

2020 - 2021

ANNUAL REPORT



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ACKNOWLEDGEMENTS

Alberta Association of Immigrant Serving Agencies would like to extend a sincere thank you to our funders, Board of Directors, members, staff, volunteers, and partners. Through your continued support, innovative leadership, and relentless commitment to Alberta's settlement and integration sector, we remain emboldened to tenaciously realize the vision and mission on which AAISA is founded, and for that, we are eternally grateful.

FUNDERS:

Funded by:

Financé par :



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

Alberta Labour



Centre des Compétences futures



Employment and Social Development Canada

Emploi et Développement social Canada

AAISA IS A MEMBER OF:



Propell:us



NATIONAL PARTNERS:



National Settlement & Integration Council (NSIC)

COMMUNITY PARTNERS:



Critical Service Provider Group

Emergency Wellness Response Team (EWRT)



UNIVERSITY OF CALGARY
FACULTY OF SOCIAL WORK

REGIONAL PARTNERS:



table de concertation des organismes au service des personnes réfugiées et immigrantes



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

Beba Svirig

Chair

Calgary Immigrant
Women's Association

Barhet Woldemariam

Secretary

HIV Edmonton

Carol Gil

Director

SPEC Association

Frank Bauer

Vice-Chair

Central Alberta Refugee
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Bruce Randall

Interim Director

Calgary Region Immigrant
Employment Council

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Christina

Nsaliwa

Treasurer

Edmonton Immigrant
Services Association

Hyder Hassan

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Immigrant
Services Calgary

Ricki Justice

Director

Mennonite Centre for
Newcomers

Kathryn Friesen

Interim Director

Catholic Social Services

Aftab Khan

Director

Action for Healthy
Communities

COMMITTEES

- Professional Standards and Certification
- Regional Professional Development
- Alberta Professional Development
- Finance
- Governance
- HR
- Government Relations
- Risk Management

STAFF

Executive Director
Sarosh Rizvi

**Business Development,
Outreach &
Administration**

Nada Starcevic
*Business Development &
Outreach Coordinator*

Yujin Lee
Administrative Officer

**Engagement,
Research & Policy**

Leesha Kanbour
*Manager, Engagement,
Research & Policy*

Ashley Vu
Engagement Coordinator

Chloé McBean
Engagement Lead

Daniella Bagmeijer
Research & Policy Lead

Daniel Green
Language Lead

Celine Truong
*Engagement & Research
Lead*

Michelle Mak
Engagement Officer

**Programs &
Services**

Sami Khiami
*Learning & Technology
Coordinator*

Kevin Thome
*Platform Development
Lead*

Tihana Radojcic
*Professional
Development &
Certification Officer*

WORD FROM THE BOARD

While the global pandemic restricted our lives and imposed multiple limitations on how we conducted our work in the last fiscal year, AAISA Board was able to adjust to the emerging circumstances and deliver results in line with the Strategic Plan 2020-2025. We achieved our outcomes through the following Board committees:

- **Governance Committee**
- **Finance Committee**
- **Risk Management Committee**
- **Government Relations Committee**
- **HR Committee**

Along with Board members, the work of AAISA committees was supported by the contributions of volunteer representatives from member agencies who added lots of value and substance to our work.

Some of our achievements from the last year include:

- Review and update of HR policies to provide governance direction to the agency
- Development of a risk management framework, profile, and critical policies

- Adherence to the Board and committee recruitment process inclusiveness regarding geographical representation, size of agencies, regular versus associate members, along with inclusion of Francophone, RAP and language service providers
- Introduction of regular quarterly meetings with IRCC to discuss emerging sector issues and concerns on behalf of AAISA members

As we move forward with our strategic priorities, AAISA Board will look into amendments to the Strategic Plan due to COVID and its implications to our work. Just like our members, we will be adjusting to the new reality in terms of limitations, but also huge opportunities in relation to expanded virtual communications that can contribute to our collective, national involvement in affecting policy changes and ensuring advancement of newcomers' outcomes in Alberta.

Board of Directors

AAISA

WORD FROM THE ED

This year has truly showed us what is possible through collaboration and coordination and I want to thank all of you for helping in creating that. As we begin to reopen as a society, we can start to look back at the trying and triumphant year that was, and look forward to the hard work that is still required as we work together to build an inclusive and welcoming society.

