



**Supporting Immigrants During
COVID-19:**

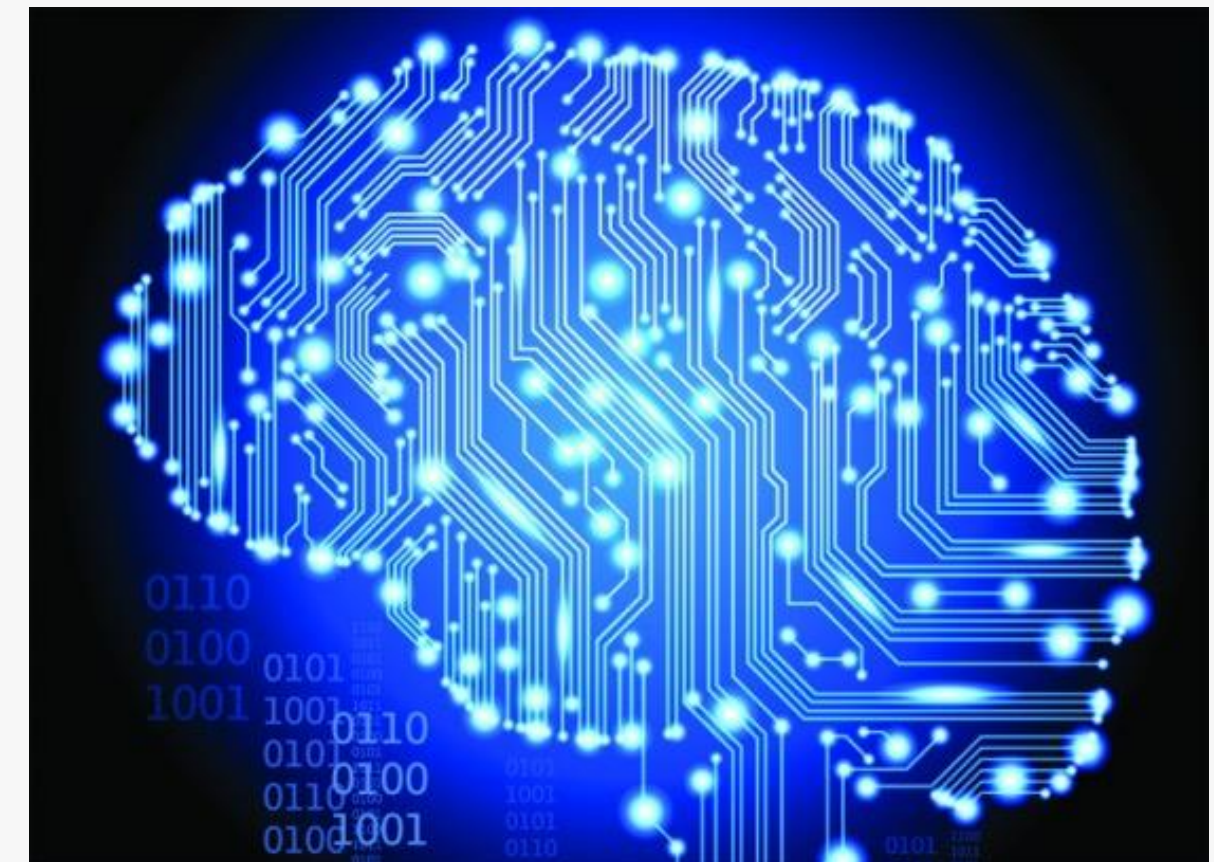
**A Case Study of Pivoting
Settlement Service Delivery**

aces 

**Ryerson
University** 

The Need for Digital Transformation

- Access to services
- Modernization of the sector
- Pandemic necessity that revealed benefits to virtual service delivery



