

## AMSSA BOARD OF DIRECTORS

Carol Wutzke, Past President  
Jean McRae, President  
Manpreet Grewal, 1st Vice President  
Riminder Gakhal, 2nd Vice President  
Jessica Yuen, Treasurer  
Koyali Burman, Member at Large  
Michael Radano, Member at Large  
Louisa Sanchez, Director  
Mary Daniel, Director

## AMSSA STAFF

### OPERATIONS

Katie Rosenberger, Executive Director  
Farah Kotadia, Program Director  
Melissa Jay, Communications Manager  
Saeedeh Foghani, Office Coordinator  
Sara Javaherypour, Acting Office Coordinator  
Brita Fransvaag, Accountant

### SETTLEMENT & LANGUAGE

Sabrina Dumitra, Settlement Coordinator  
Ismaël Traoré, Research and Information Coordinator  
Julie Ship, Settlement Language Coordinator  
Kaan Eraslan, Audio Visual Coordinator  
Lori Cameron, Provincial Integration Coordinator



2017 - 2018 AMSSA team

## 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

Immigration, Refugees and Citizenship Canada (IRCC)  
Ministry of Jobs, Trade and Technology  
Ministry of Tourism, Arts and Culture

### DONORS

Carol Wutzke	Mary Daniel
Dulla Laila	Michael Radano
Jean McRae	Rajwinder Brar
Jessica Yuen	Riminder Gakhal
Koyali Burman	
Louisa Sanchez	



### 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



# 2017–2018 ANNUAL REPORT

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## PRESIDENT'S REPORT

Building on the past successes, this year was a chance to consolidate and move forward. AMSSA has continued to take a lead in convening conversations with the federal and provincial government ensuring that BC's settlement sector is heard. Over the past year, AMSSA's engagement has increased with several provincial government ministries and we look forward to continuing our relationships with them. We organized the logistics for the National Settlement Council meeting in Vancouver – the first time in its history the council has met outside of Ottawa. AMSSA hosted the provincial Local Immigration Partnerships so they could learn and share with one other, and similarly brought LINC administrators together to work on improvements to programming. AMSSA's technological expertise continues to improve and is reflected in the quality of videos and webinars. This expertise will serve us well as we move into a world increasingly dependent on e-communication.

We were happy to welcome our Executive Director, Katie Rosenberger, back into the role from maternity leave and extend gratitude to Tracy Wideman and Farah Kotadia for filling in during the year. Also, thank you to the wonderful AMSSA staff who so capably kept the wheels turning through the changes.

To my fellow board members, many thanks for your contributions throughout the year. Thank you to our funders and donors. And, above all, thank you to AMSSA's members for participating and working together to advance the work we all do for newcomers and our diverse communities. Your contributions at the local, provincial and national levels on committees, advisory groups and even answering surveys all strengthen our ability to collectively make our province a more welcoming and inclusive place to call home.

**Jean McRae, AMSSA Board President**



2017 - 2018 AMSSA Board of Directors

## EXECUTIVE DIRECTOR'S REPORT

Change is the one constant in the settlement sector, and we have certainly had our share of change in British Columbia these past few years. Yet as the tide ebbs and flows, we find ourselves in a time where our partners are more engaged and more committed than ever before. As we look around us and observe some of the changing attitudes towards migration, diversity and equity that are taking place internationally and within parts of Canada, we look to our own Province and see the steady development of progress, optimism, and collaboration.

AMSSA worked very closely with our funding partners this year to enhance and build upon the sector support activities that have been a staple of our services to our members. Changes at Immigration, Refugees, and Citizenship Canada (IRCC) had a positive impact on AMSSA and our members, including the development of the Settlement Network to enhance a Pan-Canadian approach to service delivery, and the multi-year Immigration Levels Plan, which enables our sector to strategically plan in ways we have not been able to before.

Through IRCC funding, AMSSA worked with the BC LINC Guidelines Committee to improve and revise the BC LINC Guidelines (formerly Operations Guideline Manual for LINC Programs in BC) to increase accessibility of information, to reflect current best practices and to ensure consistency amongst LINC service providers. A LINC Administrators' Forum was subsequently held, bringing administrators together to launch the revised Guidelines. Our annual regional meetings were replaced with one BC Settlement and Language Providers' Meeting, where sector representatives from across BC gathered to connect, learn and discuss programming and best practices.

