



Annual Report

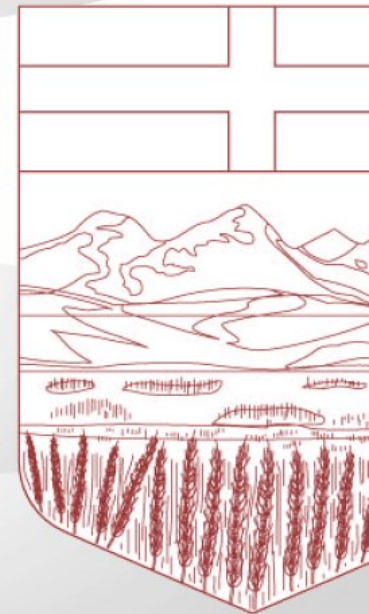
2013 - 2014

Leader in Settlement & Integration Since 1980





PG. 3	ABOUT US
PG. 5	MESSAGE FROM THE CHAIR
PG. 6	AAISA BOARD & MEMBER AGENCIES
PG. 7	UNITING THE WEST
PG. 8	PUBLICATIONS
PG. 9	GETTING IN TOUCH WITH THE COMMUNITY
PG. 10	EMPOWERING THE SETTLEMENT SECTOR
PG. 11	7TH BIENNIAL SETTLEMENT CONFERENCE
PG. 12	LOOKING FORWARD





Our Story

.....

The Alberta Association of Immigrant Serving Agencies (AAISA), is an umbrella organization of members who provide settlement and integration services to address the needs of newcomers to Canada.

Active since 1980, AAISA began as a platform to unite Alberta's settlement sector and bring a greater recognition to the importance of newcomers to the communities in which they live. AAISA's primary mandate is to provide leadership, research, and training across the settlement and integration sector.

.....



Mission

.....

Facilitate collaboration and leadership in the settlement and integration sector to support the integration of newcomers into Albertan Society by being the provincial association for settlement agencies across Alberta.

.....



Vision

.....

We envision an inclusive, welcoming, and engaged society.

.....

*Uniting the Voices of
Newcomer Settlement Agencies
in Alberta since 1980*



Our Values and Guiding Principles

*Here for Change.
Here for Growth.*



INTEGRITY

AAISA approaches its work with integrity. A key component to AAISA's work is its professionalism, its commitment to life long learning, and to set and follow standards in all its interactions.



PROACTIVITY

AAISA is proactive in all undertakings. We initiate discussions and influences areas of policy and advocacy. AAISA strongly believes in its work being impactful.



ACCOUNTABILITY

AAISA ensures that it is accountable. Its responsibility to its members, funders and the larger settlement sector is the forefront in what it does.



COLLABORATION

AAISA follows a collaborative model. It ensures inclusivity and offers a unified voice for the sector.

MESSAGE FROM THE CHAIR

In the 2013-2014 fiscal year, Alberta remained a destination of choice for thousands of immigrants and refugees, a number of whom resettled in this province due to its robust economy and vibrant cities and municipalities.

Although newcomers to Alberta meet the demand for labour, due to Alberta's labour shortages, migration trends add to the challenges to settlement and integration service providers who have faced a number of policy and funding changes by all levels of government. However, what remains constant is the need for high quality initial settlement and integration services. These services together with Alberta's communities, their willingness to be engaged in welcoming newcomers, and their support to the resettlement and integration of newcomers are necessary.

AAISA makes every effort possible to represent Alberta's interests, ensuring that national and provincial immigration policies reflect the interest of newcomers as well as local communities. In the past 34 years of AAISA's existence, the organization has played a major role in facilitating settlement and integration in Alberta.

In the past year, AAISA strategically focused on the following:

- Coordination of Settlement & Integration Professional Development
- Certification of Settlement Practitioners
- Coordination of AAISA's Biennial Settlement Conference
- Coordination of AAISA's Provincial Integration Forum
- Coordination and Facilitation of National and Regional Research Projects
- Representation of the needs of Alberta's Service Providers, on the National Settlement Council of Canada and CISSA-ACSEL.

