

# MyAlberta Evacuation Payment

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Joint Councils Innovation and Best Practices Showcase

Digital Service Technologies, Service Alberta  
February 26, 2020

# Agenda

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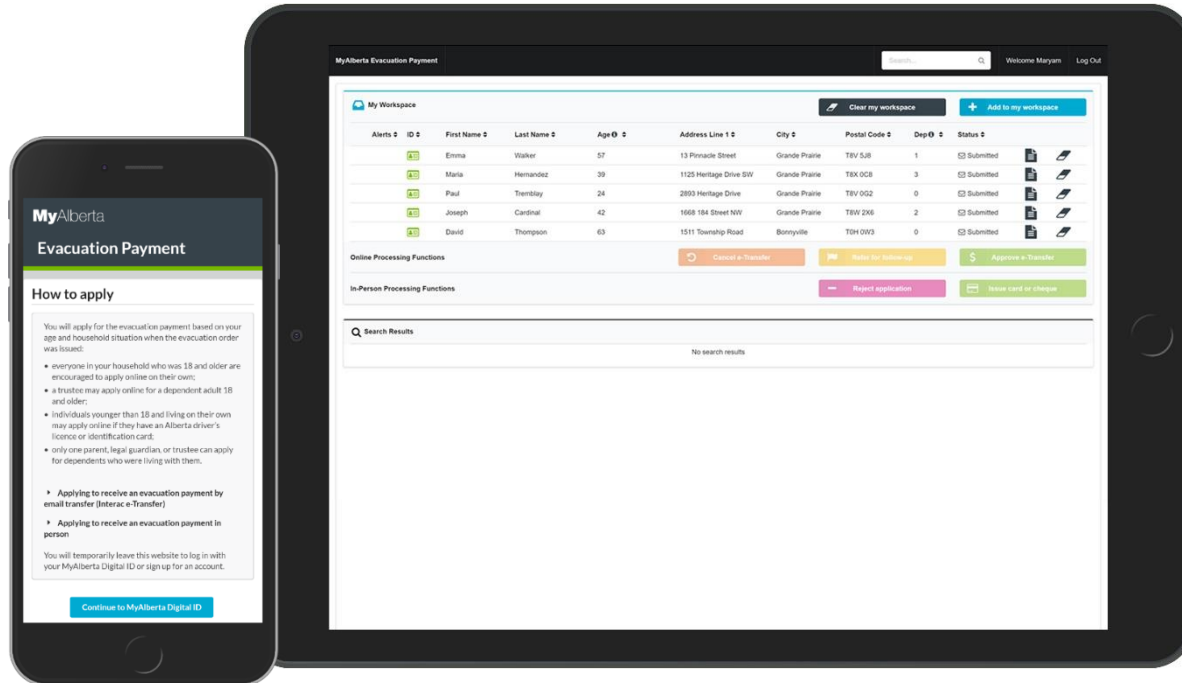
Overview of MyAlberta Evacuation Payment System

Application process

Review and payment process

Outcomes for Albertans and government

# MyAlberta Evacuation Payment System



# MyAlberta EVACUATION PAYMENT

When disaster strikes...



... evacuation payments ...  
communicated to  
Albertans ...



Affected Albertans  
directed to apply  
online for an  
evacuation payment



[alberta.ca/emergency](http://alberta.ca/emergency)

I have  
my  
Driver's Licence  
or ID Card



**Apply**

Albertan applies **online** by signing up for or logging in using their existing MyAlberta Digital ID

**Verify ID**

Albertan verifies their MyAlberta Digital ID **online** using their Driver's Licence or ID Card

**Approve**

GOA reviews and authorizes payment from government office

**Payment**

Albertan receives funds by **e-Transfer**



I have lost my  
Driver's Licence  
or ID Card



**Apply**

Albertan applies **online** by signing up for or logging in using their existing MyAlberta Digital ID



**Confirm ID**

Albertan verifies their ID **in person** with front-counter staff

**Review**

Front-counter staff review and authorize payment for each Albertan

**Payment**

Albertan is issued a **prepaid card** by front-counter staff



I do not have a  
Driver's Licence  
or ID Card



**Apply**

Albertan applies **online** by signing up for or logging in using their existing MyAlberta Digital ID



