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| Date: | June 26, 2018 | Venue: | David MacDonald Boardroom, Management Center,  Level 1, Phase IV, Place du Portage |
| Chair: | Louise Levonian, Deputy Minister, Employment and Social Development Canada  Eddy Bourque, National President, Canada Employment and Immigration Union - Public Service Alliance of Canada | Time: | 2:00 to 4:00 |
| Secretariat: UMCC Secretariat | | | |
| ESDC Participants | | Union Participants | |
| **Louise Levonian**, Deputy Minister, Employment and Social Development Canada and Chairperson of Canada Employment Insurance Commission  **Leslie MacLean**, Senior Associate Deputy Minister, Employment and Social Development Canada and Chief Operating Officer for Service Canada  **Cliff Groen**, Assistant Deputy Minister, Benefits Delivery Services  **Peter Simeoni**, Assistant Deputy Minister, Citizen Services Branch, Service Canada  **Sylvie Bérubé**, Assistant Deputy Minister, Western Canada and Territories Region (Service Canada)  **Mary Ann Triggs**, Assistant Deputy Minister, Ontario Region (Service Canada)  **Tracey Thissen**, **for** **Claire Caloren**, Assistant Deputy Minister, Quebec Region (Service Canada)  **Sara Filbee**, Assistant Deputy Minister, Atlantic Region (Service Canada)  **Marion Lajoie for Élise Boisjoly,** Assistant Deputy Minister, Integrity Services Branch (Service Canada)  **Gail Johnson,**  Assistant Deputy Minister, Human Resources Services Branch  **James Gilbert,** Assistant Deputy Minister, Public Affairs and Stakeholder Relations Branch  **Anthony Giles,**  Assistant Deputy Minister, Labour Program – Policy, Dispute Resolution, and International Affairs  **Peter Littlefield,**  Chief Information Officer, Innovation, Information and Technology Branch  **Mark Perlman,** Chief Financial Officer, Chief Financial Officer Branch  **Alia Butt**, Corporate Secretary, Corporate Secretariat Branch  **Jacquie Manchevsky,** Director General, Strategic Directions, Program Operations, Service Canada  **Brigitte Marois**, Senior Director, Audit Operations , Chief Audit Executive Office  **Mary Donaghy,** Director General, Regional Operations & Compliance, Labour Program  **Gaveen Cadotte,** Director General, Workforce Management Directorate, Human Resources Services Branch  **Guy Cyr,**  Director, Labour Relations, Human Resources Services Branch  **Presenters:**  **Jason Choueiri**, TISMB, Director General, Strategic Directions  **Fred Begley**, TISMB, Director General, Enterprise Major Project Exec  **Megan Kennedy**, TISMB, Director General, Special Project  **National Union-Management Consultation Committees Secretariat:**  **Kathleen Tremblay,**  Manager, Labour Relations, Human Resources Services Branch  **Glenn Crane**, Senior Labour Relations Advisor, Labour Relations, Human Resources Services  **Marie-France Blais,**  Senior Advisor, National Union-Management Consultation Committees Secretariat, Human Resources Services Branch | | **Eddy Bourque**, National President, Canada Employment and Immigration Union - Public Service Alliance of Canada  **Luc Pomerleau**, National Resources Officer, Canada Employment and Immigration Union - Public Service Alliance of Canada  **Kevin King,**  National President, Union of National Employees - Public Service Alliance of Canada  **Linda Koo**,Labour Relations Officer, Union of National Employees - Public Service Alliance of Canada  **Jim McDonald**, Labour Relations Officer, Union of National Employees -Public Service Alliance of Canada  **Stan Buday**,President, National Consultation Team for ESDC, Professional Institute of the Public Service of Canada  **Yvonne Snaddon**, Alternate contact of the National Consultation Team for ESDC,Professional Institute of the Public Service of Canada  **Nicolas Brunette-D’Souza,**  Labour Relations Advisor, Association of Canadian Financial Officers  **Michel D’Aoust,**  Labour Relations Officer, Canadian Association of Professional Employees | |

| Agenda Item | Discussion and Action Items |
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| **Opening Remarks** | **Discussion**  Deputy Minister Louise Levonian opened the meeting by welcoming all committee members including the Co-Chair Eddy Bourque, National President, Canada Employment and Immigration Union.  **Actions**  No action items identified |
| **Approval of Record of Discussions and Decisions for meeting of October 31, 2017** | **Discussion**  Members did not have any comments and the Record of Discussions and Decisions from the October 31, 2017, meeting was approved.  **Actions**  No action item identified |
| **Status of outstanding action items from meeting of October 31, 2017** | **Discussion**  The Committee agreed that all action items were considered to have been addressed.  **Actions**  No action item identified |