This past year saw some tremendous highlights at AAISA, including the addition of formal language services, increased regional programming with the **Health of the Sector** research project and the **PNT Small Centre Conference** and regional **Summit**, and the launch of **AAISA's Social Enterprise**. Through these and all our initiatives, we continue to expand our supports to our members.

We are now also proud to have 53 agencies in our membership base, the most members in AAISA's history, as we continue to grow with and represent the ever-changing sector.

On behalf of the AAISA staff, I want to take a moment to also thank all of you; our member agencies, our funders, IRCC, FSC, and GoA, our partners, and the sector as a whole. Without all of your contributions, engagement, and information, we would not be able to represent, showcase, and advocate for the amazing work being done across our province!

Sarosh Rizvi

Executive Director

MEMBERSHIP LIST

RETURNING MEMBERS



NEW MEMBERS



ENGAGEMENT, RESEARCH & POLICY

Over the past year, the Engagement, Research & Policy team has worked to expand and refine the impact of our work across the many facets of Alberta's settlement and integration sector. Through extensive focus groups and individual interviews, we developed a robust data set on sector needs, priorities, and best practices that was leveraged to publish the **Alberta Settlement and Integration Program (ASIP) Stakeholder Engagement Report**. This report shares important findings and recommendations for all stakeholders across the settlement and integration ecosystem. Through the feedback gathered in the **Small Centre Toolkit Assessment Survey Report**, we expanded resource offerings and improved accessibility by opening the platform to the entire province. We evaluated the first term of the **Provincial Engagement Initiative** and launched the second term with our Calgary, Edmonton, Small Centres, and Francophone Groupe de Travail Provincial.

While we continued our **Annual Settlement and Integration Sector Survey**, we also drastically enhanced our research capacity this year through the development and launch of the regional **Health of the Sector Project**. This project seeks to provide a better understanding of the employment context of the sector from the perspective of front-line staff and represents AAISA's largest research initiative undertaking to date. In 2020, AAISA has continued to advocate for LGBTQI+ newcomers through active participation at the **Rainbow Coalition for Refugees**, on both a regional and national level. Along with other coalition members, AAISA has signed the advocacy letter for the **Federal LGBTQ2 Action Plan** which aims to ensure that Canada becomes a global leader in LGBTQI+ refugee protection and resettlement. AAISA is also playing a crucial role in developing the first ever **SOGIESC Guidelines** that will be used in SOGIESC / LGBTQI+ oriented newcomer services among Canadian immigrant and refugee serving organizations.

HIGHLIGHTS

35+ Virtual Meetings



convened to engage the provincial settlement and integration sector to build collective capacity and address emergent issues, such as COVID-19, virtual service delivery, and client vulnerabilities

8 Publications



on aaisa.ca, including the ASIP Stakeholder Engagement Report and 2020 Annual Settlement and Integration Sector Survey

Expanded



the AAISA Toolkit by FIVE new sections generating 1000+ unique visits

Launched



the first ever regional Health of the Sector Project to survey frontline staff across the PNT region

PNT SMALL CENTRE CONFERENCE

Akin to all other facets of life, the Engagement, Research, & Policy team had to pivot during the COVID-19 pandemic to find new ways to engage the Alberta settlement and integration sector from a safe physical distance. In this spirit, AAISA collaborated with its regional umbrella counterparts at SAISIA and MANSO to host the inaugural PNT Small Centre Conference. Hosted over February 8th -10th, the conference was a first of its kind event that brought together over 300 delegates from small centre settlement and integration agencies across the region. The conference featured a mix of plenary and breakout sessions on emergent issues spanning COVID-19, anti-racism, digital literacy, and informal cluster conversations.

HIGHLIGHTS

Over 300+

delegates from across the PNT small centres



81%

overall satisfaction rate



20+sessions

across three days



PROGRAMS & SERVICES

The last year represents a great leap in terms of the number of courses delivered, diversity of covered outcomes, and delivery methods for the Programs & Services team.

We delivered a total of **10 Facilitated courses, 5 self paced courses, and 25 webinars.**

We covered a variety of subjects such as: **Welcoming Diversity, Managing Multiple Roles in Alberta's Small Centers, Supporting Multi-Barriered Clients, Needs Assessments and Action Plan, and Basic Counselling in a Cross Cultural Context,** in addition to four webinars covering subjects related to **Anti-discrimination, Online Hate and Racism through COVID-19 Lens.**

Additionally, AAISA delivered a set of 21 webinars covering employment related subjects for internationally educated professionals in different domains as part of the **Labour Market Project** deliverables.

