

PSSDC Information-Sharing Template – February 2020

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

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

Jurisdiction: Employment and Social Development Canada (ESDC)/Service Canada		Contact
1. <u>Priorities & Accomplishments:</u> <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. 	<u>Access Monitoring to Detect Unauthorized Access, Fraud and Information Misuse</u>	Isabelle Côté Director Corporate Security and Internal Investigations, Integrity Services Branch
	<p>This initiative is strengthening ESDC's security posture by addressing the risk of internal threats that may be parallel to those experienced in external organizations that have recently had breaches, and ensuring we have the best possible protections in place.</p> <p>ESDC safeguards one of the largest repositories of personal information on Canadians in the federal government. Protecting this information is paramount and requires ESDC to maintain robust security controls against unauthorized access, including taking proactive action against improper and unethical conduct of Department employees.</p> <p>ESDC has controls and mechanisms in place to control unauthorized access to departmental databases and continuously improves its processes to align with the Office of the Privacy Commissioner. We have put in place an additional proactive method that systematically identifies unauthorized access to departmental databases that limit access to sensitive information to those with a need to know and to keep a log recording what files were accessed, when and by whom.</p> <p>To enhance detection, ESDC began a pilot project in May 2018 to actively monitor the log files to assess whether there were unauthorized access or improper use of systems by employees. This monitoring is in addition to other awareness mechanisms currently in place to support the prevention and detection of such instances. (i.e., employee training on systems, security awareness, reminders to employees).</p>	

	<p>Awareness of prevention is key. As a result, we need to continue to change the culture, strengthen awareness of employees' roles and responsibilities and additional awareness around disciplinary action.</p>	
	<p><u>Benefits Delivery Modernization (BDM) Programme</u></p> <p>BDM is the Government of Canada's strategic solution for ensuring the government can continue to reliably and accurately provide Canadians with Employment (EI), Canada Pension Plan (CPP) and Old Age Security (OAS) benefits. The programme will expand self-service options, reduce wait times, streamline application processes and enable resolution at first point of contact.</p> <p>Planning and definition will be completed in 2020-21, and later in the fiscal year, BDM will commence implementation activities subject to favourable funding and Treasury Board decisions.</p>	<p>Tammy Belanger Programme Manager, Enterprise Major Project Execution, Transformation and Integrated Service Management Branch</p>
	<p><u>Old Age Security Service Improvement Strategy</u></p> <p>ESDC is modernizing the delivery of the OAS program by improving services to eligible Canadian seniors, including low-income individuals, while also increasing efficiency in OAS processing.</p> <p>The OAS Service Improvement Strategy (SIS) is being implemented in three phases. The first two phases have been completed and the project is now in Phase 3. The key deliverables for Phase 3 are Migration and implementation of remaining e-Services.</p> <p>The OAS legacy technology system is 56-years-old, and at risk of increased errors and outages due to aging software and complex policy measures that have been built into the system over the years as the program has evolved. Currently 6.2M seniors rely on these benefits, with this figure increasing each year.</p>	<p>Megan Kennedy, Director General, Major Project Execution, Transformation and Integrated Service Management Branch</p>

	<p>The objective of the OAS SIS migration is to move pension data, for current and previous OAS clients, from the high-risk OAS Legacy platform to the more modern CPP platform, creating an integrated, reliable solution for the two pensions programs. OAS migration is planned for December 2020 and the project end date is June 2021. OAS Migration is currently on track.</p> <p>In addition to ensuring stability, the consolidated CPP and OAS platform will enable more automated processing to better support the anticipated beneficiary growth of 9.3M recipients by 2030. It will allow more OAS and CPP services to be integrated where possible, an important feature given that 90% of pension clients outside of Quebec receive both CPP and OAS.</p> <p>OAS Migration is focused on ensuring that current and future OAS and CPP benefit recipients continue to receive the right benefit amount at the right time.</p> <p>As part of the OAS SIS initiative, a combined OAS/GIS Online Application was made available to the public on November 23, 2019. This provides clients with two application options: paper and online.</p>	
	<p><u>Hosted Contact Centre Solution (HCCS)</u></p> <p>ESDC is implementing HCCS, a modern and supported technology that will provide enhanced functionalities to support the Department's business requirements. The HCCS platform enables ESDC to continue improving and modernizing its call centre services, and responds to the evolving needs and expectations of clients.</p> <p>To date, ESDC has migrated three contact centres onto the HCCS platform:</p> <ul style="list-style-type: none"> • The ESDC pilot site for HCCS, ESDC's National Service Desk on August 17, 2018. • The Employer Contact Centre on October 28, 2018. • CPP & OAS Release 1 (Call Centre and IVR) – May 13, 2019. 	<p>Trevor Milne, Director General, Call Centre Operations, Transformation and Integrated Service Management Branch</p>

