

Introduction to *One-Stop Services for Pregnancy and Childbirth*

I Background

- Many people had little information about public services related to pregnancy and childbirth and found it inconvenient to prepare supporting documents for every service they apply for and visit several agencies* to apply for different services.

* Health centers and employment centers in cities and smaller districts, National Health Insurance Service, National Pension Service, financial institutions, etc.

- To address this, the government decided to find out pregnancy and childbirth related services that can be provided in one place and proactively before any needs arise, and adopt a simpler application process.

※ (One-Stop) People had to check and apply for each service, but now the government informs people of the services they need in advance; people had to visit multiple agencies, but now they can apply for all services in one place; and people had to complete every application form for each service, but now all they need is to complete a single integrated application form.

- ⇒ The government integrated all of the services found more effective when provided together into a system called *One-Stop Services for Pregnancy and Childbirth* and started to provide customized services for different needs.

II Developments

- In its new year work report for 2015, the government announced its plan to “realize customized services for public needs” (Jan 21, 2015).
 - ※ The government plan aimed at proactively providing customized services for people’s life stages, such as pregnancy, childbirth, employment and death
- Based on the results of surveys and analyses of pregnancy and childbirth support services, the government started to develop a new program (May 2015 -).
 - In addition to the surveys and analyses, the government held regular meetings with other organizations concerned.
 - ※ (Expert meetings) Experts shared their views on the need for implementing the services and how to improve them.
 - ※ (Ministry of Health and Welfare) In consultation with the Ministry and Health and Welfare, the Ministry of the Interior and Safety set the directions and items of *One-Stop Services*.
- The implementation plan for *One-Stop Services for Pregnancy and Childbirth* was established (August 20, 2015).
- Feedback from expectant mothers were collected regarding the policy design of *One-Stop Services for Pregnancy and Childbirth* (at Jaeil General Hospital on September 21).
 - ※ The forum engaged more than 150 people, including pregnant women, who are the policy target, civic groups and experts.
 - ※ Public opinions were gathered through a private web service and reflected in designing *One-Stop Services*; mobile public surveys were conducted to understand people’s preference; expectant mothers were invited to share their hands-on experience of *One-Stop Services*; and the birth registration service was provided at the hospital on a pilot basis.

- ※ After the forum, a mobile survey was conducted (Sept. 21 – Oct. 10, 2015) on a private web service (happymom.symflow.com), inviting anyone interested to share his or her views.
- A Big Data analysis was conducted with the aim of improving pregnancy and childbirth support services (October 2015).
 - ※ The analysis target includes administrative information on pregnancy and childbirth, social media (e.g. online childcare communities) and mobile survey results.
 - ※ The most common views of expectant mothers about the birth registration service include “It’s not working”, “It’s complicated” and “It requires so many (documents to prepare)”.
- A (draft) list of public pregnancy and childbirth services to be included in *One-Stop Services* was established (– October 2015).
- Legal grounds for *One-Stop Services for Pregnancy and Childbirth* (regulations by the Ministry of the Interior and Safety) were set up (December 2, 2015).
 - ※ (Regulations by the Ministry of the Interior and Safety) The Regulations contain the criteria for how to process repeated administrative processes to unify them.
 - * The regulations cover the integrated application system, the roles of agencies in charge, service procedures, the integrated application form, etc.
- Information sessions for (four) municipalities joining the pilot program and user education were provided (December 9, 2015).
- Guidelines for an integrated service system by municipality were set up (December 11, 2015).
- The demonstration events and pilot programs of *One-Stop Services for Pregnancy and Childcare* were carried out (December 15, 2015 – March 30, 2016).

- ※ Four municipalities that participated in the pilot program: Geumjeong district, Busan City; Eunpyeong district and Seongbuk district, Seoul City; and Seo district, Gwangju City
- An information session on *One-Stop Services for Pregnancy and Childbirth* was provided (February 17, 2016).
 - ※ For staff in charge of *One-Stop Services* at responsible departments of 17 municipalities
- A promotional event to spread *One-Stop Services* across the nation was held with a meeting with expectant mothers (March 30, 2016).
 - ※ The event was held at the Nokbeon neighborhood community center, with the attendance of the Minister of the Interior and Safety.
- *One-Stop Services for Pregnancy and Childcare* (offline) was put into service across the country (March 31, 2016).
- Two more services were included (childbirth benefits for basic livelihood security benefit recipients and childbirth benefits for women with disabilities) (December 1, 2016).
 - ※ The scope of services was expanded to support a wider customer base.
 - ※ The service to inform people of pregnancy and childbirth support services in advance was introduced and has been upgraded.
- The electricity bill cut service for households with newborn babies was added (July 31, 2017).
- Online *One-Stop Services for Pregnancy and Childbirth* was launched (November 30, 2017).
 - ※ People can make all applications at once online at Gov24 (www.gov.kr).