**Make Claim**

Albertan claims their eligibility **in person** to front-counter staff with supporting documents

**Review**

Front-counter staff review and authorize payment for each Albertan

**Payment**

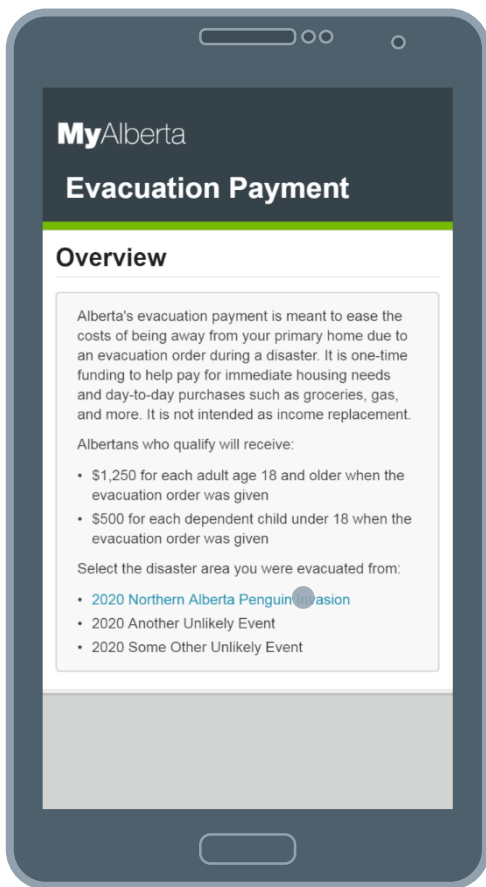
Albertan is issued a **prepaid card** by front-counter staff



# Citizen experience

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Online application process



## Apply online for a **My**Alberta Evacuation Payment with a verified **My**Alberta Digital ID

1. **Select disaster**
2. Confirm eligibility
3. Log in with MyAlberta Digital ID
4. Accept terms of use
5. Confirm personal information
6. Enter dependent information
7. Enter temporary contact information
8. Enter Interac e-Transfer information
9. Review application summary and submit
10. Review next steps

The image shows a smartphone screen with the 'Eligibility' section of an application. The title 'Eligibility' is at the top. Below it, a text box states: 'You may qualify for the evacuation payment if you were:'. This is followed by a bulleted list of three conditions: 1. forced to leave your primary home in the affected area due to an evacuation order or an imminent health and safety threat; and 2. unable to return to that home for a minimum of 7 days; or 3. staying in the affected area at the time of the evacuation and there were no reasonable transportation options to return to your primary home in another area within 7 days. Below the list are three questions, each with 'Yes' and 'No' radio button options. The first question is 'Were you forced to leave your primary home in an affected area due to an evacuation order?'. The second is 'Were you unable to return to your primary home in the affected area for 7 days or more due to an evacuation order?'. The third is 'Were you forced to leave the affected area due to an evacuation order and incurred extraordinary expenses to return to your primary home in another area within 7 days?'. At the bottom right of the screen is a green 'Continue' button.

**Eligibility**

You may qualify for the evacuation payment if you were:

- forced to leave your primary home in the affected area due to an evacuation order or an imminent health and safety threat; and
- unable to return to that home for a minimum of 7 days; or
- staying in the affected area at the time of the evacuation and there were no reasonable transportation options to return to your primary home in another area within 7 days.

Were you forced to leave your primary home in an affected area due to an evacuation order?  
☐ Yes ☐ No

Were you unable to return to your primary home in the affected area for 7 days or more due to an evacuation order?  
☐ Yes ☐ No

Were you forced to leave the affected area due to an evacuation order and incurred extraordinary expenses to return to your primary home in another area within 7 days?  
☐ Yes ☐ No

