

Addressing Priorities: Unclaimed Benefits

PRESENTATION TO PSSDC

FEBRUARY 22, 2023

PSSDC and FPT DMs' Table Endorsed Priorities

Five priorities have been identified for 2023 based on the December 2022 FPT DMs' Table forward agenda discussion:



Unclaimed benefits



Service design



**Digital trust and
credentials**



Staffing and retention



**Data science, artificial
intelligence and
automation**

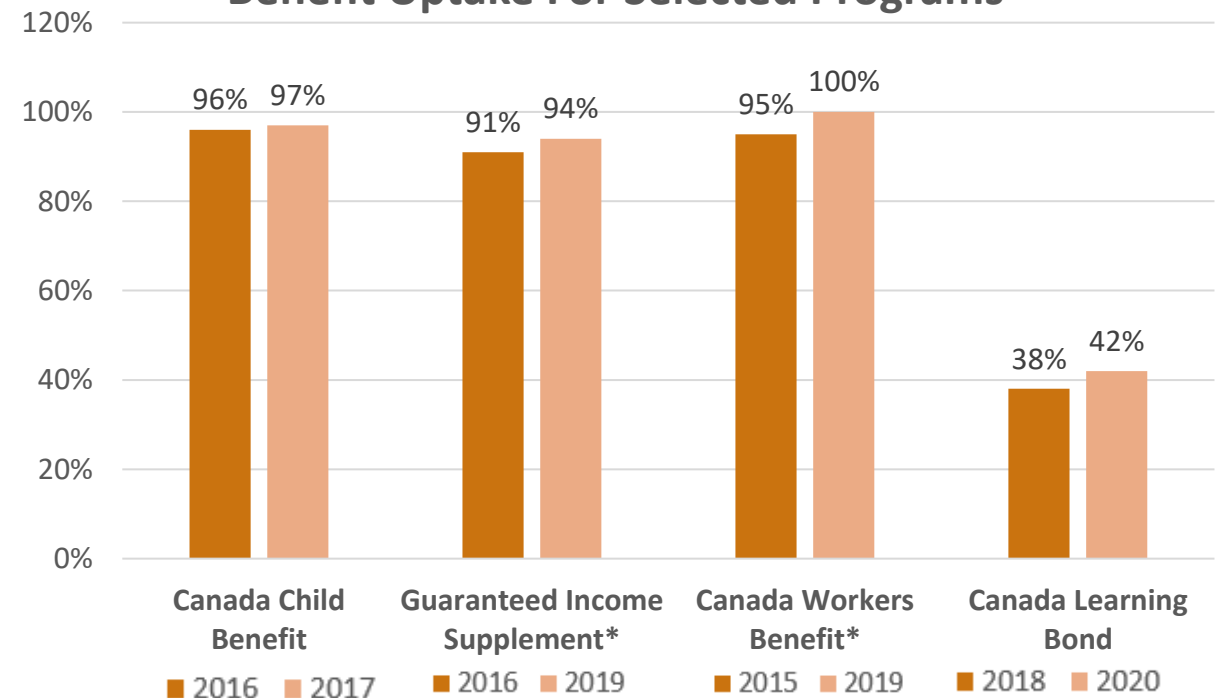
Issue Overview – Benefit Uptake

While benefit uptake is generally high, some client groups are more likely to face barriers receiving their benefits:

Indigenous Peoples
People with insecure housing
Newcomers
Persons with disabilities
Racialized Canadians
People in rural and remote areas
Gender diverse persons
People with low income
E-vulnerable people
Seniors

Marginalized and underserved clients are often those most in need of these supports.

Benefit Uptake For Selected Programs

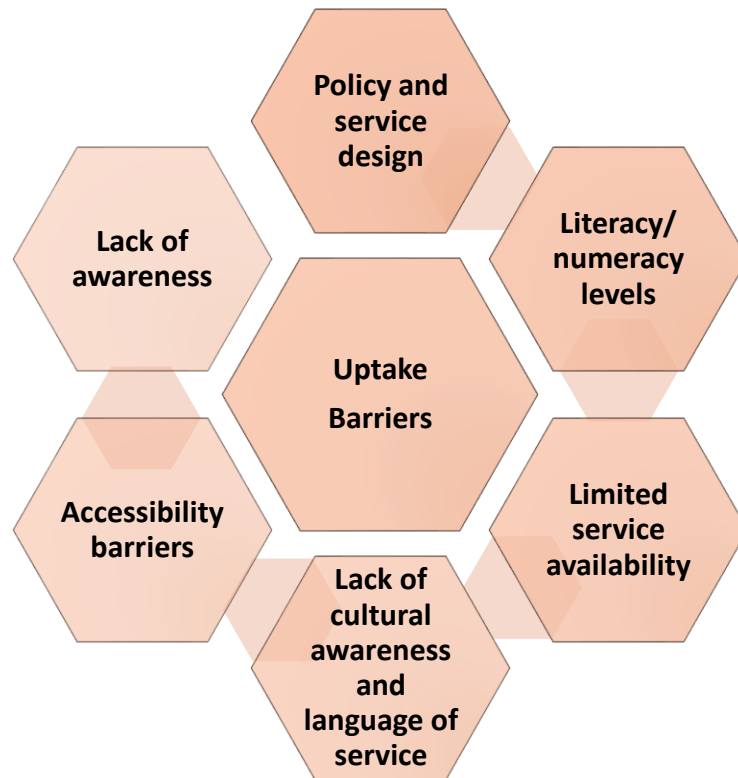


Source: 2022 Report of the Auditor General of Canada on Access to Benefits for Hard-to-Reach Populations

* Measurement excludes those who did not file a tax return.

Issue Overview – Barriers and Mitigation Approaches

There are various factors that can contribute to reduced benefit uptake.



Areas of focus for potential mitigations

- **Simplifying design** can help address policy design, literacy/numeracy, and service design barriers;
- **Improving reach of our services** can help address service access barriers;
- **Having more inclusive services** can help improve cultural awareness, accessibility, and supported languages; and
- **Promoting our benefits** can help address awareness barriers.

Potential Areas for Collaboration

PSSDC could be a key convening point for working on joint service solutions.



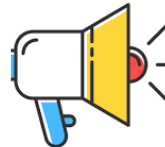
Simplified design



Improved reach



More inclusive services



Improved promotion of services



Better measurement of unclaimed benefits

Today's Agenda

- We will have presentations today on approaches that can help address unclaimed benefits, including a presentation from the CRA on navigators and presentations from ServiceOntario and Service Canada on outreach.
- Following this, we would like to hear from you on areas of focus for this priority and a proposed working group.

Guiding Questions for Open Discussion

There are opportunities to collaborate on unclaimed benefits to jointly tackle barriers.

- What ongoing or planned initiatives do you have related to addressing unclaimed benefits?
- Is your jurisdiction doing anything innovative that could be scaled up or replicated in other jurisdictions to improve benefit uptake?
- Reflecting on what you've heard in the presentations today, what aspects of tackling unclaimed benefits should PSSDC focus on?
- What would be some potential indicators of progress that we could use tied to unclaimed benefits?
- What are your thoughts on creating a PSSDC working group to tackle unclaimed benefits?