III Current status and issues

- People had to go through a complex process to get childbirth support: visiting multiple agencies(two in general and five for those with at least two children); completing several application forms (four in general, and nine for those with two children and more); and preparing various supporting documents(from four to seven documents).

Category	Childbirth support service	The agency to visit	Whether you need to complete an application form	Required documents
General	① Childcare benefits (or childcare subsidy)	Community center	O	The applicant's ID and a copy of her bankbook
	② Childbirth subsidy *most municipalities	Community center	O	The applicant's ID and a copy of her bankbook
	③ Childbirth gifts *Yeoncheon district and Gumi City	Community center	O	The applicant's ID and a copy of her resident registration certificate
	④ Breast pump rentals *Gwangjin district, Seoul City, Gyeongju City, etc.	Health center	O	The applicant's ID and a birth registration certificate
People with at least two children (including services provided in general)	⑤ <i>Dadoongi Card</i> (a card required for households with at least two children to get benefits related to childbirth) *most municipalities	Community center	O	The applicant's ID, a copy of her resident registration certificate, etc.
	⑥ Baby insurance subscription * Geochang district, Seongju district, etc.	Community center	O	The applicant's ID, a copy of her resident registration certificate, etc.
	⑦ Electricity bill cuts	Korea Electric Power Corporation	O	Written consent to public information use (Korea Electric Power Corporation)
	⑧ City gas bill cuts	Korea Gas Corporation	O	Written consent to public information use (Korea Gas Corporation)
	⑨ Heating bill cuts	District heating companies	O	A copy of the applicant's resident registration certificate and a copy of her family relation registration certificate

※ Services for people with at least two children may be different depending on the number of children: *Dadoongi Card* (to get various childbirth-related benefits) for people with at least two children; baby insurance coverage, electricity, city gas and heating bill cuts for those at least three children.

- The government recognized the need to explore pregnancy- and childbirth-related services which can be integrated effectively and improve the work process and application procedures of the service system, with the aim of providing customized services for expectant mothers.
- The government came to understand the need to inform people of all pregnancy support services they are entitled to prior to pregnancy to ensure that no one misses out on the services they can get simply because of lack of information.
- There was a need to improve the system by integrating all childbirth support services, allowing people to apply for all of the services they are entitled to when they make birth registrations.

◇ **(Issue 1) The separate application system for different services causes inconvenience to the public.**

⇒ The government needs to provide an integrated system of customized services for important life stages.

◇ **(Issue 2) Some people miss out on services they are entitled to because they are not aware of them.**

⇒ The government should provide prior notification of services for people before they have to search and apply for services themselves

IV Implementation

□ Directions

- ◇ (Stage1) Introduction of *One-Stop Services for Pregnancy and Childbirth* (offline) to simplify the application process, with fewer visits to make, and fewer application forms to complete and documents to prepare.
- ◇ (Stage2) Introduction of online *One-Stop Services for Pregnancy and Childbirth*

- (Stage 1) Simplification of the process: visiting only the community center (one place) and completing an integrated application form (once)
 - The community center checks administrative information (e.g. family relations) itself, minimizing the number of documents customers have to prepare.
 - The integrated application form listing all services people can get helps prevent anyone from missing out on services and ensures the services are provided at the right time."
 - With just one required visit, people can save time and money.

Before (Visiting at least four places)	After (Visiting only one place)
○ (General, four application forms) After registering births, people had to complete several separate application forms for childcare benefits, dependent eligibility declaration, childbirth subsidy, etc. ○ (People with at least two children, eight application forms) People had to visit Korea Gas Corporation, Korea Electric	○ (Smaller districts than cities) People apply for the services when making birth registrations. <Examples> • Childcare benefits • Subsidies for childcare and day-care center costs • Childcare support service

Power Corporation, Korea District Heating Corporation, etc. to have city gas, electricity and heating bills cut.

* Some public institutions received applications by fax, and some community centers delivered the application forms to the Corporations on behalf of the applicants.

- (People with disabilities, five application forms) People with disabilities had to make one more application to get childbirth benefits for women with disabilities.
- (Low-income people, at least five application forms) Low-income customers made additional applications for delivery benefits, medical benefits, etc. according to their income levels.

- Health management support for mothers and babies
- (Low-income people) Helpers for mothers and newborn babies
- (People with disabilities) Childbirth subsidy for women with disabilities
- (People with multiple children) Application for reduced bills for those with at least three children, etc.

