

AAISA Summary: Integration Service Program Annual Report 2009-2010, Government of Alberta

A. Integrated Service Program (ISP) 19 provider agencies in 9 communities in AB delivered ISP Services in 2009-10. ISP encompasses an extensive range of services to assist newcomers, including:

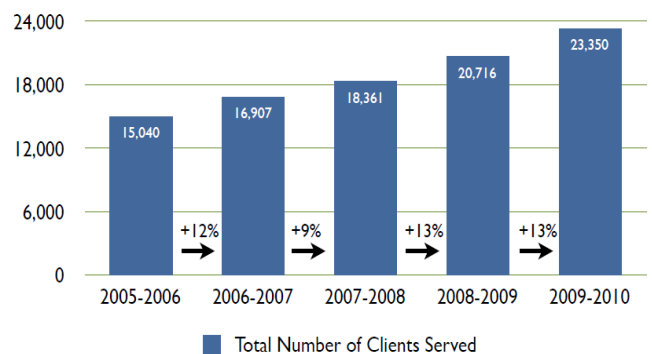
- Newcomer Outreach
- Orientation, Information and Referral
- Interpretation and Translation
- Supportive Counseling
- Employment Readiness
- Ethno-cultural Collaboration
- Enhancing Supportive Communities

B. Clients Each year since 2005-06, the number of clients served by ISP agencies has increased. Between 2005-06 and 2009-10, there was an increase of **55%** in the number of clients served; from **15,040** in 2005-06 to **23,350** in 2009-10 (p 1&3). These figures include clients from the Refugee, Family and Economic Class and do not include Temporary Foreign Workers (p 8). Agencies served clients arriving from over **170** different countries and Canadian provinces.

Agency outreach has continued to be successful. Agencies are reaching almost half of clients (**46%**) within the first 12 months of arrival in Canada, totaling 73% of clients reached within the first 3 years (p 10).

Agencies also provide assistance to clients outside the core target group or who do not meet reporting requirements. These clients may have been served over the phone, in group settings, by email, or in collaboration with other agencies. In 2009-10, this group of clients served totaled an additional **19,924**.

Figure 2: Number of ISP clients served, 2005-2010



C. Volunteer Contributions In 2009-10, **5,440** volunteers assisted in ISP services, amounting to an increase of 85% in the number of volunteers (p 6). The number of hours per volunteer decreased from 2005-06 to 2009-10, showing that more volunteers are being needed to maintain the level service amidst increasing number of clients.

D. Outputs With increasing number of clients, agencies continue to deliver services through a wide range of activities and projects. The immediate results of these activities reflect the scope and complexity of service provision, as well as the dedication of these agencies to serving newcomers (p 14). In 2009-10 agencies:

- Distributed **144,307** informative published materials
- Provided **19,351** contacts and referrals
- Provided group information and orientation sessions to **27,354** clients
- Provided **12,820** information and orientation sessions
- Translated **2,220** documents and provided **8,280** interpretation sessions
- Hosted **7,172** sessions, workshops and other activities to prepare newcomers for AB

E. Client Feedback The following information relates to client satisfaction levels. The results reflect the quality and professionalism of services offered by agencies (p 19-21).

- **97%** of clients were fully satisfied with the information they received about accessing available resources.
- **96%** of clients were fully satisfied with the quality of service they received.
- **92%** of clients were fully satisfied with the interpretation and translation services.

SOURCE: Government of Alberta, 2010. Integrated Service Program Annual Report 2009-10.

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