

Kitselas Employment and Training Community Based Reporting Project Report

June 2020 - September 2021



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This program is funded by the Government of Canada
and the Province of British Columbia.



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Table of Contents

Table of Contents	2
Executive Summary	3
Acknowledgements	4
Introduction	5
Who We Are	5
Why We Are Here	5
Streamlining Reporting and Communications	5
Enhancing Service Delivery	6
Enabling Data Sovereignty	6
Enhancing Data Capacity	7
What We Did	7
Project Milestones	8
What We Learnt	8
Successes	8
1. Streamlining reporting and communications	8
2. Enhancing service delivery	11
3. Enabling data sovereignty	13
4. Enhancing data capacity	14
Challenges	14
Lessons Learned	15
Appendix A: Summary of Project Milestones	17

Executive Summary

Kitselas Administration Employment and Training (KET) provides wholistic wraparound services and skills training that support Kitselas members to gain stable, meaningful, and well-paid employment. The department pursues this mission by developing and delivering community-based projects and partnerships that provide in-kind benefits to the community.

KET decided to undertake the Community Based Reporting Pilot (CBR Pilot) project for four primary reasons:

- **Streamlining Reporting and Communications:** First Nations departments face diverse and sometimes burdensome reporting requirements from provincial and federal funders. The CBR pilot aimed to streamline how KET collects and manages data so that reporting requirements could be met with ease, and KET could take a more proactive approach in communicating the success of our programs with regional and industry partners.
- **Enhancing Service Delivery:** Kitselas serves over 100 clients annually, supporting them to gain stable, meaningful, and well-paid employment. The CBR Pilot aimed to develop a space where information on our clients could be centrally stored so that all our staff and coordinators could have access to the information required to provide the best service. This ensures that staff understand more about clients, by enabling them access to notes and information collected through other coordinators or programs. It also streamlines the information required from clients who may be accessing multiple services and programs, helping lower barriers to accessing programs and services. Because our programs and services change over time, we needed a system that was flexible, easy to use, and easy to change.
- **Enabling Data Sovereignty:** A primary objective of the CBR pilot was to ensure that KET owns, protects, and ultimately cares for the data that people share through accessing programs and services.
- **Enhancing Data Capacity:** KET embarked on the CBR pilot to improve the quality of the data collected, to support the implementation of our Performance Measurement Strategy, to be able to make use of the information to improve our programs and services, and to be better able to communicate our stories to others.

In order to meet the four primary objectives of the CBR Pilot, we engaged the services of a consulting firm to pilot the development and implementation of a database and reporting system. This database and reporting system enabled employment and training coordinators to support clients in finding stable employment within the local labour market. The database and reporting system does this by enabling coordinators to identify work-ready members of Kitselas First Nation (KFN) who can be connected with local employers and by ensuring coordinators have the information they need to tailor programs and services to support clients in becoming work-ready.

Acknowledgements

We'd like to thank the Ministry of Social Development and Poverty Reduction, in partnership with the Government of Canada, for funding this project, the KET CBR Pilot Steering Committee for their feedback, input, and guidance, Kitselas elders and members who have guided the development of KET and the Five Tier System, and our project partners who provided in-cash and in-kind contributions to support our work including:

- Kitselas Council;
- Kitselas Administration;
- Kitselas Five Tier System LP;
- Northern First Nations Alliance;
- Kanyon PSS; and
- Big River Analytics Ltd.

Introduction

Who We Are

Kitselas Administration Employment and Training (KET) department provides wholistic wraparound services and skills training that support Kitselas members to gain stable, meaningful, and well-paid employment. The department pursues this mission by developing and developing partnerships and delivering community-based projects that provide in-kind benefits to the community.

KET has gone from strength to strength as a training provider within the community and beyond. KET's innovative in-house programs and services have consistently proved their success in meeting individuals where they are at in life, and bridging the gap to training and employment opportunities for those that need them most.

Currently, KET works closely with its operational partner, Kitselas Five Tier System LP (K5T). K5T is an entity wholly-owned by KFN. KET and K5T programs and services are grounded in the Five Tier System, a model for service delivery first developed through community roundtables in 2015 and 2016, and continuously refined and improved since then. The Five Tier System establishes a safe and consistent space for Kitselas members to find stable, meaningful, and well-paid employment within the local labour market.

Why We Are Here

KET decided to undertake the Community Based Reporting Pilot (CBR Pilot) project for four primary reasons:

1. Streamlining Reporting and Communications

Like many First Nations departments, KET receives funding from a range of federal and provincial agencies and departments. Many of these funders have specific reporting requirements. These requirements oftentimes differ from funder to funder, which necessitates KET to produce diverse reports in different formats.

Additionally, KET prides itself on collaboration, and has strong partnerships with industry employers, other Kitselas departments, regional employment and training stakeholders and providers, as well as First Nations across Northwest British Columbia, including the Northern First Nations Alliance (NFNA) and neighbouring communities. These relationships are one of KET's strengths, enabling the department to collaborate, develop innovative and regional approaches to labour market challenges, and to support more clients in connecting with employment opportunities.

