

# **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).**

<b>Jurisdiction: Employment and Social Development Canada (ESDC)/Service Canada</b>		<b>Contact</b>
<b>1. <u>Priorities &amp; Accomplishments:</u></b> <ul style="list-style-type: none"> <li>Briefly describe what your jurisdiction sees as its <b>top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities.</b></li> <li><b>Briefly describe any significant service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months.</b></li> </ul>	<b><u>Benefit Delivery Modernization (BDM)</u></b> <p>BDM is ESDC's plan to modernize how EI, CPP and OAS benefits are delivered to Canadians. This multi-year programme of work will transform service delivery to Canadians, streamline the outdated operating model, address aging technology and reduce payment inaccuracies. It will provide the agility that does not exist today, to easily implement the policy changes that the Government directs, and will ensure that clients get the benefits to which they are entitled.</p> <p>ESDC is currently completing its programme planning and definition work which includes how services will be delivered at the end of BDM, and a roadmap for achieving this model over four phases, and the benefits to be realized as each phase is completed. Upon completion of those activities, BDM will commence implementation activities for the first phase.</p>	<b>Tammy Belanger</b> Business Change Authority, Benefit Delivery Modernization, Transformation Management Branch
	<b><u>Resumption of In-person Services</u></b> <p>Service Canada has gradually and safely reopened its 90 Service Canada Centres across the country, allowing Service Canada to serve 86% of the population within 100 kilometres of a Centre. Decisions about reopening have been guided by public health advice, and with the priority that as many Canadians as possible should be able to access an open Service Canada office.</p> <p>The first Service Canada Centres started reopening on July 8, 2020 beginning with 14 sites. The reopening of these early sites went smoothly, with manageable client volumes and staff who were comfortable with the new physical safety measures.</p> <p>Service Canada is beginning to open the next wave of offices by building on the lessons learned in wave 1.</p>	<b>Evelyn Power</b> Director General, In Person Operations and Strategies, Citizen Services Branch

	Service delivery mechanisms established to support clients during office closures will continue to be available. Both eService and the Service Canada Outreach Support Centre will continue to assist individuals with program, service and benefit needs. The focus of office re-opening will be to continue providing service to the most vulnerable clients that require in person support.	
<b>2. Showcase Opportunity:</b> <ul style="list-style-type: none"> <li>List any significant <b>deliverable(s), resource(s) or application(s)</b> that you would like to present as a <b>showcase item at an upcoming meeting or teleconference.</b></li> <li>Please provide a brief <b>description of the item(s) to profile</b>, time required and any other relevant information.</li> </ul>	<p><b><u>eServiceCanada, e-COLS and eSIN</u></b></p> <p>Service Canada delivers critical services to Canadians and continues to work hard to ensure that Canadians have access to these services during the COVID-19 pandemic.</p> <p>The Service Canada home page on the Canada.ca website is the primary channel through which clients access Service Canada services, as in-person sites are gradually re-opened. It includes all self-serve, internet/web-based tools (My Service Canada Account, online applications, online reporting for Employment Insurance, eServiceCanada, online applications for Social Insurance Numbers (eSIN), virtual outreach through the Community Outreach Liaison Service (eCOLS) and other electronic, web-based forms).</p> <p>eServiceCanada is a specific, web-based tool within Service Canada's eService channel. The tool consists of an online service request form that mirrors the service provided to clients in an in-person Service Canada Centre. Submission of the form results in a call back from Service Canada staff within two business days. Call backs are made by Citizen Service Officers who provide personalized, virtual support for Employment Insurance, Pensions (Canada Pension Plan and Old Age Security), Social Insurance Number applications, and Passport services, including in-person appointments when required.</p> <p>eServiceCanada is supported by the MS Dynamics 365 service intake tool, which receives completed eServiceCanada forms and routes them to Service Canada staff for action.</p> <p>Indigenous communities and vulnerable Canadians who were normally served through COLS continue to receive support through the Service Canada Outreach Centre (eCOLS). This new service provides a toll-free</p>	<p><b>Joel Parent,</b> Director, Business Operations and Strategies, Citizen Service Branch (e- ServiceCanada)</p> <p><b>Janet McGrath,</b> Manager, Vulnerable Communities, Citizen Service Branch (e- COLS)</p> <p><b>Raymond Nichols,</b> Director of SIN Management Services, Benefits and Integrated Service Branch (e-SIN)</p>

