

The Newcomer Insight Collaborative (NIC)

A Model for Collaborative Service Delivery Data
Analysis

April 22nd, 2021

Workshop Agenda

- Introduction to the Newcomer Insight Collaborative and the Importance of Current and Geographically Relevant Data in the Age of COVID-19 - **Irmi Hutfless, Catholic Crosscultural Services**
- Working Collaboratively Across Organizations to Pool Non-profit Service Delivery Data - **Sharon Neumann, ACCES Employment**
- Current Newcomer Insight Collaborative Results and What is in Store for COVID-19 Data - **Dr. Andre Cire, University of Toronto Scarborough**

Do you think data is useful to you in service delivery?

Introduction to the Newcomer Insight Collaborative and the Importance of Current and Geographically Relevant Data in the Age of COVID-19

Irmi Hutfless

What is the Newcomer Insight Collaborative?

- Initiated in July 2018 as the Scarborough Newcomer Needs and Trends Project (SNNT) with funding from IRCC's Service Delivery Improvement (SDI) Stream
- A project to help organizations in Scarborough work together to pool and analyze service delivery data.
- Led by the Toronto East Quadrant Local Immigration Partnership (TEQ LIP) in partnership with the University of Toronto Scarborough Campus (UTSC)

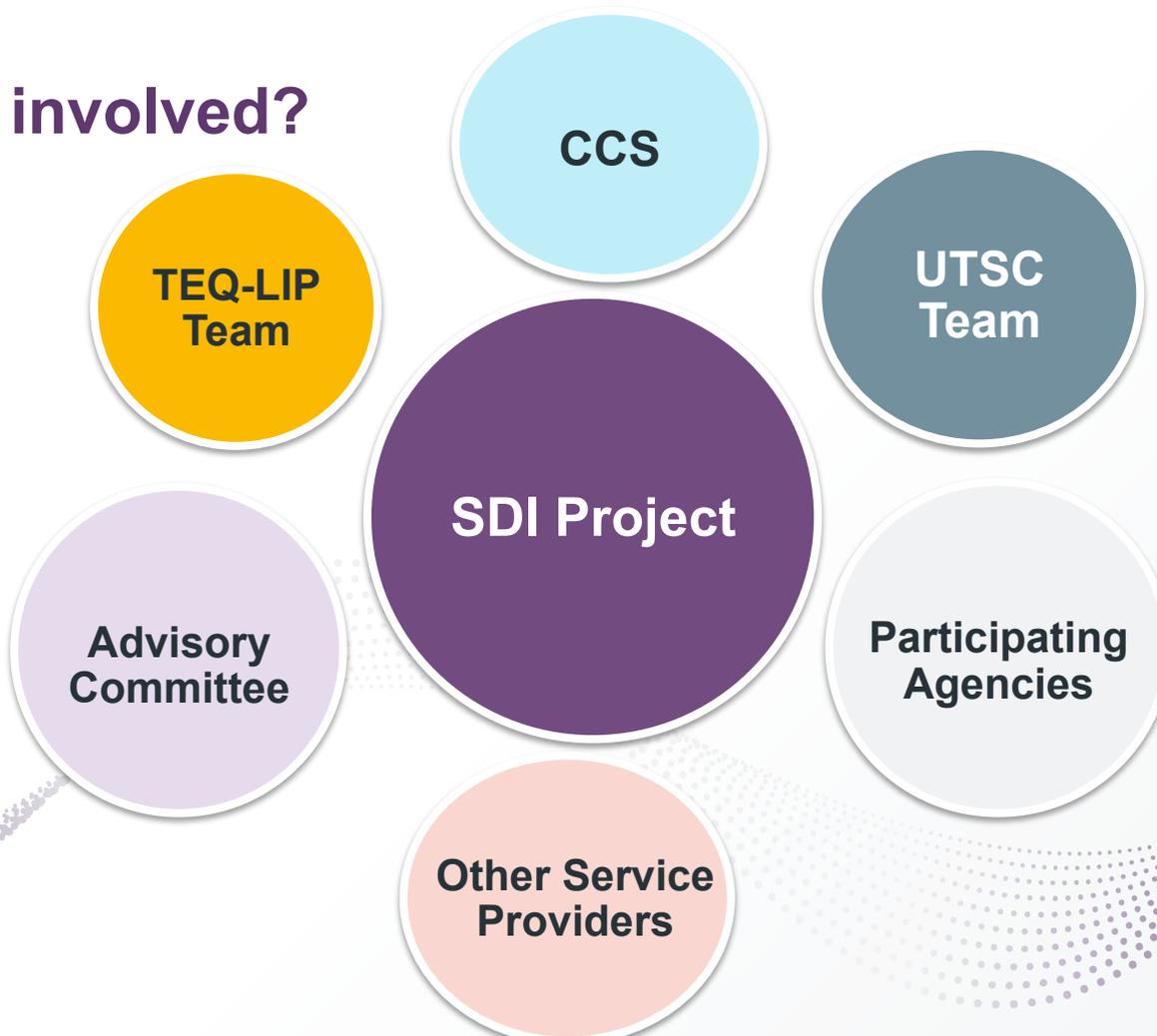
Objectives of the Newcomer Insight Collaborative

