

REPORT

OF THE AUDITOR GENERAL OF QUÉBEC
TO THE NATIONAL ASSEMBLY

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HIGHLIGHTS

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Courtesy Translation

The original version, published in French, takes precedence.

CHAPTER 1

OBSERVATIONS OF THE AUDITOR GENERAL

Please note that the text of Chapter 1 is not translated into English.

CHAPTER 2

Access to Educational Childcare Services

Performance Audit and Observations
of the Sustainable Development Commissioner

Ministère de la Famille

FINDINGS

1

There are not enough places available in subsidized childcare to meet the needs of families in Québec. Families that are unable to find subsidized childcare pay more for a service whose quality does not necessarily meet expectations.

2

The children of low-income families are underrepresented in childcare centres (CPE) that are located in the administrative regions of Laval and Montréal.

3

The Place 0-5 single-window access to childcare services does not allow for the efficient management of access to these services. The information presented on the website is not up-to-date and is not sufficient to meet the needs of parents.

4

The oversight of childcare services by the ministère de la Famille is largely insufficient to optimize access to childcare services, in particular for families with a child who has special needs.

5

The ministère de la Famille is not meeting its objectives for the creation of new places in subsidized childcare that were announced several years ago, which prevents it from meeting the needs of families.

CHAPTER 3

Measurement of Access to Health and Social Services: Indicators

Performance Audit

Ministère de la Santé et des Services sociaux

FINDINGS

1

The rate of registration with a family doctor as published by the Ministère de la Santé et des Services sociaux (MSSS) does not provide the public with an accurate picture of access to a doctor.

2

The MSSS has no substantive data on the effectiveness of incentives to improve access to a family doctor, while the amount spent annually on such incentives is constantly increasing and totalled almost \$350M in 2018-2019.

3

The information presented by the MSSS to the public does not make it possible to appreciate the actual performance of access to psychosocial services, in particular by vulnerable persons.

CHAPTER 4

AccèsLogis Québec Program: Delivery of Housing Projects

Performance Audit

Société d'habitation du Québec

FINDINGS

1

The Société d'habitation du Québec (SHQ) has not developed an intervention strategy or conducted analyses that would enable it to ensure the judicious use of its programs, including the AccèsLogis Québec program, in order to maximize assistance to households with housing needs.

2

The needs in terms of social and affordable housing are not sufficiently demonstrated when analyzing the eligibility of projects to the AccèsLogis Québec program.

3

Although the costs to carry out projects are on the rise, the SHQ is not exercising the appropriate financial controls when evaluating projects in order to ensure that the available funds will be used judiciously.

4

The SHQ does not adequately oversee the technical resource groups and housing development organizations to ensure their integrity and independence. Certain situations should have been monitored by the SHQ.

5

The SHQ approves housing projects with major components that do not meet the objective of the AccèsLogis Québec program to build social and affordable housing.

CHAPTER 5

Réseau national intégré de radiocommunication: Costs and Performance

Performance Audit

Centre de services partagés du Québec
Ministère de la Sécurité publique
Secrétariat du Conseil du trésor

FINDINGS

1 More than 15 years after launching the project and despite over \$350M in investments, the potential uses of the Réseau national intégré de radiocommunication (RENIR) have not been sufficiently exploited.

2 Users were consulted very little in the development of RENIR, which created a significant gap between their needs and the services provided.

3 The additional sums invested in the development of RENIR, coupled with the fact that the network is not being used in an optimal way, are exerting significant financial pressure on the Centre de services partagés du Québec (CSPQ) and on current users.

4 The services offered to RENIR users have not achieved the desired quality threshold.

5 The business model for the operation of RENIR exposes the CSPQ to the risk of being dependant on a single supplier.

