

PSSDC Information-Sharing Template – September 2018

Information Sharing was prepared for the PSSDC Meeting of September 2018 and not to be shared outside of the Council

JURISDICTION: Saskatchewan	Contact
<div style="background-color: #e0ffff; padding: 10px;"> <p>1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p> </div> <div style="padding: 10px;"> <p>Saskatchewan.ca Account</p> <p>In 2015, the Government of Saskatchewan chose to move forward with an enterprise approach for enabling the delivery of public-facing, online services for all ministries. Previously known as My Government Online Services or MyGOS – the Saskatchewan.ca Account platform gives the public easy, one-stop access to participating government services.</p> <p>Product Video: https://www.youtube.com/embed/ZqJfIT2TQpg</p> <p>Benefits</p> <ul style="list-style-type: none"> • Reduction in sign-on technologies, eliminating duplication of investment. • Simplified and improved experience for the public regardless of the ministry providing the service. • Better data management of profile information improves interactions between clients and government. • Foundations to accelerate digital service delivery, empowering ministries while meeting enterprise standards. • Reduce costs to interact with the public (e.g. \$1.50 per mail out vs cents for an electronic notice) through a convenient and secure single inbox. <p>What's new with the business sign-in and notifications release?</p> <ul style="list-style-type: none"> • As of June 2018 a number of new benefits have been introduced, including: • Business single sign-on: easy access for businesses from one convenient account. • Business profile and user management: manage the business profile and the individuals who interact on behalf of that business. • Notifications: SMS now available in addition to email, offering users a choice of either or both. • Privacy and consent framework: Business and individuals can manage and maintain records of their consent to privacy policies and terms of use. <p>Social Services demonstrates the power of citizen-centred design, application for benefits now in online pilot</p> </div>	<div style="padding: 10px;"> <p>Cosanna Preston Director, Digital Services Ministry of Central Services cosanna.preston@gov.sk.ca 306-519-8810</p> </div> <div style="padding: 10px; margin-top: 20px;"> <p>Winter Fedyk Executive Director, Strategic Management Branch</p> </div>

“Online will save me three visits.”

- client participant

Clients applying for Income Assistance benefits from the Ministry of Social Services currently wait 15 minutes on average to initiate their application. The application takes 20 minutes over the phone and is often not completed in one call.

The online application aims to change this – offering the ability to apply anytime online, the ability to save and come back later, while also reducing wait times when calling to finalize the application. Those who require or prefer the option to speak to a person directly to apply would still have that option.

The prototype was designed with staff and client feedback. The Ministry is currently piloting the prototype with a small number of community partners.

‘Help Me Tell My Story’ spreads across the province

After relaunching Help Me Tell My Story in September 2017, the Ministry of Education is seeing significant success with the holistic classroom tool. The app uses a holistic approach to measure oral language development for Prekindergarten and Kindergarten children. It does this by collecting assessment data from:

- the children
- their caregivers
- their teachers
- elders in their community



Following the assessment, educators and caregivers can log in to their Saskatchewan.ca Account to see results of assessments and provide many learning ideas for the home and the classroom.

By the end of Q4 2017-18 the app has reached students across nine school divisions and three First Nations jurisdictions.

Given that this school year was the first year since re-development, it is anticipated that the number will grow for next year’s administration. Help Me Tell My Story is the first of a suite of holistic assessment apps envisioned for Saskatchewan classrooms. Next on the list is Help Me Talk About Math, which measures Grade 1 students’ deeper understanding of mathematics and features

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	<p>the same characters as those in Help Me Tell My Story. In addition to the data collection, Help Me Talk About Math features an iPad game that helps Grade 1 students practice math concepts as they explore Aski's world. Help Me Talk About Math is currently in re-development, and will be ready for the 2018-19 school year.</p>	
<p>2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<ul style="list-style-type: none"> • Accelerate integrating government services to single-sign on platform • Business single sign-on and profile management and notifications • Online identity validation • Modernizing business application using a platform approach and integration • Measuring against Service Standards • Enhancing citizen engagement and participation 	
<p>3. <u>Showcase/Sharing:</u> Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction?</p>		

(This information will help in agenda planning for future meetings.)		
4. <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.	<ul style="list-style-type: none"> • Open government value realization • Other perspectives on government's role as service enabler vs. service provider • Digital identity verification • Adoption of business number 	