	<p>service for Indigenous communities and clients who need additional support because they do not have reliable access to a computer, internet, or experience other barriers to accessing service.</p> <p>The department developed and implemented a virtual option for applying for a Social Insurance Number (known as eSIN). This initiative was implemented to provide an alternative to mailing in or delivering in person an application for processing. The eSIN option provides an option to obtain a SIN in a timely manner.</p>	
	<p><b><u>Canada Emergency Response Benefits (CERB) Virtual Call Centres</u></b></p> <p>The CERB Virtual Call Centre operations began on April 6 and were established in a little over a week to divert CERB and EI general inquiries away from EI Specialized Call Centres, which were already experiencing a high call volume and long wait times before the COVID-19 pandemic. This Call Centre was designed to be an immediate, temporary service with a dedicated informational Interactive Voice Response to support citizens' inquiries. More than 1500 employees were leveraged and redeployed from their jobs and trained to support the CERB Virtual Call Centre. With the Call Center technical solution and workforce capacity, the system is capable of handling more than 40,000 calls per day.</p> <p>The Service Canada CERB Virtual Call Centre uses industry-standard and cloud-based technology to provide general inquiry services, which do not require agents to access personal or protected information. This technology platform fully supports remote working and is scalable to allow additional agents, as needed. This technology has also allowed ESDC to deliver call centre services on behalf of other government organizations. For example, in May 2020, Service Canada launched a new outbound call centre on behalf of the Public Health Agency of Canada (PHAC) to monitor quarantine plans for Canadians returning from abroad and since that time has contacted more than 150,000 Canadians. Service Canada is currently working with internal partners and with PHAC on the next iteration of the campaign as timelines and strategies become clearer in response to evolving pandemic impacts.</p>	<p><b>Rui Costa,</b> Director General, Canada Emergency Response Benefit (CERB) and Public Health Agency of Canada (PHAC) Call Centres, Benefits and Integrated Services Branch</p> <p><b>Trevor Milne,</b> Director General, Call Centre Operations, Benefits and Integrated Services Branch</p>

	<p>From April 6, 2020 to June 16, 2020, the average speed of answer for CERB was 28 seconds and 824,061 calls were answered. This virtual call centre has 100% accessibility.</p>	
	<p><b><u>Multi-Benefits Delivery Service</u></b></p> <p>To support the Government's ability to respond to the evolving nature of COVID-19, along with any future crisis that may arise, the Multi-Benefits Delivery Service (MBDS) was developed to provide a range of alternate delivery solutions to ensure continuity of service to Canadians and rapid delivery of new benefits that may be required during the COVID-19 pandemic and beyond. MBDS is accelerating efforts to modernize digital delivery of benefits to Canadians over the medium to long-term. Upon completion, these solutions will help Canadians more easily access the benefits, programs, and services to which they are entitled.</p> <p>Work is underway for MBDS to deliver payments to fisher harvesters on behalf of DFO (1st installment late August to September 2020 with 2nd installment in April to October 2021), as well as persons with disabilities starting in the Fall of 2020. For both of these programs, the system will accept applications through a user-friendly web page, confirm eligibility through an attestation, and interface with the Secure Payment System to issue payments to clients within days of their application. The MBDS can be deployed in future emergencies.</p>	<p><b>Andy Ladouceur,</b> Acting Director General, Enterprise Major Projects Execution. Transformation Management Branch</p>
	<p><b><u>Temporary Foreign Worker Virtual Inspections</u></b></p> <p>The department developed and implemented virtual inspections to support temporary foreign workers during COVID-19. Although developed primarily to ensure the health and safety of temporary foreign workers during the pre-quarantine period, the procedures have also been used to conduct inspections during the post quarantine period as well. This initiative has not only protected staff and avoided potential exposure, but maintaining inspections during this period ensures the health and safety of temporary foreign workers in Canada and Canadians in general.</p>	<p><b>Doré Charbonneau</b> Manager Temporary Foreign Worker Program &amp; International Mobility Program, Integrity Services Branch</p>