A primary objective of the CBR Pilot was to streamline how KET collects and manages data so

that reporting requirements could be met with ease, and so that KET could take a more proactive approach in communicating the success of our programs with regional and industry partners.

2. Enhancing Service Delivery

KET and K5T serve over 100 individuals seeking employment and training annually. Our small team works with clients through one-on-one coaching and mentoring, through programs like the Day Labour and Kitselas Community-led Apprenticeship Development (KCAD) programs, as well as by providing referrals and advocacy to support access to other social and wellness services.

KET and K5T programs are dynamic and community-driven. This means that we are adapting and responding to input from Kitselas members, and designing new programs and services to meet their needs.

A primary objective of the CBR Pilot was to develop a space where information on our clients could be centrally stored so that all our staff and coordinators could have access to the information required to provide the best service. This ensures that staff understand more about clients, by enabling them access to notes and information collected through other coordinators or programs. It also streamlines the information required from clients who may be accessing multiple services and programs, helping lower barriers to accessing programs and services. Because our programs and services change over time, we needed a system that was flexible, easy to use, and easy to change.

3. Enabling Data Sovereignty

Historically, data has been used to the detriment of First Nations in Canada and oftentimes, data about First Nations are held by provincial and federal governments and as a result do not always serve the communities that generated the data. Data, in the context of KET's programs and services, represents people, their lives, and their stories.

A primary objective of the CBR pilot was to ensure that KET owns, protects, and ultimately cares for the data that people share through accessing programs and services. KET's role as a data steward aligns with Kitselas' collective community vision:

"We are united in protecting our inherent rights and title as Kitselas First Nation on the path to becoming an inclusive, self-sufficient, self-governed community".¹

4. Enhancing Data Capacity

KET and K5T are continuously looking for ways to improve our programs and services, and to support more clients in finding stable, meaningful, and well-paid employment. Data is a powerful

¹ Kitselas Draft Comprehensive Community Plan. (2021).
<https://drive.google.com/file/d/1mgXJUua06GYXCfMV8MI6mJ0li7IOu9-1/view>

tool to understand what is working well, what could be improved (including by tracking the metrics and inputs defined in KET's Performance Measurement Strategy), and to communicate the stories and successes of programs and services to others.

A primary objective of the CBR pilot was to ensure that KET improves the quality of the data collected, can implement our Performance Measurement Strategy, including to make use of the information to improve our programs and services, and to be better able to communicate our stories to others.

What We Did

In order to meet the four primary objectives of the CBR Pilot, we engaged the services of a consulting firm to pilot the development and implementation of a database and reporting system. This database and reporting system enabled employment and training coordinators to support clients in finding stable, meaningful, and well-paid employment within the local labour market. The database and reporting system does this by enabling coordinators to identify work-ready members of KFN who can be connected with local employers and by ensuring coordinators have the information they need to tailor programs and services to support clients in becoming work-ready.

Additionally, the CBR Pilot supported training and staff wages to ensure the database and reporting system were integrated into KET and K5T's operations, prior to the conclusion of the project.

Big River Analytics was hired to develop and implement the database and reporting system. They worked closely with KET and K5T staff to:

- Understand relevant reporting requirements and metrics;
- Understand how coordinators interact with clients, including one-on-one online and in-person meetings, programs, and services;
- Scope out and develop prototypes of various components of the database and reporting systems;
- Test prototypes with staff, sought and integrated feedback;
- Conduct training with staff;
- Support hiring, developing job descriptions, and procuring hardware for staff supporting implementation of the system;
- Troubleshoot problems and provide support to those individuals leading implementation of the system;
- Support communications, reporting, and engagement with SDPR and the CBR Pilot Steering Committee;
- Input data from select programs into the new system; and
- Develop template reports for funders, Kitselas Council and Administration, industry and other stakeholders.

Project Milestones

The term of the CBR Pilot was to commence on June 29, 2020 and conclude on June 25, 2021. In June of 2021, KET proposed an amendment to the contract, which extended the project to September 27, 2021 and provided additional funding to support the implementation of the database and reporting system.

Appendix A summarizes key project milestones for the CBR Pilot, including further details on project activities, notes on modifications to our approach, and lessons learned throughout the project.

What We Learned

The CBR Pilot project provided a great opportunity to test a new approach to collecting, streamlining, and making use of program data in a First Nations department. We are hopeful that other First Nations communities will be interested in undertaking a similar project, and can benefit from the lessons we learned in undertaking this work.

