

Improving Services for Canadians

A look back to the start of 2018 to see some examples of how the Government of Canada is taking action through Employment and Social Development Canada (ESDC) to improve services to Canadians.

THE DASHBOARD

Sources: Government of Canada, Employment and Social Development Canada



OCTOBER

PILOTING TO IMPROVE CONNECTIVITY WITH CANADIANS IN REMOTE COMMUNITIES

Service Canada's Community Outreach and Liaison Service (COLS) is piloting ways to better connect ESDC officers working in remote locations across Canada to the internet. Throughout this pilot, the solution team is continuing to explore ways of pioneering new technologies to improve the quality of life of Canadians living in remote communities.



SEPTEMBER

SERVICE ADVISORY COMMITTEE

When ESDC needs fresh ideas or expert guidance on its service delivery and transformation initiatives, it looks to the Service Advisory Committee (SAC). The SAC provides informal advice to senior officials and employees from across the Department and helps them think critically about a range of service delivery and transformation issues.



AUGUST

NEW FEATURES ADDED TO MY SERVICE CANADA ACCOUNT

Service Canada, as part of the Canada Pension Plan (CPP) and Old Age Security (OAS) Service Improvement Strategies, is implementing new and enhanced CPP and OAS online services for seniors through the My Service Canada Account (MSCA). Through these new online functions, older Canadians will save time applying for benefits and services.



JULY

SERVICE TRANSFORMATION PLAN

Deputy Minister Louise Levonian and Chief Operating Officer for Service Canada, Leslie McLean talked about the ESDC's Service Transformation Plan in a podcast.



JUNE

THE FUTURE OF DIGITAL GOVERNMENT – LEARNING FROM DENMARK'S EXPERIENCE

Like Denmark, Canada is making sure that any new or current digital services are designed for all members of the public and made accessible before they are put into action. ESDC is actively exploring and developing the best ways to deliver on their commitment to creating a world-class service experience for Canadians.



MAY

MAKING IT EASIER TO FIND YOUR BENEFITS

The Benefits Finder is an online tool that helps Canadians find federal, provincial and territorial benefits they may be eligible for. The goal is to make it easier to use by making it more visible online, to share results via e-mail and add a feedback feature to understand client preferences.



APRIL

MAKING VIRTUAL A REALITY: PILOT PROGRAM CUTS WAIT TIMES IN SERVICE CANADA CENTRES

Imagine arriving at a Service Canada Centre (SCC) and being greeted by a Citizen Service Officer (CSO) with the option to speak to someone sooner, virtually, rather than going through the long lineup. A few minutes later you are connected to someone on a screen ready to help you, from another province or territory away. After successful pilot projects in Fredericton, NB, and St. Leonard, QC, this Video Chat initiative may become a reality for you soon.



MARCH

EXPANSION INITIATIVE MAKES IT EASIER TO APPLY FOR AND RENEW YOUR PASSPORT

The government is making it easier than ever before to apply for or renew your passport, by nearly doubling the number of Service Canada Centres across the country offering passport services. For many Canadians, these centres have been a long car ride away. By expanding passport services to more centres, over 97 percent of Canadians now have convenient access to apply for or renew a passport within a 100 km distance of their home.



FEBRUARY

HELPING FAMILIES IN REMOTE COMMUNITIES REGISTER FOR THE CANADA CHILD BENEFIT

Personnel from Service Canada and the Canada Revenue Agency provided support and demonstrations on how to use the Canada.ca online programs when they visited Fort Babine reserve in Northern British Columbia. This was part of an outreach pilot project to help eligible families on reserves and in Northern communities register for the Canada Child Benefit (CCB).



JANUARY

AUTOMATIC ENROLMENT STARTING FOR GUARANTEED INCOME SUPPLEMENT

To make ends meet, many seniors count on a monthly, non-taxable benefit known as the Guaranteed Income Supplement (GIS)—available to low income, Old Age Security (OAS) pension recipients. However, there's a challenge: some of our country's most vulnerable seniors either don't know this benefit exists or how to apply for it. Now, when a senior enrolls for OAS, Employment and Social Development Canada (ESDC) will look at their household income (from their tax filing) and automatically register them for GIS if they are eligible. Up to 17,000 low-income seniors will be automatically enrolled for the GIS benefit each month.