

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: Indigenous Services 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>Departmental Legislation</p> <ul style="list-style-type: none"> On July 15, 2019, legislation dissolving Indigenous and Northern Affairs Canada and formally establishing the mandates of 2 new departments, Indigenous Services Canada (ISC) and Crown-Indigenous Relations and Northern Affairs (CIRNAC), came into effect. The service delivery accomplishments, progress, and significant milestones outlined below reflect ISC's new structure and align with the department's mandate to work collaboratively with partners to improve access to high quality services for First Nations, Inuit and Métis, and to support and empower Indigenous peoples to independently deliver services and address the socio-economic conditions in their communities. <p>Secure Certificate of Indian Status</p> <ul style="list-style-type: none"> Implementation of administrative and digital solutions to improve client service and promote the Secure Certificate of Indian Status (SCIS). This includes: <ul style="list-style-type: none"> the launch of a simplified application process that removes requirement of the birth certificate; requires only one piece of ID, and expands the list of people who can serve as guarantors Public launch of a mobile photoApp that will take a passport quality photo at no cost. Inclusion of a machine readable zone (MRZ) as a standard feature on all SCIS to simplify the border the crossing experience Memorandum of Understanding with Correctional Services Canada to facilitate issuance of the SCIS prior to release from prison <p>Regional Infrastructure</p> <ul style="list-style-type: none"> Updates to an online interactive map featuring First Nations community infrastructure investments to provide transparency on results and outcomes of infrastructure investments like never before. The map showcases approximately 4,000 projects, providing details on project description, benefiting populations, photos, expenditures of completed projects, etc. (www.canada.ca/infrastructure-on-reserve). At the request of the Senate Committee on National Finance, the map now includes departmental contributions for completed projects. <p>Emergency Management</p> <ul style="list-style-type: none"> In fiscal year 2019-2020, 13,509 First Nation residents were evacuated, including 3 long-term evacuees (evacuated more than two months). As a result of enhanced service delivery, 99% of these evacuees were returned home within 60 days (and 100% should be repatriated by the end of 2019). Since January of this year, 906 long-term evacuees (1 from current fiscal year and 905 from previous fiscal years) were repatriated. Emergency preparedness funding for First Nations partners has been streamlined and increased allowing for communities to build resilience against disasters at a higher rate. In BC, ISC has entered into a tripartite Memorandum of Understanding on Emergency Management Services with the First Nations Leadership Council and the Province. The

purpose is to ensure that First Nations are recognized as full partners in both the governance and operations of emergency management. ISC, the Province, and the Tsilhqot'in National Government also have a Collaborative Emergency Management Agreement to support capacity in their six member communities, and the Department is also working to support Nation-based approaches.

Governance

- Indigenous Services Canada is implementing Indigenous Community Development Training. To date, over 700 individuals from multiple departments and organizations such as the Ottawa Police Services have participated. Indigenous Services Canada also provided train-the-trainer sessions for the BC and Saskatchewan regions, which are now providing region specific training to its staff.
- ISC is developing 19 community-led planning pilots with 140 Indigenous participants. These pilots demonstrate the value of community-led planning through quantitative and qualitative measures, including a self-assessment tool that allows First Nations to track their own progress along the governance continuum to self-determination.

Child and Family Services

- Bill C-92, *an Act respecting First Nations, Inuit and Métis children, youth and families*, received Royal Assent on June 21, 2019. The Act affirms the rights of First Nations, Inuit and Métis to exercise jurisdiction over child and family services, contributes to the implementation of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and establishes national principles such as best interests of the child, cultural continuity and substantive equality to help guide the provision of child and family services in relation to Indigenous children. These principles will guide Indigenous communities, Provinces and Territories on the delivery of child and family services, help keep families together, and help reduce the number of Indigenous children in care.

