



Draft – v3

JOINT COUNCILS MEETING – PSSDC-PSCIOC

September 26th, 2018
WHITEHORSE, YUKON

Record of Decision

Attendance

CO-CHAIRS:

Natasha Clarke
Heather Sheehy

Nova Scotia – PSSDC
ESDC/Service Canada – PSSDC

Sandra Cascadden
Alex Benay

Nova Scotia - PSCIOC
Treasury Board of Canada Secretariat – PSCIOC

PSCIOC MEMBERS:

Benoît Boivin
Kathryn Bulko
Rob Entwistle
Timothy Jobs
Ellen MacDonald
Sean McLeish
CJ Ritchie
Clinton Scott
Harry Turnbull
Tracy Wood

Québec
MISA Central (City of Toronto)
MISA West (City of Kelowna)
Alberta (for Mark Brisson)
Newfoundland and Labrador
Yukon
British Columbia
Northwest Territories (for Dave Heffernan)
MISA East (City of Windsor)
Prince Edward Island

PSSDC MEMBERS:

Kim Andrews
Deb Bergey
Mark Burns
Bev Dicks
Alan Doody
Guy Gordon
Karla Hale
Ron Hinshaw
Gillian Latham
Christian Laverdure
Anne Matthews
Sonya Read
Dipty Saini

Veterans Affairs Canada (for Libby Douglas)
MSDO (Region of Waterloo)
Yukon
British Columbia
Newfoundland and Labrador
Manitoba
MSDO (Region of Peel)
British Columbia
Nova Scotia
Immigration and Refugee Board
Ontario
Treasury Board of Canada Secretariat
Immigration, Refugees and Citizenship Canada
(for Michelle Lattimore)
Innovation, Science & Economic Development
Alberta
Indigenous Services Canada
Canada Revenue Agency
Newfoundland and Labrador

Vidya ShankarNarayan
Jackie Stankey
Hillary Thatcher
Silvano Tocchi
Susan Wilkins



PSCIOC / PSSDC / JOINT COUNCILS OBSERVERS & PRESENTERS:

Aneeta Bains	Innovation, Science and Economic Development	Sophia Howse	Digital Identity Priority Stream Co-Lead
Imraan Bashir	Treasury Board of Canada Secretariat	John Jordan	British Columbia
Catherine Bennett	ESDC/Service Canada	Clayton Kotzer	ESDC/Service Canada
Alexandre Bourque	Treasury Board of Canada Secretariat	Cheryl Meek	ESDC/Service Canada
Michal Dziong	ICCS	Carol Prest	British Columbia
Anik Dupont	ESDC/Service Canada, DNWG Co-Chair	Michael Reyes	MISA West (City of Whitehorse)
Jaouad Haqhaqi	ESDC/Service Canada	Chantal Ritcey	Alberta
		Roma Robinson	ICCS Board Member

ICCS Secretariat:

Dan Batista	Maria Luisa Willan	Linda Robins	Stefania Silisteanu
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Item	Topic / Discussion	Decision / Action
	Welcome remarks by Sandra Cascadden on behalf of the Co-Chairs. Sean McLeish introduced Elder Chuck Hume who delivered a welcome prayer.	
1.	<p><u>ADMINISTRATIVE MATTERS:</u></p> <p>Sandra Cascadden thanked Mark Burns and Sean McLeish for hosting the Joint Councils meetings in Yukon.</p> <p><u>A) Approval of Record of Decision from February 21st, 2018 in-person Joint Councils meeting, in Toronto, ON (Refer to TAB 1A)</u></p> <p>Record of Decision of Joint Councils' meeting of February 21st, 2018 adopted without changes. Moved by Harry Turnbull and seconded by Guy Gordon. All in favour.</p> <p><u>B) Acceptance of September 26th, 2018 Joint Councils Agenda (Refer to TAB 1B)</u></p> <p>Joint Councils' meeting agenda of September 26th, 2018 adopted. Moved by Ellen MacDonald and seconded by Sonya Read. All in favour. No comments or questions raised.</p> <p><u>C) Joint Councils Action Items (refer to TAB 1C)</u></p>	<p><u>Decision #1:</u> Record of Decision of February 21st, 2018 Joint Councils' meeting in Toronto adopted without changes.</p> <p><u>Decision #2:</u> Agenda of September 26th, 2018 meeting adopted.</p>



