



SAISIA

Saskatchewan Association of
Immigrant Settlement and
Integration Agencies

2017-2018 ANNUAL REPORT





SASKATCHEWAN ASSOCIATION OF IMMIGRANT SETTLEMENT AND INTEGRATION AGENCIES (SAISIA)

Established in 1987, SAISIA serves newcomers by providing settlement and integration agencies in Saskatchewan with access to professional development and opportunities to network, as well as links to resources they can use to strengthen and enhance their internal procedures, client programs and services.

SAISIA is the voice of immigration and settlement agencies to the federal, provincial and municipal governments, the community, and the public.

Our Vision

Excellence in Settlement and Integration Services in Saskatchewan.

Our Mission

To support organizations offering services for immigrants and refugees while engaging stakeholders and representing the Saskatchewan settlement and integration community.

Our Guiding Principles:

- **Service Excellence:** SAISIA works together with its members to support excellent quality within their services and activities.
- **Collaboration:** SAISIA works openly with its members as well as local, provincial, and national stakeholders, leveraging its collective strength to ensure beneficial decisions are made for the Saskatchewan settlement sector and newcomers to Canada.
- **Client Centered:** SAISIA ensures its focus and mandate remain on immigrants and refugees in Saskatchewan. This is achieved through the support and development of its members.
- **Proactive Leadership:** SAISIA has the courage to shape a better future for immigrants and refugees in Saskatchewan by making principled decisions in accordance with its Constitution and Bylaws.
- **Interculturalism:** SAISIA supports the integration of cultures to create a diverse and unified society.
- **Accountability:** SAISIA holds itself to be responsible for and transparent in the decisions it makes that affect the organization and its mandate.
- **Respect and Dignity:** SAISIA values respect and dignity, which means all decisions and actions reflect ethical behavior, diligence, honesty and compassion.
- **Engagement:** SAISIA believes in strategic, outcome-focused community conversations to facilitate learning and meaningful change.
- **Diversity:** SAISIA believes in embracing the rich dimensions of diversity while promoting and celebrating its benefits.





2017-2018 BOARD OF DIRECTORS

Henri de La Garde

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Saskatoon Open Door Society Inc

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Moose Jaw Multicultural Council Inc

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Board Member
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Ijeoma Nwamuo

Board Member
International Women of Saskatoon

Neelu Sachdev

Board Member
Regina Immigrant Women Centre.

Neritza Tapia

Board Member
Regina Immigrant Women Centre

Jess Hamm

Saskatchewan Intercultural Association, served
as Vice President prior to taking maternity leave.

PRESIDENT'S MESSAGE



Dear Members, Stakeholders, Funders and Friends:

This year we are very proud to see SAISIA continue to grow and tackle new challenges, serving to coordinate and support settlement services across Saskatchewan.

Our Settlement and Integration Summit was a great success, drawing together the strengths of our traditional settlement partners and bringing community stakeholders into the discussion for a very productive summit.

SAISIA staff have continued to strengthen these connections, both within the province and beyond, and we are very proud of the work that has been done by our growing contingent of staff. Our Board of Directors has worked this year to improve Board and organizational accountabilities, with an ambitious set of activities. We completed our organizational Strategic Plan, worked to revise our Human Resources Policy for an

organization that has grown 800% in staff, and approved the Financial Policy and Procedures. We've begun work on a Governance Policy for the Board, and have standing Board committees on Membership Engagement and Government Engagement with important roles in supporting the organization.

I'd like to thank the Board of Directors and our SAISIA staff for their hard work and dedication, and thank the members and our funders for their ongoing confidence in SAISIA. The future is full of potential for the growth and professionalization of the settlement sector in Saskatchewan.

Henri de La Garde
SAISIA President

EXECUTIVE DIRECTOR'S MESSAGE



This year was a time of rapid growth for SAISIA. There are many achievements highlighted in this Annual Report, both for the SAISIA Board and for SAISIA staff. SAISIA is now fully staffed with an Executive Director, Director, Project Manager, Regional Event Coordinator, Office Administrator, Community Partnership Facilitator, and a Rural Coordinator based in Humboldt. In addition, plans were finalized this year for SAISIA to hold the contract for the Saskatchewan SWIS Coordinator. As of April 2018, SAISIA will house the SSC position.