Delivering Results

40,000+

Jobseekers Served

2,800+

Employers we work
with

82%

Found Employment or
Achieved Training
Objectives

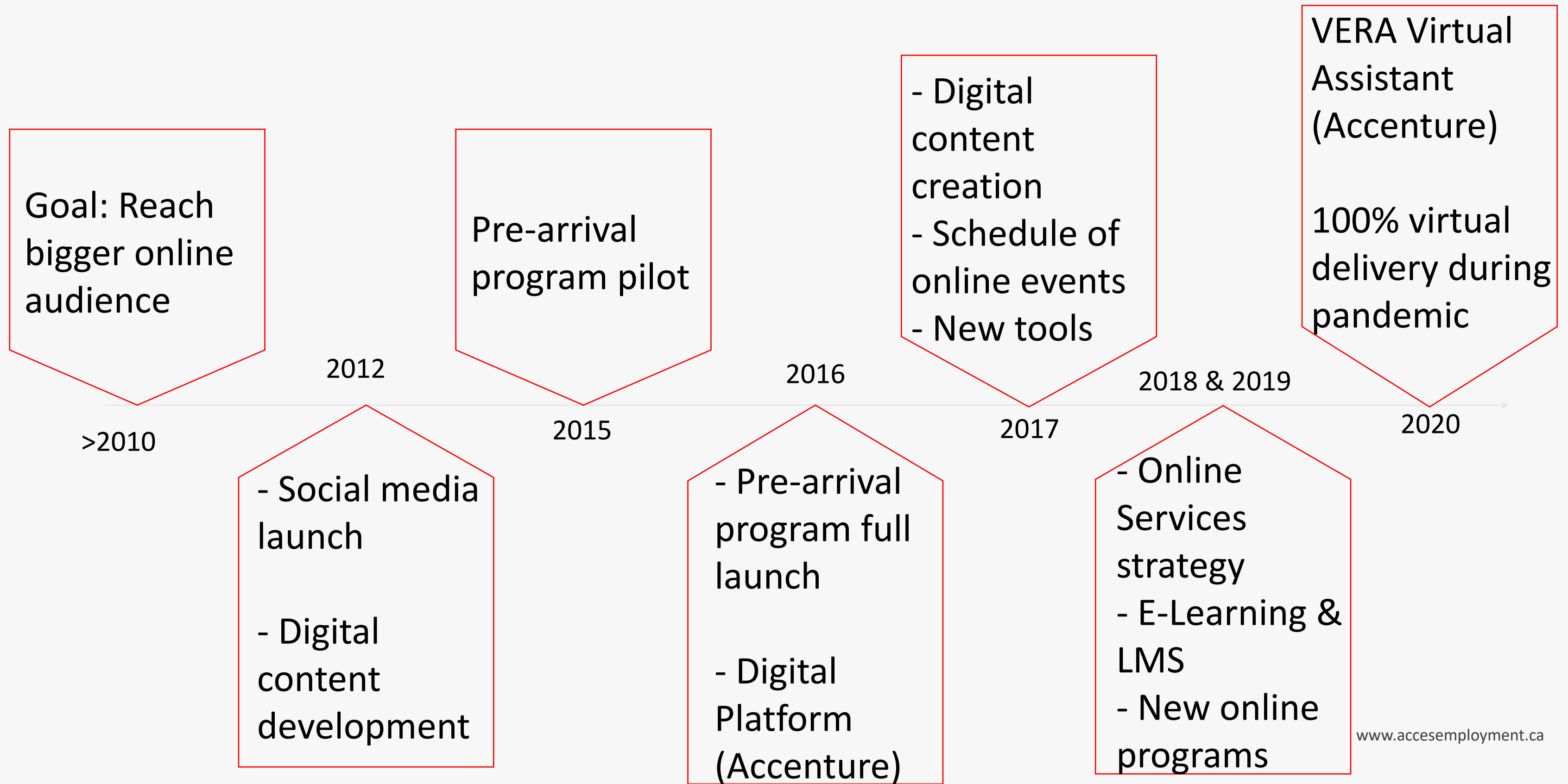
98%

Jobseekers Would
Recommend our
Programs and Services



“I loved that the Cybersecurity Connections team was very hands-on and gave personalized recommendations to each of us regarding our job search strategies. This was helpful in understanding the needs of Canadian recruiters and the job market here. The program team was available anytime we needed them. I can't stress how comforting this was during the pandemic.” **Aditya Dev Ganapathy**, Software Engineer, RAPID7

Building our Digital Engagement and Service Capacity



Digital Service Delivery Components

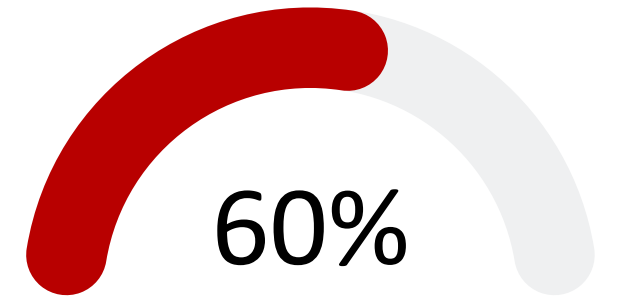


ACCES' Digital
Services:
[Demo Video](#)

