



Canada Employment Insurance  
Commission (CEIC)

Commission de l'assurance-emploi  
du Canada (CAEC)

# 2017 / 2018

## Employment Insurance Monitoring and Assessment Report

Canada 

## **2017/2018 Employment Insurance Monitoring and Assessment Report**

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March 2019

The Honourable Jean-Yves Duclos, P.C., M.P.  
Minister of Families, Children and Social Development  
House of Commons  
Ottawa ON K1A 0A6

Dear Minister:

In accordance with the provisions of section 3 of the *Employment Insurance Act*, we are pleased to present the 2017-2018 Employment Insurance Monitoring and Assessment Report, to be laid by you before Parliament. This report is the twenty-second in a series of annual reports submitted by the Canada Employment Insurance Commission.

This report, which covers the period from April 1, 2017 to March 31, 2018, analyzes the overall effectiveness of Employment Insurance (EI) income benefits, active measures and service delivery. In particular, it focuses on the responsiveness of the EI program in a period characterized by strong economic growth and a relatively low national unemployment rate.

As in previous years, we relied on key studies and evaluations to complement EI administrative data and to provide an in-depth analysis. Information on each of the studies referenced in the report is included in Annex 6.

In closing, we would like to express our appreciation to Employment and Social Development Canada and Service Canada employees for their support in preparing this report. We trust that you will find it informative.

The original version was signed by:

Graham Flack, Chairperson

Judith Andrew, Commissioner for Employers

Pierre Laliberté, Commissioner for Workers





# TABLE OF CONTENTS

<b>List of abbreviations</b> .....	<b>1</b>
<b>Highlights</b> .....	<b>3</b>
<b>Introduction</b> .....	<b>7</b>
<b>Chapter I: Labour market context</b> .....	<b>11</b>
1.1 Economic Overview.....	11
1.2 The Canadian labour market in FY1718.....	13
1.2.1 Changing regional labour markets.....	15
1.2.2 Interprovincial mobility trends.....	18
1.3 Trends in labour market elements linked to the EI program.....	19
1.3.1 Wages.....	19
1.3.2 Hours worked.....	25
1.3.3 Reasons for unemployment.....	28
1.4 Summary.....	31
<b>Chapter II: Impact and effectiveness of Employment Insurance benefits</b>	
<b>(Part I of the <i>Employment Insurance Act</i>)</b> .....	<b>33</b>
2.0 Introduction.....	33
2.1 Employment Insurance benefits overview.....	33
2.1.1 Employment Insurance claims, amount paid and level of benefits.....	35
2.1.2 Combined Employment Insurance claims.....	41
2.1.3 Benefits-to-Contributions ratios.....	43
2.2 Employment Insurance regular benefits.....	47
2.2.1 Employment Insurance regular claims and amount paid.....	47
2.2.2 Employment Insurance regular benefits: coverage, eligibility and access.....	62
2.2.3 Level of Employment Insurance regular benefits.....	75

2.2.4 Extension of Employment Insurance regular benefits for workers in regions affected by the downturn in commodity prices.....	79
2.2.5 Employment Insurance regular benefit entitlement .....	86
2.2.6 Employment Insurance regular benefits and seasonal claimants .....	92
2.2.7 Exhaustion of Employment Insurance regular benefits.....	98
2.2.8 Working While on Claim .....	104
2.3 Employment Insurance support for apprentices .....	110
2.3.1 Employment Insurance claims from apprentices and amount paid.....	111
2.3.2 Level of duration of Employment Insurance benefits for apprentices.....	114
2.4 Employment Insurance fishing benefits.....	117
2.4.1 Employment Insurance fishing claims and benefits paid .....	118
2.4.2 Seasonal component of Employment Insurance fishing benefits .....	120
2.4.3 Duration of Employment Insurance fishing benefits .....	121
2.5 Employment Insurance Work-Sharing benefits .....	122
2.5.1 Employment Insurance Work-Sharing agreements.....	124
2.5.2 Employment Insurance Work-Sharing claims and amounts paid.....	125
2.5.3 Level and duration of Employment Insurance Work-Sharing benefits.....	128
2.5.4 Employment Insurance Work-Sharing agreements subject to early termination.....	130
2.6 Employment Insurance special benefits .....	132
2.6.1 Employment Insurance special benefit claims overview.....	132
2.6.2 Employment Insurance maternity and parental benefits.....	134
2.6.3 Employment Insurance sickness benefits.....	140
2.6.4 Employment Insurance compassionate care benefits.....	145
2.6.5 Employment Insurance family caregiver benefit for adults .....	149
2.6.6 Employment Insurance family caregiver benefit for children .....	150
2.6.7 Employment Insurance special benefits for self-employed persons.....	152
2.7 Employment Insurance financial information .....	156
2.7.1 Employment Insurance premium rate.....	156
2.7.2 Premium Refund Provision .....	159
2.7.3 Premium Reduction Program .....	159
2.7.4 Recent trends in revenues and expenditures .....	160

## Chapter III: Impact and Effectiveness of Employment Benefits and Support Measures

<b>(EBSMs – Part II of the <i>Employment Insurance Act</i>.....</b>	<b>163</b>
3.1 National overview .....	163
3.1.1 Economic and labour market context.....	163
3.1.2 Main results .....	165
3.1.3 Client profile and participation .....	165
3.1.4 Interventions: Employment Benefits .....	169
3.1.5 Interventions: Support Measures .....	171
3.1.6 Expenditures .....	172
3.1.7 Key performance indicators.....	173
3.1.8 Online resources about LMDAs programs and services .....	175
3.2 Provincial and territorial EBSM activities.....	180
3.2.1 Context.....	180
3.2.2 Newfoundland and Labrador .....	182
3.2.3 Prince Edward Island.....	187
3.2.4 Nova Scotia .....	193
3.2.5 New Brunswick.....	198
3.2.6 Québec.....	203
3.2.7 Ontario .....	209
3.2.8 Manitoba.....	215
3.2.9 Saskatchewan .....	221
3.2.10 Alberta .....	226
3.2.11 British Columbia.....	231
3.2.12 Northwest Territories .....	237
3.2.13 Yukon .....	242
3.2.14 Nunavut .....	247
3.3 Evaluation of Employment Benefits and Support Measures (EBSMs) and an overview of Service Delivery Models .....	251
3.3.1 LMDA evaluation results from 2012 to 2017 .....	251
3.3.2 Service delivery models for Employment Benefits and Support Measures .....	251
3.4 Pan-Canadian activities and the national employment service .....	268
3.4.1 Context.....	268
3.4.2 Indigenous programming.....	268

3.4.3 Enhancing investments in workplace skills and labour market information.....	270
3.4.4 Supporting agreements with provinces, territories and Indigenous organizations .....	283
<b>Chapter IV: Program administration .....</b>	<b>285</b>
4.1 Introduction and context of Employment Insurance service delivery.....	286
4.1.1 Service Quality Review recommendations .....	286
4.1.2 Service transformation to improve EI service delivery.....	290
4.2 General information and enquiries on Employment Insurance .....	291
4.2.1 On-line – Canada.ca .....	291
4.2.2 By telephone (call) .....	293
4.2.3 In-person (visit) .....	294
4.3 Application intake and claim processing.....	297
4.3.1 Claimant application intake .....	297
4.3.2 Employer intake .....	298
4.3.3 Claims processing.....	298
4.3.4 Service quality .....	300
4.4 Specialized call centres .....	304
4.4.1 Overview of Call Centre Performance .....	305
4.4.2 Call Centre Improvement Strategy .....	308
4.4.3 National Quality Coaching Program for Call Centres.....	308
4.5 Recourse.....	309
4.5.1 Employment Insurance requests for reconsideration .....	309
4.5.2 Employment Insurance appeals and the Social Security Tribunal of Canada.....	310
4.6 Benefit payments: getting, keeping and making it right.....	316
4.6.1 Administrative reviews and investigations .....	316
4.6.2 Claimant information sessions.....	318
4.6.3 Integrity quality initiatives .....	318
4.6.4 Risk management .....	318
4.6.5 EI strengthening initiative.....	319
4.7 Summary .....	319
<b>Annex 1: Key labour market statistics .....</b>	<b>321</b>
<b>Annex 2: Employment Insurance benefit data tables.....</b>	<b>335</b>
<b>Annex 3: Employment Benefits and Support Measures data tables.....</b>	<b>443</b>
<b>Annex 4: Key program administration data and results .....</b>	<b>475</b>

<b>Annex 5: Employment Insurance financial information .....</b>	<b>485</b>
<b>Annex 6: Key studies referenced in chapters 2 and 4 .....</b>	<b>487</b>
<b>Annex 7: Recent legislative changes to the Employment Insurance program.....</b>	<b>503</b>



# LIST OF ABBREVIATIONS

ASETS	Aboriginal Skills and Employment Training Strategy
ATSSC	Administrative Tribunals Support Service of Canada
B/C Ratio	Benefits-to-Contributions ratio
B/U Ratio	Benefits-to-Unemployed ratio
B/UC Ratio	Benefits-to-Unemployed Contributor ratio
BDM	Benefit Delivery Modernization
CANSIM	Canadian Socio-Economic Information Management System
CCAJ	Connecting Canadians with Available Jobs
CCB	Canada Child Benefit
CCDA	Canadian Council of Directors of Apprenticeship
CEIC	Canada Employment Insurance Commission
CPI	Consumer Price Index
CPP	Canada Pension Plan
CRA	Canada Revenue Agency
CRF	Consolidated Revenue Fund
EBSMs	Employment Benefits and Support Measures
ECC	Employment Contact Centre
EF	Enabling Fund
EI	Employment Insurance
EI PAAR	Employment Insurance Payment Accuracy Review
EI PRAR	Employment Insurance Processing Accuracy Review
EICS	Employment Insurance Coverage Survey
eROE	Electronic Record of Employment
ESDC	Employment and Social Development Canada
FPCR	First Point of Contact Resolution
FLMM	Forum of Labour Market Ministers
FY	Fiscal Year
G7	Group of Seven
GD-EI	General Division – Employment Insurance Section
GDP	Gross Domestic Product
HCCS	Hosted Contact Centre Solution
HRSDC	Human Resources and Social Development Canada
HUMA	Standing Committee on Human Resources, Skills Development, Social Development and the Status of Persons with Disabilities

IQF	Individual Quality Feedback
IVR	Interactive Voice Response
LFS	Labour Force Survey
LICO	Low Income Cut-Off
LIM	Low Income Measure
LMDA	Labour Market Development Agreements
LMI	Labour Market Information
LMP	Labour Market Partnerships
MIE	Maximum Insurable Earnings
MOS	Mobile Outreach Services
MSCA	My Service Canada Account
NAICS	North American Industry Classification System
NAS	National Apprenticeship Survey
NERE	New-Entrant/Re-Entrant
NESI	National Essential Skills Initiative
NIS	National Investigative Services
NOS	National Occupational Standards
NQCP	National Quality and Coaching Program for Call Centres
OAG	Office of the Auditor General
OAS	Old Age Security
OECD	Organization for Economic Co-operation and Development
P/Ts	Provinces and Territories
PCIC	Parents of Critically Ill Children
PPTS	Percentage points
PRP	Premium Reduction Program
QPIP	Quebec Parental Insurance Plan
RAIS	Registered Apprenticeship Information System
ROE	Record of Employment
RSOS	Red Seal Occupational Standards
SA	Social Assistance
SCC	Service Canada Centres
SEPH	Survey of Employment, Payrolls and Hours
SIN	Social Insurance Number
SME	Small and medium sized enterprises
SQR	Service Quality Review
SST	Social Security Tribunal
SUB	Supplemental Unemployment Benefit
VBW	Variable Best Weeks
VER	Variable Entrance Requirement
WWC	Working While on Claim



# HIGHLIGHTS

The Employment Insurance Monitoring and Assessment Report presents the analysis of the impact and effectiveness of the benefits and other assistance provided under the *Employment Insurance Act* during the fiscal year starting on April 1, 2017 and finishing on March 31, 2018 (referred to as the reporting period or FY1718). The highlights below relate to this period or reflect changes between FY1617 and FY1718.

**Canada's economy and labour market experienced strong growth in FY1718 and the national unemployment rate reached a relatively low level.**

- Real gross domestic product grew by 3.0% in FY1718, the highest among the G7 countries.
- Canadian employment increased by 1.8% in FY1718—surpassing the increase recorded in the previous fiscal year (+1.0%)—essentially driven by British Columbia (+3.2%), Quebec (+2.1%) and Ontario (+1.9%).
- While the national unemployment rate dropped by 0.8 percentage points to 6.1% in FY1718—just above the lowest annual rate of 6.0% recorded in FY0708 prior to the recession—unemployment rates in resources-based provinces, such as Alberta and Saskatchewan, remained somewhat high.
- In 2018, due to labour market and program changes, the EI premium rate for employees was set at \$1.66 per \$100 of insurable earnings, an increase of three cents from the 2017 rate of \$1.63 per \$100 of insurable earnings. Employers contribute EI premiums at 1.4 times the rate of employees.

**Both the number of new EI regular claims established and the amount of EI regular benefits paid decreased slightly over the previous year.**

- The number of new EI regular claims established decreased by 1.6% from 1.32 million in FY1617 to 1.30 million in FY1718. This decline was largely attributable to the drop in new claims established in Alberta (-20.4%) due to the slight recovery in employment observed in that province.
- The total amount paid in EI regular benefits decreased by 0.2% over the previous year to \$12.6 billion in FY1718.

**The eligibility rate for EI regular benefits decreased slightly in 2017 from the previous year.**

- Among unemployed individuals who had contributed EI premiums in the past 52 weeks and had a valid job separation, 84.3% were eligible to receive EI regular benefits in 2017, down 1.1 percentage points from 85.4% in 2016.
- The eligibility rate for men decreased from 87.2% in 2016 to 85.8% in 2017, while for women it increased from 81.6% in 2016 to 82.1% in 2017.

**The number of new claims and total amount paid increased across all types of EI special benefits, with the family caregiver benefit for children reporting the largest year-over-year percentage growth.**

- The number of new claims established for EI special benefits increased to 597,090 (+6.0%) in FY1718, and the total amount paid in EI special benefits rose to \$5.7 billion (+4.5%) in FY1718.
- Family caregiver benefits for children (+15.7%) experienced the largest percentage increase in new claims established over FY1617, followed by sickness benefits (+8.8%) and compassionate care benefits (+8.0%).
- Starting on December 3, 2017, parents could choose between receiving standard or extended parental benefits. From that date to March 31, 2018, 8,700 extended parental claims were established.

**Starting on January 1, 2017, the waiting period was reduced from 2 weeks to 1 week.**

- It is estimated that among completed claims who served a waiting period, 65.8% of regular claims, 71.1% of special benefit claims and 61.6% of fishing claims benefitted from the measure by receiving an extra week of benefits.

**Economic growth and labour market expansion contributed to an overall decline in the number of clients served and interventions delivered under EI Part II.**

- A total of 715,658 clients (-4.8%) participated in approximately 1,108,000 interventions (-6.0%) across Canada.
- The number of former EI claimants served increased by 21.3%, while active EI claimants and non-insured clients declined by 10.6% and 6.3%, respectively.
  - The increase in the number of former claimants may be attributable to the provisions, introduced in the *Employment Insurance Act* in July 2016, that expanded the definition of former claimants from those who completed an EI claim in the previous three years, to five years.
- Client counts declined across all age groups: youth (-1.2%); core-ages 25-54 years old (-6.1%) and clients aged 55 or older (-0.2%).

- Both Employment Benefit (-3.6%) and Support Measure (-7.0%) interventions declined year over year.
- With the decline in the number of EI clients served, returns to work following an intervention dropped by 5.3%, and unpaid EI Part I benefits resulting from returns to employment slid by 18.0% year-over-year.
- Overall expenditures edged down by 0.6% to a total of \$2.17 billion.
- Provinces and territories tend to be in line with international trends of service delivery methods for employment programs and services. Close to two-thirds of provinces and territories deliver programs through a mix of government services and outsourcing to contract providers. This allows governments to maintain accountability, oversight and monitoring, while labour market programs benefit from competition, efficiencies and innovations from the private sector.

**In FY1718, Service Canada focused on improving services to meet the needs of Employment Insurance clients better.**

- Call centers access was improved for clients due to Budget 2016 investments (e.g. wait times were cut in half, from 13.6 minutes in FY1516 to 6.2 minutes this year; agent accessibility doubled from 30.6% in FY1516 to 61.4% this year);
- EI clients had an enhanced online experience (e.g. clients were provided with more self-serve options; clients were involved through user testing to improve the online experience);
- The Service Quality Review’s recommendations were addressed (e.g. the EI service standards review was conducted; the move of call centres’ technology to the Hosted Contact Centre Solution was advanced);
- EI clients were surveyed to get their perspective on how services can be improved (e.g. the Client Experience survey of FY1718 was conducted);
- Service delivery was transformed by implementing short-term, medium-term, and long-term solutions (e.g. clients were allowed to save their applications and to return to it at a later date; clients received emails notifications to advise them about information in their “My Service Canada account”);
- There was a commitment to develop an action plan to strengthen the EI recourse system (e.g. concrete actions were proposed to reduce the appeals processing time for EI clients); and
- Money was invested in the EI program to sustain its integrity (e.g. \$21 million was invested in the EI program to prevent and detect fraudulent activities).





# INTRODUCTION

In line with its legally mandated responsibilities under Section 3 of the *Employment Insurance Act*, the Employment Insurance Commission is pleased to present this report to Parliament with the objective of monitoring and assessing the impact and effectiveness of benefits and other assistance offered under the Employment Insurance (EI) program. This analysis is intended to provide a clear understanding of the impact of EI on the Canadian economy and the way it works to address the needs of Canadian workers, their families and employers.

## The Employment Insurance program

The Employment Insurance (EI) program provides financial support to partially replace lost employment income for eligible unemployed contributors to the program while they look for new employment or upgrade their skills, or who are absent from work due to specific life circumstances (such as sickness, maternity, childbirth, adoption or providing care to family members). The EI program also helps unemployed individuals find suitable employment.

Canada's employment insurance system dates back to the 1940 creation of the Unemployment Insurance Commission, the precursor to the current Canada EI Commission. Collection of premiums to fund the program began in 1941 and the first benefit payments were issued in 1942. Major reforms to the program were introduced in 1971, which saw the creation of benefits for sickness and maternity, the expansion of coverage to all employees and benefits geared to reflect a claimant's income. Another series of significant changes were introduced in 1996 when a cap on premium payments based on insured earnings was introduced, as well as an hours-based eligibility system. These two elements represent the foundation for the current EI program.

EI Part I provides direct income support through EI Regular Benefits, Fishing Benefits, Work-Sharing Benefits and Special Benefits<sup>1</sup>. EI Part II provides Employment Benefits and Support Measures, including Labour Market Development Agreements (LMDAs) and Aboriginal Skills and Employment Training Strategy (ASETS).

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<sup>1</sup> For the purposes of the Employment Insurance Monitoring and Assessment Report, EI benefits for self-employed persons (under Part VII.1 of the *Employment Insurance Act*) and EI fishing benefits (under Part VIII) are considered to be EI Part I benefits.

Through the income benefits funded through Part I and the employment benefits and support measures funded through Part II, workers across Canada are provided support for their transition back into the labour market and to maintain attachment to the labour force.

**EI regular benefits** are available to individuals who lose their job through no fault of their own – for instance, due to work shortages, seasonal or mass layoffs – while individuals are available and able to work, but cannot find a job. To qualify, individuals must, among other things, have accumulated a minimum number of hours of insurable employment depending on where they live. Individuals must be available for and actively seeking employment during their claim period.

**EI fishing benefits** are paid to qualifying self-employed fishers who are actively seeking work. Unlike EI regular benefits, eligibility is based on insurable earnings during the claimant’s qualification period rather than insurable hours worked.

**Work-Sharing** is an adjustment program designed to help employers and employees avoid layoffs due to temporary slowdowns in business activity that are beyond the control of the employer. Once a Work-Sharing agreement with an employer has been established, eligible workers who opt to work a temporarily reduced week receive income support in the form of EI benefits, while the employer or market recovers.

**EI special benefits** provide support to employees or self-employed persons who are sick, pregnant, recently gave birth, caring for a newborn or a newly adopted child, or caring for a family member who is critically ill, injured or requires end-of-life care.

Under the umbrella of **Employment Benefits and Support Measures**, programs delivered under Part II of the *Employment Insurance Act* help individuals in Canada prepare for, find and maintain employment. The purpose of these programs is to “help maintain a sustainable Employment Insurance system through the establishment of employment benefits for insured participants and the maintenance of a national employment service”.<sup>2</sup> These programs are delivered by provinces and territories through the Labour Market Development Agreements (LMDAs), as well as by the Government of Canada in the case of pan-Canadian programming.

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<sup>2</sup> Part II, section 56 of the *Employment Insurance Act*.

## Recent changes to the Employment Insurance program

Budget 2018 introduced a number of reforms to the EI program, including:

- A new EI parental sharing benefit, which adds an additional five weeks to existing standard parental benefits and an additional eight weeks to the extended parental benefit when parents share parental benefits;
- Making the Working While on Claim provisions permanent and extending them to maternity and sickness benefits;
- Increasing the maximum payment under the Wage Earner Protection Program from four weeks to seven;
- Building on investments of \$12.1 million announced in Budget 2017 to develop modern approaches to EI service delivery;
- Increasing funding for EI claims processing and service delivery;
- Improving EI call centre accessibility.

Other changes to the EI program in 2018 include:

- Providing an additional five weeks to eligible seasonal claimants who start a benefit period between August 5, 2018 and May 30, 2020;
- Providing new flexibility to EI claimants who are long-tenured workers to pursue full-time training at approved institutions while continuing to receive EI benefits (Skills Boost);
- Under EI Part II, eligibility for Employment Benefits (e.g.: skills development, wage subsidies) was further expanded to include unemployed individuals who have made minimum Employment Insurance premium contributions in at least five of the last ten years (EI Premiums Paid Eligibility). Eligibility for Employment Assistance Services (e.g.: employment counselling, job search assistance) was expanded from the unemployed to include the employed. Employer-Sponsored Training eligibility was also broadened to increase flexibility for provinces and territories to support employers. These changes will give access to LMDA programs and services to a broader clientele.

These changes, however, will not be reflected in this report since they were not implemented during FY1718 and thus the impact cannot be assessed.

Future Monitoring and Assessment reports will cover the impacts of recently announced changes, beginning in the report for FY1819.

## The Canada Employment Insurance Commission

The Canada Employment Insurance Commission (CEIC) has the legislated mandate to monitor and assess the EI program. CEIC also oversees a research agenda that supports the preparation of its annual EI Monitoring and Assessment Report. At the end of each fiscal year, the CEIC presents the report to the Minister of Families, Children and Social Development (the Minister), who tables it in Parliament.

The CEIC makes regulations under the authority of the *Employment Insurance Act*, with the approval of the Governor in Council. In addition, the CEIC plays a key role in overseeing the EI program, reviewing and approving policies related to program administration and delivery. EI program operations are carried out, on behalf of the CEIC, by Employment and Social Development Canada (ESDC) and Service Canada.

In another key role, the CEIC contributes to the financial transparency of the EI program. Annually, it commissions an EI premium report from the Chief Actuary, prepares a summary report and conveys both reports to the Minister as well as the Minister of Finance for tabling in Parliament. The CEIC also sets the maximum insurable earnings, according to legislative requirements, and as of 2017 is responsible for rate-setting based on a seven-year-break-even principle for the EI Operating Account.

The CEIC advises on which EI appeal decisions will be submitted for review by the Federal Court of Appeal. Two of the Commissioners, the Commissioner for Employers and the Commissioner for Workers, serve in a tri-partite committee with the chair of the Social Security Tribunal. The Minister consults this committee regarding Governor-in-Council appointments of members for the EI section of that Tribunal.

The CEIC consists of four members, three of whom are voting members, representing the interests of workers, employers and government. The Commissioners for Employers and Workers are appointed for renewable terms of up to five years and are mandated to represent the concerns and positions of workers and employers on policy development and program delivery related to EI and the labour market. The Deputy Minister of ESDC represents the federal government and acts as the Chairperson of the CEIC. The Senior Associate Deputy Minister of ESDC acts as the Vice-Chairperson, with voting privileges only when acting on behalf of the Chairperson.

## The Report

The Employment Insurance Monitoring and Assessment Report is produced under the direction and guidance of the CEIC. ESDC and Service Canada officials support the CEIC in preparing the report. The report relies on multiple sources of information to provide a comprehensive analysis of the impact and effectiveness of the EI program, including EI administrative data, Statistics Canada survey data, internal and external analytical reports and peer-reviewed evaluation studies.

The first chapter discusses the state of the Canadian labour market over FY1718. The second chapter analyzes the usage, impact and effectiveness of EI benefits provided chiefly under EI Part I during the same period. The third chapter assesses the support provided under EI Part II to unemployed Canadians through active employment and re-employment programs and services through Employment Benefits and Support Measures. The fourth and final chapter presents information on EI program administration and service delivery.