	<p>The planned migration schedule for the remaining sites (subject to service readiness) are:</p> <ul style="list-style-type: none"> • EI - March 7, 2020. • CPP/OAS Release 2 (Interactive Voice Response (IVR) Self-Service / Transactions) – anticipated May/June 2020. <p>Currently, the EI Specialized Call Centre is in the operational readiness phase, and CPP/OAS Release 2 is in the build phase.</p>	
<p>2. Showcase Opportunity:</p> <ul style="list-style-type: none"> • List any significant deliverable(s), resource(s) or application(s) that you would like to present as a showcase item at an upcoming meeting or teleconference. <p>Please provide a brief description of the item(s) to profile, time required and any other relevant information.</p>	<p><u>Partnership with Atlantic Universities</u></p> <p>Benefits Delivery Services (BDS) Atlantic Region continues to develop partnerships with two Atlantic universities (Memorial University of Newfoundland (MUN) and University of New Brunswick (UNB)) in order to increase our ability to recruit medical adjudicators who are required to review and process Canada Pension Disability Applications. As part of their studies, students can decide to complete one of their “Nursing Practice Electives” at Service Canada. The course format is different for each university; however, all have onsite learning about Canada Pension Plan Disability and the role of the Medical Adjudicator.</p>	Christine McDowell, Director General, Citizen Services and Program Delivery Branch, Atlantic Region
	<p><u>Ontario Social Assistance to Pensions Project</u></p> <ul style="list-style-type: none"> • Opportunity: leverage client information provided to receive Social Assistance benefits from one level of government (Ontario’s Ministry of Children, Community and Social Services [MCCSS]) to apply for pensions benefits from another level of government (Service Canada). • Collaboration: Ontario Social Assistance clients receive integrated OAS/GIS applications pre-populated with their personal information (drawn from MCCSS’s client database) to complete and return to Service Canada 11 months prior to them turning 65. • Results: over 6,000 applications received since April 2018, greatly improving the number of Social Assistance clients applying for their pension on time. 	Mary Crescenzi Director General, Strategic Services Service Canada, Ontario Region

	<u>Pilot Project with Ontario's Workplace Safety and Insurance Board (WSIB)</u> <ul style="list-style-type: none"> • Opportunity: modernize and streamline information-sharing with client consent for repayment of concurrent Employment Insurance and WSIB benefits. • Collaboration: Secure File Transfer Protocol enables Service Canada and WSIB to digitally exchange client consent and benefits information to calculate and directly reimburse overpayments (rather than overpaying the client and requiring the client to repay monies owed). • Results: 85% increase in annual reimbursements to EI compared to pre-implementation levels, totalling over \$4 million in reimbursements since June 2015. 	Mary Crescenzi Director General, Strategic Services Service Canada, Ontario Region
	<u>Joint Data Portal</u> <ul style="list-style-type: none"> • Opportunity: take an inter-governmental and collaborative open data approach to service delivery in Ontario. • Collaboration: a shared data environment was developed by Service Canada, Ontario Region in collaboration with Ontario's Ministry of Labour, Training and Skills Development (MLTSD). • Results: shared data is used for improved evidence-based decision-making based on the visualization of labour market and socio-economic conditions across Ontario, with a special focus on Northern Ontario. This data-rich environment has been expanded to include information from Northern Indigenous Skills and Employment Training Program (ISETP) Agreement Holders to enhance their evidence-based decision-making. 	Mary Crescenzi Director General, Strategic Services Service Canada, Ontario Region
	<u>BC Tripartite Skills, Training and Employment Committee</u> <p>The Committee, including Rights Holders, Canada, and the Province of BC, will be instrumental in reducing gaps and barriers in labour market programs and services.</p>	Sam Boonstra Director, Program Delivery Branch, W-T Region

- The First Nations Leadership Council (FNLC), involving First Nations Summit of BC; Union of BC Indian Chiefs; BC Assembly of First Nations, presented strong messages, supported by three Resolutions, for the creation of a stand-alone tripartite committee for skills, training and employment in BC. The resolutions identify the BC Aboriginal Training Employment Advisory Members (BC ATEAM) as the participating Indigenous service organization.
- The objective of this Committee would be to identify priorities and set the strategic framework to increase the skills and employment outcomes of First Nations peoples in BC.
- The proposed Committee will be instrumental in reducing gaps and barriers in labour market programs and services by addressing labour market supply and demand issues and program delivery strategies in a coordinated manner through a client-centred approach.
- To date, the BC Tripartite Skills Training Working Group and Steering Committee have been established:
 - The Steering Committee provides oversight and direction for this effort and is comprised of FNLC and Assistant Deputy Ministers from Employment and Social Development Canada/Service Canada, the Ministry of Advanced Education, Skills and Training and the Ministry of Social Development and Poverty Reduction.
 - The BC Tripartite Working Group is comprised of: FNLC; two ministries of the Province of British Columbia – Social Development and Poverty Reduction (SDPR) and Advanced Education, Skills and Training (AEST); the BC ATEAM; and Service Canada.
- Developments to date will be presented at Our Gathering 2020 in an interactive breakout session January 22, 2020, engaging Community leaders to describe community priorities, best practices and gaps, how Canada and BC can work better together to strengthen skills, training and employment outcomes for First Nations peoples in BC.

<p>3. <u>Issues / Needs:</u></p> <ul style="list-style-type: none"> Briefly describe any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance (e.g. pilot). If available, provide details on problem statement, project scope and targeted outcomes/deliverables. 	<p><u>Service Delivery Partnerships</u></p> <p>The W-T Region is interested in working with provincial and territorial partners to find ways to deliver Service Canada services through partnerships, similar to the partnership with GNWT.</p>	<p>Jonathan Andrews Executive Director Transformation, Rural and Remote Services, Partnerships, CSB W-T Region</p>
	<p><u>Developing an Integrated Network</u></p> <p>Developing an integrated network increases effective service delivery. However, challenges persist:</p> <ul style="list-style-type: none"> <i>Capacity:</i> Not every organization in the network has the capacity or willingness to engage in activities outside of their direct service deliverables. <i>Knowledge:</i> Lack of awareness and understanding of services provided by key players in the network. <i>Process:</i> Lack of an appropriate referral system. <p>Further engagement and collaboration with key partners and governments in all jurisdictions will be critical in supporting further development of service networks.</p>	<p>Sarah Cox Executive Director, Outreach Services, Citizen Service Branch - NHQ</p>