorities?** (n=34)



The open responses were additionally analyzed for details about what factors agencies considered important to their challenges.

The most common responses concerned **financial resources** with or without further discussion, and **increasing demand** was also a major concern. These responses echo the trends seen in the priorities questions above. Other prominent concerns included **mental health and burnout**, as well as funding for professional development or crosstraining of staff.

### Other themes in the open responses:

- Professional development
- Retention and recruitment
- IT support
- Difficulties from funding cuts
- Funding precarity
- Funding diversification
- Digital literacy
- Need for internal strategy

## Research priorities

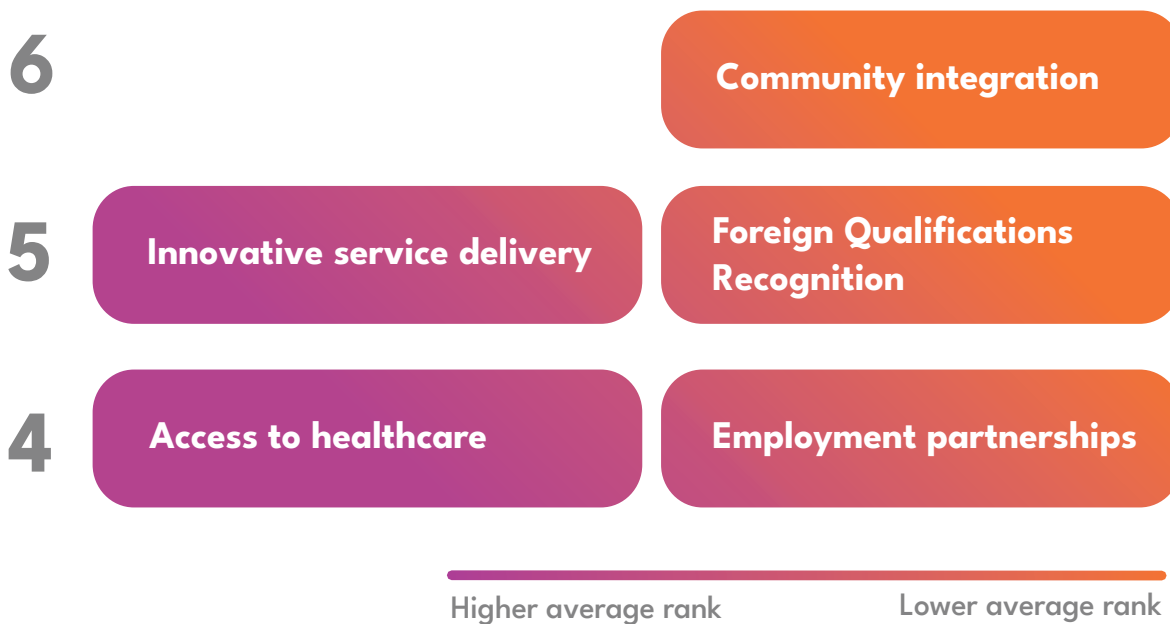
Another area of investigation for the Settlement and Integration Survey was where agencies felt more research was required. The responses to this question point directly to future avenues for action by AAISA, but also provide important information about the priorities, questions and issues that agencies in Alberta face.

For this question, both ranked-data measures showed the same top five priorities, although in different orders. **Access to healthcare** was identified as the highest priority by average rank, while **community integration** appeared as the most commonly chosen priority No. 1.

Figure 18

### Research priorities by top priority and average rank (n=37)

Times rated top priority



Overall, and across the survey as a whole, respondents were highly engaged with recommendations for research and innovation in the settlement sector. In every opportunity for open response, participants offered detailed, thoughtful suggestions for ways that program delivery and service systems could be improved.

In fact, the volume and intricacy of open-response data was so high that a full qualitative analysis of the data may indicate further directions for attention and advocacy. Part of this analysis takes place in the secondary report on the Settlement and Integration Survey, which focuses on feedback provided in response to questions about AAISA's membership and engagement activities.

The team at AAISA looks forward to the 2023 delivery of the survey and to further exploration of the priorities and possibilities that the 2022 survey brings forward.