| **Service Transformation Plan (STP)** | **Discussion**  Jason Choueiri provided an update using a presentation which included the following key information:   * An overview of the purpose and objective of the STP which is based on four pillars of customer service excellence * The STP Results (2017-2018) * Current Status of the STP * Workforce Engagement * Next Steps   Linda Koo asked about the impact on employees, how does it affect their performance agreements? She mentioned that employees have been provided with workshops but asked to know what exactly were employees learning in these workshops.  Jason Choueiri confirmed that each solution has a potential impact on employees but these impacts vary and were assessed on a case by case basis. Assessments have shown that up to now, fundamentally, there is no change in the actions undertaken by the employees. He reiterated that employees were engaged and provided with training. He mentioned that local unions were also engaged. He assured members that there is no impact on employee performance agreements as this technology already existed, it was simply enhanced. Jason Choueiri spoke again about change management and how they have a change management program around the transformation plan.  Jim McDonald asked when the unions would be consulted. He mentioned that based on the documentation, these initiatives have been in the works for several years and that employees have been engaged but unions have never been consulted.  Jason Choueiri explained that as part of the change management plan, TISMB has quarterly meetings which include union members, but he would take this question back to his management team to look at perhaps having deeper conversations at the quarterly meetings or leveraging them more if they are not meeting the unions’ needs.  Jason Choueiri explained that the TISMB meetings he referred to are at a national level and have national union representatives as members. He would, however, take that back to see who the identified representatives are for UNE.  Yvonne Snaddon requested that Jason Choueiri provide an example of the co-design approach.  Jason Choueiri stated that most solutions are co-designed. He provided examples such as the chat and mobile applications. He explained that for these, they bring in NHQ employees, regional participation, policy or subject matter experts together to co-design. Clients and private sector stakeholders are also involved for testing.  Yvonne Snaddon asked how participants were chosen.  Jason Choueiri specified that participants are sometimes chosen based on their specific expertise when required but employees who demonstrated an interest were also included as this was not a top down approach.  Eddy Bourque inquired on how many locations will have the video chat and if this would have an impact on resources.  Jason Choueiri explained that they are currently determining the benefits identified with the pilots and assessing whether more will be needed. The focus is not only to provide the service in busy locations but also to provide access to specialized agents in certain areas where and when necessary. He said that the impacts on employees in various locations are very minor and mostly related to ensuring security in these locations so clients can have private discussions.  Eddy Bourque asked if the Fredericton location serves locations outside of New Brunswick.  Jason Choueiri confirmed that they are looking at support sites but right now they are limited to pilot locations for testing.  Stan Buday inquired about future plans for expansion for programs like Canada Pension Plan Disability (CPPD). He asked how this would work because of privacy issues.  Jason Choueiri explained that a lot of analysis has to be done before expansion can be looked at.  Linda Koo asked how the video chats are set up, what kind of equipment is required and what kind of training are the employees getting?  Jason Choueiri explained that some sites that have the ability to free up a queue elsewhere, video chat can be offered. A lot of collaboration is required. He confirmed that the equipment required is Lync and a headset. These are the only things required and are already being used in the department. Training is provided to employees on how to set up and manage virtual sessions.  Jim McDonald stated that there seems to be a significant change involving new technology. He asked when the technological change notice was sent to unions. He explained that this type of notice is defined and very clear in the collective agreement which states that the national unions need pre-notice and he confirmed that was never done.  Gail Johnson noted that this was not a significant change.  DM Levonian requested that this be noted in the minutes and as a follow-up action. Review definitions and collective agreement to see if anything was not respected in regard to changes in technology.  **Actions**  TISMB quarterly meeting to be reviewed regarding appropriate participants and levels of consultation.  The collective agreement will be reviewed to see if anything was not respected in regards to the introduction and use of new technology. |