1. Build a platform that enables diverse organizations to pool service delivery and other data for joint analysis.
2. Motivate and engage organizations to work together to pool and jointly analyze their agency data through this platform and produce a bi-annual Scarborough Settlement Needs and Trends Reports.
3. Build the capacity of organizations to make better use of their data for program planning and evaluation through capacity-building workshops.

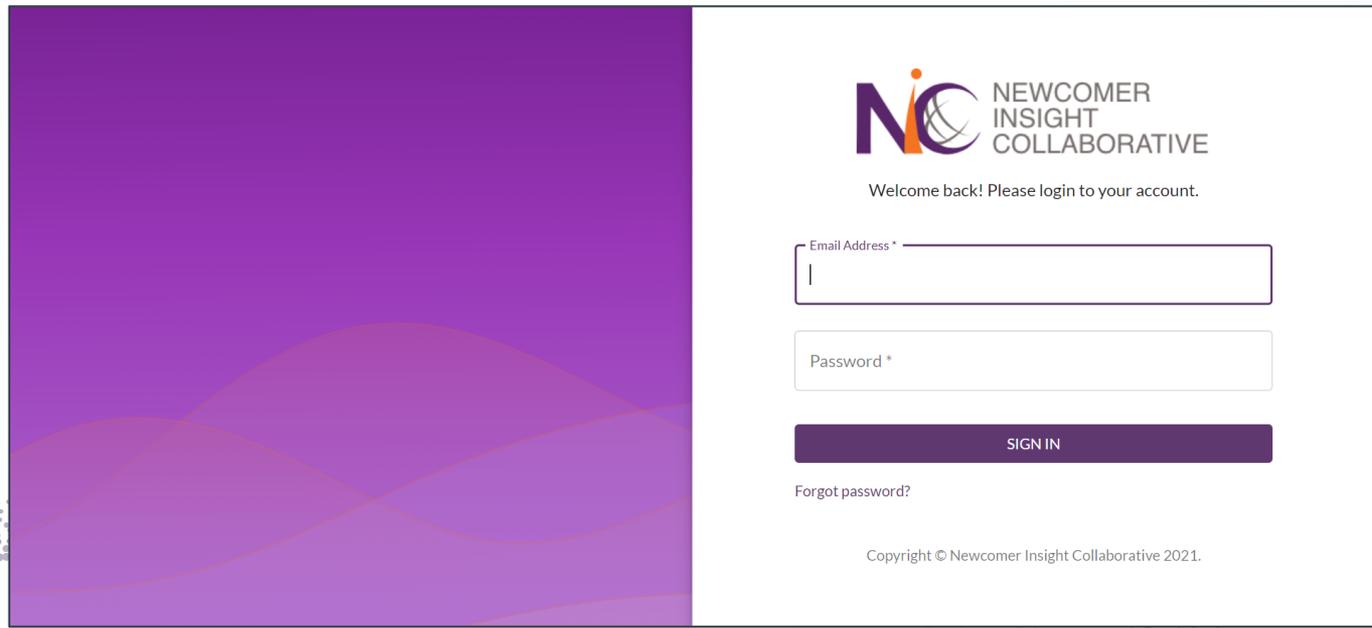
What prompted the TEQ LIP to develop this project?



Who is involved?



What is the Newcomer Insight Collaborative (NIC) Platform?