Education and Social Development

- ISC has established a new policy framework to transform First Nations elementary and secondary education on reserve and improve student outcomes. Effective April 1, 2019. ISC is implementing a new formula-based funding approach that is more directly comparable to funding in provincial education systems.
- ISC continues to work with First Nations at the regional level to support the development and negotiation of transformative education agreements that align with First Nations needs and priorities. This includes the creation of school systems and educational authorities with interested First Nations. Each agreement is negotiated independently and encompass regional First Nations-led performance measurement frameworks that require public reporting, as well as a report to Canada on performance indicators listed in the agreement.
- To date, the following regional transformative education agreements have been successfully negotiated and developed:
 - Manitoba First Nations School System, 2017 (Manitoba);
 - The British Columbia Tripartite Education Agreement, 2018 (British Columbia);
 - Maskwacis Education School Commission, 2018 (Alberta);
 - Kee Tas Kee Now Tribal Council Education Authority, 2019 (Alberta); and
 - Sunchild First Nation, 2019 (Alberta).

	<ul style="list-style-type: none"> ISC co-developed with Inuit Tapiriit Kanatami and Métis National Council a distinctions-based approach to post-secondary education supports that expand reach to include Métis Nation and all Inuit students, including student funding and wrap-around student supports and organizational capacity. <p>First Nations and Inuit Health</p> <ul style="list-style-type: none"> In 2018-19, the number of approved products, supports and services for First Nations children and youth under Jordan's Principle rose by 82.5% from the previous year¹. In addition, the Jordan's Principle National Call Centre, established in 2018, has helped First Nations children access the products, services and supports they need. Out of approximately 9,800 calls that were received, about one-third of the calls generated service requests. The results from a Client Satisfaction Survey have also helped assess the impact of Jordan's Principle. Lastly, work is underway with partners regarding the development and implementation of an Inuit Child First Initiative. For the first quarter of 2019-2020 Fiscal Year, 95 products and services were approved for Inuit children. Midwifery demonstration projects in Manitoba, Saskatchewan and Alberta are now underway; and a fourth is under development in the North. Development projects are underway in Atlantic, Quebec, Ontario and Northern Region. Changes have been made to the coverage of corrective eyewear (glasses and contact lenses) to make it easier for clients to understand their coverage and offer the client greater choice in the type of eyewear covered. An Indigenous Women's Wellbeing Advisory Committee was established to help bring forward gendered perspectives into ISC policies, programs and services. The Committee is also championing Indigenous women's sexual and reproductive health. Funding for the first year of the implementation of the Indigenous Early Learning and Childcare Framework, in partnership with Employment and Social Development Canada, to improve access to high-quality, culturally strong early learning and child care. New investments since 2015 have allowed for an additional fifty-two mental wellness teams, bringing the total to sixty-three. As a result, the number of communities that have access to federally funded mental wellness team services has increased from 86 (pre 2016 investment) to 344. The Missing and Murdered Indigenous Women and Girls health supports services were established for affected survivors and family members. The proposed services will continue until June 30, 2020 and include mental health, cultural, and emotional supports. An Incident Management Process is being piloted in two regions (Alberta and Manitoba), and is pending implementation in Quebec and Ontario. Linkages with Canadian Patient Safety Institute (CPSI) have been established for content and process. Collaboration with Nursing Services Response Centre (NSRC) for reporting and collection of data related to incidents is currently in progress. As a result of the activities and investments in e-Health, 99% of remote and isolated communities have access to telehealth services as of 2018-2019. In addition, nine Remote Presence Technology projects have been put in place to improve patient safety and access to digital health services. 	
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¹ Services can include, but are not limited to Education supports; Respite care; Healthy child development programs and services; and mental wellness services.

- The number of communities where **oral health** services are available rose from 237 in 2016-17 (62% of communities) to 303 in 2018-2019 (79% of communities).
- In British Columbia, the First Nations Health Authority, Health Canada, and the Public Health Agency of Canada and ISC, collaborated in the development of a ***Declaration of Commitment to Advance Cultural Safety and Humility in Health and Wellness Services and Organizations***. Through this Declaration, the partners have committed to work together to promote the principles of cultural safety and humility within the healthcare system in BC.
- Also in **BC**, a **tripartite Memorandum of Understanding** was signed between the Federal and Provincial Governments and the First Nations Health Council in BC in 2018 regarding new flexible funding approaches that will support First Nations to plan, design and deliver a continuum of community-based mental health and wellness services.
- ISC supported the Thunderbird Partnership Foundation in the development of two **First Nations service delivery models** – Land for Healing; and Crisis Planning, Prevention, Response and Recovery – for use by communities in community planning. Memorandums of Understanding that support **system transformation** and a movement to greater First Nations control over health services were advanced in Ontario, Quebec, Saskatchewan and Manitoba.