Changes in the leadership of the provincial government have resulted in stronger communications with the settlement sector. Increased funding for federally ineligible clients, along with the active engagement from different provincial ministries opened up the opportunity for AMSSA to conduct research to identify the services international students use and require, understand their experience seeking support services, and uncover issues related to service delivery. We secured a contract with the Ministry of Jobs, Trade and Technology to provide sector support to BC Settlement and Integration Services (BCSIS) Providers and as a result, look forward to developing e-learning curricula in the coming year to support the training and onboarding of staff working in BCSIS programs. Once again, AMSSA's technological expertise is making us a frontrunner in program development for the sector!

I would like to acknowledge the amazing team at AMSSA, who every day shows passion and creativity for their work. I would like to say a special thank you to Tracy Wideman and Farah Kotadia, who were the Acting Executive Directors for much of the year while I was on maternity leave, and commend them for a job very well done. Thank you to our funders, our members, and our Board of Directors for your faith in AMSSA and your tireless work on behalf of diversity and inclusion for everyone in BC. This is a pivotal time in the settlement sector and we are excited to explore more partnerships and opportunities in the coming year.

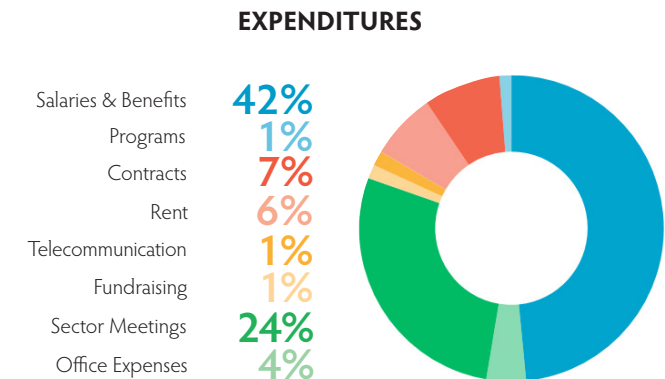
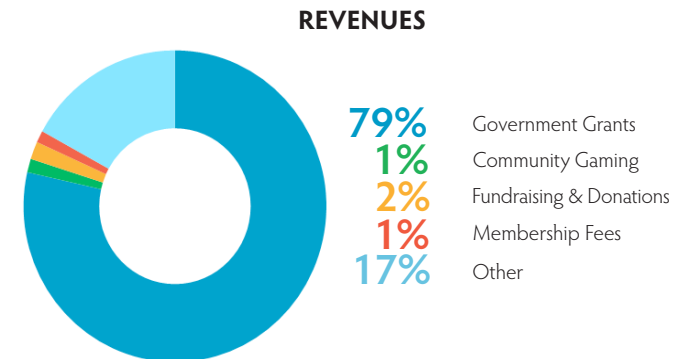
**Katie Rosenberger, Executive Director**

## FINANCIAL REPORT

REVENUES	2017-18	2016-17
Government Grants	967,692	1,108,377
Foundation Grants	0	0
Membership Fees	17,400	16,904
Fundraising & Donations	22,705	70,921
Community Gaming	15,201	14,798
Other	209,703	1,581
	<b>1,232,701</b>	<b>1,212,581</b>

EXPENDITURES	2017-18	2016-17
Salaries & Benefits	518,112	549,181
Office Expenses	44,849	50,605
Sector Meetings	296,115	361,498
Fundraising	15,914	17,086
Telecommunication	17,064	18,916
Rent	75,899	65,785
Contracts	87,867	113,476
Programs	13,525	17,126
	<b>1,069,345</b>	<b>1,193,673</b>

SURPLUS/(DEFICIT)	<b>163,356</b>	<b>18,908</b>
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# HIGHLIGHTS of 2017-18 by AMSSA STAFF

## PROVINCIAL MEETINGS

Organized and hosted two meetings for the first time: the BC Settlement and Language Providers' Provincial Meeting as well as the LINC Administrators' Forum.



## NSC: VANCOUVER

AMSSA helped to plan the logistics of a special regional meeting of the National

Settlement Council in Vancouver BC. The meeting included site tours in service provider organizations.

