



Inter-jurisdictional Collaboration in Service Delivery Initiatives

Service Canada

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Presentation Outline

- Introducing Service Canada
- Partnerships at Service Canada
- Inter-jurisdictional Collaboration in Service Delivery
 - Pleasure Craft Licensing Project
 - Sharing and Linking Vital Events
 - Clerk to Clerk (Ontario) Statement on Service Delivery Collaboration
- Future Direction



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Introducing Service Canada

Who We Are

- Service delivery arm for the Government of Canada
- Knowledgeable workforce of 22 000 staff
 - Employees trained in service excellence
- Providing Canadians with one-stop, easy-to-access, personalized service
- Bringing Government of Canada (GoC) services and benefits together in a multi-channel service delivery network

- **Vision:** To achieve better outcomes for Canadians through service excellence.
- **Mission:** To provide secure, knowledgeable, one stop, personalized service to Canadians.
- **Mandate:** To improve services to Canadians by working with partners to provide access to the full range of government services and benefits that Canadians want in person, by telephone, internet, or mail.



Strategic Objectives

1. Deliver seamless citizen-centred service...

...by providing integrated, one-stop service based on citizen needs and helping to deliver better policy outcomes.

2. Enhance the integrity of programs...

...by building trust and confidence in the integrity of government programs and by achieving significant savings in program payments.

**Service
Transformation
Goals**

3. Work as a collaborative, networked government...

...by building whole-of-government approaches to service that enables information sharing, integrated service delivery and strategic investment for the benefit of Canadians.

4. Demonstrate accountable and responsible government...

...by delivering results for Canadians and government, savings for taxpayers and transparency in reporting.

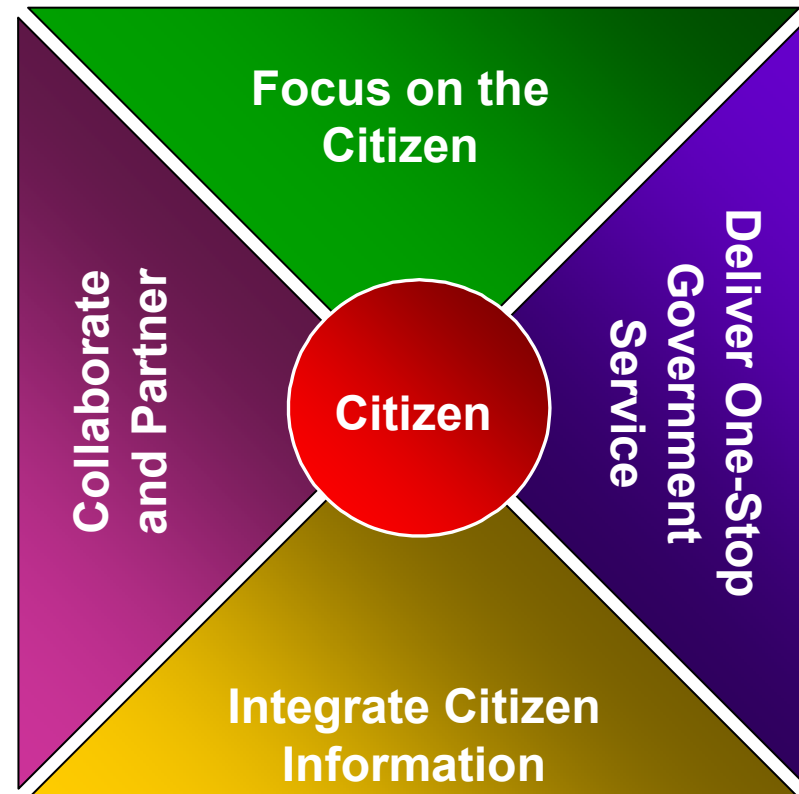
5. Build a Service Excellence Culture...

...by supporting our people, encouraging innovation, and building leadership and capacity to provide citizen-centred service.

