

Draft - v.12

## **PSSDC MEETING AGENDA**

**WEDNESDAY, FEBRUARY 22, 2023**

**9:00 A.M. – 4:00 P.M. EST**

**Delta Hotel Ottawa City Centre**

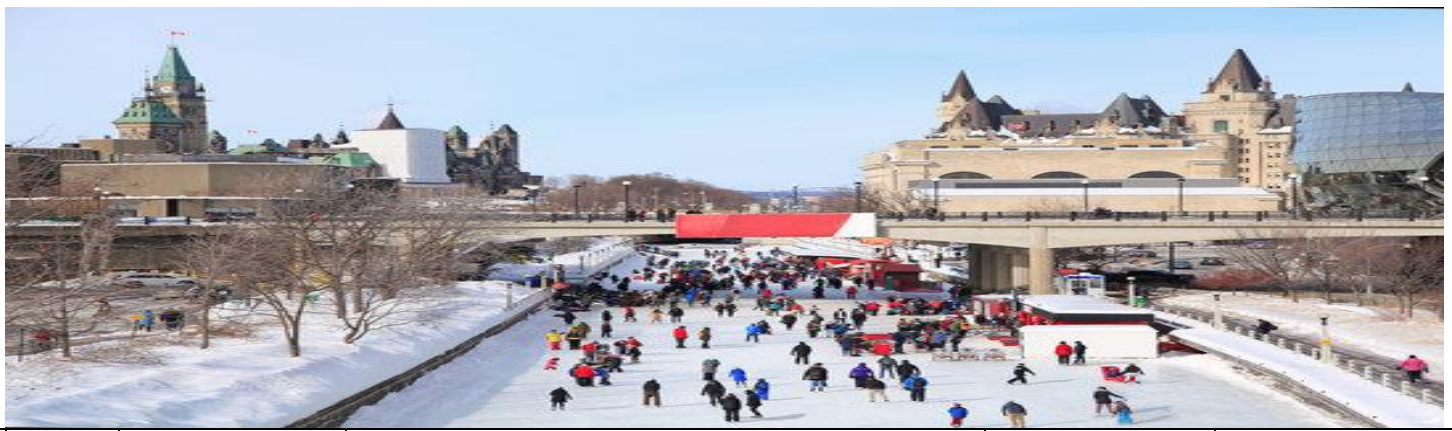
***Meeting Room: Joliet-Frontenac***

***BREAKFAST: 8:00 A.M. – 8:55 A.M. EST – Room Chaudière***

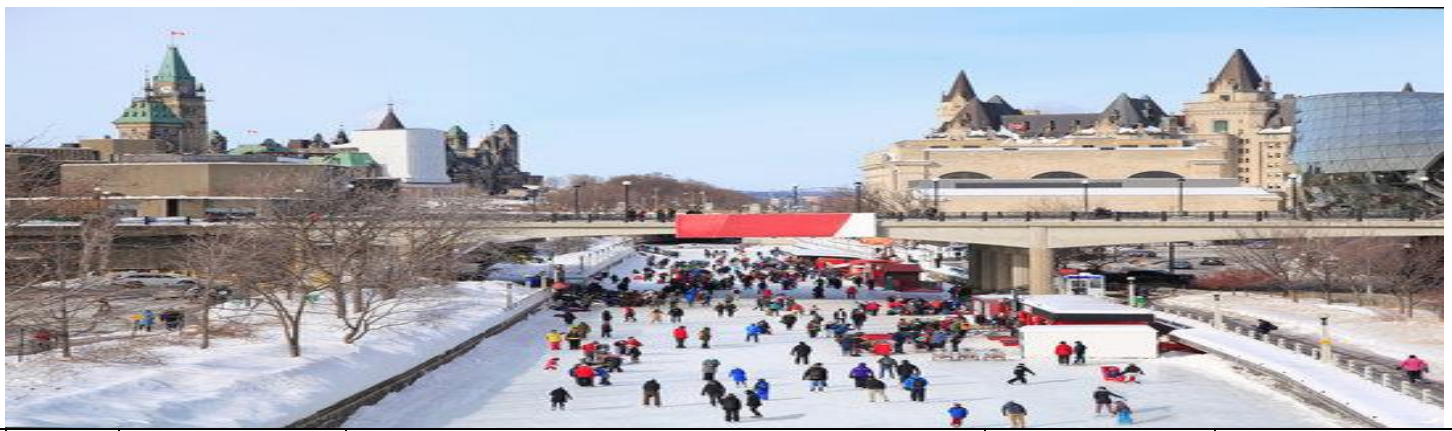
#	TIME	PSSDC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS
	9:00 – a.m.	<b>Welcome</b>	Welcome, Land Acknowledgement and Roundtable Introductions		<b>Olivier Bullion, PSSDC Co-Chair, ESDC/Service Canada</b>
1	9:05-9:20 a.m.  (15 min)	<b>Secretariat</b>	<b>Objective:</b> <b>A) Approval of Record of Decision from Sept. 29, 2022, in-person meeting, Toronto, ON (TAB 1A)</b>  <b>B) Acceptance of February 22, 2023, Meeting Agenda (TAB 1B)</b>  <b>C) PSSDC Treasurer's Report</b> <ul style="list-style-type: none"> <li>○ PSSDC Financial Report (<b>TAB 1C</b>)</li> <li>○ PSSDC Members' contributions for 2023-2024 (<b>TAB 1D</b>)</li> </ul>	<b><i>For approval</i></b>  <b><i>For approval</i></b>  <b><i>For review</i></b>	<b>Lead: Sheila Robinson, PSSDC Co-Chair</b>   <b>Linda Maljan, PSSDC Treasurer</b>
2	9:20 – 10:50 a.m.  (90 min)	<b>UNCLAIMED BENEFITS PRIORITY</b>	<b>PSSDC Priority: UNCLAIMED BENEFITS (TABs 2A to 2C)</b>  <u><b>Objectives</b></u>  <b>A) Intro and Context: Unclaimed Benefits Priority – 20 min</b> <ul style="list-style-type: none"> <li>• <b>This priority's main objectives are:</b> <ul style="list-style-type: none"> <li>○ Identifying data gaps (i.e., key programs and populations) for the Table to focus on</li> </ul> </li> </ul>	<b>Expected outcome:</b> Priority framed to provide a common understanding.	<b>Lead: Olivier Bullion, PSSDC Co-Chair</b>



