

**Citizen
FIRST**

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Institute for
Citizen-Centred
Service

**CITOYENS
en tête**

OPTIMISÉ PAR



L'Institut des
services axés sur
les citoyens



SUPPORT SERVICES FEES & COUNCILS/ICCS RELATIONSHIP

Created by PSSDC and PSCIOC, the Institute for Citizen-Centred Service (ICCS) serves as a neutral, inter-jurisdictional platform in which the PSSDC and PSCIOC develop and advance improvements to service delivery across Canada

ICCS Core Functions



EVOLUTION OF SERVICES 2008-2022

SERVICE	2008		TODAY (ADDITIONAL SUPPORT)
Coordination, Administration, Event and Project Management	<ul style="list-style-type: none"> Organize monthly meetings of Joint Councils, PSCIOC and PSSDC Work with host jurisdictions on planning bi-annual in-person meetings Prepare agendas, arranges speakers, collect materials and arrange for translations of documents Distribute meeting material and records of decisions Manage action items arising from meetings Maintain PSSDC/PSCIOC membership lists including working groups membership list 		<ul style="list-style-type: none"> Provision of comprehensive, turn-key event management of all in-person meetings/events Provide support services to working groups and communities of practice of the Councils, from establishment of working group to on-boarding of members to full support services, to various groups, at no additional cost to the Councils
Financial Management	<ul style="list-style-type: none"> Prepare and administers contracts and manages research in consultation with Council members Provide regular accounting of funds and prepare budget Works with PSSDC and PSCIOC Treasurers to develop financial reports and address financial issues 		<ul style="list-style-type: none"> Develop RFPs, conduct procurement and provide contract/project management services for all Council funded projects (currently a 10% contract management fee is charged as partial cost-recovery) Responsible for on-boarding, managing and providing support to staff hired by the Joint Councils for special projects Executive Director and Secretariat provide support to Digital ID program and to the former Proof of Vaccination Technical Group

EVOLUTION OF SERVICES 2008-2022

SERVICE	2008	TODAY (ADDITIONAL SUPPORT)
Communications and Learning Events	<ul style="list-style-type: none"> • Prepare reports and briefing materials • Respond to inquiries from members and others • Prepare and make presentations on the work of Councils to interested groups • Prepare and maintain PSCIOC-PSSDC orientation material • Provide background information for new members • Attend meetings of working groups as appropriate 	<ul style="list-style-type: none"> • Transition to virtual environment using MS Teams for all meetings and events, including working groups • Organization of Joint Council virtual learning events (finding speakers, coordinating event and post-event communications)
Liaison & Relationship Building	<ul style="list-style-type: none"> • Maintain ongoing communication between ICCS Board and all Council members including working groups • Build a collaborative network of relationships of stakeholders • Distribute information-sharing materials and inquiries to Council Members and consolidate responses as appropriate 	<ul style="list-style-type: none"> • On behalf of the Joint Councils, pursue strategic partnerships/relations to promote learning, collaboration and innovation across all levels of government and with diverse stakeholders • Develop strategic priorities/plan based on analysis of pan-Canadian priorities, which is updated regularly through an annual refresh

BENEFITS TO MEMBERS

Strong secretariat support to the Joint Councils, PSSDC and PSCIOC and their working groups



Leading Digital Identity work on behalf of PSSDC and PSCIOC



Carry out Citizens First and Business First research to provide insights to members



Offer online, cost effective training and certification programs specifically designed for public servants