## NATIONAL METROPOLIS CONFERENCE

AMSSA attended the 20<sup>th</sup> National Metropolis Conference and gave two presentations: "Community-Based Research with the Settlement Sector" and "Supporting Refugees in British Columbia: Recent Insights from Service Provider Organizations."

### 5390+

AMSSA provided over 5390 e-mail and telephone information services to settlement sector stakeholders.



## AMSSA'S 40<sup>TH</sup> ANNIVERSARY

AMSSA celebrated 40 years in 2017-18. To commemorate the occasion AMSSA organized and hosted a special Annual General Meeting which included entertainment and a crowdsourced video.

## BC LINC GUIDELINES

AMSSA revised the BC LINC Guidelines (formerly Operations Guideline Manual for LINC Programs in BC) with guidance from the Settlement Language Working Group. The guidelines document was launched at the LINC Administrators' Forum.

## RESEARCH

AMSSA conducted research on support service availability and service delivery needs for post-secondary international students in BC. The report "Support Services for International students in BC" was released in March 2018. Results were presented through a webinar.

## ENGAGEMENT

AMSSA, through its members and networks, continued to engage the federal and provincial

governments through dialogue and consultation. Some of the key reports include: feedback on Canada's Third Universal Periodic Review, "Introducing the Settlement Sector in BC: Background

and Key Opportunities for the Provincial Government," a paper on Refugee Claimants, LINC waitlist recommendations, and a submission to the BC Human Rights Commission.

### AMSSA MEMBERS

Abbotsford Community Services  
Association of BC TEAL  
Association of Neighbourhood Houses BC  
BC Teachers Federation - Social Justice Program  
Burnaby Family Life Institute  
Canadian Mental Health Association - BC Division  
Central Vancouver Island Multicultural Society  
Chilliwack Community Services  
CHIMO Community Services  
Collingwood Neighbourhood House  
Cowichan Intercultural Society  
Dialogue and Resolution Services Society  
DIVERSEcity Community Resources Society  
Family Education and Support Centre  
Family Services of Greater Vancouver  
Family Services of the North Shore  
Fort St. John Literacy Society  
Hecate Strait Employment Development Society  
Immigrant and Multicultural Services Society

Immigrant Employment Council of BC  
Inland Refugee Society of BC  
Inter-Cultural Association of Greater Victoria  
ISSofBC  
Jewish Family Service Agency  
Kamloops Cariboo Regional Immigrant Society  
Kamloops Multicultural Society  
KCR Community Resources  
Kinbrace Community Society  
Kiwassa Neighbourhood Services Association  
Langley Community Services Society  
Legal Services Society of BC  
Little Mountain Neighbourhood House Society  
Mission Community Services Society  
Mothers Matter Centre (HIPPIY Canada)  
Mount Pleasant Neighbourhood House  
Multicultural and Immigrant Services Association of North Vancouver Island  
Multicultural Family Centre  
Multicultural Helping House Society  
Multicultural Heritage Society of Prince George

Multifaith Action Society of BC  
MOSAIC  
Muslim Food Bank and Community Services Society  
North Coast Immigrant and Multicultural Services Society  
North Shore Multicultural Society  
Options Community Services Society  
Pacific Community Resources Society  
Pacific Immigrant Resources Society  
Progressive Intercultural Community Services Society  
Richmond Multicultural Community Services  
Richmond Youth Service Agency  
Ridge Meadows Multicultural Society  
S.U.C.E.S.S.  
Shuswap Settlement Services Society  
Skeena Diversity Society  
Society of Translators and Interpreters of BC  
South Okanagan Immigrant and Community Services

South Vancouver Neighbourhood House  
Tenant Resource and Advisory Centre  
Terrace and District Multicultural Association  
Umoja Operation Compassion Society  
Vancouver and Lower Mainland Multicultural Family Support Services Society  
Vancouver Association for the Survivors of Torture  
Vancouver Multicultural Society  
Vernon and District Immigrant and Community Services Society  
Victoria Immigrant and Refugee Centre Society  
Westcoast Child Care Resource Centre  
Westcoast Family Centres  
YMCA of Greater Vancouver  
YWCA