To fulfil its mandate and become instrumental in providing expertise to other stakeholders in Alberta and across the country, AAISA has worked tirelessly to develop its capacity and I am pleased to report that AAISA's staff has increased to 7 full time members. This has been the highest staffing capacity in its 34 years of existence. This could not be possible without the commitment and dedication of all board members who share the responsibilities of the Executive and other AAISA committees. AAISA's staff have done an amazing job in meeting organizational objectives and have achieved excellent outcomes.

I would like to take this opportunity to thank all volunteers, partners, and sponsors for their support over the 2013—2014 fiscal year. Additionally, I would like to thank our funders such as Citizenship and Immigration Canada, the United Way of Calgary, the City of Calgary, Alberta Human Services, and Alberta Culture who have supported AAISA's projects and initiatives.

Sincerely,



Fariborz Birjandian
Chair of AAISA

AAISA BOARD & MEMBER AGENCIES



OUR BOARD MEMBERS

Fariborz Birjandian, Chair
Christina Nsaliwa, Vice Chair
Mamady Camara, Secretary
*Noureddine Bouissoukrane, Treasurer
Salim Sindhu
Erick Ambtman, Member at Large
Dale Taylor

Krystyna Biel
*Harry Yee
Jennifer Best
Sarah Amies
Dilara Yegani
Frank Bauer
Georges Bahaya

Antonio Samayoa
Beba Svigir
Fion Lee
Marty Hornstein
Rajvir Gill
Alice Colak
* Retired Board Member

AAISA MEMBER AGENCIES

- ◆ Calgary Catholic Immigration Society (CCIS)
- ◆ Edmonton Immigrant Services Association (EISA)
- ◆ Centre Accueil Nouveaux Arrivants Francophones (CANAF)
- ◆ Calgary Immigrant Educational Society (CIES)
- ◆ Edmonton Mennonite Centre for Newcomers (EMCN)
- ◆ Centre for Newcomers (CFN)
- ◆ Immigrant Services Calgary (ISC)
- ◆ Calgary Bridge Foundation for Youth (CBFY)
- ◆ YMCA of Wood Buffalo Immigrant Settlement Services (YMCA)
- ◆ Lethbridge Family Services – Immigrant Services (LFS)
- ◆ Changing Together: A Centre for Immigrant Women
- ◆ Central Alberta Refugee Effort (C.A.R.E.) Committee
- ◆ Centre d'accueil et d'établissement du nord de l'Alberta (LECAE)
- ◆ Saamis Immigrant Services Association (SAAMIS)
- ◆ Calgary Immigrant Women's Association (CIWA)
- ◆ ASSIST Community
- ◆ Jewish Family Service Calgary (JFS)
- ◆ Indo Canadian Women's Association (ICWA)
- ◆ Catholic Social Services (CSS)

Western Region Working Group (WRWG)

The WRWG has a total of eight members representing umbrella organizations in British Columbia, the Yukon, Alberta, Saskatchewan, and Manitoba. The group has been established to represent the western region settlement and integration sector by working in a collaborative inter-provincial/territorial effort.

This past year, the WRWG identified priorities from its environmental scan of each province and territory including:

- Increase beneficial partnerships with CIC in an effort to enhance the settlement sector in the Western Region
- Utilize the current settlement system reform agenda as a vehicle for introducing creativity, innovation, and capacity building into settlement and integration services
- Advance cross-jurisdictional and multi-stakeholder strategies



National Settlement Conference Recommendations

AAISA representatives attended the Citizenship and Immigration Canada (CIC) National Settlement Conference in November, 2013. In response to the CIC call for recommendations, AAISA sent out 34 surveys to Alberta agencies that have a current contribution agreement with CIC. Forty-one percent of the surveys were completed and returned, informing AAISA staff members on eight (8) policy areas:

- Settlement Services
- Alternate Funding Models
- Professional Development
- Role of the Private Sector
- Agency of the Future
- Umbrella Organizations
- Client Eligibility for CIC Funded Services
- Pathways to Permanence



The final document was compiled by AAISA in collaboration with a focus group comprised of survey respondents. The final recommendations were compiled in a report and submitted to CIC in December, 2013.

