

2020-2021

# Annual Report

## Edmonton Immigrant Services Association



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## OUR MESSAGE

2020-2021 was an unprecedented year! When schools and libraries closed their doors to the public due to COVID-19, our school and library-based programs were adversely affected. The disruption had a significant impact on our services and programs. All program staff was forced to work from home – in impromptu home “offices”. The shift to unfamiliar remote service delivery was a huge leap for our organization. We had to make drastic changes and adopt new approaches and ways of delivering services in order to safely and effectively support our clients and staff during the pandemic.

We quickly transitioned to providing virtual services including telephone, emails, social media, and video platforms in order to continue offering essential services during the pandemic. This meant that we had to address issues such as supporting staff adjust to working from home; provision of equipment and IT supports and digital literacy training for staff to enhance their ability and knowledge of using various digital platforms.

The shift to online service delivery also highlighted inequities such as lack of technology access among clients. Not every family had access to sufficient or reliable technological devices. The move significantly impacted our ability to effectively deliver programs and limited clients’ immediate access to available services and supports. Hence, the need to increase digital literacy classes and clients’ access to affordable technology.

With the cancellation of direct services, there was an increased demand for certain services and supports which led to a major shift in programming to meet clients’ emerging needs. Staff became one of the primary sources of information related to COVID-19 and available benefits, and support for clients in their efforts to address the challenges and additional stressors they had to deal with daily due to the COVID-19 crisis. Staff maintained frequent contact with their clients to check on how they were coping with the pandemic crisis especially those who had language barriers. They also connected them with others through video chats, WhatsApp for social support to avoid isolation.

Despite the challenges associated with the pandemic, our commitment remained steadfast. The program highlights demonstrate that our staff have been there for the clients and families, and continued to ensure that their clients accessed needed supports without encountering major barriers. The adaptability and dedication displayed by the staff through 2020-2021 and into this fiscal year deserve recognition.

Our plans for the current fiscal year and beyond the pandemic require us to reflect and build on our experiences in 2020-2021. A few lessons learned include the need to remain flexible and nimble in responding to challenges; efforts to improve service delivery require us to adapt and incorporate innovative service delivery approaches; technological capacity building for staff and clients; and strong partnerships and effective collaborations. Bearing in mind that organizational transformational change or doing things differently requires time and investments.

I would like to thank our dedicated board for guidance and the leadership team for being proactive, innovative, and supportive. We gracefully acknowledge our funders and various community partners for continued services and ongoing support of our work and the clients during the pandemic.