Regional Initiatives

- ISC is working with **Maritime First Nations** to review how best to transition income assistance programs to reflect both First Nations needs and government policy. The Department has worked with First Nations' leadership and signed separate terms of reference with New Brunswick, Nova Scotia, and Prince Edward Island Chiefs in support of the implementation of First Nations-led research on a comparison of provincial and on reserve Income Assistance programs. In light of the results of this research, **Nova Scotia** and **New Brunswick** Chiefs have expressed an interest in pursuing negotiations for self-determination in the area of Income Assistance; while both Chiefs in **Prince Edward Island** developed a First Nations Income Assistance policy which became effective within the communities on April 1, 2019.
- In **Quebec**, ISC worked with the Quebec and Labrador First Nations Health and Social Services Commission (CSSSPNQL) to renew the planning model for First Nations Child and Family Services (FNFS). First Nations now have complete autonomy over their development and approval processes.
- In **Ontario**, 16 communities are being connected to the provincial power grid through a \$1.6 billion federal investment in the Wataynikaneyap Power Transmission Project. Ontario Region continues to engage other diesel-reliant First Nation communities to seek electricity solutions that fit their needs and priorities.
- In **Manitoba** a pilot project to attempt digital treaty payments ("LIVE payments") in First Nation communities successfully increased the time in payment delivery and accuracy and treaty members could pick up their payments in any community instead of being required to travel to their home community. The feedback received from First Nations was positive and the initiative will expand to other regions.

	<ul style="list-style-type: none"> • In Alberta, Regional Education Agreements with Kee Tas Kee Now Tribal Council Education Authority (KTCEA) and Sunchild First Nation marked a significant step towards First Nations control of First Nations education. The agreements, which were the first of their kind in Canada, recognize the right of First Nations people to make educational decisions that affect their students, to control their own educational institutions, and respond to the unique needs, experiences, beliefs, and values of First Nations students. • In British Columbia, 46 First Nations in BC transitioned to a 10 Year Grant for ISC core programs effective April 1, 2019 in support of the New Fiscal Relationship. As well, three Tripartite Memorandum of Understandings (MOU) have been signed all in the past year with Shuswap, Wet'suwet'en, and Cowichan Tribes. The MOU commits the parties to working in partnership to advance the nations' desire to exercise jurisdiction over their child and family services. • ISC has entered into a tripartite Memorandum of Understanding on Emergency Management Services with the First Nations Leadership Council and the Government of British Columbia. The purpose is to ensure that First Nations are recognized as full partners in both the governance and operations of emergency management. 	
<p>2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>Child and Family Services</p> <ul style="list-style-type: none"> • Work with partners to ensure the smooth transition and implementation of Bill C92, <i>An Act respecting First Nations, Inuit and Métis children, youth and families</i>. The implementation of the Act will entail discussions with Indigenous, provincial, and territorial partners on matters such as establishing distinctions-based transition governance structures, capacity building, funding requirements and tripartite coordination agreements. • Continue to make progress on the points of action to address the over-representation of Indigenous children and youth in care in Canada and reform Indigenous child and family services that the federal government committed to at the January 2018 Emergency Meeting on Indigenous Child and Family Services involving Indigenous partners, provincial and territorial representatives, youth (including youth with lived experience), experts and advocates. <p>Education and Social Development</p> <ul style="list-style-type: none"> • Ongoing work with First Nations partners at the regional level to support the development and negotiation of regional education agreements that respond to the education goals and priorities set by First Nations. Negotiation of 27 agreements are currently underway. • Supporting the efforts of Inuit Tapiriit Kanatami and the Métis National Council in the implementation of their post-secondary education strategies. • Supporting a First Nation-led engagement process to inform improvements to the Income Assistance program. • Engage with Indigenous partners and other stakeholders in the development of a long-term care continuum with an emphasis on addressing the social determinants of health. This work will consider the House of Commons Standing Committee on Indigenous and Northern Affairs report released in December 2018. 	

