

PSSDC Information-Sharing Template – September 2020

Information Sharing is collected for the purpose of the PSSDC Meeting of September 2020.

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

Jurisdictions are kindly requested to limit information sharing to a maximum of 3 pages.

Jurisdiction:	Contact
<p>1. <u>Priorities & Accomplishments:</u></p> <ul style="list-style-type: none"> Briefly describe what your jurisdiction sees as its top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities. Briefly describe any significant service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months. 	<p><i>Returning Traveller and Temporary Foreign Worker Programs</i></p> <p>Service BC is helping returning travelers follow their 14-day isolation plans upon their arrival in British Columbia by placing thousands of phone calls per day. These efforts are keeping people safe and protecting public health, homes, and livelihoods. Service BC is also contacting all Temporary Foreign Workers in the agricultural sector as they complete their isolation requirements, to ensure they are healthy, safe and have everything they need. Since April 10, 2020 Service BC employees have made over 124,000 calls to returning travellers and over 10,000 calls to temporary foreign workers. Using agile methodology, these programs were developed and implemented in days versus weeks. The management of returning travellers and temporary foreign workers in British Columbia continues to be a cross government effort.</p> <p><i>Innovating to Provide Core Services during COVID-19</i></p> <p>Throughout the pandemic Service BC has continued to deliver core services to British Columbians by rapidly evolving our service model and offering new service options designed to keep employees and the public safe. This work has included the development of an <i>Online Appointment Booking Tool</i> that's helping to reduce wait times and make it easier to maintain physical distancing in our Service Centres. This has been particularly beneficial for seniors and people with health concerns that make them more vulnerable. Citizens access the booking system via their BC Services Card or BC ID Card and as part of the booking process are also made aware of online options for their service request. Since May 22, 6,494 British Columbians have booked appointments. Integrated with our Q system, which manages our workflow and customer flow tracking, employees can see and manage bookings as they are made each day.</p> <p>Adriana Poveda</p> <p>Adriana Poveda</p>

	<p><i>Verify by Send Video</i> A new feature called Verify by Send Video was implemented in April 2020 to handle increasing volumes of BC Services Card mobile activations due to the COVID-19 pandemic. Send Video allows an individual to record a short video of themselves within the mobile app and submit it along with the correct identity documents to Service BC at any time. A Service BC customer service representative will then review the video, verify the person's identity using the same high standards as live video or an in-person visit, and send a confirmation email to the citizen within 1-2 business days.</p> <p><i>Accelerated COVID-19 Program Implementation</i> Service BC is helping citizens stay safe and understand governments response to COVID-19 by offering a dedicated COVID-19 Information Line, open 7 days a week. Accelerated program implementation resulted in the line being available to individuals and businesses within 5 days, and our contact centre successfully transitioning to a work from home model within 10 days. Our trained service professionals provide an extensive range of information from self isolation requirements to the latest economic recovery initiatives or community supports. This program frees up health sector employees to focus on true health concerns and offers British Columbians a trusted resource during anxious times.</p> <p><i>Application Modernization</i> BC Registries' modernization initiative is focused on replacing and improving the service and underlying applications used for the Corporate, Personal Property and Manufactured Homes Registries and improve the service experience to make it easier for citizens and businesses in their interactions with government.</p> <p><i>Launch of Benefit Companies</i> On June 30, 2020, BC Registries launched an application to allow for the incorporation of benefit companies, a new legal entity type. A benefit company is a for-profit company that supports a public benefit. The application builds on the development already underway as part of Registries business modernization initiative.</p>	<p>Lynda Hoel</p> <p>Jeannette Eason</p> <p>Carol Prest</p> <p>Carol Prest</p>
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