

## AMSSA BOARD 2015–2016

### EXECUTIVE COMMITTEE

Carol Wutzke, Past President  
Jean McRae, President  
Manpreet Grewal, 1st Vice President  
Lily Chen, 2nd Vice President  
Jessica Yuen, Treasurer

### PROVINCIAL BOARD DIRECTORS

Berta Lopera  
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 – Saeedeh Foghani

### AMSSA CONTRACTORS

Settlement Coordinator – Sabrina Ziegler  
Settlement Language Coordinator – Jennifer Cummins  
Research and Information Coordinator – Lucy Buchanan-Parker  
Audio Visual Coordinator – Kaan Eraslan  
Safe Harbour Program Coordinator – Kathryn Cureton  
Safe Harbour Sales Coordinator – Queenie Cheng  
Western Region Working Group Coordinator – Javier Ojer  
*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 2015 – 16

Immigration, Refugees and Citizenship Canada  
Ministry of International Trade and Responsible for Asia Pacific Strategy and Multiculturalism  
Ministry of Jobs, Tourism and Skills Training  
Ministry of Finance – Gaming Policy and Enforcement Branch  
United Way of the Lower Mainland

#### DONORS

*Individual*  
Carol Wutzke  
Deborah Vigoda  
Jane Dickson  
Jean McRae  
Patricia Woroch  
*Organizations*  
Vancity



2016 Safe Harbour Champions Breakfast  
Latash-Maurice Nahanee and Alden Habacon

#### 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

# 2015–2016 ANNUAL REPORT

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

amssa@amssa.org www.amssa.org

## PRESIDENT'S REPORT

This has been a year of unprecedented focus on our world of immigrant and refugee settlement. So much so I am tempted to invoke Charles Dickens' *Tale of Two Cities*, "It was the best of times. It was the worst of times." Long awaited openings emerged to bring attention to the world-wide plight of refugees. After the new federal government's November announcement of the 25,000 Syrians before year end, things rapidly kicked into action and moved forward at breakneck speed. Many Canadians felt proud to be able to see ourselves as a generous and welcoming nation rather than a fearful and suspicious one. The public interest in the private sponsorship of refugees soared—many of the negative and fearful voices were sidelined. AMSSA members had to rally in order to respond to that interest—so many volunteers and donors wanting to help all across the province. Media was inordinately interested in our refugee resettlement programs and our world of immigrant settlement. Timelines were changed; contracts extended. There were cuts to some services and some services added. All in all, a quite stressful and interesting year.

AMSSA had to respond quickly to requests to convene meetings, keep its membership informed and allow them to feed into the planning for refugee arrivals. We worked with both the federal and the provincial governments both nationally and provincially. Communications were kept up to date and emerging understandings shared. AMSSA continued to collaborate with other national, regional and provincial umbrellas and represented British Columbia and our members' concerns very ably.

This is the last year of sixteen years that we will have been able to rely on Lynn Moran's capable leadership. We wish Lynn every happiness in her well-deserved retirement. And, we look forward to AMSSA's next chapter.

**Jean McRae, AMSSA Board President**



**Recipients of the 2016 National Metropolis Awards**

Robert Vineberg, Former Director General Western & Northern Region, IRCC; Lynn Moran, AMSSA; Jack Jedwab President, Association for Canadian Studies; and Dr. John Shields, Ryerson University

## EXECUTIVE DIRECTOR'S REPORT

I became Executive Director of AMSSA in August, 2000. This is my sixteenth and final Annual Report, as I am retiring at the end of June. It has been my pleasure to build the organization's capacity and lead it into its role as a key player on the Western Region and National stages. Over my years at AMSSA, I have been privileged to work with remarkable, passionate, committed staff, board members, member agency personnel and others connected to the settlement sector. I am honoured to have shared the journey with you.

AMSSA continues to grow. We increased our technology capacity by acquiring additional equipment and training staff to improve our online services and their delivery. We have also adapted program activities funded by IRCC to better meet stakeholder needs.

Webinars on building collaboration through social media, capacity through mentorship programs, trauma informed practice, curriculum development had over 1150 connections.

Webcasts on LGBTQ newcomers, immigrant seniors, immigrant and refugee children and self-employment focused on learning needs in the sector, attracting 1500 views.

Four e-symposia reached over 1500 service providers.

Settlement Net had over 26,600 views and eight more "Migration Matters Information Sheets" summarizing research resources were produced. Specialized Resource Web Pages offering online resources to frontline workers had over 1600 views.

All of these learning opportunities remain accessible through amssa.org.

The Immigrant Integration Coordinating Committee continued to provide leadership and valuable strategic programming direction. The Settlement Program Planning Committee brought together sector representatives, three levels of government, and other stakeholders to discuss policy and programming issues. The Research Advisory Committee met to develop settlement research priorities.

The BC Service Working Groups participated in an all-day virtual Learning Exchange, connecting with community stakeholders for discussions on settlement services.

A Provincial Syrian Refugee Settlement Working Group meeting allowed settlement providing organizations to share their communities' capacity to support Syrian refugees.

AMSSA transformed our popular Safe Harbour: Respect for All certification program into a sustainable, membership-based program. Eleven facilitators deliver training in communities across BC.

*Cultures West Magazine* editions focused on Pathways to Citizenship and Immigrant Access to the Workplace.