# Needs of Afghan and Ukrainian newcomers

The 2022 Settlement and Integration Survey asked a number of questions that put focus on newcomers in particular groups who have resettled in Alberta as the result of federal programs to help individuals and families affected by particular sociopolitical events globally. After the Taliban takeover of Afghanistan in 2021 and the Russian invasion of Ukraine in 2022, Canada initiated projects to accept larger numbers of people leaving these countries<sup>12</sup>.

The needs of these newcomers are similar in many ways to others fleeing high-conflict situations who enter Canada through a variety of statuses, and echo findings elsewhere in the survey. **Employment services and language services** were prominently noted as concerns for both groups. **Community connections** were also a major issue.

**Across both groups, funding for dedicated staff to coordinate services was requested.**

Options for an open response were also offered, and here individual needs of newcomers in these groups were more clearly elucidated. Some selections from the open responses are made in the following pages, with wording edited to increase anonymity, which speak to the specific needs of these newcomers.

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1 [Government of Canada, 2023](#)

2 [Government of Canada, 2023](#)

# Afghan newcomers

Afghan newcomers displaced by events in Afghanistan starting in August 2021 have arrived in centres across Alberta.

**Participants described the needs of Afghan newcomers as “intensive and intimate”, due to housing and language needs.**

The perception of some survey-takers was that Afghan newcomers tended to be in need of more fundamental levels of language learning, and that housing needs were also high due to larger family sizes.



## By the numbers: Resettlements from Afghanistan

**26,100** newcomers have arrived in Canada from Afghanistan as part of crisis resettlements.

**5,565** have arrived in Alberta.

Almost **75%** of these newcomers resettled in Calgary.

Sourced from [“#WelcomeAfghans: Key figures,” Government of Canada, 2023.](#)

Survey participants noted interactions with the refugee Resettlement Assistance Program (RAP), through which a number of resettlements of Afghan families and individuals have occurred. The RAP is a federally sponsored network of service-providing organizations that supports eligible newcomers, generally those with refugee status conferred by the UN High Commissioner for Refugees, for the first twelve months of their stay in Canada.<sup>1</sup>

**Eligibility for and transition from RAP funding is a point of challenge for agencies serving Afghan newcomers.**

One agency commented that the RAP network was an **important source of support** for organizations. Another noted, however, that organizations approached for services by refugees prior to their transition out of RAP funding, which typically lasts twelve months, had difficulties because of the **lack of general funding** to provide those services. Additionally, after the RAP phase, a participant commented that the sudden influx of a large number of newcomers seeking services from other non-RAP agencies was expected to put **“pressure... on programming”**.

1 [“Resettlement Assistance Program,” Government of Canada, 2019.](#)

# Ukrainian newcomers

Starting in February 2022, Ukrainian newcomers also began to arrive in Alberta fleeing invasion by Russian forces.

**A large volume of demand and public inquiries has put pressure on newcomer-serving agencies.**



## By the numbers: Resettlements from Ukraine

**158,277** newcomers have arrived in Canada from Ukraine as part of crisis resettlements.

**20,000** have arrived in Alberta.

About **40%** have resettled in Calgary, **30%** in Edmonton.

Sourced from [“Ukrainian immigration measures: Key figures.” Government of Canada, 2023.](#) and from [“Housing Ukrainian evacuees in Calgary...”](#), *Calgary Herald*, 2023.

Ukrainian newcomers have arrived for the most part through programs other than existing refugee frameworks, including the Canada-Ukraine authorization for emergency travel (CUAET) visa. Navigating the new visa can also create unique bureaucratic situations.<sup>1</sup>

Community supports were cited for Ukrainian needs as a major source of aid. In addition to high levels of media attention, Alberta, like other prairie provinces, also has a relatively large pre-existing Ukrainian community.<sup>2</sup>

**Housing** remains a major issue despite increased community supports for Ukrainian newcomers.

Like other newcomer groups, Ukrainian evacuees have suffered from the low vacancy rates and high rents present across Canadian cities, small centres, and rural areas. Housing for newcomers is certain to remain a prominent issue moving into 2023.

