
ALBERTA ASSOCIATION OF IMMIGRANT SERVING
AGENCIES

2023

ANNUAL
REPORT



Supporting Alberta's Settlement & Integration sector since 1980.

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.

BOARD OF DIRECTORS

Frank Bauer
Chair

Care for Newcomers
Society

Désiré Kiana
Director

Association Francophone de
Brooks

Suzana Dumo
Director

Action for Healthy
Communities

Gordana Radan
Vice-Chair

Calgary Catholic
Immigration Society

Evelyne Kemajou
Director

Portail De L'Immigrant
Association (PIA)

Christina Nsaliwa
Treasurer

Edmonton Immigrant
Services Association

Kathryn Friesen
Director

Catholic Social Services

COMMITTEES

- Professional Standards and Certification
- Regional Professional Development
- Alberta Professional Development

- Finance
- Governance
- HR

STAFF

Executive Director
Susana Garrido

**Business Development,
Administration &
Outreach**

Oluwaseun A. Osowobi
Yujin Lee

**Engagement,
Research & Policy**

Alisa Zavialova
Laura Fryer
Celine Truong
Chloé McBean
Crystal Guzmán
Meghan Cunningham
Alyssa Hartwell
Christian Ladores
Elaine Malinis

**Programs &
Services**

Sonia Sehgal
Michelle Mak
Roopali Saxena

Ukrainian Support

Andrew Lam
Abu Yandiev



WORD FROM THE BOARD

In the past year, AAISA continued to proactively engage in many provincial and national initiatives to support our members in their work to provide optimal settlement and integration services in Alberta. Details are laid out in this report.

At the start of the year, the Board dedicated time to confirm our roles, obligations and requirements as a member-based Governance Board. With accountability to its members, it is critical to ensure Board discussions are held and decisions made in the best interest of all, while making optimal use of shared experience and expertise between the Directors.

Guided by our strategic plan, solid progress was made from a Governance Board perspective in several key areas, including the addition of one associate member, and more diversity of funding sources for ongoing programs and individual projects.

At the end of the year, Executive Director Sarosh Rizvi left the organization to pursue a new career opportunity in the sector. The Board successfully recruited Susana Garrido as our new Executive Director. In the meantime, Sonia Sehgal and Marokh Yousifshahi stepped up as Co-Interim Executive Directors, and we thank them for taking on this extra responsibility.

Moving forward, the Board will again review the strategic plan to ensure most valued representation of both core and associate members to advance the sector's capacity as a whole.

We thank the AAISA staff team, funders, regional, provincial and national partners for a successful year, and look forward to continuing our collaborations in the coming years

Board of Directors

AAISA



WORD FROM THE ED

After 43+ years of unwavering commitment in bringing people together, we continue to champion change. Our team, with the encouragement of our members, has represented the essence of the collectivist approach, taking care of community and each other ...one day at a time.

Notwithstanding the uncertainty, significant changes have exposed social and economic inequalities. Disparities in the system were illuminated through each of your voices. We acknowledge that making the invisible – visible takes courage, resilience, and compassion.

Newcomers faced barriers and disparities in accessing everything from housing, food, health medical care and language training. Amid these crises, our members connected us with their outpouring of support and inquiries on how we cultivate voices.

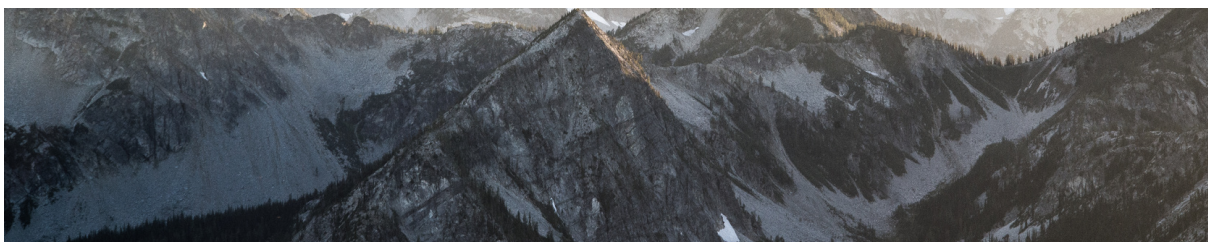
Our vision advances in the development of educational curricula, language, workforce, and professional training programs based on evidence-best practices from interdisciplinary fields emphasizing national citizenship, human rights, and social justice. From virtual meetings to in-person attended conferences, our collective voices have influence and power.

As we transition into a new fiscal year, we are introducing new programming to promote human rights, social justice, gender equity, mental health services, diverse programming for LGBTQIA2S+ and targeted approaches for refugees.

I invite you to learn more about our commitment to systematic change as we reimagine a more equitable Alberta and our stewardship through the impacts featured in this year's annual report.