Our focus this past year was on community engagement, conferences, research activities, tool development, advertising/publications/ website development, and professional development.

Appreciation goes out to our funders and to our partners, and to SAISIA Board Members for setting the stage to allow us to achieve our goals. To SAISIA staff, thank you so much for your talent and for your commitment to the sector!

Sylvia Waterer
SAISIA Executive Director

2017-2018

Activities and Accomplishments

SAISIA carries out the following activities on behalf of its members and funders:

- Community Engagement
- Conferences
- Research
- Tool Development
- Advertising, Publication and Website Development
- Professional Development
- Foundation / Capacity Building





COMMUNITY ENGAGEMENT

Strengthen engagement and communication, especially with the Francophone sector. This includes a face-to-face event to help determine Francophone specific needs, and to develop a strategy on how to meet those needs.

A Francophone Strategy was completed with the following calls to action:

- Enhanced visibility of Francophone services in Saskatchewan by updating settlement service maps with Francophone components
- Improve availability of bilingual resources by having service maps translated into English and French
- Improved resource sharing with the Francophone service providers through the Réseau en immigration francophone Saskatchewan [RIF-SK], and broader communication and information sharing with the Francophone community through Assemblée communautaire francosaskoise [ACF]
- Develop and implement a new SAISIA website with bilingual resources

Support the small centre service providers through the facilitation of teleconferences, site visits, and face-to-face meetings. This includes small centre needs assessment and development of a framework for small centre training.

Engagement with service providers in the rural regions of Saskatchewan included:

- Rural Coordinator was hired and an office space was secured within the Humboldt Regional Newcomer Centre to house the position
- Rural Coordinator conducted a series of engagement activities to assess the unique needs of the small centres resulting in a final report titled “Saskatchewan Small Centres Needs Report 2017-2018”
- Framework for a Small Centre Training Manual was completed
- Rural Coordinator and Event Coordinator participated in planning of the National Settlement and Integration Small Centre Conference in Alberta

COMMUNITY ENGAGEMENT

Support partnerships through ongoing communication with AAISA, MANSO, IRCC, LIPs, RIFs, the PSR Community and others.

Partnerships were supported through ongoing communication with provincial, regional and national committees:

- Engagement with prairie umbrellas and IRCC through regularly scheduled conference calls, shared positions, joint projects, coordination of a shared voice for the National Settlement Council, and attendance at Summits and Learning Events
- Partnered with AFCS and MCoS to facilitate building relationships through intercultural dialogue and growing engagement between newcomers and indigenous communities in Saskatchewan. Developed a pilot project titled CultureNet Saskatoon to host networking events with key stakeholders, and secured funding from SaskCulture's Multicultural Initiative Funds and matching funds from MCoS and AFCS
- Participated in the City of Saskatoon and the Local Immigration Partnership (LIP) **First Annual Saskatoon Newcomer Settlement and Integration Community Forum**. The theme of this Inaugural Forum is **"Taking Stock for Newcomer Settlement and Integration"** and the objectives are to:
 - Communicate what we have heard and verify from all the community sectoral consultations and from the newcomers' needs assessment research, and
 - Seek community opinion on the critical concerns that our LIP can address within Saskatoon to determine priorities

Conduct a sector wide annual survey with settlement and resettlement sector to ensure needs of sector are being met and to assist in establishing priorities including professional development needs. Survey template was developed in conjunction with AAISA and MANSO.

- Annual settlement survey distributed across Saskatchewan to all service providers, including sponsorship agreement holders and the private sponsors community, the Francophone community, and Gateways
- The information received through the survey was used to prepare a report with call-to-action items including:
 - a. development of rich and robust SAISIA website
 - b. creative strategy on how to meet sector's professional development needs in consultation with SK Professional Development Advisory Committee
 - c. Saskatchewan specific research priorities vis-à-vis anglophone and francophone newcomer statistics and service delivery improvement/strategy
 - d. Improved communication and engagement with various levels of government
 - e. Enhancing SAISIA's presence among community of practice provincially and at the national level



COMMUNITY ENGAGEMENT

Engagement with Working Groups, Resettlement and Settlement Service Providers.

