



Draft - v.4

PSSDC MEETING AGENDA

WEDNESDAY, FEBRUARY 22, 2023

9:00 A.M. – 4:00 P.M. EST

Delta Hotel Ottawa City Centre

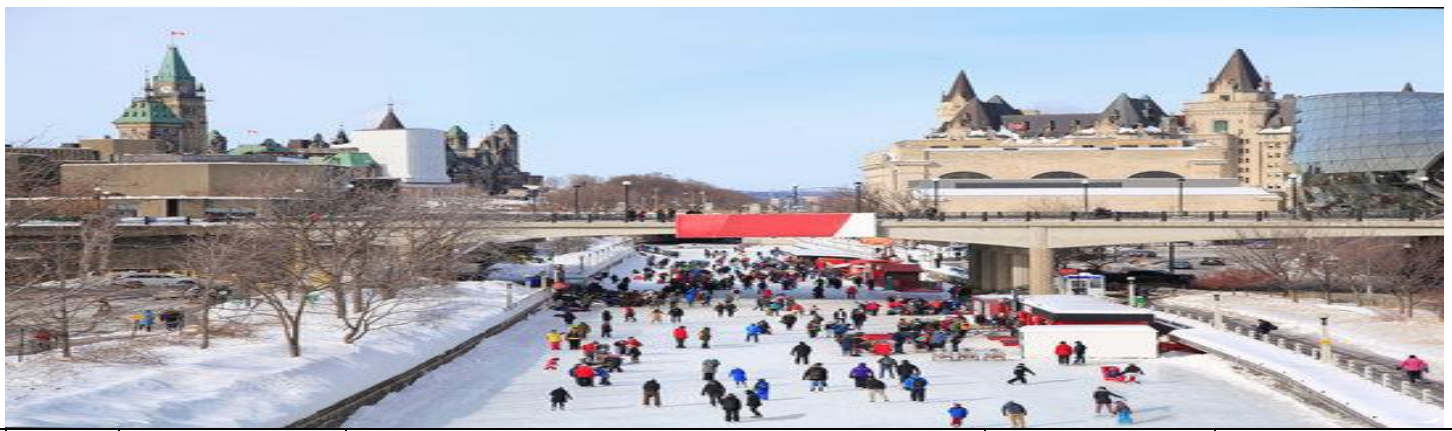
Meeting Room: Joliet-Frontenac

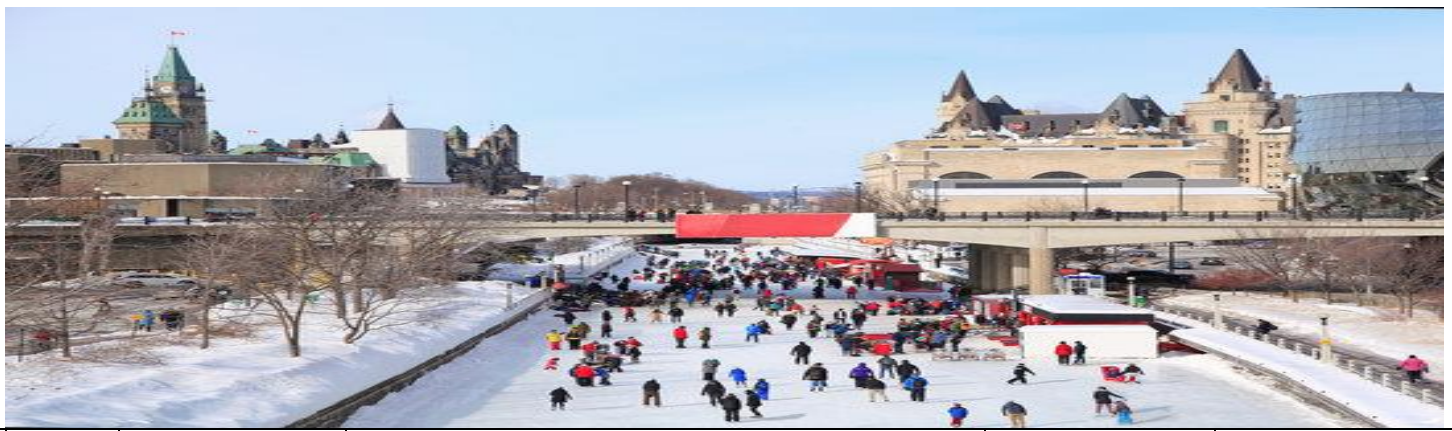
BREAKFAST: 8:00 A.M. – 8:55 A.M. EST – Room Chaudière