	<p><b><u>Accessibility of Programs and Services</u></b></p> <p>Service Canada, in consultation with persons with disabilities, clients, their service providers and networks, is working to improve the accessibility of its programs and services. Some of the measures being implemented across the Service Delivery Network include:</p> <p><b>Support to Clients Who are Deaf and Hard of Hearing:</b> Video remote interpretation (VRI) and Counter loops</p> <p>VRI enables clients who are deaf and hard of hearing to communicate through an interpreter who is located off-site via videoconferencing technology. A video remote interpretation (VRI) pilot project targeting 146 offices to offer on-demand sign language interpretation to deaf or hard of hearing clients is now underway. Offices being equipped for VRI are also being equipped with portable counter loops, devices that work with a client's hearing aid to assist in amplifying sound directly to their device. Efforts had to be paused due to the pandemic situation but as Service Canada Centres are reopened to the public, these assistive devices will be implemented.</p> <p><b>Support to Clients with Visual Impairments: Wayfinder Beacons</b></p> <p>This technology interfaces with an individual's smart phone to allow persons with visual impairments to navigate independently. The installation of wayfinder beacons (BlindSquare) to support clients with visual impairments was completed in six out of thirteen planned sites, with remaining identified sites postponed until local conditions permit.</p> <p><b>Accessibility Updates to Client Access Work Stations</b></p> <p>Accessibility improvements proposed for the 2,800 Client Access Work Stations (CAWS) include a text-to-speech narrator function as well as installing accessible keyboards in all Service Canada Centres. These improvements will be implemented as the CAWS are reactivated when conditions permit.</p>	<p><b>Peter Boyd,</b> Strategies and Accessibility, Citizen Service Branch</p>
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	<p><b>Plain Language</b></p> <p>Plain language means readers understand documents more quickly. Readers call less often for explanations. They make fewer errors filling out forms. Plain language Web content is a key accessibility requirement, and is being implemented on ESDC's high volume websites.</p>	
	<p><b>Ontario Region's Virtual Labour Market Partners Liaison Service (VLMPLS)</b></p> <p>VLMPLS offers seamless and timely access to Ontario employers, unions, and associations, responding to their information needs related to ESDC/Service Canada programs and services, as well as providing a '<i>no-wrong door</i>' path-finding model of support for the broader Government of Canada.</p> <p>This service offering complements Ontario Region's longstanding <b>Joint Rapid Response Action Plan (JRRAP)</b> recently adding a regional General Delivery (GD) mailbox point of access (<a href="mailto:ESDC.ON.CSE-ECC.ON,ESDC@servicecanada.gc.ca">ESDC.ON.CSE-ECC.ON,ESDC@servicecanada.gc.ca</a>) for response within one business day.</p> <p>Since the pandemic began, SC ON Region has seen overwhelming demand from community partners and stakeholders for information and supports. To date, the region has engaged in over 900 interactions with different employers, unions and associations since March 16, 2020, well beyond a typical year of 300 engagements. SC has connected with labour market partners in communities, through a mixture of both inbound and outbound interaction, including a newly added virtual / email channel, Service Area Directors, Senior Citizen Service Specialists and Citizen Service Specialists.</p>	<p><b>Mary Crescenzi</b>  <b>Director</b> General Strategic Services Branch, Ontario Regions</p>
	<p><b><u>Client Satisfaction Pilot</u></b></p> <p>Service Canada relies on client feedback to continually improve its operations, but traditional methods for collecting feedback (including client comment cards) did not yield statistically significant volumes. To increase the amount of feedback received, the W-T Region launched a tablet-based</p>	<p><b>Jonathan Andrews</b>  <b>Executive Director</b> Transformation, Rural and Remote</p>