			<ul style="list-style-type: none"> <li>○ Leveraging technology (i.e., Robotic Process Automation) to better identify communities and populations with lower uptake rates</li> <li>○ Identifying barriers to auto-enrollment and solutions</li> <li>○ Supporting targeted outreach to populations with lower uptake rates, including joint FPT outreach</li> </ul> <p><b>B) Showcase: CRA's Disability Tax Credit (DTC) Navigators - 20 min</b></p> <p>Acting as a single point of contact between CRA and taxpayer, Navigators make it easier for taxpayers to navigate their DTC application process. Resolve complex issues and provide clear and consistent info. Navigator enhances the DTC program. Endorsed by Disability Adv. Cmte (DAC) as improving client experience.</p> <p><b>C) Joint Outreach to Communities (Service Ontario and SC Ontario Region) - 20 min</b></p> <p>i) <b>ServiceOntario - North Shore Tribal Council</b></p> <p>ii) <b>Service Canada Ontario Region – Outreach in Ontario</b></p>	<p><b>Expected outcome:</b> Example related to the priority provided to inform brainstorming discussion to follow.</p> <p><b>Expected outcome:</b> Example related to the priority provided to inform brainstorming discussion to follow.</p>	<p><b>Silvano Tocchi</b> Assistant Commissioner Digital Transformation Program Branch, CRA</p> <p><b>ServiceOntario: Nelson Loureiro</b> A/DM (Acting) Customer Care Division (Public and Business Service Delivery)</p> <p><b>Elizabeth Richer</b>, Director of Niigaaniin Service</p> <p>Service Canada Ontario Region: <b>Darren Deneumoustier</b>, Director General, Citizen Services Branch</p> <p><b>Julie Garneau-Ferris</b>, Director General,</p>
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			<p><b>D) Discussion on UNCLAIMED BENEFITS PRIORITY – 30 min</b></p> <p>Identify opportunities with measurable outcomes for citizens for inter-jurisdictional initiatives/pilots to address existing problems or gaps related to unclaimed benefits</p> <p>Discussion on proposed working Group (mandate, membership, workplan and funding)</p>	<p><b>Expected outcome:</b> Potential inter-jurisdictional initiative/pilots to address an existing problem or gap related to unclaimed benefits identified to explore.</p>	<p>Strategic Services Branch</p> <p><b>PSSDC Co-Chairs</b></p>
	<b>10:50 -11:05 a.m. (15 min)</b>		<b><u>BREAK</u></b>		
3	<b>11:05 – 12:00 a.m. (55 min)</b>	<b>STAFFING &amp; RETENTION PRIORITY</b>	<p><b>PSSDC Priority: STAFFING AND RETENTION (TABs 3A to 3C)</b></p> <p><b><u>Objectives</u></b></p> <p><b>A) Intro and Context: Staffing and Retention Priority – 5 min</b></p> <p><b>This priority’s main objectives are:</b></p> <ul style="list-style-type: none"> <li>○ Exploring recruitment, on-boarding, and training initiatives for service staff</li> <li>○ Exploring co-location, co-delivery of services, and inventory sharing for service staff</li> </ul> <p><b>B) Panel presentations with federal perspective and perspective of 3 PTs on staffing and retention challenges and best practices– 30 min</b></p>	<p><b>Expected outcome:</b> Priority framed to provide a common understanding.</p> <p><b>Expected outcome:</b> Example related to the priority provided to inform brainstorming discussion to follow.</p>	<p><b>Lead: Sheila Robinson, PSSDC Co-Chair</b></p> <p><b>Presenters:</b> <b>Ann Dolan, NB</b></p> <p><b>Gillian Latham, NS</b></p> <p><b>Linda Maljan, NT</b></p> <p><b>Olivier Bullion, ESDC</b></p>



