



Citizen Service Network Update

SUMCC – May 16, 2023

CITIZEN SERVICE NETWORK

Volumes:	FY 2022-23	FY 2023-24 (April 1 – May 9, 2023)
Clients served in-person	6,335,456	664,017
eChannels	1,637,917	128,302
eServiceCanada	853,993	40,343
Outreach Support Centre (OSC)	24,500 – calls completed 28,789 – requests	1,932 – calls completed 2,361 – requests
eSIN (applications completed)	800,385	87,959

Citizen Service Reactivated Network

As of March 31, 2023:

- 316 Service Canada Centres (SCC):
 - 301 SCCs
 - 15 Consolidated SCCs
- 21 Service Canada Centre – Passport Services (SCC – PS) sites
- 208 Scheduled Outreach (SO) sites
- 15 Service Delivery Partner (SDP) sites



OUTREACH REACTIVATION

As previously discussed, a phased-in approach to reactivate Scheduled Outreach sites is underway.

- Passport services are being expanded to Scheduled Outreach sites as they reactivate, except for St. Boniface, MB due to its proximity to a passport office.
- This extends Service Canada's reach for passport services to rural, remote and Northern communities; individuals will not have to travel as far to access passport services.
- As of April 21, 2023, 210 sites have reactivated.
- 32 additional locations are scheduled to reactivate in Q1.
- Between June 8, 2022 and March 31, 2023, employees provided 37 Outreach Passport Clinics to 1,468 individuals.
- SIN@Landing is being piloted in Calgary, Edmonton and Montreal, and expansion to additional cities is being explored.



COMMISSIONAIRES

- The Department engaged additional Commissionaires during the pandemic to support the implementation of COVID-19 health and safety measures, as well as line-management.
- The Department is now returning to a pre-pandemic posture with respect to Commissionaires, including an exercise to harmonize their usage within the In-Person network.
- Regions have completed a review of Commissionaire needs, further to update that was provided at the SUMCC on February 14, 2023.
- The Policy Health and Safety Committee was engaged in March 2023, and a follow-up meeting is being booked for the week of May 15, 2023.
- Regional Occupational Health and Safety (OHS) representatives and Union Management Consultation Committees (UMCC) are also being engaged.
- A reduction in Commissionaires will be fully implemented by June 30, 2023.
- Communication to employees will be sent to remind staff and leadership of client triage processes and Welcome Zone roles, responsibilities, and expectations.
- Regions will continue to ensure front-line employees have access to tools related to health and safety as well as line-management practices.



IN-PERSON QUALITY MONITORING PROGRAM

- The In-Person Quality Monitoring Program (IPQMP) evaluates the quality of service being delivered by employees who serve the public in-person at Service Canada Centres (SCCs).
- Due to COVID-19, the Quality Monitoring (QM) Program was suspended, as monitoring could not be conducted in person at SCCs.
- The QM Program was adapted so that Citizen Service Officers (CSOs) who serve the public in-person in the Citizen Service Zone (CSZ) can be observed virtually by a QM Observer.
- Virtual QM of the CSZ will be reactivated in a limited manner in Q1, followed by a limited reactivation of onsite QM of the CSZ, Welcome Zone (WZ) and Self-Help Zone (SHZ) in Q2. Beginning in Q3, regions will fully implement the program leveraging both virtual and in-person monitoring.
- The limited reactivation will allow regions to train observers and provide feedback on the QM process and documents.



PASSPORT SERVICE DELIVERY

Labour Disruption Update

- During the labour disruption, passport application numbers were down from the normal average at this time of year.
- Anticipated Passport application volumes yet to be received are estimated at 100,000 applications. It is not known when these anticipated volumes will be received, however, the Passport program is well positioned to manage any possible pent up demand following the labour disruption should it occur.
 - Proactive and transparent client communications have helped to manage intake and processing with few line-ups (including redirection of clients to self-serve with the Passport Status Checker tool online).
 - Available strategies include organizing the workforce around increased workload volumes, if needed.
 - Volumes are being closely monitored to mitigate the impact of a potential sudden increase.



PASSPORT QUALITY ASSURANCE PROGRAM

- The Quality Assurance Program (QAP) is a subsidiary of the Passport Quality Management Program (PMQP) and delivered by ESDC on behalf of IRCC for domestic service delivery. It is a legislative requirement.
- The QAP consists of a real-time review of a randomly picked sample of files to confirm that key entitlement recommendations are being made correctly, to ensure consistency between training and practice, and to identify risk areas, which may require enhancements to training or other work tools.
- Pre-pandemic, the sample size was set at 4% of all files. At the beginning of the pandemic, QAP was suspended completely from March 19, 2020 to December 14, 2020, after which it was reactivated with a temporary sample size of 1%. QAP was again suspended temporarily in July 2022 and has remained suspended to support the redistribution of resources to contribute to the surge efforts in training and inventory.
- In January 2023, ESDC Minister announced that the backlog inventory was virtually gone, which was the trigger for program functions to return to pre-pandemic states.
- The QAP is scheduled to resume in May 2023 with 1% of files for Q1, 2% of files for Q2, 3% of files for Q3 and 4% of files for Q4 forward.
- There is also a need to onboard QAP for the Global Case Management System (GCMS) which will be tested in Spring/Summer 2023.



ePNG UPDATE

- May 10, 2023 - Ministerial Announcement of Official Unveiling of New Passport Book Design.
- ePNG will deploy a new secure passport book design and new personalization/printing equipment, with laser-engraving functionality.
 - Projected deployment date for ESDC network is June/July 2023.
 - New Site Sequencing being revised to align with new deployment timeline.
- Prior to using the new equipment and to ensure all operators are prepared to safely use the new personalization/printing equipment, mandatory online training available in Saba, as well as in-person training must be completed.
- Employees are required to be trained on equipment usage to ensure that they are able to operate the printers safely and properly.
 - Employees will also need to complete an attestation following the Health and Safety readings in Saba.



PASSPORT PROGRAM MODERNIZATION INITIATIVE

The Passport Program Modernization Initiative (PPMI) pilot began on February 28th, 2022.

- Currently operating at 9 sites: Passport Delivery Operations Centre (PDOC) Gatineau, Kitchener, Barrie, Sydney, North Sydney, Glace Bay, St-John's, Passport Modernization Planning and Delivery (PMPD), Gatineau Controlled Passport Processing Unit (CPPU), and Kitchener SCC.

Pilot results as of April 28th, 2023:

- 55,270 files created
- 53,133 passports processed (50,237 passports issued)
- An IT bug was introduced into the Global Case Management System (GCMS) in late January and caused the project to pause. All sites were reverted to IRIS and IRCC delivered an emergency bug fix in mid-February. A gradual resumption of the pilot sites to GCMS occurred with the last site to resume on March 9.
- The project continues to compile data from Pilot wave 3 to support a deployment Go/No-Go decision.
- Looking to launch an innovation lab to test a modified service delivery model for PPMI.
- A deployment strategy and date are yet to be determined.

