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

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
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
1,232,701 1,212,581

EXPENDITURES
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
1,069,345 1,193,671

SURPLUS/(DEFICIT) 163,356 18,908

REVENUES
79% 1% 2% 17%
Government Grants
Community Gaming
Fundraising & Donations
Membership Fees
Other

EXPENDITURES
42% 1% 7% 6% 1% 24% 4%
Salaries & Benefits
Programs
Contracts
Rent
Telecommunication
Fundraising
Sector Meetings
Office Expenses

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 our thanks to Tracy Wideman and Farah Kotadia for their 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.

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 staff who so capably lead in convening conversations with the federal and 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.

Jean McRae, AMSSA Board President

Katie Rosenberger, Executive Director

2017 - 2018 AMSSA Board of Directors

EXECUTIVE DIRECTOR’S REPORT

Government Grants
Foundation Grants
Membership Fees
Fundraising & Donations
Community Gaming
Other

$1,232,701

$1,069,345

SURPLUS/(DEFICIT) 163,356 18,908
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.

AMSSA'S 40TH ANNIVERSARY

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.

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.

NATIONAL METROPOLIS CONFERENCE
AMSSA attended the 20th 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.”

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.

AMSSA ATTENDED THE 20TH 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.”

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
ChithiQ 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
Inter-Cultural Association of Greater Victoria (SSoBC)
Israel Family Service Agency
Kamloops Cariboo Regional Immigrant Society
Kamloops Multicultural Society
KCR Community Resources
Kirkcara Community Society
Kwawsa Neighbourhood Services Association
Langley Community Services Society
Legal Services Society of BC
Little Mountain Neighbourhood House Society
Maison Community Services Society
Mothers Matter Centre (HIPPY Canada)
Mount Pleasant Neighbourhood House
Mukilteo and Immigrant Services Association of North Vancouver Island
Multicultural Family Centre
Multicultural Helping House Society
Multicultural Heritage Society of Prince George
Multitask Action Society of BC
Mosiac
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 Immigration Resources Society
Progressive Intercultural Community Services Society
Richmond Multicultural Community Services
Richmond Youth Service Agency
Ridge Meadows Multicultural Society
SUCCESS
Shuswap Settlement Services Society
Skeena Diversity Society
Society of Translators and Interpreters of BC
South Okanagan Immigrant and Community Services Society
South Vancouver Neighbourhood House
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

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

HIGHLIGHTS of 2017-18
by AMSSA STAFF

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 provider organizations.

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