

iCARE Focus Group - Questions for the iCARE Team

General topics

Focus Group Participants highlighted several topics that they would like the IRCC iCARE Team to discuss during the iCARE Webinar. These topics are listed below, in order of priority. It is important to note that Occupancy & Enrollment and iCARE Attendance Calculations were top of mind for all participants. By far, these two topics were the most requested. Participants also conveyed a strong desire to learn about the adjustments that have been made to iCARE due to COVID-19.

- Occupancy and enrollment
- iCARE attendance calculations
- Adjustments to iCARE due to COVID-19
- Waitlist management
- Training
- Data entry deadlines
- Functionality
- PBLA & iCARE
- Information on upcoming system changes
- Client's benchmarks & client history
- Entering SWIS instead of Standard Service as a program in our entries
- Class records
- Settlement Plan data
- Attendance records
- Bulk uploads
- Calling students

Specific Questions for the iCARE Team

Occupancy and enrollment

Highest priority questions:

1. Can you clarify how occupancy rates are calculated?
2. When is it best to open new seats / exit students, so as not to impact attendance/occupancy and enrollment?
 - a. Currently iCARE only allows for seats to be opened monthly. In the case that a client joins a class with continuous intake late in a month, opening a new seat in iCARE would negatively affect the occupancy rate. Is there a way IRCC recommends reporting this? Could iCARE have more flexibility here?

3. COVID-19 has impacted Occupancy & Enrollment rates. For numerous pandemic-related reasons, placement is currently taking longer (people want more time to consider whether they will attend classes, COVID-19 protocols take up a lot of time for administrative staff – slowing down the ability to process clients, everyone is experiencing lower referrals). At the same time, students are still attending classes regularly. However, many feel that they are being penalized because of low occupancy. Is there a way the calculation could be altered to reflect what is actually happening in the classes - **can occupancy and attendance be separated?**

Additional questions:

4. Can you provide information on placement and exit data entry procedures?
5. Will occupancy and attendance rates be included with monthly iCARE reports sent to SPOs?
6. Why is there no centralized occupancy reporting (instead of checking it one by one from each class student list)?
7. Please explain what is included in the "enrolment" field of iCARE report. New clients only?

Waitlist

Highest priority questions:

8. What is the timeline for phasing out the paper-based waitlist & referral system that is still happening in British Columbia? Many expressed a desire to see iCARE adjust their system so the paper-based referral system can be phased out.
9. Why is the "Days Since Last Contact" counting, while the "Date Available to Start Class" is far ahead?

Additional questions:

10. Is there a procedure for emailing clients on the waitlist like there is for calling?
11. Will there be any flexibility for waitlist procedures in rural communities?
12. Given the flexibility during the pandemic, at what point can students be removed from the waitlist who don't reply to callouts?

Functionality

Highest priority question:

13. Can iCARE prevent clients from being enrolled in multiple online LINC classes simultaneously? If this is not possible, would it be possible to add this function? It could be similar to the Waitlist System, which highlights how many and which classes clients are waiting for.



Additional question:

14. If a client becomes a citizen, can iCARE prevent the client from being enrolled in a class or flag them somehow?

Demographic information

15. In the monthly reports sent by iCARE, is it possible to expand the Top 10 list of certain demographic characteristics to perhaps a Top 15? This would be helpful when compiling a detailed statistical analysis of client data. More aggregated data is helpful for reporting.
16. Is there any possibility of expanding graphical presentation of iCARE data?
17. Is it possible to align demographic characteristics to match quarterly reporting needs (i.e., reporting Sep-Dec numbers in monthly report)?

Reporting

Highest priority questions:

18. Is it possible to view/print monthly reports based on activity/programs as opposed to just agency, grouping of activities, resources?

Additional questions:

19. Will there be changes to the reports received back from iCARE? It is very hard to cross check against CA activities.
20. Is it possible to have a live reporting dashboard on iCARE (that displays the same information that is listed in the monthly reports)?

Future updates

Highest priority questions:

21. Can you provide information on the adjustments that have been made to iCARE due to the COVID-19 pandemic?
22. It would be convenient to be able to see the overall occupancy and enrolment rates for the whole program at one site

Additional questions:

23. iCARE is currently used as a reporting tool. Are there plans to make it more user-friendly as a data retrieval system? Are there any plans to enhance iCARE (which is a reporting tool) with data retrieval/client management tools?
24. Any upcoming changes - to functionality, fields, templates?

25. Have there been any change to data entry deadline due to COVID-19? How many days do we have to update the monthly data at beginning of the month? Is it still 5 business days?

Other

Highest priority questions:

26. Can you talk about programming to accommodate learners with different digital and literacy realities?
27. Where should we go for help?

Additional questions:

28. Can you change Type of Service Location (SPOs home, elementary school, phone, email, in person) to multiple answer instead of just once choice? This would be helpful because sometimes a little bit of work happens in multiple locations and the system limits you to only providing one location.
29. Is it possible to collect data on childcare classes (parents' attendance tied to this)?
30. Is there a possibility of integration with other case management tools? The data fields in iCARE are not comprehensive enough for Case Management services.
31. Can the search function be improved? Can a reporting function be added?
32. Can you discuss the limitations of course availability?
33. Is it possible to simplify entry so that staff do not have to enter client information for each service? (add service/date only)
34. What should we do when work done does not clearly fall under one service?
35. Can an option for reporting accompaniments be added to Community Connections?
36. We currently have blended LINC classes with staggered attendance (e.g. Mon and Wed is one group and Tue and Thur is one group and all meet online on Fri). Is it OK to split one such course into two different courses on iCARE, because they may not have the same number of instructional days in a month?
37. Is there training available for entering groups into iCARE? (eg Conversation Circles)
38. When reporting individual sessions for multiple clients as a group session, but choosing the option (individual) from the service received dropdown, will iCARE count that as an individual service or as a group?
39. Currently, iCARE does not allow you to view a student's history prior to when you started working. For example - if you joined in 2017, you could not see a student's records from 2014. Could the system be adjusted so that everyone can see a student's full iCARE history?