# CHAPTER I

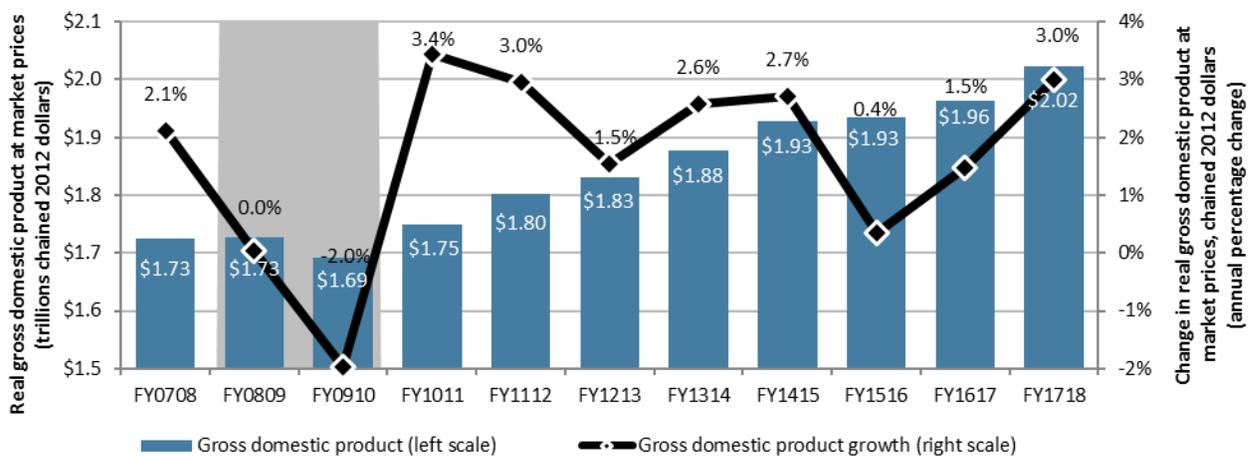
## Labour Market Context

This chapter outlines key labour market developments and the economic situation in Canada during the fiscal year beginning on April 1, 2017 and ending on March 31, 2018 (FY1718), the period for which this Report assesses the Employment Insurance (EI) program.<sup>1</sup> Section 1.1 provides a general overview and historical context of the economic situation for FY1718. Section 1.2 summarizes key labour market developments in the Canadian economy during the reporting period.<sup>2</sup> Section 1.3 discusses recent trends in wage growth, hours worked and reasons for unemployment and their impacts on the EI program. More detailed tables related to elements discussed in this chapter can be found in Annex 1.

### 1.1 Economic overview

The Canadian economy experienced strong growth in the fiscal year beginning on April 1, 2017 and ending on March 31, 2018 (FY1718) as real Gross Domestic Product (GDP) increased by 3.0% which is the highest year-over-year change observed over the past five years (see Chart 1).

Chart 1 - Real gross domestic product, Canada, FY0708 to FY1718



Note: Shaded area(s) corresponds to recessionary period(s) in Canada's economy.  
Source: Statistics Canada, Table 36-10-0104-01.

<sup>1</sup> The reporting period analyzed consists of the fiscal year of the Government of Canada, which began on April 1, 2017 and ended on March 31, 2018. Data are provided on the basis of calendar years in some sections where data on the basis of fiscal years were not available. Annual data are averages of seasonally unadjusted monthly data, unless otherwise noted. Totals may not always add up due to rounding.

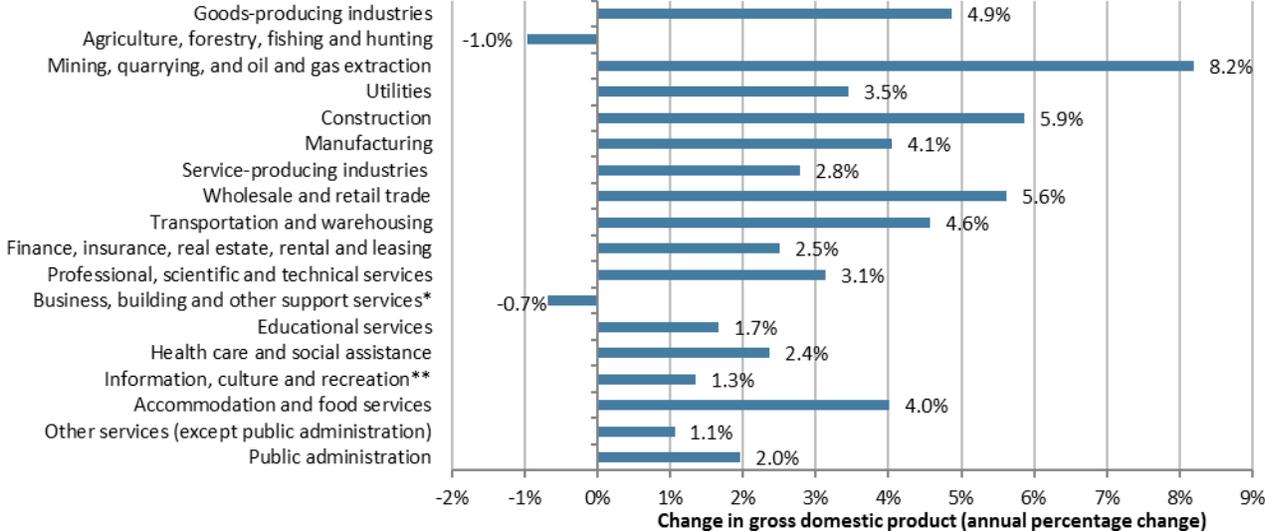
<sup>2</sup> Due to certain revisions made to data by Statistics Canada, figures for previous years published in previous *Employment Insurance Monitoring and Assessment Reports* have been restated accordingly where applicable.

The Canadian economy grew strongly in the first quarter of FY1718, before returning to more moderate growth levels in the other quarters of the fiscal year. Canada’s strong economic growth over the reporting period was driven by consumer spending, strong regional housing markets, robust global economic conditions, as well as supportive monetary and fiscal policies. Nonetheless, near the end of the fiscal year, the composition of growth began to shift away from household spending toward business investment and exports.<sup>3</sup> This shift is occurring as households adjust to higher interest rates<sup>4</sup> and tighter mortgage rules.<sup>5</sup>

When compared to other Group of Seven (G7) countries, Canada ranked first in real GDP growth in FY1718 (+3.0%), above France (+2.5%), Germany (+2.4%) and the United States (+2.4%). Furthermore, Canada continues to enjoy a high standard of living and ranked third among G7 nations in terms of real GDP per capita (using the fixed Purchasing Power Parity) with roughly USD 43,300 per capita.<sup>6</sup>

Almost all industries contributed to year-over-year economic growth in FY1718. The GDP growth of the goods-producing industries (+4.9%) outpaced that of the service-producing industries (+2.8%), driven by the Mining, quarrying, and oil and gas extraction industry (+8.2%) and the Construction industry (+5.9%) (see Chart 2). Following the downturn in global commodity prices recorded in 2015 and 2016, resources-based industries started to recover in FY1718, notably attributable to a slight increase and then stabilization of global crude oil prices.

Chart 2 - Change in real gross domestic product by industry, Canada, FY1617 to FY1718



\* Includes management of companies and enterprises and administrative and support, waste management and remediation services.

\*\* Includes information and cultural industries and arts, entertainment and recreation industries.

Source: Statistics Canada, Table 36-10-0434-01.

<sup>3</sup> Bank of Canada, “Monetary Policy Report, July 2018”, Ottawa: Bank of Canada, 2018.

<sup>4</sup> The Bank of Canada had increased its overnight rate three times over the FY1718 (in July 2017, September 2017 and January 2018).

<sup>5</sup> On January 1, 2018, the Office of the Superintendent of Financial Institutions implemented changes to strengthen residential mortgage underwriting practices.

<sup>6</sup> Organization for Economic Co-operation and Development, National Accounts, February 2019.

## 1.2 The Canadian labour market in FY1718

Canada's labour force<sup>7</sup> increased by 1.0% (+199,300) to 19.8 million in FY1718, slightly over the rate recorded in the previous fiscal year (+0.8%).<sup>8</sup> Relative growth in labour force was more prominent in Prince Edward Island (+2.7%) and British Columbia (+2.4%), while Newfoundland and Labrador (-2.2%), New Brunswick (-1.2%) and Saskatchewan (-0.6%) saw declines. The remaining provinces posted relatively modest increases. The labour force participation rate stayed unchanged from FY1617 at 65.7% although it has been decreasing over the last 10 fiscal years. Population aging is the main factor behind this decline.<sup>9</sup>

In FY1718, Canadian employment grew by 1.8%, surpassing the increase (+1.0%) recorded in the previous fiscal year. Almost all of the employment growth was due to an increase in full-time work. Job creation was higher in self-employment (+2.7%) and public sector (+2.6%) than in private sector (+1.4%).<sup>10</sup> The employment rate rose by 0.4 percentage points in FY1718 to reach 61.7%, but was still below its highest level of 63.5% recorded in FY0708.

The employment growth observed in FY1718 was spread across enterprises of all sizes.<sup>11</sup> Small-medium-sized and medium-large-sized firms registered the highest increases in number of employees (+2.7% for both categories), whereas small-sized enterprises recorded the lowest (+0.9%).<sup>12</sup> Large-sized firms observed a 1.9% rise over the same period. Meanwhile, the distribution of employees by enterprise size stayed relatively constant over recent years. In FY1718, large-sized firms employed 45.2% of workers, while the share of workers in the three other firm size categories ranged from 15.3% to 20.0%.

In addition to the increase in the number of employed individuals, the number of job vacancies (unoccupied jobs for which employers are actively seeking workers) posted a substantial increase in FY1718 (+18.8%) for a total of 464,800 vacant positions. Likewise, the job vacancy rate (the number of job vacancies expressed as a percentage of all occupied and vacant jobs) rose 0.4 percentage points to 2.9% during the reporting period. Along with the greater number of job vacancies, the duration of job vacancies also continued to rise slightly, suggesting that, in general, it took employers more time to fill their vacant positions relative to the previous year.<sup>13</sup> Job vacancies usually become more difficult to fill when the available labour force declines relative to the number of vacant positions.

The number of unemployed individuals declined by 10.0% in FY1718, leading to a drop (-0.8 percentage points) in the national unemployment rate to 6.1%, just above the rate of 6.0% reported in FY0708

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<sup>7</sup> The labour force is defined as the civilian non-institutional population 15 years of age or older who are employed or unemployed. A more comprehensive definition is provided under Annex 1.1.

<sup>8</sup> Figures for Canada's labour force, employment, unemployment and job vacancies include all provinces and territories, except unemployment rates and unemployment spells which exclude the territories.

<sup>9</sup> Andrew Fields, Sharanjit Uppal and Sébastien LaRochelle-Côté, "The impact of aging on labour market participation rates", Ottawa: Statistics Canada, Insights on Canadian Society, 2017.

<sup>10</sup> Statistics Canada, Labour Force Survey, Table 14-10-0288-01. Figures don't include the territories.

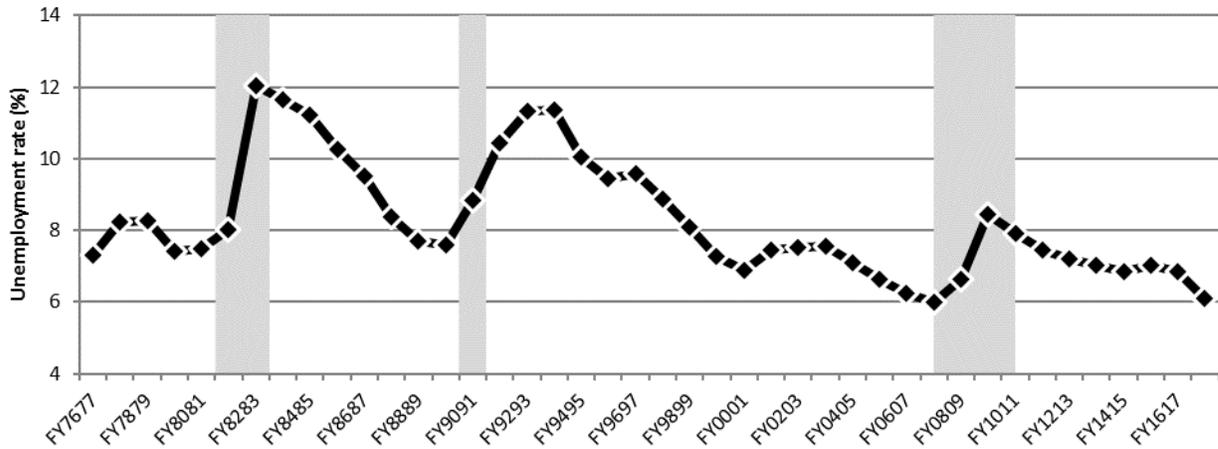
<sup>11</sup> Size of enterprises is defined based on the number of persons they employ: small-sized firms employ 1 to 19 employees; small-to-medium-sized firms employ 20 to 99 employees; medium-to-large-sized firms employ 100 to 499 employees; and large-sized firms employ 500 employees or more.

<sup>12</sup> Statistics Canada, Survey of Employment, Payrolls and Hours (SEPH), Table 14-10-0214-01. The overall employment growth calculated with the SEPH (+2.0%) is slightly higher than the one using the Labour Force Survey (+1.8%).

<sup>13</sup> Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0328-01.

which was the lowest rate since 1976 (see Chart 3). There are nevertheless some significant regional variations, as outlined in [subsection 1.2.1](#). In terms of EI eligibility, the lower the unemployment rate in an EI economic region, the higher the number of hours of insurable employment required to qualify for EI.

Chart 3 – National unemployment rate, Canada, FY7677 to FY1718



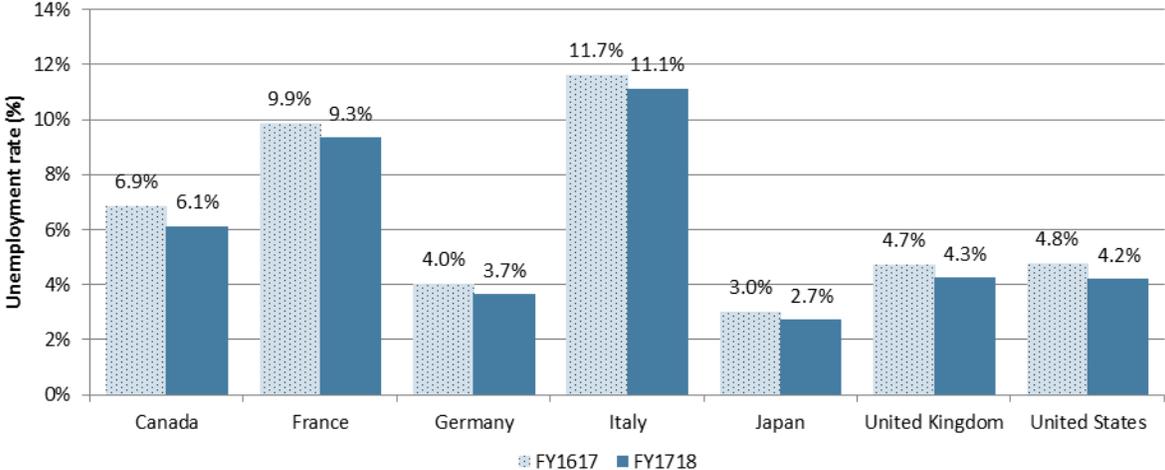
Note: Shaded areas correspond to recessionary periods in Canada's economy.  
 Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01.

Similar to the unemployment rate, the average duration of unemployment spells (continuous periods of unemployment where an individual is looking for work) decreased during the reporting period, falling by 1.2 weeks between FY1617 and FY1718 to 19.1 weeks.

In light of its generally strong labour market conditions in FY1718, Canada posted the strongest growth in employment and the sharpest decline in unemployment rate among the G7 countries. However, Canada continued to record the third highest unemployment rate, just below France and Italy (see Chart 4).<sup>14</sup>

<sup>14</sup> Organization for Economic Co-operation and Development, Short-term Labour Market Statistics, February 2019.

Chart 4 - Unemployment rate, Group of Seven countries, FY1617 and FY1718



Source: Organization for Economic Co-operation and Development, Short-term Labour Market Statistics, February 2019.

**1.2.1 Changing regional labour markets**

The strong Canadian labour market performance observed over the reporting fiscal year was essentially driven by Quebec, Ontario and British Columbia which recorded employment growth above the national average and posted among the lowest unemployment rates in FY1718. Provinces with economies more dependent on commodities (Newfoundland and Labrador, Saskatchewan and Alberta) continued recovering at different degrees from the downturn in commodity prices; Alberta being the only one recouping the jobs lost from the previous fiscal year. It also continued to post the highest labour force participation rate among all provinces.

In FY1718, Prince Edward Island, Quebec, British Columbia and Yukon presented strong labour market developments with employment and job vacancies growth rates above the national averages (see Table 1). Conversely, Newfoundland and Labrador saw declines in both employment and job vacancies, while Saskatchewan, Northwest Territories and Nunavut all recorded declines in employment over the same period.

Table 1 – Participation rate, employment and job vacancy level and growth, and job vacancy rate, by province or territory, Canada, FY1617 to FY1718

Province or territory	Labour force participation rate (%)	Employment (thousands)	Year-over-year change in employment (%)	Job vacancies (thousands)	Year-over-year change in job vacancies (%)	Job vacancy rate (%)
Newfoundland and Labrador	58.8%	223.6	-3.3%	3.5	-2.5%	1.7%
Prince Edward Island	66.4%	74.3	+3.3%	1.7	+31.9%	2.7%
Nova Scotia	61.9%	450.6	+0.8%	9.9	+17.7%	2.5%
New Brunswick	61.4%	353.1	+0.1%	7.7	+19.7%	2.6%
Quebec	64.9%	4,242.5	+2.1%	89.2	+34.6%	2.5%
Ontario	64.7%	7,155.6	+1.9%	185.4	+10.2%	3.0%
Manitoba	67.1%	645.0	+1.5%	14.0	+25.6%	2.4%
Saskatchewan	68.7%	567.2	-0.3%	10.1	+11.4%	2.2%
Alberta	72.2%	2,298.4	+1.6%	51.7	+20.4%	2.6%
British Columbia	65.3%	2,477.6	+3.2%	89.9	+24.0%	4.1%
Yukon	75.8%	21.2	+2.4%	0.7	+28.7%	4.0%
Northwest Territories	70.5%	21.2	-4.9%	0.6	+14.7%	2.8%
Nunavut	63.6%	13.4	-0.7%	0.4	+23.8%	3.1%
<b>Canada</b>	<b>65.7%</b>	<b>18,543.4</b>	<b>+1.8%</b>	<b>464.8</b>	<b>+18.8%</b>	<b>2.9%</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0287-01 and 14-10-0292-01 (for data on participation rates and employment) and Job Vacancy and Wage Survey, Table 14-10-0325-01 (for data on job vacancies).

Moreover, in FY1718, most jurisdictions registered a decrease in their unemployment rate relative to the previous fiscal year; the largest declines were recorded in Yukon (-2.1 percentage points) and New Brunswick (-1.2 percentage points) (see Table 2). British Columbia continued to record the lowest unemployment rate (5.0%) among all provinces for a second consecutive fiscal year. Quebec and Ontario posted unemployment rates below the national average and for a rare occasion— first time ever for Quebec and first time since the onset of the recession of the early 1990s for Ontario— below those registered in Saskatchewan and Alberta. Indeed, even though the unemployment rates in Saskatchewan and Alberta declined in FY1718, they remained relatively high compared to what they were before the downturn in commodity prices. As for the Atlantic provinces, they still had higher unemployment rates than the rest of Canada, however two of them saw declines over the reporting period.

Table 2 - Unemployment rates and duration of unemployment spells, by province or territory, Canada, FY1617 to FY1718

Province or territory	Unemployment rate			Unemployment spell duration (weeks)		
	FY1617	FY1718	Change (in ppts)	FY1617	FY1718	Change
Newfoundland and Labrador	13.7%	14.7%	+1.0	17.9	18.7	+0.8
Prince Edward Island	10.6%	9.9%	-0.7	14.0	16.1	+2.1
Nova Scotia	8.1%	8.3%	+0.2	18.3	17.7	-0.6
New Brunswick	9.2%	8.0%	-1.2	19.5	18.4	-1.1
Quebec	6.8%	5.9%	-0.9	21.8	18.6	-3.2
Ontario	6.4%	5.8%	-0.6	20.2	18.6	-1.6
Manitoba	6.1%	5.5%	-0.6	18.1 <sup>r</sup>	15.9	-2.2
Saskatchewan	6.4%	6.1%	-0.3	17.8	18.7	+0.9
Alberta	8.4% <sup>r</sup>	7.4%	-1.0	21.9	22.7	+0.8
British Columbia	5.7%	5.0%	-0.7	18.4	18.3	-0.1
Yukon	5.3%	3.2%	-2.1	not available	not available	not available
Northwest Territories	7.1%	7.3%	+0.2	not available	not available	not available
Nunavut	14.3%	14.0%	-0.3	not available	not available	not available
<b>Canada</b>	<b>6.9%</b>	<b>6.1%</b>	<b>-0.8</b>	<b>20.3</b>	<b>19.1</b>	<b>-1.2</b>

<sup>r</sup> Revised data.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0287-01, 14-10-0292-01 and 14-10-0056-01.

As a result of contrasting regional labour market developments in FY1718, the average duration of unemployment spells varied significantly across provinces. Both Alberta and Saskatchewan recorded a slight increase in their average unemployment spell duration despite lower unemployment rate relative to FY1617. The average unemployment spell duration in Alberta thus surpassed its highest level on record—hit over the previous fiscal year—to reach 22.7 weeks in FY1718 and stayed the highest across Canada (see Table 2). Saskatchewan also registered a small increase and posted its highest duration (18.7 weeks) since the early 2000s. In contrast, greater job opportunities and lower unemployment in Quebec, Ontario as well as Manitoba led to a moderate decrease in their average unemployment spell duration.

As opposed to the contrasting regional labour market developments above, all jurisdictions experienced a rise in their average nominal weekly earnings in FY1718, with the largest increases observed in Nunavut (+4.2%) and Quebec (+3.5%). However, when compared with the increase in the consumer price index (CPI), only eight jurisdictions recorded a greater rise in weekly earnings relative to the increase in the CPI, leading to a decline in the purchasing power of workers in the five remaining jurisdictions on average in FY1718 (see Table 3).<sup>15</sup>

<sup>15</sup> The change in nominal average weekly earnings as reported by the Survey of Employment, Payrolls and Hours could be affected by changes in the composition of employment (for instance an increase of employees in lower paid industries relative to those employed in higher paying industries).

Table 3 - Nominal weekly earnings and consumer price index by province or territory, Canada, FY1617 to FY1718

Province or territory	Average nominal weekly earnings (\$)*	Year-over-year change in nominal weekly earnings (%)	Year-over-year change in consumer price index (%)
Newfoundland and Labrador	1,034	+0.9%	+1.7%
Prince Edward Island	828	+0.9%	+1.9%
Nova Scotia	863	+1.8%	+1.3%
New Brunswick	894	+1.9%	+2.2%
Quebec	912	+3.5%	+1.2%
Ontario	1,000	+2.2%	+1.7%
Manitoba	917	+2.5%	+1.7%
Saskatchewan	1,012	+1.8%	+2.0%
Alberta	1,139	+2.1%	+1.5%
British Columbia	950	+2.7%	+2.1%
Yukon	1,091	+2.7%	+1.5%
Northwest Territories	1,401	+0.3%	+1.1%
Nunavut	1,343	+4.2%	+1.7%
<b>Canada</b>	<b>983</b>	<b>+2.4%</b>	<b>+1.6%</b>

\* Earnings include overtime and apply to employees paid by the hour, salaried employees and other employees.

Sources: Statistics Canada, Survey of Employment, Payrolls and Hours, Table 14-10-0203-01 (for data on nominal earnings), and Statistics Canada, Consumer Price Index Measures, Table 18-10-0004-01 (for data on CPI).

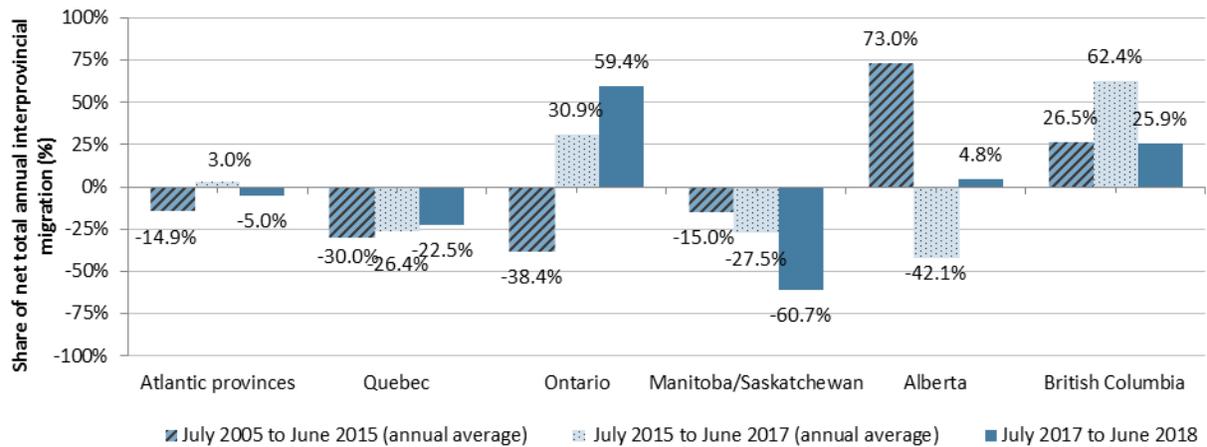
### 1.2.2 Interprovincial mobility trends

Every year, a substantial number of people in Canada (285,200 between July 1, 2017 and June 30, 2018) relocate across provincial and territorial borders. Almost half of this group (48.7%) is aged between 20 and 39 years old.<sup>16</sup> This movement across provinces is partly attributable to individuals in search of job opportunities and gives workers the possibility to access other labour markets and obtain a job or find one that may be better suited for their skillset. From a national perspective, interprovincial mobility can increase real GDP and aggregate labour productivity growth. It can also improve individual outcomes as workers from provinces with high unemployment and an excess of labour supply move to provinces with lower unemployment and labour shortages.

