



June 03, 2021

MS. CAITLIN CLEVELAND
MLA, KAM LAKE

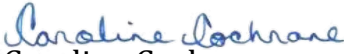
Oral Question 520-19(2) Client-Focused Integrated Service Delivery

This letter is in follow-up to the Oral Question you raised on February 8, 2021 regarding challenges that residents face when accessing programs and services provided by the Government of the Northwest Territories (GNWT). During our exchange, I committed to directing Ministers to talk with senior officials across departments about client services and how we can best work with residents.

The Department of Executive and Indigenous Affairs (EIA) has drafted a letter to Ministers that emphasizes the importance of client services and provides direction for departments to work together to better serve the residents of the Northwest Territories (NWT).

Our Government is aware of the need for client-focused integrated service delivery that is convenient and accessible for the residents of the NWT. We have already taken action on this front with the Department of Justice's Integrated Case Management and EIA's Single Window Service Centres being examples of this. We acknowledge, however, that there is more work to be done and we are committed to making further progress on this issue.

Thank you.


Caroline Cochrane
Premier

- c. Acting Clerk of the Legislative Assembly
Legislative Coordinator, Executive and Indigenous Affairs