



FORWARD TOGETHER

CESBA Conference 2024
December 4-5
CELEBRATING 25 YEARS

AVANCER ENSEMBLE

Conférence de CESBA 2024
4-5 décembre
CÉLÉBRONS NOS 25 ANS



Presenters:
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Mais Abu-Zahieda

HARTs 2.0

Agenda

1. Recent Enhancements
2. Upcoming Features
3. Questions

HARTS IMPACT

Client Assessments

92,717



Client assessments delivered by
assessment centers across
Ontario

Language Training

245,711



Clients enrolled in English
and French language
training

Service providers

163



Service providers
using HARTs

Users



2,821

Active users on HARTs

Access

272,656



User connections to
HARTs

Assisted

19,214



Service calls for assistance
to HARTs Help Desk

*Over the past 12 months



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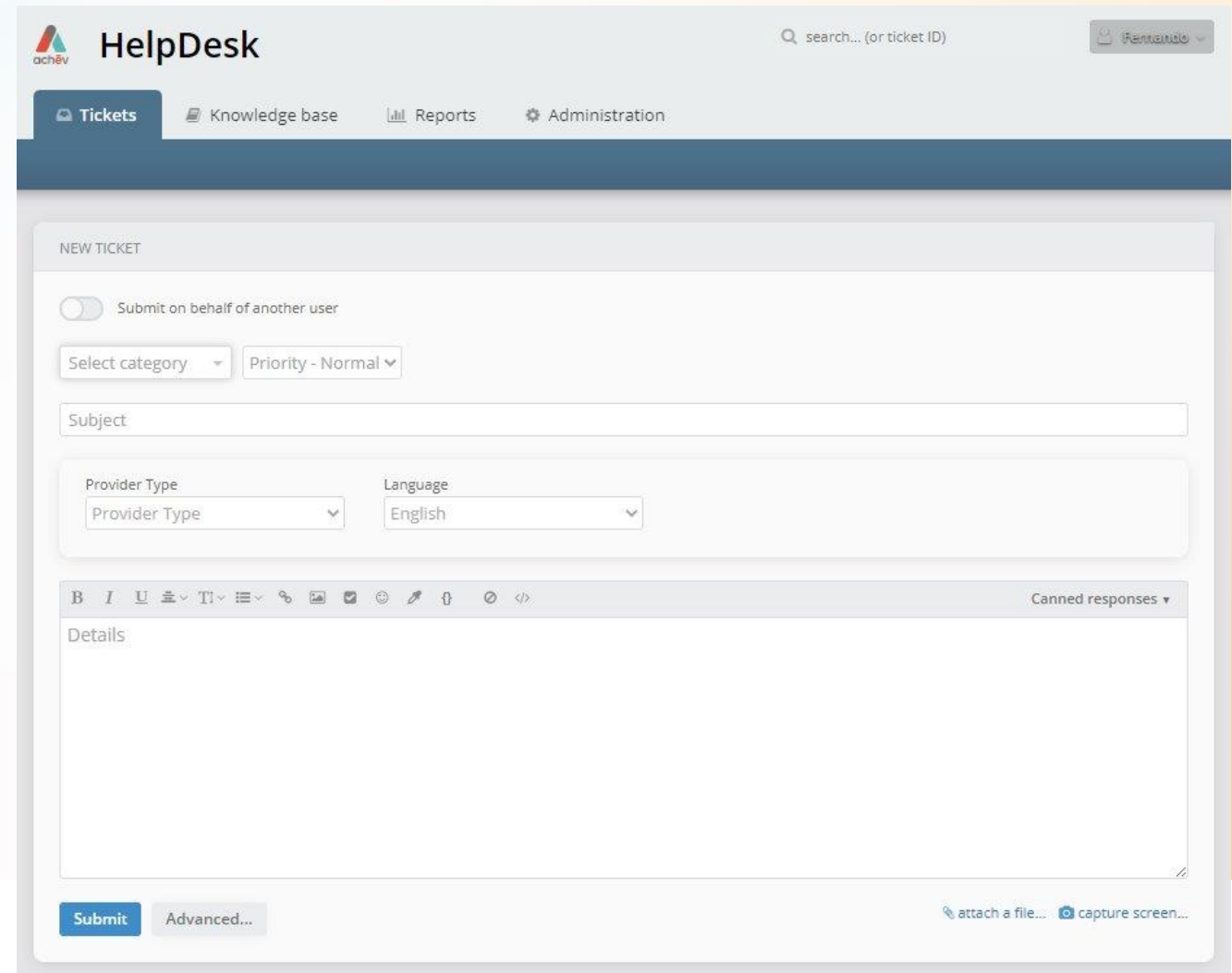
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Recent Enhancements – Data Fixing

- HARTs users when they entered data in error would require the HARTs help desk to update or delete the line in history.
- This resulted in an administrative burden and delays for our service provider partners
- The Data fixing enhancement is a self-service feature that allows designated users the ability to make these corrections themselves.
- Training was provided to designated HARTs users with training materials posted in the HARTs Knowledge Center.