While several factors can influence an individual's decision to move (including, but not limited to, job opportunities, education/school or family reasons) the desire to seek a higher standard of living is often a driving force. Since the mid-1990s, Western Canada, especially Alberta, was the destination of choice for a majority of Canadian interprovincial migrants. However, with the downturn in commodity prices and less favorable labour markets in Alberta, trends have somewhat shifted over recent years to Ontario and British Columbia (see Chart 5).

<sup>16</sup> Statistics Canada, Table 17-10-0015-01.

Chart 5 - Share of total net annual interprovincial migration by region, Canada, July 2005 to June 2018



Note: Annual is defined as the period from July 1 to June 30. Results for the territories are not presented to lighten the chart. Consequently, the total net migration doesn't add up to zero.

Source: Statistics Canada, Table 17-10-0021-01.

Labour market developments in Ontario and British Columbia have made those provinces the preferred destinations of interprovincial migrants since July 2015 (+13,400 and +17,700 on average per year respectively). The large negative net flow recorded in Alberta over the July 2015 to June 2017 period faded between July 2017 and June 2018, whereas it widened in Manitoba and Saskatchewan over the same period. The outflow from the Atlantic provinces is significantly lower since July 2015 than the previous ten years (-1,500 in the reporting period compared to -4,800 on average per year between July 2005 and June 2015).

### 1.3 Trends in labour market elements linked to the EI program

Along with the labour market developments presented in the previous section, changes in other labour market elements, such as wages and hours worked, could also have implications on some components of the EI program. For instance, earnings—which are most often a combination of hourly wages and hours worked—determine the EI premiums paid by employers and employees, as well as the level of benefits that claimants can receive. Hours worked are also important for the administration of the EI program because the number of hours of insurable employment worked in the previous year is used, in part, to establish EI eligibility and the number of weeks of benefits a claimant is entitled to receive. In addition, the composition of the unemployed population has evolved over the years which could have resulted in changes in reasons leading to unemployment, which are also a key characteristic in determining eligibility for EI benefits.

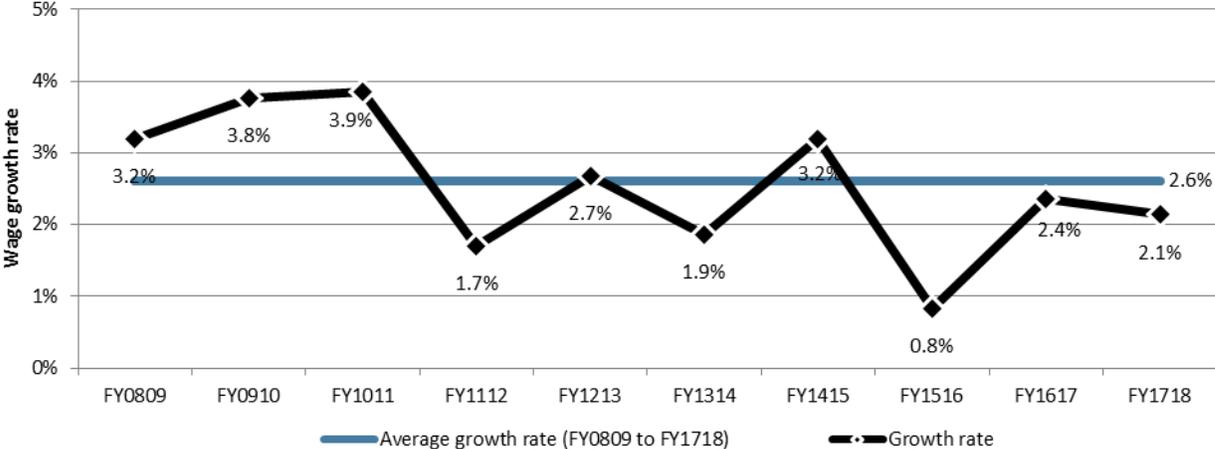
#### 1.3.1 Wages

As in most developed countries, long-term trends—such as population aging, movement towards service-producing industries and technological improvements resulting in the automation of routine non-cognitive and manual tasks— have driven major transformations in Canada's labour market. These trends have had profound impacts on the demand and supply of labour, and have influenced wage growth experienced by workers as well.

The hourly wages increased slowly during the 1980s and 1990s, before rising at a faster pace during much of the 2000s until the 2008 recession. Over the years, wage trends varied according to age group, gender, education level and industry. Young workers, men and less-educated workers generally recorded lower wage growth.<sup>17</sup>

In FY1718, as outlined in [section 1.2](#), the Canadian economy made considerable progress in job creation and the unemployment rate fell to a relatively low level. These significant improvements in labour market conditions contributed to rising wages but at a slower pace than expected.<sup>18</sup> As shown in Chart 6, average nominal hourly wages posted an average year-over-year growth rate of +2.6% between FY0809 and FY1718,<sup>19</sup> whereas they increased by 2.1% in FY1718.<sup>20</sup> Likewise, wage growth in the previous two fiscal years was below the average. Similar to Canada, wage growth in Organization for Economic Co-operation and Development (OECD) countries also remained remarkably lower than before the Great Recession for comparable levels of unemployment, and stayed low during the recovery period.<sup>21</sup>

Chart 6 - Annual growth rate of average nominal hourly wages, Canada, FY0809 to FY1718



Source: Statistics Canada, Survey of Employment, Payrolls and Hours (SEPH), Table 14-10-0209-01.

Wage growth dynamics are linked to a variety of factors, notably labour productivity, labour market tightness (degree to which additional labour resources remain available) and inflation expectations. Demographic shifts, structural changes and minimum wages increases can also reflect on the aggregate wage growth.

<sup>17</sup> René Morissette, Garnett Picot and Yuqian Lu, “The evolution of Canadian wages over the last three decades”, Ottawa: Statistics Canada, Social Analysis Division, 2013.

<sup>18</sup> Bank of Canada, “Monetary Policy Report, April 2018”, Ottawa: Bank of Canada, 2018.

<sup>19</sup> When compared with the increase in the consumer price index (CPI), the real average growth rate of hourly wages was 1.0% between FY0809 and FY1718.

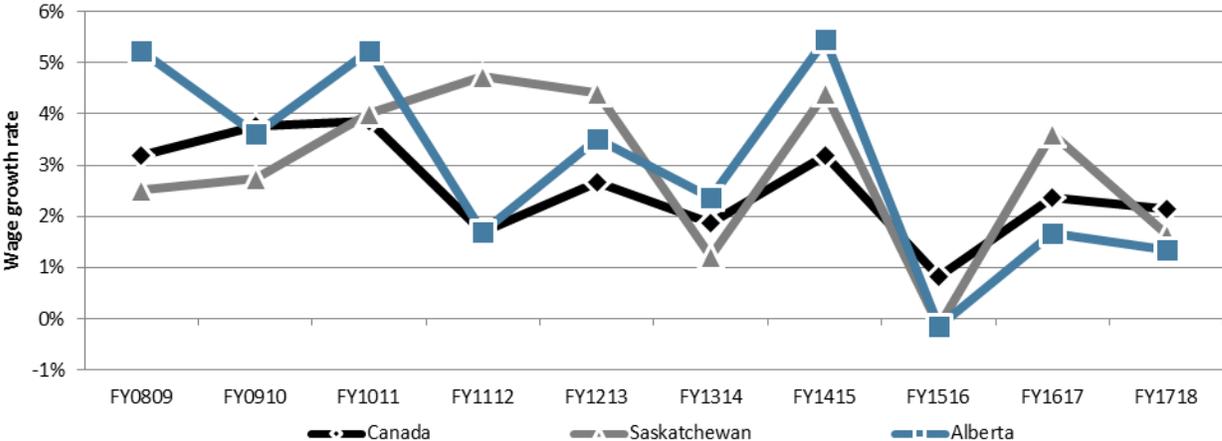
<sup>20</sup> The figures on average nominal hourly wages at the national level, by type of industries and region presented in this section are based on the Survey of Employment, Payrolls and Hours (SEPH), whereas figures by age group, gender and skill level are based on the Labour Force Survey (LFS) because SEPH doesn’t include information on characteristics of workers. Trends in estimates of average hourly wages between SEPH and LFS have diverged in recent years, but both surveys posted similar average growth rates.

<sup>21</sup> Organization for Economic Co-operation and Development, “OECD Employment Outlook 2018”, OECD Publishing, Paris, 2018.

After a negative growth in FY1516 (-1.6%), the labour productivity of Canadian businesses increased in FY1617 (+1.1%) and FY1718 (+1.1%) supporting wage growth.<sup>22</sup> Recent analysis has shown that labour productivity growth was a factor contributing to wage growth over that period, but only to a small extent.<sup>23</sup>

The decline in commodity prices was also a factor slowing down wage growth, as both Alberta and Saskatchewan (see Chart 7A)<sup>24</sup> and goods-producing industries (see Chart 7B) experienced negative wage growth in FY1516. Wage growth in these areas rebounded in FY1617, associated with the end of the commodity price downturn, but that growth was not sustained in FY1718 and remained below the national average.

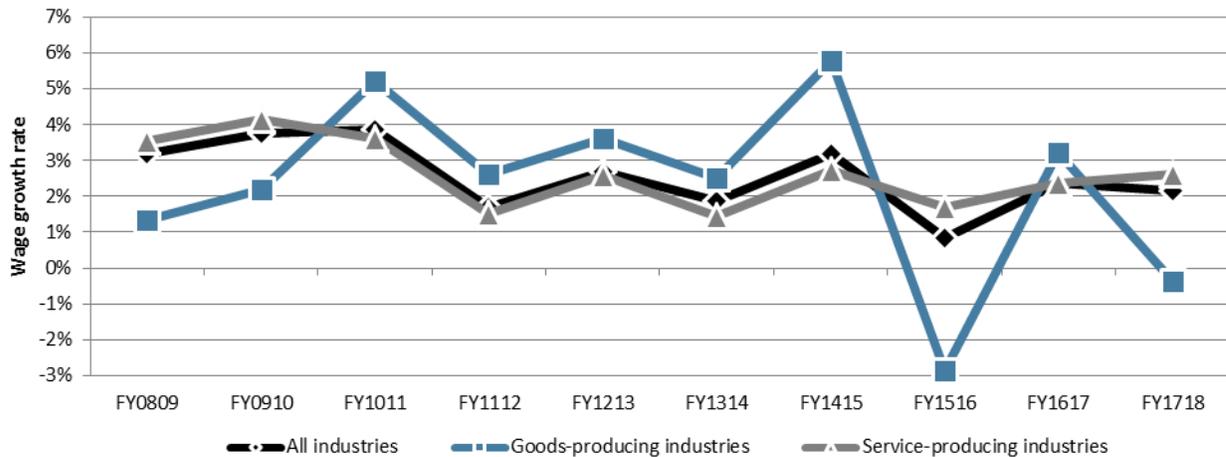
Chart 7A - Annual growth rate of average hourly wages, Canada, Saskatchewan and Alberta, FY0809 to FY1718



Source: Statistics Canada, Survey of Employment, Payrolls and Hours (SEPH), Table 14-10-0209-01.

<sup>22</sup> Statistics Canada, Labour productivity measures, Table 36-10-0206-01.  
<sup>23</sup> Bank of Canada (2017), "Wage growth in Canada and the United States: factors behind recent weakness", Ottawa: Bank of Canada, Staff Analytical Note 2017-08.  
<sup>24</sup> Nova Scotia also experienced a negative wage growth in FY1516, but only Alberta and Saskatchewan are discussed as their economies are more dependent on commodities.

Chart 7B - Annual growth rate of average hourly wages by type of industries, Canada, FY0809 to FY1718



Source: Statistics Canada, Survey of Employment, Payrolls and Hours (SEPH), Table 14-10-0209-01.

The relative impact of the commodity prices decline on the overall wage growth rate depended not only on the extent to which wages and employment within those specific provinces and industries had evolved but also on changes in the overall composition of employment. For instance, while much of the decline in average earnings in Alberta from 2015 to 2016 was due to job losses in the high-wage resource extraction industry, a part was also attributable to a compositional shift towards jobs in lower-wage industries.<sup>25</sup> At the national level, the effect of the reallocation of workers from the goods-producing industries to the service-producing industries (where wages are lower) has been found to play a limited role on wage growth during the period of the commodity price decline.<sup>26</sup>

The additional labour resources that remained available, despite a relatively low level of unemployment in FY1718, appeared to be a key factor contributing to wages rising somewhat more slowly than expected with an economy operating near capacity.<sup>27</sup> For example, long-term unemployment in the reporting fiscal year remained significantly higher than it was before the 2008 recession, whereas the participation rate of youth aged 15 to 24 years old stayed markedly lower (see Chart 8).<sup>28</sup> The average number of hours worked also remained slightly lower (see [subsection 1.3.2](#)).

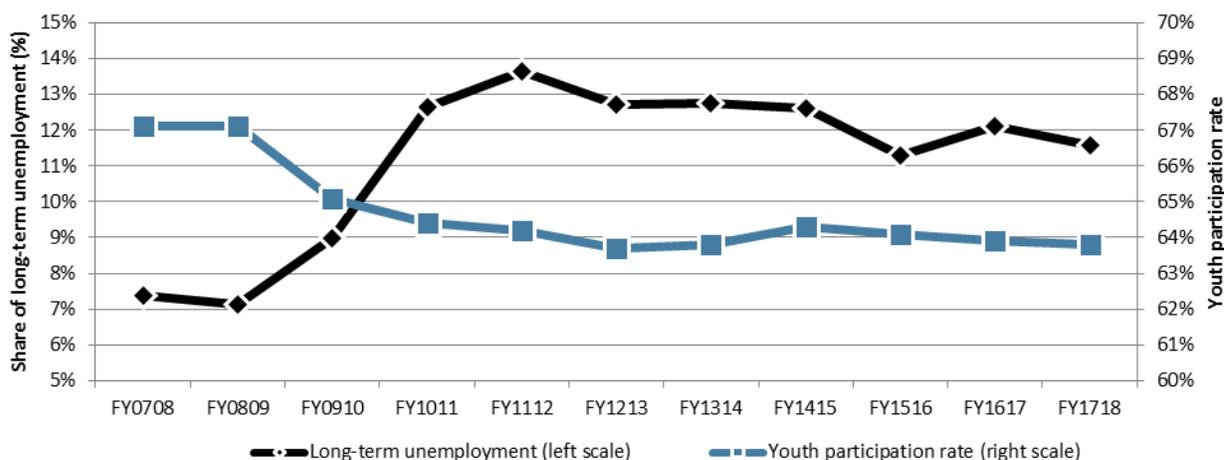
<sup>25</sup> Andrews Fields and Guy Gellatly, “The impact of lower earnings in Alberta on earnings growth at the national level”, Ottawa: Statistics Canada, Economic Insights, 2016.

<sup>26</sup> Bank of Canada (2017), “Wage growth in Canada and the United States: factors behind recent weakness”, Ottawa: Bank of Canada, Staff Analytical Note 2017-08.

<sup>27</sup> Bank of Canada, “Monetary Policy Report, April 2018”, Ottawa: Bank of Canada, 2018.

<sup>28</sup> The decline in the labour force participation rate of youth aged 15 to 24 years old since the 2008 recession was mainly attributable to lower participation rate of students aged 15 to 19 years old and higher school enrollment of youth aged 20 to 24 years old. André Bernard, “Youth Labour Force Participation: 2008 to 2014”, Ottawa: Statistics Canada, Economic Insights, 2015.

Chart 8 - Share of long-term unemployment\* and youth participation rate, Canada, FY0708 to FY1718



\* Long-term unemployment is defined as unemployed individuals that have been searching for a job for a period of at least twelve consecutive months. The percentages presented in this chart are the long-term unemployed as a proportion of all unemployed individuals.

Sources: Statistics Canada, Labour Force Survey, Table 14-10-0056-01 (for long-term unemployment) and Table 14-10-0287-01 (for youth participation rate).

In addition, Canada is also experiencing a demographic shift in the distribution of the workforce across different age groups such as the increase in the share of workers aged 55 years old and over in recent years. This change in age composition may have contributed to the trend in low wage growth in two ways. First, older workers recorded the lowest average wage growth rate between FY0809 and FY1718 relative to youth aged 15 to 24 years old and workers aged 25 to 54 years old. Second, retiring baby boomers hold high-paying jobs and their exit from employment could have restrained wage growth. Nevertheless, workers aged 25 to 54 years old were the main age group driving the weaker wage growth in FY1617 and FY1718 (see Table 4).

Table 4 - Growth rate of average hourly wages by gender, age and skill level, Canada, FY0809 to FY1718

Gender	Average annual growth rate (FY0809 to FY1718)	Growth rate in FY1617	Growth rate in FY1718
Men	+2.3%	+1.3%	+2.1%
Women	+2.7%	+2.2%	+2.2%
<b>Age category</b>			
15 to 24 years old	+2.5%	+1.7%	+2.7%
25 to 54 years old	+2.4%	+1.4%	+2.1%
55 years old and over	+2.2%	+2.0%	+2.1%
<b>Skill level*</b>			
High-skilled employment	+2.4%	+2.8%	+1.5%
Middle-skilled employment	+2.2%	+0.2%	+2.1%
Low-skilled employment	+2.4%	+1.5%	+3.0%

Note: Results reported in this table are based on data from the Labour Force Survey (LFS). Figures on growth rate of average hourly wages by type of industries and region previously presented in this subsection are based on the Survey of Employment, Payrolls and Hours (SEPH). LFS data are used to provide results by age group, gender and skill level because SEPH doesn't include information on characteristics of workers.

\* High-skilled jobs correspond to occupations associated with management and jobs usually requiring a university degree; middle-skilled jobs correspond to those usually requiring a college or high-school degree or apprenticeship training; while low-skilled jobs are those usually requiring on-the-job training.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0065-01 and 14-10-0306-01.

The highest wage growth rate in FY1718 was recorded by youth aged 15 to 24 years old, which could be partly attributable to increases in minimum wages<sup>29</sup> (notably in Ontario), given the high proportion of young employees working at minimum wage rates (about one out of two youth aged 15 to 19 years old and one out of six youth aged 20 to 24 years old in 2013).<sup>30</sup> Furthermore, young workers experienced a relatively stronger average wage growth between FY0809 and FY1718. However, this hides some negative effects associated with graduating during recessions, such as, earnings penalty when entering the labour market and inability to recover lost wages for several years thereafter. Some studies have estimated the persistent earnings decline to range between 5% to 8% for those graduating at the time of the 2008 recession.<sup>31</sup>

In addition to raising wages of young workers, recent increases in minimum wages also seemed to have greatly affected wages of workers in low-skilled jobs. Not only the average wage growth rate for those workers in FY1718 was higher than the one they have experienced since the 2008 recession, it was also greater than those registered by workers in high-skilled and middle-skilled jobs in FY1718 (see Table 4). The higher incidence of minimum wage raises on low-skilled jobs can be explained, in part, by the fact that almost half of low-skilled jobs are in the Retail trade and Accommodation and food services industries<sup>32</sup>, and that employees in those industries are more likely to be paid at minimum wage.<sup>33</sup>

The recent increases in minimum wages also led to a larger proportion of workers earning minimum wage, from 6% in early 2017 to 10% in early 2018 in Canada.<sup>34</sup> As minimum wage rates increase, the proportion of employees paid at minimum wage also tends to increase because some employees who were earning wages marginally above the minimum wage rate before increases are introduced then join the population of those earning minimum wage, if their wages are not increased proportionately.

On the basis of gender, hourly wages were higher, on average, for men (\$28.24) than women (\$24.46) in FY1718, a pay rate of women equal to 86.6% of the pay rate of men.<sup>35</sup> However, the average wage growth between FY0809 and FY1718 was slightly higher for women (+2.7%) than men (+2.3%), reflecting that the gender wage gap has been narrowing over time.

Overall, from an EI perspective, the average EI weekly benefit rates have risen at a slower rates in the last few fiscal years (+2.8%, +0.7% and +1.6% in FY1516, FY1617 and FY1718, respectively, compared to +5.8% in FY1314 and +3.6% in FY1415). In addition to wages, other items such as changes in the average number of hours worked per week (as weekly earning is a combination of hourly wages and hours worked per week), differences between the labour force and the EI claimant population, shifts in the

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<sup>29</sup> During the reporting fiscal year, Ontario and Alberta substantially increased their minimum wage: from \$11.40 to \$14.00 per hour in Ontario, and from \$12.20 to \$13.60 per hour in Alberta. Most other provinces and territories also raised their minimum wages but to a lesser extent.

<sup>30</sup> Diane Galarneau and Eric Fecteau, "The ups and downs of minimum wages", Ottawa: Statistics Canada, Insights on Canadian Society, 2014.

<sup>31</sup> Philip Oreopoulos, Till von Wachter and Andrew Heisz, "The short- and long-term career effects of graduating in a recession", *American Economic Journal: Applied Economics* 4.1 (2012): 1-29 ; and Diane Galarneau, Christine Hinchley and Aimé Ntwari, "Labour market outcomes of graduates from universities in the Maritime provinces", Ottawa: Statistics Canada, Insights on Canadian Society, 2017.

<sup>32</sup> Statistics Canada, Labour Force Survey, 2017, Employment and Social Development Canada internal calculations.

<sup>33</sup> Diane Galarneau and Eric Fecteau, "The ups and downs of minimum wages", Ottawa: Statistics Canada, Insights on Canadian Society, 2014.

<sup>34</sup> René Morissette and Dominique Dionne-Simard, "Recent changes in the composition of minimum wage workers", Ottawa: Statistics Canada, Insights on Canadian Society, 2018

<sup>35</sup> Statistics Canada, Labour Force Survey, Table 14-10-0065-01.

composition of EI claimants and the fact that the level of EI benefits is calculated with the variable best weeks provision<sup>36</sup> had some repercussions on the average EI weekly benefit growth rates.

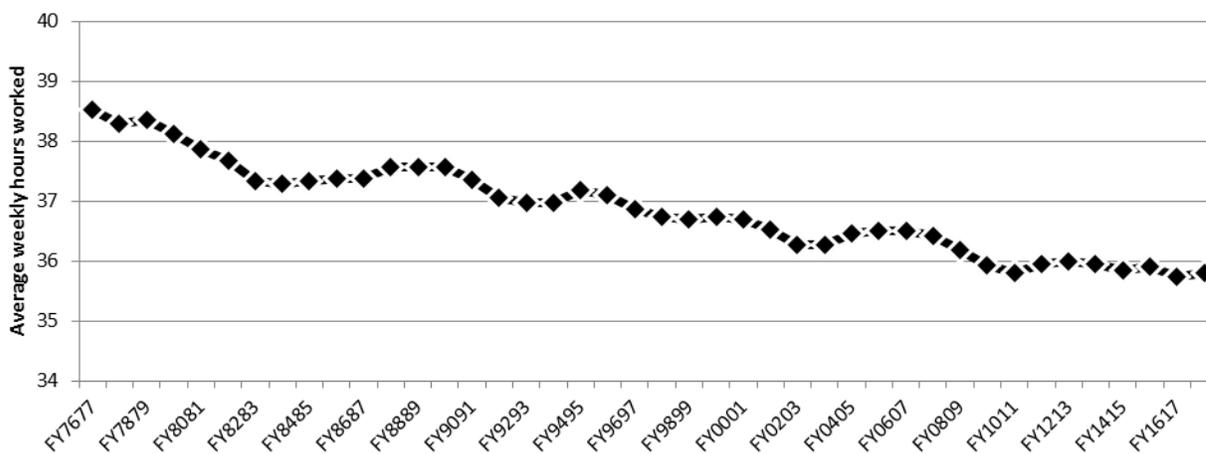
### 1.3.2 Hours worked

The number of hours of insurable employment is a key eligibility criterion of the EI program as claimants must have worked a minimum number of insurable hours, in the previous year, to qualify for EI benefits. It also determines, along with the regional unemployment rate, the maximum number of weeks of EI benefits a claimant is entitled to receive.

Different factors influence the trends in the number of hours people spend working. Union status, industrial structure, job conditions, demographic characteristics, macroeconomic conditions, taxation policies creating incentives or disincentives, preferences and labour market regulations have been identified in the literature as factors explaining differences and changes in hours worked.<sup>37</sup>

Over the past four decades, average hours worked by Canadian workers have been on a downward trend, decreasing by 7.1% between FY7677 and FY1718 (see Chart 9).<sup>38</sup> More recently, despite a slight decrease at the time of the decline in commodity prices, average hours worked remained stable but below the 2008 pre-recession level. In FY1718, workers worked 35.8 hours per week on average. To qualify for EI regular benefits, potentially eligible unemployed individuals must have accumulated between 420 and 700 hours of insurable employment over the previous year.

Chart 9 - Average weekly hours worked, Canada, FY7677 to FY1718



Note: Average hours worked per week reflects the number of hours usually worked in the reference week of the Labour Force Survey at the main job occupied by Canadian employees.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0030-01.

<sup>36</sup> With the variable best weeks provision, the level of EI benefits a claimant is entitled to receive is calculated as 55% of their highest (best) 14 to 22 weeks of insurable earnings over the qualifying period (up to the maximum weekly benefit rate). The number of weeks used to determine this level depends on the unemployment rate of the claimant’s EI economic region.

