

Client-Centric Services Working Group (CCSWG)

Co-Chairs: Beverly Dicks (BC) and Cheryl Meek (Service Canada)

WORK PLAN: CCSWG Working Group

ACTIVITY 1						
Objective: Finalize the Intergovernmental Client-Centric Services Maturity Model.					Priority: <i>High</i>	
DESCRIPTION / ACTION	LEADS	START DATE	DUE DATE	RESOURCES REQUIRED (staff, funding, etc.)	DELIVERABLES	NOTES
Revise the model incorporating jurisdictional feedback	BC and ESDC	May 2018	Sept 2018	BC and ESDC working group members.	Finalized Maturity Model	Present at September Joint Councils in-person meeting.
ACTIVITY 2						
Objective: Champion/facilitate the implementation of project-based collaboration with interested jurisdictions to provide more seamless integrated services across levels of government.					Priority: <i>High</i>	
Proposed Project: Citizen-Centric Approach to Disaster Management Recovery (see draft project description below)						
DESCRIPTION / ACTION	LEADS	START DATE	DUE DATE	RESOURCES REQUIRED (staff, funding, etc.)	DELIVERABLES	NOTES
Identify project based initiative(s) with interested jurisdictions	CSSWG Co-Chairs	August 2018	Sept 2018	CSSWG	Scope proposed project based initiative with interested jurisdictions	Present at September Joint Councils in-person meeting.
Develop terms of reference and workplan for each project	Project leads	Oct 2018	Feb 2019	Project leads	Terms of References and Workplans	Present at February Joint Councils in-person meeting.

Proposed Project: Citizen-Centric Approach to Disaster Management Recovery

From severe wildfires and floods to avalanches and ice storms, natural disasters have had devastating effects across Canada. Recovery always involves multiple levels of government as well as broader public sector and non-governmental organizations. The intent of this project is to look at how the process of accessing government disaster relief services can be streamlined and improved from a citizen perspective. What would the ideal state look like compared to the current state and how could it be more outside / in from a design and delivery perspective before, during and after the event. Potential areas of focus identified in a recent report for the Government of BC include¹:

1. *Problem* - recovery programs can be varied, application timelines inconsistent
 - review of the legislative frameworks supporting recovery, identify gaps and ensure they are addressed
2. *Problem* – lack of sufficient effective and available mental health resources for residents so that they can return to healthy, thriving communities
 - Federal, provincial, regional, Indigenous health authorities and other agencies identify and implement mental health resources and support for residents both during and after disasters
3. *Problem* – weakness of paper-based systems for registration and management of evacuees indicates need for greater use of electronic solutions to provide more coordinated and efficient service
 - Provincial, federal, Indigenous, municipal and other agencies develop online systems for registration of evacuees and for the management and reimbursement of appropriate expenses incurred through emergency response and recovery.
4. *Problem* – challenges with keeping families together during an evacuation
 - Coordination of clear point of contact for evacuees and those facing relocation during recovery, restoration or rebuilding of homes or other infrastructure.

¹ *Addressing the New Normal: 21st Century Disaster Management in British Columbia*. A Report for the Government and British Columbians (April 30, 2018)