Provide CMT/Citizen First Analytics Performance Measurement Platform

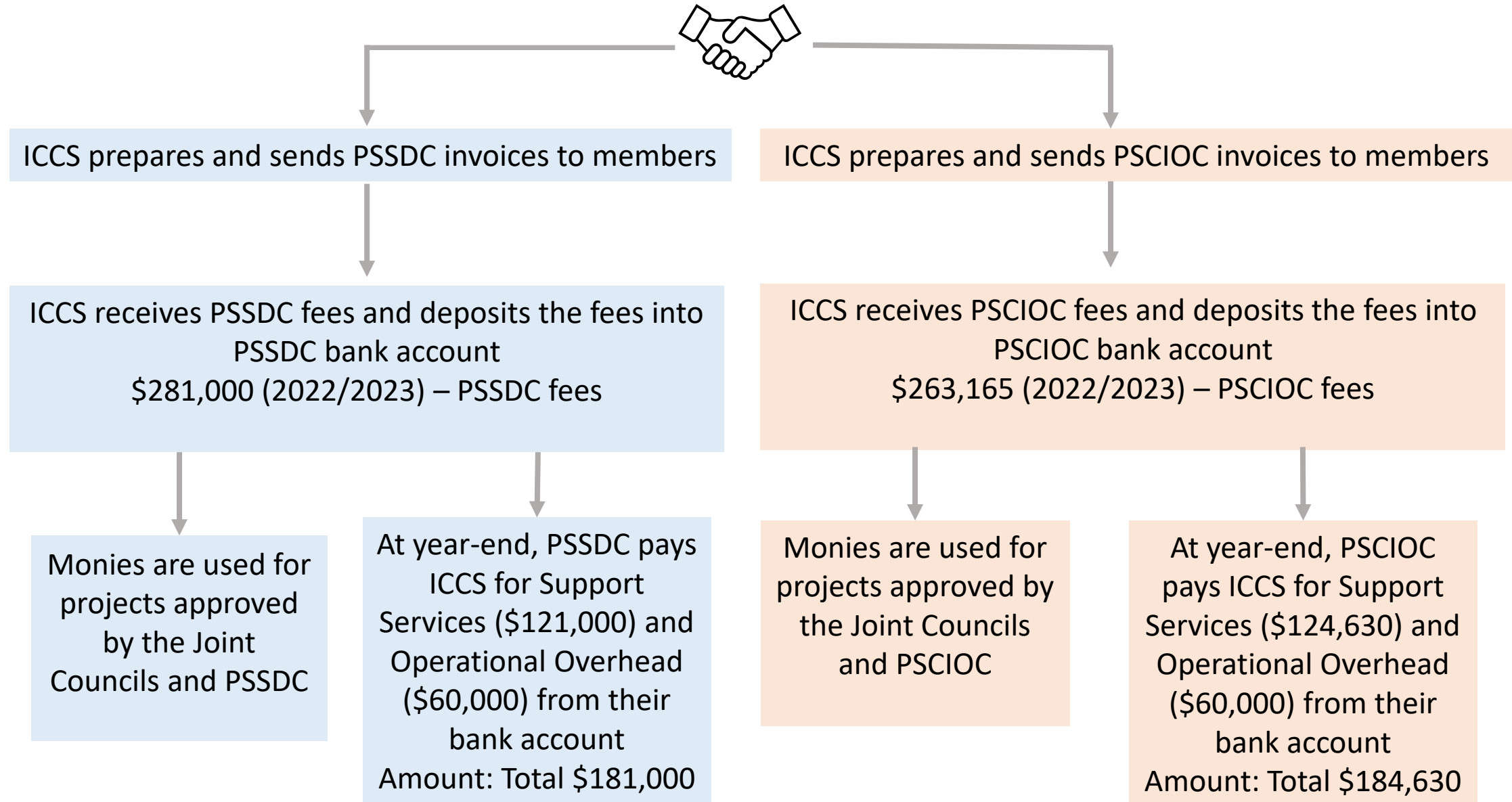


Host learning events and webinars in areas of interest for service delivery community

SUPPORT SERVICES FEES

- The Councils pay fees for ICCS support services, which were established on a cost-recovery basis
- The Councils also pay a portion of overhead costs which the ICCS has incurred since the Ontario government ended its in-kind support for office space and other overhead expenses
- It has been 8 years since these fees have increased
- Adjustments have not been made to the fees for the increased support provided by the Councils Secretariat
- Adjustments have not been made to account for the rising cost of expenses due to inflation

PSSDC and PSCIOC FEES (approved by the Membership)



PSSDC/PSCIOC SUPPORT SERVICES FEES PROJECTED INCREASES BASED ON ANNUAL CPI

The chart shows the amount by which the support services fees would have increased had they been increased to keep up with inflation (which they were not).