Successes

A key success of the project was that Big River Analytics was able to build a flexible database and reporting system that supports our four primary objectives:

1. Streamlining Reporting and Communications

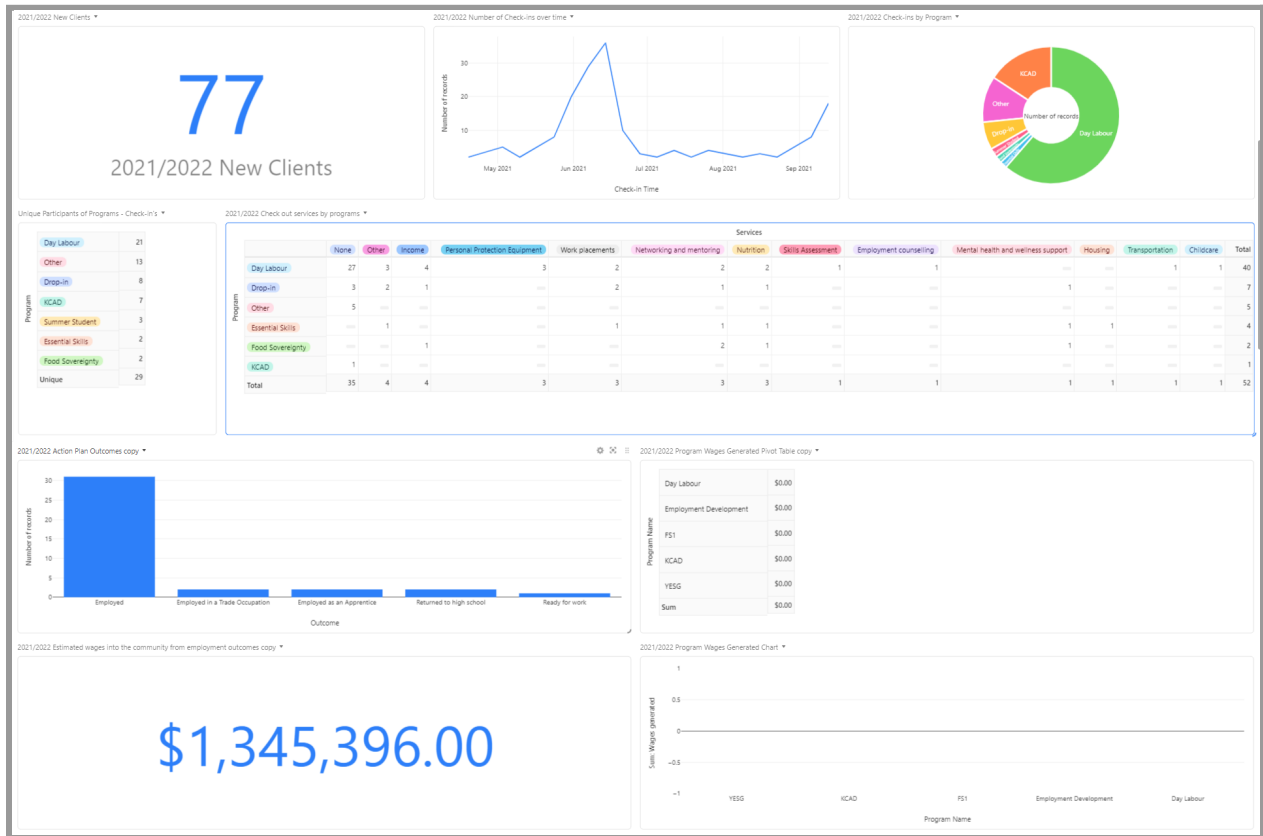
The reporting and database system produces a range of reports, including client reports required for specific funders (see example of report in Figure 1.1), as well as more general information of interest to a range of stakeholders (see example of report in Figure 1.2).

Figure 1.1: ITA Program Requirements Captured in Client-Specific Report

Personal Information:					Status Information: <input style="width: 100%;" type="text"/>				
Cell Phone:		Address:			Affiliation:				
Home Phone:		Birth date: 6/16/2021			Band:				
Message #:		SIN:			Band Number:				
Email:									
Employment Information									
Employment Status:					EI/Parental Benefits:				
LNGC Site:									
Work History:									
Job Title	Employer	Type of Business	City/Province	Current/Former	Main Duties	Employment Start Date	Employment End Date	Reason for Leaving	
Education and Skills:									
Qualifications:					Other Skills/Experience:			<u>Highest Grade/Diploma/Degree:</u>	
Language Skills:									
Driver's License:									
Essential Skills:									
Date of Assessment	Continuous Learning	Digital Technology	Document Use	Numeracy	Oral Communication	Reading	Writing	Working with Others	

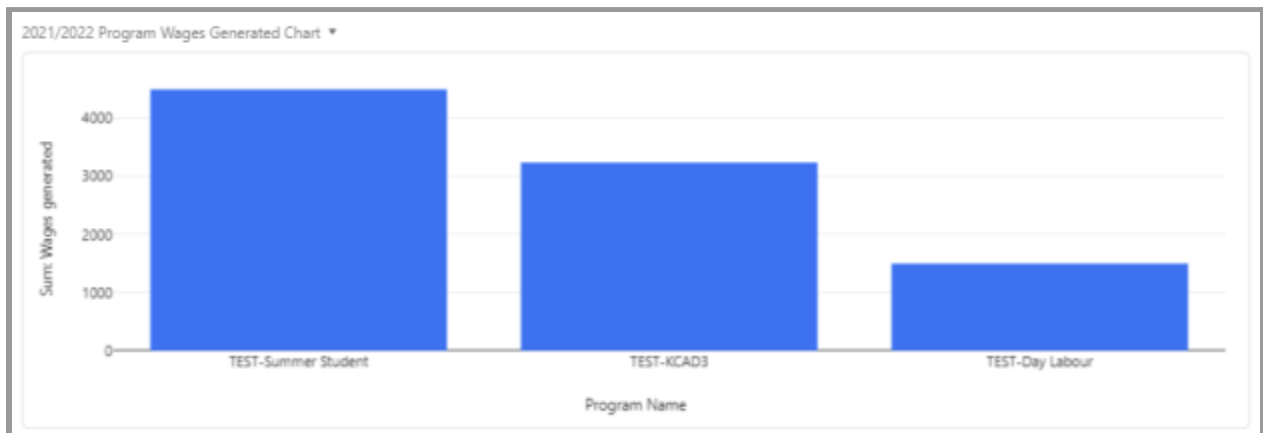
Note: The information for this report is generated automatically from the database for individuals who have registered and completed their intake for the KCAD Program

