

2018 - 2019

# ANNUAL REPORT



PREPARED BY

ALBERTA ASSOCIATION  
OF IMMIGRANT SERVING  
AGENCIES

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# ACKNOWLEDGEMENTS

The 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 & PARTNERS

### FUNDERS:



### AAISA IS A MEMBER OF:



### NATIONAL PARTNERS:



### COMMUNITY PARTNERS:



### REGIONAL PARTNERS:



Refugee  
Sponsorship  
Training  
Program

# ABOUT AAISA

## OUR VISION

An inclusive, welcoming, and engaged society.

## OUR MISSION

Facilitate collaboration and leadership within the settlement & integration-serving sector.

## BOARD OF DIRECTORS

**Erick Ambtman**

*Board Chair*

Edmonton Mennonite  
Centre for Newcomers

**Frank Bauer**

*Secretary*

Central Alberta  
Refugee Effort

**Alice Colak**

*Director*

Catholic Social  
Services

**Anila Lee Yuen**

*Vice-Chair*

Centre For  
Newcomers

**Carol Gill**

*Director*

SPEC Association for  
Children & Family

**Beba Svirig**

*Director*

Calgary Immigrant  
Women's Association

**Aftab Khan**

*Treasurer*

Action for Healthy  
Communities

**Barhet Woldemariam**

*Director*

HIV Edmonton

**Sally Zhao**

*Director*

Calgary Immigrant  
Educational Society

## COMMITTEES

Finance  
Governance

Professional Standards and Certification  
Regional Professional Development  
Alberta Professional Development

## STAFF

**Executive Director**

Sarosh Rizvi

**Business Development,  
Outreach, &  
Administration**

Raesa Farooqi  
Nada Starcevic

**Engagement,  
Research & Policy**

Leslie Cramer  
Daniella Bagmeijer  
Leesha Kanbour  
Angelica Lambert  
Thomas Prince

**Programs &  
Services**

Margaret Jev  
Rohan Karpe  
Sami Khiami  
Kevin Thome



# WORD FROM THE EXECUTIVE DIRECTOR

This year has been one marked by growth for AAISA. Increases in membership, staffing, funders and most importantly, programming, have put AAISA in a great position to represent Alberta's settlement and integration sector. It is my privilege to represent not only the great work being done by our member organizations, but also that of the AAISA staff themselves at the national, provincial and municipal levels.

The fruits of all of our labour are being felt by improved relationships, recognition and partnership. While growth of the previous year arose from a place of transition, I am even more excited with what lays ahead as 2019's growth will arise from the strategic meeting of the needs of our sector.

**Sarosh Rizvi**

*Executive Director*

# MEMBERSHIP

## RETURNING MEMBERS

- ACFA Regionale de Wood Buffalo
- Action Dignity
- Action for Healthy Communities
- ASSIST Community Services Centre
- Boys & Girls Club Big Brothers Big Sisters of Edmonton & Area Society
- Bredin Centre for Learning
- Calgary Bridge Foundation for Youth
- Calgary Chinese Community Service
- Calgary Immigrant Educational Society
- Calgary Immigrant Women's Association
- Calgary Region Immigrant Educational Society
- Canadian Volunteers United in Action Society
- Catholic Social Services
- Central Alberta Immigrant Women's Association
- Central Alberta Refugee Effort
- Centre D'Accueil pour Nouveaux Arrivants Francophones
- Centre for Newcomers
- Changing Together: A Centre for Immigrant Women
- Columbia College
- Edmonton Immigrant Services Association
- Edmonon Mennonite Centre for Newcomers
- Edmonton Region Immigrant Employment Council
- Equilibrium International Educational Institute
- HIV Network of Edmonton
- Immigrant Services Calgary
- Indo-Canadian Women's Association
- Jewish Family Services
- Lethbridge Family Services - Immigrant Services
- Maple Leaf Academy
- Multicultural Association of Wood Buffalo
- Multicultural Family Resource Society
- REACH Edmonton Council
- Rehoboth Alliance
- SAAMIS Immigrant Services Association
- Settlement Services in the Bow Valley
- Southern Alberta Language Assessment
- SPEC Association for Children & Families
- The Today Family Violence Help Centre
- YMCA Calgary
- YMCA of Northern Alberta

