



Modernize the operations and delivery of programming through the PEI Agricultural Insurance Corporation

Modern Business Risk Management (BRM) program delivery requires efficient and effective programs and user-friendly online experiences for clients. A modernization of the operations and delivery of programming through the Agricultural Insurance Corporation (AIC) is in progress. This process involves reviewing services provided by the AIC to identify where business services can be offered online or electronically to improve client service and reduce red tape for clients accessing BRM programs.

The Modernization Process

The Agricultural Insurance Corporation (AIC) is currently reviewing the organization's processes, services and forms in order to identify operational and program delivery modernization opportunities. This process is informed by a review of AIC documentation as well as feedback from clients.

Government Commitments

Mandate Letter Ensure that progress is measureable and transparent | Modernize the operations and delivery of programming through the PEI Agricultural Insurance Corporation | Base decisions on evidence | Reduce red tape for accessing services

Speech from the Throne Improve how we do business

Modernization – At a Glance

Number of clients (2021/2022): 707

Online payments made (since Spring 2020): 441 payments (14% of total payments received)

Mileage savings: Over \$25,000

Online Agreements: 90% of clients indicated that accessing the AgrilInsurance Agreement online was their preferred method.

BRM data sampling strategy: to inform future decisions with respect to BRM sampling.

2021/2022 online contract documents: accessed over 115 times

AIC program changes include coverage for more commodities such as high bush blueberries, apple trees and fresh market carrots.

OUTPUTS

COMPLETE

Online payment options to allow for a more modern and improved client experience.

Online contract documents to provide clients full access to insurance contracts online.

Modernization of Business Risk Management programs, including:

- Removing the reference margin limit in the AgriStability Program¹;
- Increasing the coverage level of the AgriStability Program²;
- Increasing AgriStability interim payments from 50% to 75% for the 2020 program year; and
- Reducing AgriInsurance³ program premiums by 10 %.

AIC program changes include coverage for more commodities such as high bush blueberries, apple trees and fresh market carrots.

Increased technological hardware to support better access to client information for program delivery staff.

Commodity-specific BRM Forms to allow for a more streamlined delivery of programs.

¹Program Changes are effective until March 31, 2023 and apply to the Provincial and Federal portion of the AgriStability Program.

²Program changes are effective for the 2020 & 2021 program years and apply to the Provincial portion of the AgriStability Program.

³Producer premium discount offered for the 2020 & 2021 program year, funded by the province.

ONGOING

BRM sampling strategy project to inform future decisions with respect to BRM sampling.

AIC Modernization Strategy to identify the Corporation's mission, vision and values, including performance monitoring system.

Increased collaboration with commodity-specific extension staff with respect to BRM programming.

Investigating potential AIC program changes as requested by commodity groups.

Policy for requests for changes to the Insurance Plan to allow for a more efficient process for commodity groups and the AIC.

Review of AIC systems, processes, and operations to improve efficiency and reduce red tape.

Development of IT resources such as a BRM Client Portal, online BRM application forms and mechanisms for electronic correspondence with clients.

Performance and Evaluation | Multiple Lines of Evidence

Performance will be monitored to ensure that progress is measurable, transparent, and informed by the best available evidence. Information and evidence that is analyzed to monitor the modernization process includes¹:

No. of online payments made | No. of forms available electronically | No. of clients that signed up for BRM programs electronically | No. of activities completed to modernize operations (by type) | Feedback from clients

¹Performance monitoring metrics will increase with the development and implementation of the AIC's Strategic Plan