Figure 1.2A: Dashboard View of Select Reporting Metrics



Note: This figure provides an example of the metrics generated through the reporting and database system. These reports can be generated automatically and filtered for different time frames, programs, and clients as required.

Figure 1.2B: Estimated Wages (\$) in Community by Program, 2021/22 (Test Data)



Note: This information is collected through program coordinators and aggregated and reported automatically through the reporting system.

Figure 1.2C: Services Accessed by Program, 2021/22 (Test Data)

2021/2022 Check out services by programs ▾

Program	Services				
	None	Other	Income	Personal Protection Equipment	Work placements
Day Labour	27	3	4	3	2
Drop-in	3	2	1	—	2
Other	5	—	—	—	—
Essential Skills	—	1	—	—	1
Food Sovereignty	—	—	1	—	—
KCAD	1	—	—	—	—
Total	35	4	4	3	3

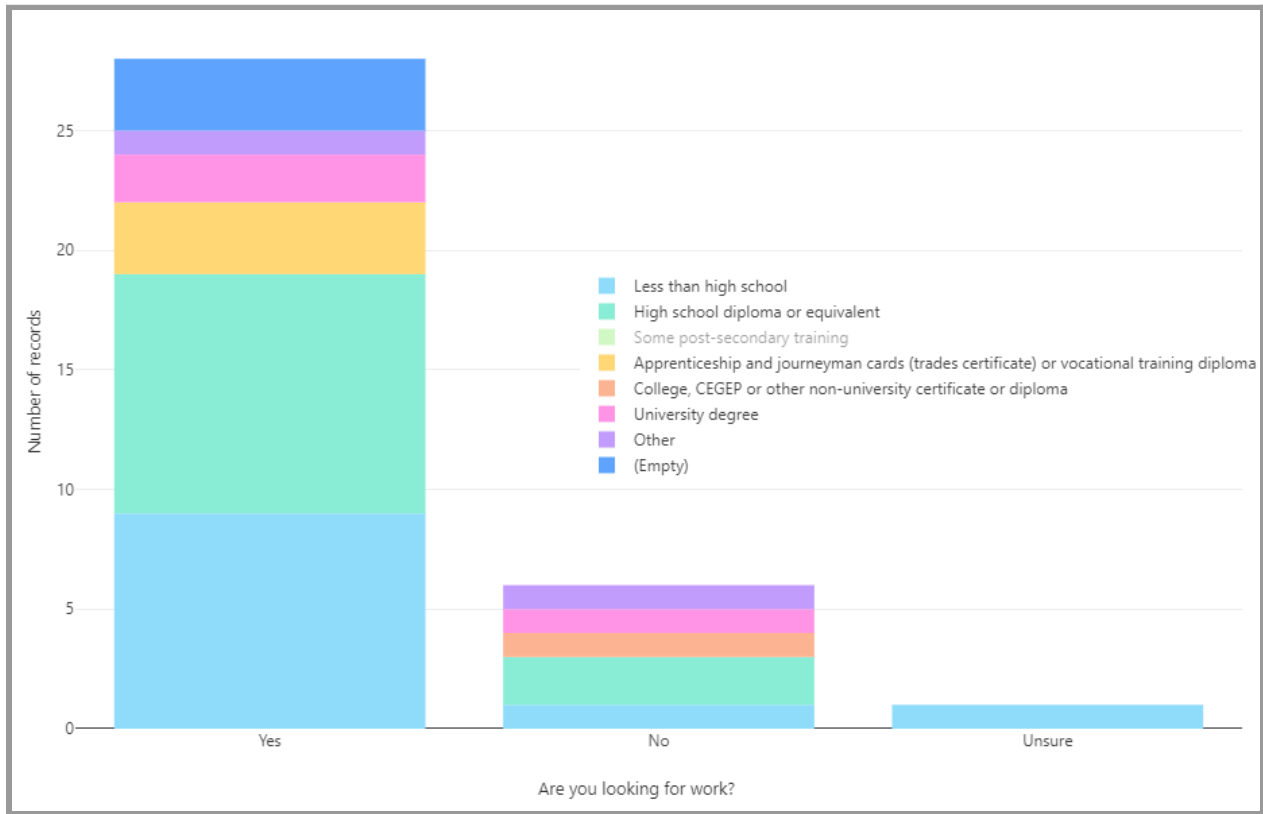
Note: This information is collected through clients as they check-out after accessing different programs. When a client concludes the day, they identify which services were accessed through a check-out form.