→ The status of people with multiple children, those with disabilities or low-income people is verified by each agency (department) in charge.

- (Stage 2) Online submission of an integrated application form and required documents on Gov24 (gov. kr)
 - The electronic verification of information on the status of applicants (e.g. family relations) simplifies the process of preparing and submitting required documents.
 - ※ A maximum of seven documents (e.g. a resident registration certificate and a birth certificate) → two documents (ID and a bankbook copy)
 - People submit birth registration forms and birth certificates on Gov24 (gov.kr).
 - ※ This is applicable only when electronic birth registration forms can be issued by the hospital.
 - The new application form is more readable and easier to complete.

□ Responsibilities of organizations

Organization	Responsibilities
Ministry of the Interior and Safety (Public Service Innovation Division)	- o Establishment of an implementation plan for Government 3.0 <i>Customized Services for Life Stages</i> - o Establishment of Government 3.0 <i>One-Stop Services for Pregnancy and Childbirth</i> and management of its implementation - o Coordination of cooperation between organizations (departments) and municipalities involved in <i>One-Stop Services</i>
Ministry of the Interior and Safety (National Information Resources Service)	- o Establishment and provision of the list of customized services for recipients - o Implementation of an integrated online application channel
Ministry of the Interior and Safety (Regional Informatization Division)	- o Integration of application submission processes handled by public employees - o Implementation and better management of the <i>Saeol</i> local government <i>Management System</i> which allows the automatic transfer of documents to the organizations (departments) concerned
Ministry of the Interior and Safety (Public Information Sharing Division)	o Support for sharing of administrative information by connecting the systems of different organizations
Government institutions, etc. (Ministry of Health and Welfare, public institutions, etc.)	o (Ministry of Health and Welfare, etc.) Consultation on regulations governing the service application form; making official notifications to municipalities; and supporting information sharing whenever necessary
Municipalities (Cities and smaller districts)	- o Implementation of pilot programs and establishment of implementation plans for certain municipalities - o Revision and enactment of relevant ordinances, including on the integrated application form used at municipalities - o Education for the system users, production of promotional materials, etc.
Smaller district community centers	- o Handling submitted applications for <i>One-Stop Services</i> - o Providing pregnancy support services in advance and transferring people to health centers in emergencies.
Health centers	o Prior notification of pregnancy support services and provision of necessary services

□ *One-Stop Service for Pregnancy and Childbirth*

◇ *One-Stop Services* provides an integrated application system for services (benefits) for pregnant women (women who have just given birth) and newborn babies.

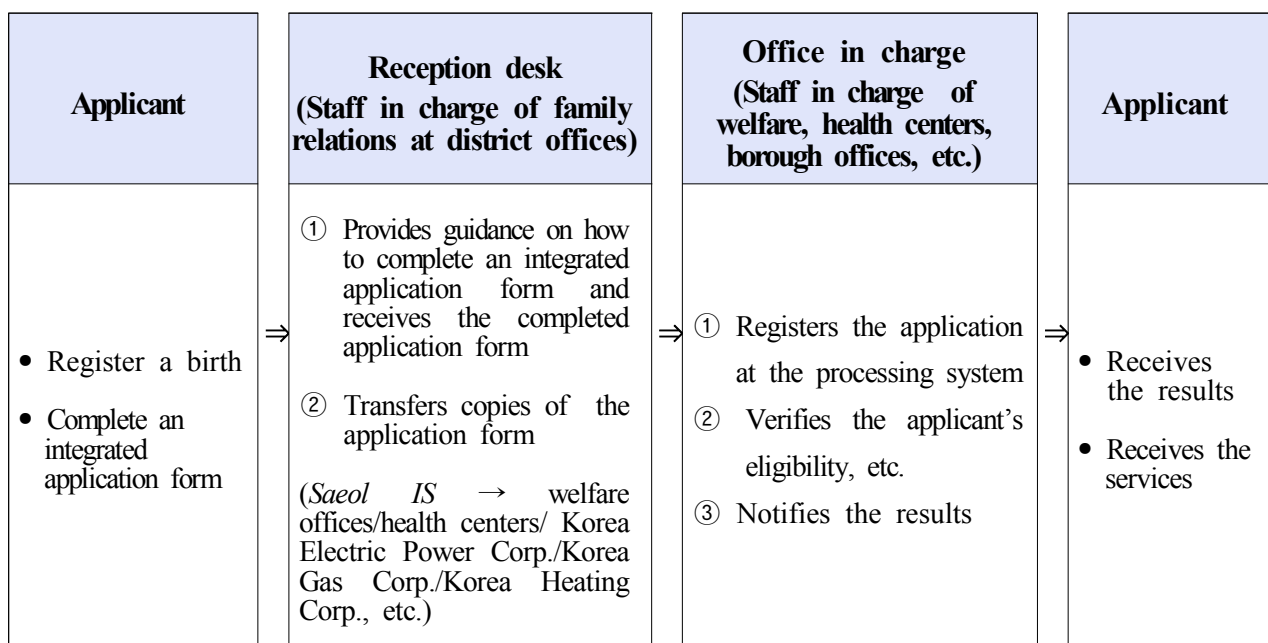
○ (Integrated application system) When making birth registrations at district community centers, people can apply for services for mothers and childcare at the same time.

