

Client Centric Services Working Group (CCSWG)

Terms of Reference

Background	<p>Across Canada government leaders at all levels recognize the importance of continuously improving the quality of the services they provide. Evolving public expectations for seamless services that transcend program, organizational and jurisdictional boundaries and highlight the need for intergovernmental solutions. In recognition of the importance of federal, provincial, territorial and municipal (FPTM) governments working together to modernize public sector service delivery, the <i>Client-Centric Services Working Group (CCSWG)</i> was established in February, 2018 by the Joint Councils for Public Sector Service Delivery (PSSD) and Public Sector Chief Information Officers (PSCIO).</p>
Mandate	<ul style="list-style-type: none"> Define what it means to be client centric from an intergovernmental perspective. Build capacity for driving innovation and continuous improvement of public sector service delivery at all levels of government across Canada. Establish a model for assessing: <ul style="list-style-type: none"> the current state of the client service experience for services involving multiple jurisdictions and/or levels of government; opportunities for, and challenges with, organizations working together to continuously improve intergovernmental service experiences specific enablers that can be leveraged to push the modernization of an intergovernmental service forward (e.g. people/skills; processes, data/information, tools/technology, policy) Test the model against a selected service or bundle of services, to champion and facilitate project-based collaboration with interested jurisdictions to provide more seamless and integrated services across levels of government.
Responsibilities	<ul style="list-style-type: none"> Identify project deliverables Develop measurement framework to assess impact of projects Support effective collaboration across and within participating jurisdictions and the Councils Capture findings and make them accessible to all jurisdictions Develop and maintain work plan for Joint Councils and associated project funding proposals. Provide regular updates to the Joint Councils
Membership	<ul style="list-style-type: none"> Federal: ESDC/Service Canada; Immigration, Refugees and Citizenship Canada; Indigenous Services Canada Provincial/Territorial: Service BC, Service Alberta, Service Newfoundland, Service Nova Scotia Municipal: Municipal Service Delivery Officials
Co-Chairs	<ul style="list-style-type: none"> The Working Group will be co-chaired by Service BC and ESDC/Service Canada. The Co-Chairs are responsible for: <ul style="list-style-type: none"> providing strategic leadership for the Client-Centric Services priority, ensuring linkages to the Joint Councils agenda and logic model ensuring balanced FPTM representation on the working group setting meeting agendas and materials, and chairing meetings. reporting regularly to Joint Councils.
Reporting	<ul style="list-style-type: none"> The <i>Client Centered Services Working Group</i> reports to the <i>Joint Councils</i>
Decision Making	<ul style="list-style-type: none"> CCSWG makes recommendations to the <i>Joint Councils</i> who in turn will make final decisions on activities/work plan. Decisions of the CCSWG will be based on a principled, collaborative approach to advance initiatives.
Frequency of Meetings	<ul style="list-style-type: none"> Meetings will be held monthly via teleconferencing, or as required, at the request of the Co-Chairs.
Funding	<ul style="list-style-type: none"> Funding for CCSWG activities fall under the Joint Councils current funding arrangements and approvals. A funding form must be filled out and submitted to the Councils (via the ICCS Secretariat) along with a Scope of Work. Members of the Councils must review and approve funding requests. Members are responsible for the costs of travel, meals and accommodations incurred in relation to CCSWG activities unless funding for this has been approved by the Joint Councils.