1 [“Canada-Ukraine authorization for emergency travel measures”, GoC, 2023](#)

2 [“Alberta”, Encyclopedia of Ukraine, 2009](#)



# Appendix A

## Text of the Settlement and Integration Survey



AAISA's Settlement and Integration Sector Survey 2022

### Welcome to the 2022 Alberta Settlement and Integration Sector Survey!

This year, the survey will focus on the emergent trends in the settlement and integration sector in Alberta. Your contribution will be essential in providing credible data to the evidence-based research for policy advocacy for both your organization and the newcomers you serve. The data will help inform AAISA's ongoing work to support the settlement and integration sector, and will include an overall picture of the current and emergent trends facing newcomer-serving organizations and possible avenues of collaboration. The *2022 Settlement and Integration Sector Survey Report* will be informed by both survey results and a review of academic and grey literature.

The survey aims to examine and understand the priorities, system-level issues, and potential areas of improvement in the Alberta settlement and integration sector. There are several benefits born out of the sector survey results, including the following:

- Provides robust data to government officials, foundations, and other stakeholders, emphasizing the need for support to improve and develop services and programs that will ensure agencies have the tools to offer innovative, high-quality, and adaptable programs and services to newcomers in Alberta.
- Results of the survey can be used by newcomer-serving organizations for funding proposals to help support programs and services.
- Ensures broad system-level awareness and planning for the sector, including identifying emerging gaps, needs, strengths, and broad trends to help educate and inform a range of stakeholders, such as funders and government.
- Provides the priorities of the Albertan settlement and integration sector that help inform AAISA's strategic planning and policy advocacy.

**The survey will take approximately 20 minutes to complete.** The person in the best position to answer this survey is likely a senior staff member and only one staff member per organization. Please endeavour to answer all of the questions. Please note that overall and aggregate data may be shared, however individual survey responses will remain anonymous.

Thank you for taking the time to share your experience! AAISA looks forward to sharing the results of the survey in the 2022 Settlement and Integration Sector Survey Report, to be released in the coming months. If you require support while filling out the survey or if you have any questions, please contact Marokh Yousifshahi at [myousifshahi@aaisa.ca](mailto:myousifshahi@aaisa.ca).

**PLEASE COMPLETE NO LATER THAN DATE.**



SECTION 1: Agency and Service Demographics

1. What is your agency's name?

2. My primary role in my organization is:

- Board Member
- CEO or Executive Director
- Vice-President or Director
- Manager
- Other (please specify)

3. Is your agency's mandate to serve primarily newcomers?

- Yes
- No

4. Where is your agency's main office located? Select one.

**Note:** There will be a later question asking about additional offices/locations.

- |  |                                      |
|--|--------------------------------------|
| <input type="radio"/> Banff                  | <input type="radio"/> Grande Prairie |
| <input type="radio"/> Brooks                 | <input type="radio"/> Jasper         |
| <input type="radio"/> Calgary                | <input type="radio"/> Lethbridge     |
| <input type="radio"/> Edmonton               | <input type="radio"/> Lloydminster   |
| <input type="radio"/> Edson                  | <input type="radio"/> Medicine Hat   |
| <input type="radio"/> Fort McMurray          | <input type="radio"/> Red Deer       |
| <input type="radio"/> High River             | <input type="radio"/> Taber          |
| <input type="radio"/> Other (please specify) |                                      |

5. Does your agency offer **itinerant services** (provision of services in an area where there are no main offices, but demand justifies the supply of a limited range of specific services)?

**Note:** For example, your agency's main office are in one municipality, and you offer services in different municipalities or regions outside the boundaries of your municipality.

- Yes
- No
- I am not sure

6. If you answered "yes" to offering itinerant services, please specify in what municipalities.

Select all that apply.

