

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).

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

Jurisdiction: Canada Revenue Agency (CRA)	Contact
<p>1. <u>Priorities & Accomplishments:</u></p> <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. 	<p>The CRA has been instrumental in providing support to Canadians during the COVID-19 pandemic. Since March 2020, our key service drivers have been to get much needed income support to Canadians quickly; provide assurance; and enable public health. Our ability to quickly stand up benefit services for Canadians was possible because of the groundwork laid by the Agency in advancing Digital including Digital Identity work, the availability of infrastructure already in place, and taking a client-centric focus to service.</p> <p>Radically simplifying and automating our processing</p> <ul style="list-style-type: none"> Moved our own staff out of the buildings and into remote work with hardware and digital collaboration tools including thousands of call centre agents. Moved compliance activities to the back of the process for the first time ever, by utilizing a personal attestation. <p>Simplifying the build</p> <ul style="list-style-type: none"> Utilized portal services that already existed and contracts for the Interactive Voice Response (IVR) phone system that already existed. Repurposed code from other projects. Used agile methods to deliver ongoing program enhancements as policy changes were announced. <p>Narrowing delivery channels</p> <ul style="list-style-type: none"> This is the first time the CRA has ever provided a service without a paper channel. Utilized the Amazon Web Service to quickly stand up a remote volunteer call center with thousands of agents who assisted in answering hundreds of thousands of calls on the new measures. The speed with which we were able to reach Canadians with benefits could have been increased if all Canadians had a Digital ID. This would have also allowed for strong authentication. <p>Strengthening our relationships with our partners</p> <ul style="list-style-type: none"> With a strong partnership already in place, we worked closely with ESDC throughout the Canada Emergency Response Benefit (CERB) program for both policy and build but also for program trust, risk assessment and fraud detection. We leveraged our relationships with the banks to communicate with Canadians and increase direct deposit to help speed up the time to get the CERB payments to Canadians. <p>Silvano Tocchi, Director General, Digital Services Directorate (PSSDC member)</p>

	<p>The CRA is proud of its efforts to support Canadians through this time. This is a quick list of some of the programs, actions and accomplishments that have been part of our response:</p> <ul style="list-style-type: none"> • Created, designed, and administered new programs and benefits: <ul style="list-style-type: none"> ◦ Canada Emergency Response Benefit (CERB) ◦ Canada Emergency Wage Subsidy (CEWS) ◦ Canada Emergency Student Benefit (CESB) • Continued supporting our vulnerable populations with the Community Volunteer Income Tax Program (CVITP) and outreach sessions held virtually • Postponed tax deadlines • Postponed tax payment deadline and interest accumulation • Retooled our chatbot to answer questions about CERB/CEWS/CESB • Designed program with flexible risk management • Managed system capacity with staggered application dates based on birth month • Created a virtual call centre of volunteer agents to assist Canadians with questions • Additional benefit payments (GST, CCB, Seniors, disabilities) • Remote workforce <p>Details on the above list, such as volumes, are available in the appendix at the end of this document.</p>	
<p>2. <u>Showcase Opportunity:</u></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. • Please provide a brief description of the item(s) to profile, time required and any other relevant information. 	<p>The CRA would be happy to talk about our experience implementing the Canada Emergency Response Benefit.</p> <p>The presentation is called When Program Design Drives Policy Choice. It's a peak behind the curtain on what was different, challenging, and exciting about releasing a brand new government program during the current pandemic. 1 hour including questions, but time can be adjusted as needed.</p>	
<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>We would be interested in hearing from members regarding experiences and methods for:</p> <ul style="list-style-type: none"> • Omni-channel • Digital ID for all Canadians • Security of information, including during emergency situations 	

Appendix - Statistics

CANADA EMERGENCY RESPONSE BENEFIT (CERB)

[Canada Emergency Response Benefit statistics](#) (delivered by Service Canada and Canada Revenue Agency, combined)

CANADA EMERGENCY WAGE SUBSIDY (CEWS)

[Claims to date - Canada Emergency Wage Subsidy \(CEWS\)](#)