**Continue**

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The image shows a smartphone screen with the 'Eligibility' section of an application. The title 'Eligibility' is at the top. Below it, a text box states: 'You may qualify for the evacuation payment if you were:'. This is followed by a bulleted list of three conditions: 1. forced to leave your primary home in the affected area due to an evacuation order or an imminent health and safety threat; and 2. unable to return to that home for a minimum of 7 days; or 3. staying in the affected area at the time of the evacuation and there were no reasonable transportation options to return to your primary home in another area within 7 days. Below the list are three questions, each with 'Yes' and 'No' radio button options. The first question is 'Were you forced to leave your primary home in an affected area due to an evacuation order?' with 'Yes' selected. The second question is 'Were you unable to return to your primary home in the affected area for 7 days or more due to an evacuation order?' with 'No' selected. The third question is 'Were you forced to leave the affected area due to an evacuation order and incurred extraordinary expenses to return to your primary home in another area within 7 days?' with 'No' selected. A green 'Continue' button is at the bottom right of the form.

**Eligibility**

You may qualify for the evacuation payment if you were:

- forced to leave your primary home in the affected area due to an evacuation order or an imminent health and safety threat; and
- unable to return to that home for a minimum of 7 days; or
- staying in the affected area at the time of the evacuation and there were no reasonable transportation options to return to your primary home in another area within 7 days.

Were you forced to leave your primary home in an affected area due to an evacuation order?  
☒ Yes ☐ No

Were you unable to return to your primary home in the affected area for 7 days or more due to an evacuation order?  
☐ Yes ☐ No

Were you forced to leave the affected area due to an evacuation order and incurred extraordinary expenses to return to your primary home in another area within 7 days?  
☐ Yes ☐ No

**Continue**

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**Eligibility**

You may qualify for the evacuation payment if you were:

- forced to leave your primary home in the affected area due to an evacuation order or an imminent health and safety threat; and
- unable to return to that home for a minimum of 7 days; or
- staying in the affected area at the time of the evacuation and there were no reasonable transportation options to return to your primary home in another area within 7 days.

Were you forced to leave your primary home in an affected area due to an evacuation order?

☒ Yes ☐ No

Were you unable to return to your primary home in the affected area for 7 days or more due to an evacuation order?

☒ Yes ☐ No

Were you forced to leave the affected area due to an evacuation order and incurred extraordinary expenses to return to your primary home in another area within 7 days?

☐ Yes ☐ No

**Continue**

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The image shows a smartphone screen with the 'Eligibility' section of an application. The title 'Eligibility' is at the top. Below it, a text box explains that users may qualify for the payment if they were: forced to leave their primary home due to an evacuation order or an imminent health and safety threat; unable to return to that home for a minimum of 7 days; or staying in the affected area at the time of the evacuation with no reasonable transportation options to return home within 7 days. There are three questions with radio button options: 'Were you forced to leave your primary home in an affected area due to an evacuation order?' (Yes selected), 'Were you unable to return to your primary home in the affected area for 7 days or more due to an evacuation order?' (Yes selected), and 'Were you forced to leave the affected area due to an evacuation order and incurred extraordinary expenses to return to your primary home in another area within 7 days?' (Yes selected). A green 'Continue' button is at the bottom right.

**Eligibility**

You may qualify for the evacuation payment if you were:

- forced to leave your primary home in the affected area due to an evacuation order or an imminent health and safety threat; and
- unable to return to that home for a minimum of 7 days; or
- staying in the affected area at the time of the evacuation and there were no reasonable transportation options to return to your primary home in another area within 7 days.

Were you forced to leave your primary home in an affected area due to an evacuation order?

☒ Yes ☐ No

Were you unable to return to your primary home in the affected area for 7 days or more due to an evacuation order?

☒ Yes ☐ No

Were you forced to leave the affected area due to an evacuation order and incurred extraordinary expenses to return to your primary home in another area within 7 days?

☒ Yes ☐ No

**Continue**

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**Eligibility**

You may qualify for the evacuation payment if you were:

- forced to leave your primary home in the affected area due to an evacuation order or an imminent health and safety threat; and
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- staying in the affected area at the time of the evacuation and there were no reasonable transportation options to return to your primary home in another area within 7 days.

Were you forced to leave your primary home in an affected area due to an evacuation order?

☒ Yes ☐ No

Were you unable to return to your primary home in the affected area for 7 days or more due to an evacuation order?