2. Enhancing Service Delivery

KET is in the process of assigning all clients in our new database and reporting system. Once this is completed, we feel the system will be useful by allowing us to:

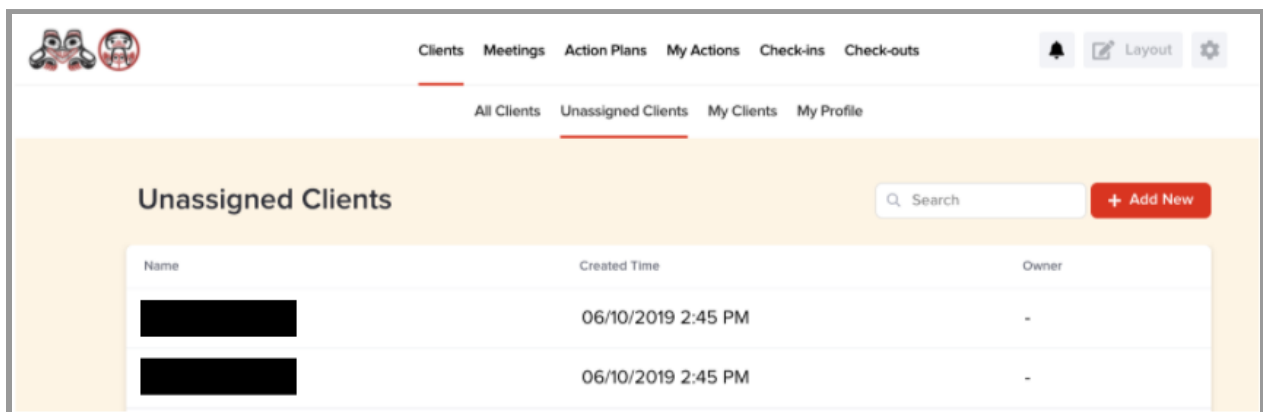
- Identify work-ready members (see Figure 2.1);
- Ensure no clients are left behind (see Figure 2.2);
- Track and hold ourselves and our clients accountable to follow-up actions identified in our action plans (see Figure 2.3);
- Better communicate and track progress so all coordinators can improve upon their service delivery (see Figure 2.4); and
- Easily change, add, or modify the data we collect as our programs and services evolve (Figure 2.5).

Figure 2.1: Individuals Looking for Work by Work Type and Credentials



Note: This information is populated at Client Intake and updated by coordinators through client meetings and action planning.

Figure 2.2: Database Filter View: Unassigned Clients



Note: In the database system, you can view and identify all clients, unassigned clients, and clients who coordinators have been assigned to. This ensures that all clients have coordinators to support the management of their case.

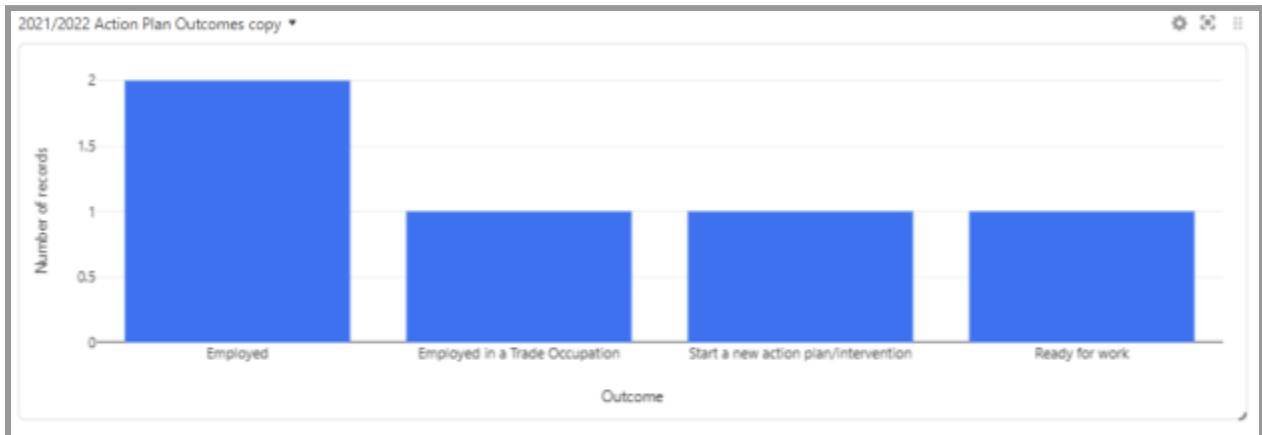
2.3 Follow-Up Actions Assigned to Coordinators and Clients, Test Data

The screenshot shows a 'My Actions' dashboard with a search bar and an 'Add New' button. The actions are categorized into four columns: Not started (8), In progress (7), Complete (19), and Cancelled (1). Each action card displays the following information:

Action Title	Assigned to	Priority	Start Date	Due Date	Status
KCAD Discussion	[Redacted]	Medium	06/01/2021	06/01/2021	Not started
Resume Development	[Redacted]	Medium	06/01/2021	06/08/2021	In progress
update resume	[Redacted]	Medium	-	-	Complete
Make application to XYZ childcare facilities	[Redacted]	High	04/30/2021	06/02/2021	Cancelled
obtain class 4 (restricted)	[Redacted]	Medium	07/13/2021	07/23/2021	Not started
Working towards educational goals	[Redacted]	Medium	05/21/2021	08/21/2021	Status
Apply for 3 or more labourer positions in the local area	[Redacted]	Medium	06/14/2021	06/18/2021	Status

Note: Clients and coordinators are assigned follow-up actions, relative prioritization, and start and due dates during action planning and client meetings.