	<p>First Nation and Inuit Health</p> <ul style="list-style-type: none"> • A new Health Information Claims Processing Services system will be launched in spring 2020. This national claims processing system will reflect a range of service improvements, including claims processing for two additional benefit areas (vision care and mental health counselling) through the HICPS system. An online client portal will also be offered. The new system will also include a non-binary gender identifier, consistent with federal policy direction on Sex and Gender information practice. <p>Lands and Economic Development</p> <ul style="list-style-type: none"> • Replacing the National Additions to Reserve Tracking System with a Project Management tool that can support eventual devolution to Indigenous institution(s). • Working with Indigenous partners to modernize the land and Additions to Reserve policies to better reflect the needs of First nations. • Continue to implement Budget 2018 investments in First Nation Land Management, including funding for capacity building and to enable 50 new First Nations over five years to opt in. • In partnership with the National Advisory Committee on Matrimonial Real Property and the Centre of Excellence on Matrimonial Real Property, work on a modified service delivery model to continue support for the <i>Family Homes on Reserves and Matrimonial Interests or Rights Act</i>. <p>Secure Certificate of Indian Status and Individual Affairs</p> <ul style="list-style-type: none"> • Build on the mobile photoApp to create a fully online application process for the Secure Certificate of Indian Status • Adopt administrative and digital solutions to improve client service and adherence to service standards relating to registration under the Indian Act, SCIS issuance, and administration of estates • Take active steps towards increasing First Nations control in the administration of services to individuals including through third party service agreements <p>Emergency Management</p> <ul style="list-style-type: none"> • Update Emergency Management Service Agreements with provinces and territories to integrate First Nations as equal partners to ensure service delivery is based on their lead, needs and aspirations. • Ongoing implementation of the National <i>Build Back Better</i> policy to support building community resilience, reduce evacuation duration and reduce negative consequences resulting from emergency events/evacuations. <p>Strategic Water Management</p> <ul style="list-style-type: none"> • Co-develop a long-term strategy on water and wastewater on reserve. This strategy will identify the steps to advance the move to transfer full care and control of water and wastewater infrastructure funding services to First Nations. • Eliminate Long-Term Drinking Water Advisories (LTDWA); over the next 12 months, 26 LTDWAS are projected to be lifted, reducing the number of LTDWAS on public systems on reserve from 56 to 30. 	
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	<p>New Fiscal Relationship</p> <ul style="list-style-type: none"> As more First Nations work towards qualifying for the 10-Year Grant, ISC will work with First Nation co-development partners to continue to strengthen the 10-Year Grant, including by providing funding escalation starting in 2020-21 to account for inflation and population growth, and by developing more effective collaborative and capacity support mechanisms to support management of fiscal relationships under grant funding. <p>Community Infrastructure</p> <ul style="list-style-type: none"> Co-develop and establish First Nation-led infrastructure institutional models for the delivery of infrastructure programming in order to improve essential physical infrastructure for Indigenous communities. Complete the engagement for the Indigenous Fire Marshal's Office, and develop a governance model, mandate, and organizational framework for the institution. Finalize the First Nation Housing strategy and implementation plan and enhance federal housing program reform during transition phases toward First Nation care, control and management of housing programs and services. 	
<p>3. <u>Showcase/Sharing:</u> 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? (This information will help in agenda planning for future meetings.)</p>	<p>Individual Affairs</p> <ul style="list-style-type: none"> The mobile PhotoApp that takes a passport quality photo at no cost at any location has relevance to other organizations who issue identity documents. <p>New Fiscal Relationship</p> <ul style="list-style-type: none"> The introduction of the 10-Year Grant was supported by extensive co-development involving both the Assembly of First Nations and the First Nations Financial Management Board, as the eligibility criteria for the Grant are derived from Financial Management Board standards. Co-development informed not only policy development but operational elements as well including the grant funding agreement model. <p>Regional Infrastructure Delivery</p> <ul style="list-style-type: none"> The departmental online interactive map and Infrastructure Web pages featuring First Nations community infrastructure investments showcases approximately 4,000 projects, providing details on project description, benefiting populations, photos, expenditures of completed projects, etc. (www.canada.ca/infrastructure-on-reserve) <p>Emergency Management</p> <ul style="list-style-type: none"> Streamlined application process for non-structural mitigation and preparedness funding program facilitating greater flexibility and increased partner uptake. <p>Funding Mechanisms:</p> <ul style="list-style-type: none"> The new Comprehensive Funding Agreement model supports inclusion of federal departments, with potential for a single funding agreement between a First Nation and the Government of Canada. Among the multiple funding approaches in the model, the 10-Year Grant is also an opportunity for other departments to offer communities greater flexibility in responding to yearly priorities and pressures. 	