| **Benefits Delivery Modernization (BDM)** | **Discussion**  Fred Begley provided an update using a presentation which included the following key information:   * The Alignment of BDM to Current Priorities * Why Service Transformation is an Imperative * Defining the Vision, Scope and Guiding Principles of the BDM Program Defined: * Transforming How Benefits are Delivered Through the BDM Program * BDM Program: What Will it Mean for Employees? * How BDM has Been Reaching Out * Insights Gained from Engagement Activities * Key Areas of Focus During the Current BDM Phase * Next Steps   Kevin King referred to last bullet of slide eleven and noted that this is the only place where the union is referred to as a stakeholder. He expressed his disappointment and found it quite disrespectful that there is no other mention of bargaining agents in the presentation. He requested that these comments be captured.    DM Levonian reminded members that engagement is happening continuously at the national level and at the right tables. She mentioned that there seems to be a disconnect between who is present at the NLMCC and who is present at the other tables such as for the TISMB committee.  DM Levonian confirmed that these conversations have taken place and her understanding is that the unions did delegate the representatives of these tables.  Jason Choueiri confirmed that the TISMB meeting is intended to be a national level meeting and they do have national members but would again take this back to ensure none were inadvertently missed and validate the representatives with the unions.  DM Levonian expressed her desire to ensure that we have the right people at these tables. She mentioned that Mr. King is on TISMB UMCC membership.  Stan Buday asked when the next TISMB meeting was scheduled and requested that information about meetings with vendors be shared, as well as more details in regard to the procurement approach.  **Action**  Secretariat to ensure that information about meetings with vendors be shared, as well as more details in regards to the procurement approach is included in the September 6, 2018, TISMB meeting. |
| **OAS** | **Discussion**  Megan Kennedy provided an update using a presentation which included the following key information:   * The Drivers for Change * The Phase 3 Deliverables * Accomplishments to Date * The Integrated OAS/GIS Application * Changes in the OAS Legacy System Migration Timelines * Mitigation and Course Correction Activities to Ensure Successful Migration   Eddy Bourque referred to OAS/GIS and indicated that there used to be a large backlog. He asked if by trying to correct one problem we may create other problems, he gave Phoenix as an example.  Cliff Groen confirmed that there have been challenges with the OAS workload inventory but additional funding was granted in budget 2017 and we still have two more years of funding left to drive the inventory down. He was happy to confirm that we are fully on track to meet the objective. That said, he also mentioned that business processes are being reviewed.    Linda Koo asked if the migration is just putting the two programs into one. Megan Kennedy acknowledged that although both programs will remain separate, they will eventually be managed within one system. Since most clients already claim for both programs, they are already in the system so the impacts would be minor. In regards to the payment system, a new pay system was implemented in 2016 and she reassured members that Phoenix is not at all used for these.  **Actions**  No action item identified |
| **Service Standards** | **Discussion**  Cliff Groen provided an update on Service Standards using the presentation “Review of the Service Standards for EI, OAS and CPP’’  Eddy Bourque referred to slide eight of the presentation and asked if the ninety-five percent payment accuracy was according to the applications that were processed or to the clients themselves. He also inquired how payments can be considered accurate if certain options have not yet been processed?  Cliff Groen explained that payment accuracy reviews are done regularly by looking at random sample decisions made by employees. The file as a whole is looked at during these reviews so any outstanding issues would be addressed. He also mentioned that they have other quality activities as well.  