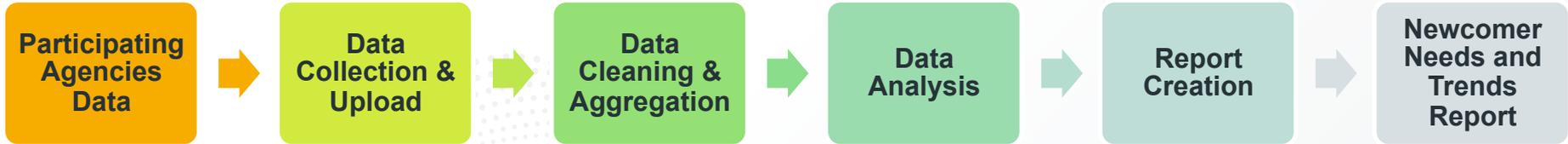
The screenshot shows the login interface of the Newcomer Insight Collaborative (NIC) platform. On the left, there is a solid purple vertical bar. The main content area is white and contains the following elements:

- Logo:** The NIC logo, consisting of the letters 'NIC' in a stylized font with a globe icon, followed by the text 'NEWCOMER INSIGHT COLLABORATIVE'.
- Welcome Message:** 'Welcome back! Please login to your account.'
- Form Fields:** Two input fields: 'Email Address *' and 'Password *'. The 'Email Address' field contains a single character '|'. Both fields have a thin purple border.
- Sign In Button:** A dark purple rectangular button with the text 'SIGN IN' in white, centered.
- Forgot Password Link:** A link labeled 'Forgot password?' located below the password field.
- Copyright:** 'Copyright © Newcomer Insight Collaborative 2021.' at the bottom center.

How to get involved in the Newcomer Insight Collaborative?

1. Expression of Interest
 2. Discovery meeting with Research Partnership Lead
 3. Signing of Data Transfer Agreement
 4. Review of Data Management System
 5. Data template built into NIC Platform
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The Process from Raw Data to Data Report



Capacity-building

- Integrated as essential component to support agencies' capacity for data management and utilization
- Capacity-building workshops
- One-on-one sessions and individual feedback

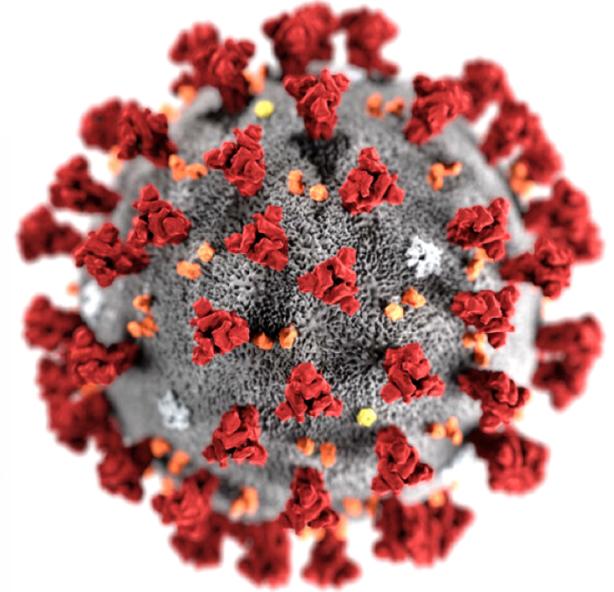
Key milestones to date

- 16 participating organizations
- 3 rounds of data collection
 - 334,020 clients
 - 4,394,028 unique instances of service
- 4 data reports
- 8 capacity-building workshops
- Data Sharing Collaboration Toolkit



The Impact of COVID-19

- Huge shift in service delivery from in-person to online
- Main question: ***How is COVID-19 impacting service delivery and client access?***
- Analyzing service delivery data over time frame is one way to answer that question



How do you use data? Pick the top three choices that apply the most to you.

