



Developing a Cross-Canada Database: Challenges and Opportunities

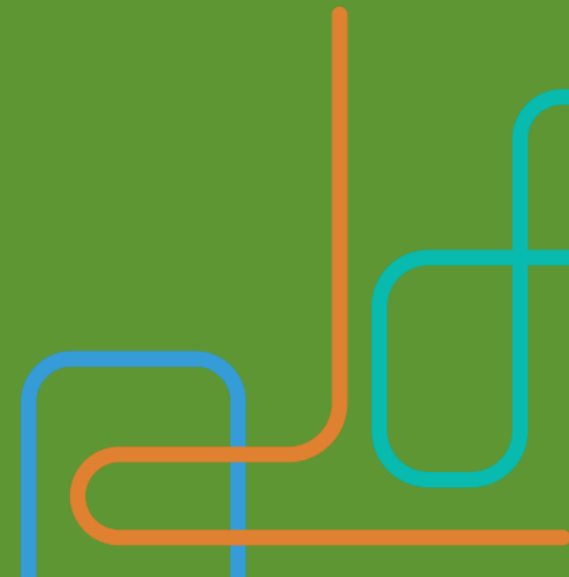
Presenter: Samira Wahhab
Database, Team Lead,
Digital Transformation & Technology Support.



NewOrg Database for SOPA

NewOrg is a cloud-based data management system. It has two main pillars:

1. **Contacts:** They are the stakeholders of the system.
2. **Events:** They are a way to track anything that is time-specific that can happen more than once.



Phases of Database Development

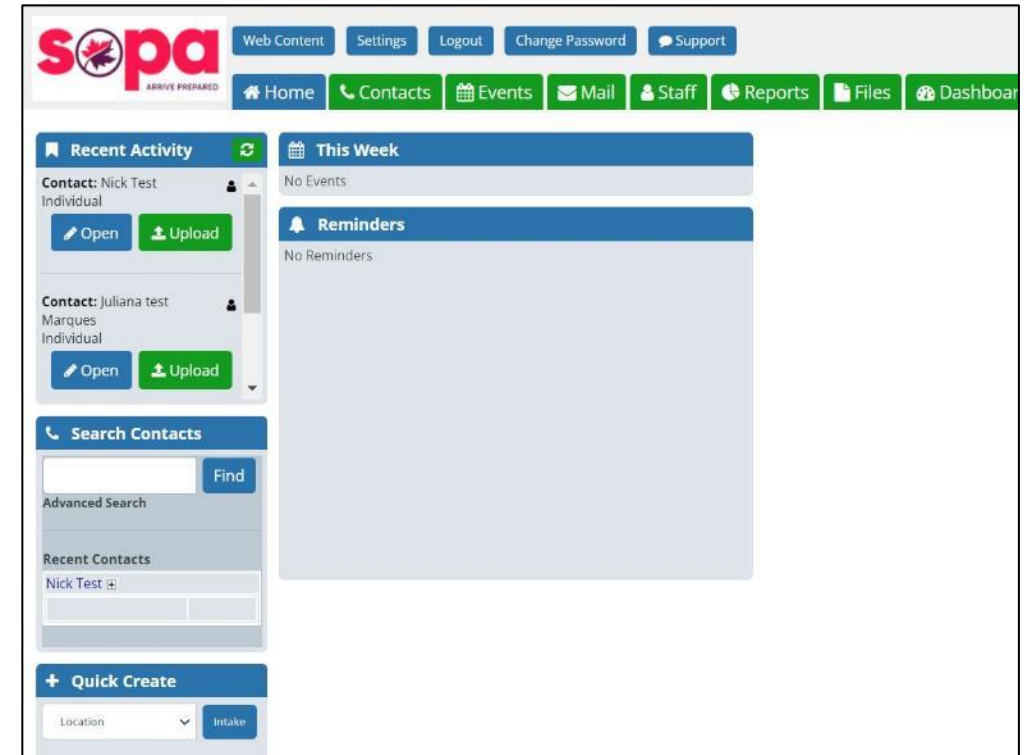


The image features a dark teal background with several abstract, colorful lines in the corners. In the top-left, a light green line forms a shape resembling a stylized 'L' or a corner bracket. In the bottom-left, there are four overlapping lines in maroon, purple, yellow, and orange, creating a complex, layered geometric pattern. The word "Challenges" is centered on the right side in a white, sans-serif font.