	<p>Sandra Cascadden noted that action items are included for members' review and some would be actioned during these meetings.</p> <p>D) Joint Councils Bring Forward Agenda (refer to TAB 1D)</p> <p>Sandra Cascadden noted that the Bring Forward agenda was provided for members' information.</p>	
2.	<p><u>Yukon Guest Speaker (Refer to TAB 2)</u></p> <p>Brian MacDonald, ADM, Aboriginal Relations Division of the Executive Council, presented on the Yukon self-government model and explained how joint cooperation between the Yukon Government and Yukon First Nations have achieved a model relationship. He explained that the Yukon has a unique government with stand-alone agreements, noting that should the First Nations choose, their laws could supersede the Yukon Government's laws. As a government, therefore, the Yukon tries to ensure that the laws of the Indigenous people are reflected in legislation. This joint cooperation with First Nations involves regular consultations, breaking down stereotypes and instituting respect for a genuine dialogue. Government departments participate in regular consultations and working groups.</p> <p>Natasha Clarke noted two things that resonated from the presentation: 1) listening to understand – it is important for citizens and stakeholders listening with empathy and compassion to find common ground. 2) It is important to deliver and take action for building the trust.</p>	No action item identified.
3.	<p><u>Digital Identity Priority Stream (Refer to TAB 3A and 3B)</u></p> <p>Progress Report of the five components of the road map required to accelerate identity management in Canada.</p> <p>Sophia Howse and Jackie Stankey provided an overview of the components of the Digital Identity Priority Stream and set the context for the discussion to follow.</p> <p><u>Communications and Collaboration:</u></p> <p>Chantal Ritcey provided an update on the Digital Identity Priority Communication and Collaboration work stream. Chantal advised that the group was seeking the following from Joint Councils:</p> <ul style="list-style-type: none"> Join Group in GCcollab (https://gccollab.ca/groups/profile/865885/endigital-idfr) 	<p><u>Action Item #1A:</u> Request from the Digital Identity Priority Stream Leads to the Joint Councils members to join the Digital Identity group on GCcollab and to publish resources that members wish to share with group and start a discussion.</p> <p><u>Action Item #1B:</u> Chantal Ritcey to share infographic and proposal for a communications</p>



- Publish resources related to this theme
- Start a discussion about resources related to this theme

Comments:

- Natasha Clarke stated that while it is a good idea to have a platform to share information, the table has asked a few times for the group to develop a communications toolkit that is more than just sharing resources online. What is needed is some sort of infographic to help members “sell” the digital identity value proposition in their jurisdictions to a DM-level audience.

Chantal Ritcey responded that they have some resources to share from Alberta and in terms of an infographic, they will report back to the Councils.

- Guy Gordon noted that digital identity is a difficult topic and an infographic or communications toolkit for executive communication would be very helpful.
- Sandra Cascadden suggested putting the citizen at the centre, to focus on how to build trust across jurisdictions; the struggle is with the policy, a discussion on that should happen.

Pilots and Public Launches:

Sophia Howse and Arlene Williams (via teleconference) provided an update on the BC Pilot and lessons learned.

Heather Sheehy suggested members take stock of where we are going and set priorities to make progress over the next 12 months. There is a need to look at the work of the identity management subgroups and prioritize work (what is it that the WG is able to do first to advance this priority) and communicate that to DMs through an infographic.

PILOTS:

Demo of the MyAlberta Digital ID – My Service Canada Account Pilot

Chantal Ritcey was joined by Tim Bouma and Rochelle York (via teleconference) to provide a demonstration of MyAlberta Digital ID. – *No further discussion on this item*

toolkit with Joint Councils members at an upcoming teleconference.

Action Item #1C:

Anik Dupont to share lessons learned related to the ESDC-Nova Scotia SIN pilot in Ottawa, February 2019 at the Joint Councils meeting.

Decision #3:

Joint Councils approved the decision for the CDI group to be moved under the IMSC.

Action Item #1D:

IMSC will present the beta version of Verified Person (Trust Framework) tested with several jurisdictions at the next Joint Councils meeting.

Action Item #1E:

ISED to provide a demo of the Verified Organization at the next Joint Councils meeting.

Action Item #1F:

Joint Councils members to review the Public Policy Recommendations paper. Members to have a discussion on this paper to get endorsement of the 3 guiding principles by the next Joint Councils meeting.