Year	CPI %	PSSDC Annual Increase would have been	PSSDC TOTAL would have been	PSCIOC Annual Increase would have been	PSCIOC TOTAL would have been
2014*		\$121,000.00	\$121,000.00	\$124,630.00	\$124,630.00
2015	1.6	\$1,936.00	\$122,936.00	\$1,994.08	\$126,628.08
2016	1.5	\$1,844.04	\$124,780.04	\$1,899.36	\$128,523.44
2017	1.9	\$2,370.82	\$127,150.86	\$2,441.95	\$130,965.39
2018	2.0	\$2,543.02	\$129,693.88	\$2,619.31	\$133,584.69
2019	2.2	\$2,853.27	\$132,547.14	\$2,938.86	\$136,523.56
2020	0.7	\$927.83	\$133,474.97	\$955.66	\$137,479.22
2021	4.8	\$6,406.80	\$139,881.77	\$6,599.00	\$144,078.23
2022	**5.1	\$7,133.97	\$147,015.74	\$7,347.99	\$151,426.21
Fiscal Year	Proposed Increase %	PSSDC Increase Amount	PSSDC TOTAL 2022-2023	PSCIOC Increase Amount	PSCIOC TOTAL 2022-2023
2022-2023	5.0	\$6,050.00	\$127,050.00	\$6,231.50	\$130,861.50

* 2014 – Last increase in Support Services Fees

** CPI Index as of January 2022

SUPPORT SERVICES FEES RECOMMENDATIONS

Following a review of the PSSDC and PSCIOC Support Services Fees, the ICCS Board of Directors is requesting that the PSSDC and PSCIOC consider the following recommendations:

1. That the PSSDC and PSCIOC Support Services Fees for the 2022-2023 fiscal year be adjusted by a minimum of 5% as follows:

	2014 Fee	5% Increase	2022-2023 Fee
PSSDC	\$121,000.00	\$6,050.00	\$127,050.00
PSCIOC	\$124,630.00	\$6,231.50	\$130,861.50

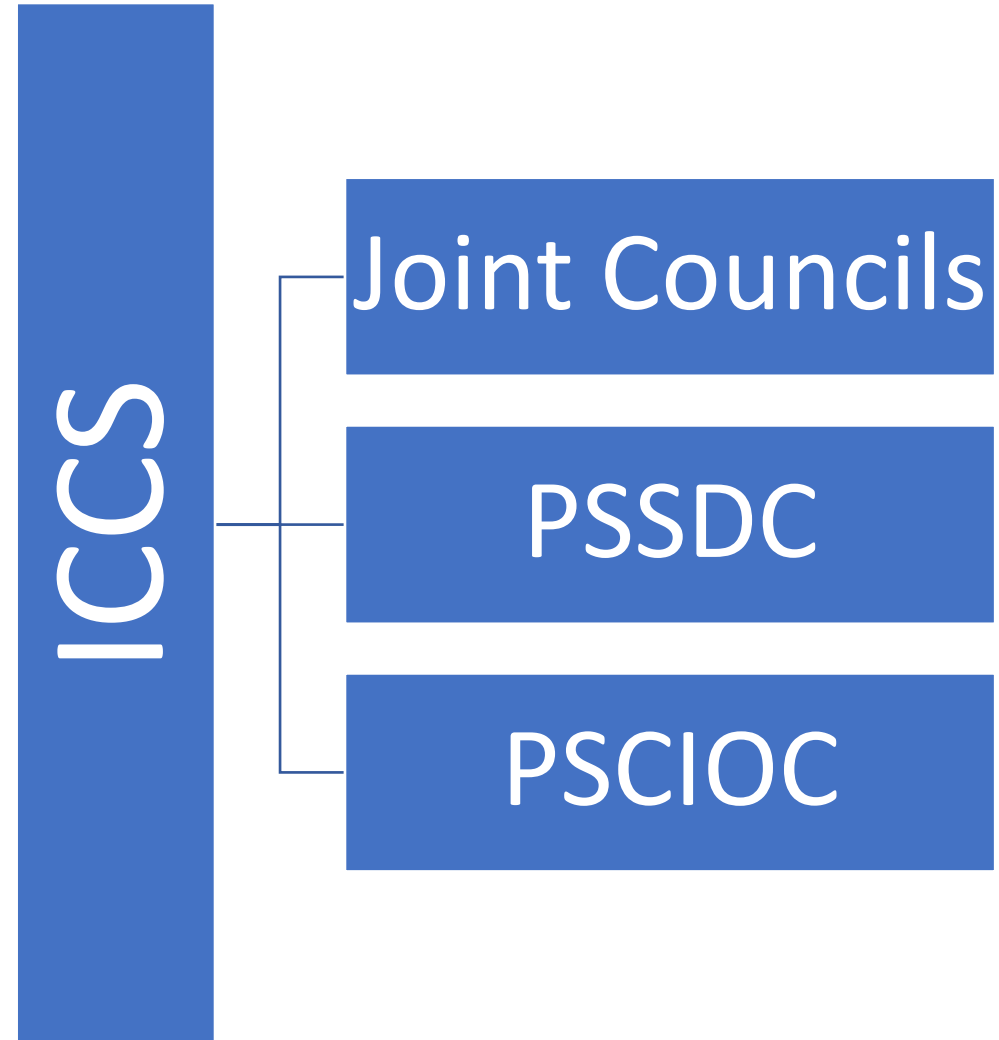
2. Beginning in 2023-24, the PSSDC and PSCIOC Support Services Fees be indexed annually in accordance with the Consumer Price Index (CPI).



