

Transforming Services to Indigenous Populations

Public Sector Service Delivery Council Panel on Services to Indigenous Populations

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Presentation Outline

- Indigenous Services Canada: mandate and services
- Service Challenges
- Examples of Service Improvements
- Looking ahead

Establishment of Indigenous Services Canada

Mandate

- **Indigenous Services Canada works collaboratively with partners to improve access to high quality services for First Nations, Inuit and Métis. Our vision is to support and empower Indigenous peoples to independently deliver services and address the socio-economic conditions in their communities.**
- Legislation dissolving Indigenous and Northern Affairs Canada and formally establishing the mandates of two new departments, Indigenous Services Canada (ISC) and Crown-Indigenous Relations and Northern Affairs, came into effect on July 15, 2019.

Who We Serve

Indigenous Individuals

- First Nations individuals with Indian status
- Inuit individuals

- FN governments (bands & tribal councils)
- Self-governing FNs, land claims groups and Métis governments

Indigenous Governments

Other Service Delivery Agents

- Indigenous-led institutions
- Specialized agencies
- Urban Friendship Centres

Our Main Partners

- Provinces and Territories (e.g. Emergency Management Agreement, Policing)
- Regional and national Indigenous organizations
- Local and regional Indigenous Governments
- Indigenous Professional Organizations and Institutions
- Other federal departments

Overview of Services

Indigenous
Individuals

Indigenous
Governments

Other Service
Delivery Agents

- *Indian Act* **registration, estates and treaty annuities** services, as well as **some health services** for First Nations and Inuit (e.g., non-insured health benefits) are provided directly to eligible Indigenous individuals.
- **Governance, infrastructure, health, social, education and economic development** services are primarily delivered via First Nations governments and, for health services, Inuit communities.
- **Self-governing First Nations** and **land claims groups** fully control the delivery of services to their citizens. **Métis governments** control certain key areas of jurisdiction.
- **Indigenous-led institutions**, such as the BC First Nations Health Authority, control the delivery of certain services to the citizens they represent.
- Some social programs are provided by specialized service delivery agents (e.g., **child welfare agencies**).
- **Programming for urban Indigenous individuals** is also delivered via Indigenous Friendship Centres, as well as provinces and territories.

Service Gaps and Challenges

- Despite progress, service gaps and challenges remain that affect the socio-economic conditions and day-to-day lives of Indigenous peoples in Canada:
- Colonial legacies and intergenerational trauma, Residential Schools, Relocation and Displacement, Sixties Scoop, Children in Care, Status restrictions;
- Funding policies and authorities that are often short-term, siloed, and may not meet the needs of communities;
- Jurisdictional overlap, lack of coordination, and/or conflicts;
- Remoteness, connectivity, and infrastructure gaps;
- Data and IT constraints;
- Distinctions-based programming to address needs of First Nations, Inuit and the Métis Nation; and,
- Cultural competency/cultural humility

Examples of Service Improvement Initiatives

Example 1: Secure Certificate of Indian Status (SCIS)

- **SCIS Photo App** – The SCIS is used to access services and benefits and as an identification document. Over the past 63 years, documentation confirming registration under the *Indian Act* has evolved from a paper certificate to the implementation of the SCIS. The SCIS is available via ISC offices across the country, but uptake has been slow/ limited since its launch in 2012.
 - The SCIS digital Photo App created by ISC and launched in July 2019 allows applicants to take a photo with a smartphone and submit it online as part of their Secure Certificate of Indian Status (SCIS) application.
 - The SCIS Photo App eliminates the cost of photos and offers a convenient way to provide the photo required to apply for the secure status card for the first time or for a renewal or a replacement. The app is available to download for free on both Apple and Android smartphones. Applicants no longer have to pay or travel to have passport-style photos taken for their SCIS application.

Example 1: continued

- The department has been issuing the SCIS since 2009. Average of SCIS applications received in the past 5 years: 44,039. The SCIS has a 10-year validity therefore the first wave of renewals are coming in this year.
- For the SCIS photo app, as of September 9, 2019: 1,413 photo submissions.
- **Machine Readable Zone – A** Machine Readable Zone was added to the SCIS as a measure to facilitate border-crossing at Canada-U.S. ports of entry, by eliminating the need for information from the card to be entered manually. Border Services Officers now swipe the card instead. This increases the efficiency and flow of movement across the border.
 - As of February 1, 2019, the MRZ is a new standard feature on all Secure Status cards.

Example 2: Innovation in Treaty Annuity Payments

- The treaties between the Crown and First Nations in Manitoba provided for the annual payment of \$5 to each individual who is a member of a First Nation band that was signatory to the Treaty. Treaty payments are a reaffirmation that the treaty relationship between Canada and First Nation people is alive and continues to form the foundation of our ongoing relationship.
- 57 of 63 FN communities in Manitoba are visited annually for payments.
- In 2018, 45,193 clients in Manitoba received treaty payments.
- In 2018 Manitoba Region undertook a pilot project to attempt digital treaty payments (“LIVE payments”) in First Nation communities, to modernize the delivery approach. Our volunteers brought portable internet devices and laptops running software to deliver treaty payments in real time.

Integrating Technology into Treaty Payments

This resulted in the fastest and most accurate annuity payment delivery ever done in Manitoba. The feedback received from First Nations was unequivocal – they much preferred the new system.

What is needed for a Live Treaty Payment?

