



Advanced Digital Technologies at ACCES Employment

Community Knowledge Program Panel Discussion | Wellesley Institute

December 5, 2024

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About ACCES

VISION

A fully inclusive labour force that reflects the diversity, skills and experience of Canada's population.

MISSION

We assist jobseekers from diverse backgrounds, who are facing barriers to employment, to integrate into the Canadian job market. We achieve this by providing employment services, linking employers to skilled people and building strong networks in collaboration with community partners.



Delivering Results

ACCES Employment's integrated service model allows us to target and customize our employment services to meet the unique needs of employers and jobseekers. From 2023-2024, we continued to deliver strong results across all of our programs and services.



56,000+

Jobseekers served annually



4,200+

Employers in our network



85%

of assisted clients obtain commensurate employment or enroll in an educational or training program

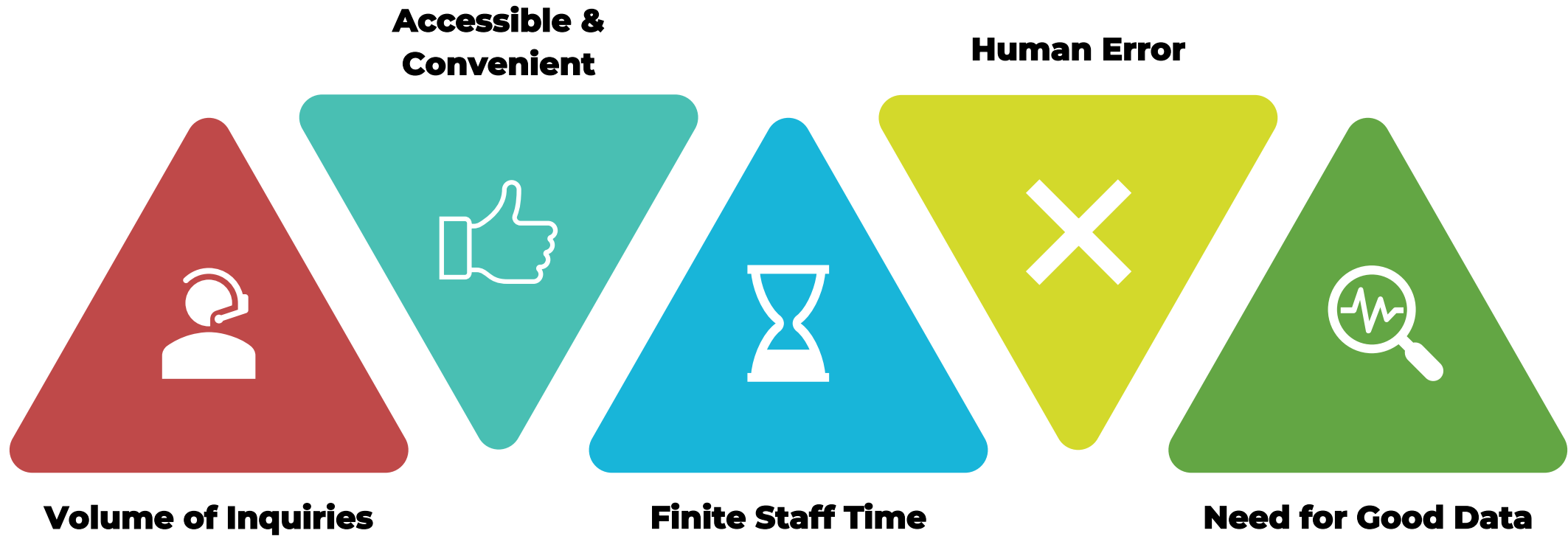


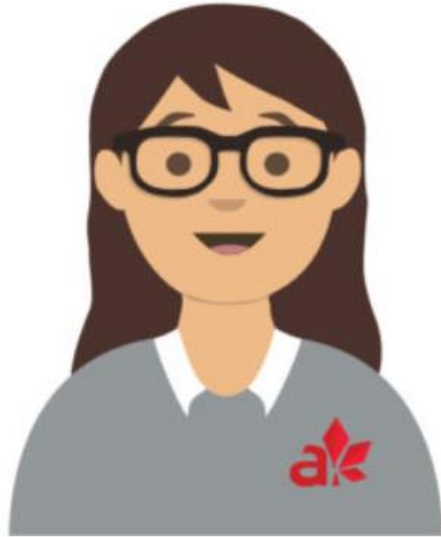
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Years of providing services in the GTA



The Context





Virtual Employment and Resource Attendant (VERA)

Programs & Services

- See what ACCES offers
- FAQs about ACCES
- Get info about a specific program or services