JOINT COUNCILS / ICCS RELATIONSHIP

ICCS, PSSDC and PSCIOC - RELATIONSHIP

As part of the discussions held with the ICCS Board of Directors regarding Support Services Fees, the Board discussed the need for a review of the relationship between the ICCS, PSSDC and PSCIOC, and opportunities for moving forward.



RELATIONSHIP – ICCS/PSSDC & PSCIOC

Potential Questions for Discussion

1. What is meant by ICCS as “a neutral platform for inter-jurisdictional collaboration”.
2. Do the priorities of the Joint Councils and ICCS remain closely aligned?
3. Are the services offered by ICCS still relevant for the PSSDC & PSCIOC and the service delivery and IT/IM community for 2022 and beyond?
4. What is the path to rebuilding the strong relationship between the Councils and the ICCS?
5. Are there challenges/barriers that are impeding the re-establishment of the relationship between the Councils and the ICCS?
6. Is there a lack of awareness about the ICCS and the Joint Councils and the value that these groups provide?
7. What is the optimal funding model going forward?
8. Is there something else that ICCS could be doing for the PSSDC & PSCIOC?

ICCS, PSSDC & PSCIOC RELATIONSHIP RECOMMENDATIONS

The ICCS Board of Directors is recommending:

1. That an ICCS-Councils Task Team be formed to review the relationship between the ICCS and the PSSDC and PSCIOC.
2. That the Task Team include the following members:
 - ICCS President
 - ICCS Treasurer
 - ICCS Executive Director
 - PSSDC and PSCIOC Co-Chairs (or their representative)
 - PSSDC and PSCIOC Treasurers
 - Representation from the PSSDC and PSCIOC (1 additional representative from each Council)
3. In addition to reviewing the relationship between ICCS and PSSDC and PSCIOC, the Task Team will be asked to examine the Support Services Fees funding model and any possible adjustments to future fees.

ICCS is seeking approval from the Joint Councils on the following recommendations:

1. PSSDC and PSCIOC Support Services Fees for the 2022-2023 fiscal year be adjusted by a minimum of 5% as follows:

	2014 Fee	5% Increase	2022-2023 Fee
PSSDC	\$121,000.00	\$6,050.00	\$127,050.00
PSCIOC	\$124,630.00	\$6,231.50	\$130,861.50

2. Effective 2023-24, the PSSDC and PSCIOC Support Services Fees will be indexed annually based on the Consumer Price Index (CPI).
3. Establish an ICCS-Councils Task Team to review the relationship between the ICCS and the Councils and determine what future services and support will be required, and what funding model(s) should be considered.