

PSSDC Information-Sharing Template – September 2016

JURISDICTION: Immigration, Refugees and Citizenship Canada		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>Client Service Improvements</p> <p>Continued to implement IRCC's Service Excellence Agenda to achieve the following goals in that services are: easy to use; timely; have up-to-date case status information; are clear and in plain language; and given clients an opportunity to provide feedback. Recent accomplishments include:</p> <ul style="list-style-type: none"> Completed Client Satisfaction Surveys for clients who received a decision on their application in 2015 with 3,721 completed responses. The survey allows the department to see clearly where there are areas of low satisfaction as well as how client satisfaction has changed over time since the last cohort surveyed in 2013. Questions were targeted at both overall satisfaction but also specific issue areas such as processing times, clarity of our processes, assurance on case status and communication with IRCC staff. Began successfully rolling out a tool that allows clients to link paper applications to an online account, giving them access to online functionality that already exists for those using online applications, such as case status information. Posted new, more streamlined guides and forms for Temporary Residents in June 2016. Undertook measures to reduce the department's inventory of in-Canada spouse and common-law partner applications. Through an internal special projects team, also identified process changes to reduce processing times for new spousal applications. In collaboration with the PCO Innovation Hub and Treasury Board Secretariat, IRCC tested the effectiveness of the user-centric service design process to: document (from a client perspective) the existing service experience for In-Canada Family Class clients; and, to identify new, innovative and achievable approaches to address client concerns and enhance the service experience. With the help of the PCO Innovation Hub, IRCC is also tested a collaborative approach by "competing" with a group of students at the Ontario College of Art and Design University which ensured that fresh ideas and insights were gained, while giving students a real project that provides them with an opportunity to learn about how the Canadian Government works. Canada's Digital Interchange/Identity Linkages Project (ILP): IRCC and ESDC are continuing discussions with Provinces on the ILP, with a view to establishing a preliminary onboarding schedule and finalizing business requirements by October. ILP is on the agenda for the Vital Statistics Council of Canada Annual General Meeting in September 2016. Negotiations of Information Sharing Agreements and Service Level Agreements will begin later in the fall. 	<p>Michelle Lattimore Michelle.Lattimore@cic.gc.ca</p>

2. Priorities:

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

Key Departmental priorities are to:

- Lead the government-wide effort to resettle 25,000+ refugees from Syria;
- Develop a plan to reduce application processing times for sponsorship, citizenship and other visas;
- Bring forward a proposal to double the number of entry applications for parents and grandparents of immigrants to 10,000 a year;
- Lead efforts to facilitate the temporary entry of low risk travelers, including business visitors, and lift the visa requirement for Mexico.

These priorities continue to be underpinned by a Departmental effort to provide services that are smart and simple. In line with these broad priorities, the following projects will be implemented under the following three priority areas of focus for this fiscal year:

1. Processes that make sense:

- An enhanced Help Centre with an improved Call Centre feedback loop.
- Online applications for a permanent resident card.
- Improved online experience with the implementation of an eServices Advisory Council.
- Streamlined applications and processes for both temporary and permanent resident services.
- Reduced questions, documents and forms for temporary resident visitor visa application.

2. Assurance to clients that their case is moving forward:

- Decisions will be made in 6 months for family class spousal sponsorship applications.
- New service standards set for Electronic Travel Authority (eTA) and Supervisas.
- Ability to link paper applications to get case status information for 17 services.
- Online access to more case status sub-steps.
- Self-serve case status information through an automated message system at the call centre expanded to additional lines of business.
- Automated text messages sent from the mailroom to confirm receipt of application.

3. Provide the opportunity to talk to someone:

- More case status information from the call centre for family class sponsorship applicants through the 'Phone Hug' pilot.
- New third party Visa Application Centre contract, leading to more locations and webchat service.
- Results of feedback trend analysis reflected in program changes.

<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>	<ul style="list-style-type: none"> • IRCC remains interested in looking at areas for potential network collaboration where IRCC clients have a need for in-person interactions but does not have a physical presence. • IRCC has proposed to test better ways to deliver services to clients who are located far from IRCC offices. The planning team is working with Service Canada to pilot videoconferencing (Fall of 2016) with clients who live in remote areas or more than 150 km from and IRCC office. Based on the results of the pilot an evaluation of the impact on service delivery for clients living in remote areas will be completed and results will be shared. • IRCC will be interested in hearing more about the two emerging priority areas for the PSSDC identified in the upcoming September meeting in Victoria: <ul style="list-style-type: none"> ○ Channel Shifting Working Group - Progress report on the work related to RFP to develop a “Behavioural Insights Playbook” or guide to share knowledge, technology, step by step approaches, lessons-learned, and best practices will benefit all jurisdictions looking at digital government ○ Service Network Collaboration Working Group - Update on progress and next steps: <ul style="list-style-type: none"> ▪ Service Mapping Project ▪ Environmental Scan ▪ Partnership 	
<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>	<ul style="list-style-type: none"> • IRCC has been examining sex/gender designations on identity documents issued by the Department. Given federal efforts to develop a coordinated policy position on this issue, and recent provincial developments (i.e. Ontario Health Card and Driver’s Licence changes), the impacts of related changes will need to be monitored. 	