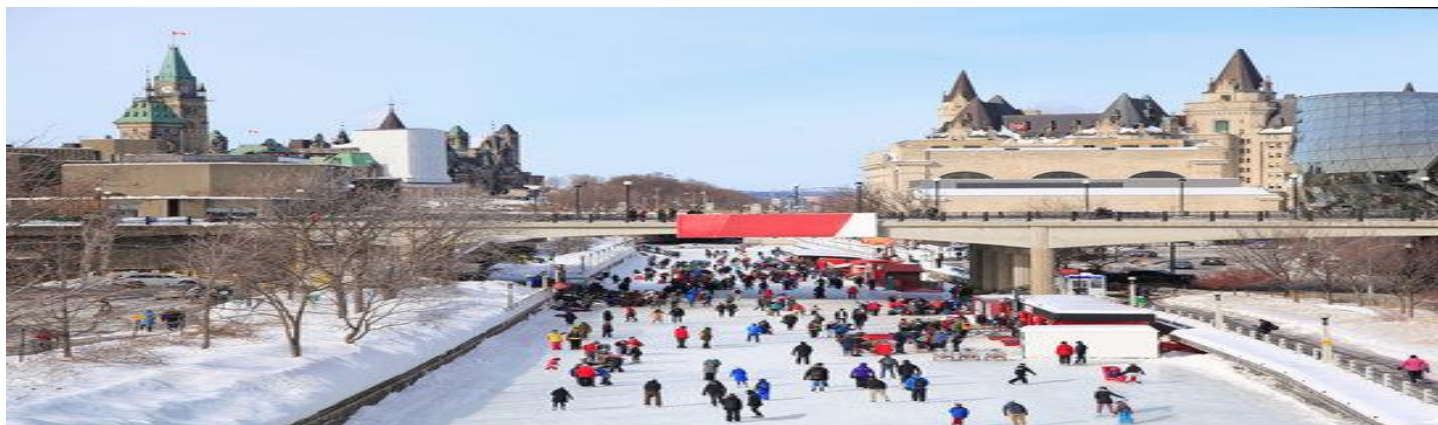
			<p><b>C) Discussion on the STAFFING &amp; RETENTION PRIORITY – 20 min</b></p> <p>Identify opportunities with measurable outcomes for citizens for inter-jurisdictional initiatives/pilots to address existing problems or gaps related to Staffing and Retention</p> <p>Discussion on proposed working Group (mandate, membership, workplan and funding)</p>	<p><b>Expected outcome:</b> Potential inter-jurisdictional initiative/pilots to address an existing problem or gap related to staffing and retention identified to explore.</p>	<p><b>PSSDC Co-Chairs</b></p>
	<b>12:00 – 1:00 p.m.</b>		<b>LUNCH – Room: Chaudière</b>		
4	<p><b>1:00 - 1:15 p.m.</b></p> <p><b>(15 min)</b></p>	<p><b>PSSDC FORWARD PLAN</b></p>	<p><b>PSSDC and FPT DMs' Table Collaboration (TAB 4)</b></p> <p><u><b>Objectives</b></u></p> <ul style="list-style-type: none"> <li><b>Alignment between PSSDC and the FPT DMs' Table on Service Delivery Collaboration on common priorities</b></li> </ul> <p>Opportunity to strengthen the collaborative relationship between the two tables.</p> <ul style="list-style-type: none"> <li>Discuss linkages between the PSSDC and the FPT DMs' Table on Service Delivery Collaboration for better alignment between the two tables.</li> <li>Discuss support by the PSSDC to achieve priorities common with the FPT DMs' Table and vice versa.</li> </ul>	<p><u><b>Expected outcome:</b></u> Inter-jurisdictional co-operation on common FPT service committee priorities enhanced, promoted, and strengthened.</p>	<p><b>FPT DMs' Table Secretariat:</b></p> <p><b>Olivier Bullion, ESDC/Service Canada</b></p> <p><b>Sheila Robinson, BC</b></p> <p><b>FPT DMs' Table Co-Chairs (virtual)</b></p> <p><b>Lori MacDonald, Senior Associate DM ESDC and Chief Operating Officer for Service Canada</b></p> <p><b>Shauna Brouwer, Deputy Minister, Citizens' Services, BC</b></p>