- Under the Helping Immigrants Succeed Strategy of Social Connections, Labour Market and Language program streams, hold quarterly meetings with the Working Groups to share knowledge and best practices, identify trends and service gaps, and determine key program indicators for measuring outcomes in response towards an expanded dashboard
- Collaborate with the SK settlement sector, IRCC and the prairie umbrella organizations to implement a Settlement Dashboard pilot using SK data. Twelve agencies from across Saskatchewan urban and rural, Anglophone and Francophone service providers participated in the pilot project for three months. The data and feedback will be used to finalize the tools and indicators for data collection and sharing within and between provinces in the prairie region
- Collection of information from SPOs for the development of the RAP dashboard that is shared at the quarterly RAP and Settlement conference calls. The information includes the overall refugee arrivals, access to services and waitlist information
- Facilitated conversations with RAP service providers to ensure the formalized RAP forms including initial, mid and exit, meet the needs of the sector



Participation in committees that relate to high priority settlement issues.

- Representation on local, provincial, and national committees including CCR, National Community of Practice, Immigrant Research West, Saskatchewan Local Immigration and Sponsorship Agreement Holders discussion forum, Newcomer-Indigenous Engagement Committee [BRIDGES-Saskatchewan], Saskatoon Refugee Coalition



CONFERENCES

RESEARCH

Facilitate a provincial resettlement and settlement event.

- Hosted a three-day Annual Integration Summit in November of 2017 to provide a platform for all Service Provider Organizations (SPOs) within Saskatchewan to share information, experience and knowledge. The summit assembled various speakers on a wide range of topics inspiring 157 diverse attendees to generate ideas towards a path forward. Day 1 focussed on Resettlement Assistance Program, day 2 on Settlement, and day 3 on Integration and Community Engagement.
- Three overarching themes emerged:
 1. Systems Thinking
 2. Communication, Connection and Collaboration
 3. Data Collection and Shared Reporting

Support research that benefits the understanding of the settlement sector. Research activities included:

- Work with AAISA and MANSO to develop a strategy around data sharing. The data sharing project was led by AAISA to complete an environmental scan of what tools are currently available across other Umbrellas/Service Providers in the Settlement Network for data sharing
- In collaboration with the prairie umbrellas, work with the Research Coordinator to develop a PNT research strategy, develop research partnerships and analyze trends, create and maintain relationships with researchers and develop and update research-related content for the three Umbrella websites
- Meet with Immigration Research West team regarding research priorities, and provide representation on the Research Advisory Committee

TOOL DEVELOPMENT

Collaborate with AAISA and MANSO in the development of a Performance Measurement Framework (PMF) that meets the needs of the umbrella organizations to measure outcomes

- Active involvement in the project including development of terms of reference, selection of consultant, and in-depth consultation with the consulting firm regarding practices and needs

Implement the settlement dashboard (that aligns with the Helping Immigrants Succeed Strategy of Social Connections, Labour Market and Language) in conjunction with AAISA and MANSO, review and modify

- Coordinated the participation of 12 Saskatchewan SPOs in an IRCC-led regional Settlement Dashboard pilot project. Provided guidance and clarified concerns. Obtained 3 months of settlement data sets and feedback regarding the functionality and user-friendliness of the tools, and submitted Saskatchewan cumulative report and sector feedback to IRCC for action

Develop Saskatchewan Training Manual specific to the needs of small centres in conjunction with AAISA and MANSO, but with content specific to province

- A survey tool was developed and used to evaluate the needs of all small centre SPOs
- With input from small centre SPOs through site visits, small centre surveys, and follow-up conversations with key stakeholders, a framework for a SK Small Centre Training Manual was developed

Collect feedback on three RAP forms (e.g. initial, mid, exit) and revise as needed

- Saskatchewan RAP forms (i.e. initial, mid and exit assessment) were revised with input from the service providers, and shared with SPOs to implement in 2018-19 fiscal year



ADVERTISING, PUBLICATION AND WEBSITE DEVELOPMENT

Improve internal website to meet Francophone and Anglophone settlement sector needs. Ensure key resources are available in both languages and links are available to other external websites applicable to settlement sector. Annual calendar developed and added to website notates when sector engagement activities are happening including professional development, meetings, teleconferences.

