

PSSDC Information-Sharing Template – September 2018

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

JURISDICTION: Immigration, Refugees and Citizenship Canada		Contact
<p>1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>IRCC completed the following initiatives:</p> <ul style="list-style-type: none"> • New streamlined guides and products for privately sponsored refugees were launched on May 1, 2018. These ensure clients have better information for effective planning, and provide a clearer and more comprehensive explanation of the privately sponsored refugee process and program requirements. • Changes to the spousal line of business (including spouses, partners and dependent children) that were enacted in December 2016, then updated throughout 2017 based on feedback from clients and stakeholders, allowed IRCC to meet its commitment to reduce spousal inventories by 80% by the end of December 2017. • A number of steps to positively impact the Global Skills Strategy have been undertaken. These including the launch of a dedicated service channel, implementing work permit exemptions for short term high skilled workers, and implementing two week processing. • Forward looking (projected) processing times for several permanent resident lines of business were adopted in July 2018. Before this model was adopted, all processing times for both those who have already applied and those seeking to apply were based on historical data. For forward looking processing times, processing times are projected not only based on past performance, but by also taking into consideration remaining immigration levels space and program targets. This allows clients to have a better idea of how much time an application would take if they were to apply today. • Steps have been taken to improve a number of client-facing tools. This includes a review and revision of the top 550 IRCC web pages to improve readability, a project to review the Link My Application tool and identify improvements, the creation of an eApplication roadmap, and the creation of an eTools advisory panel to discuss IT channels and issues. • IRCC settlement grants and contributions have also funded, in whole or in part, several initiatives across Canada to improve settlement outcomes for newcomers. These include (but are not limited to): a pilot project in Nova Scotia to facilitate partnership between clients and industry and community organizations to sell fresh produce and value-added products to empower vulnerable clients, several projects to help integrate refugee youth into both communities and workforce, and a number of programs that focus on supporting newcomer well-being and both mental and physical health awareness. 	<p>Michelle Lattimore, DG-CEB</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>	<p>Our client service priorities for 2018-2019 include.</p> <ol style="list-style-type: none"> 1. Transforming client support and the way we communicate: <ul style="list-style-type: none"> • Make processing times more meaningful • Invest in the IRCC Client Support Centre to improve access to personalized support. • Invest in self-serve tools for clients. • Review, and when necessary, make updates to our website to ensure the language we use is clear and respectful. • Use push notifications to remind clients we have not forgotten about them. 2. Innovating with and for clients: <ul style="list-style-type: none"> • Engage with clients and stakeholders to ensure our programs result in services that are clear, intuitive, and easy to use. • Establish departmental standards for the development and revision of kits, forms, guides and letters. • Expand availability of eApplications. • Update and expand tools that clients and partners use to interact with IRCC. 3. Improving processing times: <ul style="list-style-type: none"> • Address processing challenges across various lines of business. • Reduce processing times and inventories. • Develop and expand the use of data analytics to triage and/or manage caseloads. 	<p>Michelle Lattimore, DG-CEB</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? <i>(This information will help in agenda planning for future meetings.)</i></p>	<p>In early 2018, IRCC adopted a service model that incorporates client usability testing into the development of client facing tools and processes. Employees with expertise in user experience and user centered design have been added to the IRCC team, and a client usability testing space has been created. Clients and/or the public can now be brought into a dedicated space to review prototypes and provide feedback, and IRCC now has the expertise to translate this feedback into new and/or better products. This model will help to ensure new and modified tools, forms and other mediums better meet the needs of our clients as we move into the future.</p>	<p>Michelle Lattimore, DG-CEB</p>
<p>4. <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what</p>	<p>IRCC is currently exploring ways to better serve clients through the use of online tools and services that better represent their individual circumstances and needs. One of the ideas we are currently looking to develop is a revamp over the next several years of IRCC's MyAccount interface, including the development and inclusion of new features and functionality. To this end, are there any types of</p>	<p>Michelle Lattimore, DG-CEB</p>

assistance you might be seeking from PSSDC.

local/regional information or services that you believe could be beneficial to newcomers to Canada that could be incorporated into this type of tool in the future?