

PSSDC Information-Sharing Template – September 2019

Information Sharing is collected for the purpose of the PSSDC Meeting of September 2019.

Information contained in this document cannot be shared without the approval of the member jurisdiction (author).

JURISDICTION:	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>Human Centred Design – Modernization of Family Law Services</p> <p>The Manitoba government is introducing groundbreaking, first-in-Canada legislation that would modernize the province’s family law system to improve outcomes for families and children.</p> <p>Modernization of the family law system will be phased in over the next two years <u>with Manitobans acting as essential partners in designing the tools and services they need.</u></p> <p>Manitoba’s modernization of family law will focus on improving <u>access to justice, ensuring timeliness and service excellence, creating value for money for Manitobans, and lessening the social cost of conflict caused by divorce and separation.</u></p> <p>To help achieve this, the Manitoba government has introduced the family law modernization act, which would:</p> <ul style="list-style-type: none"> • simplify child support processes so that thousands of matters can be addressed outside of court, beginning this fall; • expand the administrative authority of the Maintenance Enforcement Program so parents can make support arrangements outside of court; • ensure that family arbitration awards made for Manitobans are enforceable, beginning this fall; and • create a three-year pilot to test a new family dispute resolution model, which includes the creation of a new Family Dispute Resolution Service to more effectively deal with matters outside of court, to be launched in early 2020. <p>The Manitoba government has partnered with North Forge Technology Exchange to work on this key initiative to ensure Manitobans’ feedback shapes the design of programs and services going forward.</p>	<p>Leita Kalinowski – A/Executive Director Manitoba Justice Leita.Kalinowski@gov.mb.ca</p>
<p>2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p> <p>Civil Service Transformation & Modernization</p> <p><u>Classification Modernization Project</u></p> <p>The Classification Modernization project is a project developed by public servants, for public servants. With the help of Mercer, a human resources consulting firm, and guided by feedback from employees and other stakeholders, the Civil Service Commission is reviewing the Manitoba government's current classification system</p>	<p>Jacqueline Ratté Kohut Policy & Strategy Branch Growth, Enterprise and Trade 204.945.7721 jacqueline.rattekohut@gov.mb.ca</p>

and implementing a redesigned system that meets the needs of a modern and changing workforce.

The Manitoba government's classification structure has remained largely unchanged since the 1960s, and no longer serves the needs of a modern, innovative and adaptable public service.

- Many of the classifications used do not accurately reflect the type and variety of work being done.
- Jobs within the Manitoba government are currently grouped into more than 600 different classifications, over 200 of which are underutilized or unused.
- Current job classifications are overly narrow, use outdated terminology and limit organizational effectiveness, including the mobility of employees throughout the organization.

The Civil Service Commission is consulting with collective bargaining agents as staff work through this important project.

The Learning Fund

The Manitoba government is offering a new pilot initiative in 2019/20, the Learning Fund, to further support employee training. Through the program, employees are eligible for funding of up to \$1,000, plus in-province travel costs, for courses, workshops, conferences or other professional development opportunities offering work-improvement benefits. Both individual and group applications are accepted.

This initiative supports Manitoba's public service Transformation Strategy by helping ensure staff have the skills to meet the needs of Manitobans. Through a streamlined application process, employees can present the value of new training they identify as beneficial but that falls outside training already available through our internal training agency, Organization and Staff Development, or outside departmental support criteria under the Educational Leave and/or Assistance Policy.

STEP Design Thinking Challenge

Every year, Manitoba hires approximately 1300 post-secondary students through our Student Employment Services Program (STEP). Post-secondary students bring fresh perspectives and an eagerness to contribute in a positive way to our workplaces. Many of these students return year after year, and eventually build long-term careers within our organization. Often however, we do not take full advantage of the creativity, talents, and enthusiasm our students bring.

From early May 2019 to the end of August, participating STEP students and their supervisors will be offered training in an innovation tool called Human Centred Design. With the support of experienced innovators, they will work in groups to solve pressing public service policy challenges. They will learn how to communicate

	<p>innovative ideas, and then present their solutions to senior leaders as well as at the IPAC National Conference, which will be held in Winnipeg this August.</p>	
<p>3. Showcase/Sharing: 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><u>Data Driven Insights - Social Impact Bonds</u></p> <p>Manitoba's first social impact bond (SIB) will launch this fall having successfully raised the more than \$2.6 million required from private investors to deliver Restoring the Sacred Bond – a project designed to connect at-risk Indigenous mothers with doulas, also known as birth helpers. Restoring the Sacred Bond is a two-year pilot project that will match birth helpers with up to 200 Indigenous mothers who might otherwise be at risk of having their infant apprehended into the child welfare system. With funding secured from eight investors, including local investment, Restoring the Sacred Bond expects to begin accepting expectant mothers in September 2019. SIBs rely on private investors, with a government commitment to repay them if the project meets validated targets. The province has budgeted up to \$3 million for investor repayment if the SIB reaches success on its key metrics, which will include fewer days in care for infants in the child welfare system..</p> <p>The MaRS Centre for Impact Investing also worked with SFNNC and Wiji'idiwag Ikwewag to secure investment for the pilot project.</p> <p><u>Robotic Process Automation - Proof of Concept and Centre of Excellence</u></p> <p>Manitoba has successfully implemented three pilot use cases of Robotic Process Automation. The pilot is clearly demonstrating the value of this technology to GoM in terms of improving service delivery, modernizing and improving process efficiency and saving costs (i.e.ROI). The three use cases involved Vital Statistics, On-line EIA application and on-line submission and processing of dental claims for social assistance recipients. In all cases the RPA bots were able to successfully mimic and automate repetitive rules based task thereby freeing up staff to compete other higher value tasks, decreasing cycle time, reducing data errors and rework and dramatically improving service. All ROI targets are being met.</p> <p>Manitoba is completing process of establishing a CoE and introducing RPA as service to departments and programs.</p>	<p>Angela Colambage Angela.Colombage@gov.mb.ca</p> <p>David Valentine Executive Director, Digital Enablement Partnerships, Manitoba Finance (BTT) David.Valentine@gov.mb.ca</p>

	We look forward to your visit to Manitoba this fall and are keen to share any of our efforts, successes and learnings.	
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.	Manitoba continues to seek PSSDC insight into the following areas of interest: <ul style="list-style-type: none"> • Digital Service Delivery Strategy • Service Design and Service Labs • Data Driven Intelligence - Open Government, Open Data and Big Data • Workforce Automation – Robotic Process Automation • Citizen Engagement • Talent Management 	