- |   |  |
|---|--|
| <input type="checkbox"/> Anywhere in Alberta    | <input type="checkbox"/> Jasper                      |
| <input type="checkbox"/> Athabasca              | <input type="checkbox"/> Lacombe                     |
| <input type="checkbox"/> Banff                  | <input type="checkbox"/> Lake Louise                 |
| <input type="checkbox"/> Brooks                 | <input type="checkbox"/> Leduc                       |
| <input type="checkbox"/> Calgary                | <input type="checkbox"/> Lethbridge                  |
| <input type="checkbox"/> Canmore                | <input type="checkbox"/> Lloydminster                |
| <input type="checkbox"/> Edmonton               | <input type="checkbox"/> Medicine Hat                |
| <input type="checkbox"/> Edson                  | <input type="checkbox"/> Red Deer                    |
| <input type="checkbox"/> Fort McMurray          | <input type="checkbox"/> Taber                       |
| <input type="checkbox"/> High River             | <input type="checkbox"/> Two Hills                   |
| <input type="checkbox"/> Grande Prairie         | <input type="checkbox"/> Not applicable to my agency |
| <input type="checkbox"/> Other (please specify) |  |

7. What official language does your agency provide programming in?

- English
- English with limited French capacity
- French
- Both English and French

8. Please indicate how many staff members work at your agency, according to the following categories:

	0	1-10	11-25	26-50	51-100	101-150	151+
Full-time staff members	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Part-time staff members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unpaid staff members (volunteers)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Internships and Co-Ops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. What types of programs does your agency offer? *Please select all that apply.*

- Airport reception
- Capacity building of other agencies
- Children and youth
- Clothing support
- Community and social connections
- Community spaces and fitness
- Conversation circles
- Digital literacy
- Domestic violence support
- Employment
- Health (this includes mental health support)
- Housing
- Immigration application support
- Interpretation and translation
- Intercultural training
- Information and Orientation (IO)
- Language assessment
- Language training and support
- Legal guidance
- Needs and Assets Assessment and Referral Services (NAARS)
- Numeracy and adult literacy
- Refugee sponsorship support
- Resettlement Assistance Program (RAP)
- Safe exchange and safe visitation for children
- Settlement Workers in School (SWIS)
- Other (please specify)

10. In your opinion, based on the clients you serve, what are your **top three critical needs of newcomers** in the past year? *Please select only three.*

	1	2	3
Childcare	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Connections Services (integration and social connections)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital Literacy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination (due to immigrant status, race, culture, or religious background)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic Violence Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment-Related Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial needs	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health (including mental health supports)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interpretation and translation	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language Services (assessments and training and skills development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal guidance	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Needs Assessments and Referral Services (NARS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Numeracy and adult literacy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-arrival Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

11. Please explain if you believe your resources as an agency are sufficient to meet the newcomer needs you have outlined in the previous question.

*For example, organizational capacity such as staff capacity or skilled staff to meet the needs of newcomers.*

12. In your opinion, what are your **top three needs/priorities of your agency** in the past year? **Please select only three.**

	1	2	3
Digital literacy for staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diversifying funding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial challenges and uncertainty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increasing demand for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health supports for staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional development of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staffing concerns (i.e., recruitment, burnout, retention of talent)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strategic planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Succession planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technological capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work-from-home policies and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

13. Do you believe that your resources as an agency are sufficient to meet the needs/priorities you have outlined in the previous question?

*For example, human resources, organizational policies and procedures, financial resources, technological capabilities, office infrastructure, etc.*

14. Which category of clients does your agency **serve** (regardless of available funding)?  
*Select all that apply.*

- Canadian Citizens
- Permanent residents (this includes protected persons and refugees; GARs, PSRs, BVORs)
- Refugee claimants (also known as asylum seekers)
- Temporary residents (this includes visitors, temporary foreign workers, international students)
- Undocumented individuals
- Community at large regardless of immigration status

15. Which category of clients is your agency **funded to serve**? *Select all that apply.*

- Canadian Citizens
- Permanent residents (this includes protected persons and refugees; GARs, PSRs, BVORs)
- Refugee claimants (also known as asylum seekers)
- Temporary residents (this includes visitors, temporary foreign workers, international students)
- Undocumented individuals
- Community at large regardless of immigration status

16. IRCC's Francophone Integration Pathway aims to ensure that French-speaking newcomers can obtain accurate and complete information on French settlement services offered by francophone organizations. Recently, a new mandatory referral protocol has been added to all contribution agreements across Canada for French-speaking newcomers.

