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Supporting Immigrants During COVID-19: A Case Study of Pivoting Settlement Service Delivery

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**



"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

98%

Jobseekers Would

Recommend our

Programs and Services

Building our Digital Engagement and Service Capacity



Digital Service Delivery Components

ONLINE TOOLS

-Job fairs platform -Interview preparation -Interview simulation -Networking and mentoring

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ONLINE

100% ONLINE

-Electrical Engineering -Business Connections en Francais

Women in Technology Cybersecurity Connections Career Pathways for Newcomer Women **Construction Trades** Youth Job Connections Bridging Programs

SELF-SERVE ONLINE

-VERA (AI Powered Chatbot) -Online Event and Workshop Calendar

-E-ACCES Resource and Learning Hub

-Social media content

- E-learning platforms

SYNCHRONOUS VIRTUAL LEARNING

All programs since COVID-19 Bridging, cohorted programs **Employment Ontario** Workshops

One-to-one consultations and Service

IT BUSINESS INFRASTRUCTURE

Office 365 Salesforce (CRM) Virtual Call Centre

PROGRAMS

-Canadian Employment Connections

ASYNCHRONOUS ONLINE LEARNING

ACCES' Digital Services: Demo Video



Keeping clients engaged

Top Challenges Faced by Staff in Virtual Delivery

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



www.accesemployment.ca



Top 3 reasons why clients prefer in virtual learning model



Economical

Convenient

Accessible

www.accesemployment.ca



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

Harder to build relationships and networks

Want more one-on-one interactions

Harder to focus

www.accesemployment.ca

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