## NEW MEMBERS

- Association Francophone de Brooks
- Cité des Rocheuses
- Keyano College LINC Program
- Making Changes Association
- Somali Canadian Women & Children Services



# ENGAGEMENT, RESEARCH, AND POLICY

AAISA's Engagement, Research, and Policy team has expanded and refined its work over the past year. For the first time, we produced a Sector Survey report, which provided insights on the needs of the sector and informed programming across the organization.

Our regional engagement initiatives with agencies in Small Centres, Calgary, and Edmonton provided opportunities to enhance communication and collaboration on issue-based projects.

The Small Centres Toolkit was launched in May 2019, based on the specific needs of agencies. Additionally, staff convened the Refugee Claimants Response Committee, which brought issues forward to build recommendations for policy advocacy efforts.

**Leslie Cramer**

*Manager, Engagement & Policy*

## HIGHLIGHTS

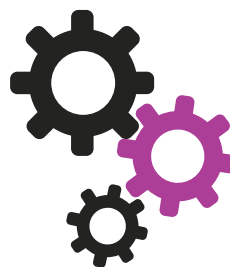
Held first ever AAISA  
In-Person  
Consultation with the  
Francophone sector.



Consultation guided the development of *Increasing Support for Francophone Newcomer Serving Agencies: A Strategy for AAISA*, which will help AAISA better support Francophone newcomer serving agencies in alignment with their needs.



**50+**  
Member Site  
Visits



**13**  
Engagement  
Initiatives

# PROGRAMS & SERVICES

Over the past year, AAISA offered a variety of online, face-to-face and blended training courses, including *Professionalism and Ethics Management Training, Creating a Culture of Respect,* and *Professional Roles and Ethics*. The PD team is excited to develop and broaden the online delivery of courses across the PNT region.

AAISA continues to offer the only certification for qualified settlement practitioners. We were proud to certify seven settlement practitioner certificate applications this year. Additionally, in an effort to be more inclusive, a French component was also added to our Settlement Practitioner certificates.

Our three committees - the Regional Committee, the Certification Committee, and the Professional Development Committee - met regularly to discuss and move the work forward. The newly established Regional PD Committee with the goal to continue the advance professional excellence and growth across the PNT region.

Moving into the new year, AAISA is eager to continue to lead and facilitate the professionalism and growth in the settlement and integration sector across the PNT region.

**Margaret Jev**

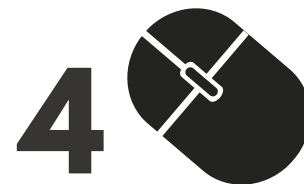
*Manager, Programs & Services*

## HIGHLIGHTS



94%

Course Rate



4

Online Courses



223

Total Participants  
in Courses

# EVENTS & OUTREACH

## REFUGEE CLAIMANTS ADVOCACY MEETINGS



Met with:

**7**

Municipal Councillor & Mayors

+

**3**

Provincial Ministries

L to R: Leslie Cramer (AAISA), Christina Gray (Government of Alberta), Sarosh Rizvi (AAISA). Photo by AAISA.

## SMALL CENTRE QUARTERLY FACE-TO-FACE MEETING



Photo by AAISA.

Served as a space for participants of AAISA's Small Centre Strategy to convene and discuss current and prospective projects and to address issues and challenges through a collective impact approach.

## ALBERTA INTEGRATION SUMMIT



Photo by AAISA.



