

## AMSSA BOARD 2014–2015

### EXECUTIVE COMMITTEE

Carol Wutzke, Past President  
Jean McRae, President  
Rachel Blaney, 1st Vice President  
Berta Lopera, 2nd Vice President  
Colleen Chong, Treasurer

### PROVINCIAL BOARD DIRECTORS

Lily Chen  
Bill Dartnell  
Jane Dickson  
Riminder Gakhal  
Raminder Pal Singh Kang

### AMSSA STAFF

Executive Director – Lynn Moran  
Program Director – Katie Rosenberger  
Communications & Office Coordinator – Melissa Jay  
Office Coordinator – Claire Palo

### AMSSA CONTRACTORS

Sectoral Support Coordinator – Bahar Taheri  
Sectoral Communications Coordinator – Sabrina Ziegler  
Research and Information Coordinator – Alex Kang  
Settlement Events Coordinator – Dylan Griffith  
Safe Harbour Program Coordinator – Kathryn Cureton  
*Cultures West* Editor – Leslyn Johnson  
Bookkeeper – Brita Fransvaag



## A Special Thank You

AMSSA would like to acknowledge the commitment and support of the following funders and donors who have made significant financial contributions throughout the past year. This support has enabled AMSSA to provide greater benefits to its members and stakeholders.

### FUNDERS 2014–15

Citizenship and Immigration Canada  
Ministry of International Trade and Responsible for Asia Pacific  
Strategy and Multiculturalism – Embrace BC  
Ministry of Finance – Gaming Policy and Enforcement Branch

### DONORS

#### *Individual*

Deborah Vigoda  
Jean McRae  
Jennifer Geddes

#### *Organizations*

Allegro Consulting  
Delta Pacific Benefits Brokers Ltd.  
Vancity



**BC Yukon Immigrant Integration Summit**

L-R: Katie Rosenberger (AMSSA), Jean McRae (ICA), Lynn Moran (AMSSA), Kevin Evans (Evans Endeavours Inc.), and Chris Friesen (ISSofBC).

### Our Vision

A just and equitable society in which everyone benefits from social and economic inclusion.

### Our Mission

AMSSA facilitates collaborative leadership, knowledge exchange and stakeholder engagement to support member agencies that serve immigrants and build culturally inclusive communities.

### Our Values

Inclusiveness • Integrity • Mutual Respect  
Equity • Diversity • Collaboration

# 2014–2015 ANNUAL REPORT

205–2929 Commercial Dr  
Vancouver, BC V5N 4C8  
604 718-2780

amssa@amssa.org www.amssa.org

## PRESIDENT'S REPORT

Learning a new culture and integrating into it—two activities that describe what many immigrants do when they arrive in their new home. These are also activities that describe what AMSSA, and also, our members and stakeholders have been doing this year as we settle into the Citizenship and Immigration Canada (CIC) landscape. AMSSA has provided leadership to the sector in helping our members and stakeholders understand the road map: who is responsible and for what, how the systems function and intersect with each other, where members and stakeholders can learn new skills, and where members and stakeholders can use the skills they already possess. There has been a lot to learn and some things to unlearn.

AMSSA continues to be a leader in Ottawa at the National Settlement Council and with the Canadian Immigrant Settlement Sector Alliance. We hold leadership positions in the Western Region Working Group ensuring collaboration with CIC at the Western Region level. In November 2014, AMSSA organized the BC/Yukon Immigrant Integration Summit to ensure that the voice of British Columbia's and the Yukon's service providers was heard by CIC in advance of the National Call for Proposals (CFP). The priorities identified at the summit figured prominently in the CFP priorities for the BC/Yukon Region.

As the BC Provincial Government's role has shifted dramatically, AMSSA has continued to dialogue with the Provincial Government to emphasize the importance of its presence in the sector. Funding for CIC ineligible clients will carry on and we will continue to highlight the Province's enduring role in newcomer settlement in BC.

AMSSA is a strong presence in three important national and regional research initiatives - Metropolis, Pathways to Prosperity, and Immigration Research West. Involvement in the research agenda on immigration and integration issues provides access to information that allows our members and stakeholders to design programs that are evidence-based and effective for the immigrants and communities they serve.