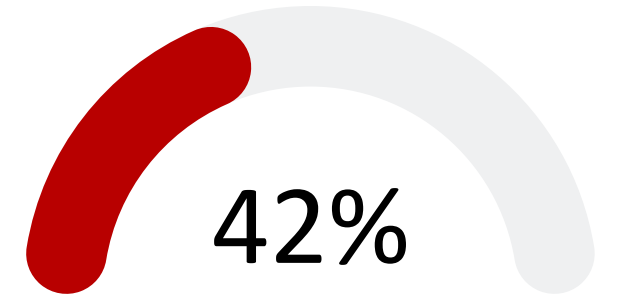


Top Challenges Faced by Staff in Virtual Delivery

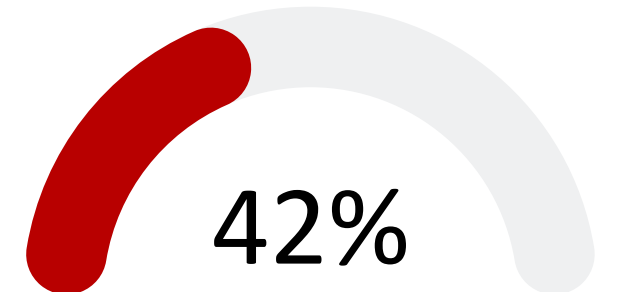
1 Keeping clients engaged



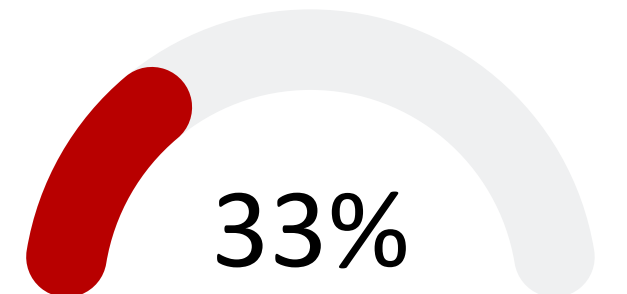
2 Clients lack access to equipment



3 Clients lack digital literacy

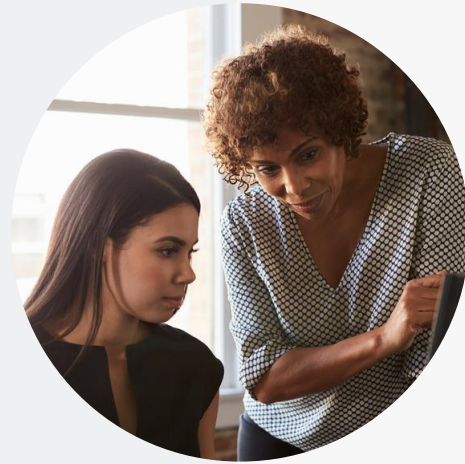


4 Staff need to improve their tech skills

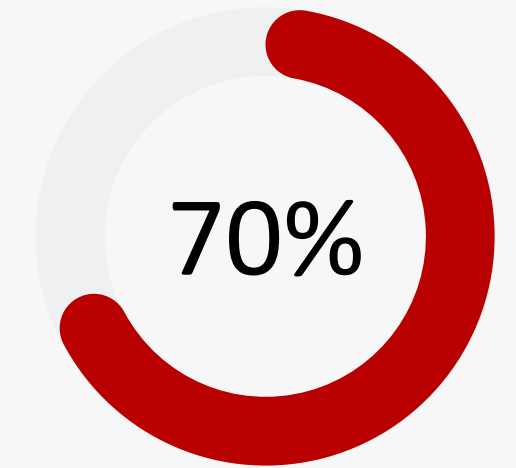




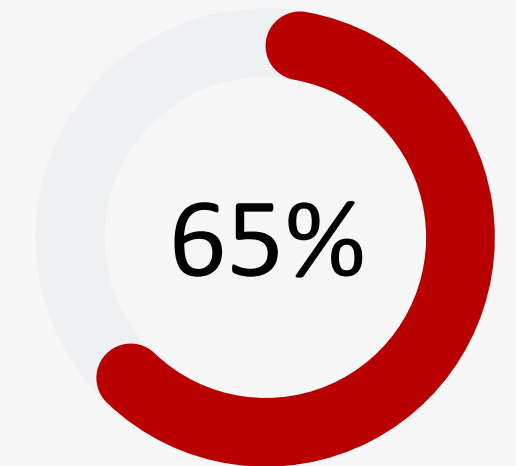
Top 3 Ways Staff Want to be Trained on Technical Tools



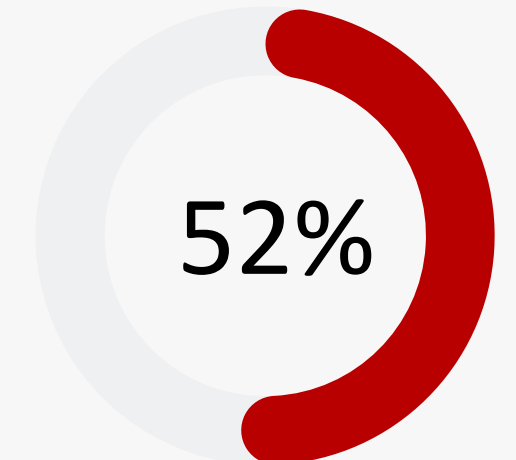
Watching someone go through the steps



Small group/team training



Following directions to do it oneself





Top 3 reasons why clients prefer in virtual learning model



1

Economical

2

Convenient

3

Accessible



Top 3 reasons why clients prefer in person or blended learning model

1

Harder to build relationships and networks

2

Want more one-on-one interactions

3

Harder to focus

Looking Forward

- Reflect and plan
- Hybrid models of service delivery and working
- Addressing access to technology and digital literacy at client, staff and organizational levels
- Potential of new technologies in enhancing jobseeker success





Thank You!

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