



PSSDC Information-Sharing Template – September 2016

JURISDICTION: EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA / SERVICE CANADA		Contact
<p>1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p><u>ESDC Service Strategy:</u> The service delivery landscape is evolving rapidly. ESDC has responded to these developments by developing a Service Strategy that rethinks our service delivery design principles and the way we work to meet changing citizens' and businesses' expectations.</p> <p>The strategy outlines a long-term vision, principles and goals for improved service and contributes to advancements in service delivery across the Government of Canada.</p> <p>It will modernize the way we deliver services. This includes shifting more services online, delivering services in a way that better meets the needs of our clients and working collaboratively with partners.</p> <p>The goals of the Service Strategy highlight the department's service delivery priorities:</p> <ul style="list-style-type: none"> • Clients can complete all services using digital self-service. • Clients can access bundled and connected services seamlessly across channels. • Clients receive high quality, timely and accurate services. • Clients' needs are anticipated. • ESDC is organized to efficiently and cost-effectively deliver on the vision. <p>Implementation follows a "results and delivery" model where systematic monitoring and reporting enables the department to keep track of the status and monitor progress of initiatives at regular intervals, allowing it to learn from successes and respond to issues quickly and appropriately.</p>	<p>Jacques Paquette, Senior Assistant Deputy Minister, Strategic and Service Policy Branch, ESDC/Service Canada</p>



2. **Priorities:**

Briefly describe what your organization sees as its **top service delivery priorities/initiatives over the next 12 to 36 months.**

Canada Pension Plan (CPP) Service Improvement Strategy:

The Department will be continuing to implement a series of program delivery improvements to the CPP Program (including CPP-Disability) over the next few years, which will respond to the changing service expectations of Canadians through robust online services. The Department is targeting to have the majority of CPP applications available to be completed online by September 2019.

Old Age Security (OAS) Service Improvement Strategy:

The Department is implementing a service improvement strategy, focused on client-centric services developed in a co-creation environment. The first phase of this strategy resulted in an auto-enrolment option for the OAS basic pension, where approximately 45% of new seniors entitled to OAS do not need to apply. This will be expanded through a second phase being implemented in late-October 2016, which will increase the total to over 50% of citizens not needing to apply for their OAS basic pension. At the same time, new simplified and online applications will be made available over the next few years for other clients. Additional measures will also be put in place in 2018 for a first group of clients to be auto-enrolled for the Guaranteed Income Supplement, with further expansion of this service to be developed in future years.

Benefits Delivery Modernization (BDM):

Benefits Delivery Modernization (BDM) is a strategic multi-year program that will transform the delivery of benefits processing across EI, CPP and OAS. Through investments in business process re-engineering, technology suite renewal and policy simplification, BDM will introduce a client-centric service delivery model that identifies client needs and preferences in order to help them achieve their desired outcomes faster. It will offer bundled services, enable increased levels of self-service and automation and reduce complexity when applying for programs. BDM will also generate operational efficiencies and increase the Department's agility which will allow it to be more responsive to the changing needs of Canadians. BDM is currently in the detailed planning stage of work, which will continue through to December 2017 after which time project implementation will begin.

Cliff Groen, Director General, CPP and OAS Program Oversight, Processing and Payment Services Branch, Service Canada

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Jason Choueiri, Director General, Strategic Directions, Processing and Payment Services Branch, Service Canada



<p>3. <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.</p>	<p><u>Call Centre Improvement Strategy (CCIS) & Hosted Contact Centre Solution (HCCS):</u> In support of the Department's intensive period of transformation, PPSB would like to engage with the leads of call centres in other Government departments, both federal and provincial, as well as private sector, to share best practices and lessons learned in call centre management and the use of contact centre technology. It will be particularly important to collaborate with those already operating with or with the intention of procuring advanced telephony functionality to support their service delivery model.</p> <p><u>Emerging Issues</u> The development of standardized practices for the Social Insurance Number (SIN) program to assist Canadians impacted by natural disasters or humanitarian crises. This will ensure that the SIN program is ready to respond when these types of incidents occur. This includes front line procedures and communications to partners regarding how we will operate quickly to issue SINs.</p> <p><u>Use of the 'Sex' data in the SIR</u> The SIN program is working on providing additional options for transgendered individual to both make it easier to change the sex designation in their SIN record and to provide a non-binary (third) option as part of the SIN application process.</p> <p><u>Gender Identity Information</u> Federal departments are re-examining their approach to collecting sex identity information. Some federal programs have decided to add a third, unspecified category, so the options would be M/F/X, whether they identify it as applicant's sex or applicant's gender. Some have already made this information optional to provide. Ontario has recently decided not to display this information on health cards and driver's licences will now be able to show X as well as M or F. As many federal programs are linked to provincial/territorial programs (e.g., student loan applications), it would be helpful to know the direction P/T members are taking.</p>	<p>Trevor Milne, Director General, Call Centres, Processing and Payment Services Branch, Service Canada</p> <p>Anik Dupont, Director General, Identity Policy and Program, Integrity Services Branch, Service Canada</p> <p>Anik Dupont, Director General, Identity Policy and Program, Integrity Services Branch, Service Canada</p> <p>Christine Campbell, Director General, Service Policy & Strategy, Strategic & Service Policy Branch, Employment and Social Development Canada</p>
<p>4. <u>Planning for Council Meetings:</u> Please identify topics of particular interest to your jurisdictions for future Council Meetings. <i>(Please provide a brief description for each item.)</i></p>		



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PSSDC

Public Sector Service Delivery Council

CPSSP

Conseil de la prestation des services du secteur public