☒ Yes ☐ No

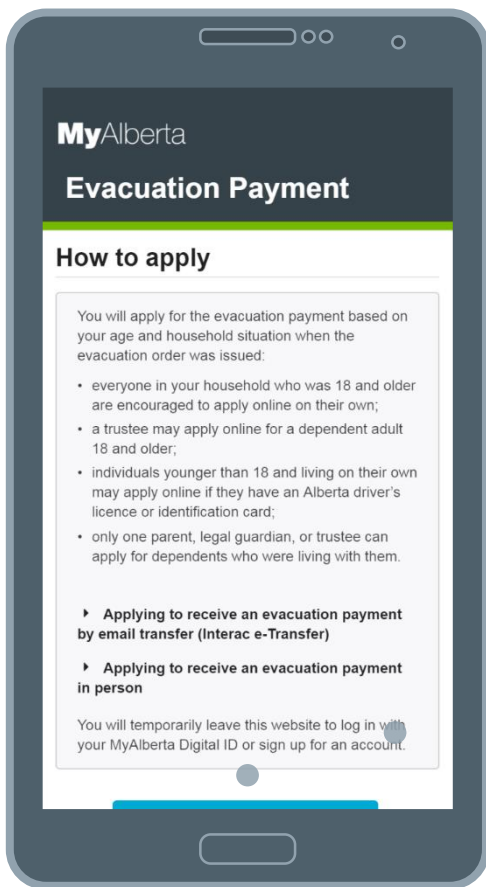
Were you forced to leave the affected area due to an evacuation order and incurred extraordinary expenses to return to your primary home in another area within 7 days?

☒ Yes ☐ No

**Continue**

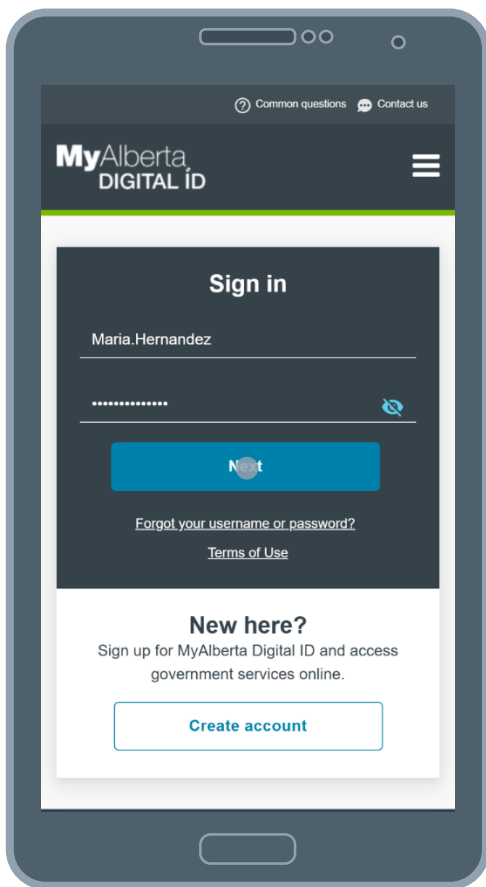
## Apply online for a **My**Alberta Evacuation Payment with a verified **My**Alberta Digital ID

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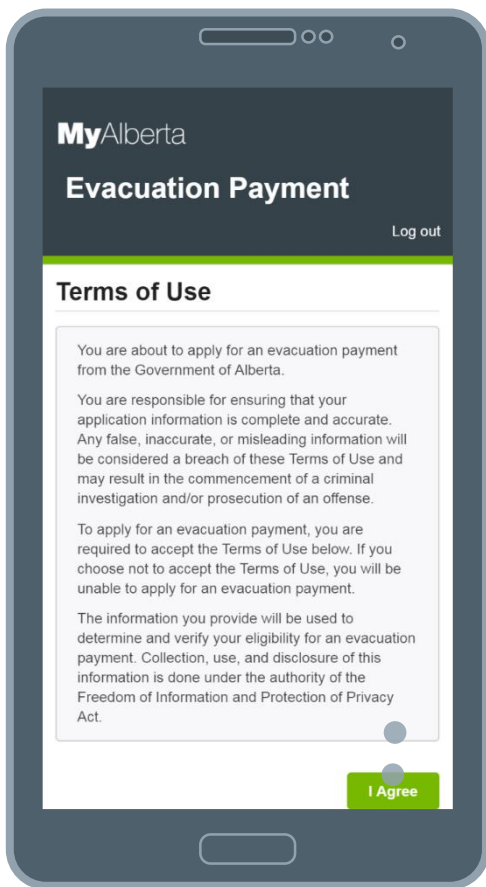
## Apply online for a **MyAlberta Evacuation Payment** with a verified **MyAlberta Digital ID**

