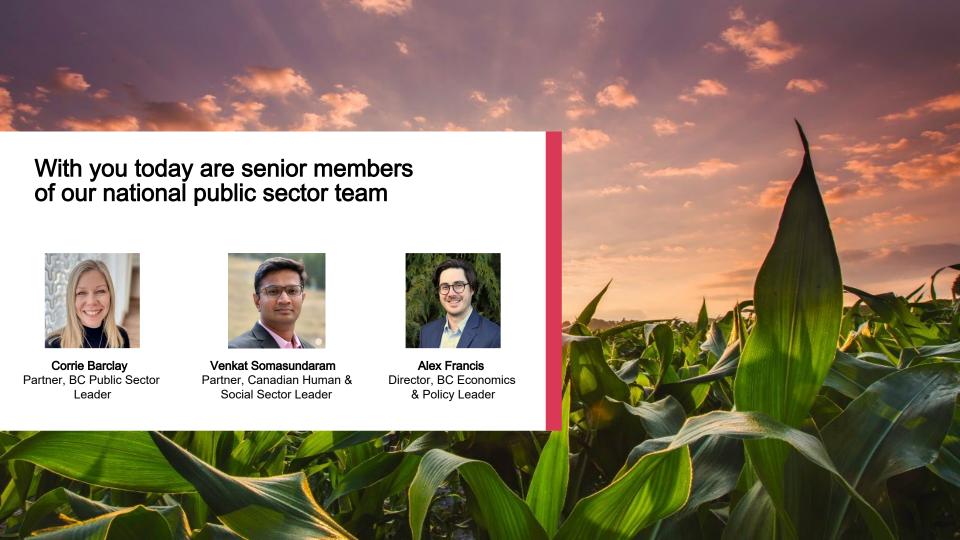
Growing a Resilient Economy

From Disruption to Resilience









Today's agenda



BC ExperienceWhat the new normal may

mean for BC



Global DisruptionRising to meet local and

global challenges



Framework for resilient programs and practical examples

Building Resilience



Group activityBreakout scenario: Social Determinants of Health

Pandemic 'Positives' - Public Sector Executive Perspective



Governance & Decision Making The pandemic required government to make decisions at unprecedented speeds with limited and ever-changing information. This challenge required fundamental change to the ways in which we worked.



Financial Controls & Management In a time of great uncertainty we had to quickly direct investments towards initiatives and programs to benefit citizens with a focus on delivering outcomes to those most vulnerable.



How We Worked Together The size and scope of the challenges meant no ministry could address an issue in isolation. The collaborative working groups and initiatives brought together "One Government" like never before.



Risk Management Culture While government tends toward risk aversion, we were faced with a huge, unknown risk profile requiring swift and bold action to mitigate. We rose to this challenge and the skill sets developed and program delivery approaches should be maintained and honed.



Urgent global crises and their strategic solutions

4 Crises:



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Prosperity

Housing affordability; unemployment; cost of living; retirement

Institutional Legitimacy

Many not kept pace with society

Impacts of Technology

Unintended consequences drive negative impacts

Leadership

Local concerns impairing global leadership

Solutions:











Rethinking Economic Growth

Successful local economies over globalization

Reimagining Success

An inclusive definition of success that looks beyond GDP

Repairing Failing Institutions

Institutions must be redesigned to meet their core role in society

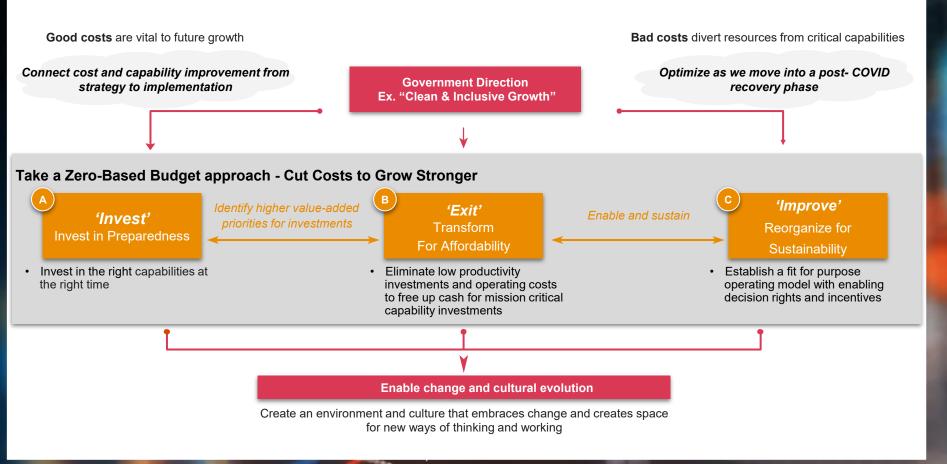
Refreshing Technology

Design for social good with unintended consequences in mind

Massive and Fast

The need for fundamental, systemic change is urgent

Program Resiliency Framework - Reimagining Gov't Programs









Challenge: As part of delivering StrongerBC, the Ministry of Jobs, Economic Recovery and Innovation ('the Ministry') is supporting industrial development help people, businesses and communities recover and emerge from COVID-19, stronger and more resilient.

Comprehensive strategic supply chain opportunity analysis focused on key BC manufacturing sectors

Result: Data driven analysis that identified manufacturing sector opportunities and made actionable recommendations to the Ministry on how to address challenges and capitalize on opportunities



Relevant data based insights



Tangible and implementable opportunities



Growth focused policy

Challenge: A critical call centre serving citizens needed to fundamentally reimagine its business due to changing demographic pressures, increasing demand, changes in the labour market, stakeholder pressures, and funding shortfalls that have contributed to degrading service quality.

A few factor in which was to focus on core capabilities and deliver those to the highest service levels.

Result: Complete assessment of capability gaps and the required maturity to best address stakeholder needs, along with recommended capability improvements and divestitures with operating cost projections.



Divestiture Opportunities



Implementation Roadmap



Future State
Operating Mode











Challenge: The NDIS is a significant and critically important scheme to deliver on a multi-billion annual commitment to support those with disabilities.

Analysis has shown that by 2024, an additional 83,000 staff are needed to be recruited over the current workforce where there is expected to be a loss of 213,000 staff meaning a total recruitment target of ~300,000.

This required fundamental change and redesign of service delivery

Result: Development of disability services microcredentials and training curriculum to address the urgent skilled workforce gap in the sector. This fundamental change delivered Micro - credentials that offer:



More efficient and targeted delivery



Improved industry alignment & affordability



Faster time to market

Breakout Activity - Social and Economic Influences on Health

Social Determinants of Health have an important influence on the overall health of citizens and their opportunities to contribute to society and the economy. Preventative measures and programs are needed to reduce inequalities and to increase access for all citizens to opportunities and conditions of health for a healthy lifestyle.

Exercise

To drive maximum impact the Province would like to take a preventative approach but realize this cannot be accomplished in isolation, as such they have allocated 720 million of their budget for cross-ministry grants that will be awarded in alignment with the Social Determinants of Health.

Your task: At your table: (10 mins)

- 1. Allocate the envelope of funds to to the social determinants of health based on perceived impact.
- 2. Highest budgeted amount = highest priority (Any determinants not receiving funds should be prioritized at the end)
- 3. Have 1 team member enter your tables prioritization at www.pollev.com/pwcfmi





Rank the social determinants of health in terms of impact/budget allocation

Hunger

Access to Care

Language Literacy

Housing

Transportation

Education

Income & Jobs

Isolation

Environment & Safety



The New Equation is a community of solvers coming together in unexpected ways.

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Thank you!



Corrie Barclay
Partner, BC Public Sector Leader
C: +1 (250) 217 - 3692

Email: corrie.barclay@pwc.com



Venkat Somasundaram

Partner, Canadian Human & Social Sector Leader T: +1 (403) 509 - 6674 | C: +1 (403) 970 - 8933 Email: venkat.s.somasundaram@pwc.com



Alex Francis

Director, BC Economics & Policy Leader T:+1 (604) 806 7339

Email: alex.x.francis@pwc.com

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