Recent Enhancements – Help Desk

- An enhanced help desk was incorporated into HARTs. This new solution allows users to request support & track updates from staff. Resolution steps will be recorded, and users have the ability to request tickets to be reopened. In addition, the history of all tickets in their organization and a knowledge base of commonly asked questions is available.



The screenshot displays the 'HelpDesk' interface. At the top, there is a search bar with the placeholder text 'search... (or ticket ID)' and a user profile icon for 'Fernando'. Below the search bar is a navigation menu with 'Tickets' (selected), 'Knowledge base', 'Reports', and 'Administration'. The main content area is titled 'NEW TICKET' and contains the following elements:

- A toggle switch for 'Submit on behalf of another user'.
- Two dropdown menus: 'Select category' and 'Priority - Normal'.
- A text input field for 'Subject'.
- Two dropdown menus: 'Provider Type' and 'Language' (set to 'English').
- A rich text editor with a toolbar containing icons for bold, italic, underline, text color, background color, link, unlink, image, video, emoji, link, unlink, and code. A 'Canned responses' dropdown is also visible.
- A 'Details' section with a large text area.
- Buttons for 'Submit' and 'Advanced...'. At the bottom right, there are links for 'attach a file...' and 'capture screen...'.

Recent Enhancements – Event Calendar

- All training and BAC meetings are posted on our new event calendar and users are able to register for future events.