This was the first time the Pan-Canadian Trust Framework (PCTF) is put to test (technology, privacy, security, credentials). The pilot gives Alberta clients flexibility and protection to access Service Canada and CRA online tools. A Credential Acceptance Letter is being drafted and will be signed by the CIO (TBS) shortly prior to going live in October 2018. Comments from TBS that PCTF is robust enough to support similar pilots, but there could be amendments to it to include potential PTM particularities.

Anik Dupont thanked all of the partnerships including Rob Frelich and the team. She noted that they will share with the Councils all lessons learned stemming from the pilot at the Ottawa meeting in February 2019.

Pan-Canadian Trust Framework (PCTF)

Imraan Bashir provided an overview of the progress made on the Pan-Canadian Trust Framework (PCTF). He described this framework as the overarching rules that do not prescribe the technology underneath it. This is a high-level process, which has a set of rules that makes the process seamless. There is a Directive on Identity Management to be ratified in the fall by TBS.

Imraan Bashir used the analogy of the trust framework having an alpha and beta version. He also noted that Canada recently joined the Digital 7 (soon to be the Digital 9) and the countries in that coalition are all keenly interested in the progress that Canada is making on the Digital ID file.

With respect to governance, the Digital Identity priority leads are recommending that Canada's Digital Interchange (CDI) working group be folded into the IMSC. IMSC is the lead for Identity management in the FPT landscape. TBS is looking to deepen the relationship with DIACC through more involvement. There is a committee under DIACC called TFEC (Trusted Federal Experts Committee), responsible for certain components for the PCTF and Ken McMillan from TBS has recently been named Co-Chair.

Joint Councils approved the decision for the CDI group to be moved under the IMSC. Sophia Howse motioned, seconded by Natasha Clarke. All in favour.

Verified Person – Tim Bouma:

The IMSC has been doing alpha testing on the conformance criteria with Alberta. They have learned a lot from the testing: conformation of identity and credentials and received input from DIACC. The beta version of Verified Person (Trust Framework) tested with several jurisdictions will be presented at the next Joint Councils meeting.

Decision #4:

Joint Councils approved the motion for the work of the Public Policy Working Group to continue.

Action Item #1G:

ICCS to discuss with the Joint Councils Co-Chairs invitation of the Vital Statistics group to participate in future Joint Councils meetings as an observer.

Action Item #1H:

Digital Identity Priority Stream Co-Leads to collect the feedback from the Joint Councils members related to the Joint Declaration on Digital Identity, provide a revised version, and report back to the Joint Councils at the October teleconference for endorsement.

Action Item #1I:

ICCS to schedule a meeting between the Joint Councils Co-Chairs, Digital Identity Priority Stream Co-Leads and IMSC Co-Chairs to discuss the work on the digital identity priority (all streams of work).



Verified Organization Status - Vidya ShankarNarayan

Verified Organization is the set of trusted processes that are used to verify that an organization is real, identifiable, and can truthfully claim that organization's identity. Vidya ShankarNarayan, ISED, stated that the objective of this initiative is to have one set of trusted processes regardless of the technology.

A demo of the Verified Organization will be presented at the next meeting of the Joint Councils in February. They are looking for cases to set up a set of standards. They are not as far along as the Verified Person and MADI Pilot, but they have done alpha testing. Now they can develop proofs of concept working with Provinces and Territories.

In Progress: IMSC sub-working group conducting final review.

Next Steps: IMSC to review and provide comments for ratification. Explore real-world application of trusted process through a proof of concept.

Vidya advised that the group wants to collaborate with provinces that are ahead to develop one process.

Imraan noted that the banks are also interested in the work we are doing and we want to share it.

Request from the jurisdictions, which are ahead with the Verified Organization to collaborate with ISED on use cases.

Policy and Governance:

Sophia Howse provided an overview of the work undertaken related to policy and governance. Joint Councils had asked that the policy and governance of digital identity be looked at together. They asked the Public Policy Working group to look at the roles in the public and private sector. The group had 17 participants from all levels of government. The group has provided a policy framework with recommendations for a Pan-Canadian policy position on the question of the roles and responsibilities of public and private sector in digital identity.

Ask of the Councils – have a conversation about the report, understand its key concepts and recommendations– the Public Policy Working group would like to get endorsement of the guiding principles by the next meeting of the Councils.

Action Item #1J:

Digital Identity Priority Stream Co-Leads to report on the Roadmap at upcoming teleconference.