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



			<p>communities and populations with lower uptake rates</p> <ul style="list-style-type: none"> ○ Identifying barriers to auto-enrollment and solutions ○ Supporting targeted outreach to populations with lower uptake rates, including joint FPT outreach <p>B) Showcase: CRA's Disability Tax Credit (DTC) Navigators - 20 min</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>C) Joint Outreach to Communities (Service Ontario and SC Ontario Region) - 20 min</p> <p>D) Discussion on UNCLAIMED BENEFITS PRIORITY – 30 min</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>Expected outcome: Example related to the priority provided to inform brainstorming discussion to follow.</p> <p>Expected outcome: Example related to the priority provided to inform brainstorming discussion to follow.</p> <p>Expected outcome: Potential inter-jurisdictional initiative/pilots to address an existing problem or gap related to unclaimed benefits identified to explore.</p>	<p>Silvano Tocchi Assistant Commissioner Digital Transformation Program Branch, CRA</p> <p>ON and ESDC Presenters</p> <p>PSSDC Co-Chairs</p>
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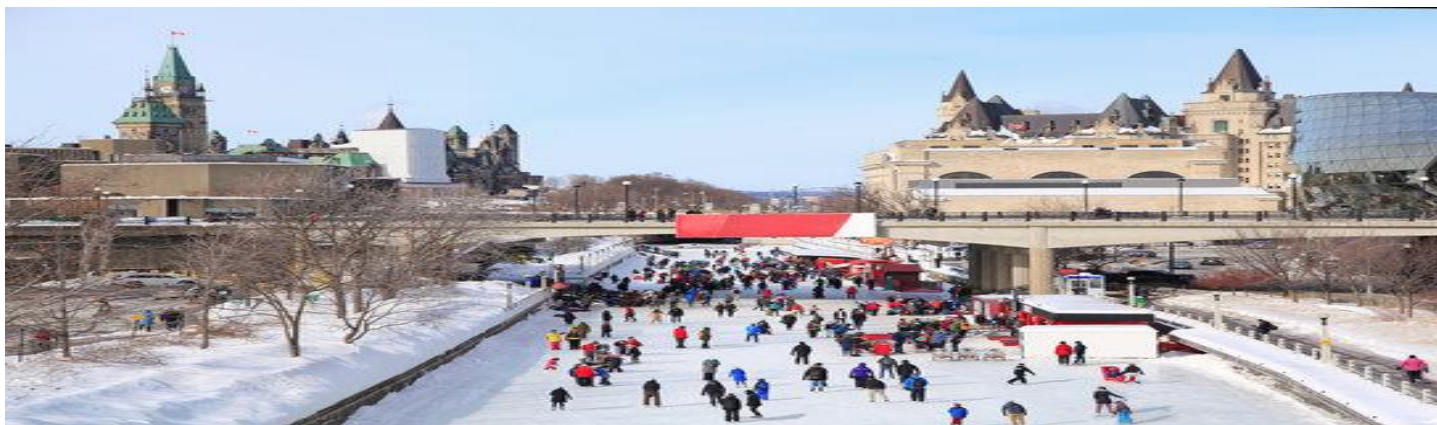
4	1:00 - 1:15 p.m. (15 min)	PSSDC FORWARD PLAN	<p>PSSDC and FPT DMs' Table Collaboration</p> <p><u>Objectives</u></p> <ul style="list-style-type: none"> Alignment between PSSDC and the FPT DMs' Table on Service Delivery Collaboration on common priorities <p>Opportunity to strengthen the collaborative relationship between the two tables.</p> <ul style="list-style-type: none"> Discuss linkages between the PSSDC and the FPT DMs' Table on Service Delivery Collaboration for better alignment between the two tables Discuss support by the PSSDC to achieve priorities common with the FPT DMs' Table and vice versa 	<p><u>Expected outcome:</u> Inter-jurisdictional co-operation on common FPT service committee priorities enhanced, promoted, and strengthened.</p>	<p>FPT DMs' Table Secretariat:</p> <p>James Gilbert, ESDC/Service Canada</p> <p>Sheila Robinson, BC</p> <p>FPT DMs' Table Co-Chairs (TBC)</p>
5	1:15 – 2:20 p.m. (65 min)	SERVICE DESIGN PRIORITY	<p>PSSDC Priority: SERVICE DESIGN</p> <p><u>Objectives</u></p> <p>A) Intro and Context: Service Design – 5 min</p> <ul style="list-style-type: none"> This priority's main objectives are: <ul style="list-style-type: none"> Supporting co-design, client feedback, and design thinking approaches Leveraging lessons learned and successes to foster joint outreach on complementary programs/services Supporting digital adoption strategies to better embed inclusion and accessibility into digital services Supporting clients moving online through service delivery channels coordination for a more seamless experience. <p>B) Agile Governance Pilot – 20 min</p> <p>Agile is an iterative, incremental development approach that stresses human communication</p>	<p>Expected outcome: Priority framed to provide a common understanding.</p> <p>Expected outcome: Example related to the</p>	<p>Lead: Sheila Robinson, PSSDC Co-Chair</p> <p>Aaron Jaffery, Director General, Digital Experience and</p>



