

PSSDC Information Sharing Model – February 2018

Information Sharing was prepared for the PSSDC Meeting of February 2018 and not to be shared outside of the Council

| Administration: QUEBEC | | Contact Person |
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| <p>1. Accomplishments: Highlight the key service delivery accomplishments and/or milestones reached in your jurisdiction over the past 6 to 12 months.</p> | <p>Services of the Ministry of Labour, Employment and Social Solidarity (MTESS)</p> <ul style="list-style-type: none"> • A new approach in electronic service delivery for businesses: The Ministry of Economy, Science and Innovation (MÉSI) and the MTESS developed Entreprises Québec and jointly announced it last November 14. Entreprises Québec is a single gateway from which Services Québec offers frontline government services (Web, email and telephone) in order to respond to business requests. The Business Zone, which is integrated with Entreprises Québec lays the groundwork for innovative online administration, providing businesses with a centralized online transactional service for managing their relations with the government from one site, without having to think about the government's administrative structure. The Business Zone allows users to initiate a secure session (unique authentication and password) and access electronic services and products from partner government departments and agencies. Since May 2016, an integrated business start-up service has been available in the Enterprise Zone in connection with the Registraire des entreprises (REQ), the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST) and Revenu Québec. An integrated address change service, with the same partners in addition to the MÉSI, is also available in the Enterprise Zone. As of December 31, 2018, over 4,400 businesses had registered with the Registraire des entreprises using the integrated start-up service, nearly 800 had been through the start-up process from start to finish, and over 450 had successfully used the integrated address change service. In addition, the electronic benefits of the MÉSI and the Société de l'assurance automobile du Québec (SAAQ) are available from the Enterprise Zone as well as those of the CNESST and the Registraire des entreprises. Analysis work is underway to develop new services and bring in new partners. • The Business Panel: Business leaders participated in a consultation in 2017 on their preferences for government services. • Government website streamlining on the right track: Over the last few months, the government has been working on streamlining its websites and the progress has been significant. The MTESS had 60 and now the number has been reduced to 15. • Partnership with Industry Canada for the BizPal service: Renewal of the agreement for the next five years, 2018 to 2023. • New municipalities join the BizPal service: As of December 31, 2018, a total of 212 municipalities have joined the service, representing a | <p>Myriem Maâchar Advisor Office of the Assistant Deputy Minister Services Québec's Development and Partnerships Sector Ministry of Labour, Employment and Social Solidarity Phone: 418 646-0425 ext. 81556 Myriem.maachar@servicesquebec.gouv.qc.ca</p> |

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| | population coverage of 66.5%. | |
| <u>Accomplishments (continued):</u> | <ul style="list-style-type: none"> • An unprecedented interdepartmental cooperation project: A major interdepartmental governance structure, encompassing more than 20 government departments and agencies, has been put in place to facilitate the decision-making process for this deployment by Services Québec. In this spirit, various major works have been carried out, including: <ul style="list-style-type: none"> ○ Adopting a Services Québec vision and business model; ○ Adopting principles explaining the delivery of 1st and 2nd lines; ○ Inventorying of government services aimed at both citizens and businesses; ○ Service centre mapping and identification of the call centres of Quebec MOs; ○ Services Québec's 2016-2019 Business Plan was also adopted in February 2017 and outlines the work to be done over those three years; ○ Mapping the registries maintained by Quebec MOs. <p>Adopting the vision for consolidating government registries.</p> | <p>Myriem Maâchar Advisor Office of the Assistant Deputy Minister Services Québec's Development and Partnerships Sector Ministry of Labour, Employment and Social Solidarity Phone: 418 646-0425 ext. 81556 Myriem.maachar@servicesquebec.gouv.qc.ca</p> |
| | Quebec Parental Insurance Plan (QPIP): In effect since 2006, the QPIP is a concrete way for workers to better balance their family and work responsibilities. The QPIP provides financial support to families who are absent from work during the birth or adoption of a child. Ninety percent (90%) of its services are now offered online and the client satisfaction rate is nearly 99%. | |
| | <p>The Services Québec business plan, approved by Cabinet in February 2017, includes the gradual consolidation of the activities of government registries under an expert entity.</p> <p>On March 15, 2017, the Government Registries Sector was created at Services Québec with a mandate to implement a registries consolidation plan and establish a cluster of expertise in registry management and development. At the same time, the Registry of Civil Status.</p> <p>Integration of the activities of the Enterprise Registry: On December 7, 2016, the National Assembly passed the <i>Act to transfer the activities of the enterprise registrar to the Ministère du Travail, de l'Emploi et de la Solidarité sociale</i> (Bill 116). The activities of this registry were previously the responsibility of Revenue Québec.</p> <p>Integrating this registry with Services Québec enables Services Québec to establish a foundation for developing its expertise in business-related registries.</p> | <p>Reno Bernier Assistant Deputy Minister of Government Registries – MTESS Phone: 418 646-0425 ext. 60146 reno.bernier@servicesquebec.gouv.qc.ca</p> |