5	1:15 – 2:20 p.m.  (65 min)	<b>SERVICE DESIGN PRIORITY</b>	<p><b>PSSDC Priority: SERVICE DESIGN (TABs 5A to 5C)</b></p> <p><b><u>Objectives</u></b></p> <p><b>A) Intro and Context: Service Design</b></p> <ul style="list-style-type: none"> <li>• <b>This priority's main objectives are:</b> <ul style="list-style-type: none"> <li>○ Supporting co-design, client feedback, and design thinking approaches</li> <li>○ Leveraging lessons learned and successes to foster joint outreach on complementary programs/services</li> <li>○ Supporting digital adoption strategies to better embed inclusion and accessibility into digital services</li> <li>○ Supporting clients moving online through service delivery channels coordination for a more seamless experience.</li> </ul> </li> </ul> <p><b>B) Presentation on service design approaches, lessons learned and best practices</b></p> <p><b>C) Presentation on Service Design by ESDC (description to be provided) (20 min)</b></p> <p><b>D) Discussion on the SERVICE DESIGN PRIORITY</b></p>	<p><b>Expected outcome:</b> Priority framed to provide a common understanding.</p> <p><b>Expected outcome:</b> Example related to the priority provided to inform brainstorming discussion to follow.</p> <p><b>Expected outcome:</b> Potential inter-jurisdictional</p>	<p><b>Lead: Sheila Robinson, PSSDC Co-Chair</b></p> <p><b>Kaine Sparkes, Executive Director and Registrar of BC Registries</b></p> <p><b>John Slocombe, Director Service Strategy, Service Strategy and Policy Branch, ESDC</b></p> <p><b>PSSDC Co-Chairs</b></p>
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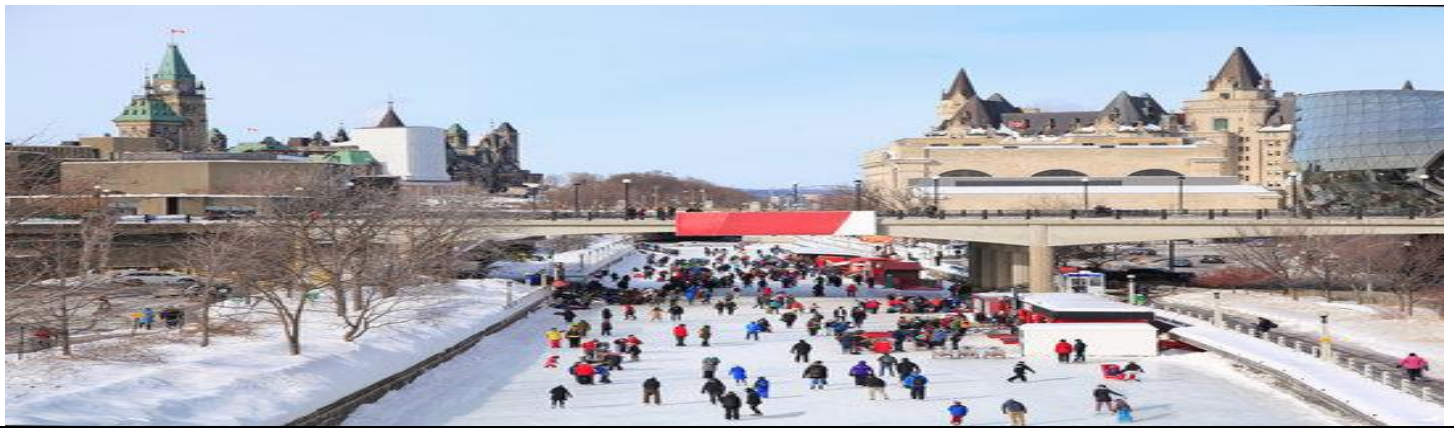