WG looked at PCTF, including key issues and concepts such as consent, privacy and security. Discussion included high level overview on findings and recommendations. Challenges are the same as those of PCTF, i.e., how to define accountability and governance. The Policy and Governance stream will remain, however, even though the WG will be dissolved.

With respect to the recommendation to sunset the Public Policy Working Group:

- Heather Sheehy inquired and received confirmation that the governance would still fall under the IMSC.
- Natasha Clarke suggested that before sun setting the group, discussion on the policy paper needs to continue and that we ask the Public Policy Working Group to identify any further work to be done.

Joint Councils members agreed that the Public Policy Working Group should continue. Sophia Howse motioned, seconded by Anne Matthews. All in favour. There were no additional questions/comments.

Anne Matthews noted that they had a meeting with Vital Statistics earlier that week and they are looking for an invitation to attend the Joint Councils meetings. In a previous discussion, a Vital Statistics person was to be invited to the meeting but there was no documented decision.

Joint Declaration on Digital Identity:

The WG provided a mock-up of a digital declaration to be signed (once approved in the future) by all jurisdictions and sought input on it in the meeting room. The declaration would commit all jurisdictions to advance digital identity. Alex Benay (CIO Canada) provided an explicit commitment to PTs to work together and continue momentum. WG indicated that a subgroup will be established to determine content/approach with a draft Declaration to be circulated shortly. Reaction across the Table was a tacit support to be more proactive and create momentum on digital identity. There was agreement that lack of a national perspective on digital identity risks disenfranchising citizens and costing businesses significant economic loss. There was consensus that the Declaration ought to have a clear purpose, *milestones* and *specific dates* for advancing digital identity. The WG will discuss with the co-chairs and present an update to the table in the near future.

Sophia Howse noted that the group is looking for support from this table that digital is the foundational piece for improving service to Canadians. She asked: 1) are you in agreement that we, collectively, need to signal commitment; and if so, 2) what type of signal. Put action and commitment into digital identity as a collective group.



Members' Comments:

- Alex Benay commented that there is a strong appetite federally for this work. The Federal government wants to get this done and it is an opportunity to leap frog other countries. There is a lot of opportunity in this space and they need a signal to do it.
- Natasha Clarke suggested discussing the commitment required. We are tinkering, and we need to get stuff done. She appreciated the Federal Government's commitment and opened up the discussion to members.
- Harry Turnbull noted that the municipalities are ready and waiting for provinces to give them direction. He noted that the municipalities were not included in the presentation (draft declaration).
- Sandra Cascadden noted that we are at the stage of how do we work together to get this moving for citizens and business. Citizens often do not know or care which level of government they are dealing with. How do we link together and how are we going to do this so the whole country is moving forward. What are the barriers today? There are some smaller jurisdictions, which may not have the money, resources or time, but how do we dig in to move forward and make it easier for everyone.
- Heather Sheehy noted that we should be identifying the barriers moving forward and focusing our work in those areas.
- CJ Ritchie commented that BC is quite committed to this and it creates political momentum as a result. From the citizen' perspective, they think, "you're all government to me and why can't you figure this out". It is a compelling idea and we should move forward.
- Guy Gordon asked if we are at a stage where political leadership needs to step in front of this. It is about engaging the right communities. There are concerns around privacy, identity and exclusion. Maybe this should be part of the declaration and include next steps. The Clerks are aware of the issues and it would be good to get a declaration so that we can focus on solutions.
- Aneeta Bains suggested to figure out what are the common services to Canadians or businesses, there are common pieces around that and it would make a big difference - Pan Canadian value.



- Anne Matthews noted that there are some jurisdictions already ahead in terms of Identity and suggested for these jurisdictions to help coach those that are less developed, let us discuss the barriers to help them advance Identity.
- Benoit Boivin noted that in Quebec they are not in the piloting stage, they are executing. He commented that the challenge is alignment of the same vision. He noted that one barrier is the laws and rendering service. In addition, the access to information laws needs to be changed. He agreed that it would be good to have a declaration that gives a strong impulse. A declaration would be a huge advantage for us. We need a declaration with a strong message; we know the why and how and we need true commitment.
- Catherine Bennett agreed that having a declaration can be a very powerful tool but need to be careful about what we are committing to.
- Natasha Clarke liked the idea of a declaration and noted that the package that has been pulled together by the digital identity leads is the most comprehensive package on identity she has seen to date. Citizens want this and we want this. How do we collectively make a commitment? How do we support our colleagues in advancing this work?
- Sandra Cascadden agreed for the need to work together on this. From a jurisdictional perspective, we need to think do we have the money, resources, is this a priority for my jurisdiction. We need to think about what it means to be “all in”.
- Tracy Woods suggested setting milestones as what jurisdictions want to achieve, rather than a commitment in a declaration. We would set a minimum standard by a certain time.
- Alex Benay commented that we need the milestones and dates to get us there. He re-emphasized the commitment from the Federal government to advance this priority.
- Sophia Howse advised that the intent of the conversation is to get everyone thinking about a declaration. She suggested that if the Councils wanted she could take the feedback from today back to the working group and would bring back recommendations at a future meeting.