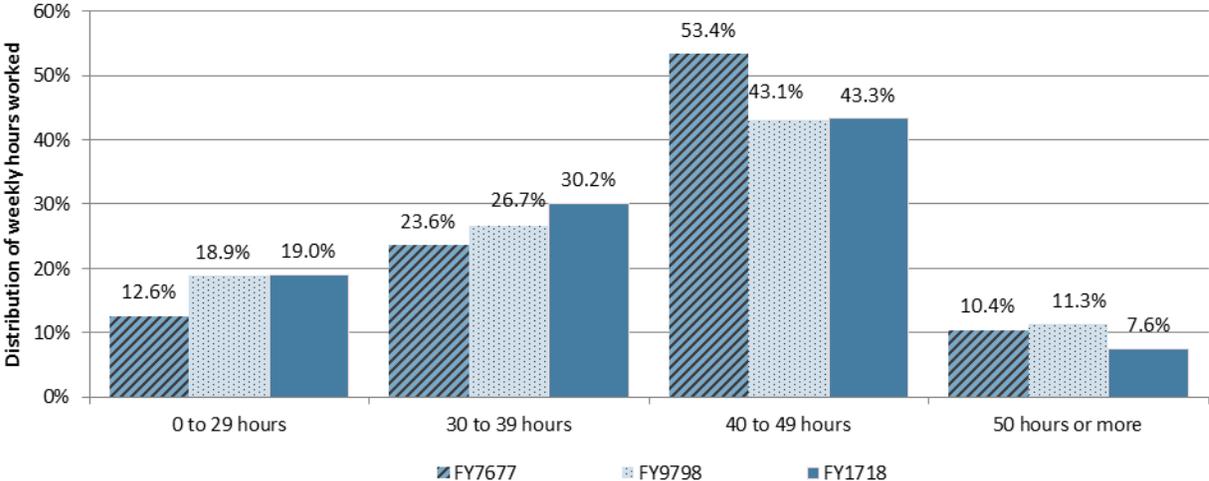
<sup>37</sup> Andrew Heisz and Sébastien LaRochelle-Côté, “Understanding regional differences in work hours”, Ottawa: Statistics Canada, Analytical Studies Branch Research Paper Series, 2007.

<sup>38</sup> Average hours worked per week reflects the number of hours usually worked in the reference week of the Labour Force Survey at the main job occupied by Canadian employees.

Similar to Canada, other G7 countries have experienced a decrease in their hours worked per week since the beginning of the twenty-first century. For instance, Italy and Japan, who posted among the longest weekly hours worked on average, also recorded the largest declines since the year 2000. Canada ranked fourth among G7 countries in terms of the average number of hours worked per week in 2017.<sup>39</sup>

The reduction in the average level of weekly hours worked in Canada is the result of shifts in the distribution of hours in the work week since the 1990s across all categories of hours. A larger share of individuals have worked less than 29 hours per week or between 30 to 39 hours per week between FY7677 and FY1718, while a smaller portion of individuals have worked between 40 to 49 hours per week or even very long hours (50 hours or more per week) during the same period (see Chart 10).

Chart 10 - Distribution of weekly hours worked, Canada, FY7677, FY9798 and FY1718



Source: Statistics Canada, Labour Force Survey, Table 14-10-0030-01.

Although weekly hours of work declined, the majority (81.0%) of Canadian workers continue to report working in full-time employment (defined as 30 hours or more per week) in FY1718. However, there has been a decline of 6.4 percentage points between F7677 and FY1718 in the share of employees occupying full-time jobs.<sup>40</sup>

A greater share of those working part-time (less than 30 hours per week) in FY1718 did so by choice, because they were attending school (29.2%) or because of personal preference (28.1%). The proportion of part-time workers who reported that they would prefer full-time work—known as the “involuntary part-time rate”—was 23.6% in FY1718.<sup>41</sup> This is the lowest involuntary part-time rate recorded since the end of the 2008 recession.<sup>42</sup>

On average, women worked fewer weekly hours than men (32.9 versus 38.4 hours in FY1718) and were less likely to be employed full-time (73.9% versus 87.5% for men over the reporting period). By age, as

<sup>39</sup> Organization for Economic Co-operation and Development, Labour Force Statistics, Hours Worked, February 2019.

<sup>40</sup> Statistics Canada, Labour Force Survey, Table 14-10-0030-01.

<sup>41</sup> Involuntary part-time rate is defined as the proportion of workers who work part-time because they could not find work with 30 or more hours or due to business conditions, whether or not they looked for full-time work.

<sup>42</sup> Statistics Canada, Labour Force Survey, Table 14-10-0028-01.

expected, individuals aged 25 to 54 years old reported working the longest hours per week on average (37.7 in FY1718) relative to young workers (27.2) and older workers aged 55 years old and over (35.3) (see Table 5). All age groups have seen declines in their average hours worked over the past four decades, but the drop has been most pronounced among youth aged 15 to 24 years old with a decrease of 22.0% between FY7677 and FY1718. This decline may be associated with rising secondary and postsecondary enrolment in the 1980s and 1990s, resulting in more youth working part-time while attending school, as opposed to leaving school and immediately starting full-time work.

Table 5 - Level and change in average hours worked per week by gender, age and industry, Canada, FY7677 to FY1718

Gender	Average hours worked per week in FY1718	Change in average hours worked per week FY7677 to FY1718
Men	38.4	-7.3%
Women	32.9	-1.9%
<b>Age category</b>		
15 to 24 years old	27.2	-22.0%
25 to 54 years old	37.7	-5.5%
55 years old and over	35.3	-10.1%
<b>Industry</b>		
Goods-producing industries	40.5	not available
Service-producing industries	34.6	not available
<b>Canada</b>	<b>35.8</b>	<b>-7.1%</b>

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0030-01 and 14-10-0034-01.

The growing share of older workers in the workforce—which almost doubled from 11.7% of employment in FY7677 to 21.3% in FY1718<sup>43</sup>—also has an impact on the average hours worked. As weekly hours spent working by older workers have always been generally lower than the Canadian average and have declined at a faster pace than the national level over the past forty years, the rising share of older workers contributed to dragging down the average level of hours worked over time.

Along with the higher school enrolment among youth and the greater proportion of older workers, the growing share of employment in service-producing industries (from 65.5% in FY7677 to 78.9% in FY1718)<sup>44</sup> has also contributed to the reduction in average hours worked per week. As employees in service-producing industries work, on average, fewer hours per week (34.6 hours in FY1718) than workers in goods-producing industries (40.5 hours), the higher proportion of work in service-producing industries has led to lower weekly hours worked, on average, over the past forty years.

From an EI perspective, the fact that some individuals work fewer hours per week than others (for example, women and workers in service-producing industries compared to men and workers in goods-producing industries) makes them less likely to accumulate sufficient work hours to qualify for EI benefits. For those who qualify, they may receive lower benefit entitlements on average. In addition, as women and workers in service-producing industries often received lower hourly wages<sup>45</sup>, this may lead to lower weekly benefit rates when an EI claim is established and proportionally lesser total benefits paid to those workers on average.

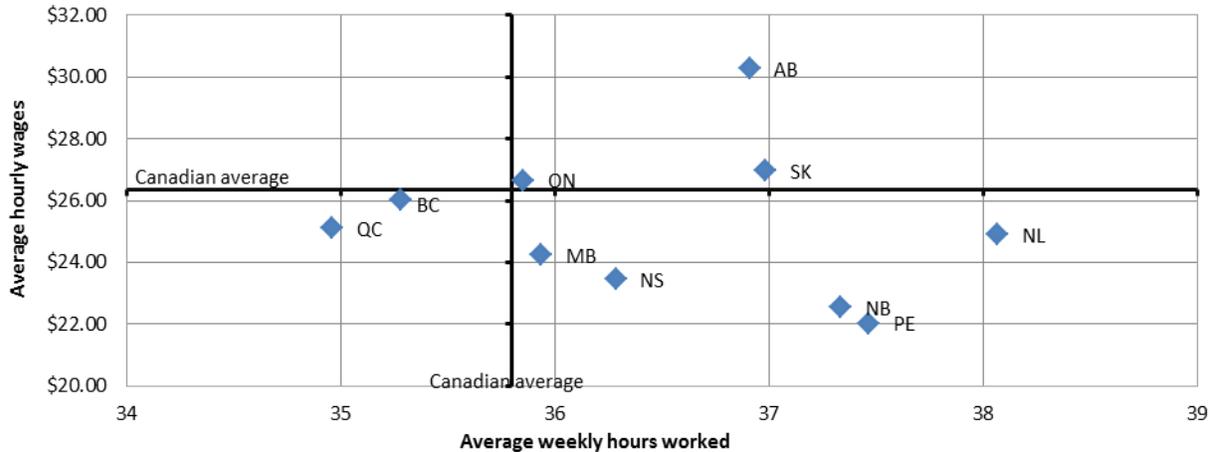
<sup>43</sup> Statistics Canada, Labour Force Survey, Table 14-10-0287-01.

<sup>44</sup> Statistics Canada, Labour Force Survey, Table 14-10-0022-01.

<sup>45</sup> The average hourly wage is \$25.89 in FY1718 in the service-producing industries and \$28.21 in the goods-producing industries.

At a regional level, as shown in Chart 11, hours worked per week in Alberta, Saskatchewan and in most Atlantic provinces were generally higher than the Canadian average in FY1718, while those worked in Quebec and British Columbia were lower on average. In terms of average hourly wages, Alberta was the only province posting a level significantly above the national average during the reporting period, whereas most Atlantic provinces registered levels below the national figure. These differences across provinces can be attributable to significant regional variations in economic and labour market conditions such as differences in economic sectors, labour force characteristics and employment patterns. Because the eligibility to the EI program is sensitive to economic and employment conditions in a given region, provinces with above-average number of hours worked did not always record high EI eligibility rates. For example, Alberta generally posted EI eligibility rates below the Canadian average in recent years (see [section 2.2](#)). It is important to note that eligibility to the EI program could also vary within a province.

Chart 11 - Distribution of provinces according to average hourly wages and average weekly hours worked, Canada, FY1718



Sources: Statistics Canada, Labour Force Survey, Table 14-10-0030-01 (for weekly hours worked) and Table 14-10-0065-01 (for hourly wages).

### 1.3.3 Reasons for unemployment

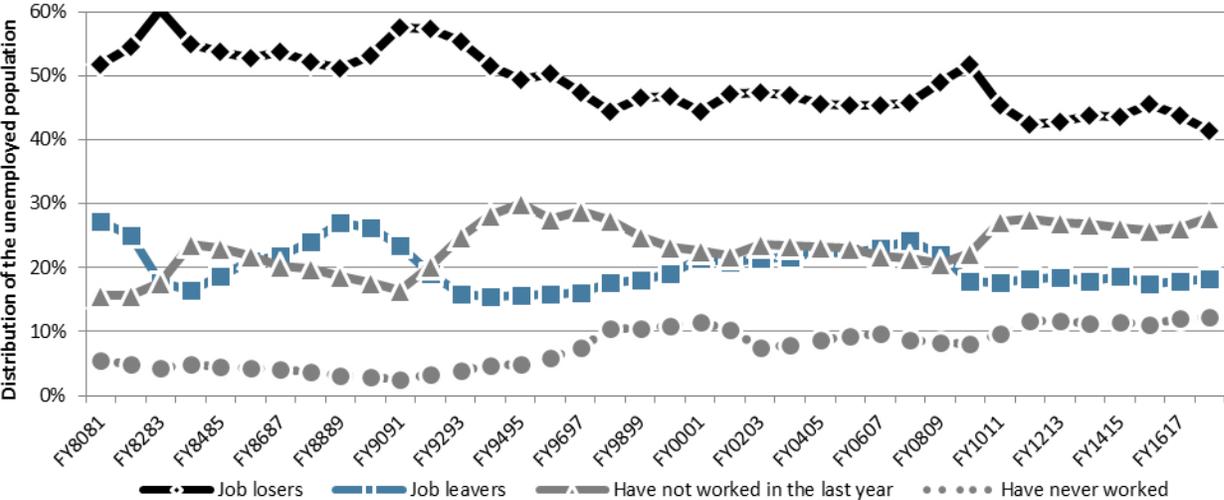
Changes in labour supply and labour demand over the last decades have resulted in new employment and unemployment dynamics leading to changes in the composition of the unemployed population. For instance, the share of youth aged 15 to 24 years old among the total unemployed population decreased by almost half in FY1718 compared to FY7677, while the share of individuals aged 55 years old and over more than doubled over the same period.<sup>46</sup> The events leading to a job separation (such as a layoff, retirement or return to school) might be different between both age groups. Likewise, unemployment can result from a number of factors and the reasons for a person’s unemployment are a key factor in determining eligibility for EI benefits.<sup>47</sup> Generally, EI regular benefits are only available to individuals who have lost their job for reasons outside their control or who left their job with just cause.

<sup>46</sup> Statistics Canada, Labour Force Survey, Table 14-10-0287-01.

<sup>47</sup> Service Canada determines whether a claimant’s reason for job interruption is valid in terms of EI eligibility, in accordance with the *Employment Insurance Act* and the *Employment Insurance Regulations*.

In FY1718, individuals who became unemployed because they lost their job (job losers) accounted for the largest share of the unemployed population in Canada (41.5%). Nine out of ten of those individuals became unemployed because of a permanent layoff. The proportion of 'job losers' has fluctuated since the early 2000s, increasing just over 50% at the end of the 2008 recession and raising also slightly during the downturn in commodity prices (see Chart 12). A higher share of men reported being unemployed following a job loss than women (46.1% for men compared to 35.6% for women in FY1718).

Chart 12 - Distribution of the unemployed population by unemployment category, Canada, FY8081 to FY1718



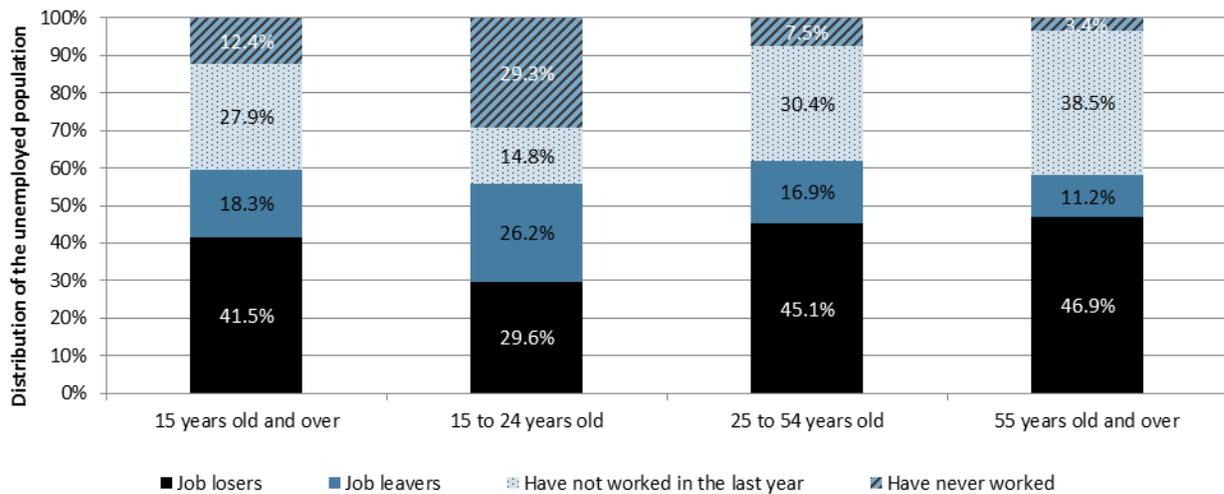
Source: Statistics Canada, Labour Force Survey, Table 14-10-0125-01.

Individuals who were unemployed because they left their job (job leavers) accounted for 18.3% of the unemployed population in FY1718. Following the 2008 recession, the share of 'job leavers' has declined and remained below 20%. In a period of strong economic growth, often people who are already employed become more willing to leave their current position and switch to a higher-paying job.<sup>48</sup> During previous economic recoveries in Canada, the share of unemployed workers defined as 'job leavers' increased, at different paces, after the recession of the early 1980s and of the early 1990s; however this situation has not been observed after the 2008 recession.

By age, a higher proportion of unemployed individuals aged 15 to 24 years old were 'job leavers' relative to unemployed individuals aged 25 to 54 years old and those aged 55 years old and over (see Chart 13), which may partly reflect the tendency to return to school in this age category, the dynamics of part-time student employment, as well as the school-to-work transitions of youth.

<sup>48</sup> Bank of Canada, "Today's labour market and the future of work", Speech by Stephen S. Poloz, March 13, 2018.

Chart 13 – Unemployment category by age group, Canada, FY1718



Source: Statistics Canada, Labour Force Survey, Table 14-10-0125-01.

In addition to those who quit or lost their job, the unemployed population is also composed of individuals who have no recent work experience, either because they have not worked in the last year, or even for a longer period of time, or because they have never worked.<sup>49</sup>

The first group, the unemployed individuals who have not worked in the last year, represented 27.9% of the unemployed population in FY1718. This proportion increased by 7.0 percentage points the years after the 2008 recession, and remained relatively unchanged thereafter (see Chart 12). In FY1718, a higher proportion of unemployed women fell in that category than men. Individuals aged 55 years old and over were also more likely to be in that situation relative to the other two age groups (see Chart 13).

Moreover, unemployed individuals aged 55 years old and over were more likely to be long-term unemployed (individuals that have been searching for a job for a period of at least twelve consecutive months), posting a rate of 18.9% in FY1718, compared to unemployed individuals aged 15 to 24 years old and those aged 25 to 54 years old (5.2% and 12.0%, respectively).<sup>50</sup> Older individuals might face particular challenges when looking for work including, among others, being generally less-educated and less likely to have recently attended school or taken job-related training than their younger counterparts.<sup>51</sup>

Overall, the share of long-term unemployment in Canada was 11.6% in FY1718, which remained the lowest among G7 countries<sup>52</sup>, but was still well above the rate recorded at the onset of the latest recession (7.1% in FY0809). Prolonged periods of unemployment may negatively affect one’s odds of finding employment as well as future employment earnings reflecting, among other things, skill and knowledge losses during long unemployment spells.

<sup>49</sup> Figures on unemployed individuals who have not worked in the last year and on those who have never worked outlined in this section are produced with data from the Labour Force Survey. Therefore, they are different from the ones presented in [subsection 2.2.2](#) which are based on data from the Employment Insurance Coverage Survey.

<sup>50</sup> Statistics Canada, Labour Force Survey, Table 14-10-0056-01. Estimates exclude unemployed with unknown unemployment duration.

<sup>51</sup> Jungwee Park, “Job-related training of older workers”, Ottawa: Statistics Canada, Perspectives on Labour and Income, 2012.

<sup>52</sup> Organization for Economic Co-operation and Development, Labour Force Statistics, Unemployment by duration, February 2019.

The second group among unemployed individuals with no recent work experience, those who have never worked, accounted for 12.4% of the total unemployed population in FY1718. While this group represented less than 10% of the total unemployed population in the 2000s, its share increased above that level in FY1011 and remained relatively stable thereafter (see Chart 12). As expected, a larger proportion of unemployed youth aged 15 to 24 years old fell in that category. This could be partly attributable to their inherent lack of work experience and/or educational attainment, and also, as noted by the OECD, because they may not have developed some employability skills valued by employers.<sup>53</sup>

From an EI perspective, the higher proportion of unemployed individuals with no recent work experience has an impact on the indicators of access and coverage of EI. Eligibility for EI regular benefits is based on the amount of hours of insurable employment that an individual has accumulated in the previous 52 weeks. Indicators used to estimate the coverage and access to EI benefits, such as the ratio of EI regular beneficiaries to the number of unemployed, are based on all unemployed (thus including those that have no recent work experience) and are impacted by this trend.

## 1.4 Summary

Canada's labour market has undergone several changes over the past few decades. Among them, a greater concentration of employment within the service-producing industries and a shift in the age composition of the workforce have changed the nature of work and the makeup of the labour force which have influenced, to some extent, wage growth dynamics and trends in hours worked. These trends are relevant to the EI program and its administration.

In FY1718, the Canadian economy was characterized by a solid GDP growth (+3.0%)—the highest among the G7 countries. Moreover, Canada posted the strongest growth rate in employment and the sharpest decline in the unemployment rate compared with other G7 countries. However, Canada still had the third highest unemployment rate.

The reporting period was also marked by an increase in job vacancies as well as a relatively low unemployment rate in Canada—generally rising the number of hours of insurable employment required to qualify for EI regular benefits. Nevertheless, there were important regional variations in labour market conditions. While, the resources-based provinces (Newfoundland and Labrador, Saskatchewan and Alberta) continued recovering at different paces from the commodity price decline, British Columbia, Ontario and Quebec's economies posted strong overall labour market performances. The impact of the changing economic situation in many of these regions on the EI program is seen in this report.

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<sup>53</sup> Organization for Economic Co-operation and Development, "OECD Skills Outlook 2015", Paris: OECD, 2015. The OECD has identified skills that matter for youth employability and, more generally, success in society as social and emotional skills (such as communication and working with others), as well as cognitive skills and job and occupation-specific skills. Overall, Canada ranked at the OECD average or above on the six dimensions of youth employability developed by the OECD.



# CHAPTER II

## Impact and Effectiveness of Employment Insurance Benefits (Part I of the *Employment Insurance Act*)

### 2.0 Introduction

This chapter of the Employment Insurance Monitoring and Assessment Report assesses income support provided by Employment Insurance (EI) Part 1 benefits: regular benefits, fishing benefits, work-sharing benefits and special benefits. This chapter includes several key indicators, such as the number of new claims established, total amount paid, level of benefits, maximum duration and actual duration of benefits as well as the exhaustion of benefits. Throughout the chapter, key EI program provisions and recent changes made to the EI program are discussed. Indicators related to level of claims and level of benefits are presented for claims established within the fiscal year for which at least one dollar in EI benefits was paid. Meanwhile, indicators like maximum and actual duration are based on claims completed<sup>1</sup> during the fiscal year for which at least one dollar was paid in EI benefits. Indicators related to amount of EI benefits paid are presented on a cash basis, which means the expenses are accounted for during the fiscal year in which they are paid. More information on the definitions of the indicators presented throughout this chapter can be found in [Annex 2.1](#) of this report.

This chapter relies on several sources of information to provide a comprehensive analysis of the EI program. EI administrative data, generally based on a 10% sample, underpins the majority of the analysis in this chapter. Some sections of this chapter also make use of tax data provided by the Canada Revenue Agency related to T4 tax slips with employment income or T1 returns. Statistics Canada's Employment Insurance Coverage Survey and Labour Force Survey provide the basis for deeper analysis of coverage, eligibility and accessibility of EI benefits for unemployed people. Throughout the chapter, data for the FY1718 is compared with data from previous years and, in some instances, long-term trends are discussed.

[Annex 2](#) of the report presents additional statistical information on benefits analyzed in this chapter and [Annex 7](#) provides an overview of major changes to the EI program between April 1996 and December 2018.

### 2.1 Employment Insurance benefits overview

The Employment Insurance (EI) program provides temporary income support to partially replace employment income for eligible unemployed contributors to the program while they look for new employment or upgrade their skills, and for those who are absent from work due to specific life

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<sup>1</sup> Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

circumstances (such as sickness, pregnancy, or caring for a newborn or a newly adopted child, a critically ill family member or a gravely ill family member with significant risk of death).

In this chapter, EI benefits refer to regular benefits, special benefits, fishing benefits and Work-Sharing benefits. Special benefits include maternity benefits, parental benefits, sickness benefits, family caregiver benefits for adults or children, and compassionate care benefits. All EI benefit types are paid at 55% of average weekly insurable earnings, except for extended parental benefits, which are paid at 33%. Subsection 2.1.1 covers the number of new claims established in the fiscal year, total amount paid over the fiscal year and benefit levels of claims established. Subsection 2.1.2 examines combined (or mixed) benefit claims. Subsection 2.1.3 provides an analysis of the usage of EI benefits relative to EI contribution premiums.

Table 1 – Summary of Employment Insurance benefit types

Benefit type	Circumstance	Insurable employment entrance requirement	Maximum entitlement
Regular	Unemployed with a valid reason for separation and searching for suitable employment or retraining in certain cases	420 to 700 hours depending on the Variable Entrance Requirement <sup>1</sup>	14 to 45 weeks, depending on insurable employment <sup>2</sup>
Fishing	Self-employed fishers without available work	Value of a catch between \$2,500 and \$4,200 depending on the Variable Entrance Requirement <sup>1</sup>	26 weeks per season (summer or winter)
Work-Sharing	Firm avoiding layoffs during a slowdown in business activity for reasons beyond the firm's control with a recovery plan and a Work-Sharing agreement in place	420 to 700 hours depending on the Variable Entrance Requirement and must be a year-round employee	6 to 26 weeks, with the possibility of an extension by 12 weeks if warranted <sup>3</sup>
Special <sup>4</sup>			
Maternity	Unavailable to work because of pregnancy or has recently given birth	600 hours	15 weeks
Standard Parental	Caring for a newborn or a newly adopted child	600 hours	35 weeks <sup>5</sup>
Extended Parental	Caring for a newborn or a newly adopted child	600 hours	61 weeks <sup>5</sup> (at a lower replacement rate <sup>6</sup> )
Sickness	Unavailable to work because of illness, injury or quarantine	600 hours	15 weeks
Family caregiver for children (formerly Parents of Critically Ill Children) <sup>7</sup>	Providing care or support to a critically ill or injured person under the age of 18	600 hours	35 weeks <sup>5</sup>
Family caregiver for adults <sup>7</sup>	Providing care or support to a critically ill or injured person 18 years or older	600 hours	15 weeks <sup>5</sup>
Compassionate care	Providing care to a person of any age who requires end-of-life care	600 hours	26 weeks <sup>5</sup>

<sup>1</sup>Prior to July 3, 2016, new entrants and re-entrants were required to meet an entrance requirement of 910 hours for regular benefits and \$5,500 for fishing benefits. Under the current rules, new entrants and re-entrants now face the same eligibility requirements as other claimants in the region where they live.

<sup>2</sup>*Budget Implementation Act, 2016, No. 1* extended the duration of EI regular benefits up to a maximum of 70 weeks of regular benefits for some claimants (see subsection 2.2.4 for further details on the measure).

<sup>3</sup>A temporary Work-Sharing measure was announced to support re-employment and needs for long-term adjustments in the forestry sector. This measure extends the duration of Work-Sharing agreements across Canada from a maximum of 38 weeks to 76 weeks. It came into effect on July 30, 2017 and will continue until March 28, 2020.