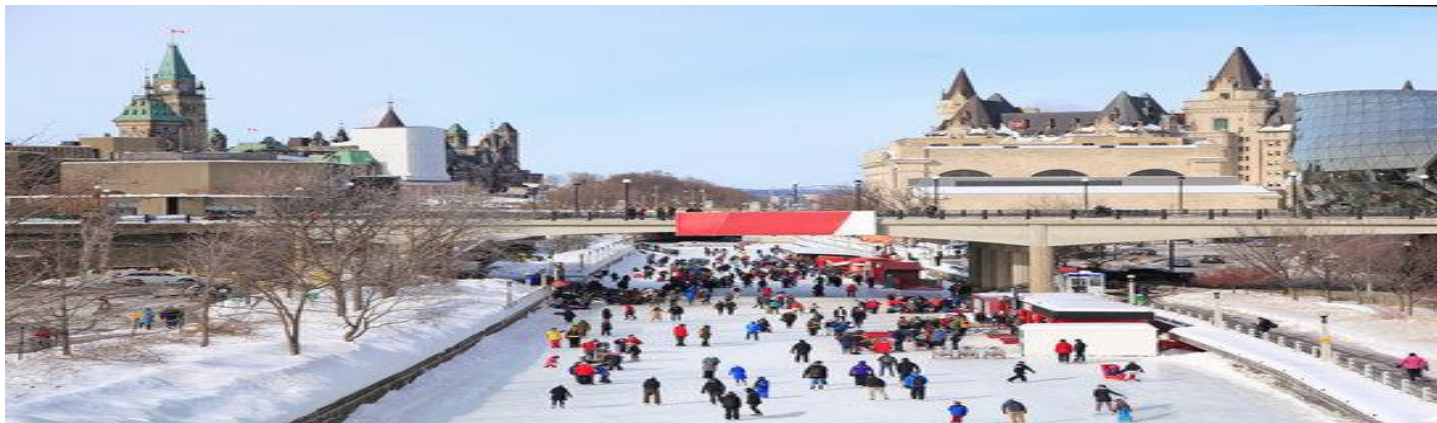
			<p>and feedback, centres customer collaboration, continuous learning and embraces change to continuously produce working products, programs, and policies.</p> <p>C) Presentation on Alberta's service design approaches, lessons learned and best practices– 20 min</p> <p>D) Discussion on the SERVICE DESIGN PRIORITY – 20 min</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>priority provided to inform brainstorming discussion to follow.</p> <p>Expected outcome: Example related to the priority provided to inform brainstorming discussion to follow.</p> <p>Expected outcome: Potential inter-jurisdictional initiative/pilots to address an existing problem or gap related to service design identified to explore.</p>	<p>Client Data, ESDC (tbc)</p> <p>AB Presenter (TBC)</p> <p>PSSDC Co-Chairs</p>
	2:20 to 2:35 p.m.		BREAK		
6	2:35 – 3:30 p.m. (55 min)	PSSDC PRIORITIES	<p>Other Areas of Recent Interest to PSSDC for Potential Action</p> <p><u>Objective</u></p> <p>A) Intro and Context: – 5 min</p> <ul style="list-style-type: none"> This agenda item's main objectives are to: <ul style="list-style-type: none"> Identify emerging areas of interest. 	<p>Expected outcome: Agenda item framed to provide a</p>	Lead: James Gilbert, PSSDC Co-Chair