Susana Garrido MSW RSW

Executive Director



MEMBERSHIP LIST

RETURNING MEMBERS



ENGAGEMENT, RESEARCH, AND POLICY

This year, AAISA launched the **Support Networks for Rural Newcomers to Alberta** project to better understand and create a forum for collaboration among selected rural and remote communities. The [research report](#) finding serves as the base for developing resources for rural practitioners from 2023-2024.

AAISA also launched the **Newcomer Mental Health Matters** project, a strategic endeavor designed to enhance comprehension of the specific mental health needs of newcomers. This project is in partnership with CMHA-Edmonton, the Distress Centre Calgary, and 211 Alberta.

In June 2023, AAISA began the **Enhancing National Sector Gender-Based Analysis Plus (GBA+) Capacity Project**. This dual-pronged groundbreaking project endeavors to: 1) mainstream gender equality and Gender-Based Analysis Plus (GBA+) within Settlement sector policies and programs, and 2) enhance the capacity of key provincial, regional, and national umbrella organizations to within their own organizations through a Collective Impact model. Applying a GBA+ approach across Immigration and Settlement sector policies and programs provides a great opportunity to align efforts and amplify consistent messaging across the country.

The Project will include a third-party evaluation of the project's outputs and initial outcomes and the creation and distribution of a bilingual resource guide for the Settlement sector to mainstream a GBA+ approach in their organizations.

AAISA collaborated on the **third PNT Summit** with its umbrella partners in Saskatchewan, Manitoba, and the Northwest Territories. This year's summit – Looking Ahead: Collaboration and Innovation for Successful Integration, was held in Edmonton, Alberta on February 27 & 28, 2023 and convened over 300 representatives from across the region to build capacity, discuss trends, and share best practices regarding settlement and integration in the small centre context.

AAISA's annual **Small Centre Symposium** held on September 29, 2022 in Calgary in-person, which fostered 26 different organization representatives coming together to build stronger relationships between small centre service provider organizations.

AAISA supported with planning and executing the **National Small Centre Conference** that was held May 30 – June 1 in Charlottetown, PEI. The conference offered networking, peer learning, and exchange between Service Provider Organizations (SPOs) and small centres and will contribute to building sector capacity to deliver services in rural, Northern, and small-centre communities.

ENGAGEMENT, RESEARCH, AND POLICY

Ukrainian Support

With the influx of displaced Ukrainians, following Russia's invasion into Ukraine, Canada and Alberta have become home to over 180,000 Ukrainians. AAISA has been tasked by the Government of Alberta to strategically coordinate **Ukrainian Support**. In collaboration with two other major agencies in Alberta, Catholic Social Services (CSS) in Edmonton and Ukrainian Canadian Congress (UCC), AAISA has helped design, implement and support Alberta's Ukrainian immigration strategy. Some of the activities include:

- Facilitate bi-weekly Southern Alberta meetings to coordinate settlement services across Service Providing Organizations (SPOs), cultural community partners, and

governmental stakeholders across Alberta's southern areas

- Conduct environmental scans every six-months to identify and track needs over time.
- As the fiscal agent for the Government of Alberta's Trade, Immigration and Multiculturalism (TIM), distribute \$826,000 across 12 different agencies to create the infrastructure and address gaps in services among displaced Ukrainians settling in Alberta.
- As the fiscal agent for the Canadian Red Cross, distribute \$100,000 to agencies to address long-term housing issues experienced among displaced Ukrainians settling in Alberta.

HIGHLIGHTS

Published Research

The Support Networks for Rural Newcomers to Alberta, the Annual Settlement and Integration Sector Survey 2022, the Temporary Foreign Workers Prairie Region Project, additional tools for the Capacity Building Through the COVID-19 Lens, and the Newcomer Mental Health Matters Report



Expanded

The AAISA Toolkit by 10 pages with 4 of the current pages increased with more content.



50+ Meetings

including the Provincial Engagement Initiative, national sector engagements, language sector engagement, small centre engagement sessions.

PROGRAMS AND SERVICES

During the last year AAISA has continued to expand and transform its Professional Development Programming. AAISA programming took a holistic view of the Professional Development programming in the sector. The team analysed and understood the current trends through engagement sessions with the sector.

Taking a cross sectional approach and in consultation with AAISA's Professional Development Committee, AAISA conducted 27 Professional development trainings with the highest ever participants being trained. 548 participants across 70 plus agencies throughout Canada accessed AAISA trainings.

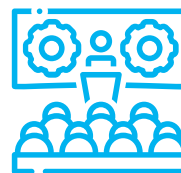
Settlement Practitioners from other umbrellas such as MANSO, SAISA and OCASI also took several trainings offered by AAISA.

In addition to conducting all trainings, AAISA was also able to offer trainings in several modalities including self-paced, facilitated and in person. Over the span of the fiscal year AAISA offered 18 self-paced, 7 facilitated and 2 in person trainings. Additionally, in collaboration with Cerebral Palsy Alberta and Plan Institute AAISA offered a course to practitioners working with newcomers with disabilities. The course offered an insight into disabilities programs and benefits for newcomers to Canada.