<sup>4</sup>Self-employed workers (other than fishers) who have opted into EI special benefits must meet an insurable earnings threshold for the calendar year preceding the claim. The threshold was \$6,888 for claims established in 2017 and \$6,947 for claims established in 2018.

<sup>5</sup>Benefits can be shared between eligible claimants (i.e. parents or family members).

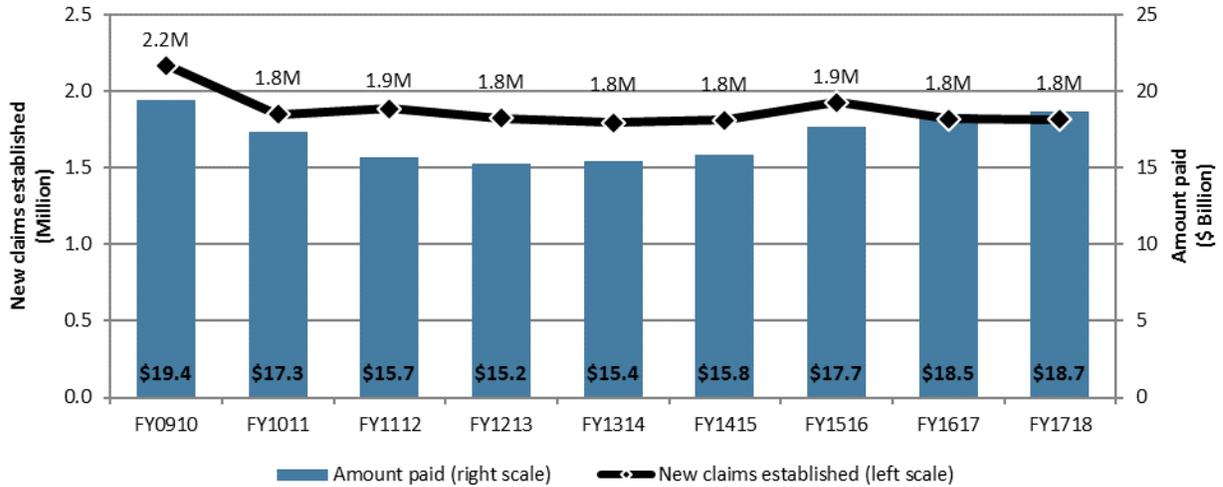
<sup>6</sup>As of December 3, 2017, parents can choose between standard parental benefits at a 55% replacement rate and extended parental benefits at a 33% replacement rate.

<sup>7</sup>As of December 3, 2017 the family caregiver benefit for adults and children became available to caregivers who are away from work to support a critically ill or injured family member. Before, Parents of Critically Ill Children was available only to parents of children under 18.

### 2.1.1 Employment Insurance claims, amount paid and level of benefits

For the period starting on April 1, 2017 and ending on March 31, 2018 (FY1718), the number of new claims decreased by 0.2% (-2,800) to remain at approximately 1.8 million new EI claims. Total EI benefits increased by \$193.7 million (+1.0%) to reach \$18.7 billion, the highest level recorded since the \$19.4 billion recorded in FY0910 (see Chart 1).

Chart 1 – Employment Insurance claims established and amount paid, Canada, FY0910 to FY1718



Note: Includes all claims for which at least \$1 of Employment Insurance benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

According to Statistics Canada, there were 773,900 beneficiaries receiving EI benefits on average each month in FY1718, a decrease of 6.3% from 826,300 beneficiaries during the previous reporting period.<sup>2</sup> The average weekly benefit rate grew from \$447 in FY1617 to \$454 in FY1718.<sup>3</sup> The proportion of claimants receiving the maximum weekly benefit increased slightly from 45.6% in FY1617 to 46.5% in FY1718.

#### *New Employment Insurance claims established*

The slight decrease in new EI claims registered in the reporting period was mostly driven by regular claims and Work-Sharing claims, and was partially offset by increases in sickness benefit claims (see Table 2).

<sup>2</sup> Statistics Canada, Employment Insurance Statistics, Table 14-10-0009-01. This measure represents the number of EI claimants who received at least \$1 in EI benefits during the reference period of a given month (usually the week comprising the 15<sup>th</sup> day of the month). The number of claimants is affected by the inflow of new EI claimants and the outflow of EI claimants no longer receiving benefits, mainly because they have exhausted the number of weeks of benefits to which they were entitled and/or because they have returned to work.

<sup>3</sup> The maximum weekly benefit rate that an EI claimant is entitled to receive is directly linked to the maximum insurable earnings (MIE) threshold which is outlined in the *Employment Insurance Act* and in the 2017 Actuarial Report on the Employment Insurance Premium Rate (Ottawa: Office of the Superintendent of Financial Institutions Canada, Office of the Chief Actuary, 2017). The MIE was \$51,300 in 2017 and \$51,700 in 2018. Accordingly, the maximum weekly benefit was \$543 in 2017 and \$547 in 2018.

Table 2 – Employment Insurance claims by type of benefits, Canada, FY1617 to FY1718

Type of Employment Insurance benefit	New claims established		
	FY1617	FY1718	Change (%)
Regular	1,321,130 <sup>r</sup>	1,299,710	-21,420 (-1.6%)
Fishing	28,934	30,055	+1,121 (+3.9%)
Work-Sharing	11,936	3,708	-8,228 (-68.9%)
Special	563,380	597,090	+33,710 (+6.0%)
Maternity	170,330	171,470	+1,140 (+0.7%)
Parental	195,960	198,050	+2,090 (+1.1%)
Sickness	378,700	411,870	+33,170 (+8.8%)
Parents of Critically Ill Children/Family Caregiver for Children <sup>*</sup>	4,238 <sup>r</sup>	4,903	+665 (+15.7%)
Family Caregiver for Adults <sup>*</sup>	n/a	2,635	n/a
Compassionate Care	10,193	11,010	+ 817 (+8.0%)
<b>Canada</b>	<b>1,818,340</b>	<b>1,815,540</b>	<b>-2,800 (-0.2%)</b>

Notes: Totals may not add up due to rounding. Includes all claims for which at least \$1 of Employment Insurance benefits was paid. The sum of claims by benefit type does not add up as multiple benefit types can be combined in one single claim.

<sup>r</sup> Revised data.

<sup>\*</sup> As of December 3, 2017, the Family caregiver benefit for adults and children became available to caregivers who are away from work to support a critically ill or injured family member. Before, Parents of Critically Ill Children was available only to parents of children under 18.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a sample of 10% of the EI administrative data, except for fishing, family caregiver, Work-Sharing and compassionate care benefits (100%).

Following a decrease in new EI claims established across Canada from FY1516 to FY1617, all jurisdictions experienced modest increases with the exception of Quebec (-700), Yukon (-100), and Alberta, which reported the most significant decrease (-31,300) (see Table 3).

Table 3 – Employment Insurance claims by province or territory, gender, age and EI claimant category, Canada, FY1617 to FY1718

Province or territory	New claims established		
	FY1617	FY1718	Change (%)
Newfoundland and Labrador	74,000	81,090	+9.6%
Prince Edward Island	22,540	22,720	+0.8%
Nova Scotia	82,710	85,300	+3.1%
New Brunswick	88,910	91,130	+2.5%
Quebec	483,700	482,990	-0.1%
Ontario	552,030	562,570	+1.9%
Manitoba	59,250	61,440	+3.7%
Saskatchewan	49,850	51,250	+2.8%
Alberta	201,610	170,270	-15.5%
British Columbia	197,770	200,820	+1.5%
Yukon	2,300	2,200	-4.3%
Northwest Territories	2,380	2,420	+1.7%
Nunavut	1,290	1,340	+3.9%
<b>Gender</b>			
Men	984,150	974,660	-1.0%
Women	834,190	840,880	+0.8%
<b>Age category</b>			
24 years old and under	178,010	172,810	-2.9%
25 to 44 years old	883,950	876,270	-0.9%
45 years to 54 years old	370,360	363,410	-1.9%
55 years old and over	386,020	403,050	+4.4%
<b>EI claimant category</b>			
Long-tenured workers	543,960	525,560	-3.4%
Occasional claimants	960,300	970,360	+1.0%
Frequent claimants	314,080	319,620	+1.8%
<b>Canada</b>	<b>1,818,340</b>	<b>1,815,540</b>	<b>-0.2%</b>

Notes: Totals may not add up to the total due to rounding. Includes claims for which at least \$1 of EI benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a sample of 10% of the EI administrative data.

The number of new claims established by men decreased slightly (-9,500 or -1.0%) during FY1718, representing 53.7% of all new claims established. Levels of new EI claims decreased for every age group except older workers (aged 55 years or older). Over half of all new EI claims came from occasional claimants.<sup>4</sup>

### ***Total amount paid in Employment Insurance benefits***

The slight increase in EI benefits (+0.2 billion or +1.0%) during the reporting fiscal year to a total of \$18.7 billion was mainly driven by an increase in sickness benefit payments (+\$144.6 million). The rise could also be partly attributed to the legislative change made to the *Employment Insurance Act* that reduced the waiting period from two weeks to one week starting on January 1, 2017. With this measure, as eligible claimants have to wait one less week for benefit payments to become payable, some claimants received an additional week of benefits.<sup>5</sup> A recent study<sup>6</sup> by ESDC looking at the preliminary impacts of the waiting period reduction estimated that among completed claims who served a waiting period, 65.8% of regular claims, 71.1% of special benefit claims and 61.6% of fishing claims benefitted from the measure by receiving an extra week of benefits.

The share of EI benefits paid by benefit type remains relatively unchanged compared to the previous reporting period. Regular benefits (67.6%) and special benefits (30.7%) accounted for 98.3% of total EI benefit payments, while fishing and work-sharing benefits represented less than 2.0% of total EI benefits paid (see Chart 2).

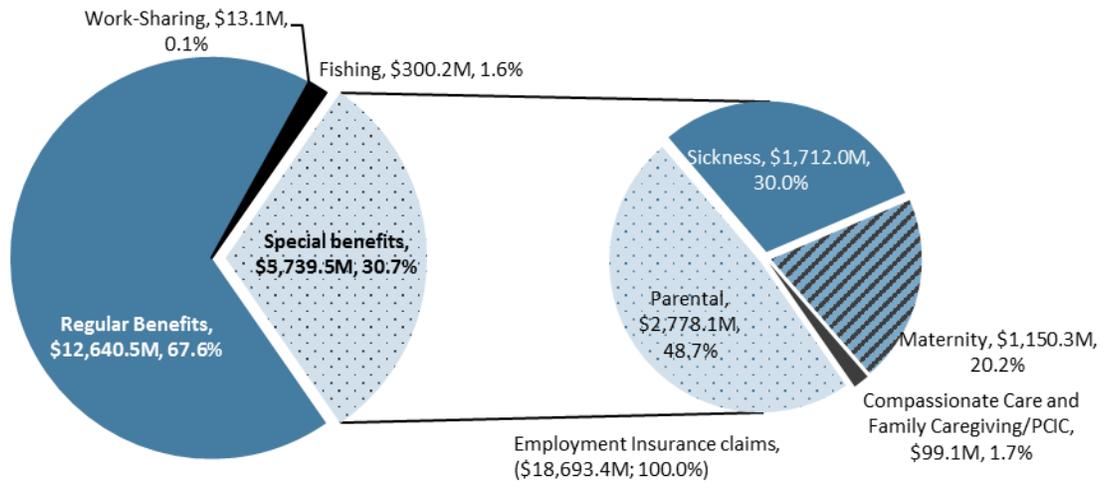
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<sup>4</sup> See [Annex 2.1](#) for definition of occasional claimants.

<sup>5</sup> The waiting period reduction does not affect the maximum number of weeks of benefits that an eligible claimant may receive, but it ensures that they wait one less week for benefit payments to become payable. In the case of EI claimants who did not use all their entitlement weeks, they generally received one more week of benefits than prior to the change. For instance, a claimant entitled to 20 weeks of EI regular benefits who is unemployed for 10 weeks would receive 9 weeks of benefits under the one-week waiting period, whereas this claimant would have received 8 weeks of benefits with the previous two-week waiting period.

<sup>6</sup> ESDC. *Employment Insurance Waiting Period Reduction: 2 Weeks to 1 week*. (Ottawa: ESDC, Employment Insurance Policy Directorate, 2019). Results presented in this study are preliminary and subject to change once more mature data become available.

Chart 2 – Amount paid in Employment Insurance benefits\*, by benefit type, Canada, FY1718



\*The total amount paid reported in Chart 2 does not correspond to the total reported in Table 4 because data on compassionate care benefits and family caregiver benefits can only be reported on a 100% sampling bases on an aggregate level.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a sample of 10% of the EI administrative data, except for family caregiver benefits, Work-Sharing and compassionate care benefits (100%).

Amounts paid in EI benefits increased in all jurisdictions, with the exception of Alberta (-15.9%) where the province experienced the first decrease in benefits paid since FY1213 (see Table 4). Nunavut saw the largest increase in EI benefits paid, followed by Newfoundland and Labrador.

Table 4 – Employment Insurance amount paid\* by province or territory, gender, age and EI claimant category, Canada, FY1617 to FY1718

Province or territory	Amount paid (\$ millions)		
	FY1617	FY1718	Change (%)
Newfoundland and Labrador	\$1,040.2	\$1,185.2	+13.9%
Prince Edward Island	\$230.7	\$248.1	+7.5%
Nova Scotia	\$841.3	\$892.2	+6.0%
New Brunswick	\$919.0	\$954.0	+3.8%
Quebec	\$3,430.7	\$3,558.2	+3.7%
Ontario	\$5,443.2	\$5,657.7	+3.9%
Manitoba	\$587.3	\$631.3	+7.5%
Saskatchewan	\$671.5	\$700.9	+4.4%
Alberta	\$3,158.3	\$2,655.3	-15.9%
British Columbia	\$2,064.2	\$2,089.5	+1.2%
Yukon	\$27.3	\$27.8	+1.6%
Northwest Territories	\$29.9	\$30.9	+3.2%
Nunavut	\$17.6	\$23.6	+33.9%
<b>Gender</b>			
Men	\$9,868.8	\$9,678.0	-1.9%
Women	\$8,592.2	\$8,976.6	+4.5%
<b>Age category</b>			
24 years old and under	\$1,522.2	\$1,443.0	-5.2%
25 to 44 years old	\$9,869.4	\$9,908.0	+0.4%
45 years to 54 years old	\$3,450.0	\$3,431.5	-0.5%
55 years old and over	\$3,619.4	\$3,872.1	+7.0%
<b>EI Claimant category</b>			
Long-tenured workers	\$9,048.8	\$9,277.6	+2.5%
Occasional claimants	\$3,191.8	\$3,476.3	+8.9%
Frequent claimants	\$6,220.4	\$5,890.2	-5.3%
<b>Canada</b>	<b>\$18,461.0</b>	<b>\$18,654.7</b>	<b>+1.0%</b>

Notes: Totals may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI benefits was paid.

\*Excludes Parents of Critically Ill Children/Caregiver benefits due to incompatibility of administrative data sources.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a sample of 10% of the EI administrative data.

EI benefits paid increased for women while men saw a decrease in benefits paid. It also increased for claimants aged 55 years or older and claimants aged 25 to 44, and decreased for young claimants and claimants aged 45 to 54.

### Level of benefits

The average weekly benefit rate for all claims increased 1.5% nationwide to \$454 during the reporting period.

In about half of all provinces, the increase was \$5 or less, with the highest increases reported in Newfoundland and Labrador (+\$11), Quebec (+\$10) and Nunavut (+\$20). Northwest Territories continued to have the highest proportion of claimants receiving the maximum benefit rate (80.6%), with Nunavut, Yukon and Alberta at 78.4%, 69.5% and 64.6% respectively. New Brunswick continued to have the lowest proportion of claimants receiving the maximum benefit rate at 35.2%.

The average weekly benefit rate increased to \$480 for male claimants and \$423 for women. About 57.8% of claims established by men received the maximum benefit rate, while only 33.5% of women's claims were at the maximum rate. Claimants aged 45-54 saw the highest increase in average benefit rate to \$460, while claimants aged 25-44 continued to have the highest average weekly benefit rate at \$468

and were most likely to be at the maximum benefit rate (51.3%). Claimants under 25 had the lowest at \$403 and only 27.6% hit the maximum benefit rate.

The average weekly benefit rate was the highest among long-tenured workers at \$490. Long-tenured workers were also most likely to be at the maximum benefit rate (61.6%). Frequent claimants received an average of \$467 in weekly benefits and just over half received the maximum benefit rate, while occasional claimants received an average of \$429 and 37.1% received the maximum rate.

**Note: Variable Best Weeks (VBW)**

Under the VBW provision the weekly benefit rate is calculated based on an EI claimant’s highest (best) weeks of insurable earnings during the qualifying period. The number of weeks used to calculate the weekly benefit rate ranges from 14 to 22, depending on the monthly regional unemployment rate.\*

Unemployment rate	Number of weeks
6.0% and under	22
6.1% to 7.0%	21
7.1% to 8.0%	20
8.1% to 9.0%	19
9.1% to 10.0%	18
10.1% to 11.0%	17
11.1% to 12.0%	16
12.1% to 13.0%	15
More than 13.0%	14

\*The monthly regional unemployment rates used for the EI program are a moving average of seasonally adjusted rates of unemployment produced by Statistics Canada, as per section 17 of the Employment Insurance Regulations.

***Family supplement provision***

The Family supplement provision, which targets low-income families, provides additional benefits to EI claimants with children under the age of 18 who have an annual family net income equal to or less than \$25,921. The claimant must also receive the Canada Child Benefit. Under the Family Supplement Provision, which is available to claims in all benefit types, the weekly amount of family supplement can increase a claimant’s benefit rate from 55% to a maximum of 80% of his or her weekly insurable earnings, subject to the maximum weekly benefit. The supplement provided to eligible claimants is determined by the claimant’s family net income, the number of children in the claimant’s family, and the age of the claimant’s children.

Approximately 76,000 claims received the family supplement in FY1718, a decrease of 4.4% from FY1617. The number of EI claims receiving the family supplement has now decreased for 16 consecutive years from a high of 187,300 claims in FY0102. Women (79.1%), claimants aged 25 to 44 (71.2%) and occasional EI claimants (84.6%) continue to be the main demographic groups benefitting from the family supplement provision.

During FY1718, low-income families received a total of \$89.7 million in additional benefits through the family supplement. Family supplements averaged \$44 per week and have remained relatively unchanged since FY0001. However, the consumer price index increased by 36.5%<sup>7</sup> between FY0001 and FY1718, decreasing the purchasing power of the average family supplement. Furthermore, as reported in a study<sup>8</sup>, because weekly top-ups have remained unchanged since 1997, fewer claims are reaching the maximum replacement rate of 80% of the claimant’s weekly income (only 2.9% of family supplement claims in FY1718).

#### Estimated anti-poverty effects of the Employment Insurance program

A recent study by ESDC\* looked at the extent to which the EI program helps to prevent unemployed EI beneficiaries and their families from living in households with low-income status.

The study found a 15-percentage point difference between the low-income rate of unemployed EI beneficiaries who received at least \$4,000 in EI benefits and unemployed people who did not receive EI benefits in 2015. Furthermore, EI benefit recipients (of at least \$4,000 EI benefits) in 2015 had a significantly lower poverty gap ratio (26%) compared to the unemployed who did not receive EI benefits (45%). Results also seem to indicate that the effects of EI was larger during the 2009 recession, which could be partly attributed to the Extended Duration of EI Regular Benefits measure extending entitlements by five additional weeks during that period.

\*ESDC. Assessment of anti-poverty effect of Employment Insurance program. (Ottawa: ESDC, Social Policy Directorate, 2019).

### 2.1.2 Combined Employment Insurance claims

Under certain provisions of the EI program, a claimant may receive multiple types of benefits as part of a single claim, assuming that the claimant meets each benefit type’s eligibility requirements.<sup>9</sup> A “pure” claim is one in which an EI claimant receives a single benefit type, while a “combined” claim is one in which the claimant receives more than one benefit type.<sup>10</sup> Pure claims represented 82.0% of all completed claims in FY1718 (see Table 5).

<sup>7</sup> Based on the monthly All-items Consumer Price Index, Statistics Canada, Table 18-10-0004-01.

<sup>8</sup> ESDC, Inflation and Fixed Dollar Thresholds: The EI Family Supplement (Ottawa: ESDC, Evaluation Directorate, 2014).

<sup>9</sup> The only exception to this is the combination of EI regular and fishing benefits, as these cannot be mixed together as part of a single claim, reflecting the fact that these benefits are both meant to respond to periods of unemployment.

<sup>10</sup> The FY1516 EI Monitoring and Assessment Report introduced a new methodology to identify mixed claims based on completed claims in the reporting year. The previous methodology was based on claims established in the reporting fiscal year, resulting in underestimates as some of these claims were not completed and could still be combined with other benefits later on.

Table 5 – Completed pure and combined Employment Insurance claims by type of benefits, Canada, FY1718

Benefit type*	Total claims	Pure claims		Combined claims		Benefit type most often combined with (Share of combined claims)
	Level ('000s)	Level ('000s)	Share (%)	Level ('000s)	Share (%)	
Regular	1,498.3	1,312.3	87.6%	186.0	12.4%	Sickness (91.8%)
Fishing	30.6	26.6	86.9%	4.0	13.1%	Sickness (82.5%)
Work-Sharing	11.3	8.5	74.9%	2.8	25.1%	Regular (82.0%)
Maternity	174.0	2.6	1.5%	171.4	98.5%	Parental (98.3%)
Parental**	204.3	30.7	15.0%	173.6	85.0%	Maternity (97.1%)
Sickness	435.6	232.6	53.4%	203.0	46.6%	Regular (84.1%)
Compassionate care	12.3	7.2	58.9%	5.1	41.1%	Sickness (59.5%)
<b>All claims</b>	<b>1,976.8</b>	<b>1,620.5</b>	<b>82.0%</b>	<b>746.9</b>	<b>18.0%</b>	<b>n/a</b>

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI benefits was paid. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

\*Excludes benefits for Parents of Critically Ill Children/Family Caregiver Benefits

\*\*Parental benefits include benefits for biological parents and adoptive parents.

The total number of claims and of combined claims is lower than the sum of claims associated with each benefit type, because mixed claims are only counted once even though they appear in more than one benefit type. This explains why the total number of claims here is different from the total number of claims in Chart 1.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Women were almost three times more likely to claim more than one type of EI benefit (28.0%) than men (9.8%). This is mostly due to their high probability of claiming both maternity and parental benefits. Maternity benefits were most likely to be combined with other benefit types, most often with parental benefits. However, a significant proportion also claimed sickness benefits with maternity benefits, resulting in the claimant leaving work before becoming eligible for maternity benefits, as maternity benefits are only available twelve weeks prior to the child's expected date of birth.<sup>11</sup> The combination of maternity, parental and sickness benefits was the most common among claims with three or more benefit types, with 25,900 during FY1718.

Claims for parental benefits were combined at a slightly lower rate than maternity, as only 12.7% of men who claimed parental also received another benefit payment. Of those male claimants, 86.9% received regular benefits and 14.6% claimed sickness benefits. For women, 99.4% of those who had combined parental benefits shared with maternity, while 15.4% of women who had combined parental and maternity claims also claimed sickness benefits.

Sickness benefits were the third most likely to be combined with other benefit types, mostly with regular benefits. Men combined their sickness benefits predominantly with regular benefits (96.5%), while sickness claims from women were most often combined with regular (72.1%), maternity (26.5%) and parental benefits (25.3%). Sickness also represented the greatest share of combined regular claims.

One quarter of all work-sharing claims were combined with other benefit types, predominantly regular benefits. This is attributable to the fact that both benefit types are typically used during a downturn in business activity, which increases the risk of layoffs (work-sharing benefits) and actual layoffs (regular benefits). Regular benefits are usually claimed following work-sharing benefits, reflecting a continued

<sup>11</sup> As of December 3, 2017, pregnant workers could receive maternity benefits as early as 12 weeks, up from 8 weeks, before the expected date of childbirth.

downturn in a participating firm's activity that eventually leads to a downsizing of the firm's labour force.

Compassionate care benefits are most often shared with sickness benefits or regular benefits (51.8%). Men tended to combine compassionate care benefits with regular benefits (71.0%) more often than women (44.6%). Women were most likely to combine compassionate care benefits with sickness benefits (66.0%) compared to men (42.0%).

While fishers do have the possibility of sharing fishing benefits with other benefit types (under some restrictions), only 13.1% of fishing claims were combined claims. 82.5% were combined with sickness benefits. No fishing claims were shared with maternity, parental, compassionate care or work-sharing during the reporting period.

### 2.1.3 Benefits-to-Contributions ratios

The benefits-to-contribution ratio (B/C ratio) is a measure of income benefits paid by the program as a share of the contributions paid. It provides an estimate of the use of the EI program by claimants compared to the premiums paid. This section highlights key findings regarding the adjusted total B/C ratio and the adjusted regular B/C ratio for 2016.<sup>12</sup> As EI contributions are not assigned to a specific benefit type, the regular B/C ratio accounts for reductions in EI contributions related to special benefits.<sup>13</sup>

In Canada, total EI benefits paid as a share of total EI premiums paid increased from 0.72 in 2015 to 0.77 in 2016 (total unadjusted B/C ratio). The unadjusted B/C ratio for regular benefits also increased from 0.43 in 2015 to 0.47 in 2016. Both of these ratios are normalized to 1.0 in Chart 3 and Table 6 in order to provide a base to derive the adjusted B/C ratios for each demographic group.

Methodological note: Adjusted benefits-to-contributions ratios

The total and regular B/C ratios presented in this section are normalized, with Canada's ratio set at 1.0. An adjusted ratio higher than 1.0 means that the underlying sub-population (such as province or territory, industry) is a net beneficiary of the EI program, while those with an adjusted ratio lower than 1.0 are net contributors to the program relative to Canada as a whole.