- The services include five national services, such as childcare benefits and childbirth subsidy, and six regional services.

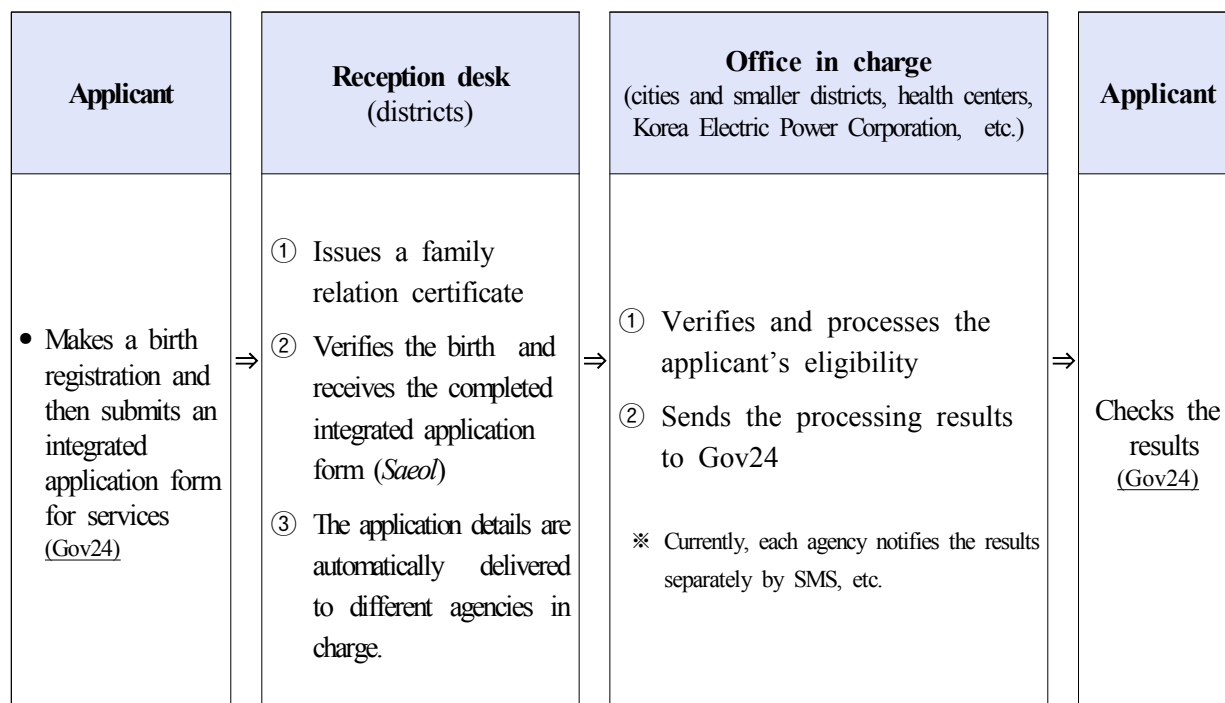
○ (Process) Submission of an application form → Different organizations (departments) dealing with service applications they are in charge → Notification of the results and provision of services

※ The process has been simplified, with no need to submit the same documents for different agencies and the applicant's status easily verified through administrative information shared by different agencies.

○ (Workflow)



- (Online services) An online application system has been provided through Gov24 (gov.kr) to enhance people's convenience.
- The results which used to be delivered separately by SMS or phone have also been integrated to a single notification system.



- For required documents, including a bankbook copy and a family relation certificate, people now can check online what they need to prepare and apply for.