			<ul style="list-style-type: none"> ○ Identify linkages to other priorities or areas of interest to PSSDC including digital trust and credentials, and supporting traditional Indigenous names on digital identity documents to leverage ○ Provide insights on potential areas for collaboration to advance. <p>B) Emerging Area(s) of Interest related to service delivery and inter-jurisdictional collaboration – 15 min</p> <p>Overview of the results of the PSSDC jurisdictional Information Sharing Analysis for potential area(s) of inter-jurisdictional collaboration related to service delivery issues identified by members.</p> <p>C) Digital Trust and Credentials – 15 min</p> <p>While this is a Joint Councils' priority and work is reported back at Joint Councils, is there a service delivery lens on the Digital Trust and Credentials Priority that the PSSDC would like to identify and focus on?</p> <p>Discuss linkages and horizontal alignment of the PSSDC to the new FPT DMs' Table on Digital Trust & Cybersecurity and the new FPT Ministers' Table on Digital Trust & Cybersecurity</p> <p>PSSDC's perspective inform the Digital Trust and Credentials discussion planned at Joint Councils the next day</p> <p>D) Truth and Reconciliation Commission Call to Action #17: – 20 min</p>	<p>common understanding.</p> <p>Expected outcome: Insights into emerging areas of interest and issues, and opportunities for collaboration.</p> <p>Expected outcome: Approach for ensuring a service delivery lens is applied to Digital Identity efforts.</p> <p>Expected outcome: Confirmation as to how PSSDC wants</p>	<p>Pavel Koval, Research Analyst</p> <p>Maria Luisa Willan, ICCS Secretariat</p> <p>PSSDC Co-Chairs</p> <p>Lori Doran, Director General Individual Affairs Branch, Indigenous</p>
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			<ul style="list-style-type: none"> Follow up from September PSSDC meeting on Indigenous Service Canada's jurisdictional scan results 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 <p>Call to Action #17: Indigenous peoples, residential school survivors and their families can reclaim their Indigenous names, as written, on passports and other government-issued documents.</p>	to advance efforts in this space and if so next steps	Services Canada (ISC)
7	3:30 – 3:45 p.m.	Forward Planning	<p>Next Steps – Forward Planning</p> <p><u>Objectives</u></p> <ul style="list-style-type: none"> Discuss champions/ ambassadors for priorities Recap next steps related to each PSSDC priority 	Expected outcomes: PSSDC Forward Plan confirmed	<p>Lead: Sheila Robinson, PSSDC Co-Chair</p> <p>PSSDC Co-Chairs and ICCS</p>
8	3:45 – 4:00 p.m. (15 min)	Secretariat	<p><u>Other Business:</u></p> <p>A) Update: PSSDC's Contact Centre CoP</p> <p>B) PSSDC Action Items</p> <p>C) PSSDC Bring Forward Agenda</p> <p>D) Next PSSDC in-person meeting: September 21, 2023, Quebec City, QC</p> <p>E) PSSDC Teleconferences:</p> <ul style="list-style-type: none"> Tuesday, April 18, 2023, at 1:00 p.m. EDT Wednesday, May 17, 2023, at 1:00 p.m. EDT Thursday, June 15, 2023, at 2:00 p.m. EDT Tuesday, August 22, 2023, at 12:00 p.m. EDT 	<i>For information / feedback</i>	Lead: James Gilbert, PSSDC Co-Chair
			PSSDC EVALUATION FORM	Please complete evaluation form	



	4:00 p.m.		Adjournment of PSSDC Meeting	
	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**

The 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: 7:15– 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.