

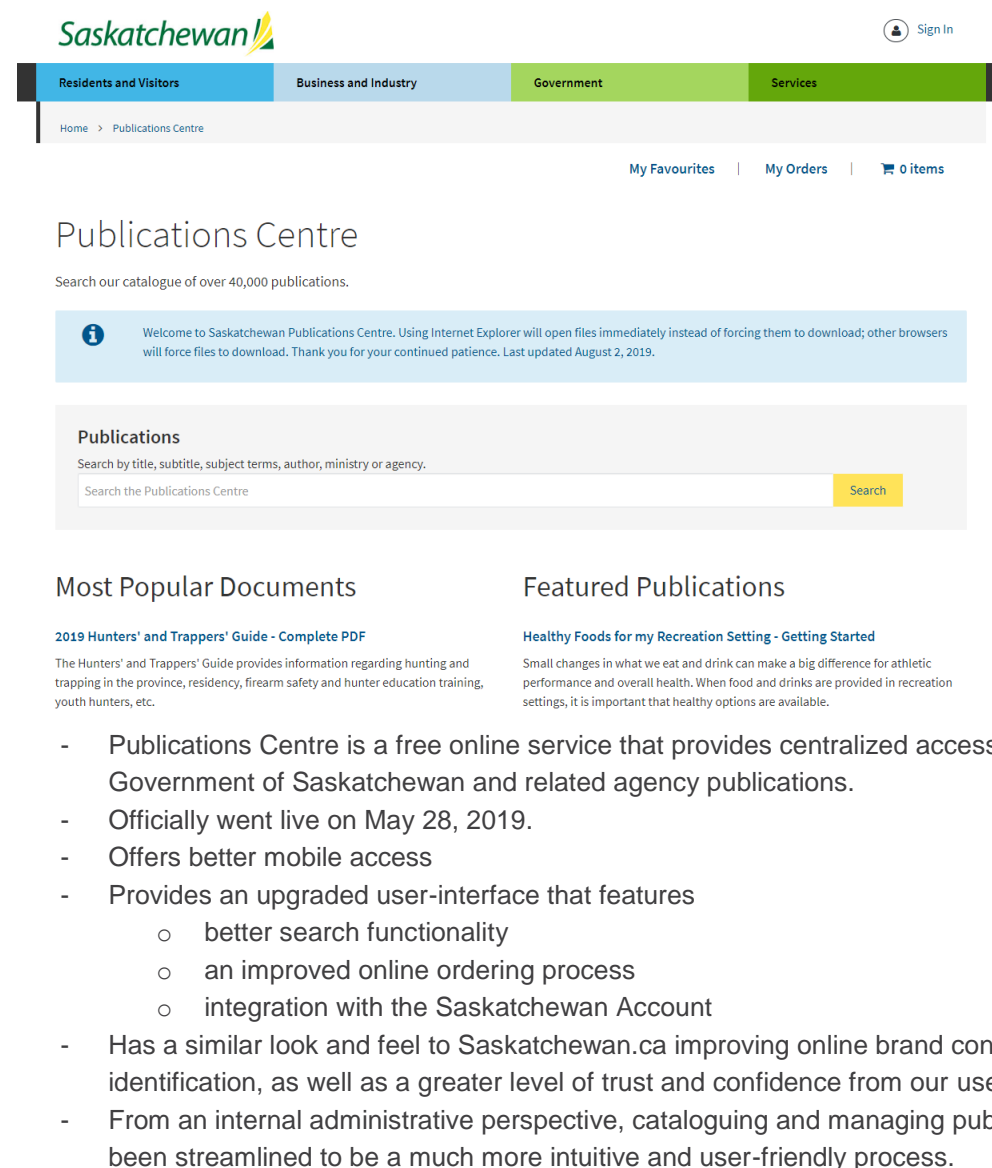
PSSDC Information-Sharing Template – September 2019

Information Sharing is collected for the purpose of the PSSDC Meeting of September 2019.

Information contained in this document cannot be shared without the approval of the member jurisdiction (author).