HIGHLIGHTS



18
Online Self-Paced
Courses



2
Face-To-Face
Workshops



7
Facilitated Trainings



548
Participants across 70+
agencies

BUSINESS DEVELOPMENT, ADMINISTRATION, AND OUTREACH

The Business Development, Administration, and Outreach department oversees the membership engagement, communication, and administration of AAISA.

The department executed the Supporting Newcomers with Disabilities Project funded by Government of Alberta in March 2023. AAISA hosted two (2) knowledge mobilization sessions for the presentation of the DTC & RDSP Guide to the members.

Additionally, the department partnered with the Alberta Motor Association (AMA) on promoting the Hello Alberta program that would offer free one-year AMA membership to newcomers.

The BDAO team is proud to have assisted management and the Board with the hiring and onboarding of 14 staff, contractors, and SMEs in 2022 and 17 in 2023, including the Executive Director and Human Resources Consultant. This entailed job posting, reference check and onboarding sessions. Additionally, the BDAO team 14 staff, contractors, and SMEs and 17 in 2023.

In line with upscaling the visibility of programs, research reports and services, the department revamped AAISA website content.

We are also proud to welcome a new member, AWES, an organization that programs for newcomers bringing AAISA's membership base to fifty-seven agencies.

HIGHLIGHTS



Hiring & Onboarding
Supported with hiring 14
personnel in 2023 and
17 in 2023



Website Update

Kept partner organizations
updated on new and relevant
information



AAISA SETTLEMENT & INTEGRATION CONFERENCE

The 2023 AAISA Settlement & Integration Conference was held March 1 – 3, 2023. 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.



520+
Attendees



3
Plenaries



40+
Breakout Sessions



\$2000
Raised in
Sponsorship



Picture in picture



Day 1 - Opening Remarks and Keynote Presentation

The Settlement Sector's Implicatedness in Settler-Colonialism:
Let's start with land acknowledgments



Photo by AAISA.

SOCIAL MEDIA OVERVIEW



1100+

LinkedIn
Followers



1,465+

Newsletter
Subscribers



1,574+

Twitter
Followers

Photo by AAISA.




FINANCIAL SUMMARY

3.

ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES
STATEMENT OF FINANCIAL POSITION
MARCH 31, 2023

	<u>ASSETS</u>	<u>2023</u>	<u>2022</u>
CURRENT			
Cash		\$ 1,143,177	\$ 864,756
Accounts receivable		138,687	102,424
Goods and services tax receivable		12,932	7,374
Prepaid expenses		<u>16,104</u>	<u>15,933</u>
		1,310,900	990,487
Restricted cash (Note 3)		33,846	33,846
Capital assets (Note 4)		<u>18,718</u>	<u>15,890</u>
		<u>\$ 1,363,464</u>	<u>\$ 1,040,223</u>
	<u>LIABILITIES</u>		
CURRENT			
Accounts payable and accrued liabilities		\$ 75,120	\$ 54,512
Deferred revenue (Note 5)		<u>801,744</u>	<u>574,787</u>
		876,864	629,299
Deferred contributions related to capital assets (Note 6)		<u>17,815</u>	<u>12,864</u>
		<u>894,679</u>	<u>642,163</u>
Commitments (Note 7)			
	<u>NET ASSETS</u>		
Invested in capital assets		903	3,026
Internally restricted (Note 3)		33,846	33,846
Unrestricted		<u>434,036</u>	<u>361,188</u>
		<u>468,785</u>	<u>398,060</u>
		<u>\$ 1,363,464</u>	<u>\$ 1,040,223</u>

APPROVED ON BEHALF OF THE BOARD:

 _____ Chairperson

 _____ Treasurer

FINANCIAL SUMMARY

4.

ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES
STATEMENT OF OPERATIONS
YEAR ENDED MARCH 31, 2023

	<u>2023</u>	<u>2022</u>
REVENUE		
Alberta government	\$ 1,512,058	\$ 243,832
Amortization of capital allocations	7,485	3,549
Federal government	1,489,617	895,766
Fees for service and sundry	33,693	26,844
Memberships	53,375	51,100
Other grants	44,617	98,610
Registrations - Conference	<u>41,711</u>	<u>38,274</u>
	<u>3,182,556</u>	<u>1,357,975</u>
EXPENSES		
Administration, accounting and audit	78,087	67,097
Amortization	10,690	9,597
Conferences and meeting	48,323	26,124
Consultants and subcontracts	1,537,605	176,517
Interest and bank charges	534	606
Insurance	5,973	5,012
Office and sundry	49,773	45,244
Professional development	5,603	4,313
Program delivery	6,119	7,778
Rent	108,894	97,959
Salaries, benefits and allowances	1,220,781	898,152
Telephone and communications	5,058	11,953
Travel	<u>34,391</u>	<u>25,356</u>
	<u>3,111,831</u>	<u>1,375,708</u>
Excess (deficiency) of revenue over expenses	\$ <u>70,725</u>	\$ (<u>17,733</u>)



ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES

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