THIS YEAR'S RESEARCH PUBLICATIONS

Bulletins	Expression of Interest: A New Immigration Model
	Labour Market Agreements
Briefs	Expression of Interest: An In-depth Review of a New Immigration Model
	Social Capital and Meaningful Employment
Reports	Integration Forum Final Report 2014

All Research Publications Available at: <http://aa isa.ca/programs-services/research/research-library/>

AAISA RESEACH

- ◆ AAISA's research initiatives provide evidence based models for its member agencies which evaluate and address the needs and barriers of newcomer Canadians and the communities in which they live.
- ◆ AAISA's research portfolio includes the coordination of the Western Region Working Group, development of research reports related to changing policies in settlement and integration, and provision of expertise in local



1st PROVINCIAL SETTLEMENT & INTEGRATION FORUM ANALYSIS REPORT

ABOUT THE REPORT:
AAISA's final report of this forum has identified common cross sector themes, challenges, and recommendation for change. The report is available on the AAISA website under in the research library.

Report Link: <http://bit.ly/AAISAIntegrationReport>

The 1st Provincial Settlement & Integration Forum was attended by one hundred and eighty-six participants representing various stakeholders in Alberta's settlement and integration sector, including the private, public, non-profit, health, education, and justice sectors.

Panel and group discussions at this event explored ideas for improving integration, inter-sector settlement commonalities and opportunities for cross sector collaboration.

GETTING IN TOUCH WITH THE COMMUNITY

REACHING OUT



9 SITES VISITED MEMBER AGENCY & NON-MEMBER

Connecting with our members and sector stakeholders is important to us.

Schedule a site visit by emailing at contact@aa isa.ca



PARTNERSHIPS PROJECTS

- ◆ CAPLA-RPL Immigrant Working Group
- ◆ University of Alberta Research
- ◆ Alberta Restorative Justice Advisory Committee
- ◆ National Task Forces on Professional Development & Technology
- ◆ ICWAE Advisory Committee Members
- ◆ Canadian Association of Prior learning and Assessment
- ◆ CIWA Working Group of Advisory Margins to Engagement

ONLINE CONNECTIONS



39,267

**WEBSITE
VISITORS
THIS FISCAL
YEAR**



NEW WEBSITE FEATURES

- ◆ Settlement Practitioner Training and Accreditation Login Portal
- ◆ Interactive Event Calendar
- ◆ Open Blog
- ◆ Live Twitter Feed



Twitter

- ◆ For quick responses to your inquires and news alerts from us follow us on twitter
- ◆ Tweet Us: @AAISAconnection
- ◆ Hash tags: #Alberta Settlement #LiveinAB



Facebook

- ◆ We post announcements, event promotions and blog links on Facebook
- ◆ Like Us: <http://bit.ly/AAISAFacebook>



LinkedIn

- ◆ Bringing awareness to careers in settlement and integration is one of our priorities
- ◆ We post networking and career opportunities, tools and tips for settlement work and host 3 discussion groups
- ◆ Connect with us: <http://bit.ly/AAISALinkedIn>
- ◆ Join a group: AAISA Connection , AAISA Members, SPTA Alumni

PROVIDING SECTOR PROFESSIONAL DEVELOPMENT



15

SESSIONS OF SETTLEMENT PRACTITIONER TRAINING DELIVERED

370

PARTICIPANTS COMPLETED SETTLEMENT PRACTITIONER FACE TO FACE TRAINING SESSIONS



2

SESSIONS OF SETTLEMENT PRACTITIONER TRAINING ONLINE

46

PARTICIPANTS COMPLETED SETTLEMENT PRACTITIONER TRAINING ONLINE



3

MANAGEMENT TRAINING SESSIONS FACILITATED

87

PARTICIPANTS COMPLETED MANAGEMENT TRAINING



24

TOTAL CERTIFIED SETTLEMENT PRACTITIONERS LEVEL 2, 3 & MENTOR

91%

COMPLETION RATE OF ALL TRAINING SESSIONS

"Wow, this was a mind blowing experience and I feel blessed to have been able to participate in this training. This training has positively impacted my vision of this sector and my skills ... Thank you AAISA for enabling such rewarding experiences!"