AMSSA has re-organized its convening structure to support CIC's goal of working with and bringing together service providers from across the province. This ensures we can continue to network, build partnerships and learn from each other, while providing input to the funder.

We look forward to continuing to build on the positive base that has been established in this year of adjustment. My thanks to Citizenship and Immigration Canada for their support, to the great AMSSA staff team for all their efforts on behalf of our members and stakeholders, and in particular, to Lynn Moran for her leadership and sound judgement navigating through this new CIC landscape.

**Jean McRae, AMSSA Board President**

## EXECUTIVE DIRECTOR'S REPORT

This year, AMSSA focused on helping our members and other CIC stakeholders navigate new CIC structures and reporting mechanisms. We met the challenge of expanding learning and professional development opportunities to many more service providers by leveraging our expertise in online technology. Online delivery and access has become a critical element in our successful delivery of the suite of indirect service supports that AMSSA provides.

Webinars on building engagement, leveraging technology, strategic partnerships and self-care reached over 100 organizations. Webcasts on Suicide Awareness, Facilitation Skills, Racism & Bullying: What BC Settlement Workers Need to Know, and Youth Immigration provided settlement-focused learning opportunities to service providers and received over 1,064 views. Five e-symposia reached over 1000 service providers. All of these online learning opportunities remain accessible through amssa.org.

AMSSA's "Migration Matters Information Sheets" synthesize the latest research and policies on the delivery of settlement services. We also developed eight Specialized Resource web pages offering online resources to frontline workers. Settlement Net weekly updates had over 22,000 views.

Our convening and sectoral capacity building activities included Local Immigration Partnerships (LIPS) and Settlement Workers in Schools (SWIS), as well as service provider regional meetings provided a forum for CIC contract recipients to share, learn and network on regionally relevant topics.

With input on client service needs from seven front-line service provider working groups, the Immigrant Integration Coordinating Committee provided valuable programming direction. The Settlement Program Planning Committee brought together representatives from the sector, government, and other stakeholders to discuss key issues in settlement programming and policy that needed responses from all three levels of government and the sector.

To foster discussion of the broad integration needs of newcomers, not limited to CIC-funded settlement services, AMSSA organized the BC/Yukon Immigrant Integration Summit in November 2014. One hundred and seventeen organizations attended.

The Safe Harbour: *Respect for All* program continued work with 15 Community Organizers in 38 BC communities. Safe Harbour training was carried out by webinar in Prince George and a Community Organizers workshop was conducted as part of the Champions' Breakfast.

*Cultures West Magazine* editions focused on *Domestic Violence Against Immigrant and Refugee Women and Immigrant and Refugee Women Health*.

AMSSA welcomes new member: Society of Translators and Interpreters of British Columbia (STIBC).

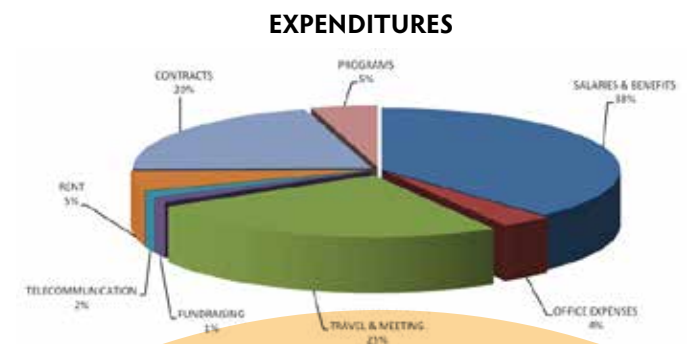
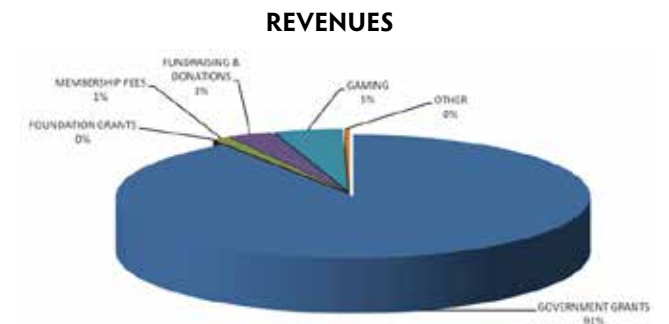
**Lynn Moran, Executive Director**

