



Draft - v.6

PSSDC MEETING AGENDA

WEDNESDAY, FEBRUARY 22, 2023

9:00 A.M. – 4:00 P.M. EST

Delta Hotel Ottawa City Centre

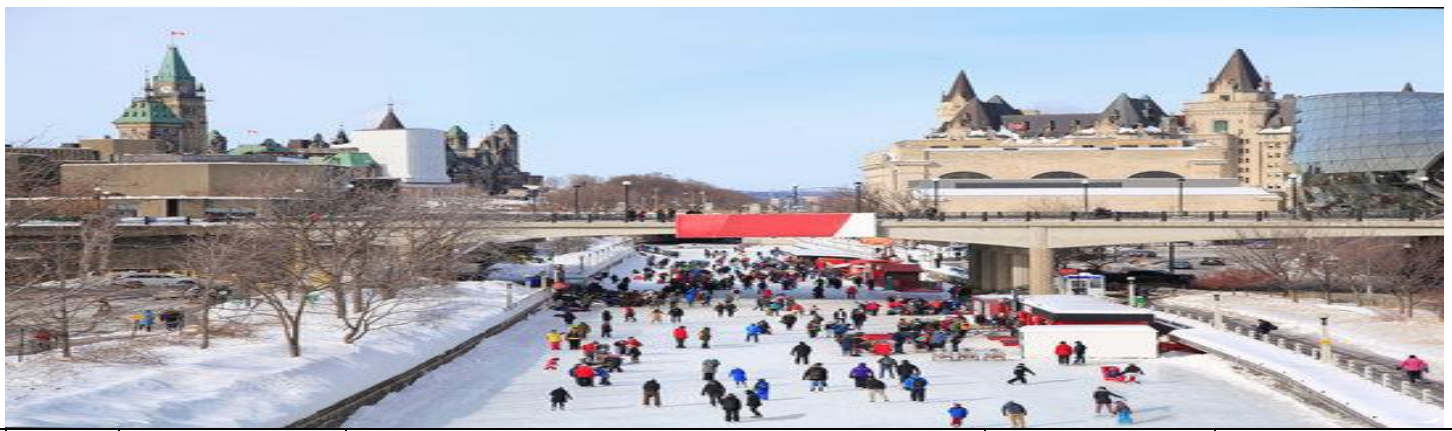
Meeting Room: Joliet-Frontenac

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

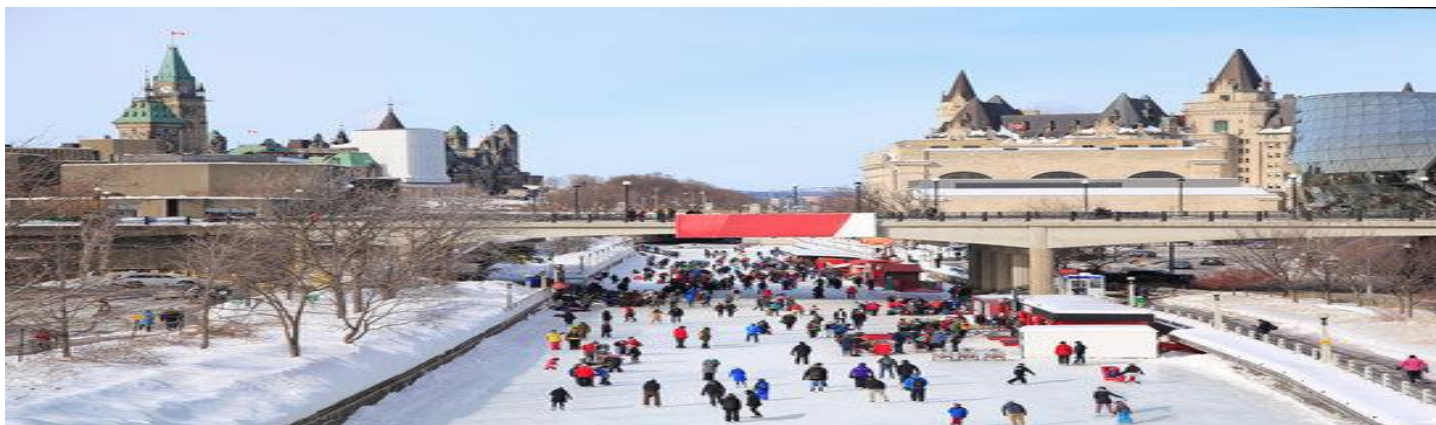
#	TIME	PSSDC PRIORITY/ TOPIC	OBJECTIVE	ACTION	LEADS
	9:00 – a.m.	Welcome	Welcome, Land Acknowledgement and Roundtable Introductions		Olivier Bullion, PSSDC Co-Chair, ESDC/Service Canada
1	9:05-9:20 a.m. (15 min)	Secretariat	Objective: A) Approval of Record of Decision from Sept. 29, 2022, in-person meeting, 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: Olivier Bullion, 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>tbc</p> <p>PSSDC Co-Chairs</p>
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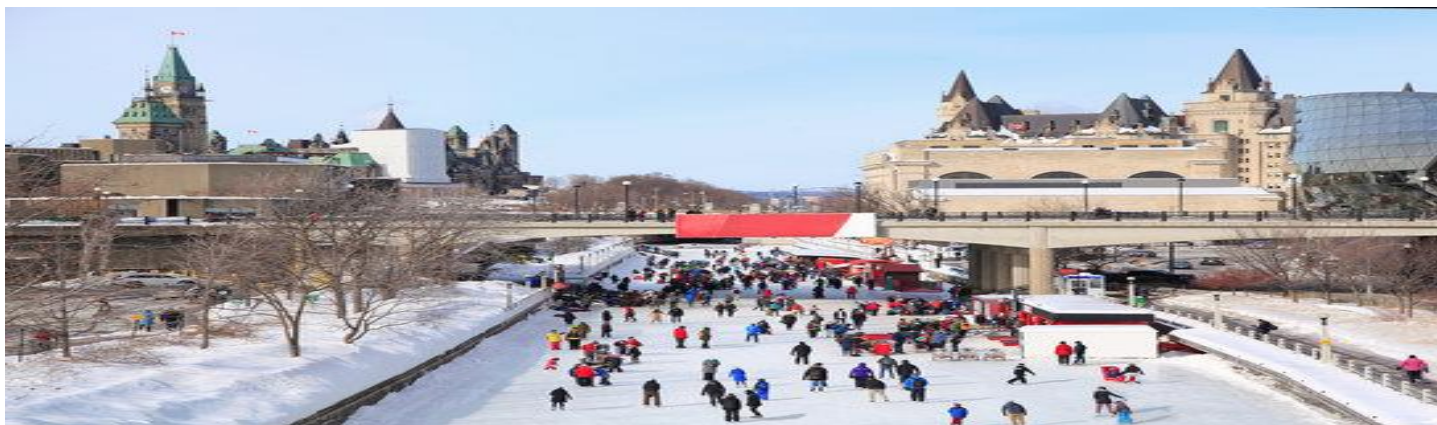
	10:50 -11:05 a.m. (15 min)	BREAK			
3	11:05 – 12:00 a.m. (55 min)	STAFFING & RETENTION PRIORITY	<p>PSSDC Priority: STAFFING AND RETENTION</p> <p><u>Objectives</u></p> <p>A) Intro and Context: Staffing and Retention Priority – 5 min</p> <p>This priority's main objectives are:</p> <ul style="list-style-type: none"> ○ Exploring recruitment, on-boarding, and training initiatives for service staff ○ Exploring co-location, co-delivery of services, and inventory sharing for service staff <p>B) Panel presentations with federal perspective and perspective of 3 PTs on staffing and retention challenges and best practices– 30 min</p> <p>C) Discussion on the STAFFING & RETENTION 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 Staffing and Retention</p> <p>Discussion on proposed working Group (mandate, membership, workplan and funding)</p>	<p>Expected outcome: Priority framed to provide a common understanding.</p> <p>Expected outcome: Example related to the priority provided to inform brainstorming discussion to follow.</p> <p>Expected outcome: Potential inter-jurisdictional initiative/pilot(s) to address an existing problem or gap related to staffing and retention identified to explore.</p>	<p>Lead: Sheila Robinson, PSSDC Co-Chair</p> <p>Presenters: Ann Dolan, NB</p> <p>Other PSSDC Members: Gillian Latham, NS Linda Maljan, NT</p> <p>PSSDC Co-Chairs</p>
	12:00 – 1:00 p.m.	LUNCH – Room: Chaudière			