Figure 2.4: Summary of Action Plan Outcomes, 2021/22 (Test Data)



Note: This information is collected when coordinators meet with clients individually, then aggregated and reported automatically through the reporting system.

Figure 2.5 Excerpt of Handbook Entry Describing Steps to Integrate New Program Data

Purpose and usage

The purpose of this handbook is to provide the steps for creating Airtable bases that track information that is required for specific programs. An example of a program base is the KCAD3 base.

Create a new base

The first step is to create a new Airtable base that will store all data on participants of the program. Although this information is stored in a separate base than the client management system, the two will be linked together in a later step in this guide.

Before creating a new base from scratch, you should first check to see if there is an existing

Note: This is a handbook entry that is part of the KET Staff Handbook.

3. Enabling Data Sovereignty

KET has been reporting out to funders on the success of our programs since we started delivering programming. The new database and reporting system allows program and client data to be secured, consolidated, and controlled by KET, in addition to meeting the reporting requirements of funders.

Data sovereignty comes with important accountabilities to ensure that data is kept safe, and the privacy of our clients is held with the utmost respect. Importantly, KET is able to be a good data steward because the database and reporting system:

- Includes tiered access and controls: Coordinators and administrators can have varied levels of access and permissions to ensure appropriate access and to maintain the privacy of all users.
- Is a secure platform with a trusted provider: The database and reporting system employs a software solution whose public documentation and reports demonstrate adherence to industry standard cybersecurity and privacy controls and procedures. A careful examination of the privacy and cybersecurity documentation ensured that this is an appropriate solution for KET and K5T as data stewards of client information.
- Maintained by a third party: Which limits the burden on KET to maintain and keep secure the information uploaded in perpetuity.

4. Enhancing Data Capacity

The CBR pilot reporting system supports our objective to improve data quality by organizing information collected on our clients in one cohesive and organized space. This allows us to collect information consistently across various programs, services, and between different

coordinators. The training and implementation supports have likewise supported staff to understand good data entry practices, and to clean up and input messy data that was collected prior to the database and reporting system's existence.

Additionally, Big River Analytics developed the database and reporting system to be able to report out on key metrics from our Performance Measurement Strategy.

Challenges

Like many communities in British Columbia and across Canada, KFN was heavily affected by the COVID-19 pandemic. In response to different clusters of COVID-19 cases within KFN throughout the year, leadership elected to implement strict community lockdown measures. A number of individuals fell ill, and many community members were heavily impacted by the effects of social isolation and the restrictions on in-person gatherings.

While the KET CBR Pilot project successfully pivoted in designing a data and reporting system, COVID-19 presented multiple challenges that have impacted the project's development, approach, and intended processes. More specifically, operational challenges due to COVID-19 specific to the CBR Pilot included:

- KET staff's workflow and program and service delivery has changed a number of times throughout the pandemic. This has been due to restrictions on meeting clients in person or being able to work in a shared office. These changes have been frequent, difficult to predict, and came with wide ranging impacts on workflow and program, and service delivery. Creating data collection and reporting systems that are integrated with workflows was challenging, as these processes are constantly changing in response to health orders and community-led responses to the pandemic.
- As a result of travel restrictions and the community lockdown, Big River Analytics staff were unable to meet with Kitselas staff in-person to understand individuals' roles, daily tasks and workflow, and current data collection processes, or challenges. We transitioned this online, meeting with KET's manager on a regular basis throughout the project. Similarly, Big River Analytics staff were not able to do in-person training. Again, we did this online with the group when possible. Not being able to meet in person hasn't prevented the project from moving forward, but slowed down our progress and ability to work and iterate directly with staff.
- KET staff have been directly supporting the Nation's response to COVID-19. At times, this has meant that competing priorities have limited their capacity to participate in project activities over the past year.

As a result of these unforeseen challenges caused by the COVID-19 pandemic, KET sought an amendment to both the timeline and budget of the KET CBR Pilot. The data collection and reporting tools developed were less integrated into KET staff's daily workflow than initially intended. Essentially, the original project work plan did not include dedicated training time and implementation resources. The intent was for Big River Analytics, the contractor supporting the

project, to work closely with staff and iterate on the system and reporting design throughout the project lifecycle. Working closely with staff would allow them to design something ultimately integrated into staff processes and familiar to staff by the project's conclusion. This was a challenge due to COVID-19.

