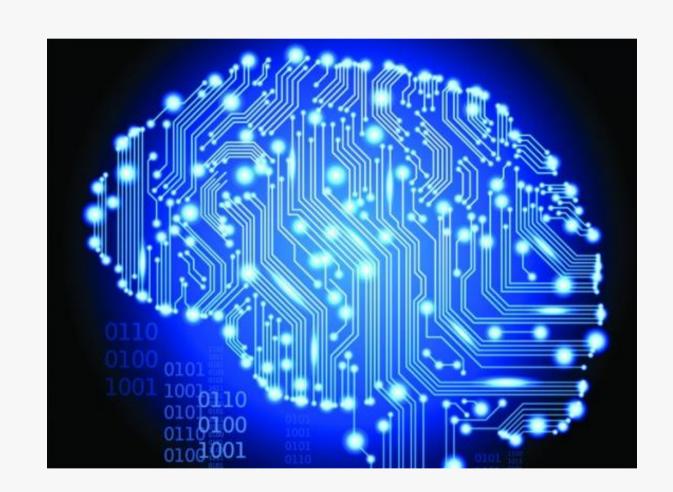


The Need for Digital Transformation

- 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

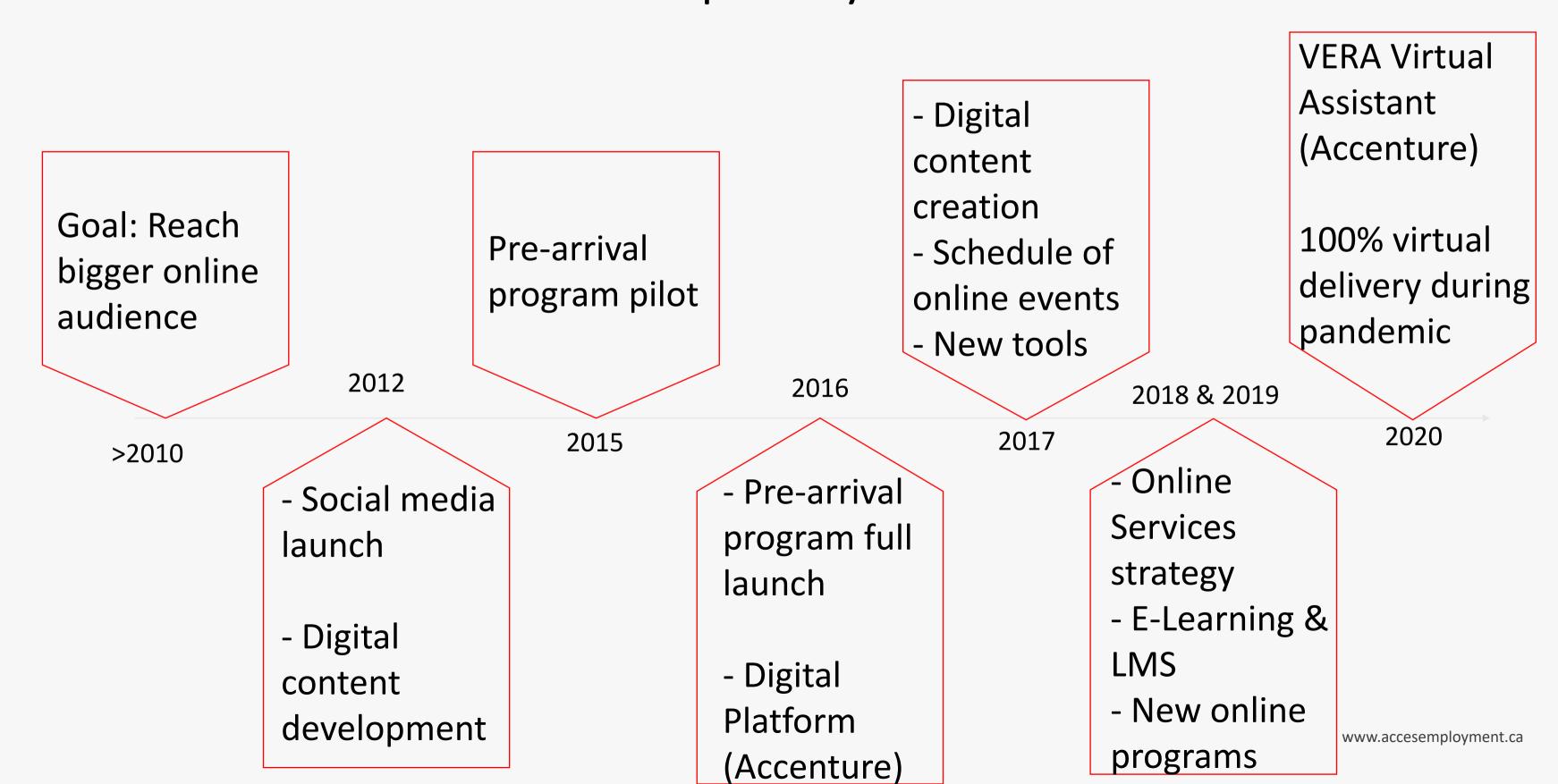
Recommend our

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

ONLINE TOOLS

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

SELF-SERVE ONLINE

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

Calendar

- -E-ACCES Resource and Learning Hub
- -Social media content
- E-learning platforms

100% ONLINE PROGRAMS

- -Canadian Employment Connections
- -Electrical Engineering
- -Business Connections en Francais

acces ONLINE

SYNCHRONOUS VIRTUAL LEARNING

- All programs since COVID-19
 Bridging, cohorted programs
 Employment Ontario
 Workshops
- One-to-one consultations and Service

ASYNCHRONOUS ONLINE LEARNING

- Women in Technology

