

PSSDC Information-Sharing Template – February 2018

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

JURISDICTION: ONTARIO		Contact
<p>1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>Gender Identity Policy</p> <ul style="list-style-type: none"> • In August 2016, ServiceOntario launched public consultations on how to collect, retain and display sex and gender information on government IDs and forms to ensure Ontario the fair, ethical and equitable treatment of people with trans and non-binary gender identity. The province completed in-person and online consultations in September 2016. To date, the province has received input from nearly 3,700 unique respondents with almost 1/3 coming in the first week of consultations alone. In March 2017, the gender identity policy was approved by Cabinet and announced across the Ontario Public Service (OPS). • In May 2017, ServiceOntario completed the public stakeholder policy launch, shared a ministry implementation toolkit, and released an interactive tool to support all ministries. • At present, all ministries are developing implementation plans to comply with the new policy, including ServiceOntario. ServiceOntario is reviewing affected programs and products with a focus on the birth certificate, which is Ontario's foundational identity document. • In July 2017, ServiceOntario completed the policy review and stakeholder consultations regarding a gender neutral birth certificate to align with the gender identity policy. The key stakeholders who participated in the consultations included the Ministries of Government and Consumer Services, Transportation, Health and Long-Term Care and Children and Youth Services. Others consulted included the Vital Statistics Council for Canada, the Canada Border Services Agency, Immigration, Refugees and Citizenship Canada, Indigenous and Northern Affairs Canada, the Royal Canadian Mounted Police, Service Canada, the Treasury Board of Canada Secretariat, Statistics Canada, Correctional Service of Canada and the Ontario Provincial Police. 	<p>Heather Stoddart (A) Director, Policy, ServiceOntario, Ministry of Government and Consumer Services 416-578-1874 heather.stoddart@ontario.ca</p>

Services to Business

BizPaL

- BizPaL shows an entrepreneur all the permits and licences they need to start or grow their business, and is customized by their location, type of business and specific business activities. It helps reduce business start-up time.
- ServiceOntario continues to **expand the adoption of the BizPaL** service at the municipal and regional levels. Since April 2017, 6 new municipalities have been added.
- ServiceOntario measures its success partly based on percentage of the Ontario population that has access to BizPaL at the municipal level, and that has increased by over 3% since January 2016, to 83.4%. This translates to new access for more than 400,000 Ontarians in diverse groups across the province.

Business Number

- ServiceOntario continues its efforts to **expand the use of the Business Number** as the common identifier in Ontario and onboard ministry programs to the Business Directory (the BN hub for Ontario).
- In 2016 the Transfer Payment Common Registration system developed a system-to-system connection to the Business Directory and began using the BN as a common identifier.
- The provincial Integrated Financial Information System (IFIS), used for recording all of Ontario Ministries' financial transactions and accessing data for reporting and analytical purposes, is currently undergoing the same effort.

Blockchain Technology

- In August 2017, Ontario government in partnership with ISED (Innovation, Science, and Economic Development Canada) and City of Toronto completed a project aimed at exploring the **use of Distributed Ledger Technology in enabling the delivery of digital government services and data sharing** across multiple orders of government.
- Over the course of 15 weeks and through three month-long sprints, restaurant business registration & licensing proof-of-concept solution was built, with Blockchain as part of technology solution, resulted in an increased technical fluency and knowledge of Blockchain

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technology by the cross-functional teams from the participating organizations.

Services Reboot

As part of the service reboot initiative to redesign existing ServiceOntario websites, service design principles and agile development cycles were used to make enhancements to the following services:

- **Email reminders for driver's licence renewal service** was launched on August 13, 2017. Future iterations and improvements to the driver's licence email reminder service were released in December 2017. The current email reminders (both driver's licence and vehicle sticker) has over 1,000 subscribers per week
- The redesigned **Integrated Address Change** has doubled transaction volumes, successful transactions and customer service. Future iterations are being explored for summer 2018.
- The redesigned **Service Finder** significantly enhanced user navigation and the mobile experience, increasing mobile usage from 6 to just under 40%. Future iterations will include direct 'drop ins' to online services and redesigned appointment booking service to improve in-person visits (Spring 2018).