- To report to funders
- To understand my client base
- To identify new trends and areas of need
- To understand the impact of Covid-19
- For service planning
- I don't use data

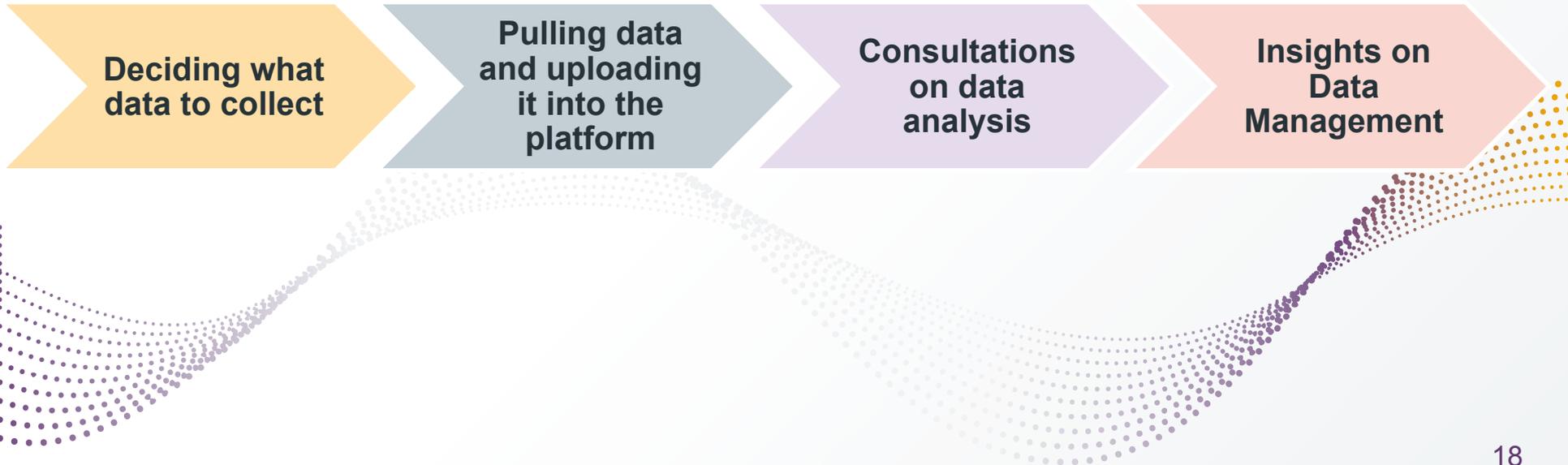
Working Collaboratively Across Organizations to Pool Non-Profit Service Delivery Data: Perspective of a Participating Organization

Sharon Neumann

Deciding to get Involved in a Data Collaboration

- Agency use of data
- Why to participate
- Decision making and considerations

The Data Pooling Process in Practice



Challenges and Opportunities

Challenges

- Internal agency buy-in
- Time & resource commitment
- Trust-building
- Data management

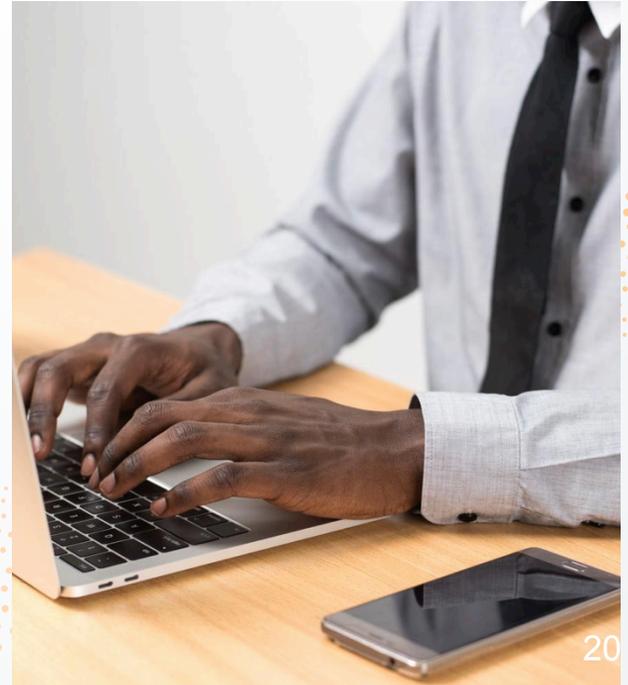
Opportunities

- Deepening collaboration
- Access to information and evidence on service needs and trends
- Ability to grow, expand data
- Access to greater data pool from community agencies

Impact of
COVID-19

Key recommendations for agencies interested in data collaborations

- Be clear on the goals you wish to accomplish from engaging in a data collaboration
- Assess your organizational readiness
- Ensure that there is commitment from management



Current Newcomer Insight Collaborative Extracting Value from Data

Dr. Andre Cire

How can we **leverage data** in a way that is insightful for agencies?