Provinces<sup>14</sup> with high numbers of seasonal claimants generally exhibit adjusted total B/C ratios that are above the national average. In 2016, Newfoundland and Labrador, Prince Edward Island, Nova Scotia and New Brunswick received more in EI benefits than they contributed, when compared to the national

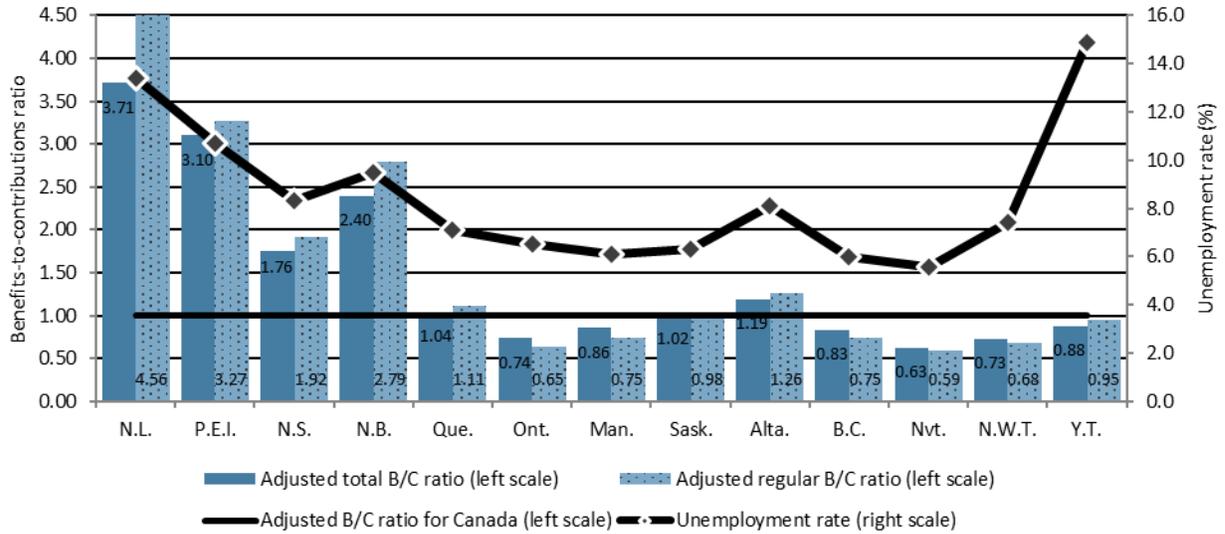
<sup>12</sup> The adjusted total B/C ratio examines the amount of EI premiums collected and is based on the latest tax data available at the time of preparing this report (calendar year 2016) from the Canada Revenue Agency.

<sup>13</sup> The Quebec Parental Insurance Plan (QPIP) reduces the EI premiums paid by employers and employees in Quebec and the Premium Reduction Program (PRP) reduces the premiums paid—by both employers and employees—for businesses offering a short-term disability plan meeting certain requirements established by the Canada Employment Insurance Commission. The regular B/C ratios have been calculated based on an estimate of the EI contributions that would have been paid by employees and employers in the absence of the PRP and QPIP.

<sup>14</sup> Provincial and territorial B/C ratios are determined by the location of employers for premiums and by the residence of claimants for benefits. As a result, it is possible that some provincial and territorial B/C ratios may be under or overstated if contributions are being accredited to a province or territory, while the employment is actually situated in another province or territory.

average (see Chart 3), highlighting these provinces' greater usage of regular benefits compared to other regions. On the other hand, Ontario, Manitoba, British Columbia and the Territories received fewer EI benefits and regular benefits per dollar contributed in premiums than the national average.

Chart 3 – Adjusted benefits-to-contributions (B/C) ratios and unemployment rate by province or territory, Canada, 2016



Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions); Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on benefits); and Statistics Canada Labour force characteristics, Table 14-10-0090-01 (for data on unemployment rates). CRA data are based on a 10% sample of T4 slips with employment income, and ESDC data are based on a 10% sample of EI administrative data.

In 2016, women continued to receive more in EI benefits than they contributed in premiums compared to male claimants, with adjusted B/C ratios of 1.03 and 0.98 respectively (see Table 6). Women aged 25 to 44 in particular receive more in benefits than they contribute with an adjusted B/C ratio of 1.42, compared to women aged 45 to 54 with the lowest total adjusted B/C ratio among women of 0.63. This is likely due to the fact that women aged 25 to 44 claim maternity and/or parental benefits – their adjusted regular B/C ratio is much lower at 0.66.

Table 6 – Adjusted benefits-to-contributions (B/C) ratio by gender and age, Canada, 2016

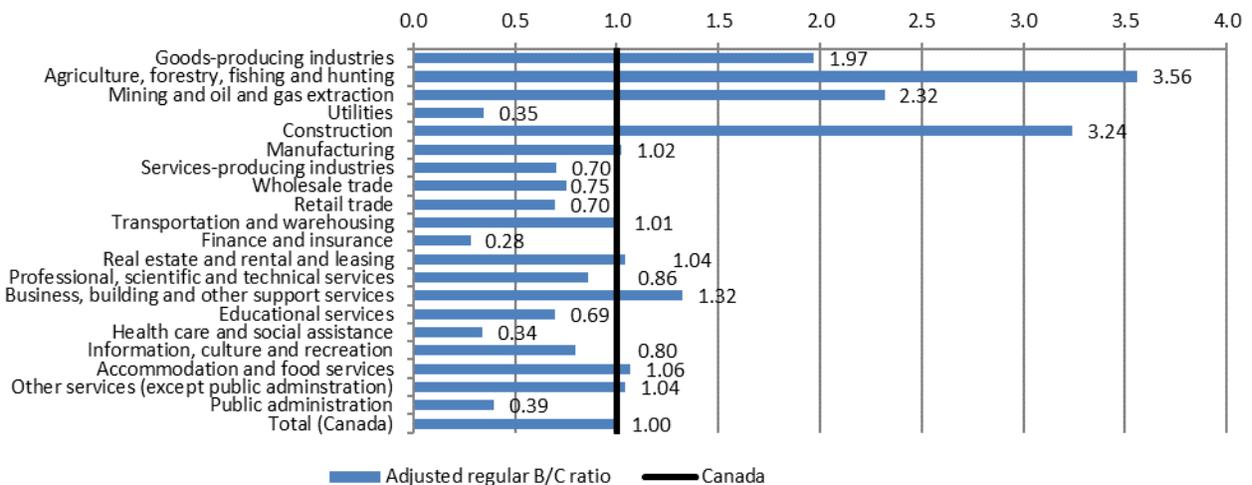
Age category	Adjusted total B/C ratio			Adjusted regular B/C ratio		
	Men	Women	Total	Men	Women	Total
24 years old and under	1.31	0.85	1.10	1.60	0.51	1.12
25 to 44 years old	0.91	1.42	1.14	1.13	0.66	0.92
45 to 54 years old	0.86	0.63	0.75	1.11	0.76	0.95
55 years old and over	1.14	0.71	0.95	1.48	0.86	1.21
<b>Total</b>	<b>0.98</b>	<b>1.03</b>	<b>1.00</b>	<b>1.23</b>	<b>0.71</b>	<b>1.00</b>

Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions); Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on benefits). CRA data are based on a 10% sample of T4 slips with employment income, and ESDC data are based on a 10% sample of EI administrative data.

For regular B/C ratios, the gender gap is reversed as men have a ratio of 1.23 and women are at 0.71. For regular benefits, men from all age groups have an adjusted regular B/C ratio above the national average, representing that they are more likely to receive more in benefits than they contribute compared to female beneficiaries.

EI beneficiaries working in goods-producing industries had an average adjusted regular B/C ratio of 1.97, above the national average. On the other hand, service-producing industries were below the national average with an adjusted regular B/C ratio of 0.67 (see Chart 4). The greater reliance of workers from the goods-producing sector on EI regular benefits relative to those from the services-producing industries can be connected to the larger share of seasonal employment, which is associated with construction (adjusted regular B/C ratio of 3.24 in 2016) and agriculture, forestry, fishing and hunting (adjusted regular B/C ratio of 3.56 in 2016) industries.

Chart 4 – Adjusted regular benefits-to-contribution ratios by industry, Canada, 2016



Sources: Canada Revenue Agency (CRA), T4 slips with employment income (for data on contributions); Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on benefits). CRA data are based on a 10% sample of T4 slips with employment income, and ESDC data are based on a 10% sample of EI administrative data.

### Implicit income redistribution and the Employment Insurance program

Due to differences in income support provided by the EI program across socio-economic sub-populations, the program can act as an implicit income redistribution mechanism in Canada, providing greater income support (relative to contributions) to individuals in the lower part of the income distribution as compared to those with greater earnings. A 2012 evaluation study\* showed that the benefit and contribution aspects of the program tend to be redistributive and that the impact of the program on the redistribution of earnings increased substantially during the late 2000s recession.

Moreover, a study on the financial impact of receiving EI benefits\*\* concluded that the EI program has a considerable positive income redistribution effect, with lower income families having a higher adjusted total benefits-to-contributions ratio than higher income families. In fact, families with after-tax incomes below the median received 34% of total EI benefits and paid 18% of all premiums, representing an adjusted total benefits-to-contributions ratio of close to 2.0.

\*Ross Finnie and Ian Irvine, *The Redistributive Impact of Employment Insurance 2007 to 2009* (Ottawa: HRSDC, Evaluation Directorate, 2013).

\*\*Constantine Kapsalis, *Financial Impacts of Receiving Employment Insurance* (Ottawa: Data Probe Economic Consulting Inc., 2010).

## 2.2 Employment Insurance regular benefits

Employment Insurance (EI) regular benefits are designed to provide temporary income support to partially replace lost employment income for eligible claimants while they search for work or upgrade their skills. In order to qualify for EI regular benefits, unemployed individuals have to meet certain requirements; these include: the individuals must have paid EI premiums during their qualifying period (defined as either the 52 weeks prior to the establishment of the new claim or since the establishment of a previous claim, whichever is shorter), they must have been unemployed and without pay for at least 7 consecutive days, and they must have accumulated between 420 and 700 hours of insurable employment during the qualifying period (depending on the unemployment rate of the EI economic region in which they reside at the time of making their claim). Claimants must also be available for and actively seeking suitable employment while claiming benefits.<sup>15</sup>

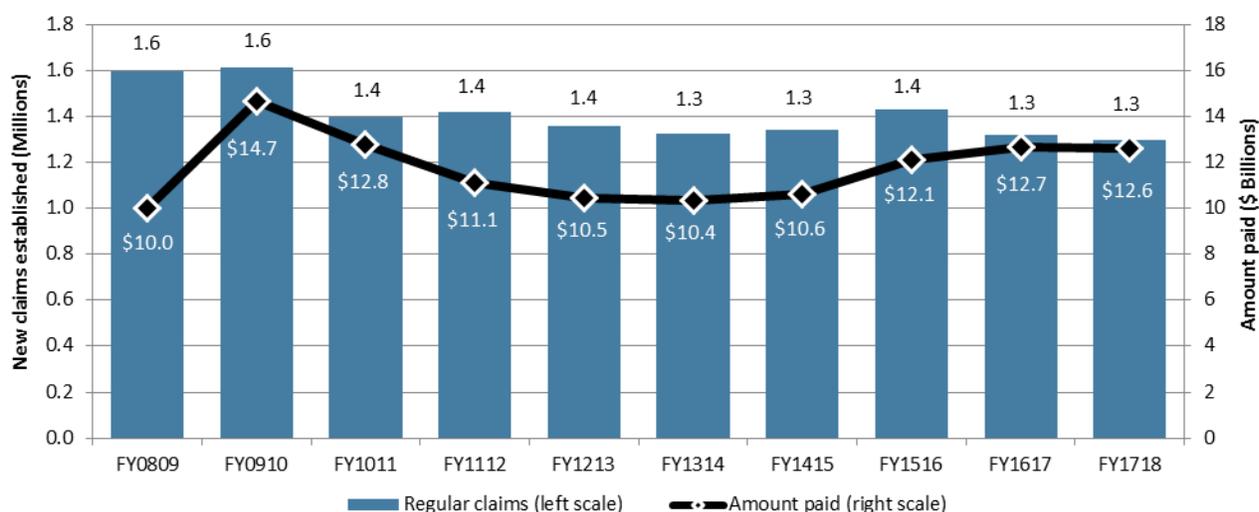
For the purpose of this section, EI regular claims refer to the ones for which at least one dollar of regular benefits was paid.

### 2.2.1 Employment Insurance regular claims and amount paid

The number of new EI regular claims established decreased by 1.6% from 1.32 million in FY1617 to 1.30 million in FY1718. This decline was largely attributable to the notable decline in new claims established in Alberta (-20.4%), reflecting the slight recovery in employment observed in that province.

The total amount of EI regular benefits paid in FY1718 decreased by 0.2% from \$12.7 billion in FY1617 to \$12.6 billion in FY1718. As illustrated in Chart 5, the decline in the total amount paid in FY1718 is observed after it had increased for the previous three consecutive years.

Chart 5 – Employment Insurance regular claims and amount paid, Canada, FY0809 to FY1718



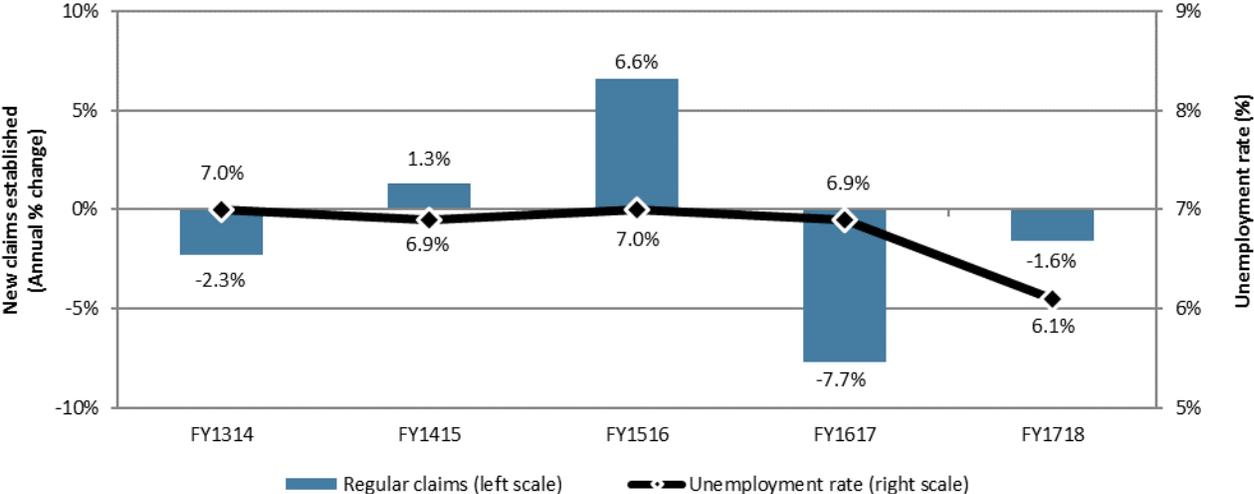
Note: Includes claims for which at least \$1 of EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

<sup>15</sup> Except for those who are on referred training.

The number of new claims established tends to be responsive to labour market conditions and overall economic conditions, as EI regular benefits are designed to provide temporary income support for eligible claimants during periods of unemployment. During periods of economic growth and robust labour market conditions, fewer claims for EI regular benefits are established, while the opposite is true during periods of economic stagnation and unfavourable labour market conditions. This is evident in Chart 5—the number of new claims established reached the peak of 1.6 million in FY0910 following the recession in FY0809. As discussed in Chapter I, the Canadian economy experienced strong growth in FY1718 as GDP increased by 3.0% compared to the previous year, while the labour force increased by 1.0% during the same time period. The national unemployment rate decreased from 6.9% in FY1617 to 6.1% in FY1718 as the number of unemployed individuals declined by 10.0% during the same time period, leading to the corresponding decrease in the volume of new claims established for EI regular benefits (-1.6%) (see Chart 6).

Chart 6 – Employment Insurance regular claims and unemployment rate, Canada, FY1314 to FY1718



Note: Includes claims for which at least \$1 of EI regular benefits was paid.  
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

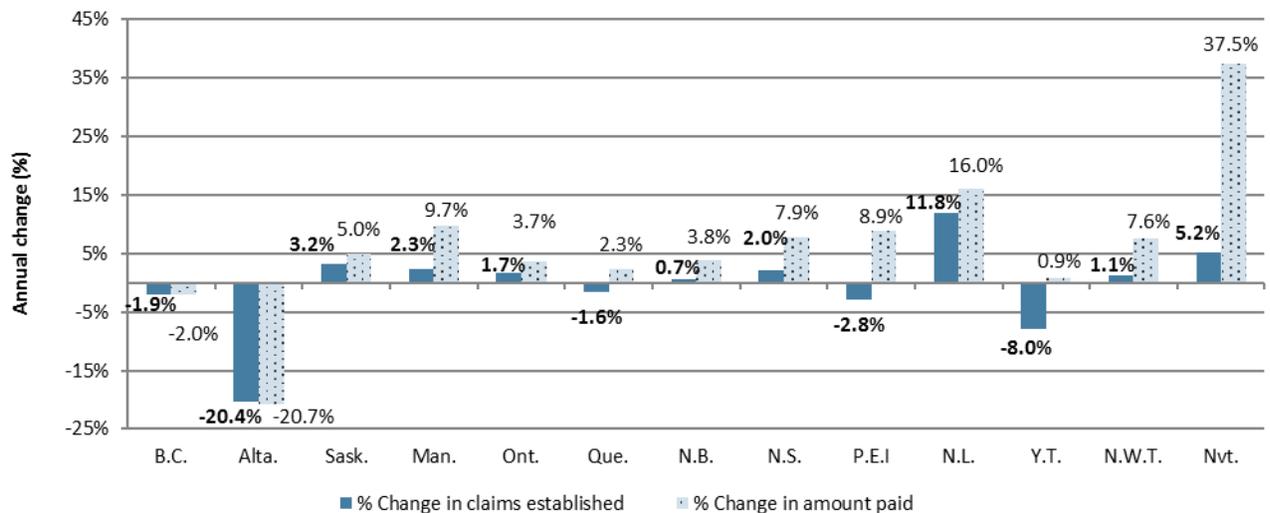
On average, there were 511,800 beneficiaries receiving EI regular benefits each month in FY1718, compared to 566,000 beneficiaries each month in the previous year,<sup>16</sup> representing a decrease of 9.6%. Because the number of beneficiaries is based on previously established claims, these two measures tend to move in similar directions, with the count of beneficiaries usually lagging behind the number of new claims established. To illustrate this, suppose there is an increase in the number of claims established for EI regular benefits after an economic shock. The number of beneficiaries will increase following the increase in claims. However, the count of beneficiaries can still remain elevated even after the volume of new claims have subsided once the labour market conditions improve, as payments continue to be made on previously established claims until benefits are exhausted or the claimants have found employment.

<sup>16</sup> Source: Statistics Canada, monthly Employment Insurance statistics release, Table 14-10-0010-01. The beneficiary count represents the number of EI claimants who received at least \$1 of EI regular benefits during the reference period (usually the week of the 15th day on a given month), and is affected by the inflow of new EI regular claimants and the outflow of EI regular claimants who have stopped receiving benefits due to benefit exhaustion or claimants returning to work.

### *Employment Insurance regular claims and amount paid by province or territory, gender and age*

As illustrated in Chart 7, the number of claims established for EI regular benefits increased in six of the ten provinces, and in two of the three territories. Among the provinces, the number of claims increased significantly in magnitude in Newfoundland and Labrador (+6,580 claims or +11.8%). The most significant decrease in the number of claims was observed in Alberta (-28,740 claims or -20.4%).

Chart 7 – Percentage change in Employment Insurance regular claims and amount paid by province or territory, Canada, FY1617 to FY1718



Note: Includes claims for which at least \$1 of EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

In terms of the total EI regular benefits paid in FY1718, it increased in all provinces and territories (see Chart 7) except Alberta (-20.7%) and British Columbia (-2.0%) compared to the previous year. On the other hand, the largest percentage increase in amount paid was observed in Nunavut (+37.5%), followed by Newfoundland and Labrador (+16.0%). Although the percentage increase in benefits payments was moderate in Ontario and Quebec, these two provinces continued to account for half (49.3%) of all EI regular benefits paid in FY1718.

Table 7 outlines the number of EI regular claims established and amount paid by gender and age groups. The number of claims established by both men and women decreased in the reporting period compared to the previous year (-2.2% and -0.7%, respectively). The share of claims established by gender remained stable year-over-year.

In terms of the total amount paid in EI regular benefits, men accounted for 66.1% of the total benefits paid in FY1718, down from 68.0% in the previous year. Consequently, the share of benefits paid to women increased from 32.0% in FY1617 to 33.9% in FY1718.

Table 7 – Employment Insurance regular claims and amount paid by gender and age, Canada, FY1617 to FY1718

Gender	Number of claims			Amount paid		
	FY1617	FY1718	Change (%)	FY1617	FY1718	Change (%)
Men	806,660	788,880	-2.2%	\$8,612.3	\$8,359.3	-2.9%
Women	514,470	510,830	-0.7%	\$4,057.8	\$4,281.2	+5.5%
<b>Age category</b>						
24 years old and under	126,880	118,750	-6.4%	\$1,158.1	\$1,076.1	-7.1%
25 to 44 years old	588,420	571,930	-2.8%	\$5,548.9	\$5,449.7	-1.8%
45 to 54 years old	298,500	289,420	-3.0%	\$2,921.7	\$2,876.7	-1.5%
55 years old and over	307,330	319,610	+4.0%	\$3,041.3	\$3,238.0	+6.5%
<b>Canada</b>	<b>1,321,130</b>	<b>1,299,710</b>	<b>-1.6%</b>	<b>\$12,670.1</b>	<b>\$12,640.5</b>	<b>-0.2%</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

The number of claims established and amount paid for EI regular benefits decreased for all age groups in the reporting period compared to the previous year, except for the older claimants (aged 55 years and over). Claimants who were between 25 and 44 years old continued to account for the largest share of regular claims in FY1718, while the smallest share was for younger claimants aged less than 25 years.

One notable trend that has been observed over the past few years is that, while the shares of new claims established by different age groups has been relatively stable, the share of new claims established by older claimants aged 55 years and over has increased slowly but steadily over the past several years. The trends observed for older claimants are likely attributable in part to Canada's aging population and the labour force composition. Individuals in this age category accounted for 21.1% of the labour force in FY1718, up from 14.9% in FY0708 (+6.2 percentage points).<sup>17</sup>

### *Employment Insurance regular claims and amount paid by industry*

As outlined in Table 8, the number of new claims established for EI regular benefits increased slightly in FY1718 compared to the previous year for the goods-producing industries (+17,360 claims or +3.6%), while for the service producing industries it remained stable. Among the goods-producing industries, the Construction industry accounted for more than half (57.5%) of all claims established, and exhibited the largest increase in FY1718 compared to the previous year. On the other hand, the largest decrease was in the Mining and oil and gas extraction industry where the number of claims declined by 12.6%. Among the services-producing industries, the Educational services industry accounted for the largest share of claims in FY1718 (20.6%). On a year-over-year basis, the largest percentage increase in the number of claims established in the services-producing sector was observed for the Finance and insurance industry (+6.7%), while the largest decrease was for the Wholesale trade industry (-8.7%).

The amount of benefits paid to claimants in the goods-producing sector decreased by \$54.1 million (-1.0%) in the reporting period compared to the previous year, while it increased for claimants in the services-producing sector by \$310.9 million (+4.6%). The decline in amount paid in the goods-producing industries was mainly attributable to the large decrease (-138.8 million or -30.9%) in the Mining and oil and gas extraction industry. The decrease was offset by increases in the Utilities industry (+14.3%) and the Agriculture, forestry, fishing and hunting industry (+12.2%).

<sup>17</sup> Statistics Canada, Labour Force Survey, Table 14-10-0017-01.

The total amount of EI regular benefits paid to claimants in the services-producing industries increased by \$310.9 million (+4.6%) in FY1718 compared to the previous year. This increase is mostly attributed to the Educational services industry where the claimants received \$154.9 million (+22.3%) more in FY1718 than the previous year. The Accommodation and food services industry and the Information, culture and recreation industry also had significant increases in the amount paid for EI regular benefits (+12.8% and +12.0%, respectively). On the other hand, the largest percentage decrease in amount paid in the reporting year was observed in the Professional, scientific and technical services industry (-9.8% or -\$65.4 million).