Lessons Learned

Overall, KET would advise other Labour Market Partnership (LMP) applicants to consider the following lessons learned if they were to pursue a project of similar scope and complexity:

- Engage with staff from the outset of the project, piloting prototypes to get them familiar with the future database and reporting system, as well as gathering feedback on ways that it can be improved;
- Secure contingency funding for future phases of the project, to ensure that there is an opportunity to address staff's interests in seeing more and additional features integrated into the database and reporting system;
- Dedicate more time and resources to data inputs and data cleaning, including doing these tasks with key staff members who will be responsible for data inputs moving forward;
- Secure training and implementation support for the project from start to finish, including dedicated training, resources to support troubleshooting, and internal capacity to ensure the uptake and longevity of the database and reporting system.
- Making use of an adaptive project management style, that allows for the continuous capture of requirements by:
 - Developing prototypes to meet system requirements;
 - Testing prototypes with users to identify improvements;
 - Iterating on prototypes until it meets users needs; and
 - Piloting solutions to ensure requirements are met.

Additional lessons learned are captured in Appendix A.



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Appendix A: Summary of Project Milestones

Table A: Project Milestones

Timeline	Milestone	Status	Details on Milestones, Activities, and <u>Lessons Learned</u>
Jun 29, 2020	Contract Signature	On time	N/A
Jul 31, 2020	The external consulting firm will have been hired	On time	KET had already procured a contractor for this project. <u>We would recommend a longer time frame to hire a consulting firm, if you do not already have a firm in mind.</u>
	A Steering Committee will have been convened	On time	Upon SDPR's recommendation, KET convened a Steering Committee for this project. <u>It was useful to have representation from across Kitselas departments, as well as some external stakeholders so that we could integrate perspectives from a group representative of the audiences the reporting system would eventually produce reports for.</u>
	The project scope and structure will have been established through the project launch meeting	On time	At this stage, a more detailed work plan and structure was developed. The contractor, Big River Analytics, opted to use a sprint project management framework, which enabled KET and Big River Analytics to collaboratively review and identify project priorities on a bi-weekly basis, while ensuring key milestones are met. This <u>adaptive approach to project management is well-suited for database development projects, and allowed us to adapt our approach as we learnt more and more about the features and requirements needed for our database and reporting system.</u>
Sep 30, 2020	Held a progress meeting, measured progress to date and reviewed next steps	On time	At this stage, the contractor worked with KET staff to capture key requirements of the system through bi-weekly meetings, reviewing reporting requirements, reviewing our Performance Measurement Framework and stakeholder interests. These findings were drafted into a



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			<p>schema document that mapped key database and reporting components.</p> <p>At the progress meeting, KET and Big River Analytics identified the first components of the database and reporting system to be prototyped, tested, and launched:</p> <ul style="list-style-type: none"> • Drop-in space check-in and check-out forms; and • Updated client intake forms & webpage.
Dec 31, 2020	Held a progress meeting, measured progress to date and reviewed next steps	On time - Modified work plan due to COVID-19	<p>Between September and December, Big River Analytics prototyped and tested the drop-in space check-in and check-out forms. These were expected to be launched during this time, but due to COVID-19, KET's in-person drop-in space was modified. To support KET's immediate COVID-19-related needs, the contractor modified the data collection approach and developed, tested, and launched a check-in form with mandated COVID-19 questionnaires for on-site workers.</p> <p>Big River Analytics produced documentation for the KET staff handbook to ensure consistent use of the new forms. COVID-19 prevented Big River Analytics from supporting implementation in-person, so those activities were integrated throughout the project through handbook entries and video calls. <u>These preliminary implementation activities were included in the project, but a key lesson learned was to have more dedicated work planning, funding, and project activities related to implementation throughout the project lifecycle.</u></p>
	Data collection process has been implemented and secondary data reviewed.	On time	<p>Big River Analytics audited the quality of data collected through new forms, and suggested ways for KET to improve our inputs, as well as integrating those learnings into thinking for the next CBR pilot prototype to be developed and launched. <u>A primary benefit to the adaptive project management approach was the opportunity to integrate learnings from one prototype, into our approach to the next.</u> Additionally,</p>



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			secondary data was reviewed to identify what potential data sources exist to inform the Performance Measure Framework.
Mar 31, 2021	Held a progress meeting, measured progress to date and reviewed next steps	On time - Modified work plan due to COVID-19	<p>Between January and March, the drop-in space was temporarily closed because of community lock-down measures to prevent the spread of COVID-19. Big River Analytics began developing a prototype to capture client interactions happening virtually and integrate the back-end of the database with a new front-end user interface. Additionally, during this time, Big River Analytics developed and tested database components for:</p> <ul style="list-style-type: none"> • Grant & funding opportunities; and • Local employers & job opportunities. <p>At this stage, we met with SDPR to discuss the unforeseen challenges with the project due to COVID-19 and the potential for a modification agreement. <u>Starting these conversations early, and in alignment with when SDPR allocates their annual program funding may help LMP applicants who require additional funding be successful in securing it through amendment agreements.</u></p>
	Data continued to be collected and analyzed	On time	<p>KET staff continued to use new forms as possible. Big River Analytics continued to audit the quality of data collected through new forms, and suggested ways for KET to improve our inputs, as well as integrating those learnings into thinking for the next CBR pilot prototype to be developed and launched. Secondary data continued to be identified and reviewed to determine what could inform the Performance Measure Framework.</p> <p>Big River Analytics also retroactively populated intake information from the Day Labour and KCAD programs between July and December 2020. <u>Additional work planning to support KET staff to retroactively input data from the previous year, could have provided additional opportunities for learning and training on the new system.</u></p>



