





PSSDC BRING FORWARD AGENDA (Jan 2021 v1)

	FEBRUARY 25, 2021	APRIL 19, 2021	MAY 17, 2021	JUNE 18, 2021
SECRETARIAT 	<ul style="list-style-type: none"> Action Items Bring Forward Agenda PSSDC Financial Report 	<ul style="list-style-type: none"> Action Items Bring Forward Agenda Feb Meeting Evaluation Results 	<ul style="list-style-type: none"> Action Items Bring Forward Agenda 	<ul style="list-style-type: none"> Action Items Bring Forward Agenda
CLIENT CENTRIC SERVICES 	Research Committee: <ul style="list-style-type: none"> Strategic discussion on the Research Committee Executive Report (Jan 2021) on Citizen Experience, Satisfaction & Pain Points and the Citizen First (CF) Survey 	Follow up discussions from February meeting on PSSDC's way forward and JC strategic plan		
EMERGING CLIENT SERVICE NEEDS OR TOPICS OF INTEREST 		<i>(scan PSSDC info sharing for info on this topic to drive discussion)</i> <ul style="list-style-type: none"> Discussion on supporting Populations with Distinct Needs during and Beyond COVID-19 Discussion on Indigenous populations to learn more about the diversity that exists within those groups. 		
PSSDC INFORMATION SHARING 	Showcase: Client Journey and Service Design: <ul style="list-style-type: none"> MSDO: Client Journey Mapping of the COVID-19 pandemic PSPC: Framework developed to guide discussion on service journey related to improving accessibility, quality and timeliness of its services. PSSDC Information Sharing: <ul style="list-style-type: none"> Review of PSSDC Jurisdictional Information Sharing Analysis including emerging jurisdictional trends that can become priorities for the PSSDC or Joint Councils Overview of the new format for collecting the PSSDC information sharing reports. Seeking members' feedback on new format. 	<ul style="list-style-type: none"> <i>Opportunity for an in-depth discussion of the Research Committee's March Executive report</i> 	<u>Action items from Dec Mtg:</u> <ul style="list-style-type: none"> IRCC Showcase presentation: IRCC to provide further information related to challenges from a delivery and design perspective on chatbots. <i>Showcase items from Feb info-sharing –tbc</i>	<u>Action items from Jan Mtg on reducing wait times:</u> <ul style="list-style-type: none"> NS to provide an update on the virtual check in system. BC to provide an update on the Appointment App that it's developing.