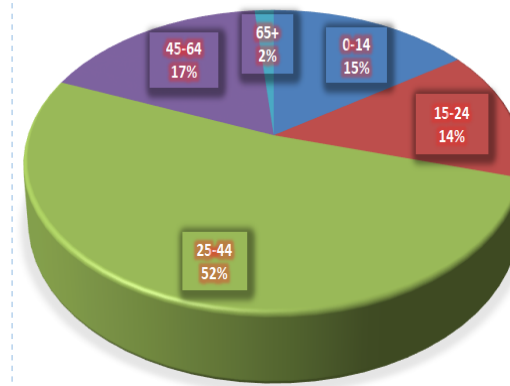
Celia Smyth  
Chair, Board of Directors

Christina Nsaliwa  
Executive Director

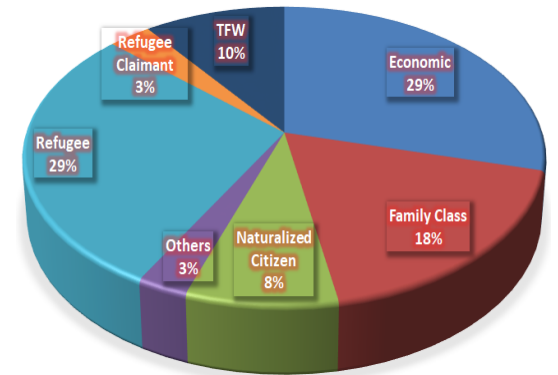
## OUR CLIENTS

**Total: 5,689**

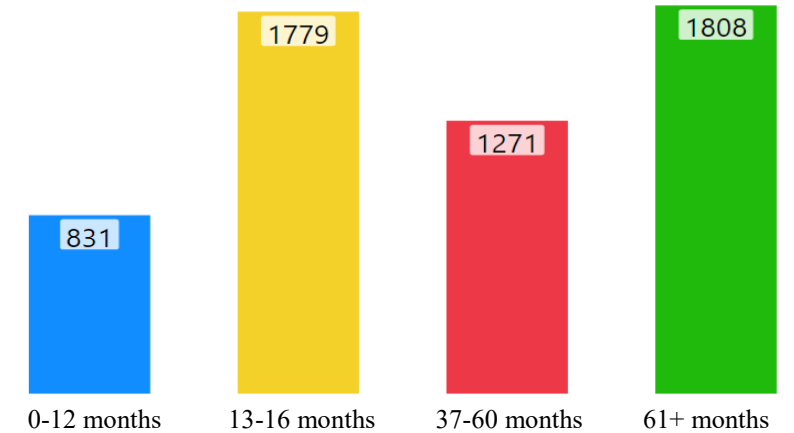
### Age Groups



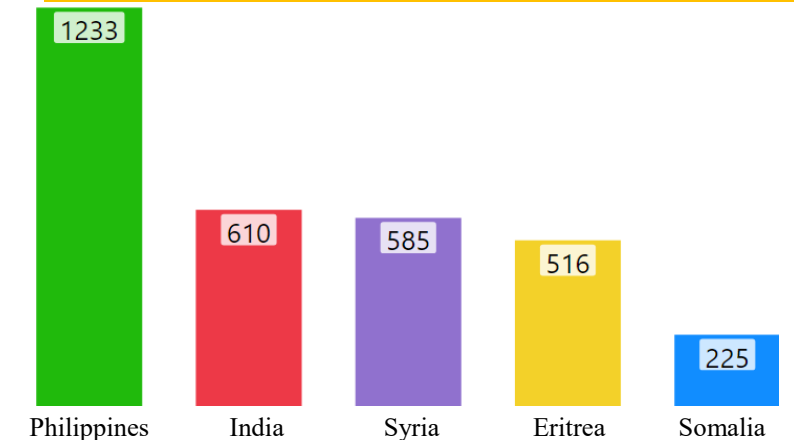
### Immigration Categories



### Period of Residence



### Top 5 Source Countries



## ABOUT US

### MISSION

To enable new immigrants, refugees and first generation Canadians to successfully settle and integrate into Canadian life through effective programs and services.

### VISION

Newcomers in Edmonton are successfully integrated into and engaged in Canadian society

### DESIRED OUTCOMES

- Newcomers access and receive high quality programs and services
- Sufficient resources are available to support delivery of high quality and client-centered services
- Stakeholders have increased awareness of EISA's services
- Greater collaboration and information sharing across SPOs to improve service outcomes for newcomers

### KEY PARTNERS

Edmonton Public Schools  
Edmonton Catholic Schools  
Edmonton Public Library  
Strathcona County Public Library  
St Albert Public Library  
Fort Saskatchewan Public Library  
Norquest College  
MacEwan University  
University of Alberta  
Food Bank

### STAFF

Total Number: 59  
Speaking 28 languages  
Working at 45 locations

### VOLUNTEERS

Total Number: 86  
Total Volunteer Hours: 1555

### FUNDERS

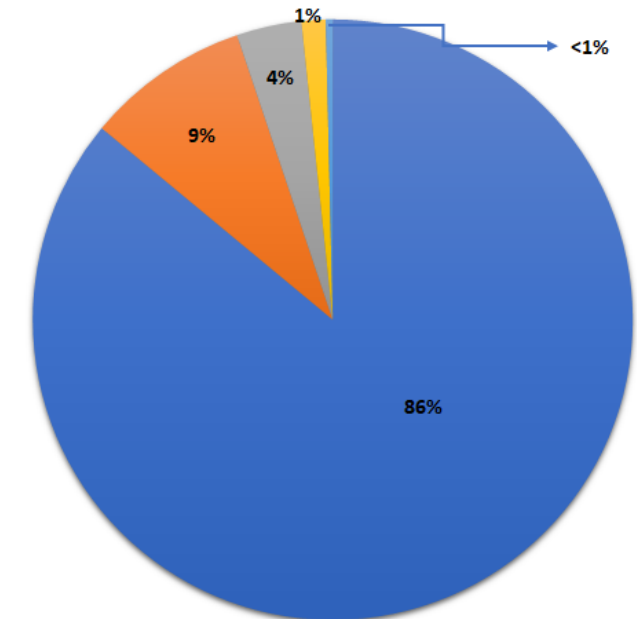
Immigration, Refugees and Citizenship Canada  
  
Alberta Ministry of Labor & Immigration  
  
Edmonton Community Adult Learning Association  
  
Family and Community Support Services  
  
Alberta Gaming, Liquor and Cannabis

### BOARD MEMBERS

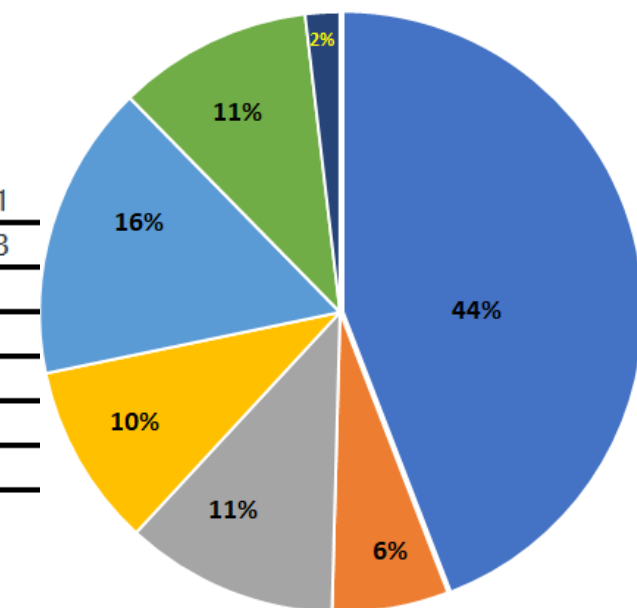
Celia Smyth, Chair  
Tinashe Mtshiya, Vice-Chair  
Janette De Cordova, Treasurer  
Marge Olsen, Secretary  
Orsolya Kertesz  
George Nassar  
Synthia Chum  
Edge Samuel  
Maria Seeber  
Gabriel John

## FINANCIAL HIGHLIGHTS

Revenues	
● Federal Government	\$3,925,855
● Provincial Government	\$402,557
● Municipal Government	\$159,632
● Casino Revenue	\$59,584
● Other Revenue	\$16,921



Expenses	
● Settlement Workers in Schools	\$1,957,303
● Library Settlement Services	\$277,655
● Children and Youth	\$507,387
● Other Settlement Services	\$437,026
● GPCN Settlement Services	\$705,676
● Administration	\$464,264
● Language Training	\$82,500



**Net Assets End of Year: \$1,002,532**

\*Completed Audited Financial Statements are available on request.