Register for Events

- Get a list of upcoming events and self-register

Request Contact

- From a specific team/department
- General inquiry

Job Search Info

- Answers to FAQs on job search topics
- Surface resources on e-ACCES and other selected websites

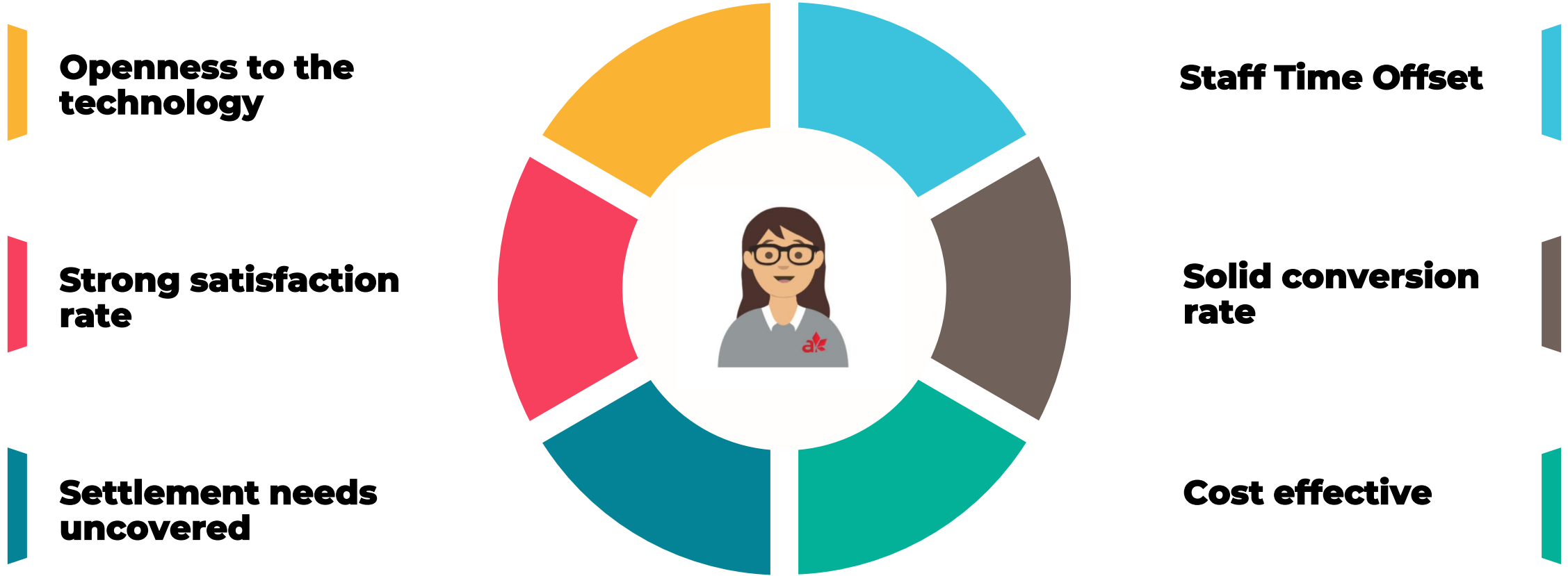
Settlement Info

- Answers to ~ 30 settlement-related FAQs
- Written in collaboration with community partners

Conversation Choice

- Guided through menu options
- Ask questions in one's own words

SDI Research Findings on VERA



Openness to the technology

Staff Time Offset

Strong satisfaction rate

Solid conversion rate

Settlement needs uncovered

Cost effective

Impact Stats



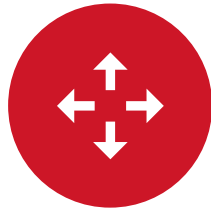
136,000+

VERA conversations since 2020



138% increase

of conversations: 1st year vs. recent 12-month period



24%

Avg. conversion rate



10%

Of new clients start their service journey through VERA



12,000+

Staff hours offset by VERA in 2023



4,500+

Staff hours offset by data and process enhancements in recent 6-month period



Inter-System Integrations with our CRM



Zoom

- Initiate calls & SMS
- Log calls & case notes
- Create Zoom events & track attendance



LMS

- Auto-assign and remove license
- Auto-assign set courses
- Track completions



Survey Monkey

- Auto-send surveys
- Capture responses on the right record



VERA

- Capture inquiries
- Notify staff of new inquiries
- Cross-reference eligibility
- Surface event dates & times
- Add registrants to events



Website

- Surface event dates & times
- Add registrants to events



DocuSign

- Simplify form signing for stakeholders
- Capture files on the right record



Process Improvements



- Rebuilt registration forms
- Data-entry automations
- Automated triaging of inquiries
- Data validations
- QR check-in for in person events
- Power BI dashboards for senior leaders
- Online Services Team



Thank You!

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