	<ul style="list-style-type: none"> • Natasha Clarke commented that we do not want to end the discussion on this now and then wait another three months for another discussion. Council members were asked to review the draft declaration and provide feedback at this meeting. • Members agreed for the Digital Identity priority co-leads to review members' feedback on the joint declaration and provide a revised version at the next Joint Councils teleconference for members' review and endorsement. Once Joint Councils members approve, this version can be presented to the FPT DMs' Table. • There was a request for a meeting between the Joint Councils Co-Chairs and the Digital Identity priority co-leads including IMSC co-chairs to discuss revisions to the Joint Declaration and work related to the streams of work on Digital Identity. <p>Sophia Howse provided an update on the digital identity roadmap. Digital Identity Priority Stream Co-Leads to report on an updated roadmap at upcoming teleconference.</p> <p>TBS' Digital ID video was shown as a way to clearly communicate the federated ID vision for Canada. TBS encouraged members to use this video as consistent way to communicate the vision to all jurisdictions. The video can be found at https://www.youtube.com/watch?v=0DMu8dLyTdQ (English) and https://www.youtube.com/watch?v=K7qtNvabX3c (French).</p>	
4.	<p><u>OneGOV Vision (refer to TAB 4)</u></p> <p>Imraan Bashir and Marc Brouillard (via teleconference) gave an overview of the OneGOV vision - Government of Canada's vision for digital service delivery, its enabling infrastructure and the approach to achieving the vision. Imraan noted that the standards would be issued in November: with mandatory APIs, Cloud, mandatory release of data by default, etc. The goal is to deliver service to Canadians on any platform, on any device with any partner.</p> <p>Principles for moving forward:</p> <ul style="list-style-type: none"> ○ Collaborate with partners, actively engage in communities of practice and harvest the wisdom of the crowd to advance solutions ○ Maximize the availability of common service solutions to help realize a consistent and seamless user experience 	<p><u>Action Item #2:</u></p> <p>Marc Brouillard (TBS) to put an offer out to the Joint Councils members to leverage the work underway related to the GoC OneGOV Vision.</p>



- Build solutions in an agile, iterative, and collaborative way through pilots, prototypes, experiments and the use of multi-disciplinary teams
- Make appropriate data open by default, adopt open source tools and solutions

Members were asked to get involved, form clusters across provinces and include digital data operations as well.

Members' Comments:

- Natasha Clarke stated that municipalities must be included.
- Harry Turnbull asked about the slide in the Annex about the clusters and asked how the municipalities fit into that.

Marc Brouillard responded that the inter-operability cluster (digital exchange platform) would enable the sharing of information between different levels of government. We want to build as a central place through open standards based, so that everyone can talk to one another and no one is excluded. Working together across departments and silos.

- Anne Matthews asked about personal information stored in one place (slide 20).

Marc Brouillard responded that is not new, but we need the ability to log into a service with a trusted digital identity which will allow common information sharing in a common federated repository and ensure we don't duplicate the information (e.g. CRA, ESDC and VAC application).

- Alex Benay stated the need to clean up our own data first. There are data sharing agreements that can be used. We want to build a data exchange platform with the idea of "tell us once" approach.
- Natasha Clarke asked how the Joint Councils Members could support and leverage this work.
- Jackie Stankey asked how this work aligns with the Framework Working Group priorities and the Logic Model, within the priorities that have been set up.

Marc Brouillard and his team (TBS) suggested putting an offer out to the Joint Councils members to leverage the work underway.