How should we organize, collect, and ultimately **extract value** from data?

The Role of the University



- **Software & database development**
- **Data security**
- **Data access protocols**

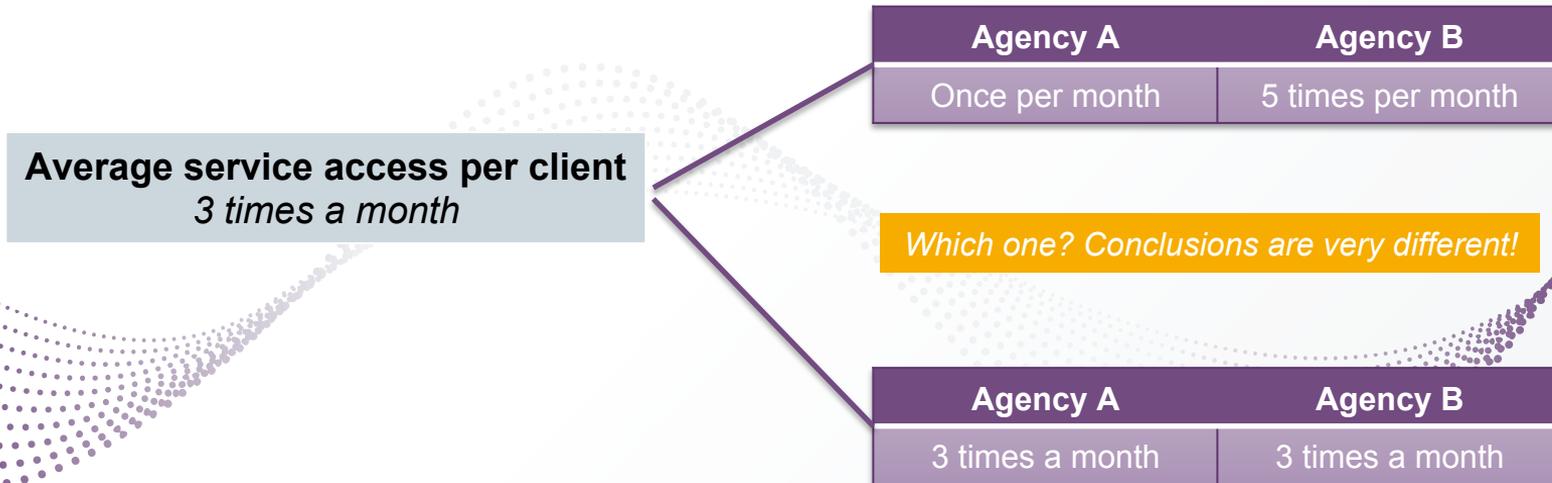
*Community-university
relationship support*

- **Data analytics**
- **Managerial support**
- **Strategic analysis**

- **Educational** and **work** opportunities for (highly creative and engaged!) students
- University commitment to social actions supporting our community

Data Analysis

- Collective analysis involving all agencies
- Analytics objective: ensuring insights are **useful** and **consistent** across multiple agencies