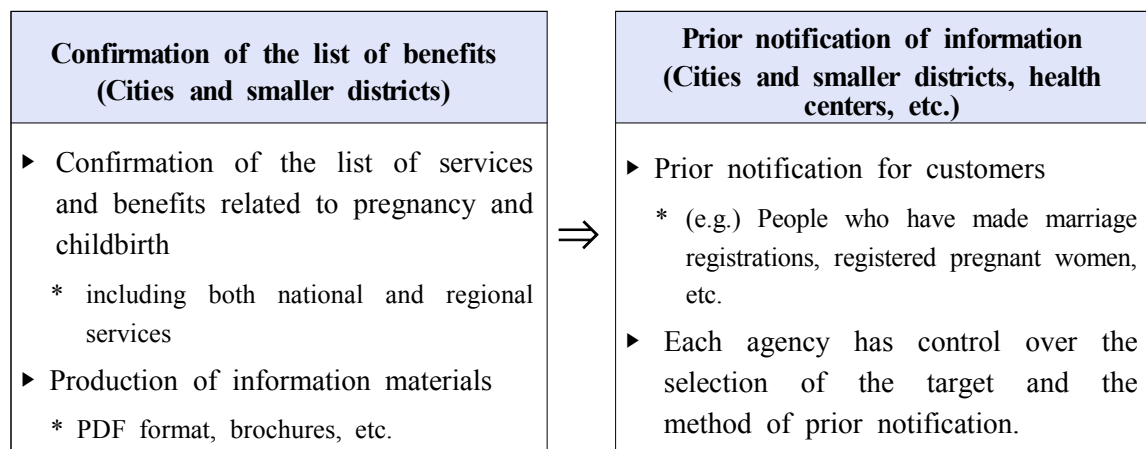
Required documents	Before	After
A bankbook copy	Submission in person	The applicant can verify the bankbook online through the electronic network of the Korea Financial Telecommunications and Clearings Institute.
A family relation certificate	Submission in person	The applicant can apply for a family relation certificate on Gov24, which the staff in charge can print out.

□ Prior notification of childbirth support services

◇ For people planning to have a child or expecting one, prior notifications are made of information about public services and benefits provided from the moment of pregnancy until childbirth.

- (Provision of information) Pregnancy support services are provided for people even before they are pregnant to prevent anyone not getting the services because of lack of information.
 - The prior notification system covers 14 national services, including the newborn hearing screening and the health management program for mothers and babies, and six regional services.
- (Method) When issuing a marriage registration certificate or *Kookmin Haengbok Card* (a debit card issued by banks that come with benefits provided by the government for pregnant women), the district office provides the customers with information on pregnancy support services in advance.
 - ※ Each municipality is responsible for providing information on services provided at the municipal level.

○ (Workflow)



V Results

◇ Most people who have given birth enjoy *One-Stop Services for Pregnancy and Childbirth*, or 90.7% of those who have made birth registrations.

○ Since December 2015, more than 587,000 people received *One-Stop Services*.

※ The total number of registered births was 647,172, and the total number of applications was 586,815.

○ People who have used the services expressed high levels of satisfaction.

≫ “I didn’t know when I had my first child, but when I had my second child, I made a birth registration and applied for childcare benefits, childbirth subsidy and the breast feeding clinic service at the same time with just one application form, which was really convenient,” said Sujin Lee, a 36 year-old woman and the first applicant for *One-Stop Services for Pregnancy and Childbirth* in Eunpyeong district. “I’ve received childcare benefits since December, and it’s really helpful.”

○ Under the integrated application system, people no longer have to make several applications for different services, and the costs have been saved.

※ About KRW 8.4 billion has been saved for a year.

○ The prior notification of services less known to people helps prevent anyone falling through the cracks, while the fewer required documents means greater convenience for people.

- Starting from the policy design stage, the policy target (pregnant women and mothers) was engaged in the establishment of the policy; Big Data analyses were used to design customized policies for the target.
- On a Korea Educational Broadcasting System (EBS) program (*Sharing Hope campaign (Dream 人) Part 2*), *One-Stop Services for Pregnancy and Childbirth* was selected as an example of efforts to enhance public convenience.
- *One-Stop Services* was reported by a number of major media companies, such as Korean Broadcasting System (KBS), Munhwa Broadcasting Corporation (MBC), Seoul Broadcasting System (SBS), Yonhap Television News (YTN), the Chosun Ilbo newspaper, and the Seoul Shinmun newspaper.
- In the President's congratulatory speech at the opening ceremony of Government 3.0 Expo, *One-Stop Services for Reassuring Assistance* and *One-Stop Services for Pregnancy and Childbirth* were mentioned (June 20, 2016).

"One-Stop Services for Reassuring Assistance and One-Stop Services for Pregnancy and Childbirth are most representative success stories of collaboration. ... By completing only a single integrated application form, people now can receive all services they need."

(An excerpt from the President's speech)