Identity Management

Ontario's Enterprise Digital Identity Policy Framework, which will guide the design and development of the Digital Identity program, was approved by Cabinet. The Policy Framework is comprised of four key areas of focus:

- Authority and scope for the enterprise DI program: MGCS to lead establishment and administration of DI program.
- Common identity proofing: harmonized rules and standards on identity requirements.
- Credentials: broad range of credential options to access services be they physical, digital or biometric.
- Information Sharing: user consent-based sharing of identity information across government.

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- As a key next step, implementation of a gender neutral birth certificate is planned for 2018 pending any legislative or regulatory approvals. ServiceOntario is still in the policy development phase.

Gender Neutral Birth Certificate

- Following the launch of the Gender Identity Policy, ServiceOntario began work to explore opportunities to provide new options to customers, including those who identify as trans and non-binary. In support of this, ServiceOntario is working to introduce gender neutral birth certificates no later than spring 2018.

Services to Business

- ServiceOntario has launched a new approach in expanding the use of the Federal Business Number (BN9), which does not require a full system-to-system integration by programs. The new approach, called **BN Expansion**, aims to have all business-facing programs within the OPS to begin collection/use of the BN by March 2020. Programs will be placed in implementation waves based on their level of complexity. Low complexity programs will be expected to complete implementation by March 2018, medium complexity programs by March 2019, and high complexity programs by March 2020. ServiceOntario is also evaluating opportunities to expand the functionality of Ontario's business platform (e.g. new online transactional services and/or new functions like electronic messaging).
- ServiceOntario is working with Innovation, Science and Economic Development Canada (ISED) and the City of Toronto on a new **BizPaL pilot project** to be launched at the end of January 2018. The pilot will allow restaurant start-ups to create an online checklist of permits/licences required to open their business, and obtain an estimate of total fees and fulfillment timelines. New data will be added to existing licences and displayed in a custom interface which will also provide the user with the sequence in which the licences should be attained.

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	<ul style="list-style-type: none"> Building on the successes of the Blockchain Proof-of-Concept completed last year, ServiceOntario is looking to continue to grow its maturity in Blockchain technology by conducting a Blockchain Pilot. A number of potential opportunities have been explored. ServiceOntario will be collaborating with British Columbia on their Verifiable Organization Network (VON) initiative, which aims to explore the use of a novel approach to validating business organizations when transacting online. <p>Service Integration</p> <ul style="list-style-type: none"> ServiceOntario has been working on developing an integrated online health card/driver's licence renewal service. This includes modernizing the eligibility process to ensure a digital first experience by moving checks and balances to a cross-ministry, real-time eligibility verification. The user experience included direct testing with a representative group of Ontarians to refine and enhance the experience. This service will be launched in early 2018 to the public but will be targeted to the audience who are more likely to be eligible for this new service. Working with the federal government, ServiceOntario is expanding the 4-in-1 Newborn Bundle to include referrals to the Canada Education Savings Grant. <p>Identity Management</p> <ul style="list-style-type: none"> Ontario is working to build an enterprise digital identity program that will enable Ontarians to digitally prove who they are when they interact with government and the private sector via a common, secure, user-friendly and privacy-enhancing method. Since Digital Identity will fundamentally change the citizen experience and delivery of services, an iterative, phase-based approach will be pursued. The findings from research, analysis and demonstrations undertaken during this first phase of work will inform the business case and proposal for an enterprise Digital Identity Program by November 2018. There are currently five streams of work including: User Research and Service Design, Proofs of Concepts and Research, Policy Development, Program Design and Demonstration Initiatives as per below. 	<p>Asim Hussain ADM, Business Improvement Division, ServiceOntario, Ministry of Government and Consumer Services (416) 326-4897 Asim.Hussain@ontario.ca</p> <p>Igor Solesa Director, Digital Identity Project Branch, Business Improvement Division, ServiceOntario, Ministry of Government and Consumer Services Igor.Solesa@ontario.ca</p>
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	<ul style="list-style-type: none"> Engagement of Ontarians through user research and service design will enable understanding of user demographics, preferences and answer key design questions to inform the Digital Identity Program. Research into technical standards and POC development in a lab environment will prove out the feasibility of potential solutions and/or key components. Continued engagement in the development of a Pan Canadian Trust Framework (PCTF), including alpha testing of various components like “verified person”, will inform Ontario’s policy research on implementing a digital identity in the province. Development of a business strategy and preliminary conceptual business architecture will continue, including an assessment of key collaboration opportunities and the role of the private sector. Demonstration initiatives will be utilized as a way of testing out specific features, capabilities and assumptions about user/client preferences in context of the broader DI ecosystem. 	
<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? <i>(This information will help in agenda planning for future meetings.)</i></p>	<p>ServiceOntario’s recent and upcoming top initiatives</p> <p>Digital Transformation</p> <p><u>Online HC/DL</u></p> <ul style="list-style-type: none"> Introduction of new online health card/driver’s license renewal at the end of January. Approximately 1.8 million driver’s licenses and 2 million health cards are up for renewal each year. Most Ontarians do not have a convenient alternative for in-person renewals. Leveraging existing Online Driver’s License Renewal, we’ve created an integrated application in-house to renew a health card and driver’s license online at the same time. For the first time, a target segment can go online, enter information from the cards, without the need to physically share any other documentation. We are verifying their identity by what we know about them. We designed it with the user at the centre – conducted testing with OPS staff, retail office/contact centre staff and end-users 	<p>Anne Matthews Director, Partnerships, ServiceOntario, Ministry of Government and Consumer Services 416-325-8783 anne.matthews@ontario.ca</p>