Developed a strategy for revamping of the website with objective of being the information and resources hub for the Saskatchewan settlement and integration sector. Features include:

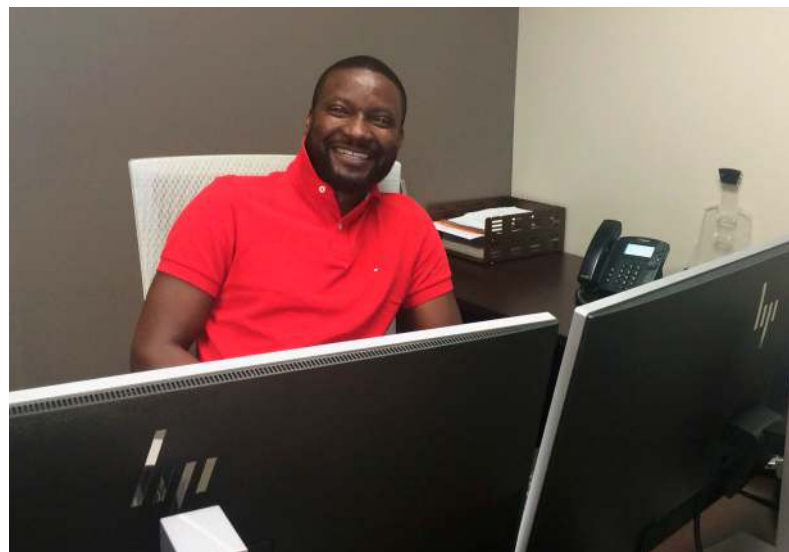
- Information in both official language and multilingual optimization
- Provision of relevant information and resources to the public
- Repository of tools, templates and best practices, and other information specific to settlement and integration work in Saskatchewan
- Sector Forum, a platform for service providers to create threads and engage in real-time online conversation
- Sector Canvas, a platform through which SAISIA would engage the sector to obtain priority topics and themes on special projects and activities
- Other features such as links to service provider websites, RSS feeds, search engine optimization, and social media integration



PROFESSIONAL DEVELOPMENT

Advance the competency and expertise of individuals working within the Saskatchewan Settlement and Integration sector by providing workshops, seminars and webinar training opportunities

- Establish a Saskatchewan Professional Development Advisory Committee (SPDAC) with representation of rural, urban, Anglophone, Francophone resettlement, settlement, language, social connections, employment, and Gateway service providers
- Represent the SK sector at the Prairie and Northern Territories Professional Development Advisory Committee. Assist in developing terms of reference, training needs assessment for SPOs, and a competency framework validation across PNT region, set priorities and strategic direction of the regional PD table to ensure SK unique PD needs are met
- Facilitate participation of 13 learners across Saskatchewan rural and urban, Anglophone and Francophone in an IRCC funded online training in settlement and transition titled: Needs Assessment and Action Plan
- Undertake study tour of the AAISA and MANSO locations and attend their settlement sector events in order to obtain a better understanding of the other Umbrella activities and issues within their provinces and to learn from each other to strengthen provincial capacity
- Attend the Annual Integration Summits organized by AAISA and MANSO





FOUNDATION / CAPACITY BUILDING

Office and Staff Expansion

SAISIA staff work load was evaluated against the work plan of the organization. This resulted in additional funding from IRCC for staffing. The Office is now fully staffed with eight positions that include an Executive Director, Director, Project Manager, Regional Event Coordinator, Office Administrator, Community Partnership Facilitator, a Rural Coordinator based in Humboldt, and as of April 2018 the Saskatchewan SWIS Coordinator.

The Event Coordinator position is designed to provide support to the three umbrella organizations in the Prairie region. Other shared positions with the Prairie region umbrella organizations are Research Coordinator housed in MANSO and, an IT Coordinator housed in AAISA.

As part of the organizational capacity building project, SAISIA secured and moved to new location. There is a spacious reception area, seven offices, a general work station, kitchen, washrooms and two boardrooms (one of which is available for the use of SAISIA member agencies at no cost).