JURISDICTION:	Contact
<p>1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>Shelley Fiesel Publications Centre and Financial Analyst</p> <p>Publications Saskatchewan</p> <p>Ministry of Justice and Attorney General</p> <p>(306) 798-0835 (306) 787-8223 Shelley.Fiesel@gov.sk.ca</p>

Launched a complete rebuild of Publications Saskatchewan (Queens Printer)



The screenshot shows the Saskatchewan Publications Centre website. At the top is the Saskatchewan logo and a 'Sign In' button. Below is a navigation bar with tabs for 'Residents and Visitors', 'Business and Industry', 'Government', and 'Services'. The 'Government' tab is selected. Below the navigation bar is a breadcrumb trail: 'Home > Publications Centre'. Underneath are links for 'My Favourites', 'My Orders', and '0 items'. The main heading is 'Publications Centre', followed by the text 'Search our catalogue of over 40,000 publications.' A blue information box states: 'Welcome to Saskatchewan Publications Centre. Using Internet Explorer will open files immediately instead of forcing them to download; other browsers will force files to download. Thank you for your continued patience. Last updated August 2, 2019.' Below this is a search section titled 'Publications' with a search bar and a 'Search' button. The search bar contains the text 'Search by title, subtitle, subject terms, author, ministry or agency.' and the search bar itself contains the text 'Search the Publications Centre'. At the bottom, there are two sections: 'Most Popular Documents' and 'Featured Publications'. Under 'Most Popular Documents' is a link to '2019 Hunters' and Trappers' Guide - Complete PDF' with a brief description. Under 'Featured Publications' is a link to 'Healthy Foods for my Recreation Setting - Getting Started' with a brief description.

- Publications Centre is a free online service that provides centralized access to all Government of Saskatchewan and related agency publications.
- Officially went live on May 28, 2019.
- Offers better mobile access
- Provides an upgraded user-interface that features
 - o better search functionality
 - o an improved online ordering process
 - o integration with the Saskatchewan Account
- Has a similar look and feel to Saskatchewan.ca improving online brand consistency and identification, as well as a greater level of trust and confidence from our users.
- From an internal administrative perspective, cataloguing and managing publications has been streamlined to be a much more intuitive and user-friendly process.

Launch of the Saskatchewan Income Support Program (SIS)



Profile ▾

Residents and Visitors

Business and Industry

Government

Services

Application for Income Support

Complete the following steps to apply

Step 1 - Check your eligibility

Check your basic eligibility for income support before you apply

Start

Step 2 - Start application

Information about you

Current situation, needs and job history

Income, money in the bank and other assets

Add documents to support your application

Step 3 - Review, sign and submit application

Your rights, responsibilities, consent then submit your application

Manage your Application

[View all application steps](#)

[Cancel application](#)

[Save and continue later](#)

Need Help? Call the Client Service Centre at 1-866-221-5200

[Take our survey to help improve this service.](#)

- On July 15, 2019 the Ministry of Social Services launched the new SIS program for new clients requiring financial assistance to meet their basic needs as they transition to self-sufficiency to the best of their ability. The program successfully included a new digital service offering for new clients as previous interactions were only completed over the phone or in person.
- The new program offers simpler, transparent, client-friendly features that will help clients transition to greater independence and a better quality of life. Some of the new program features are:
- Increased monthly earned income exemptions allowing clients to keep more of the money they make as they move into the workforce;
- Introduced a new case management approach called Motivational Interviewing that provides staff the tools they need to support clients to make positive decisions, manage their benefits/household expenses, establish and reach their goals;
- A new online application that allows clients more flexibility in how and when they are able to make an application and submitting documents, saving both time and paperwork; and
- A simplified program focused on providing staff more time to spend working with clients, helping them address their challenges and achieving outcomes instead of filling out paperwork or working through administrative activities.

Jeff Brown

Director, Income
Assistance Redesign
Ministry of Social Services

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2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.	<p>These priorities come with the caveat that Saskatchewan is structured differently than many provinces in that we do not have a centralized Service Saskatchewan.</p> <p>At the Digital Strategy and Operations Branch we are responsible for the Saskatchewan.ca (government website), Saskatchewan Account (the single sign-on and profile management for all citizens and businesses), Digital ID, and setting the standards for online service delivery for government as a whole.</p> <p>Our priorities reflect this mandate as opposed to the service delivery mandate for the whole province. That view is not centralized.</p> <p>Digital Service delivery priorities over the next 12 – 36 months for Saskatchewan</p> <ul style="list-style-type: none"> - Accelerating adoption of the Saskatchewan Account as the single sign-on and profile management platform for Saskatchewan citizens and businesses - Pursuing certification from the Pan Canadian Trust Framework - Contributing to the development of the business component of the PCTF - Accelerating online service delivery by increasing our service design capacity and enhancing the Government of Saskatchewan website (Saskatchewan.ca) to improve rapid implementation of transactional services. 	
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? <i>(This information will help in agenda planning for future meetings.)</i>	<p>If any of the items in the accomplishments section from this report or February's report are of interest, we'd be happy to share.</p>	
4. Issues and Needs: Briefly describe any service delivery issues you would like to share with the Council and what		

assistance you might be seeking from PSSDC.

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