	<p>Regional Initiatives</p> <ul style="list-style-type: none"> • In Saskatchewan, First Nations involved in Comprehensive Community Planning have developed and provide reporting updates on metrics of importance using an online dash board (www.SKFN.ca). This model has proven a useful reporting tool for a dozen individual First Nations to model their own dash boards to measure and report on success measures of importance to their communities. • In Alberta, First Nations Technical Services Advisory Group (TSAG) is a not-for-profit First Nation organization that provides technical support and training to Alberta First Nations in the Treaty 6, 7, and 8 regions. In support of First Nation care and control of community infrastructure, Alberta Region is currently engaging with TSAG in regards to sustainable infrastructure program delivery by a First Nations organization. • In British Columbia, the First Nations Public Service Secretariat (FNPSS), the First Nations Summit (FNS) and the British Columbia Federal Council (BCFC), of which ISC is a member, signed a Memorandum of Understanding (MOU) in June 2019 to formalize their commitment to working together to enhance public service development for BC First Nations communities and representatives of federal departments through horizontal exchange of tools and experience that will allow for significant two-way learning. The FNPSS, FNS, and BCFC intend to create a consolidated GOC Program List to share with First Nations Band Administrators in BC, launch a pilot exchange program between Regional Federal Departments and First Nations communities/organizations, and support Indigenous internship opportunities in the federal government and First Nation administrations. 	
<p>4. Issues and Needs: 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>With a legislated long-term mandate to support First Nations' self-determination so they may develop and deliver their own high-quality services to support strong social, economic, and health outcomes, ISC must take into account the range of service delivery models are in place to support the provision of services to Indigenous peoples. Some of the common challenges in the delivery of quality services and moving toward an Indigenous-led approach are outlined below:</p> <ul style="list-style-type: none"> • Remoteness provides a specific challenge for ISC, as some regions have a high number of communities that are not connected with local power grids, and rely on high-cost diesel power generators, impacting the quality and accessibility of services and cost of infrastructure is generally higher than in non-remote communities. ISC is seeking support and collaboration, where possible, from PSSDC council jurisdictions, to increase connectivity and to improve infrastructure in remote communities. • An expansion of data sharing agreements / initiatives with provincial vital statistics could facilitate/ enhance access to information and documentation required to register individuals under the <i>Indian Act</i>. • Sharing best practices regarding the use of algorithm/ artificial intelligence to improve processing times, create operational efficiencies for services. • As we move to co-developed policy options and priority settings, ISC will need to move at a pace determined by partners given the need to seek input from community members, individuals, Indigenous organizations and Indigenous institutions. • Working collaboratively to address geographic (e.g. on-reserve/off-reserve) and jurisdictional barriers to service will help to improve the client-experience for Indigenous people across Canada. For example, collaboration across jurisdictions to: 	

	<ul style="list-style-type: none">○ Facilitate the certification and licensing of long-term care facilities on reserve to ensure safety and equity in the quality of care.○ Support the long-term care facilities on-reserve by facilitating their access to system level services and supports offered in provincial/territorial facilities.○ Explore ways to improve the cultural appropriateness of long term care off reserve	
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