Governance and Policies

The SAISIA Board of Directors established new Committees:

1. HR Support
2. Audit and Finance
3. Strategic Planning
4. Governance and Fiscal Policy
5. Nominations
6. Membership
7. Membership Engagement
8. Government Engagement

Priorities for this fiscal year included the following:

- The SAISIA Human Resources Policies to ensure compliance with the provincial and federal labour laws and related Employment Acts.
- A Financial policy was developed and approved for effective financial management of SAISIA.
- SAISIA Board of Directors met in September to develop a strategic plan to advance the vision, mission and mandate of the sector, taking into account the trends and themes identified through the Lessons Learned project as well as the state of settlement over the past years and the more recently and dramatically altered settlement landscape to ensure that SAISIA is the voice of the Saskatchewan Settlement and Integration sector.

SAISIA MEMBERS

Our Members

SAISIA members, staff and volunteers provide quality, client-centered services along the settlement continuum to ensure that all newcomers are welcomed and supported in ways that encourage timely settlement, adaptation and integration into the social fabrics of Saskatchewan communities.

Full Members

- Global Gathering Place
- Humboldt Regional Newcomer Centre
- International Women of Saskatoon
- Moose Jaw Multicultural Council
- Prince Albert Multicultural Council
- Regina Immigrant Women Centre
- Regina Open Door Society
- Saskatchewan Intercultural Association
- Saskatoon Open Door Society
- YWCA Prince Albert

Associate Members

- Saskatchewan German Council
- Catholic Family Services, Regina

Friends and Honorary Members of SAISIA

- Carlton Trail College, Humboldt
- Southeast College, Estevan
- Bob Cram, Saskatoon




SASKATCHEWAN ASSOCIATION OF IMMIGRANT SETTLEMENT & INTEGRATION AGENCIES

Statement of Financial Position

As at March 31, 2018

	2018	2017
ASSETS		
CURRENT		
Cash	\$ 88,313	\$ 54,822
Accounts receivable (Note 3)	10,916	3,854
Prepaid expenses	6,262	764
	<u>105,491</u>	<u>59,440</u>
CAPITAL ASSETS (Note 4)	<u>8,568</u>	<u>-</u>
	<u>\$ 114,059</u>	<u>\$ 59,440</u>
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 35,072	\$ 14,136
Deferred contributions and revenue (Note 5)	30,130	100
	<u>65,202</u>	<u>14,236</u>
UNRESTRICTED NET ASSETS	<u>48,857</u>	<u>45,204</u>
	<u>\$ 114,059</u>	<u>\$ 59,440</u>

ON BEHALF OF THE BOARD

 Director

 Director

SASKATCHEWAN ASSOCIATION OF IMMIGRANT SETTLEMENT & INTEGRATION AGENCIES

Statement of Operations

For the Year Ended March 31, 2018

	2018	2017
REVENUES		
Federal grants	\$ 630,776	\$ 212,995
Provincial grants	7,400	15,000
Municipal grants	-	9,000
Memberships	8,025	6,575
Miscellaneous	769	811
	<u>646,970</u>	<u>244,381</u>
EXPENSES		
Advertising and promotion	6,625	8,041
Amortization	3,250	-
Annual general meeting	2,107	1,061
Bank charges	198	75
Insurance	1,131	770
Licenses and memberships	925	345
Meetings and travel	95,932	8,290
Office expense	34,133	6,358
Professional fees	47,481	14,043
Project expenses	29,423	20,795
Purchase of equipment	-	5,030
Rent	58,737	30,122
Repairs and maintenance	5,405	-
Wages and benefits	357,970	152,146
	<u>643,317</u>	<u>247,076</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	\$ 3,653	\$ (2,695)

SASKATCHEWAN ASSOCIATION OF IMMIGRANT SETTLEMENT & INTEGRATION AGENCIES

Statement of Changes in Net Assets

For the Year Ended March 31, 2018

	2018	2017
UNRESTRICTED NET ASSETS - BEGINNING OF YEAR	\$ 45,204	\$ 47,899
Excess (deficiency) of revenues over expenses for the year	3,653	(2,695)
UNRESTRICTED NET ASSETS - END OF YEAR	\$ 48,857	\$ 45,204



SAISIA is a member of the Canadian Immigrant Settlement Sector Alliance.

SAISIA is funded by Immigration Refugee, Citizenship Canada, Government of Saskatchewan, SaskCulture and membership dues.

For more information on SAISIA please visit www.saisia.ca or contact us at:

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Funded by:

Financé par:



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