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			Data in the system was used to populate an Annual Report to Chief and Council. <u>Building a report part way through the project was a helpful way to identify what additional data KET might need the database and reporting system to collect and analyze.</u>
Jun 8, 2021	LMP Modification Agreement Signed	N/A	<p>Between March and June, KET and Big River Analytics developed and submitted a modification proposal for the CBR Pilot agreement. This modification extended the project deadline and secured funding for implementation support for the database and reporting system. The amendment was required on account of the impacts COVID-19 had on KET's program and service delivery. Changes in program and service delivery while the database and reporting system was being developed meant that the contractor had to capture and integrate new requirements in the middle of the project.</p> <p>Implementation support was crucial to the success of the database and reporting system. We had initially secured some dedicated funding for implementation, but <u>we would recommend a larger share of funding for training, and wages of staff integrated into your organization to learn and support uptake of a database and reporting system project of similar scope.</u></p>
Jun 30, 2021	<p>Implementation supports in place Training & Onboarding (a) Training materials for implementation staff developed a. Implementation staff in place and trained</p>	<p>On time (new activity through LMP Amendment)</p>	<p>To prepare for and support the onboarding and launch of implementation supports, KET worked with Big River Analytics to:</p> <ul style="list-style-type: none"> • Develop a job description and hire new staff and contractors for implementation; and • Undertake onboarding and training. <p>Big River Analytics developed and delivered:</p> <ul style="list-style-type: none"> • KET Staff Handbook entries to support consistent use of the system moving forward; and



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			<ul style="list-style-type: none"> • 5 training modules to implementation staff and coordinators.
	Onboarding Review and Support for Implementation staff sub-contractor	On time (new activity through LMP Amendment)	<p>KET with Big River Analytics:</p> <ul style="list-style-type: none"> • Supported data cleaning, including a process to de-duplicate old records; and • Developed a project list for implementation staff to improve the quality of data collected and uptake of the system.
	Implementation Hardware: (b) Laptops and tablets procured	On time (new activity through LMP Amendment)	<p>KET purchased implementation software and set it up. At the time of writing the report, there is still one additional tablet to purchase prior to project conclusion.</p>
Aug 31, 2021	Database and reporting system wrap up	On time - (Deadline modified during LMP Amendment)	<p>Between March and August, Big River Analytics developed, tested, and launched prototypes for:</p> <ul style="list-style-type: none"> • Client meetings (online and in-person) • Action Planning • Client intake • KCAD program data <p>This included 1 - 3 meetings to test and refine prototypes with staff prior to finalizing and delivering pilot product and accompanying training.</p> <p>Big River Analytics also:</p> <ul style="list-style-type: none"> • Launched KitselasTraining.com, which includes coordinator logins and intake forms for clients • Integrated check-in and check-out forms to the new user interface



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	Submitted the report including an executive summary, to representatives of the Province	On time - (Deadline modified during LMP Amendment)	KET and Big River Analytics met with SDPR to better understand reporting requirements, which differed from our expectations. The report was drafted and submitted on time. <u>We would recommend confirming with your Community Employment Partnerships (CEP) Contract and Partnership Agent (CAPA) what expectations there are for final reports prior to starting to draft the report.</u>
Sep 27, 2021	Changes to the report that may be requested by the Province have been completed and obtained the Province's approval of the final version of the report;	On track - Final report submitted prior to activity requirement	N/A
	The steering committee reviewed the final report;	On track - Final report submitted prior to activity requirement	KET, with the support of Big River Analytics, provided a project update to the Steering Committee in August 2021, notifying them of the timing for the final report.
	Completed inaugural report for the Kitselas government;	On track - Final report submitted prior to activity requirement	N/A
	Implementation staff i. Implementation staff has trained Kitselas staff on tool use.	On track - Final report submitted prior to activity requirement	Handbook entries and training modules have been delivered, KET plans to dedicate two weeks of September to implementation and database inputs.



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<p>Onboarding Review and Support for Implementation staff sub-contractor</p> <ul style="list-style-type: none">ii. Supervised and supported the work of the Implementation staff	<p>On track - Final report submitted prior to activity requirement</p>	<p>N/A</p>
<p>Disseminated the results and lessons learned to various audiences including but not limited to:</p> <ul style="list-style-type: none">• employment practitioners, communities, and program and policy analysts through Indigenous Services Canada, the BC Ministry of Advanced Education, and the Industry Training Authority;	<p>On track - Final report submitted prior to activity requirement</p>	<p>Big River Analytics and KET are summarizing key findings from the final report into a presentation to disseminate to relevant audiences.</p>



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	<ul style="list-style-type: none">• local employers and industry; and• other Indigenous employment and training organizations including the Northern First Nations Alliance.		
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