

PSSDC Information-Sharing Template – February 2018

Information Sharing was prepared for the PSSDC Meeting of February 2018 and not to be shared outside of the Council

JURISDICTION: Indigenous and Northern Affairs Canada		Contact
<p>1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<ul style="list-style-type: none"> ○ The intake process for the Secure Certificate of Indian Status was enhanced by digitizing the intake of applications at the Regional level thereby reducing reliance on mail and improving service delivery times. Updates to streamline the number of application forms and the introduction to an end-to-end process, for both registration and for the Secure Certificate of Indian Status, are expected in 2017-18. ○ Service Canada page has been replaced by Indigenous peoples' audience page on Canada.ca which contains links to all GOC programs and services for Indigenous peoples offered by Government of Canada Federal Departments. ○ 2015-16 Performance Management results, part of the Performance Measurement Strategies, were published on April 2017. The process of performance review for 2016-17 is underway. The results are planned to be posted on the internet website by end of September 2017. <ul style="list-style-type: none"> ○ https://www.aadnc-aandc.gc.ca/eng/1415894585565/1415894630509 ○ All INAC webpages contain a link to the online feedback form where users can submit any technical issues related to the site. Additionally, the Departments have included the InfoPubs generic email address (aadnc.infopubs.aandc@canada.ca) for general public enquiries. This mechanism of providing users with the opportunity to provide input and comments is continuously being improved. 	<p>Resolutions and Individual Affairs Sector, Individual Affairs Branch (Sylvain Parent)</p> <p>Digital Communications, Web Renewal (John Kane)</p> <p>CFRDO, Transfer Payments Centre of Expertise (Jean Philippe Simard)</p> <p>Digital Communications, Web Renewal (John Kane)</p>

<p>2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<ul style="list-style-type: none"> ○ Secure Certificates of Indian Status ○ Registration, including S-3 applications. ○ <u>The Departmental Library and Public Enquiries Contact Centre</u> <ul style="list-style-type: none"> ○ The Departmental Library and Public Enquiries Contact Center is the primary communications channel for Parliamentarians, members of the public and stakeholders on official reports and publications from the department(s). The Departmental Library and Public Enquiries Contact Centre also serves Aboriginal peoples and Northerners, other government departments, researchers, academics, consultants and the general public on several lines of business (entitlements, adoptions, Indian Moneys/Individual Moneys/ Band Moneys, Secure Status Card (SCIS)). It is the main distribution point for more than 200 departmental publications, and is the primary service provider in support of Bill S-3 for incoming telephone inquiries (Toll-free line, fax and TTY line). <ul style="list-style-type: none"> ▪ Email: aadnc.infopubs.aandc@canada.ca ▪ Phone (toll-free): 1-800-567-9604 ▪ Fax: 1-866-817-3977 ▪ TTY (toll-free): 1-866-553-0554 	<p>Resolutions and Individual Affairs Sector, Individual Affairs Branch (Indian Registrar)</p> <p>CFRDO (Pierre Desrochers, Director, Corporate Information Management Directorate)</p>
<p>3. <u>Showcase/Sharing:</u> Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction?</p>	<ul style="list-style-type: none"> ○ <u>The Departmental Library and Enterprise Information and Records Management</u> <ul style="list-style-type: none"> ○ First Nations researchers request numerous INAC records on an ongoing basis in order to validate claims, disputes or grievances, and these requests are processed informally by the Departmental Library and the Enterprise Information and Records Management section. The Department(s) is committed to efforts for renewed, nation-to-nation relationship with Indigenous Peoples, based on recognition of rights, respect, co-operation, and partnership. This 	<p>CFRDO (Pierre Desrochers, Director, Corporate Information Management Directorate)</p>

<i>(This information will help in agenda planning for future meetings.)</i>	means fostering a working collaborative relationship that will help improve public trust, openness and transparency to access departmental records.	
4. <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.	<ul style="list-style-type: none"> ○ Access to services in remote and northern communities continues to be limited. INAC is working towards addressing this matter. 	