	<ul style="list-style-type: none"> Natasha Clarke suggested that this work be included under the Digital Strategy priority. 	
5.	<p>Demo of the Verifiable Organizations Network - VON (TAB 5)</p> <p>John Jordan and Carol Prest walked through a user case to demonstrate how VON works. John Jordan noted that the Org Book is connected to the BC database and has updated information in real time.</p> <p><u>Members' Comments:</u></p> <ul style="list-style-type: none"> Heather Sheehy noted that this is related to Data Driven Intelligence and there is a huge wealth of verifiable information and asked the members to think about what we can do with this information to inform service delivery? CJ Ritchie commented that we are meeting the citizens where they are and having a modern service experience. There is a huge economic development opportunity. Utilization is very important. They will go back to BC and bring the demo to Chambers of Commerce, Board of Trade, to show that there is great potential for economic development; however, there is gap as well. BC developed regulatory changes that impact small business. They will try this and report back to the table. Harry Turnbull had a comment whether the group discussed this work with BizPal team. <p>Carol Prest responded that they had discussed it with BizPal and will be presenting this work at their table.</p> <ul style="list-style-type: none"> Alex Benay noted that he would be interested: 1. Scaling this; interested in perspectives of what is required to scale it and 2. A regulatory change to enable economic growth; the VON reduces the frictions on the tech front. Carol Prest commented on the second question that we have to follow the Business Corporations Act but there is base information that each corporate registry can share across Canada. The registries still retain the data and are still the source of truth for legal purposes to facilitate a better service. Bev Dicks stated that each jurisdiction does the regulation and legislation differently, this is an opportunity for leadership, and she recommended that the Joint Councils could occupy that place of leadership on how to move things forward. 	<p><u>Action item #3:</u> BC to report on the evolution of the Verifiable Organization Network (VON) at a future Joint Councils meeting.</p>



6.	<p>Citizens First 8 (CF8): The Results – (TAB 6)</p> <p>Dan Batista, ICCS Executive Director, Michal Dziong, ICCS Research Manager, and Marina Gilson, Senior Research Director of Ipsos Reid, provided an overview of the national results of the ICCS Citizens First 8 research.</p> <p><u>Members' Comments:</u></p> <ul style="list-style-type: none"> • Heather Sheehy commented that Citizens First 8 provides a wealth of information. ESDC also carries out citizen surveys which is used for policy and service delivery work. • Hillary Thatcher asked if in the methodology there is a breakdown of demographics (gender, vulnerable populations, and age difference to who is using the digital services). • Marina Gilson advised that they did not collect demographic information and the research does not look at this specifically. She noted that the sponsoring jurisdictions were provided with a dataset of their own results, which might be useful for jurisdictions to review. • Dan Batista noted that the ICCS is looking at unpacking the results from Citizens First 8, as the study is quite large and took over a year to do. ICCS hopes to complete Citizens First 9 in 2019, possibly sooner. Work is currently underway on Taking Care of Business 7. This will be a more condensed version and will be in the field in December, and the report will be available by the end of the fiscal year. • Heather Sheehy commented that it is up to us and the subscribers to influence this work. Data offers so many opportunities only if we do something with it. • Jackie Stankey asked if there have been conversation around video chats or SMS and suggested those tools could be part of the next round. • Marina Gilson suggested that if members have ideas about the research that they can speak with Michal Dziong and Dan Batista. They can include special topics in the next iteration of the research. 	<p><u>Action Item #4:</u></p> <p>Joint Councils Research Committee requested to review and unpack the results of Citizens First 8 and provide recommendations to the Councils on areas of focus to have strategic conversation on the results.</p>