AMSSA welcomes the Mennonite Central Committee back to its membership.

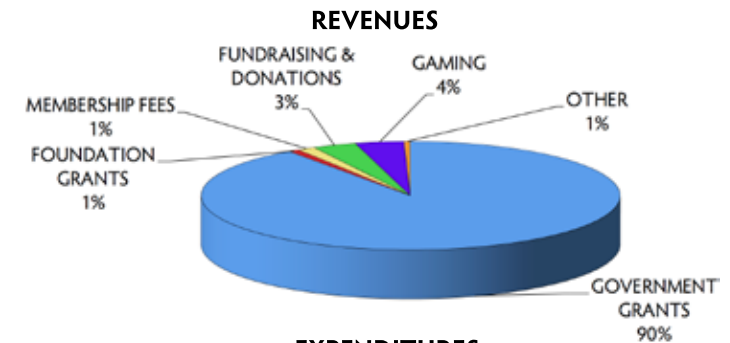
**Lynn Moran, Executive Director**

## FINANCIAL REPORT

REVENUES	2016	2015
Government Grants	1,043,434	1,242,708
Foundation Grants	9,664	0
Membership Fees	16,025	15,687
Fundraising & Donations	39,056	42,399
Gaming	43,711	64,085
Other	5,623	4,780
	<b>1,157,513</b>	<b>1,369,659</b>

EXPENDITURES	2016	2015
Salaries & Benefits	551,309	521,802
Office Expenses	44,729	48,016
Travel & Meeting	295,467	340,082
Fundraising	19,449	19,792
Telecommunication	24,774	22,324
Rent	71,725	70,122
Contracts	124,470	283,808
Programs	15,767	62,055
	<b>1,147,690</b>	<b>1,368,001</b>

SURPLUS/(DEFICIT) **9,823** **1,658**



**17**  
Online  
Resource  
pages



**8**  
Online videos



**18**  
E-symposia



**32**  
Migration  
Matters  
Info Sheets



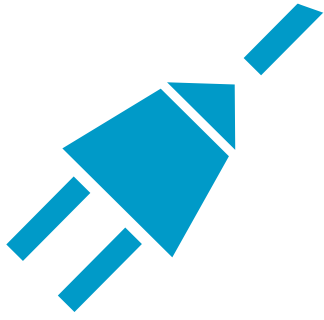
# AMSSA®

Strengthening Diversity In BC



**3**

Versions of  
Safe Harbour  
Diversity  
& Inclusion  
e-Learning  
courses



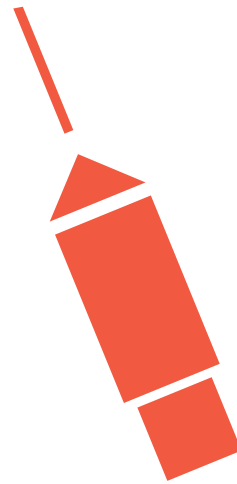
**26,600+**

Settlement Net views yearly



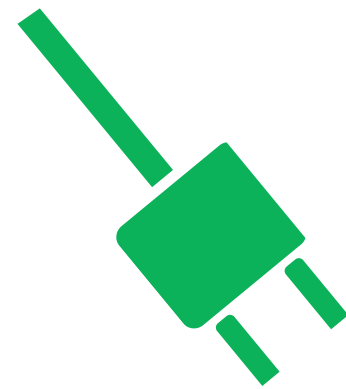
**10**

AMSSA webinars



**133**

Connections  
to AMSSA's  
1st Virtual  
Settlement  
Learning  
Exchange



**33**

Organizations have  
completed training

**865**

Subscribers to  
Settlement Net  
Weekly Updates

**1150+**

People have attended  
AMSSA's webinars

## CONNECTING THE SECTOR THROUGH ONLINE SERVICES

Abbotsford Community Services  
Association of BC Teachers of English as an Additional Language (BC TEAL)  
Association of Neighbourhood Houses BC (ANHBC)  
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 Community 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  
Hecate Strait Employment Development Society

Immigrant & Multicultural Services Society (IMSS)  
Immigrant Employment Council of BC (IEC-BC)  
Inland Refugee Society of BC (IRS)  
Inter-Cultural Association of Greater Victoria (ICA)  
ISSofBC  
Jewish Family Service Agency (JFSA)  
Kamloops Immigrant Society (KIS)  
Kamloops Multicultural Society  
Kelowna Community Resources  
Kiwassa Neighbourhood House  
Langley Community Services Society  
Language Instruction Support and Training Network (LISTN)  
Legal Services Society of BC (LSS)  
Little Mountain Neighbourhood House Society (LMNHS)  
Mennonite Central Committee British Columbia  
Mission Community Services Society (MCSS)  
Mount Pleasant Neighbourhood House  
Multi-Lingual Orientation Service Association for Immigrant Communities (MOSAIC)  
Multicultural and Immigrant Services Association of North Vancouver Island (MISA)

Multicultural Helping House Society (MHHS)  
Multicultural Heritage Society (MHS) – Prince George  
Multifaith Action Society of BC  
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 (PICSS)  
REACH Multicultural Family Centre  
Richmond Multicultural Community Services (RMCS)  
Richmond Youth Service Agency  
SCOUTS Canada  
Settlement Orientation Services (SOS)  
Shuswap Settlement Services Society  
Skeena Diversity Society  
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 Metro Vancouver