

PSSDC Potential Areas of Collaboration

PSSDC
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Purpose

- Review PSSDC priorities given the areas of common interest identified at the Service Integration Workshop in Charlottetown (October 2017) and the Joint Councils' Client-Centric priority.
- Propose an approach that will enable PSSDC to address emerging service challenges and support service partners' interest in advancing tangible, concrete service improvements.

This is not about creating new priorities. Work would continue on current Joint Councils and PSSDC priorities.

This is about enabling PSSDC to address emerging issues and collaborate on concrete initiatives. The Clerks and Cabinet Secretaries, the FPT DMs' Table on Service Delivery Collaboration (FPT DMs' Table) and the Councils have signalled the need for more tangible results.

Context

- The Clerks and Cabinet Secretaries and the DMs' Table have directed jurisdictions to work together, avoid duplication of efforts, and provide more seamless services.
- In the past year, the Joint Councils has successfully worked to refine its priorities and move towards a more client-centred service focus.
- Recent FPTM discussions have highlighted a number of opportunities for collaboration requiring PSSDC consideration:
 - The PSSDC Service Integration Workshop (October 2017) identified many potentials areas of cooperation (**see Annex A**).
 - The Data Driven Intelligence Community of Practice is seeking PSSDC members' support to be adopted as a priority (*Discussed earlier today).
 - The FPT DMs' Table continues to raise a number of common service challenges that fall outside the scope of current PSSDC priorities.

Proposed Approach

1. Advance **current** priorities – Service Network Collaboration, Service to Business, and formally adopt Data Driven Intelligence as a priority.
2. Support collaboration on **project-based initiatives** to enable us to advance the good ideas (tangible initiatives), for example, those that came out of the PSSDC Service Integration Workshop.
3. Develop a new **Issues Management Stream** that would focus on current service issues stemming from the PSSDC Service Integration Workshop and from FPT DMs' Table.
 - This could provide space for PSSDC members to develop common approaches and solutions to emerging policy challenges.

PSSDC could annually discuss which project-based initiatives and issues management stream initiatives it should focus on.

1) Advance PSSDC's Current Priorities

Continued momentum and collaboration is needed to advance PSSDC's priorities:

- **Service Network Collaboration:** aims to leverage jurisdictions' service delivery networks to improve the client experience. The working group is currently focused on:
 - Advancing a service partnership guide;
 - Developing a Points of Service Mapping Tool and a public facing service finder app; and
 - Supporting longer-term service integration partnership opportunities.
- **Service to Business:** aims to improve services to businesses by reducing red tape and reporting burdens. It is focused on:
 - Promoting Business Number (BN) adoption within jurisdictions. A playbook is under development; and
 - Implementing Expedited Business Start (EBS) pilots (e.g. blockchain) to enable faster business start-ups and demonstrate progress on the commitment to the Clerks and Cabinet Secretaries.

2) Project-Based Initiatives

- The Charlottetown workshop (**see Annex A**) highlighted a number of opportunities to advance tangible projects that either require collaboration or that different jurisdictions are already working to develop.
- Priority leads and co-chairs could do more to act as a hub to coordinate efforts where there is readiness and appetite to move forward. For example:

Initiative	Description	Recommendation
Common Benefits and Service Finder	Would enable clients to explore which benefits and services they are eligible for across jurisdictions providing a common service entry point. Several jurisdictions/departments are considering pursuing, e.g. BC, Ontario, NWT, ESDC, VAC.	<ul style="list-style-type: none"> • A recommendation to the Joint Councils' Client-Centric Working Group could be made for them to advance these two initiatives and join-up interested jurisdictions. • A PSSDC innovation fund to “seed” project-based collaboration could be considered to assist smaller jurisdictions to participate.
Alternative Means of Receiving Benefits	Several jurisdiction, e.g. BC, Ontario and ESDC, are exploring using reloadable debit cards (a.k.a. Cashless Debit Cards) to pay recipients of government benefits who do not have a bank account. This could be leveraged to target vulnerable populations.	
Joint Outreach	Service partners want to increase reach to clients, while enhancing efficiencies by conducting joint outreach together. Several jurisdictions have already indicated interest, e.g. BC, Ontario, Alberta, ESDC, via DM-level discussions.	<ul style="list-style-type: none"> • Propose to adopt this initiative within PSSDC's Service Network Collaboration priority.

3) Issues Management Stream

- The October Workshop (**Annex A**) highlighted emerging service challenges, which have been raised at the DMs Table, e.g. gender diversity and vulnerable groups.
- PSSDC does not have any mechanism outside of information sharing requests and updates to address emerging issues not captured in its priorities.
- Informal intergovernmental collaboration is already happening to some extent to address these issues. Structured PSSDC engagement could help FPTM service partners leverage these efforts, avoid duplication, and advance work more rapidly.
- Using Community of Practices, the Issues Management Stream could focus initially on **gender diversity** approaches to service delivery. It could:
 - Develop common definitions/approaches to the collection of sex/gender information;
 - Define/address any systems interoperability challenges; and
 - Explore ways to simplify or streamline the client experience for those who wish to change their sex/gender designation.

This could reduce client pain points as there are significant complexities in changing documents across jurisdictions and a financial burden for individuals who are transitioning or have children transitioning.

Points for Discussion

- Does PSSDC have the capacity and interest to expand its efforts?
- Is their interest in a tactical and **issues management stream** to ensure PSSDC continues to be relevant and focused on the right things (these could be reconfirmed annually)?
- Have we captured the right service challenges and opportunities to support jurisdictions to make concrete improvements to service delivery via a **project management stream**?

Next Steps

- Recommend that Joint Councils and PSSDC Working Groups, i.e. Client-Centric Services and Service Network Collaboration, support jurisdictional interest in collaborating on project-based initiatives where PSSDC appetite exists.
- Establish a new Community of Practice on Gender Diversity to foster interjurisdictional support and deliver better services to clients.

Potential Longer-term Opportunities

PSSDC conducted a workshop in Charlottetown (October 2017) to identify longer-term partnership opportunities to advance common priorities.

<u>Partnership Opportunities</u>	<u>Service Delivery Innovation</u>	<u>Issues Management</u>
<ul style="list-style-type: none"> • Benefits and services finder (ON, BC, VAC, NWT, ESDC) • One account (IRCC, SK, YK, NWT, CRA, ESDC) • Alternative means of receiving benefits (ON, AB, ESDC) • Auto enroll (MB) • Integrated payment processing (AB, ESDC) • Service bundling e.g. address change (MB, CRA, VAC, NS, ON) • Client focused design (NWT, NS, NB, YK, SK, MSDO) • Expanding rural & remote pilots (NWT, ON, MSDO, IRCC, ESDC) • Liaison services through community partnerships (MSDO) • Increasing in-person access (co-location, cross promotion, joint outreach) (ON, NB, QC, ESDC) 	<ul style="list-style-type: none"> • Mobile App (MB, INAC, NB) • Chatbot (MSDO, IRCC, VAC) • Single Client View (MB, BC, AB) • Video Chat (BC, MSDO, NS) • Live Chat (BC, MB, NS, NWT, MSDO, VAC) • Save and Retrieve (YK) • Integrated Service Management (NB) • SMS Text (BC, NB) 	<p>Common issues that could benefit from collaboration:</p> <ul style="list-style-type: none"> • Indigenous Service Delivery • Social Change Taskforce (Gender) • Crisis Management • Accessibility