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Middle Name

Last Name  
Hernandez

Sex  
Female

Date of Birth  
1981 February 9

Email Address  
Maria.Hernandez@mail.com

Address Line 1  
1125 Heritage Drive SW

Address Line 2

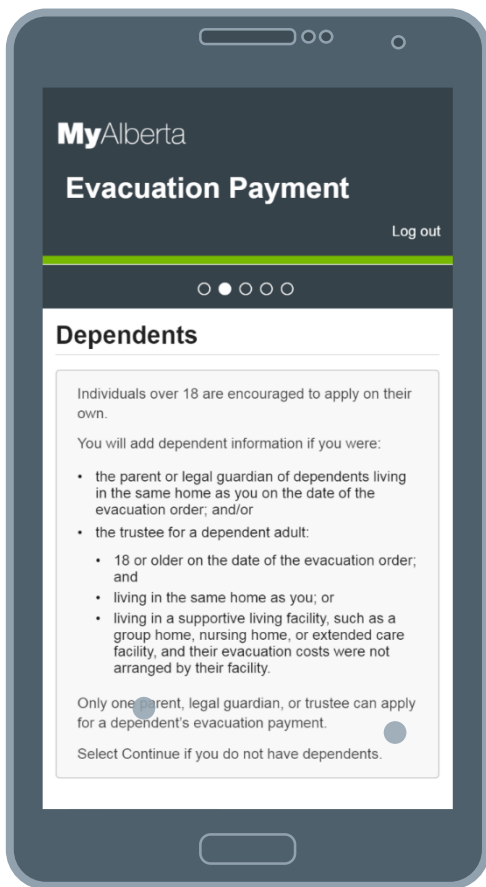
City  
Grande Prairie

Province  
Alberta

Postal Code

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2. Confirm eligibility
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4. Accept terms of use
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- 6. Enter dependent information**
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The image shows a smartphone screen with the 'Add a dependent' form. The form is titled 'Add a dependent' with a close button (X) in the top right corner. It contains the following fields: 'First Name' with the value 'David', 'Last Name' with the value 'Hernandez', 'Sex' with a dropdown menu showing 'Male', 'Date of Birth' with dropdowns for '2015', 'January', and '1', and 'Dependent Identifier' with a dropdown menu showing 'Alberta Health Number' and the value '12345-6789'. At the bottom of the form are 'Cancel' and 'Continue' buttons. The 'Continue' button is green and features a green robot icon. Below the form, there are 'Back' and 'Continue' buttons on the main screen background.

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- 6. Enter dependent information**
7. Enter temporary contact information
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Individuals over 18 are encouraged to apply on their own.

You will add dependent information if you were:



- the parent or legal guardian of dependents living in the same home as you on the date of the evacuation order; and/or
- the trustee for a dependent adult:
  - 18 or older on the date of the evacuation order; and
  - living in the same home as you; or
  - living in a supportive living facility, such as a group home, nursing home, or extended care facility, and their evacuation costs were not arranged by their facility.

Only one parent, legal guardian, or trustee can apply for a dependent's evacuation payment.


Select Continue if you do not have dependents.



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**Dependents**

David Hernandez  

☒ I am the parent, legal guardian, or trustee for all the dependents listed

 Add a dependent

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5. Confirm personal information
6. **Enter dependent information**
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10. Review next steps

The image shows a smartphone screen displaying a web form for applying for a MyAlberta Evacuation Payment. The form is titled 'Temporary Address' and contains several input fields. The first section is 'Temporary Address' with fields for 'Address Line 1' (containing '123 Mountain Street'), 'Address Line 2' (containing 'Address Line 2'), 'City' (containing 'Calgary'), 'Province' (a dropdown menu showing 'Alberta'), and 'Postal Code' (containing 'T7T 7T7'). Below this is a section titled 'Temporary Telephone' with fields for 'Primary Telephone' (containing '780-111-1111') and 'Alternate Telephone' (containing '780-222-2222'). At the bottom of the form are two buttons: a grey 'Back' button and a green 'Continue' button.

