

## PSSDC Information-Sharing Template – October 2017

JURISDICTION: Indigenous and Northern Affairs Canada		Contact
<p><b>1. <u>Accomplishments:</u></b> Briefly highlight <b>major service delivery accomplishments, progress, and/or significant milestones</b> achieved in your jurisdiction <b>over the past 6-12 months</b>.</p>	<ul style="list-style-type: none"> <li>○ The intake process for the Secure Certificate of Indian Status was enhanced by digitizing the intake of applications at the Regional level thereby reducing reliance on mail and improving service delivery times. Updates to streamline the number of application forms and the introduction to an end-to-end process, for both registration and for the Secure Certificate of Indian Status, are expected in 2017-18.</li> <li>○ Service Canada page has been replaced by <a href="#">Indigenous peoples' audience page</a> on <a href="#">Canada.ca</a> which contains links to all GOC programs and services for Indigenous peoples offered by Government of Canada Federal Departments.</li> <li>○ 2015-16 Performance Management results, part of the Performance Measurement Strategies, were <a href="#">published</a> on April 2017. The process of performance review for 2016-17 is underway. The results are planned to be posted on the internet website by end of September 2017. <ul style="list-style-type: none"> <li>○ <a href="https://www.aadnc-aandc.gc.ca/eng/1415894585565/1415894630509">https://www.aadnc-aandc.gc.ca/eng/1415894585565/1415894630509</a></li> </ul> </li> <li>○ All INAC webpages contain a link to the online feedback form where users can submit any technical issues related to the site. Additionally, the Departments have included the InfoPubs generic email address (<a href="mailto:InfoPubs@aadnc-aandc.gc.ca">InfoPubs@aadnc-aandc.gc.ca</a>) for general public enquiries. This mechanism of providing users with the opportunity to provide input and comments is continuously being improved.</li> </ul>	<p>Resolutions and Individual Affairs Sector, Individual Affairs Branch (Sylvain Parent)</p> <p>Digital Communications, Web Renewal (John Kane)</p> <p>CFRDO, Transfer Payments Centre of Expertise (Jean Philippe Simard)</p> <p>Digital Communications, Web Renewal (John Kane)</p>
<p><b>2. <u>Priorities:</u></b> Briefly describe what your organization sees as its <b>top service delivery priorities/initiatives over the next 12 to 36 months</b>.</p>	<ul style="list-style-type: none"> <li>○ Secure Certificates of Indian Status &amp; Registration</li> </ul>	<p>Resolutions and Individual Affairs Sector, Individual Affairs Branch (Sylvain Parent)</p>

	<ul style="list-style-type: none"> <li>○ Integrated client information access points (departmental 1-800 number and website) <ul style="list-style-type: none"> <li>○ Public Enquiries Contact Centre <ul style="list-style-type: none"> <li>▪ <b>Email:</b> <a href="mailto:InfoPubs@aadnc-aandc.gc.ca">InfoPubs@aadnc-aandc.gc.ca</a></li> <li>▪ <b>Phone (toll-free):</b> 1-800-567-9604</li> <li>▪ <b>Fax:</b> 1-866-817-3977</li> <li>▪ <b>TTY (toll-free):</b> 1-866-553-0554</li> </ul> </li> </ul> </li> <li>○ <a href="#">The Departmental Library and Enterprise Information and Records Management</a> <ul style="list-style-type: none"> <li>○ “Need help with research on the department, Canadian Indigenous Peoples or the Canadian North? The Library will provide you with information that is easy to find within three business days. Research for complicated requests may take fifteen to twenty business days, or longer, but we will provide you with an estimate of the time required to answer your request within three business days.” <ul style="list-style-type: none"> <li>▪ <b>E-mail:</b> <a href="mailto:Reference@aadnc-aandc.gc.ca">Reference@aadnc-aandc.gc.ca</a></li> <li>▪ <b>Phone:</b> 819-997-0811</li> </ul> </li> </ul> </li> </ul>	<p>CFRDO (Pierre Beaudreau, National Manager, Public Enquiries)</p> <p>CFRDO (Pierre Beaudreau, National Manager, Public Enquiries)</p>
<p><b>3. <u>Showcase/Sharing:</u></b> Are there <b>any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing</b> in their own jurisdiction? (<i>This information will help in agenda planning for future meetings.</i>)</p>	<ul style="list-style-type: none"> <li>○ <a href="#">The Departmental Library and Enterprise Information and Records Management</a> <ul style="list-style-type: none"> <li>○ Shares legacy INAC records with indigenous claims researchers under the application of the Privacy Act. In the interest of transparency and reconciliation these historic documents are available to the public for use.</li> </ul> </li> </ul>	<p>CFRDO (Pierre Beaudreau, National Manager, Public Enquiries)</p>
<p><b>4. <u>Issues and Needs:</u></b> Briefly describe <b>any service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.</p>	<ul style="list-style-type: none"> <li>○ Access to services in remote and northern communities continues to be limited. INAC is working towards addressing this matter.</li> </ul>	