-Participant

"I was very pleased with this training. The venue was amazing, (the instructor) was fantastic, and content was applicable and useful."

-Participant

"This is my first time attending AAISA training and it was a great experience. It was so enriching and inspiring to hear different stories from fellow participants. The training likewise provided me with the knowledge and skills to handle different situations of newcomers or immigrants."

-Participant

503

PARTICIPANTS COMPLETED TRAINING IN 2013-2014



7TH BIENNIAL SETTLEMENT CONFERENCE



7TH BIENNIAL PROVINCIAL SETTLEMENT CONFERENCE HIGHLIGHTS

358 ATTENDEES **3** PLENARY SESSIONS

65+ SETTLEMENT PRACTITIONERS RECOGNIZED FOR ACHIEVEMENTS AT PINNING CEREMONY **39** BREAKOUT SESSIONS



- ◆ Sessions themes included: support services, social & economic inclusion, management, effective organization and immigration policy
- ◆ Delegates from Private, Public and Non—Profit sector from Alberta, Saskatchewan and Manitoba
- ◆ Participants included frontline workers, Management and executive directors

**Thank You
To Our
Volunteers
&
Sponsors**

SPONSORS

Alberta Culture
Alberta Human Services
ConocoPhillips Canada
GoodLife Fitness
Memory Express
Scotia Bank
ACFA
Capacity Builders

CCIS
Investors Group
Volunteer Alberta
OASIS
Plan: Net Ltd.
Print Calgary
Protegra
Front Step Comm.

Volunteers

Alena Yakimenka
Anupreet Kaur
Eva Godollei
Gilda Enriquez
Joyce Gao
Julis Rivas
Lucita Aldred
Maggie Serpa

Marisol Ortiz
Nathalie Gianni
Navneet Brar
Oyin Bakinson
Pranami Bhattacharya
Rashmi Jetwani
Salma Amjad
Salve Pineda
Vilma Segura





OUR NEXT MILESTONE

.....

Our 35th year of serving settlement and integration agencies in Alberta begins March of 2015.

Although our milestone year is sure to hold some amazing accomplishments we proudly forge ahead with our current achievements and developments to bring the settlement sector new tools, new research and up-to-date training to equip our settlement sector, workers and practitioners with the knowledge and capacity to meet the ever growing number of newcomers choosing to make communities in Alberta their new home.

.....



SERVICE DEVELOPMENT

.....

Our momentum keeps building as we continue to expand our services, membership network and build cross sector partnerships with other settlement stakeholders on local, provincial and national levels.

Look forward to the unveiling of new francophone modules from the Settlement Practitioner Training and Accreditation Program as well as the unveiling of a customized settlement career website. We are also working on a bilingual multi-cultural storybook for children to follow up with our 'The Meeting Place' Book to continue encouraging cultural understanding in the next generation of Canadian Youth.

.....



CHANGES IN THE SECTOR

.....

We recognize that the sector is evolving and that the challenges are the responsibility of all Albertans and sectors to solve and therefore, have chosen to create collaborative projects when ever possible. As the newcomer population grows, so do the settlement agencies that meet their needs and so we too are growing with them.

.....

**The Alberta Association of Immigrant
Serving Agencies envisions an
“inclusive and engaged Alberta” and
welcomes all stakeholders to
collaborate in achieving this vision.**





CONTACT US

915 33 Street NE
Calgary , Alberta T2A 6T2

Tel:403.273.2962
Fax:403.273.2964

contact@aaisa.ca
www.aaisa.ca



AAISA



@AAISACconnection
#AlbertaSettlement #LiveinAB



AAISA

Made possible by:



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

&



Government