Challenges

Standardization and Documentation

- To get agreement on standard data collection points across all the SOPA Partner Organizations across Canada.
- Being sure all relevant documentation was gathered before the implementation.



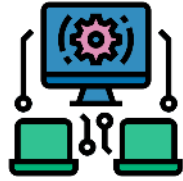


Time Zone Technologies and Timely Decision-making

- When developing the online schedulers for potential SOPA clients to sign up for an intake appointment, we had to figure out best time zone technological practices.
- Making sure when a decision is needed by ISANS/SOPA that it is made in a timely fashion to keep implementation momentum going.



Integrating Systems



- ISANS already had a NewOrg database (since 11/01/2016), and some of the data points were going to be named in a SOPA-specific manner.
- Single database was resulting in risk to client's privacy.



Opportunities and Accomplishments



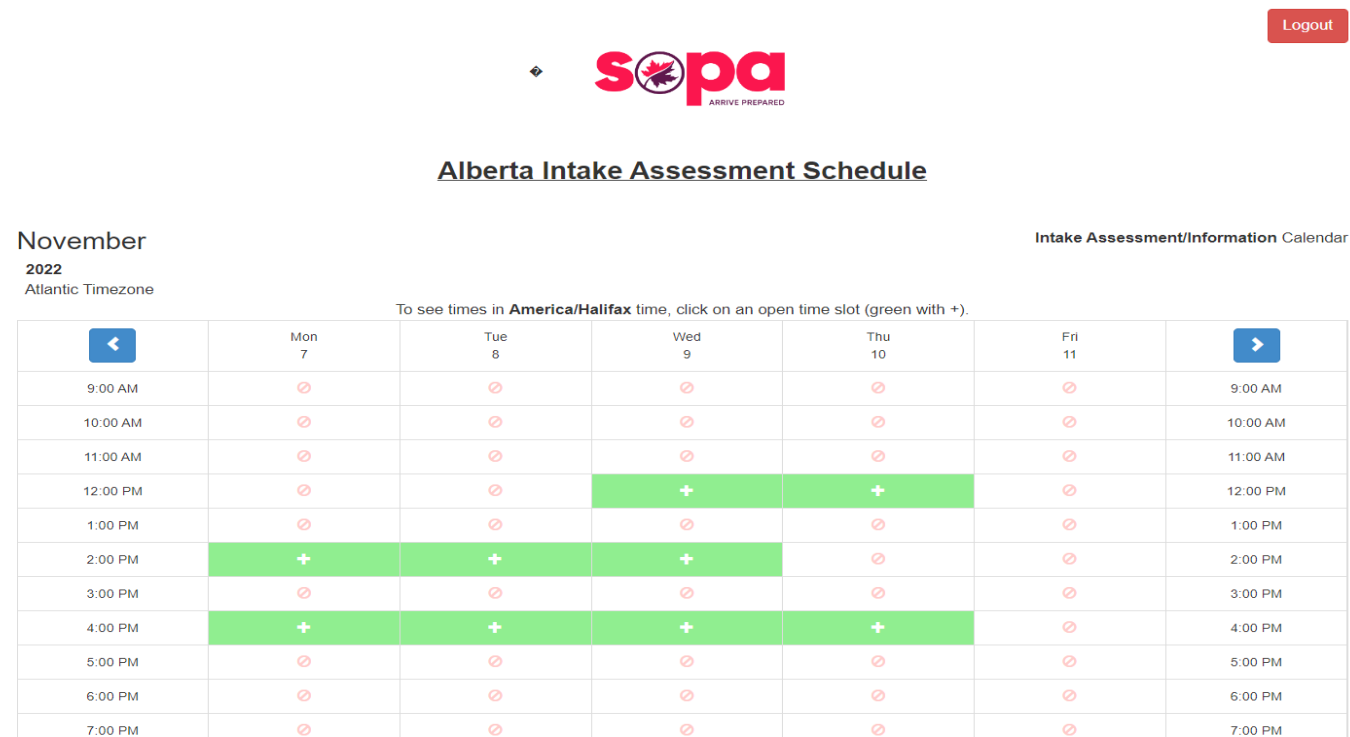
One Cross-Canada Database for SOPA



- One database that allows for client contacts to be siloed as each user in the organization is using location-specific privileges. Inter province transfer of client contacts is very simple.
- Service history of each client (from start to finish) can be tracked efficiently within the system and reported on with a few clicks.
- Clients allowed to upload their documents into the system for staff to view before they are registered for services.