- **Transfer Payment System Remote**
- **Collaboration**
- **Wifi**
- **Laptops**



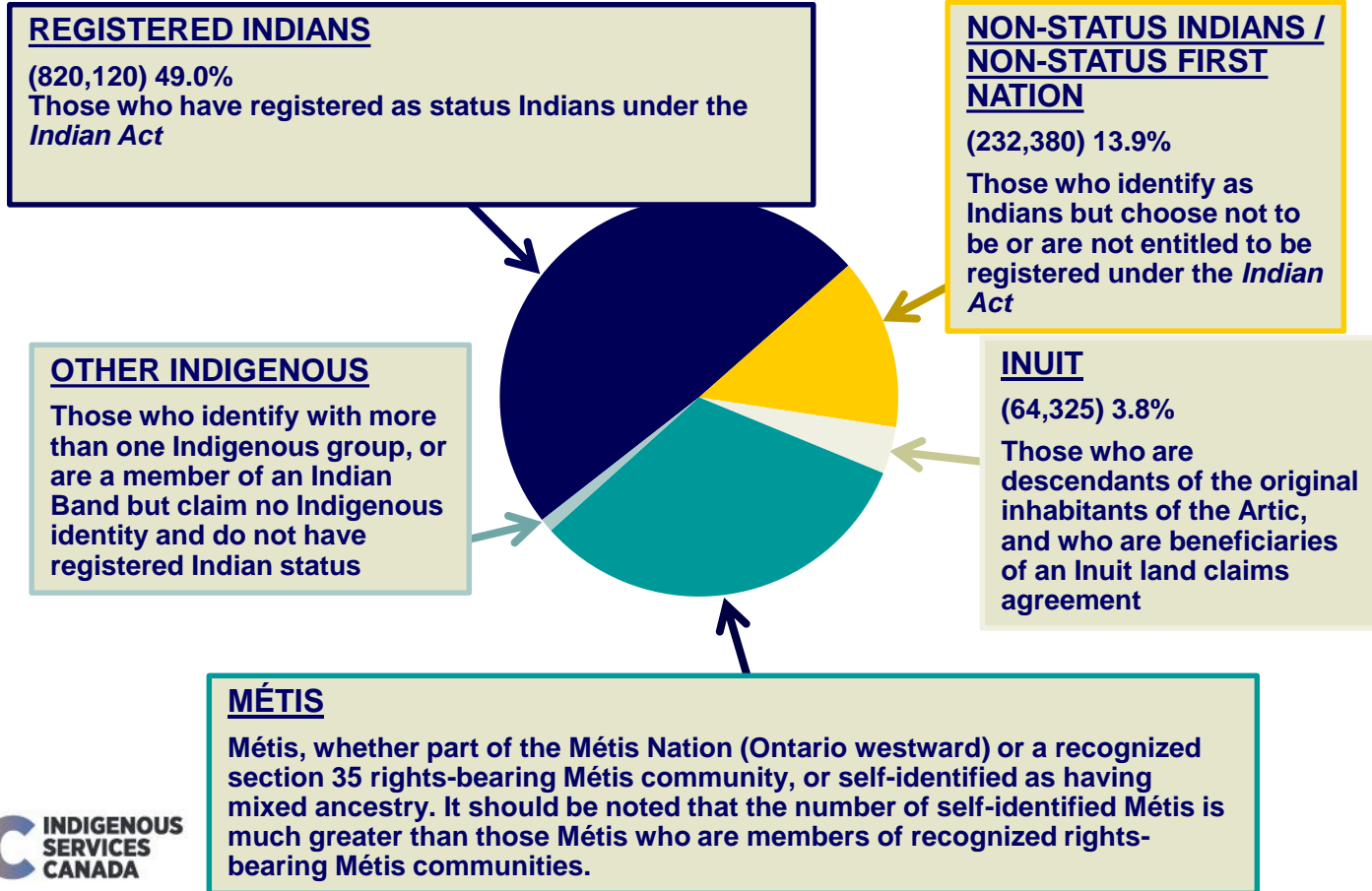
Benefits to First Nations

- Payment transactions are faster.
- Long lineups become virtually non-existent.
- Less time spent in line means = more time celebrating treaty day festivities and connecting with the wider community.
- Previously, band members generally were only able to collect in their home community. With live payments, any Manitoba band member can pick up their monies in any Manitoba community.
- Manitoba's success with the Live Payment process has led to other regions taking steps to implement this process into their own treaty annuity delivery. Interprovincial pay.

Looking ahead

- ISC will advance work that closes socio-economic gaps and improves the quality of services for First Nations, Inuit, and Métis peoples, in partnership with them, and in a way that advances self-determination.
- The Department will also continue to support the co-development of Indigenous-led institutions that will build capacity, strengthen governance and advance self-determination through the progressive and successful devolution of services to Indigenous peoples.
- Provincial and territorial governments can benefit from shared learnings and be a part of the service delivery improvements and transfer that ISC envisions.

Indigenous Populations in Canada



Demographic Trends

- In 2016, there were **1,673,785** Indigenous people in Canada, accounting for **4.9%** of the total population, Indigenous population has increased from 1,172,790 in 2006. A rate **4 times greater** than non-Indigenous population
- Between 2006 and 2016:
 - First Nations population grew by 39.3% to 977,230 people
 - Métis population grew by 51.2% to 587,545 people*
 - Inuit population grew by 29.1% to 65,025 people
- As of 2016, **4 in 10** registered Indians live on **reserve** (331,030)
 - Increase from 2011 when 315,995 registered Indians lived on reserve
 - 49,335 non-registered Indians living on reserve
- **57.9%** of Indigenous peoples reported living in **urban areas** in 2016
- There is a **growing population** of Indigenous children and youth
 - Children between age 0-14 make up 26.8% of the total population, Youth aged 15-24 make up 16.9% of the population
- ***In the next two decades, the Indigenous population is likely to exceed 2.5 million persons***