

PSSDC Information-Sharing Template – September 2020

Information Sharing is collected for the purpose of the PSSDC Meeting of September 2020.

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

Jurisdictions are kindly requested to limit information sharing to a maximum of 3 pages.

Jurisdiction: Québec		Contact
1. <u>Priorities & Accomplishments:</u> <ul style="list-style-type: none"> Briefly describe what your jurisdiction sees as its top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities. Briefly describe any significant service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months. 	<p>The efforts of the MTESS (ministère du Travail de l'Emploi et de la Solidarité sociale) are devoted to carrying out its strategic plan in the context of the COVID-19 pandemic. More specifically, the MTESS will work on:</p> <ol style="list-style-type: none"> 1- Simplify access to services and improve their quality 2- Adapt interventions to the needs of the clientele; 3- Develop innovative approaches for the benefit of customers. <p>In the short term, the ministry will work to support citizens and businesses. In the context of the COVID-19 crisis, the MTESS also wants to prioritize in-person service delivery, online and over the phone services to ensure that they are efficient and safe.</p>	Shifra Desjardins-Arsenault
2. <u>Showcase Opportunity:</u> <ul style="list-style-type: none"> List any significant deliverable(s), resource(s) or application(s) that you would like to present as a showcase item at an upcoming meeting or teleconference. Please provide a brief description of the item(s) to profile, time required and any other relevant information. 	No presentation is planned at this time.	Shifra Desjardins-Arsenault
3. <u>Issues / Needs:</u> <ul style="list-style-type: none"> Briefly describe any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance (e.g. pilot). If available, provide details on problem statement, project scope and targeted outcomes/deliverables. 	No specific issue	Shifra Desjardins-Arsenault