

Modernizing Services for Canadians

Current State of Service @ESDC

Employment and Social Development Canada delivers **38 services**, supporting Canadians at all stages in their lives.

In 2018-19, we delivered **\$122B¹** **➔ 5.5%** in direct benefits to Canadians, This included, among others: of Canada's GDP

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Old Age Security (OAS) / Guaranteed income Supplement (\$53.4 B)

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Canada Pension Plan (CPP) Benefits (\$46.5 B)

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Employment Insurance (EI) Benefits (\$16.6 B)

Canadians access these services online, over the phone, and at our offices.

Online

Canada.ca

530M visits, including 95M visits to ESDC webpages, in 2018-19

EI Online Application
2.7M applications for EI Benefits in 2018-19

My Service Canada Account (MSCA)
135,000 applications for CPP retirement benefits through MSCA in 2018-19

Canada Student Loans Program Portal²
275,000 (99%) of full-time students validated their identity and submitted their grant/loan agreements online in 2018-19

Phone

1-800 0-Canada

1.58M General inquiry calls answered in 2018-19

Specialized Calls
27.2M calls to ESDC specialized call centres³ in 2018-19

Office

In Person Visits

10.4M visits to 349 Service Canada and Passport Services Centres in 2018-19

Top Issues for Clients Experiencing Problems:

- Application was too long or complicated.
- Online Information was confusing.
- Took too long to provide benefit or decision.

Renewing Our Core Systems⁴

Our Major IT systems are aging...

OAS Runs on a **56-year old** legacy system

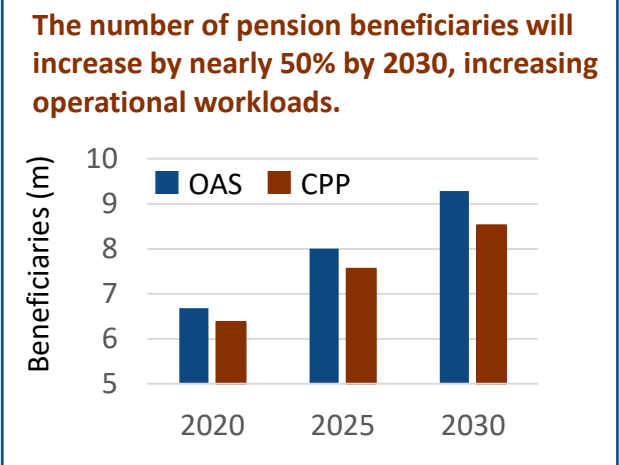
CPP Some components **20+ years old**

EI Uses **150+ IT solutions** built over **47 years**

...and creating risk of service interruptions.

Program changes overburden already stressed IT systems; increasing costs, delaying processing and often creating more manual work.

Complicated System Changes
Complex benefits calculations
More hands on work by staff



We are stabilizing vulnerable OAS systems in the short term and a longer term transformation is already underway, including building a new system to deliver major benefits.

More, Better Online Services

Current approaches to digital services have demonstrated results.

99% of EI applications were submitted online in 2018-19.

50% of eligible seniors are automatically enrolled for OAS benefits in 2019. Over 1.1 million seniors have been auto-enrolled since 2013.

47% of the major services delivered by ESDC can be fully carried out using online self-service in 2018-19.

Getting to Better, Faster Service Means Balancing Privacy and Convenience

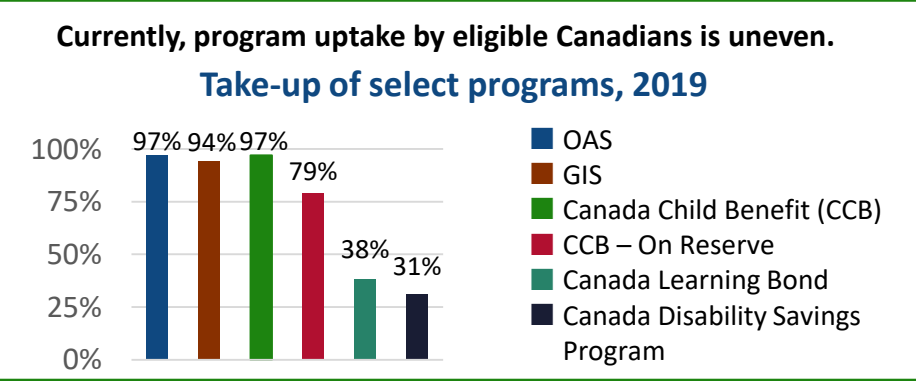
- 69%** of Canadians agree that **online is the most convenient** channel to access services.
- 66%** of Canadians want to be able to **submit information once** and have it shared across departments.
- 63%** of Canadians are concerned about **privacy and security** of their personal information.

We are modernizing our services through:

- More options for online self-service
- Secure, two-way **online communication** between the Department and clients.
- Automatic enrolment** for more programs and services.

...but our aging IT is limiting progress.

Reaching All Canadians



Canadians most likely to miss out on benefits include:

- ❖ Indigenous families living on reserve or in remote locations
- ❖ Low-income seniors
- ❖ Low-income families
- ❖ People with disabilities

We are increasing client uptake through:

- Proactively contacting potential recipients.
- Expanding partnerships with other organizations to reach more Canadians directly.
- Simplifying forms and application processes.
- Bundling services for life events (e.g. birth).
- Making our services more accessible in person, online, and over the phone.

¹\$122B is comprised of statutory payments made directly to Canadians as well as programs providing benefits to Canadians through grants and contributions. ²Delivered by the National Student Loans Service Centre, a 3rd party service provider. ³Calls include those answered by agents or resolved in the IVR phone system for EI, CPP, OAS and Passport call centres. ⁴Canada Student Loans Program, through its 3rd party service provider, also continues to move towards a more online service model.