Business Model

Service Canada's One Stop Citizen-Centered Business Model Consists of Four Foundational Concepts

Partnerships are key to Service Canada's achievement of its objectives





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Partnerships at Service Canada

Partnerships – Key to Attaining our Goals

Supporting Service Canada's ability to:

- Enhance client outcomes
- Derive efficiencies
- Leverage resources between partners
- Share service delivery experience and expertise
- Foster trust in government by collaboration

Partnership values:

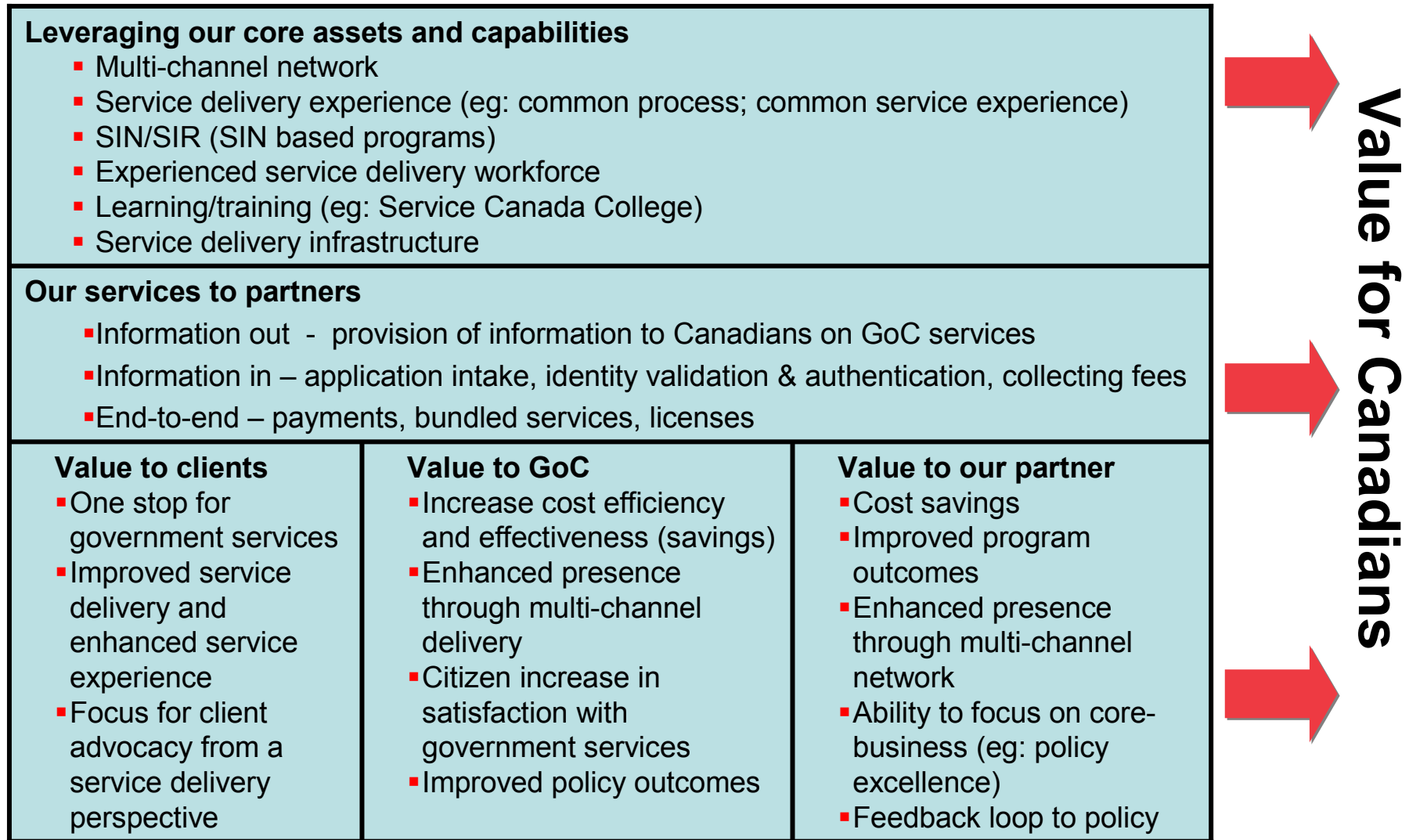
1. Trust
2. Accountability
3. Support (give and receive)
4. Truth (information sharing)
5. Commitment to success

Service Canada Values:

1. Service Excellence
2. Accountability
3. Respect
4. Collaboration

Successful partnerships beget more successful partnerships

Partnering - A Value Proposition





Partnering with Other Government Departments

- Providing Information via all channels for Government programs and services
 - Post transfer of Public Access Programs from Public Works and Government Services
- Delivering HRSDC programs (Employment Insurance, Canada Pension Plan, Old Age Security, Social Insurance Number, Apprenticeship Incentive Program)
- Partnering with other federal departments and agencies delivering a range of programs and services to citizens
 - Passport Receiving Agents Services – Passport Canada
 - Common Experience Program – Indian Residential Schools
 - Universal Child Care Benefit – HRSDC/CRA
 - Ex-Gratia Payments for Chinese Head Tax Payers – Heritage Canada
 - Foreign Recognition Program – Citizenship and Immigration Canada
 - Canadian Agricultural Skills Service – Agriculture and Agri-Food Canada
 - EcoAuto Rebate Program – Transport Canada
 - Ice Compensation for East Coast commercial Fishers – Fisheries and Oceans



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Inter-jurisdictional Collaboration in Service Delivery



Partnering with Other Levels of Governments

- Three examples
 - Pleasure Craft Licensing Services (Transport Canada and Service New Brunswick)
 - Vital events (birth/death) validation agreements
 - Springboard for agreement with Citizenship and Immigration to validate immigration data
 - Federal-Provincial (Ontario) Statement on Collaboration on Public Service Renewal and Service Delivery



Pleasure Craft Licensing Services

- Service Canada and Service New Brunswick mandated by Transport Canada to deliver pleasure craft licences
 - April 1, 2006 to date, more than 233 000 transactions processed
- Optimizes partners' assets and capabilities to provide better service for Canadians
 - Leverages broad in person delivery network (327 Service Canada Centre and 38 Service New Brunswick services centres) that specialize in service delivery
 - Leverages provincial expertise and proficiency in licensing
 - Increases data integrity
 - More efficient provision of licences means better identification and tracing of pleasure crafts to its owners and better board safety
- Partners planning implementation of 6 month pilot for boat dealers to test online application for new /initial licenses this fall



Vital Event Agreements

<p>Existing Agreements Ontario (October 2005) British Columbia (June 2006) Alberta (March 2007)</p>
<p>Ongoing Negotiations <i>(signature anticipated by end of fiscal year)</i> Manitoba New Brunswick (1999-2007) * Nova Scotia Saskatchewan</p>
<p>Future Partnerships Pan-Canadian Vital Events Linkage</p>

* *Currently under revision*

Integrated Services Through Vital Events Sharing

Integrated Services at Birth

- Parents will have to register the birth of a child only once
- Parents will register the child with the province/territory
- This will trigger benefits and services to which the parents and child are entitled



Integrated Death Notification

- Family members will have to notify government of death of loved one only once
- Registration will be either at a health care facility, or at a funeral home
- Service Canada will be able to trigger survivor benefits for dependents and stop payments of benefits to the deceased



Vital Events Linkages Agreements – The Value Proposition

For Canadians

- Simplified access to programs and services
- Eliminates need to notify multiple jurisdictions for the same event
- User-focused
- Enhanced privacy protection and security

For our Provincial and Territorial Partners ...

- More efficient and effective service delivery
- Eliminates the need to process redundant notifications
- Offers a foundation for the bundling of federal and provincial services
- Potential to develop proactive service delivery

For Service Canada ...

- Greater data integrity (secure, reliable, timely) through the SIR
- Improved program administration and savings
- Offers a foundation for the bundling of federal and provincial services



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Canada – Ontario Statement on Collaboration



Canada -Ontario Statement on Collaboration

Clerk-to-Clerk Federal-Provincial (Ontario) Statement on Collaboration on Public Service Renewal and Service Delivery

- Statement for collaboration in area of Improving Service Delivery Outcomes for Citizens) signed June 28, 2007

- Underlines commitment to explore opportunities
 - To promote innovation in service delivery
 - To achieve administrative efficiencies
 - To reduce duplication of services
 - To establish more fully integrated service delivery

- Main areas for collaboration
 - Expand Citizen/business facing services
 - Work toward common information technology infrastructure
 - Improve efficiency of administration of grants and contributions to third parties
 - Enhance service integration



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Future Direction

The Way Forward

- Develop effective governance arrangements and models to ensure citizen-centred service
- Remove barriers and laying the groundwork for effective partnering
- Explore existing opportunities with inter-jurisdictional partners
 - Identity Management
 - Training
 - Sharing Best Practices
 - Leveraging expertise and assets

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