Email notifications

- The goal is to eliminate 80% of 9M paper renewal notices by offering a convenient electronic alternative.
- Employed agile methodologies & usability testing to develop email reminders application.
- **Averaging 1,000 new subscribers per week (79% for both license plate and driver's license email reminders).**
- Launched in Nov 2016 and in January 2017 – licence plate sticker reminder added, and in August 2017 driver's licence email reminder included.

Expanding 4 in 1 Baby birth bundle

- Expand bundle to include referral to Canada Education Savings Plan
- Leverage captive audience to promote RESPs, Canada Learning Bond, and Canada Education Savings Grant to enable more Ontarians to benefit from these programs.
- Launch expected this year
- **Progress to date: service design work and usability testing complete;**
currently in design and build phase and working with federal partners and banks to finalize launch date

Gender Neutral Birth Certificates

- **We consulted extensively with the community** to develop our Gender identity Policy last year
- This is the next step the Ontario government is taking to respond to the policy, building on changes already made to our drivers license, Ontario Photo Card and health card.
- In summer 2017, we also consulted within our government, with the members of Vital Statistics Council and 14 federal government departments.
- We expect to launch the birth certificate later this spring

Key Ontario Government Initiatives

Ontario's Minimum Wage is Now \$14 an Hour

- The Fair Workplaces, Better Jobs Act, 2017 responds to the final report of the Changing Workplaces Review. It was the first-ever independent review of both the Employment Standards Act, 2000 and Labour Relations Act, 1995.
- Also, as part of **Ontario's Fair Workplaces, Better Jobs Act 2017, the minimum wage will increase again to \$15 an hour on January 1, 2019**, to be followed by annual increases at the rate of inflation.
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- Other provisions of the new provincial legislation that come into effect on January 1, 2018 include the following:
- **Ensuring workers are entitled to at least three weeks' vacation after five years with the same employer**, bringing Ontario's vacation time in line with the national average.
- Expanding the 10 days per calendar year for personal emergency leave to employees in workplaces with fewer than 50 employees, with at least two paid days per year for employees who have been employed for at least a week.
- A **new domestic or sexual violence leave** of up to 10 days and up to 15 weeks of job protected leave; the first five days of leave in every calendar year would be paid.
- Increased family medical leave from 8 to 28 weeks per year.
- A new child death leave from any cause up to 104 weeks, and increased crime-related disappearance of a child leave from 52 to 104 weeks, and;
- Changes to make forming a union and reaching a first collective agreement easier.
- **Since the global recession, more than 800, 000 net new jobs have been created in Ontario. By 2020, Ontario is expected to create over 200, 000 more net new jobs.** The unemployment rate in Ontario is currently at a 17-year low.