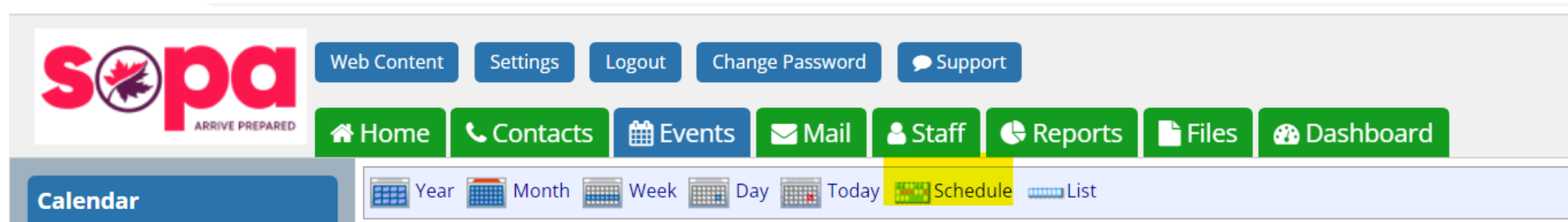
Client-driven Online Scheduling for Appointments

- Developed online client-driven scheduling for intake and employment counselling meetings to help reduce staff booking with client directly.



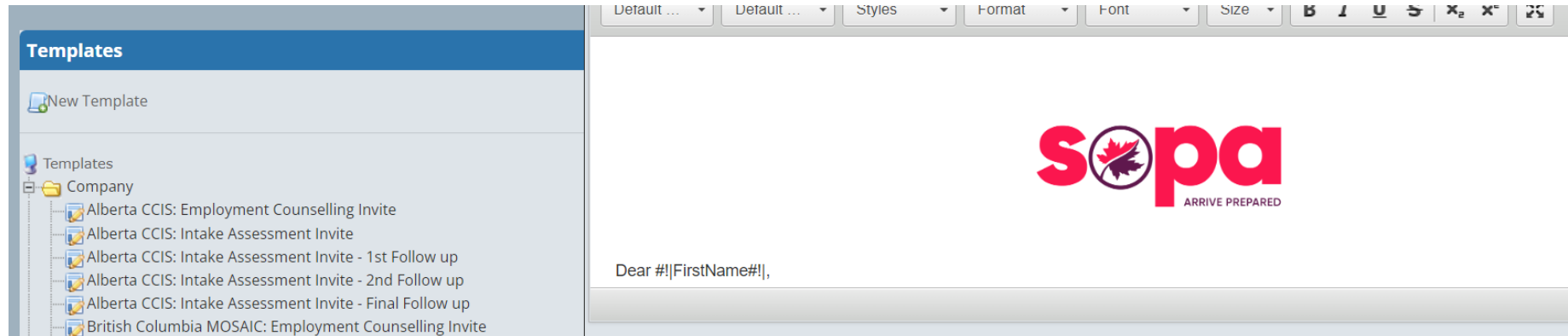
Client-driven Online Scheduling of Intake Appointments

- Staff can use the database's "Schedule" icon within the "Events" tab in the system to quickly view if another staff is free or not.



Emailing Clients from the Database System

- NewOrg database has made emailing contacts very easy using customized or pre-developed email templates.



Enhancements and Addition of New Programs

- Since the implementation was completed, NewOrg has been able to bring to bear new functionality for current programming, aiding staff efficiency.
- NewOrg's support has allowed for new programmatic needs which have been incorporated into the system without compromising main programs' integrity.



Improved Reporting and Importing External Data

- iCare (Immigration Contribution Agreement Reporting Environment) reporting now does not need to be manually entered by SOPA staff into IRCC's iCare system but can instead be uploaded using an Excel spreadsheet that is exported from NewOrg database reports.
- We can obtain client contact data directly from the CRRP portal (Pre-Arrival Client Referral and Registration Portal) which is managed by YMCA of Greater Toronto, and import it directly into our NewOrg database, therefore saving time manually entering these into the system.

User-friendly Features and Data Integrity



- As mentioned in challenges, we had to deal with differing time zones. We developed a “Time Zone” selection for user accounts so when they log into the one NewOrg system the event can be viewed according to their local time zone
- Regular meetings are scheduled with NewOrg to discuss policy and data management conundrums where best practices can be agreed upon, all in the effort to keep data integrity as robust as possible.

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Thank You 