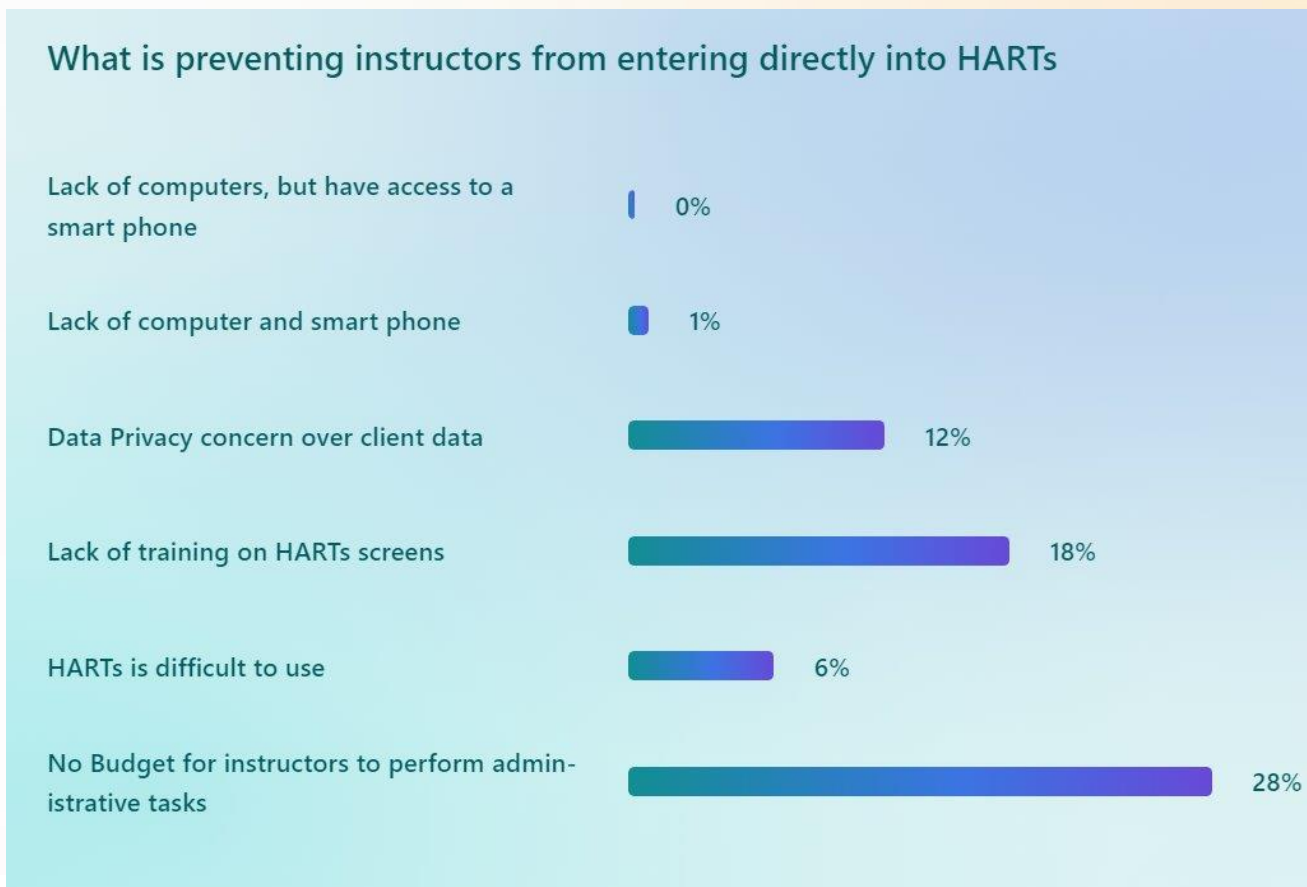
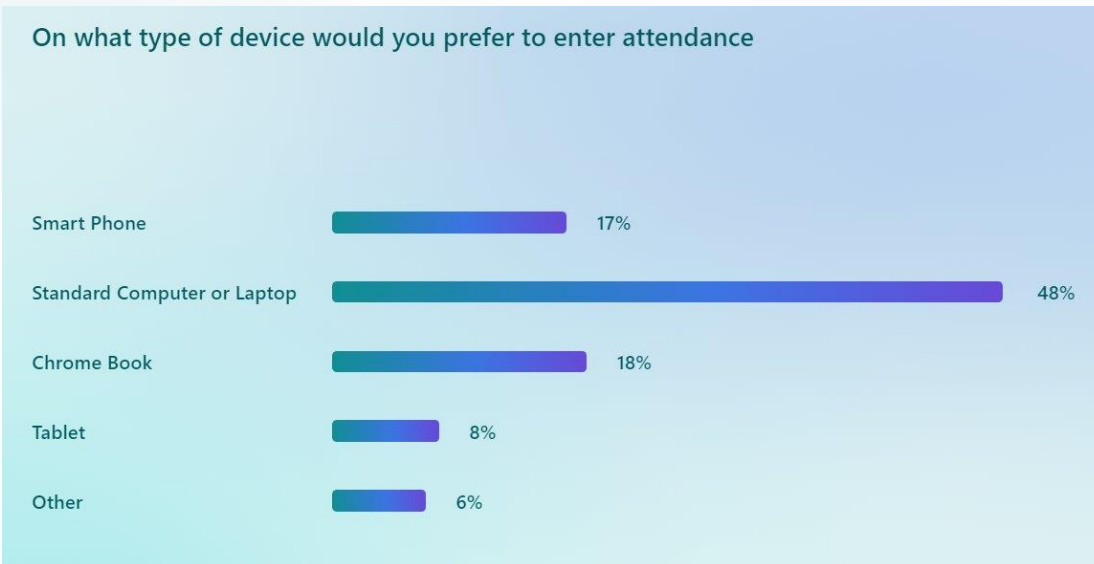
The screenshot displays a web interface for the HARTs Training Series. On the left is a dark blue sidebar with navigation options: Organization, Organization List, Course Outline, Client, Child Care, Reports, and Admin. The main content area shows a calendar for October 2024. The calendar grid has columns for Sun, Mon, Tue, Wed, Thu, Fri, and Sat. Two events are visible: '10:00 AM Standard AC Refresher Trai...' on October 3rd and '10:00 AM Standard LTP Refresher Trai...' on October 17th. The top right of the interface includes a search bar, an appointment button, and a user profile for 'HI, FERNANDO'.

Recent Enhancements - Waitlist

- Current process is manual and time intensive requiring repeated attempts to contact clients
- Client frustration due to confusing process or lack of communication
- Client notification and waitlist management is automated through a system-generated text or email communication.
- Frees up significant time for administrative staff

Future plans – Instructor Tools – Survey Results

- We asked how we can improve the instructor experience on HARTs



Future plans – Instructor Tools – continued

- **Solution approach**
 - Create a new role with limited access to (attendance entry, and proficiency report management (entry, print and email))
 - Create a simple user entry form rendered for use on a tablet, phone or computer
 - Deploy specialized training

Tell us what you think!

Visit:

www.cesba.com/2024surveys

or use the QR code to share feedback on this workshop.



Thank you

Merci



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