## FINANCIAL REPORT

REVENUES	2014	2013
Government Grants	1,242,708	1,360,532
Foundation Grants	0	73,451
Membership Fees	15,687	16,725
Fundraising & Donations	42,399	67,795
Gaming	64,085	62,252
Other	4,780	2,079
<b>Total</b>	<b>1,369,659</b>	<b>1,582,834</b>

EXPENDITURES	2014	2013
Salaries & Benefits	521,802	629,368
Office Expenses	48,016	60,268
Travel & Meeting	340,082	394,704
Fundraising	19,792	25,824
Telecommunication	22,324	20,101
Rent	70,122	63,628
Contracts	283,808	348,646
Programs	62,055	28,324
<b>Total</b>	<b>1,368,001</b>	<b>1,570,863</b>

SURPLUS/(DEFICIT)	2014	2013
	<b>1,658</b>	<b>11,971</b>





- Abbotsford Community Services
- Association of BC Teachers of English as an Additional Language (BC TEAL)
- Association of Neighbourhood Houses BC (ANH)
- BC Teachers Federation - Social Justice Program (BCTF - SJP)
- Burnaby Family Life Institute
- Canadian Mental Health Association - BC Division
- Central Vancouver Island Multicultural Society (CVIMS)
- Chilliwack Community Services
- CHIMO Crisis Services
- Collingwood Neighbourhood House (CNH)
- Communica Dialogue and Resolution Services Society
- Cowichan Intercultural Society (CIS)
- DIVERSEcity Community Resources Society
- Family Education and Support Centre
- Family Services of Greater Vancouver (FSGV)
- Family Services of the North Shore (FSNS)
- Fort St. John Literacy Society
- Immigrant & Multicultural Services Society (IMSS)
- Immigrant Employment Council of BC (IECBC)
- Immigrant Services Society of BC (ISS)
- Inland Refugee Society of BC (IRS)
- Inter-Cultural Association of Greater Victoria (ICA)
- Jewish Family Service Agency (JFSA)
- Kamloops Cariboo Regional Immigrant Society (KIS)
- Kamloops Multicultural Society
- Kelowna Community Resources Society

- Kiwaasa Neighbourhood Services Association
- Langley Community Services Society (LCSS)
- Legal Services Society of BC (LSS)
- Language Instruction Support and Training Network (LISTN)
- Little Mountain Neighbourhood House Society (LMNHS)
- Multicultural and Immigrant Services Association of North Vancouver Island (MISA)
- Mission Community Services Society (MCSS)
- Mount Pleasant Neighbourhood House
- Multicultural Family Centre (REACH)
- Multicultural Helping House Society (MHHS)
- Multicultural Heritage Society (MHS) - Prince George
- Multifaith Action Society of BC
- Multi-Lingual Orientation Service Association for Immigrant Communities (MOSAIC)
- North Coast Immigrant and Multicultural Services Society
- North Shore Multicultural Society (NSMS)
- Options Community Services Society
- Pacific Community Resources Society
- Pacific Immigrant Resources Society (PIRS)

- Progressive Inter-cultural Community Services Society (PICS)
- Richmond Multicultural Community Services (RMCS)
- Richmond Youth Service Agency
- SCOUTS Canada
- Settlement Orientation Services (SOS)
- Shuswap Settlement Services Society
- Skeena Diversity Society
- Social Planning & Research Council of BC (SPARC BC)

- Society for Translators and Interpreters of British Columbia (STIBC)
- South Okanagan Immigrant and Community Services (SOICS)
- South Vancouver Neighborhood House
- S.U.C.C.E.S.S.
- Tenant Resource & Advisory Centre (TRAC)
- Terrace & District Multicultural Association (TDMA)
- Umoja Operation Compassion Society

- Vancouver & Lower Mainland Multicultural Family Support Services (VLMFSS)
- Vancouver Multicultural Society (VMS)
- Vernon & District Immigrant Services Society (VDISS)
- Victoria Immigrant and Refugee Centre Society (VIRCS)
- Westcoast Child Care Resource Centre (WCCRC)
- Westcoast Family Centres Society
- YMCA of Greater Vancouver
- YWCA