Table 8 – Employment Insurance regular claims and amount paid by industry, Canada, FY1617 to FY1718

Industry	Number of claims (% share of all claims)			Amount paid - \$ Million (% share of total amount paid)		
	FY1617	FY1718	Change (%)	FY1617	FY1718	Change (%)
<b>Goods-producing industries</b>	<b>484,720 (36.7%)</b>	<b>502,080 (38.6%)</b>	<b>+3.6%</b>	<b>\$5,397.7 (42.6%)</b>	<b>\$5,343.6 (42.3%)</b>	<b>-1.0%</b>
Agriculture, forestry, fishing and hunting	51,910 (3.9%)	53,760 (4.1%)	+3.6%	\$515.6 (4.1%)	\$578.2 (4.6%)	+12.2%
Mining and oil and gas extraction	24,430 (1.8%)	21,340 (1.6%)	-12.6%	\$448.8 (3.5%)	\$310.0 (2.5%)	-30.9%
Utilities	3,980 (0.3%)	4,150 (0.3%)	+4.3%	\$42.2 (0.3%)	\$48.2 (0.4%)	+14.3%
Construction	273,380 (20.7%)	288,870 (22.2%)	+5.7%	\$3,001.5 (23.7%)	\$3,113.4 (24.6%)	+3.7%
Manufacturing	131,020 (9.9%)	133,960 (10.3%)	+2.2%	\$1,389.6 (11.0%)	\$1,293.7 (10.2%)	-6.9%
<b>Services-producing industries</b>	<b>762,630 (57.7%)</b>	<b>764,150 (58.8%)</b>	<b>+0.2%</b>	<b>\$6,687.7 (52.8%)</b>	<b>\$6,998.6 (55.4%)</b>	<b>+4.6%</b>
Wholesale trade	43,600 (3.3%)	39,790 (3.1%)	-8.7%	\$515.1 (4.1%)	\$492.3 (3.9%)	-4.4%
Retail trade	76,300 (5.8%)	79,090 (6.1%)	+3.7%	\$712.3 (5.6%)	\$763.4 (6.0%)	+7.2%
Transportation and warehousing	59,470 (4.5%)	60,190 (4.6%)	+1.2%	\$556.8 (4.4%)	\$533.3 (4.2%)	-4.2%
Finance and insurance	14,080 (1.1%)	15,020 (1.2%)	+6.7%	\$177.9 (1.4%)	\$193.9 (1.5%)	+8.9%
Real estate, rental and leasing	18,640 (1.4%)	17,720 (1.4%)	-4.9%	\$208.1 (1.6%)	\$207.3 (1.6%)	-0.4%
Professional, scientific and technical services	54,190 (4.1%)	52,690 (4.1%)	-2.8%	\$666.4 (5.3%)	\$601.1 (4.8%)	-9.8%
Business, building and other support services*	88,740 (6.7%)	86,380 (6.6%)	-2.7%	\$876.9 (6.9%)	\$871.4 (6.9%)	-0.6%
Educational services	153,460 (11.6%)	157,110 (12.1%)	+2.4%	\$695.1 (5.5%)	\$850.0 (6.7%)	+22.3%
Health care and social assistance	45,740 (3.5%)	46,590 (3.6%)	+1.9%	\$389.6 (3.1%)	\$424.0 (3.4%)	+8.8%
Information, culture and recreation**	38,030 (2.9%)	39,080 (3.0%)	+2.8%	\$337.1 (2.7%)	\$377.7 (3.0%)	+12.0%
Accommodation and food services	60,630 (4.6%)	63,840 (4.9%)	+5.3%	\$496.3 (3.9%)	\$559.9 (4.4%)	+12.8%
Other services (excluding Public administration)	42,020 (3.2%)	40,340 (3.1%)	-4.0%	\$424.4 (3.3%)	\$421.5 (3.3%)	-0.7%
Public administration	67,730 (5.1%)	66,310 (5.1%)	-2.1%	\$631.5 (5.0%)	\$702.7 (5.6%)	+11.3%
<b>Unclassified</b>	<b>73,780 (5.6%)</b>	<b>33,480 (2.6%)</b>	<b>-54.6%</b>	<b>\$584.7 (4.6%)</b>	<b>\$298.4 (2.4%)</b>	<b>-49.0%</b>
<b>Canada</b>	<b>1,321,130 (100.0%)</b>	<b>1,299,710 (100.0%)</b>	<b>-1.6%</b>	<b>\$12,670.1 (100.0%)</b>	<b>\$12,640.5 (100.0%)</b>	<b>-0.2%</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

\* This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administration and support, waste management and remediation services).

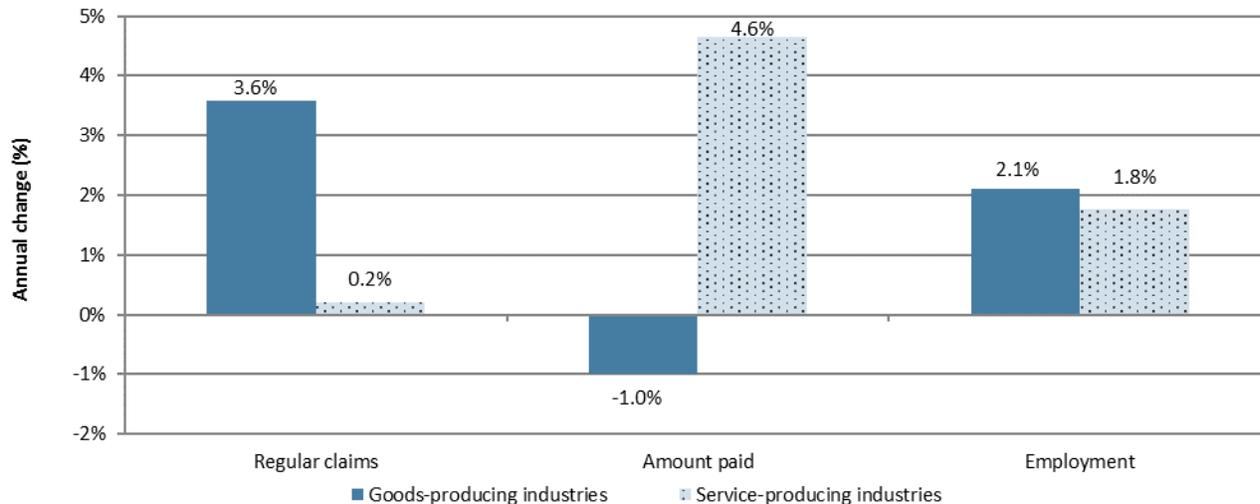
\*\* This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation).

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Chart 8 illustrates the percentage changes in the number of new regular claims, amount paid and employment by industry grouping in FY1718 compared to the previous year. The employment gain in the goods-producing industries was slightly higher than that in the services-producing industries, whereas the increase in claims in the goods-producing industries was more significant than that in the services-producing industries. Changes in the amount paid in goods-producing and services-producing industries were in opposite direction—claimants in the goods-producing industries received 1.0% less in

EI regular benefit payments in FY1718 compared to the previous year while those in the services-producing industries received 4.6% more in benefit payments.

Chart 8 – Annual change in Employment Insurance regular claims, amount paid and employment, by industry grouping, Canada, FY1617 to FY1718



Note: Includes claims for which at least \$1 of EI regular benefits was paid.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data. Statistics Canada, Labour force survey, Table 14-10-0022-01.

### *Employment Insurance regular benefits and firms*

According to the 2016 tax data<sup>18</sup> available from Canada Revenue Agency (CRA), the number of firms operating in Canada remained stable (0.4% increase) compared to 2015. Among the 1.2 million of firms, 311,600 (representing 26.0% of all firms) employed at least one employee who had received EI regular benefits.

Table 9 outlines the number of firms, employment and EI regular claimants by size<sup>19</sup> of firms. The proportion of firms which employed at least one employee receiving EI regular benefits varied widely by firm size, with smaller firms being less likely to be the last employer of a claimant. For example, 20.5% of small-sized firms in 2016 had at least one former employee who received EI regular benefits, compared to 75.3% of small-to-medium sized firms, 95.2% of medium-to-large sized firms and 99.6% of large-sized firms.

However, when the number of claimants for EI regular benefits is compared with distribution of workforce by firm size, employees from smaller firms are found to be over-represented among EI regular claimants. As shown in Table 9, smaller firms accounted for 21.7% of the total workforce while they represented 26.3% of the total EI regular benefit claimants in 2016. Similarly, employees in the small-to-medium sized firms were also over-represented among EI regular claimants—these firms

<sup>18</sup> The data sources used in this section for the analysis on firms are EI and Canada Revenue Agency (CRA) administrative data. The 2016 CRA data is the most recent tax year available and are subject to change.

<sup>19</sup> The categories of firm size reflect those found in Business Dynamics in Canada, a Statistics Canada publication. Small-sized firms are defined as those that employ 1 to 19 employees. Small-to-medium sized firms employ 20 to 99 employees. Medium-to-large sized firms employ 100 to 499 employees. Firms with 500 employees or more are defined as large-sized firms.

accounted for 19.7% of the total employees and 24.7% of the total EI regular claimants. This gap between the share of employment and the share of EI regular claimants narrows for the medium-to-large sized firms. For the large-sized firms, however, the opposite was observed—these firms represented 42.6% of the total workforce in Canada in 2016 but accounted for only 31.3% of the total EI regular claimants. The higher proportion of usage of EI regular benefits among employees in the smaller-sized firms suggest that smaller firms are more vulnerable to difficult business or economic conditions than larger firms, and need to make broader adjustments to their workforces, resulting in a larger share of their employees claiming EI regular benefits as a result of layoffs. Moreover, this trend can also be influenced by industry-related characteristics such as the greater prevalence of seasonal jobs in small-sized firms that are generally more likely to rely on EI, relative to the national average in some industries.<sup>20</sup>

Table 9 – Firms, employment and Employment Insurance regular claimants by size of firms\*, Canada, 2016

Firm size	Number of firms		Employment distribution** (% share)	EI claimant distribution*** (% share)
	All firms	Firms with at least one employee receiving EI regular benefits		
Small	1,086,990	222,730	21.7%	26.3%
Small-medium	93,840	70,640	19.7%	24.7%
Medium-large	15,770	15,020	15.9%	17.8%
Large	3,210	3,190	42.6%	31.3%
<b>Canada</b>	<b>1,199,800</b>	<b>311,590</b>	<b>100.0%</b>	<b>100.0%</b>

Note: Data may not add up due to rounding.

\* The categories of firm size reflect those found in Business Dynamics in Canada, a Statistics Canada publication. Small-sized firms are defined as those that employ 1 to 19 employees. Small-to-medium sized firms employ 20 to 99 employees. Medium-to-large sized firms employ 100 to 499 employees. Large-sized firms employ 500 employees or more.

\*\* The number of workers in a firm is the number of individuals with employment income in that firm, as indicated on a T4 form. The number of workers is adjusted so that each individual in the labour force is only counted once and individuals who work for more than one firm are taken into account. For example, if an employee that earned \$25,000 in firm 1 and \$25,000 in firm 2, then he or she was recorded as 0.5 employees at the first firm and 0.5 employees at the second firm.

\*\*\* These are based on the number of people receiving EI regular benefits in 2016.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data. Canada Revenue Agency, CRA administrative data. CRA data are based on a 100% sample.

### *Employment Insurance regular claims and amount paid by EI claimant category*

Table 10 outlines the number of claims established for EI regular benefits and amount paid by EI claimant category.<sup>21</sup> The number of claims established by long-tenured workers decreased by 5.8% in the reporting period compared to the previous year. During the same period, the total amount paid to long-tenured workers decreased by 9.2% to reach \$3,343.6 million. On the other hand, both the number of claims established and amount paid for occasional claimants changed slightly in FY1718 compared to the previous year. Lastly, the number of claims established by frequent claimants had a slight increase in the reporting period; while the total amount paid to the claimants in this category increased more significantly (+\$256.0 million or +9.2%).

It is also evident from Table 10 that long-tenured workers, who are more likely to have contributed substantially to the EI regime through premiums, continue to proportionally benefit more from EI

<sup>20</sup> For example, employees in the Construction and Agriculture industries working in small-sized firms accounted for 50.9% and 66.8%, respectively, of the total workers in those industries in 2016. Source: Statistics Canada, Labour Force Survey, Table 14-10-0068-01.

<sup>21</sup> See [Annex 2.1](#) for definitions of the EI claimant categories.

regular benefits. In FY1718 they accounted for 23.9% of all new regular claims established while they received 26.5% of the total amount paid. Occasional claimants, on the other hand, proportionally benefited less—they accounted for 53.8% of all new claims established in FY1718 but received 49.6% of the total amount paid. Frequent claimants accounted for 22.3% of total new regular claims in the reporting year and received 23.9% of the total amount paid.

Table 10: Employment Insurance regular claims and amount paid by claimant category\*, Canada, FY1617 to FY1718

Claimant category	Number of claims (% share of all EI regular claims)			Amount paid (% share of total amount paid for EI regular benefits)		
	FY1617	FY1718	Change (%)	FY1617	FY1718	Change (%)
Long-tenured workers	329,290 (24.9%)	310,270 (23.9%)	-5.8%	\$3,681.5 (29.1%)	\$3,343.6 (26.5%)	-9.2%
Occasional claimants	706,150 (53.5%)	699,370 (53.8%)	-1.0%	\$6,220.2 (49.1%)	\$6,272.5 (49.6%)	+0.8%
Frequent claimants	285,690 (21.6%)	290,070 (22.3%)	+1.5%	\$2,768.4 (21.9%)	\$3,024.4 (23.9%)	+9.2%
<b>Canada</b>	<b>1,321,130 (100.0%)</b>	<b>1,299,710 (100.0%)</b>	<b>-1.6%</b>	<b>\$12,670.1 (100.0%)</b>	<b>\$12,640.5 (100.0%)</b>	<b>-0.2%</b>

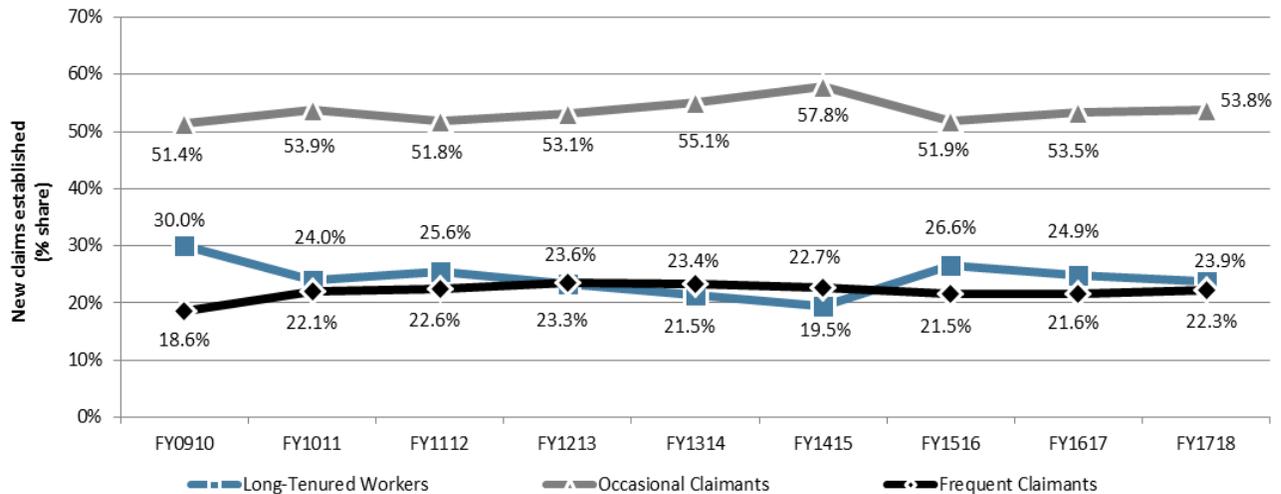
Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

\* See Annex 2.1 for definitions of EI claimant categories referenced in this table.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Chart 9 and Chart 10 show the shares of EI regular claims established and the total amount paid by claimant categories from FY0910 to FY1718.

Chart 9 – Shares of Employment Insurance regular claims by claimant category\*, Canada, FY0910 to FY1718

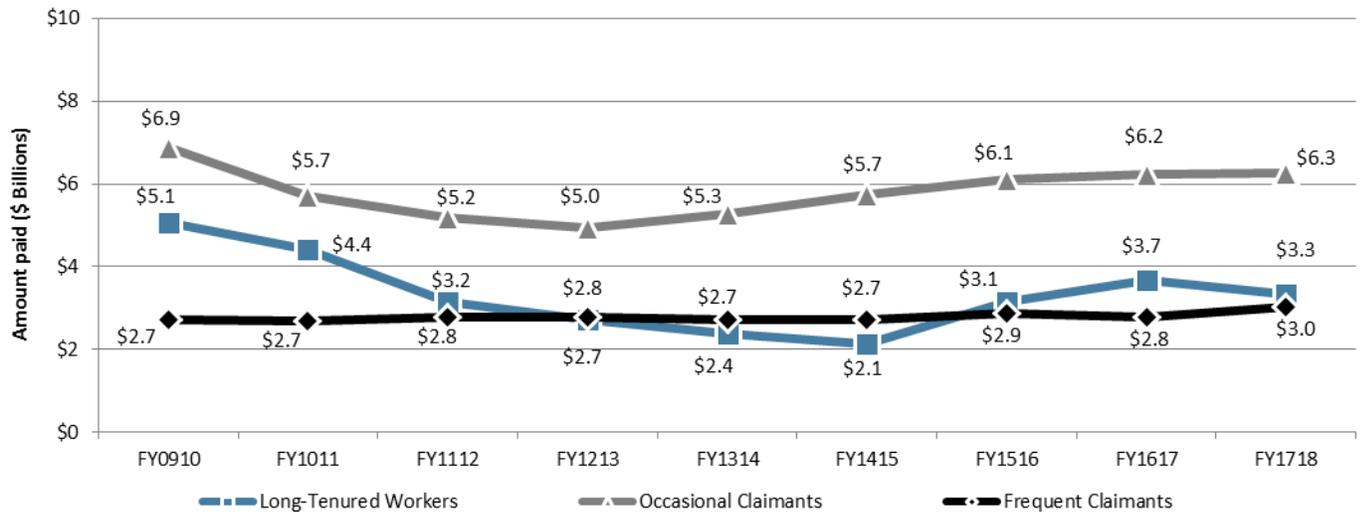


Note: Includes claims for which at least \$1 of EI regular benefits was paid.

\* See Annex 2.1 for definitions of claimant categories referenced in this chart.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Chart 10 – Amount paid in Employment Insurance regular claims by claimant category\*, Canada, FY0910 to FY1718



Note: Includes claims for which at least \$1 of EI regular benefits was paid.

\* See Annex 2.1 for definitions of claimant categories referenced in this chart.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

### *Employment Insurance regular claims by hours of insurable employment and unemployment rate in the Employment Insurance economic region of establishment*

One of the eligibility conditions for EI regular benefits is the accumulation of enough hours of insurable employment during the qualifying period. The number of required hours depends on the unemployment rate in the EI economic region where the claim was established and known as the Variable Entrance Requirement (VER). The higher the unemployment rate in a given region, the lower the number of hours needed to qualify for EI regular benefits (see [Annex 2.2](#) for the full breakdown of required number of hours of insurable employment with corresponding regional rate of unemployment). A detailed discussion is provided in [subsection 2.2.2](#) on eligibility and access to EI regular benefits.

## Variable entrance requirement

In order to qualify for EI regular benefits, a worker must accumulate between 420 and 700 hours of insurable employment in the qualifying period, depending on the applicable regional rate of unemployment where the claim was established. As outlined below, a higher regional unemployment rate corresponds with a lower required number of hours of insurable employment.

<u>Unemployment rate</u>	<u>Entrance requirement</u>
6.0% and under.....	700 hours
6.1% to 7.0%.....	665 hours
7.1% to 8.0%.....	630 hours
8.1% to 9.0%.....	595 hours
9.1% to 10.0%.....	560 hours
10.1% to 11.0%.....	525 hours
11.1% to 12.0%.....	490 hours
12.1% to 13.0%.....	455 hours
More than 13.0%.....	420 hours

Table 11 outlines the distribution of EI regular claims for the past 5 years by the number of hours of insurable employment during the qualifying period. Consistent with previous years, claimants who accumulated more than 1,820 hours of insurable employment accounted for the largest share (25.5%) of total new EI regular claims established in FY1718. This was relatively unchanged from the previous year. On the other hand, claimants with less than 700 hours of insurable employment represented the smallest share (5.1%), decreasing by 0.7 percentage points compared to the previous year. All of the categories shown in Table 11 experienced a change in their share in FY1718 that was less than 1.0 percentage point compared to the previous year.

Table 11 – Number and share of Employment Insurance regular claims by hours of insurable employment, Canada, FY1314 to FY1718

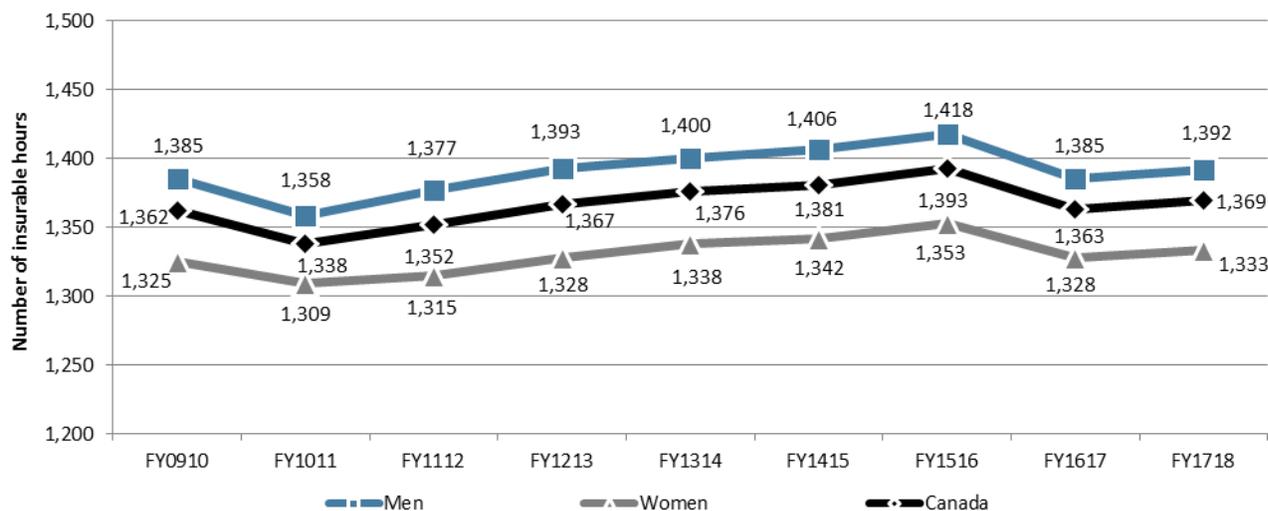
<b>Number of hours of insurable employment in the qualifying period</b>	<b>FY1314</b>	<b>FY1415</b>	<b>FY1516</b>	<b>FY1617</b>	<b>FY1718</b>
Less than 700 hours	68,880 (5.2%)	64,390 (4.8%)	67,170 (4.7%)	76,340 (5.8%)	66,150 (5.1%)
700 to 979 hours	201,280 (15.2%)	203,690 (15.2%)	207,610 (14.5%)	216,650 (16.4%)	215,600 (16.6%)
980 to 1,259 hours	252,600 (19.1%)	256,210 (19.1%)	264,500 (18.5%)	242,610 (18.4%)	234,850 (18.1%)
1,260 to 1,539 hours	244,230 (18.4%)	245,530 (18.3%)	260,870 (18.2%)	239,030 (18.1%)	239,600 (18.4%)
1,540 to 1,819 hours	219,660 (16.6%)	218,840 (16.3%)	235,120 (16.4%)	207,440 (15.7%)	211,880 (16.3%)
1,820 hours and more	339,150 (25.6%)	353,950 (26.4%)	395,820 (27.7%)	339,060 (25.7%)	331,630 (25.5%)
<b>Canada</b>	<b>1,325,810 (100.0%)</b>	<b>1,342,610 (100.0%)</b>	<b>1,431,090 (100.0%)</b>	<b>1,321,130 (100.0%)</b>	<b>1,299,710 (100.0%)</b>

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Chart 11 shows the average number of hours of insurable employment per claim receiving EI regular benefits from FY0910 to FY1718 by gender. In the reporting period, on average in Canada, claimants had accumulated 1,369 hours of insurable employment during their qualifying period, up from 1,363 hours in FY1617. The difference between the average number of hours of insurable employment for men and women has stayed around 60 hours over the years. In FY1718, men on average had 59 more hours of insurable employment than women. This can be attributable to the fact that a higher proportion of women work in part-time and/or temporary jobs than men, and thus accumulate fewer hours of insurable employment on average.

Chart 11 – Average number of hours of insurable employment for regular claims by gender, Canada, FY0910 to FY1718



Note: Includes claims for which at least \$1 of EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

In FY1718, claimants who were aged between 25 and 44 years accumulated the highest number of hours of insurable employment during their qualifying period (1,401 hours), followed by those who were 45 to 54 years old (1,397 hours). Younger claimants aged less than 25 years, on the other hand, accumulated the lowest number of hours of insurable employment (1,304 hours) in FY1718, closely followed by the older claimants above 55 years of age (1,309 hours).

Furthermore, the average number of hours of insurable employment per claim during the qualifying period in FY1718 varied by province and territory as well. Generally, the number of hours of insurable employment per claim in the Atlantic provinces and the Territories tend to be lower than other regions. This trend continued in the reporting period—the lowest average hours of insurable employment per claim among all provinces and territories was observed in Newfoundland and Labrador (1,165 hours), followed by Prince Edward Island (1,170 hours) and New Brunswick (1,226 hours). On the other hand, the highest average hours of insurable employment per claim in FY1718 was observed in Alberta (1,456 hours), followed by Ontario (1,441 hours) and British Columbia (1,400 hours).

Table 12 outlines the number and distribution of new claims established for EI regular benefits as well as the labour force and the unemployed population by regional unemployment rate. The share of new

regular claims established in EI economic regions where the unemployment rate was between 0.1% and 7.0% was higher in FY1718 compared to previous fiscal years. This can be mainly attributable to the decrease, on average, in unemployment rates recorded in many regions in FY1718 compared to FY1617. Table 12 also shows that, in FY1718, EI regular claims established and the unemployed population were similarly spread across regional unemployment rate categories.