**Do you have a formalized process to make referrals to programs and services that are not in your official language of service? If yes, have you identified any needs or challenges specific to this language of service when making these referrals?**

- No
- Not sure
- Yes

- Not applicable to my agency

17. Has your agency shifted or incorporated innovative strategies to diversify your organization's revenue streams? If yes, which of the following have you incorporated? *Select all that apply.*

- |  |   |
|--|---|
| <input type="checkbox"/> Corporate sponsorships                                  | <input type="checkbox"/> Offline fundraising (i.e., direct mail, door-to-door, phone solicitations)   |
| <input type="checkbox"/> Crowdfunding  | <input type="checkbox"/> Online fundraising (i.e., social media marketing, website enhancements, email marketing, monthly giving, text-to-give) |
| <input type="checkbox"/> Education and community outreach about your agency      | <input type="checkbox"/> Peer-to-peer fundraising (i.e., nonprofit run, walk, or cycling event)   |
| <input type="checkbox"/> Events, such as galas and casinos                       | <input type="checkbox"/> Seeking major donors   |
| <input type="checkbox"/> Grants (from governments, foundations, or corporations) | <input type="checkbox"/> Selling goods and services   |
| <input type="checkbox"/> In-kind Donations                                       | <input type="checkbox"/> Social enterprise  |
| <input type="checkbox"/> Membership Fees   | <input type="checkbox"/> We have not incorporated any new innovative strategies   |

Other (please specify)



18. With the rise of **Afghan refugees in Alberta**, what do you anticipate will be the **top three services needed?**

	1	2	3
Community connections services (integration and social connections)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital literacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment-related Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family sponsorship supports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health (including mental health supports)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Income support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information and Orientation (IO) services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interpretation and translation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language services (assessments and training and skills development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Needs and Assets Assessment and Referral Services (NAARS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Numeracy and adult literacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-arrival Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resettlement Assistance Program (RAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

19. Given these needs indicated for **Afghan refugees**, what supports does your agency require to be able to better meet these needs moving forward?

20. With the rise of **Ukrainian arrivals in Alberta**, what do you anticipate will be the **top three services needed**?

	1	2	3
Community connections services (integration and social connections)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital literacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment-related Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family sponsorship supports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health (including mental health supports)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Income support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information and Orientation (IO) services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interpretation and translation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language services (Assessments and training and skills development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Needs and Assets Assessment and Referral Services (NAARS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Numeracy and adult literacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-arrival Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

21. Given these needs indicated for **Ukrainian arrivals**, what supports does your agency require to be able to better meet these needs moving forward?



SECTION 3: Engagement, Research and Policy

The Engagement, Research, and Policy team is responsible for coordinating all engagement activities and initiatives, such as Provincial Engagement Initiative (PEI), Resettlement Assistance Program Quarterly Meetings (RAP), Alberta Quarterly Language Sector Call (AQLSC), Quarterly Sector Calls, etc.

22. Does your agency currently participate in any of AAISA's initiatives, committees or working groups, such as PEI (Provincial Engagement Initiative)?

- Yes
- No
- No, but we are interested in participating
- I am not sure

23. Have the engagement initiatives you have participated in been an effective way to support information sharing, coordination of services, and to increase collaboration among agencies?

	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>
Information sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordination of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase collaboration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please specify or share any examples you may have

24. Please indicate how often you use or read the materials produced by the Engagement, Research and Policy team (i.e. meeting materials, [reports and briefs](#), [Toolkit resources](#), minutes).

<b>Never</b>	<b>Rarely</b>	<b>Sometimes</b>	<b>Often</b>	<b>Always</b>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Please indicate the **top three research and policy development topics**, according to your agency's needs. This will improve AAISA's understanding of emerging needs and challenges that agencies are facing, and guide prioritization of project and activities.