Temporary Address

Address Line 1 \*  
123 Mountain Street

Address Line 2  
Address Line 2

City \*  
Calgary

Province \*  
Alberta

Postal Code \*  
T7T 7T7

Temporary Telephone

Primary Telephone \*  
780-111-1111

Alternate Telephone  
780-222-2222

Back Continue

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7. **Enter temporary contact information**
8. Enter Interac e-Transfer information
9. Review application summary and submit
10. Review next steps

The image shows a smartphone screen with the 'Interac e-Transfer Information' form. The form includes instructions on how to use an email transfer, a security question dropdown menu with 'What is your favourite sport?' selected, an answer field with 'Hockey', and a confirm answer field also with 'Hockey'. Below these fields, it states the transfer will be sent to the email 'Maria.Hernandez@mail.com'. At the bottom, there are 'Back' and 'Continue' buttons, and a link to skip the e-transfer step.

**Interac e-Transfer Information**

To use an email transfer (Interac e-Transfer) for the evacuation payment, you need to:

- [find out if your bank offers Interac e-Transfers](#); and
- choose a security question and answer you will use to accept the Interac e-Transfer.

**Security Question \***

What is your favourite sport? ▼

**Answer \***

Hockey

**Confirm Answer \***

Hockey

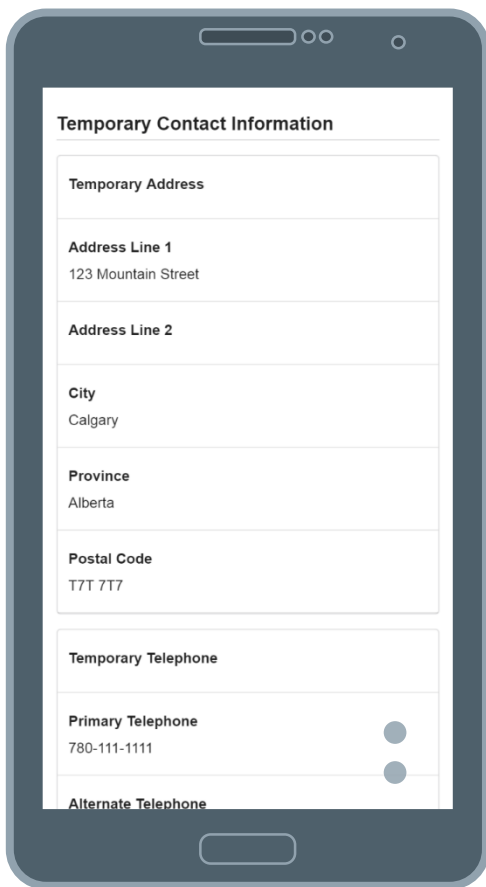
The Interac e-Transfer will be sent to this email:  
Maria.Hernandez@mail.com

[Back](#) [Continue](#)

[Or, I do not want to continue with an Interac e-transfer.](#)

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6. Enter dependent information
7. Enter temporary contact information
8. **Enter Interac e-Transfer information**
9. Review application summary and submit
10. Review next steps



The image shows a smartphone screen displaying a form titled "Temporary Contact Information". The form is divided into two main sections: "Temporary Address" and "Temporary Telephone".