Eddy Bourque asked about access and if we had detailed percentages of the wait times over the phone.  Cliff Groen informed members that views of what people find acceptable in regard to wait time varies. For example, some clients have no problem with a ten minute wait time if they can get a complete response to their question. Client expectations and cost implications are and will be taken into consideration. He confirmed that we do have information about average wait times. He referred to slide eight which shows the official reported service standards.  Stan Buday spoke to the balance of quantity versus quality of service. He asked how quality will be measured for CPPD.  Cliff Groen agreed that there continues to be opportunities to improve the delivery of CPP Disability, which is why the department is undertaking a CPPD Renewal initiative. He confirmed that a quality assurance framework is being developed as part of the overall CPPD Renewal action plan. This framework will help improve the consistency of decision making, which, with the changes that have been implemented to CPPD Service Standards to address the timelines of decisions, will improve the overall delivery of the CPPD Program.  Stan Buday requested that unions be included in this development process as it is important to them and they have the expertise to help.  **Actions**  No action item identified |
| **Regional Updates** | **Discussion**  Sylvie Bérubé informed members that the W-T Integrated Business Plan was released on June 14, 2018 and that union representatives from the Regional LMCC were invited on two separate occasions to contribute to its development.  For those who are interested in seeing the Plan it can be found on GCPedia and she would be pleased to provide the address.  She also spoke about their next in person Regional LMCC which is scheduled for late October in Winnipeg and will include a two-day Joint Learning Program course to strengthen their working relationship.  Mary Ann Triggs informed members that there are two joint initiatives that were undertaken with both local and regional union representatives. The first is a joint project producing supporting tools to manage the regional and local UMCCs with a focus on local issues and bringing together tools for agenda setting and a SharePoint site. This initiative was undertaken with a video launch with all of the local Presidents. The second is also a joint initiative on self-identification with union colleagues which will start soon.  Tracy Thiessen informed members that they have changed their recognition approach in collaboration with UNE and CEIU. Some of the elements that have changed included sensitizing managers on the importance of daily recognition and increasing the use of instant awards. Recognition will continue to be a focus in their region.  Sara Filbee informed members that they also have regular contact with the Regional and local UMCCs. They also make a regular practice to share the joint learning sessions with the unions. This October, the union members will be invited to attend the managers’ forum.  **Actions**  No action item identified |
| **HR-to-Pay (Phoenix) Update** | **Discussion**  Gail Johnson provided an update in regards to HR-to-Pay (Phoenix) based on the June numbers. She informed members that they continue to search for more support in compensation. Discussions with Public Service Pay Centre (PSPC) are underway in regards to pods and how they can be customized to better serve our reality. She will be going to Miramichi with Tammy Popel in the next few weeks to see how the pods work.  Linda Koo requested clarification about the pods and staffing plans.  Gail Johnson confirmed that we currently have seventeen Compensation Advisors and we will continue to hire as required. She clarified that PSPC piloted a “pod” concept which is a group of approximately twenty-five pay centre employees who would focus on a certain department and work directly with that department to help resolve problems. According to PSPC’s schedule, ESDC is slated to get a “pod” in September 2018.  Eddy Bourque stated that he would like a committee to be set up for Union-Management meetings to discuss Phoenix issues on a more regular basis and requested that meeting documentation be provided along with the verbal updates for this item.  Gail Johnson agreed to discuss further.  **Actions**  Meeting material to be provided to all members of the Phoenix update rather than a verbal update. |
| **Roundtable and Closing Remarks** | **Discussion**  DM Levonian thanked all members for their attendance and participation in various discussions.  **Actions**  Next NLMCC meeting to be scheduled.  Supporting documentation to be sent at least one week prior to the meeting date. |