	<p>pilot that allows clients to quickly and easily register their feedback upon leaving a Service Canada Centre.</p> <p>The Client Satisfaction Pilot involved the installation of a user-friendly tablet computer at the entrance of a SCC. On the tablet screen, there were five faces to choose from: smiley, less smiley, neutral, somewhat frowny, and very frowny. As clients left the SCC, they had the option to rate their experience by pressing on one of the faces. This simple approach yielded a 4000% increase in client feedback, from just five comment cards per month to over 200 tablet presses per month.</p> <p>Studies show that the length and complexity of a questionnaire directly affects how many people fill it out. Ultimately, the goal is to ensure our survey can be completed in less than 20 seconds. With a cost of \$500 to \$1,000 per device, the solution is inexpensive and choosing hardware that is lightweight, allows employees to travel with them to outreach locations and obtain feedback from those clients as well.</p> <p>Tablet-based surveys are currently installed in Prince Albert, Rosetown and La Ronge (SK) and in Winnipeg, Selkirk, Gimli, and St. Laurent (MB). Current trends indicate that clients are overwhelmingly positive about their experiences at Service Canada Centres. Tablets will continue to be installed in additional SCCs as procurement and scheduling permits.</p>	<p>Services, Partnerships, Citizen Service Branch W-T Region</p>
	<p><b><u>BC Tripartite Indigenous Skills, Training and Employment Committee</u></b></p> <p>In 2019, BC First Nations leaders endorsed, by Resolution, the establishment of a BC Tripartite Skills, Training and Employment Committee in collaboration with the Department and the Province of BC. This Committee is the first of its kind in Canada to focus on Indigenous skills training. It is expected to increase Indigenous involvement in labour market planning and priorities, and to emphasize federal/provincial program complementarity. Service Canada officials have worked with First Nations leaders and the Province of BC to conduct a fulsome analysis confirming the need for the Committee; engaged First Nations Chiefs and community leaders to validate their support through the Our Gathering Conference 2020 and the BC Assembly of First Nations; and have drafted Terms of Reference.</p>	<p><b>Sam Boonstra,</b> Director, Program Delivery Branch W-T Region</p>

	<p>The BC Tripartite Skills Training and Employment Working Group and Steering Committee has been working towards standing up the committee as early as Q4.</p> <p>To date, the Steering Committee has provided oversight and direction for this effort and is comprised of the First Nations Leadership Council (FNLC) and Assistant Deputy Ministers from ESDC/Service Canada, the Ministry of Advanced Education, Skills and Training and the Ministry of Social Development and Poverty Reduction.</p> <p>Terms of References are in the approval stages and the next Steering Committee meeting is tentatively scheduled for September 2020, when partners will also explore opportunities to support Indigenous workforce recovery from COVID-19.</p>	
	<p><b><u>Heiltsuk Rapid Response</u></b></p> <p>Due to the COVID-19 pandemic, the Heiltsuk First Nation in Bella Bella, BC, suspended their annual Spawn on Kelp (SOK) herring egg fishery. Normally, up to 700 Heiltsuk band members travel to the community from across BC to work, but it requires working on very small skiffs in close proximity to one another.</p> <p>To help the Heiltsuk Nation community access income support benefits, and to support band members with tax questions and returns, Service Canada partnered with the Canada Revenue Agency (CRA) to deliver virtual outreach services from April 15 to June 30, 2020.</p> <p>Service Canada and the CRA worked with a Heiltsuk Nation Community Liaison who participated in a virtual orientation session on federal programs and services available. The Community Liaison referred community members to the designated Service Canada and/or CRA telephone lines established specifically for Heiltsuk band members, and provided telephone and computer access to those who needed it. Arrangements were also made for pamphlets to be distributed to all Heiltsuk homes to advise of the services available. During the 10-week period, Service Canada completed over 200 transactions for Heiltsuk</p>	<p><b>Jonathan Andrews</b> Executive Director Transformation, Rural and Remote Services, Partnerships, Citizen Services Branch, W-T Region</p>



	<p>members and CRA assisted with additional CERB enquiries, tax questions and filing.</p> <p>Other First Nation communities learned about the outstanding support provided in Heiltsuk, and contacted Service Canada for similar assistance. Service Canada held telephone information sessions for the communities in partnership with the CRA and Indigenous Services Canada.</p>	
<p><b>3. <u>Issues / Needs:</u></b></p> <ul style="list-style-type: none"> <li>Briefly describe <b>any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance</b> (e.g. pilot).</li> <li>If available, provide <b>details on problem statement, project scope and targeted outcomes/deliverables.</b></li> </ul>	<p><b><u>Temporary Foreign Workers Inspections</u></b></p> <p>Due to COVID-19, opportunities have been presented to work more effectively with provincial/territorial partners that touch on inspections related to industries with temporary foreign workers. Service Canada is working to better coordinate its efforts with provincial and territorial partners with a view to a more effective inspection process.</p>	<p><b>Doré Charbonneau</b> Manager Temporary Foreign Worker Program &amp; International Mobility Program, Integrity Services Branch</p>