			<p>Identify opportunities with measurable outcomes for citizens for inter-jurisdictional initiatives/pilots to address existing problems or gaps related to service design.</p> <p>Discussion on proposed working Group (mandate, membership, workplan and funding)</p>	<p>initiative/pilots to address an existing problem or gap related to service design identified to explore.</p>	
	<b>2:20 to 2:35 p.m.</b>		<b>BREAK</b>		
6	<b>2:35 – 3:00 p.m.</b>  <b>(25 min)</b>	<b>TRC Call to Action #17</b>	<p><b>Truth and Reconciliation Commission Call to Action #17 (TAB 6)</b></p> <p><u><b>Objective</b></u></p> <ul style="list-style-type: none"> <li>Follow up from September PSSDC meeting on Indigenous Service Canada's jurisdictional scan results</li> <li>Review and discussion on the proposed scope for the creation of a working group to address TRC's CTA #17 related to reclaiming names prepared by Indigenous Services Canada</li> </ul> <p><b>Call to Action #17:</b> Indigenous peoples, residential school survivors and their families can reclaim their Indigenous names, as written, on passports and other government-issued documents.</p>	<p><b>Expected outcome:</b> Confirmation as to how PSSDC wants to advance efforts in this space and if so next steps</p>	<p><b>Lead: Sheila Robinson, PSSDC Co-Chair</b></p> <p><b>Lori Doran, Director General Individual Affairs Branch, Indigenous Services Canada (ISC)</b></p>
7	<b>3:00 – 3:50 p.m.</b>  <b>(50 min)</b>	<b>JC &amp; PSSDC Working Groups and CoPs</b>   <b>PSSDC Forward Planning</b>	<p><b>A) Discussion on Joint Councils and PSSDC Working Groups and Communities of Practice (TAB 7A to 7D)</b></p> <p><u><b>Objective</b></u></p> <ul style="list-style-type: none"> <li>To develop a PSSDC perspective for a follow-up conversation on this topic at the Joint Councils meeting of February 23<sup>rd</sup>. <i>PSCIOC is similarly preparing in advance.</i></li> </ul> <p><b>B) Next Steps – Forward Planning</b></p> <p><u><b>Objectives</b></u></p>	<p><b>Expected outcome:</b> Members' insights on WGs and CoPs to inform discussion at the JC meeting</p> <p><b>Expected outcome:</b> PSSDC Forward Plan confirmed</p>	<p><b>Leads:</b> Olivier Bullion, PSSDC Co-Chair</p> <p><b>Sheila Robinson, PSSDC Co-Chair</b></p>



			<ul style="list-style-type: none"> <li>• Discuss champions/ ambassadors for priorities</li> <li>• Recap next steps related to each PSSDC priority</li> </ul>		
8	3:50 – 4:00 p.m.  (10 min)	Secretariat	<b><u>Other Business:</u></b>  <b>A) Update: PSSDC's Contact Centre CoP (TAB 8A to 8C)</b>  <b>B) PSSDC Action Items (TAB 8D)</b>  <b>C) PSSDC Bring Forward Agenda (TAB 8E)</b>  <b>D) PSSDC information Sharing Analysis (TAB 8F and 8G)</b>  <b>E) Next PSSDC in-person meeting:</b> September 21, 2023, Location: TBC  <b>F) PSSDC Teleconferences:</b> <ul style="list-style-type: none"> <li>○ Tuesday, April 18, 2023, at 1:00 p.m. EDT</li> <li>○ Wednesday, May 17, 2023, at 1:00 p.m. EDT</li> <li>○ Thursday, June 15, 2023, at 2:00 p.m. EDT</li> <li>○ Tuesday, August 22, 2023, at 12:00 p.m. EDT</li> </ul>	For information / feedback	<b>Lead: Olivier Bullion, PSSDC Co-Chair</b>  <b>ICCS Secretariat</b>
			<b>PSSDC EVALUATION FORM (TAB 9)</b>	<b>Please complete evaluation form</b>	
	4:00 p.m.		<b>Adjournment of PSSDC Meeting</b>		
	5:50 p.m.		<i>Delegates to meet in the lobby of the Delta Hotel to board bus for dinner.</i>		

**OFFICIAL JOINT COUNCILS' DINNER  
& PRESENTATION OF  
THE ICCS HEINTZMAN LEADERSHIP AWARD**  
  
**National Arts Centre / Centre National des Arts**  
  
***Rossy Pavillion***



*(1 Elgin Street, Ottawa)*

**Pre-Dinner Reception: 6:20 – 6:50 p.m.**

**ICCS Heintzman Leadership Award presentation: 7:00 p.m.**

**Official Dinner: 7:30– 9:00 p.m.**

***Business Attire***

The National Arts Centre (NAC) is Canada's bilingual, multi-disciplinary home for the performing arts. The NAC presents, creates, produces, and co-produces performing arts programming in various streams—the NAC Orchestra, Dance, English Theatre, French Theatre, Indigenous Theatre, and Popular Music and Variety—and nurtures the next generation of audiences and artists from across Canada. The NAC is located in the National Capital Region on the unceded territory of the Algonquin Anishinabeg Nation.