**219**  
Delegates



**9**  
Plenaries



**3**  
Days



**10**  
Workshops

## SOCIAL MEDIA OVERVIEW



**+128**

Facebook Followers



**+1,160**

Newsletter Subscribers



**+1,281**

Twitter Followers




# FINANCIAL SUMMARY

ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES  
STATEMENT OF FINANCIAL POSITION  
MARCH 31, 2019

	<u>2019</u>	<u>2018</u>
<b><u>ASSETS</u></b>		
<b>CURRENT</b>		
Cash	\$ 578,158	\$ 446,780
Accounts receivable	94,088	6,111
Goods and services tax receivable	23,954	13,380
Prepaid expenses	<u>69,796</u>	<u>11,897</u>
	765,996	478,168
Restricted cash (Note 3)	33,846	90,000
Capital assets (Note 4)	<u>12,888</u>	<u>19,022</u>
	<u>\$ 812,730</u>	<u>\$ 587,190</u>
<b><u>LIABILITIES</u></b>		
<b>CURRENT</b>		
Accounts payable and accrued liabilities	\$ 29,278	\$ 54,181
Deferred revenue (Note 5)	<u>333,389</u>	<u>116,106</u>
	362,667	170,287
Deferred contributions related to capital assets (Note 6)	<u>3,296</u>	<u>2,233</u>
	<u>365,963</u>	<u>172,520</u>
Commitments (Note 7)		
<b><u>NET ASSETS</u></b>		
Invested in capital assets	9,592	16,789
Internally restricted (Note 3)	33,846	90,000
Unrestricted	<u>403,329</u>	<u>307,881</u>
	<u>446,767</u>	<u>414,670</u>
	<u>\$ 812,730</u>	<u>\$ 587,190</u>

APPROVED ON BEHALF OF THE BOARD:

  
 \_\_\_\_\_ Chairperson  
  
 \_\_\_\_\_ Treasurer

*Audited financial statements are available through AAISA.*

# FINANCIAL SUMMARY

## ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES STATEMENT OF OPERATIONS YEAR ENDED MARCH 31, 2019

	<u>2019</u>	<u>2018</u>
<b>REVENUE</b>		
Alberta government	\$ 96,670	\$ 45,992
Amortization of capital allocations	1,993	5,967
City of Edmonton	15,678	6,822
Fees for service and sundry.	10,103	43,137
Immigration, Refugees and Citizenship Canada	1,243,287	1,094,428
Immigration, Refugees and Citizenship Canada - Summit	-	102,030
Memberships	46,600	41,000
Registrations - Conference	<u>15,634</u>	<u>20,080</u>
	<u>1,429,965</u>	<u>1,359,456</u>
<b>EXPENSES</b>		
Administration, accounting and audit	69,566	59,293
Amortization	9,190	11,081
Conferences and meeting	155,772	154,046
Consultants and subcontracts	60,535	134,996
Interest and bank charges	672	1,397
Insurance	2,716	1,237
Office and sundry	71,328	53,320
Professional development	9,660	9,386
Program delivery	11,487	86,280
Rent	62,315	63,419
Salaries, benefits and allowances	892,751	728,481
Telephone and communications	10,563	12,656
Travel	<u>41,313</u>	<u>37,164</u>
	<u>1,397,868</u>	<u>1,352,756</u>
<b>Excess of revenue over expenses</b>	<b><u>\$ 32,097</u></b>	<b><u>\$ 6,700</u></b>

*Audited financial statements are available through AAISA.*

# WORD FROM THE BOARD CHAIR

What an incredible year for AAISA. We have welcomed five agencies to our growing membership base and continue to have strong Settlement Caucuses in Edmonton, Calgary and Small Centres. Additionally, AAISA continues to give Alberta a strong voice at the national level.

We have hired a young, dynamic Executive Director who inspires the confidence of the sector and our funders. While we have welcomed many new staff, we are saying good bye to several Board members whose terms have ended: Alice Colak, Sally Zhao, and Frank Bauer. On behalf of all of Alberta, I want to thank them for their time on the Board and service to the sector.

The next year promises to be one full of many new challenges and opportunities, and AAISA has never been better positioned to face those challenges, and take advantage of those opportunities.

**Erick Ambtman**  
*Board Chair*





# **ALBERTA ASSOCIATION OF IMMIGRANT SERVING AGENCIES**

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