

Dear Settlement Sector Colleagues,

Like most agencies across Canada ISSofBC has struggled with multiple database systems - 15! Over the past six months, ISSofBC has undertaken a digital transformation process using our own internal resources to dissect all of our current client transactional processes, forms, data collection, etc. The outcome of this process is an integrated database system that we're calling NewTrack, which will go live in April.

NewTrack will be web based, (data stored in Canada on the cloud) built on a Microsoft Dynamics platform using the full capacity of automation and analytics to enhance client service experiences (as an example, client's not having to give their personal data multiple times when seeking more than one service within your agency) as well as improved staff-client service delivery (as an example, understanding in real time the clients' settlement journey or service touch points through the agency for better internal service coordination and client case management).

ISSofBC will hold the license and intellectual property rights of NewTrack. We understand that most agencies will not have the necessary resources to address their database and reporting challenges, especially for smaller providers. After our implementation and testing phase, we plan to offer NewTrack at a one-time cost beginning in late Fall 2020 to interested sector colleagues. After the one time purchase cost, sector colleagues would enter into their own agreement with the development company for local customization and staff training. We have already connected some of our colleagues in different parts of Canada to our internal consultant to learn more about the system.

At a quick glance, NewTrack will include the following modules that can be customized to local context:

- LINC (wait-list, attendance, class placement and progression management),
- Employment (Job Boards, Employer contact management, client employment outcomes, Job Fairs event online organizing, etc),
- RAP (food cash and household goods/furniture allocations based on family size, temp housing room placement - no more paper - client electronic signatures for food cash allocations, RAP client check-list to monitor receipt of gov't documents, hours spent delivering service, online orientation scheduler)
- Canada Connects activities - recording both individual and group services;
- Case Management (online assessment, referrals, settlement plan, check-in and action plans);
- Settlement (NARs, I&O - individual and group offerings);
- Refugee claimant service management (housing and service management);

- Private Sponsorship records/case inventory (we are a SAH);
- Social Enterprise (fee for service registration, payment and receipting, etc - we operate an English language school for international students including external portal for interested students);
- Volunteer Management (external portal for volunteers to self-manage their hours);
- Funder reporting e.g. automated bulk uploading function into iCARE, specialized RAP reports, provincial and city government reports, real time dash boards to monitor activities and targets, etc. We will be able to see in real time any clients' settlement journey within our agency;
- Automated (with online consent) internal and external referrals eg automated link for GAR kids going to a specific school district;
- Communication/marketing component that will allow us to send out bulk email and texting to clients, arrange special event registration and link into social media eg twitter, Instagram, Facebook as well as another example, conduct automated online client satisfaction and outcome surveys.
- the system has been designed, as another example, that when an IRCC funded staff enter a client service, it will automatically, behind the scene, link that service to an IRCC outcome and much more.....

I wanted to bring NewTrack to your attention as it may be of interest to other agencies. As already stated, we would be happy to connect colleagues to our internal consultant to arrange for an overview, Q&A presentation on NewTrack.

Cheers,

Chris Friesen | Director - Settlement Services

2610 Victoria Drive, Vancouver, BC V5N 4L2

T: 604-684-7498 Ext. 1601 | M: 778-995-3009 | F: 604-684-5683 | chris.friesen@issbc.org

Note from TESL Saskatchewan:

If your agency is interested in NewTrack, please ask your supervisor/manager to connect with Chris Friesen for further information.