Services of the Registrar of Civil Status (DEC)

- **Enhanced single-entry reporting to simplify citizen processes:** The CED is continuing its work to enter into new information transmission and validation agreements, including with the Ministry of Education and Advanced Learning (MEES) and the Ministry of Public Safety (MSP), to continue improving its single-entry reporting. In addition to simplifying the processes for citizens wishing to make use of government programs or services, single-entry reporting provides MOs with efficiencies and savings in processing applications.
- **Continued progress in the use of electronic birth and death declarations:** Over the past few months, the CED, in collaboration with health care institutions and funeral directors, has continued to evolve on-line services that enable birth and death declarations to be sent electronically. The purpose of these projects is to modernize civil status services by improving the efficiency of the registration process and reducing processing wait times and the risks of error, all while simplifying the process for citizens. In August 2017, 44% of declarations of birth and 73% of declarations of death were sent on line via these services.

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| <p>2. <u>Priorities:</u> Provide a brief description of what your organization considers as its main priority/initiative over the next 12 to 36 months.</p> | <p>Services of the Government of Quebec</p> <ul style="list-style-type: none"> • Services Québec: The gateway to government services for the entire province: The Government of Quebec is maintaining its commitment in a new way in terms of service delivery. In order to integrate the various means of service delivery so as to create a networked administration that would facilitate transparency and client-focussed services, the government wants to see Services Québec become the gateway to government services for all citizens and businesses throughout Quebec. <p>To do that, Services Québec relies on optimal use of information technology by deploying informational and transactional web services and services supported by client relations centres. The government is counting on this vision to solidify the service offering and ensure a government presence in all regions.</p> <ul style="list-style-type: none"> • This new vision will materialize notably in the form of: <ul style="list-style-type: none"> ○ a network of government service outlets, located in all regional county municipalities and reaching 90% of the population within a 50 km radius; ○ A telephone number for citizens and a telephone number for businesses who want to access government services; ○ Simple and quick access to government services on the Internet, and also offered as a mobile version by Québec Portal. ○ The gradual consolidation of government registries under an expert entity. • The addition of new partners for Entreprises Québec and the Enterprise Zone and the addition of new services to the Enterprise Zone; • Within two years, implementing a pilot project pertaining to the start-up of food-service businesses, making the connection between the Enterprise Zone and the BizPaL service. • Partnership between Services Québec and Service Canada: Work is under way to assess opportunities for consolidating the offices of Services Québec and Service Canada in various municipalities, including the Nord-du-Québec region. • Implementation: <ul style="list-style-type: none"> ○ of a Quebec identity and address service (SQIA): The Government of Quebec will continue the work for setting up the SQIA. This solution will optimize the management of its data by focussing on the use of existing government assets. ○ of a government authentication solution (SAG): work is under way | <p>Dominique Bouchard Strategic Mandate Coordinator Development Department of Services Québec Ministry of Labour, Employment and Social Solidarity Phone: 418 646-0425, ext. 69970 Dominique.Bouchard@servicesquebec.gouv.qc.ca</p> |
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| | <p>for developing and introducing a simple solution for secure transactional services. Currently, the Government of Quebec has about 15 authentication mechanisms.</p> <p>Developing the SQIA and the SAG is only one step towards achieving the government's vision of integrated service delivery available in a single location.</p> | |