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

ACCES' Digital Services:

Demo Video

IT BUSINESS INFRASTRUCTURE

Office 365

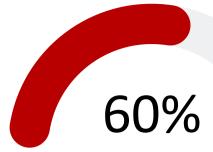
Salesforce (CRM)

Virtual Call Centre



Top Challenges
Faced by Staff in
Virtual Delivery

1 Keeping clients engaged



2 Clients lack access to equipment



Clients lack digital literacy



4 Staff need to improve their tech skills





Top 3 Ways Staff Want to be Trained on Technical Tools

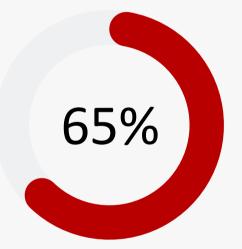


Watching someone go through the steps



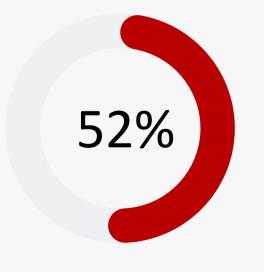


Small group/team training



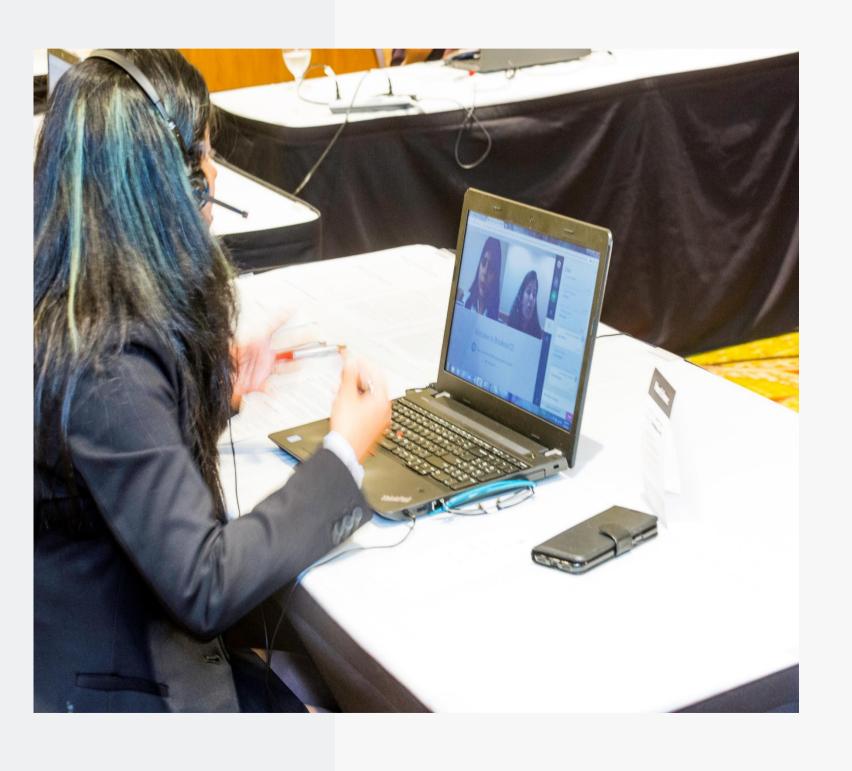


Following directions to do it oneself





Top 3 reasons why clients prefer in virtual learning model



1 Economical

2 Convenient

3 Accessible



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