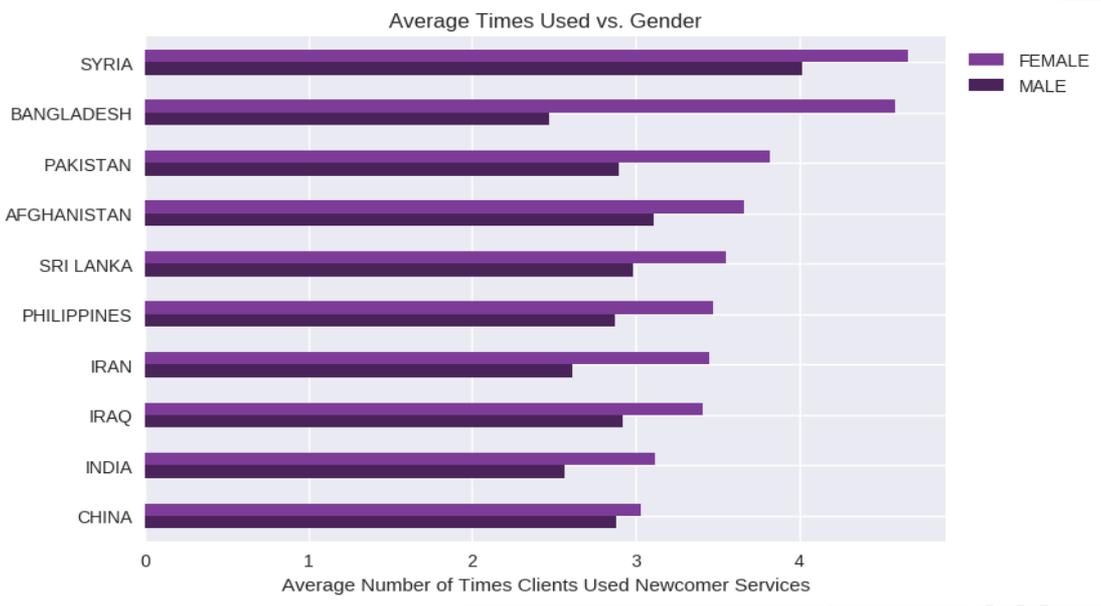


Main Data Challenges

- Some definitions are distinct per agency: *Who is a client?*
- Services are of different frequencies: *Language vs. Employment*
- Data sample sizes are different per agency
- It is not possible for us to identify clients in two distinct agencies are the same
- *Communication between agencies and the data team is key to address these challenges*

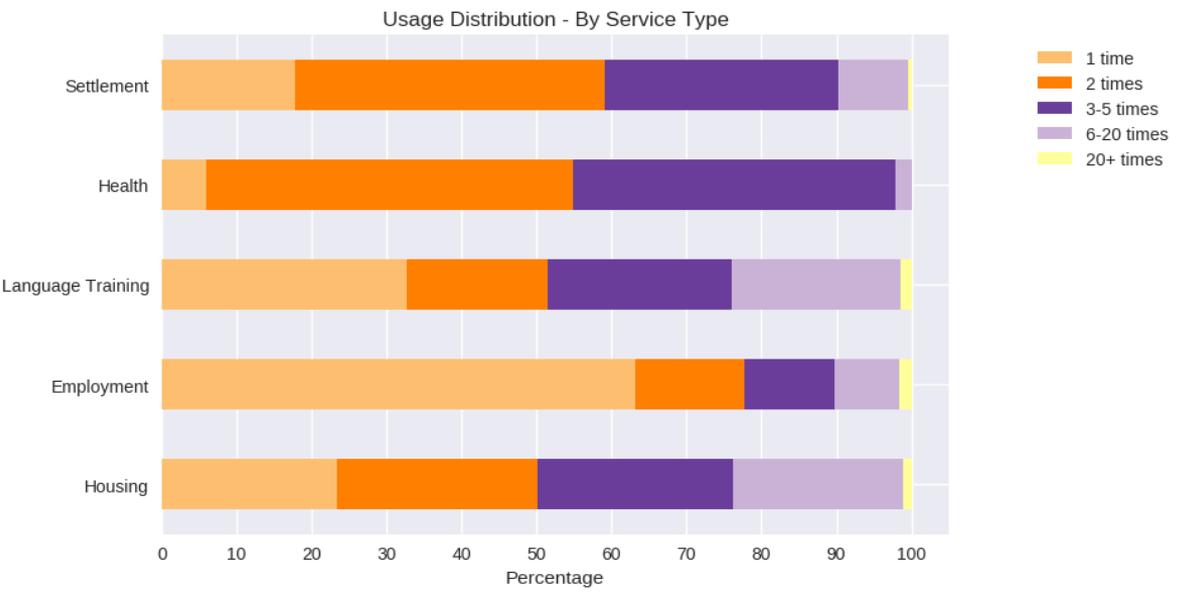
Examples of Data Insights

Gender access patterns per country



Examples of Data Insights

Usage distribution across several services



What is in Store for COVID-Related Changes?

Currently
understanding
data *before* and
after COVID

Insights to
better inform
agency
services

Analysis to
identify key
pattern
changes

Questions? Comments?

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