**Temporary Address**

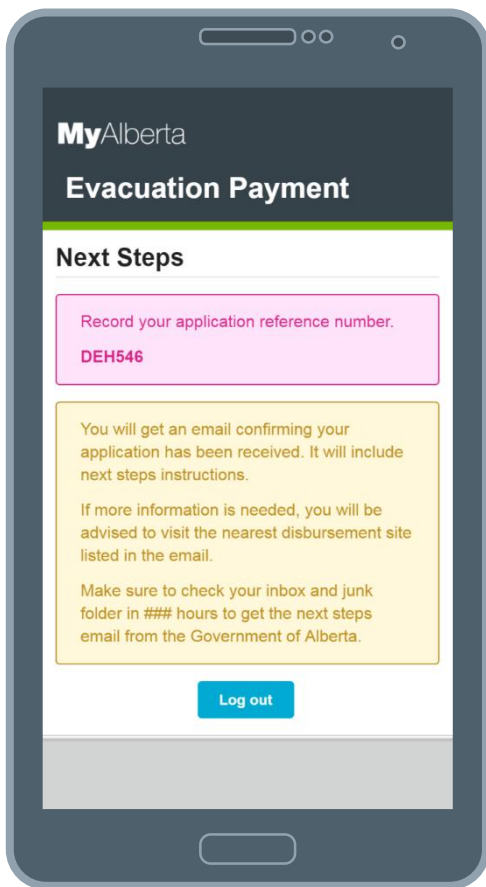
- Address Line 1: 123 Mountain Street
- Address Line 2: (empty)
- City: Calgary
- Province: Alberta
- Postal Code: T7T 7T7

**Temporary Telephone**

- Primary Telephone: 780-111-1111 (with a toggle switch)
- Alternate Telephone: (empty)

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9. Review application summary and submit
10. **Review next steps**

# Caseworker experience

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Online review and payment process

My Workspace

Clear my workspace

Add to my workspace

Alerts	ID	First Name	Last Name	Age	Address Line 1	City	Postal Code	Dependents	Status
<input type="checkbox"/>	Verified ID	Ima	Walker	57	13 Pinnacle Street	Grande Prairie	T8V 5J8	1	Submitted
<input type="checkbox"/>		Maria	Hernandez	39	1125 Heritage Drive SW	Grande Prairie	T8X 0C8	1	Submitted
<input type="checkbox"/>		Paul	Tremblay	24	2893 Heritage Drive	Grande Prairie	T8V 0G2	0	Submitted
<input type="checkbox"/>		Joseph	Cardinal	42	1668 184 Street NW	Grande Prairie	T8W 2X6	2	Submitted
<input type="checkbox"/>		David	Thompson	63	1511 Township Road	Bonnyville	T0H 0W3	0	Submitted

Online Processing Functions

Cancel e-Transfer

Refer for follow-up

Approve e-Transfer

In-Person Processing Functions

Reject application

Issue card or cheque

ID

First Name

Last Name

Verified ID


Ima

Walker

Maria

















Hernandez




 My Workspace


Clear my workspace


+ Add to my workspace

<input type="checkbox"/>	Alerts	ID	First Name	Last Name	Age 	Address Line 1	City	Postal Code	Dependents	Status
<input checked="" type="checkbox"/>			Emma	Walker	57	13 Pinnacle Street	Grande Prairie	T8V 5J8	1	 Submitted 
<input checked="" type="checkbox"/>			Maria	Hernandez	39	1125 Heritage Drive SW	Grande Prairie	T8X 0C8	1	 Submitted 
<input checked="" type="checkbox"/>			Paul	Tremblay	24	2893 Heritage Drive	Grande Prairie	T8V 0G2	0	 Submitted 
<input checked="" type="checkbox"/>			Joseph	Cardinal	42	1668 184 Street NW	Grande Prairie	T8W 2X6	2	 Submitted 
<input type="checkbox"/>			David	Thompson	63	1511 Township Road	Bonnyville	T0H 0W3	0	 Submitted 


Online Processing Functions


 Cancel e-Transfer

 Refer for follow-up

 Approve e-Transfer

In-Person Processing Functions

 Reject application

 Issue card or cheque

 Approve e-Transfer

My Workspace

Online Processing Functions

In-Person Processing Functions

Alerts	ID	First Name	Last Name	Date of Birth
		James	Cardinal	1995-09-21
Potential duplicate		James	Cardinal	1995-09-21
		Sally	Cardinal	1968-02-08