	<ul style="list-style-type: none"> Guy Gordon noted that we have become more sophisticated at probing questions at a deeper level. This is an opportunity to have a strategic conversation with colleagues leading research and what is leading edge. He suggested that as a Research Committee Co-Chair, this group might be able to do something with this information. Heather Sheehy asked that any further questions about the Citizens First 8 research be sent to Dan Batista and Marina Gilson. <p>The Joint Councils Research Committee requested to review and unpack the results of Citizens First 8 and provide recommendations to the Councils on areas of focus to have strategic conversation on the results.</p>	
7.	<p>Death Notification Working Group (TAB 7)</p> <p>Update on progress on death notification and on the potential pilot with NL which will be implementing an electronic notification process; and a presentation on the bereavement communications tool. Discussion focused on why this priority did not advance as quickly as expected. There was consensus that more candid conversations are needed between vital statistics agencies and service organizations to address the impacting responsibilities and the need for commitment and support from all jurisdictions in the development of the “Tell-us-Once” solution. There was agreement to provide Deputies with a realistic picture of the current status of the death notification initiative where funding is needed in order to realize progress. There was agreement that both leadership and technology are needed to advance this priority, which means that in an effort to be transformative and advance on the longer-term priority of a “Tell-us-once” approach to improve service to Canadians, the focus needs to be on a technical solution to modernize outdated infrastructures and enable Vital Statistics Agencies to implement the Blueprint. We know this will take time and participation in this work is much needed therefore, we need to find a solution to support provinces and territories to build capacity. Also, the vital statistics funding model has contributed to this lag which has direct impacts on the ability to realize progress. VSOs see the “Tell-Us-Once” as a real threat to their source of revenue which is impeding the progress we are trying to make across the country. This is a provincial issue that needs to be addressed, which is outside of the Working Group’s scope but has direct impacts on the ability to advance progress. The Table agreed that direction is needed from Deputies.</p> <p>Anik Dupont, Ron Hinshaw and Anne Matthews provided an update on the work of the Death Notification Working group.</p>	<p><u>Action Item #5A:</u> An update on the work of the Death Notification Working Group to be presented to the FPT DMs’ Table on October 25. Deputies to provide the Joint Councils with feedback and direction to move this forward.</p> <p><u>Action Item #5B:</u> Death Notification Working Group to continue to advance this work and provide an update to Joint Councils at an upcoming meeting.</p>



The work of this group is a priority of the Clerks and Cabinet Secretaries, DM's table and the Joint Councils table. The work done in this area was divided into phases:

- 1) The working group developed a blueprint with Davis Pier which would help the jurisdictions address specific issues with their respective Death Registration and Notification processes and address delays in reporting them. When the blueprint was approved, jurisdictions were asked to implement it, which would help them in advancing their processes. Newfoundland and Labrador volunteered to implement the Blueprint, but given that it is costly to implement, Service Canada is working with partners to identify funding options and opportunities to help Newfoundland and Labrador through the blueprint implementation.
- 2) The blueprint will take care of the back-end in delays or reporting but then the working group began looking at how we can increase services to Canadians and make the overall experience easier to handle. One item identified was a Bereavement Communications Tool where citizens can easily find the information they are looking for when reporting the death of a loved one. Working with jurisdictions, collecting information and developing a landing page with common information that goes across jurisdictions is taking place. Service Canada is working with the Federal Family and specifically with the Canada Revenue Agency (which covers 90% of Canadians) to develop a solution to establish a Trust Framework, however, focus remains on the Bereavement Communications Tool and the development of a "Tell- Us-Once" solution prototype.

Ron Hinshaw commented that BC went through the client journey-mapping process and found that generally people have a lack of awareness about the process and expect Governments to share the information. Governments have a large role to play and the expectation is that government will help the citizens during this difficult time. The group is working on a Bereavement Communications Tool which can address questions citizens have.

Anik Dupont spoke to the "Tell-Us-Once" roadmap which highlights the elements required for a Digital "Tell-us-Once" solution. If we could get information from all jurisdictions sooner, we would have a greater impact on the overall experience for citizens and all we have to do is work to make it a reality. The group is looking to pilot the "Tell-Us-Once" approach in BC where we are sharing existing resources which have been produced by BC. Currently, the Information is available via web and print, and can be adapted to reflect each jurisdiction's information and processes. A lot of work has been done to date but the Councils have to come together to move this initiative forward. The group is seeking assistance from the jurisdictions to help them on their work journey and to address the issues heard from citizens and communicated through the Client Journey Mapping Report.



The working group has had discussions with the Vital Statistics Council and they continue to refine the Bereavement Communications Tool with BC and roadmap to a “Tell-Us-Once” solution. The group is seeking continued support from the Joint Councils.

Members’ Comments:

Heather Sheehy noted that this table had been tasked with working on the issue of death notification. This work would be something that would resonate with our citizens across the country. She noted the impact that the birth bundle (under the leadership of Ontario) had with Canadians.