	1	2	3
Access to healthcare, including mental health supports	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Community integration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment partnerships	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Foreign qualifications recognition support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Francophone settlement and integration	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Innovative methods for service delivery	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
LGBTQ+ newcomers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newcomers with disabilities	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Refugee claimants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secondary migration support	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Support for newcomers in rural areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary Foreign Workers	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Women and children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Xenophobia and racism	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

26. How can AAISA's engagement activities better suit the needs of your agency? Or please tell us anything else you would like the Engagement, Research, and Policy team to know.



SECTION 4: Professional Development and Certification

The Professional Development and Certification team offered the following courses over the past fiscal year: *Anti-Discrimination, Welcoming Diversity, Managing Multiple Roles, Supporting Multi-barriered Clients, Needs Assessment and Action Plan, and Basic Counselling in a Cross-Cultural Context.*

27. To what level have the delivered AAISA courses in the past year met your staff's professional development needs?

Not at all	Barely	Somewhat	Completely
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. How could AAISA's professional development and certification programming better suit the needs of your agency?

- Ease of registration
- Increase the variety of professional development programming offered
- Increase the number of seats offered for programming
- Increase the frequency of programming
- In-person programming
- Offer professional development programming in French
- Other (please specify)
- Offer one-day/short term programming
- Provide participants with greater flexibility (i.e., delivery modalities such as facilitations, self-paced programming)
- Offer programs based on sectoral needs
- Not relevant to my agency
- No improvements needed

29. Please indicate whether staff from your agency have applied for AAISA certification and whether they have experienced any challenges or barriers. *Please select all that apply.*

*(For more information on certification and how to apply, [click here](#)).*

- Yes, we applied and have not experienced any barriers
- Yes, we applied and find meeting training hour requirements difficult
- Not applied because I require more training hours
- Not applied due to the length and complexity of the certification application and process
- Practitioners are not aware of the certification program
- Not sure how to seek certification
- Not relevant to my agency
- Other (please specify)

30. What topics for courses or training do you feel your agency currently needs? *For upcoming courses [click here](#).*

31. Does your agency have established policies and procedures to support AAISA's Settlement Practitioner certification? If so, what does this look like? *Select all that apply.*

- We only hire settlement practitioners who are certified
- We provide monetary recognition to certified settlement practitioners
- Employees who are certified are regarded higher for internal promotions
- We provide internal recognition of settlement workers through informal means (i.e., employee of the month)
- Career development plans for non-certified settlement practitioners are prioritized (i.e., opportunities to get certification)
- We have no established policies and procedures in this regard
- Other (please specify)

32. If you indicated that you do not have established policies and procedures to support AAISA Certified Settlement Practitioners in the previous question, why not?



Section 5: Membership

33. Is your agency currently a member of AAISA?

- Yes
- No, but we are considering joining
- No, and we are not interested in joining
- We would like to join but do not meet AAISA's member requirements
- Not sure

34. If you are an AAISA member, please tell us how much value you receive out of your membership?

Not at all valuable	Not so valuable	Somewhat valuable	Very valuable	Extremely valuable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35. Regardless of your current membership status with AAISA, what do you hope to gain from an AAISA membership? *Please rank/order (1 = the most important)*

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Greater representation at the provincial and federal level
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Latest news relevant to the settlement and integration sector
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	More networking opportunities
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Policy advocacy
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Up-to-date information on settlement and integration government policy implications

36. Is your agency interested in returning to in-person conferences and events?

- Yes
- No
- Some in-person but not all
- Not sure



37. What other benefits would you like to see AAISA offering? Please [click here](#) to see current member benefits.

38. How do you feel about the frequency of AAISA's communication with the sector?

	Appropriate	Too frequent	Too infrequent
Bi-weekly newsletter	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engagement, Research and Policy (ERP) communication (this includes minutes, meeting materials, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Membership communication (this includes membership renewal, AGM notices, etc)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Sector news communication (this includes IRCC bulletins, CFPs, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional development and certification communication (this includes upcoming courses, certification availability, etc)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

Other (please specify)

39. Is there anything else that you would like AAISA to know?