| <u>Priorities (continued):</u> | <p><u>Quebec Parental Insurance Plan:</u></p> <ul style="list-style-type: none"> • QPIP Program: in 2017, introduction of the redesigned claim form. Of the nine forms currently available, only one form will be used. It is a dynamic form that will be created based on the client's situation. • QPIP Program: work enabling clients to place into their file on line the documents needed for reviewing their eligibility. | |
| | <p><u>Government Registries Sector</u></p> <ul style="list-style-type: none"> • Implementation of the Firearms Registration File: On June 9, 2016, Quebec's National Assembly adopted the Firearms Registration Act. The purpose of this legislation is to provide peace officers with a tool enabling them to know where unrestricted firearms are located in Quebec and who owns them (mainly hunting rifles). It stipulates that citizens and merchants must register their firearms in a firearms registration file managed by the MSP or by anyone to whom it delegates this responsibility. The MSP has delegated to Services Québec the responsibility for implementing and managing the FIAF, given its assets and expertise in registry management, electronic service delivery and client service. The work to develop and implement the computer solution began in January 2017 and will continue throughout the year. • The consolidation of some registries within the Government Registries Sector has already begun, and four bills have been passed to this end (Bill 116, 64, 59 and 113). In addition, analyses have been initiated to assess the relevance of consolidating other registries. Work is also under way with the TBS to define an ideal consolidation model and objective analysis criteria to determine the relevance of consolidation. | <p>Reno Bernier Assistant Deputy Minister of Government Registries – MTESS Phone: 418 646-0425 ext. 60146 reno.bernier@servicesquebec.gouv.qc.ca</p> |
| | <p>Services Involving the DEC</p> <ul style="list-style-type: none"> • Data sharing agreements with the other provinces: The DEC will continue to work on putting in place information sharing agreements with its counterparts in other provinces in order to keep civil status registries up to date. Agreements between the DEC and the registrars of civil status of Ontario, New Brunswick, British Columbia and Saskatchewan will be reached soon. | <p>Hermel Grandmaison Civil Status Director – MTESS Tel: 418-644-3099 hermel.grandmaison@dec.gouv.qc.ca</p> |

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| <p>3. Showcase/Sharing: Are there any resources in your jurisdiction such as applications, processes, etc., that other jurisdictions may have an interest in applying or implementing in their own jurisdiction?</p> | | |
| <p>4. Issues and Needs: Identify the service delivery issues you would like to share with the Board and the type of assistance you may need from the PSSDC.</p> | <p>For the MTESS as a whole, and especially for the deployment of Services Québec, the following issues are important in terms of optimizing the delivery of public services:</p> <ul style="list-style-type: none"> • Enrolling government departments and agencies in pooling of expertise and resources to create a service delivery that is better adapted to the needs and expectations of citizens and businesses; • Changing management, personnel training and risk management during major organizational restructuring; • The best practices in terms of multi-mode and multi-service windows offering an integrated and consistent service delivery, and the calculation of the resulting benefits; • Interconnecting the systems for sharing certain information among the various MOs and developing common systems to reduce the number of times that a given piece of information is asked for from citizens and companies; <p>Lastly, mobility trends (e.g. : governmental standards) or client migration strategies, secure exchanges and open government are topics that Quebec is greatly interested in.</p> | <p>Dominique Bouchard Strategic Mandate Coordinator Development Department of Services Québec Ministry of Labour, Employment and Social Solidarity Phone: 418 646-0425 ext. 69970 Dominique.Bouchard@servicesquebec.gouv.qc.ca</p> |