Search Results

Alerts	ID	First Name	Last Name	Date of Birth	Address Line 1	City	Postal Code	Dependents	Status
		James	Cardinal	1995-09-21	3743 53 Street NW	Lethbridge	T7F 3E2	0	Follow-up
Potential duplicate		James	Cardinal	1995-09-21	7546 86 Avenue NW	Lethbridge	T8J 4K5	0	Follow-up
		Sally	Cardinal	1968-02-08	4959 Madelin Street	Lethbridge	T9H 3J9	3	Follow-up
		James	Cardinal	1990-01-04	1921 Main Avenue	Lethbridge	T9F 3S2	1	Submitted
		James	Cardinal	1943-05-24	21 Hudson Drive	Lethbridge	T6W 4D2	1	In Progress
		James	Cardinal	1974-09-03	4381 Port Washington Road	Lethbridge	T3H 5N3	3	Follow-up
		James	Cardinal	1965-11-14	2893 Heritage Drive	Lethbridge	T6N 1K4	0	Accepted
		James	Cardinal	1984-04-13	4358 Forest Drive	Lethbridge	T7K 2F3	1	Paid
		James	Cardinal	1984-04-13	4358 Forest Drive	Lethbridge	T7K 2F3	1	Duplicate
		James	Cardinal	2021-11-14	4321 Sesame Street	Edmonton	T5D 2W3	0	Rejected

+ Add to my workspace

My Workspace

Clear my workspace

Add to my workspace

Workspace is empty

Online Processing Functions

Cancel e-Transfer

Refer for follow-up

Approve e-Transfer

In-Person Processing Functions

Reject application

Issue card or cheque

Search Results

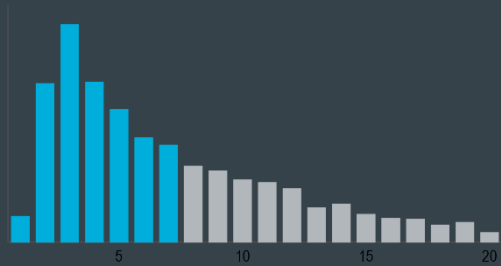
	Alerts	ID	First Name	Last Name	Date of Birth	Address Line 1	City	Postal Code	Dependents	Status	
<input type="checkbox"/>			James	Cardinal	1995-09-21	3743 53 Street NW	Lethbridge	T7F 3E2	0	Follow-up	
<input type="checkbox"/>			James	Cardinal	1995-09-21			T8J 4K5	0	Follow-up	
<input type="checkbox"/>			Sally	Cardinal	1968-02-08			T9H 3J9	3	Follow-up	
<input type="checkbox"/>			James	Cardinal	1990-01-04			T9F 3S2	1	Submitted	
<input type="checkbox"/>			James	Cardinal	1943-05-24			T6W 4D2	1	In Progress	
<input type="checkbox"/>			James	Cardinal	1974-09-03			T3H 5N3	3	Follow-up	
<input type="checkbox"/>			James	Cardinal	1965-11-14	2655 Heritage Drive	Lethbridge	T6N 1K4	0	Accepted	
<input type="checkbox"/>			James	Cardinal	1984-04-13	4358 Forest Drive	Lethbridge	T7K 2F3	1	Paid	
<input type="checkbox"/>			James	Cardinal	1984-04-13	4358 Forest Drive	Lethbridge	T7K 2F3	1	Duplicate	
<input type="checkbox"/>			James	Cardinal	2021-11-14	4321 Sesame Street	Edmonton	T5D 2W3	0	Rejected	

Add to my workspace

# Outcomes

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For Albertans and Government



Most applications completed in  
**10 minutes**

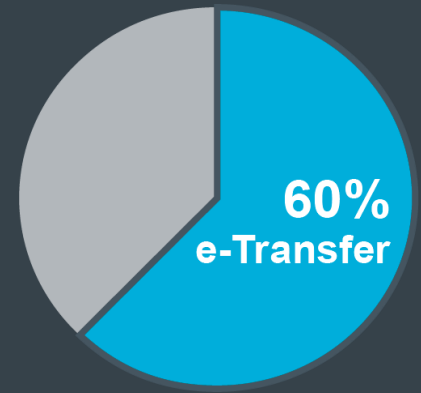
First payment received  
**62 minutes**  
after system launch





Within  
6 hours  
over  
\$2.1 million  
sent to  
2,200 evacuees

More than  
**60%**  
of evacuees  
chose e-Transfers





# Questions?

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