We also developed a fee-based delivery model to provide AAISA with enough resources to cover the sector need for professional development services both in Alberta and regionally. This included building capacity for some member agencies to deliver their own content or to build tools to enhance their service offerings.

Going forward, we are looking for additional and more creative ways to continue to meet the professional development needs of all our member agencies.

HIGHLIGHTS

Enhanced
processes to increase
efficiency



Diversified
delivery methods



Developed
fee-based professional
development funding
model



BUSINESS DEVELOPMENT, ADMINISTRATION & OUTREACH

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

Over the past year, the department continued to provide and share the latest news and developments in the sector, including the launch of the special edition of the **COVID-19 weekly digest** that was eventually converted into **biweekly newsletters** that has garnered over 1,700 subscribers across the province. Additionally, the department resumed overseeing the AAISA website, publishing over eight reports, expanding the AAISA Toolkit, and launching a **Media Release** page for official statements.

The Administration continued to support the AAISA Board and Committees, including two new Committees: **Government Relations Committee** whose purpose is to maintain and enhance the ongoing dialogue with all levels of government ensuring the success of the sector and government expected outcomes, and **Risk Management Committee** that creates and oversees the organization's risk management framework and activities, including the review of major risk exposures and the steps taken to monitor and control those exposures.

We are also proud to say that we have added four new members, bringing AAISA's membership base to 53 agencies.

HIGHLIGHTS

**4****New AAISA
Members****2****New Board
Committees**

FINANCIAL SUMMARY

ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES
STATEMENT OF FINANCIAL POSITION
MARCH 31, 2021

	<u>2021</u>	<u>2020</u>
<u>ASSETS</u>		
CURRENT		
Cash	\$ 686,219	\$ 304,800
Accounts receivable	131,693	184,501
Goods and services tax receivable	9,111	18,392
Prepaid expenses	<u>21,186</u>	<u>51,685</u>
	848,209	559,378
Restricted cash (Note 3)	33,846	33,846
Capital assets (Note 4)	<u>11,250</u>	<u>20,166</u>
	<u>\$ 893,305</u>	<u>\$ 613,390</u>
<u>LIABILITIES</u>		
CURRENT		
Accounts payable and accrued liabilities	\$ 37,749	\$ 34,980
Deferred revenue (Note 5)	<u>437,587</u>	<u>214,053</u>
	475,336	249,033
Deferred contributions related to capital assets (Note 6)	<u>2,176</u>	<u>2,287</u>
	<u>477,512</u>	<u>251,320</u>
Commitments (Note 7)		
COVID-19 (Note 8)		
<u>NET ASSETS</u>		
Invested in capital assets	9,074	17,879
Internally restricted (Note 3)	33,846	33,846
Unrestricted	<u>372,873</u>	<u>310,345</u>
	<u>415,793</u>	<u>362,070</u>
	<u>\$ 893,305</u>	<u>\$ 613,390</u>

APPROVED ON BEHALF OF THE BOARD:

Bekar Singh

Chairperson

D. Baliga

Treasurer

**ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES
STATEMENT OF OPERATIONS
YEAR ENDED MARCH 31, 2021**

	<u>2021</u>	<u>2020</u>
REVENUE		
Alberta government	\$ 240,095	\$ 268,336
Amortization of capital allocations	2,111	1,009
Fees for service and sundry	52,908	49,736
Government wage subsidies	13,559	-
Immigration, Refugees and Citizenship Canada	849,254	817,344
Memberships	49,058	38,500
Registrations - Conference	<u>-</u>	<u>70,595</u>
	<u>1,206,985</u>	<u>1,245,520</u>
EXPENSES		
Administration, accounting and audit	71,846	71,022
Amortization	10,918	10,867
Conferences and meeting	16,949	108,333
Consultants and subcontracts	234,347	205,902
Interest and bank charges	460	416
Insurance	4,282	3,654
Office and sundry	33,239	51,855
Professional development	3,252	1,499
Program delivery	4,864	750
Rent	65,300	76,641
Salaries, benefits and allowances	693,956	759,202
Telephone and communications	11,978	4,997
Travel	<u>1,871</u>	<u>35,079</u>
	<u>1,153,262</u>	<u>1,330,217</u>
Excess (deficiency) of revenue over expenses	\$ <u>53,723</u>	\$ <u>(84,697)</u>



ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES

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