

# Evaluation of Providing Services and Information to Canadians



## ABOUT THE PROGRAM

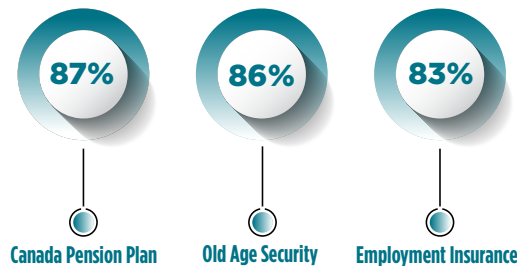
Canadians can access services and obtain information on Employment and Social Development Canada (ESDC) and other Government of Canada programs through Service Canada's In-Person, Online, and Telephone channels.

**8.4 million** client visits to In-Person points of service across Canada from April 2018 to March 2019.

**1.6 million** calls to the 1 800 0-Canada general information telephone line from April 2018 to March 2019.

**253,000** new and returning visitors to the Canada Pension Plan Retirement Pension website in March 2019.

Client satisfaction rates <sup>1</sup> →



## KEY FINDINGS

Service Canada is meeting most client needs for access to services and general information, although challenges exist with timeliness and access to Specialized Call Centres.

The Department has already initiated efforts to address the concerns raised in the 2019 Spring Report of the Auditor General of Canada pertaining to Specialized Call Centres.

Canadians need and expect improved information to support informed and optimal decision-making regarding complex programs such as the Canada Pension Plan Retirement Pension.

The Department is exploring innovative options to meet clients' needs for specific, personalized information about their Canada Pension Plan Retirement Pension.

Some Canadians living in rural and remote areas as well as Indigenous people and people with lower levels of education experience barriers to the services and information they require.

The Department continues to identify and reduce barriers in accessing services and benefits amongst potentially vulnerable populations and explore inclusive approaches to providing those services.

<sup>1</sup> Source: Service Canada Client Experience Survey (2017).

The full Evaluation of Providing Services and Information to Canadians is available at:

[www.canada.ca/en/employment-social-development/corporate/reports/evaluations/evaluation-providing-services-information.html](http://www.canada.ca/en/employment-social-development/corporate/reports/evaluations/evaluation-providing-services-information.html)

