



CSC's Integrated Engagement Strategy Framework

Introduction

Role of the Correctional Service of Canada

The Correctional Service of Canada (CSC) is the federal government agency responsible for administering sentences of offenders convicted of two or more years as imposed by the courts. We manage institutions of various security levels and supervise conditionally released offenders in the community. CSC's mandate focuses on public safety and assisting offenders in becoming law-abiding citizens.

What is Engagement at CSC?

Engagement refers to approaches that enable community members to meaningfully participate in the decisions, actions and processes that shape their community. Engagement can take place at the research, planning or carrying out stages of a project or program or as part of any process that is aimed at solving community issues or developing an approach to address community problems. Engagement is being responsive to the various Government of Canada Acts and policies, such as the Government Policy on [Communications and Federal Identity](#) and the [Directive on the Management of Communications](#), to create opportunities for Canadians to share in the shaping of government priorities, delivery of programs and services and ensuring that policy plans are generated in a consultative manner.



Engagement involves proactive and ongoing communication over extended periods of time. It promotes partnership, collaboration and inclusive decision-making in how the department is run.

For CSC, engagement is the meaningful involvement of individuals, organizations and other government departments in policy or program development, from raising awareness to agenda-setting, planning and decision-making, implementation and review. It requires ongoing two-way communication that contributes to building and maintaining productive relationships with increasingly diverse partners and citizens.



Who are CSC’s stakeholders?

CSC connects with a broad range of partners and stakeholders, including offenders, families, victims, volunteers, advisory groups, ethnocultural, indigenous and official language minority communities, faith communities, community service contractors and other levels of government and agencies. We have partnerships and collaborations in areas relating to institutional and community corrections, women’s corrections, as well as housing, employment, health, chaplaincy, victim and restorative justice services.

CSC’s engagement activities support the Service’s corporate priorities in particular the sixth priority: productive relationships with diverse partners, stakeholders, volunteers, victims’ groups, and others involved in public safety. We achieve this priority through constructive engagement with stakeholders and the public. A key focus is on CSC’s National Engagement Priorities: Employment, Housing and Mental Health of offenders; with an emphasis on women and Indigenous peoples.

CSC’s need for effective engagement in achieving its goals is spelled out in the [Corrections and Conditional Release Act](#), in Commissioner’s Directives, internal strategies and various government policies. Yearly CSC reports, such as the [Report on Plans and Priorities](#), the [Departmental Performance Report](#), and the Corporate Risk Profile also continually emphasize the need to engage Canadians.

Key Elements and Guiding Principles for CSC's Integrated Engagement Strategy:

- A broader, more diverse range of engagement: engaging the right partners, stakeholders and volunteers and creating opportunities for growth;
- Focused engagement activities: identify the need, objectives and the target audience;
- A common approach: employ best practices; develop new and innovative approaches, and
- Accountability: assessing progress through measurement and evaluation.



Successful engagement will require:

- Clear objectives and expected results that support and promote productive relationships with all partners, stakeholders and volunteers;
- Increased communication between stakeholders on projects and issues;
- Bringing together CSC's internal and external stakeholders for ongoing dialogue, consultation and collaboration to inform and support CSC's priorities;
- Engagement of diverse community partners and stakeholders, including the general public;
- Effective and modern communication technologies, as well as innovative practices; and
- Improved alignment of CSC's engagement activities with stakeholder issues and interests, creating opportunities to involve and empower stakeholders to influence and contribute to safer communities.

Ultimate Outcomes

Through a coordinated approach CSC will engage internal and external partners and stakeholders to support evidence-based activities that contribute to public safety.

Through the development and use of efficient tools the Service will implement a standardized approach to the performance measurement, evaluation and reporting of engagement activities.

Action:

CSC will develop an engagement portal that will see increased collaboration between internal and external partners, stakeholders and volunteers with a key focus on CSC's national engagement priorities.

- Support a national central database for all of CSC's stakeholder contact information.
- Create an on-line space to manage CSC's engagement activities and influence standardized processes for initiating, carrying out, reporting on and evaluating stakeholder engagement.
- Provide the space for the effective management of CSC's volunteer activities.

The overall approach will be effective in the identification of areas of success and opportunity, and tell a valuable and effective performance narrative for the Service and its partners.

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