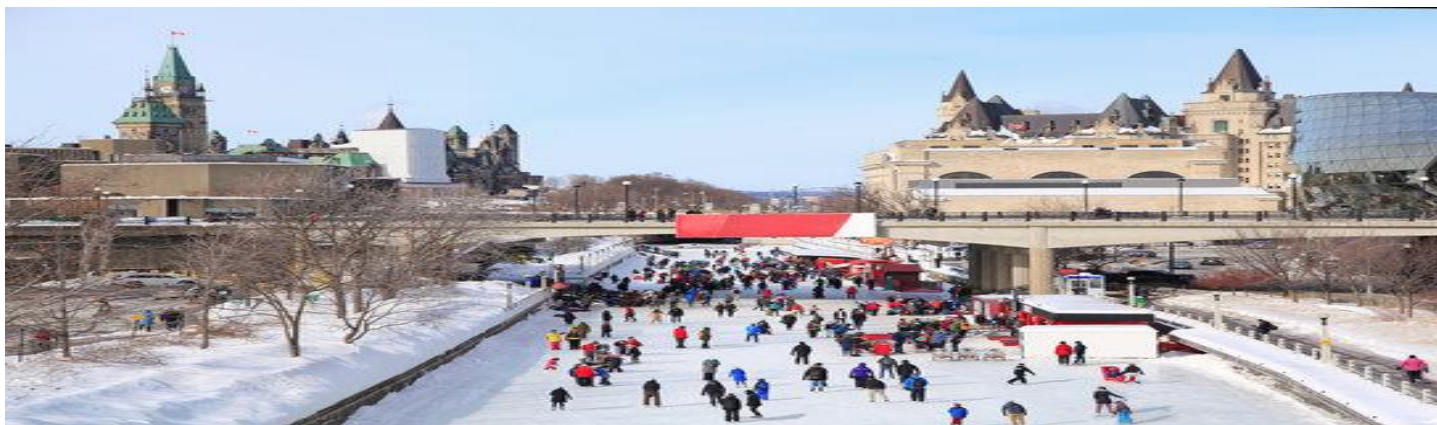
4	1:00 - 1:15 p.m. (15 min)	PSSDC FORWARD PLAN	PSSDC and FPT DMs' Table Collaboration <u>Objectives</u> <ul style="list-style-type: none"> • Alignment between PSSDC and the FPT DMs' Table on Service Delivery Collaboration on common priorities <p>Opportunity to strengthen the collaborative relationship 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. 	<u>Expected outcome:</u> Inter-jurisdictional co-operation on common FPT service committee priorities enhanced, promoted, and strengthened.	FPT DMs' Table Secretariat: Olivier Bullion, ESDC/Service Canada Sheila Robinson, BC FPT DMs' Table Co-Chairs Lori MacDonald, Senior Associate DM Employment and Social Development and Chief Operating Officer for Service Canada BC (tbc)
5	1:15 – 2:20 p.m. (65 min)	SERVICE DESIGN PRIORITY	PSSDC Priority: SERVICE DESIGN <u>Objectives</u> <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. 	Expected outcome: Priority framed to provide a common understanding.	Lead: Sheila Robinson, PSSDC Co-Chair



			<p>B) Agile Governance Pilot – 20 min</p> <p>Agile is an iterative, incremental development approach that stresses human communication and feedback, centres customer collaboration, continuous learning and embraces change to continuously produce working products, programs, and policies.</p>	<p>Expected outcome: Example related to the priority provided to inform brainstorming discussion to follow.</p>	<p>Aaron Jaffery, Director General, Digital Experience and Client Data, ESDC</p>
			<p>C) Presentation on service design approaches, lessons learned and best practices– 20 min</p>	<p>Expected outcome: Example related to the priority provided to inform brainstorming discussion to follow.</p>	<p>Presenter (TBC)</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 service design.</p> <p>Discussion on proposed working Group (mandate, membership, workplan and funding)</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>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. ○ 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) Truth and Reconciliation Commission Call to Action #17: – 20 min</p> <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> <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>Expected outcome: Agenda item framed to provide a common understanding.</p> <p>Expected outcome: Confirmation as to how PSSDC wants to advance efforts in this space and if so next steps</p> <p>Expected outcome: Approach for ensuring a service delivery lens is applied to</p>	<p>Lead: Olivier Bullion, PSSDC Co-Chair</p> <p>Lori Doran, Director General Individual Affairs Branch, Indigenous Services Canada (ISC)</p> <p>PSSDC Co-Chairs</p>
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			<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) 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>Digital Identity efforts.</p> <p>Expected outcome: Insights into emerging areas of interest and issues, and opportunities for collaboration.</p>	<p>Pavel Koval, Research Analyst</p> <p>Maria Luisa Willan, ICCS Secretariat</p>
7	3:30 – 3:45 p.m.	Forward Planning	<p>Next Steps – Forward Planning</p> <p>Objectives</p> <ul style="list-style-type: none"> • Discuss champions/ ambassadors for priorities • Recap next steps related to each PSSDC priority 	<p>Expected outcomes: PSSDC Forward Plan confirmed</p>	<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 	<p><i>For information / feedback</i></p>	<p>Lead: Olivier Bullion, PSSDC Co-Chair</p>



			<ul style="list-style-type: none"> ○ Thursday, June 15, 2023, at 2:00 p.m. EDT ○ Tuesday, August 22, 2023, at 12:00 p.m. EDT 		
			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

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.