- Sophia Howse suggested that cluster management, discussed during the OneGOV presentation earlier, perhaps could be leveraged to create a cluster group to work on the project and roadmap.
- Natasha Clarke asked what the barriers are to moving forward on this project. She asked if we have articulated what the actual barriers are: is it related to the relationship, legislative, governance?
- Ron Hinshaw noted that while provinces are sharing data, in some provinces, organizations are not used to using electronic data and the processes are still paper based. Canadians see this as an issue. He also mentioned the reluctance of VSO’s to support the “Tell-Us-Once” solution since it would decrease the amount they would receive for each death certificate issued to Federal government departments.
- Alex Benay commented that the Federal government is reviewing the legislation but that the issues and impediments need to be clearly defined.
- Gillian Latham commented that she cannot think of anything more impactful than this project and noted her willingness to be part of the working group. Government officials often move into process model when dealing with death notification and we do need to move away from this.
- Beverly Dicks noted that one of the issues is data trust between partners. What is the source? There are process challenges including changing regulations and legislation. The data needs to be cleaned up. In some cases, the way programs are funded is paper-based processes. If you change this model, we do not have the source of revenue, as leaders we need to solve this problem.
- Guy Gordon shared the need to think about the role of Vital Statistics and the role of digital enablement. What is the business case model?



	<ul style="list-style-type: none"> • Heather Sheehy suggested that Deputies need to know the barriers because some issues require their leadership. Heather proposed that the work to date on death notification be provided but it should also include the barriers which are not allowing the work to move forward. • Natasha Clarke asked Anik Dupont on how the Joint Councils Co-Chairs could help the DNWG to move forward. • Anik Dupont advised that the working group is aware of the issues and they know the vital stats issues. She asked if at this table decisions can be made or the need to discuss with a higher forum. From a citizen's perspective, do we continue to nibble around the edges; do we put the pilot aside with BC and deal with the issues at a higher level? • Beverly Dicks commented that their Deputy is a lead on this file and is aware of these issues. There has to be a big shift for something to happen. We should continue with the pilot in BC to keep everything moving until the transformational piece can happen. The DMs need to take this on and give some directions to this table. We are making business process improvements; we have to continue to push to improve the citizen's experience. • Natasha Clarke commented that this is a reminder of our role at this table as leaders to help facilitate collaboration in order to make real progress. 	
8.	Client Centric Services WG (TAB 8) deferred to a future teleconference/meeting of the Joint Councils.	Action Item #6: Client Centric Services discussion (approval of Terms of Reference, work plan and update on Maturity Model) to be scheduled at an upcoming Joint Councils teleconference.
9.	Funding Allocation Discussion (TAB 9) A discussion was held about the process for requesting funding from the PSSDC and PSCIOC. Heather Sheehy suggested a systematic approach to funding requests with submissions 1 or 2 times per year. Currently, requests for funding seem to be done on an ad hoc basis. Having a sense or estimates from the working groups on required funding over a 12-month period would assist the Councils in making funding decisions based on Table's priorities.	Action Item #7: PSCIOC and PSSDC Treasurers, in collaboration with ICCS, to provide working groups' funding requests estimates on a regular basis (refresh document presented in Yukon).



	<p>Harry Turnbull advised that funding is provided from each council (PSCIOC and PSSDC), as there is no Joint Councils account. For Joint Councils priorities, both PSSDC and PSCIOC contribute 50/50. Funding requests from sub-committees and working groups usually happen only when the group has clear information (scope of work) on a specific piece of work; sometimes the need for funding is not known far in advance.</p> <p>Heather Sheehy noted a further discussion would be held at the PSSDC and PSCIOC meetings the next day. She noted that information on all working groups' estimates for funding required over the next 12-month period was collected and shared with members. She requested this document to be refreshed on a regular basis.</p>	
10.	<p><u>Other Business:</u></p> <p>A) Sub-Committee and Working Groups</p> <p>Natasha Clarke drew member's attention to the Sub-Committee reports and noted the significant work being done on Councils' priorities.</p> <p>B) Natasha Clarke commented that Manitoba had volunteered to host the September 2019 Joint Councils meetings. She asked if members were in favour for Manitoba to host the meetings in September 2019.</p> <p>Heather Sheehy moved, seconded by Sean McLeish. All in favour.</p> <p>C) Next in-person meeting is taking place in Ottawa in February 2019.</p> <p>D) Joint Councils Action items from previous meetings (TAB 5A). Included in binder for information only. No comments or questions raised.</p>	<p><u>Decision #5:</u> Members agreed for Manitoba to host the September 2019 in-person meetings.</p>
	<p><i>The meeting adjourned at 4:30 pm PDT.</i></p>	