

PSSDC Information-Sharing Template – February 2019

Information Sharing is collected for the purpose of the PSSDC Meeting of February 2019.

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

JURISDICTION:	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>Recent IRCC accomplishments using the Client Journey Framework of Seek, Apply, Wait and Move Forward:</p> <ul style="list-style-type: none"> • Seek: Made processing times more meaningful: <ul style="list-style-type: none"> ○ Launched first client facing infographic “A guide to sponsor your spouse, partner or child” in November 2018 with a view of making the process clearer for clients. ○ Completed a best practices analysis of how each of the Migration Five countries (Australia, Canada, New Zealand, United States and United Kingdom) measures and communicates processing times (wait times) (June 2018). • Apply: Innovated with and for clients: <ul style="list-style-type: none"> ○ Concluded the Permanent Residence (PR) card pilot project to test new ways to produce PR cards faster, reducing wait times from 60 to 10 days for the pilot sites. ○ Hosted the first Deputy Minister’s Client Experience Advisory Committee with leaders from private and public sector organizations in order to solicit advice and guidance on how to improve the experience of our clients (October 2018). ○ Launched a dedicated usability space at a local IRCC office so that products and services can be directly tested with clients before they are implemented. • Wait: Improved processing times and transformed client support: <ul style="list-style-type: none"> ○ Addressed Temporary Resident processing challenges (volumes have risen 25% over the past year) by testing advanced analytics to triage low risk applications. ○ Improved client access to information: <ul style="list-style-type: none"> ▪ Developed call back functionality for the Client Support Center (CSC) to enhance the service offered to clients who call in and want to speak to an agent. Set to deploy in April 2019. ▪ Launched a progress bar for Express Entry clients within the MyAccount system to give clients a visual indicator of their application’s progress against average processing times (December 2018). ○ Reduced the response time of enquiries submitted via IRCC’s web form from 10 business days to 5 business days. • Move Forward: Improved settlement outcomes: <ul style="list-style-type: none"> ○ Signed first set of Settlement Delivery Improvements contribution agreements to help fund initiatives that will test new or improved service models and achieve more targeted outcomes for specific client groups. ○ Identified opportunities to make administrative improvements to the Interim Federal Health Program (IFHP) by: <ul style="list-style-type: none"> ▪ Conducting user research on the experiences of dental care providers and clients to identify administrative barriers to their participation in the IFHP. ▪ Expanding the list of those eligible to provide mental health services to refugees to include social workers.

<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>Some key client service priorities moving forward using the Client Journey Framework of Seek, Apply, Wait and Move Forward:</p> <ul style="list-style-type: none"> • Seek: Make processing times more meaningful to clients: <ul style="list-style-type: none"> ○ Develop and test infographics for several lines of business (e.g. Citizenship Grant) to make the process more clear to clients (by March 2019). ○ Publish revised service standards on IRCC’s external website in 2019 to reflect service commitment transparently to clients. • Apply: Innovate with and for clients: <ul style="list-style-type: none"> ○ Enhance digital access for clients by developing a client-centric online application for Visitor, Student and Work permits – implementation targeted for December 2019. ○ Implement a Service Excellence Staff Engagement strategy that aims to build a culture of service excellence and empower staff to deliver a better client experience. • Wait: Improve processing times and transform client support: <ul style="list-style-type: none"> ○ Develop a better intake strategy with improved online services to help reduce wait times for Privately Sponsored Refugee applications to 12 months. ○ Pilot increased in-person client support at Domestic Offices and online, with a view of conducting user research and usability. • Move Forward: Improve settlement outcomes: <ul style="list-style-type: none"> ○ Sign the remaining Settlement Delivery Improvements agreements and collect initial lessons learned from funded projects in Q1 (2019/2020). ○ Through the Claims Administration Modernization Project, identify and implement solutions to improve access to and ease the delivery of the Interim Federal Health Program. 	<p>Jae Won Chung, Acting DG, Client Experience</p>
<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? <i>(This information will help in agenda planning for future meetings.)</i></p>	<ul style="list-style-type: none"> • Working on client experience initiatives within the Atlantic Immigration Pilot, to examine how client experience enhancement can contribute to more effective attraction and increased retention of newcomers in the Atlantic region. 	<p>Jae Won Chung, Acting DG, Client Experience</p>
<p>4. <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 is looking at best practices in “One Portal Services” and we are curious about approaches to using chat bots (ML) in customer service. What challenges have others faced in developing these avenues for delivering online service? • IRCC would like to know how other organizations and jurisdictions are defining and measuring success in their client support branches. What does ‘great client support’ look like to you? 	<p>Jae Won Chung, Acting DG, Client Experience</p>