



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 measurable 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 (2020/2021): 672

Online payments made (since Spring 2020): 144 payments (12% of total payments received)

Mileage savings: Over \$25,000

Online Agreements: 80% 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.

Online contract documents: accessed over 290 times

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 Program¹;
- Increasing AgriStability² interim payments from 50% to 75%; and
- Reducing AgrilInsurance¹ program premiums by 10 %.

¹ Program changes are effective for the 2020 & 2021 program years and apply to the provincial portion of the AgriStability Program.

² Program changes are effective for the 2020 program year and apply to the provincial portion of the AgriStability Program.

ONGOING

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

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

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

AIC Strategic Plan to identify the Corporation's mission, vision and values, including a performance monitoring system.

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

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