Free Prescription Medications for Everyone Under 25

- The province has made the biggest expansion to medicare in Ontario in a generation, providing drug coverage to over four million children and youth across the province.

- The launch of OHIP+: Children Youth Pharmacare is a national milestone as Ontario becomes **first province to provide prescription medication coverage at no cost for all children and youth under 25 who are OHIP-insured.**
- This new milestone provides **children and youth under 25 access to over 4, 400 medicines, completely free of charge.** Some of the now publicly funded prescriptions include depression and anxiety medications, insulin and diabetic test strips, antibiotics, asthma inhalers and birth control pills.
- Coverage will be automatic for children and youth with an OHIP card and a valid prescription. There will be no upfront costs, no co-pays and no strings attached.
- **An estimated 1.2 million people in Ontario without drug coverage will benefit from OHIP+.** This is according to a recent report by the Conference Board of Canada that **estimates a drop from 13.2% to 4% in the number of people not currently eligible for drug coverage** under a public or private insurance plan in Ontario.

Other Related Ontario Business Announcements – Fall 2017

- In September 14, 2017, Ontario introduced new legislation, the Cutting Unnecessary Red Tape Act, 2017 which, if passed, would help build a **smarter, more modern regulatory environment** by rooting out unnecessary burdens and streamlining regulations. Ontario has launched a new approach in expanding the use of the federal Business Number (BN9), which does not require a full system-to-system integration by programs. The new approach, called **BN Expansion**, aims to have all business-facing programs within the OPS to begin collection/use of the BN by March 2020. ServiceOntario is also evaluating opportunities to expand the functionality of Ontario's business platform (e.g. new online transactional services and/or new functions like electronic messaging).
- Ontario is also working with Innovation, Science and Economic Development Canada (ISED) and the City of Toronto on a **new BizPal pilot project.** The pilot will allow restaurant start-ups to create a sequenced online checklist of permits/licenses required to open their business, and obtain an estimate of total fees and fulfillment timelines. New data will be added to existing licenses and displayed in a custom interface, and licenses will be sequenced in.

	<p>Benefits Transformation/Social Assistance (BT/SA) Research</p> <ul style="list-style-type: none"> From December 2016 to October 2017, ServiceOntario, Ministry of Finance and the Ministry of Community and conducted user research to understand how Ontarians want to access benefits: <ul style="list-style-type: none"> -Around 6,000 surveys were received, and around 100 users and staff were interviewed. -Survey results showed that 90% of benefits recipients use the internet and that 78% of benefits recipients regularly access the internet using a smartphone, compared to 68% of non-benefit users. Approximately 45% of benefits recipients would prefer applying to services online. The BT/SA research continues to help shape the short, medium and long-term benefits transformation strategy. Of particular interest and importance is improving digital access to benefits information and applications. 	<p>Asim Hussain ADM, Business Improvement Division, ServiceOntario, Ministry of Government and Consumer Services (416) 326-4897 Asim.Hussain@ontario.ca</p>
<p>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.</p>	<p>Gender Identity and Sex Information on Government Products and Forms</p> <p>Ontario is interested in information on how other jurisdictions approach the following key issues:</p> <ul style="list-style-type: none"> How will other jurisdictions make changes to the way they collect and display gender identity and/ or sex information for their birth certificate? How will other jurisdictions make changes to the processes for change sex designation on the birth registration? 	<p>Heather Stoddart (A) Director, Policy, ServiceOntario, Ministry of Government and Consumer Services 416-314-1201 heather.stoddart@ontario.ca</p>