Table 12 – Number and share of Employment Insurance regular claims by regional unemployment rate\*, Canada, FY1314 to FY1718

Unemployment rate	Employment Insurance regular claims established (% share of total claims)					Labour force (% share of labour force)	Number of unemployed (% share of unemployed)
	FY1314	FY1415	FY1516	FY1617	FY1718	FY1718	FY1718
0.1% to 6.0%	187,910 (14.2%)	273,380 (20.4%)	218,020 (15.2%)	171,350 (13.0%)	384,230 (29.6%)	8,882,360 (44.6%)	468,280 (35.0%)
6.1% to 7.0%	196,410 (14.8%)	158,060 (11.8%)	363,660 (25.4%)	363,170 (27.5%)	425,580 (32.7%)	6,089,130 (30.6%)	394,250 (29.5%)
7.1% to 8.0%	259,710 (19.6%)	329,870 (24.6%)	279,030 (19.5%)	299,000 (22.6%)	134,750 (10.4%)	2,011,030 (10.1%)	151,870 (11.4%)
8.1% to 9.0%	327,910 (24.7%)	236,460 (17.6%)	216,290 (15.1%)	169,290 (12.8%)	110,860 (8.5%)	1,567,150 (7.9%)	133,120 (10.0%)
9.1% to 10.0%	45,870 (3.5%)	78,450 (5.8%)	75,660 (5.3%)	65,480 (5.0%)	31,660 (2.4%)	247,730 (1.2%)	23,660 (1.8%)
10.1% to 11.0%	84,810 (6.4%)	55,950 (4.2%)	50,430 (3.5%)	35,420 (2.7%)	7,990 (0.6%)	102,670 (0.5%)	10,780 (0.8%)
11.1% to 12.0%	52,390 (4.0%)	44,380 (3.3%)	16,740 (1.2%)	21,420 (1.6%)	60,140 (4.6%)	465,500 (2.3%)	53,040 (4.0%)
12.1% to 13.0%	10,030 (0.8%)	7,660 (0.6%)	43,880 (3.1%)	35,300 (2.7%)	13,420 (1.0%)	39,290 (0.2%)	4,920 (0.4%)
13.1% to 14.0%	6,620 (0.5%)	470 (0.0%)	16,910 (1.2%)	11,350 (0.9%)	28,240 (2.2%)	71,570 (0.4%)	9,800 (0.7%)
14.1% to 15.0%	20,030 (1.5%)	25,870 (1.9%)	23,650 (1.7%)	38,190 (2.9%)	24,020 (1.8%)	69,490 (0.3%)	9,900 (0.7%)
15.1% to 16.0%	57,470 (4.3%)	25,100 (1.9%)	31,980 (2.2%)	25,370 (1.9%)	10,270 (0.8%)	24,400 (0.1%)	3,780 (0.3%)
16.0% or higher	76,650 (5.8%)	106,960 (8.0%)	94,870 (6.6%)	85,790 (6.5%)	68,550 (5.3%)	340,380 (1.7%)	73,230 (5.5%)
<b>Canada</b>	<b>1,325,810 (100.0%)</b>	<b>1,342,610 (100.0%)</b>	<b>1,431,090 (100.0%)</b>	<b>1,321,130 (100.0%)</b>	<b>1,299,710 (100.0%)</b>	<b>19,910,700 (100.0%)</b>	<b>1,336,630 (100.0%)</b>

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI regular benefits was paid.

\* Unemployment rates used for the Employment Insurance program are a moving average of seasonally adjusted rates of unemployment produced by Statistics Canada, as per section 17 of the Employment Insurance Regulations.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data and Statistics Canada, special tabulations from the Labour Force Survey. EI data are based on a 10% sample of EI administrative data.

### *Claimant obligations to search for and accept suitable employment*

Under the *Employment Insurance Act*, claimants for EI regular benefits must generally be capable of and available for suitable employment and must demonstrate this by searching for and taking advantage of an opportunity for suitable employment in order to receive EI regular benefits.

As specified under section 27 of the *Employment Insurance Act*, a claimant is disqualified from receiving EI regular benefits in cases where he/she does not apply for suitable employment after becoming aware it is vacant, or fails to accept the employment after it being offered; has not taken advantage of an

opportunity for suitable employment; or has not followed written direction by the Canada Employment Insurance Commission given to assist the claimant in finding suitable employment.

The Government made legislative and regulatory changes in July 2016 to simplify job search responsibilities for claimants of EI regular benefits. During the reporting period, the following criteria determine what constitutes suitable employment:

- (a) the claimant's health and physical capabilities allow them to commute to the place of work and to perform the work;
- (b) the hours of work are not incompatible with the claimant's family obligations or religious beliefs; and
- (c) the nature of work is not contrary to the claimant's moral convictions or religious beliefs.

While EI claimants are required to make reasonable and customary efforts to obtain suitable employment, they are not required to seek employment that is not suitable. Section 6(4) of the *Employment Insurance Act* also summarizes what constitutes employment that is considered not suitable:

- (a) it arises in consequence of a work stoppage attributable to a labour dispute;
- (b) it is in the claimant's usual occupation and is either at a lower rate of earnings or on conditions less favourable than those observed by agreement between employers and employees or, in the absence of any such agreement, than those recognized by good employers; or
- (c) it is not in the claimant's usual occupation and is either at a lower rate of earnings or on conditions less favourable than those that the claimant might reasonably expect to obtain, having regard to the conditions that the claimant usually obtained in their usual occupation, or would have obtained if they had continued to be so employed.

Before the legislative change in July 2016, the Connecting Canadians with Available Jobs (CCAJ) initiative that started on January 6, 2013 was in effect. A recent departmental evaluation report<sup>22</sup> found that the number of disqualifications or disentitlements due to inadequate job searches or failing to accept suitable jobs increased, but remained low relative to the total number of disqualifications and disentitlements during the period in which CCAJ was in effect (January 2013 to July 2016), indicating enhanced and more efficient monitoring of claimants by Service Canada.

Table 13 outlines the number of disqualifications and disentitlements related to refusal and failure to search for work in the past 5 years. In FY1718, there were a total of 1,730 disqualifications and disentitlements related to failure to search for work, compared to 1,340 incidents in the previous year. On the other hand, there were a total of 130 disqualifications and disentitlements related to refusal of suitable work in FY1718, compared to 170 incidents in the previous year. However, these two factors represent only a fraction (0.2%) of all disqualifications and disentitlements in FY1718, and do not take

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<sup>22</sup> ESDC, Evaluation of the Connecting Canadians with Available Jobs Initiative. (Ottawa: ESDC, Strategic and Service Policy Branch, 2018)

into consideration that benefits would generally have been reinstated in some situations once the claimants demonstrated that they were fulfilling their responsibilities.

Table 13 – Number of Employment Insurance disqualifications and disentitlements related to refusal and failure to search for work, Canada, FY1314 to FY1718

Type of disqualification or disentitlement	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Refusal of suitable work	220	190	180	170	130	-23.5%
Failure to search for work	860	940	1,020	1,340	1,730	+29.1%

Source: Statistics Canada, monthly Employment Insurance disqualifications and disentitlements, Table 14-10-0004-01.

### 2.2.2 Employment Insurance regular benefits: coverage, eligibility and access

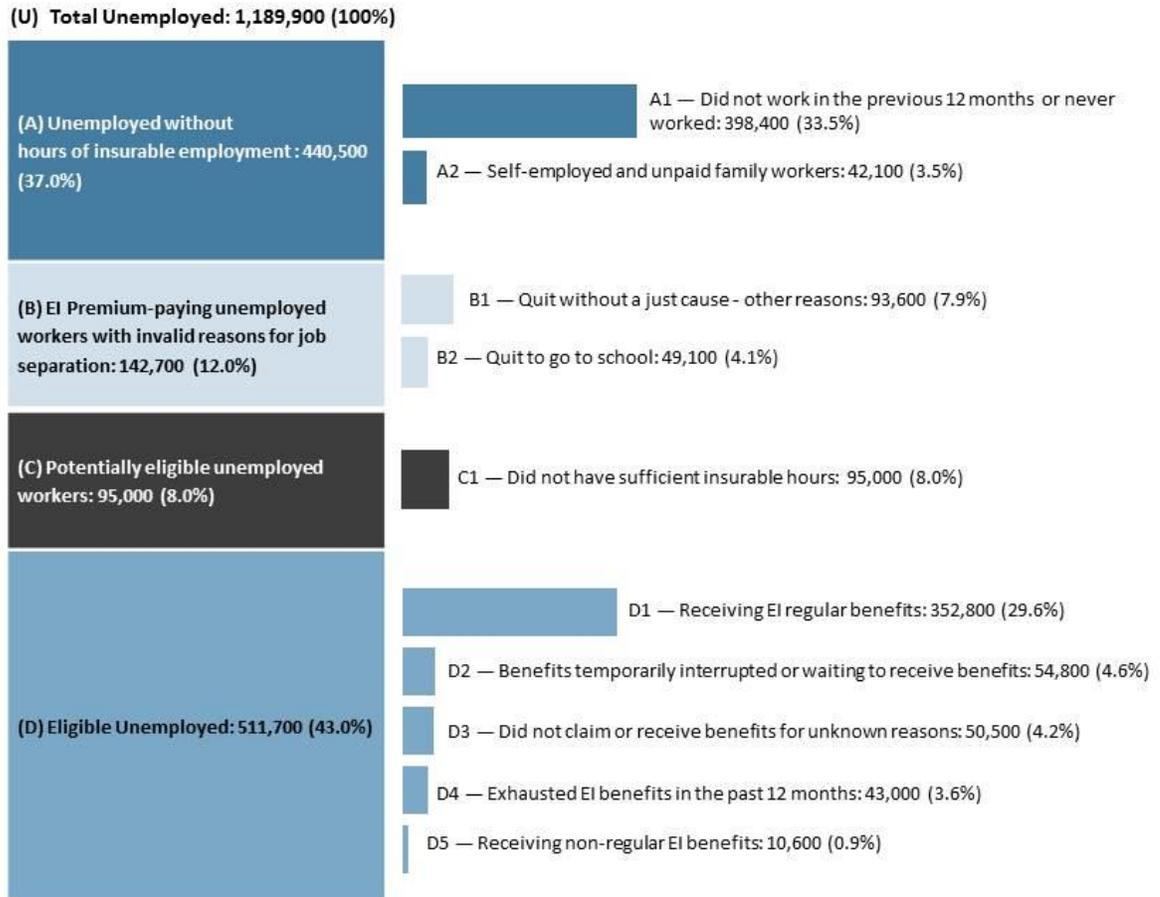
As mentioned at the beginning of section 2.2, there are three eligibility criteria to qualify for EI regular benefits: the claimant must have had insurable employment and paid EI premiums within the previous 52 weeks; have a valid reason for job separation according to the *Employment Insurance Act*; and must have worked a minimum number of insurable hours (ranging from 420 to 700 hours, depending on the regional unemployment rate) within their qualifying period (defined as either the previous 52 weeks or since the establishment of their last claim, whichever is shorter). This subsection provides an overall picture of these three criteria in 2017 using results from the Employment Insurance Coverage Survey (EICS)<sup>23</sup> published annually by Statistics Canada. The survey provides statistics on the contributors and non-contributors to the EI program among the unemployed, as well as on the eligible recipients and those who did not qualify for EI regular benefits. The survey also provides information on the take-up of EI maternity and parental benefits in Canada (see [sub-section 2.6.2](#)).

Chart 12 illustrates the characteristics of the unemployed population in Canada in 2017 with respect to their eligibility criteria for EI regular benefits using estimates from the EICS. The survey shows that on average there were 1,189,900 unemployed individuals per month in Canada in 2017. Among them, 440,500 did not contribute to the EI program—these include people who did not work in the previous 12 months or never worked (398,400 individuals representing 33.5% of the total unemployed) and self-employed and unpaid family workers (42,100 individuals representing 3.5% of the total unemployed). On the other hand, an estimated 749,400 individuals had paid EI premiums in the 52 weeks prior to becoming unemployed in 2017. These individuals represent 63.0% of all unemployed, down slightly from 2016 (65.3%). Of these premium-paying workers, 142,700 were ineligible to receive EI benefits because of an invalid job separation—a total of 93,600 had quit their jobs without a cause acceptable to the EI program, while the other 49,100 had quit to go to school. The number of workers who contributed to the EI program and had a valid job separation was 606,700, representing 51.0% of the total unemployed—down 2.4 percentage points from 2016 (53.4%). Of these, an estimated 511,700 individuals had enough hours of insurable employment within their qualifying period (43.0% of total unemployed), down from 593,500 individuals in 2016 (45.6% of total unemployed). These individuals were eligible to receive EI benefits as they met all three core requirements of the EI program.

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<sup>23</sup> The EICS is administered to a sub-sample of the Labour Force Survey population and has four sample collection periods (namely in April-May, July-August, November-December and January-February) lasting for 5 weeks. Residents of Yukon, Northwest Territories, Nunavut, people over the age of 70, persons living on Indian Reserves, full-time members of the Canadian Armed Forces and inmates of institutions are excluded from the EICS sample. Source: Employment Insurance Coverage Survey User Guide, Statistics Canada.  
<http://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&SDDS=4428>

Chart 12 – Distribution of the unemployed and Employment Insurance regular benefits eligibility, Canada, 2017

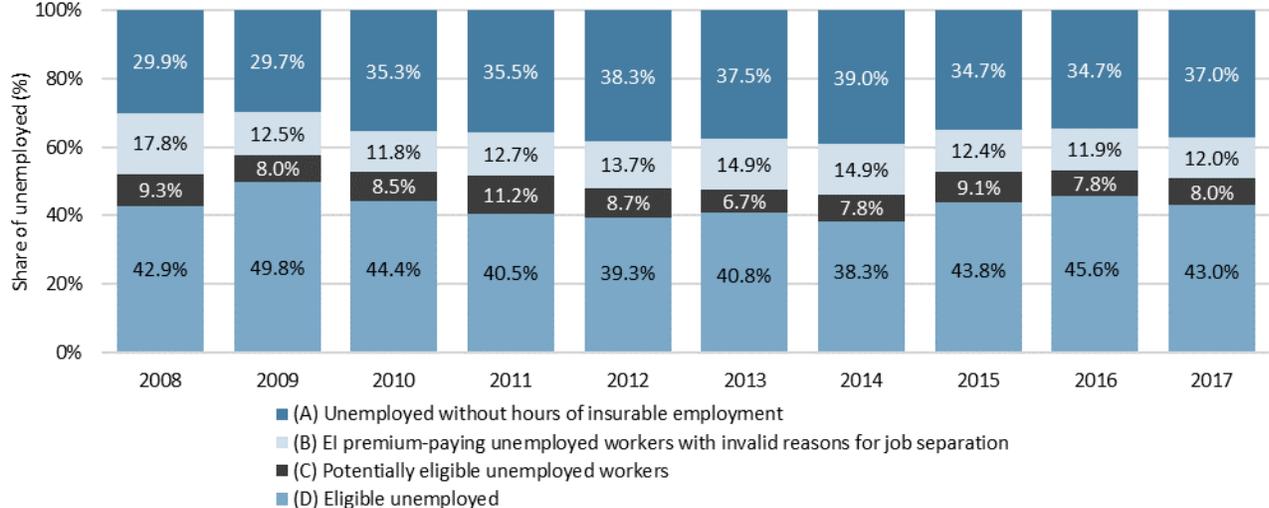


Note: Data may not add up to the total due to rounding.

Source: Statistics Canada, Employment Insurance Coverage Survey, 2017.

Chart 13 shows the distribution of the unemployed population by EI regular benefits eligibility over the past 10 years. Following the recession in FY0809 and the downturn in commodity prices in 2015, the share of eligible unemployed increased. The share of unemployed individuals without hours of insurable employment trends upwards over time. The proportion of unemployed workers with invalid reasons for job separation who paid EI premiums decreased over time, whereas the proportion of potentially eligible unemployed workers with insufficient hours of insurable employment remained relatively stable.

Chart 13 – Distribution of the unemployed according to their Employment Insurance regular benefits eligibility, Canada, 2008 to 2017



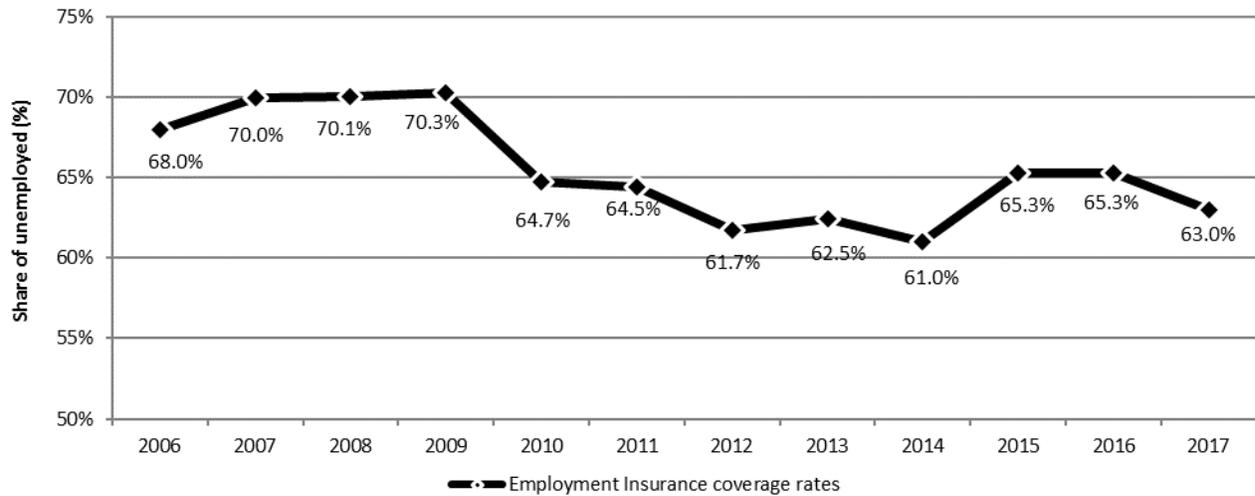
Source: Statistics Canada, Employment Insurance Coverage Survey, 2008 to 2017.

**Coverage of Employment Insurance regular benefits**

This section examines the coverage of EI regular benefits which is expressed as the share of unemployed contributors – unemployed who had insurable employment and contributed to the EI program by paying premiums within the previous 52 weeks - among total unemployed population in Canada. While the recipients of EI regular benefits are subject to three core eligibility requirements, as mentioned in the beginning of this section, the number of unemployed who had insurable employment and contributed to the EI program by paying premiums within the previous 52 weeks is an important factor in determining the program’s overall coverage of the unemployed population.

Chart 14 illustrates the coverage of EI regular benefits in Canada for the past 12 years. Higher EI coverage rates are usually observed during economic downturns, as slowing economic activities lead to layoffs that increase the share of unemployed EI contributors among all unemployed. The coverage rates within the past 12 years peaked in 2008 and 2009, corresponding with the FY0809 recession. After ranging between 61.0% in 2014 and 64.7% in 2010, the coverage rates increased to 65.3% in 2015 and remained unchanged in 2016, during the slowed down economic growth caused by the downturn in commodity prices in those two years. As the Canadian economy rebounded in 2017, the coverage rate returned to 63.0%.

Chart 14 – Coverage of Employment Insurance regular benefits, Canada, 2006 to 2017



Source: Statistics Canada, Employment Insurance Coverage Survey, 2006 to 2017.

Table 14 shows the coverage rates for EI regular benefits by province, gender, age, and work pattern in 2017. Newfoundland and Labrador reported the highest share of unemployed (87.4%) who had paid EI premiums in the previous 52 weeks, while Alberta had the lowest share (55.8%). Historically, Atlantic provinces have higher coverage rates than the rest of the country—this can be explained by the prevalence of the seasonal employment pattern in that region.<sup>24,25,26</sup> On the basis of gender, 66.8% of unemployed men contributed EI premiums in 2017, compared to 58.1% of unemployed women. The lower contribution rate among women can be explained by the fact that women are more likely to experience frequent career interruptions than men, and also for longer total durations.<sup>27</sup>

When the unemployed population is categorized by their previous work pattern, it can be seen that a lower share of unemployed who occupied permanent jobs contributed EI premiums (68.8%) than unemployed who were in non-permanent jobs (77.6%). This can be explained by the fact that the proportion of seasonal jobs among those unemployed who held non-permanent jobs is high. As these individuals work for few weeks or months on a cyclical pattern over a year, they are more likely to have paid EI premiums in the previous 52 weeks than other individuals who were in permanent jobs that might be unemployed for more than a year. Among the unemployed who held permanent jobs, those who had full-time jobs reported a higher coverage rate (70.6%) than those who had part-time jobs (65.9%). Among the unemployed who had non-permanent jobs, on the other hand, those who had

<sup>24</sup> Seasonal employment provides temporary work that is expected to last only until the end of a ‘season’—the period for which services are in demand.

<sup>25</sup> In FY1718, Prince Edward Island had the highest share of seasonal workers (8.7%) among all provinces, followed by Newfoundland and Labrador (7.1%) and New Brunswick (6.1%). The share of seasonal workers ranged from 2.1% in British Columbia to 2.9% in Saskatchewan, with the national average at 2.7%. Source: Statistics Canada, Labour Force Survey, Table 14-10-0071-01.

<sup>26</sup> Unemployed who occupied seasonal jobs usually have higher EI coverage rates than those who held non-seasonal jobs because of their cyclical employment pattern over a year, making them more likely to pay EI premiums during the last 52 weeks than unemployed who worked in non-seasonal jobs. Among non-permanent unemployed workers in Canada in 2017, the coverage rate for seasonal workers was 90.2%, compared to 69.0% for non-seasonal workers.

<sup>27</sup> Based on the Labour Force Survey (LFS) in 2015, 30% women were away from work sometime during the reference week, compared to 23.9% of men. Of these employees, 21.7% of women reported personal or family reasons for their absence, compared to 9.3% of men. Source: Statistics Canada, Labour Force Survey, custom tabulations.

seasonal employment had a much higher contribution rate (90.2%) than those who had another type of non-permanent paid jobs (69.0%).

Table 14 – Employment Insurance regular benefits coverage rates by province, gender, age and work pattern, Canada, 2017

Province	Coverage rate (unemployed contributors as a share of total unemployed)
Newfoundland and Labrador	87.4%
Prince Edward Island	78.8%
Nova Scotia	69.3%
New Brunswick	80.8%
Quebec	65.0%
Ontario	57.9%
Manitoba	60.9%
Saskatchewan	72.5%
Alberta	55.8%
British Columbia	69.8%
<b>Gender</b>	
Men	66.8%
Women	58.1%
<b>Age category</b>	
24 years old and under	50.9%
25 to 44 years old	65.7%
45 years old and over	67.1%
<b>Work pattern</b>	
Permanent	68.8%
Full-time	70.6%
Part-time	65.9%
Non-permanent	77.6%
Seasonal*	90.2%
Other non-standard**	69.0%
<b>Canada</b>	<b>63.0%</b>

\* Seasonal workers are those who are employed in temporary work that is expected to last only until the end of a 'season'—the period for which services are in demand.

\*\* Other non-standard refers to non-permanent paid jobs that were either temporary, term, contractual, casual or other non-permanent (but not seasonal) employment. These unemployed were not self-employed.

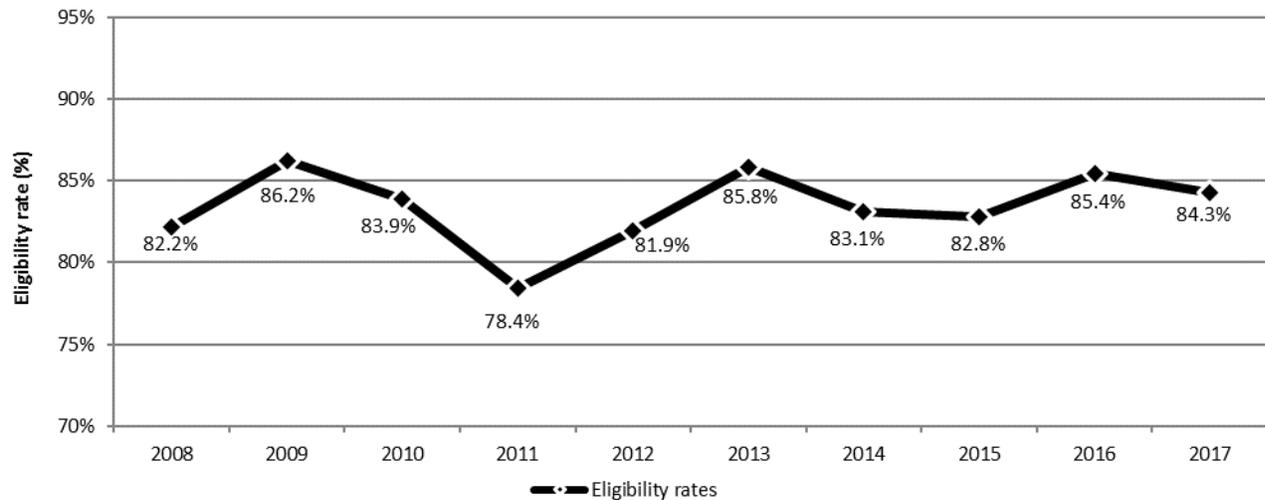
Source: Statistics Canada, Employment Insurance Coverage Survey, 2017.

### *Eligibility for Employment Insurance regular benefits*

Among the 749,400 unemployed EI contributors in 2017, an estimated 606,700 had valid job separations—making them potentially eligible to receive EI benefits. The number of unemployed contributors with valid job separations in 2017 represents a decrease of 88,100 compared to the previous year. Of these potentially eligible contributors, 511,700 had sufficient hours of insurable employment within their qualifying period, making them eligible to receive EI regular benefits.

The eligibility rate for EI regular benefits, expressed as the share of the potentially eligible unemployed population with enough hours of insurable employment to qualify for EI regular benefits (511,700 divided by 606,700), decreased from 85.4% in 2016 to 84.3% in 2017. As illustrated in Chart 15, the eligibility rate in Canada over the past 10 years has ranged from 86.2% to 78.4%.

Chart 15 – Eligibility rate for Employment Insurance regular benefits, Canada, 2008 to 2017



Source: Statistics Canada, Employment Insurance Coverage Survey, 2008 to 2017.

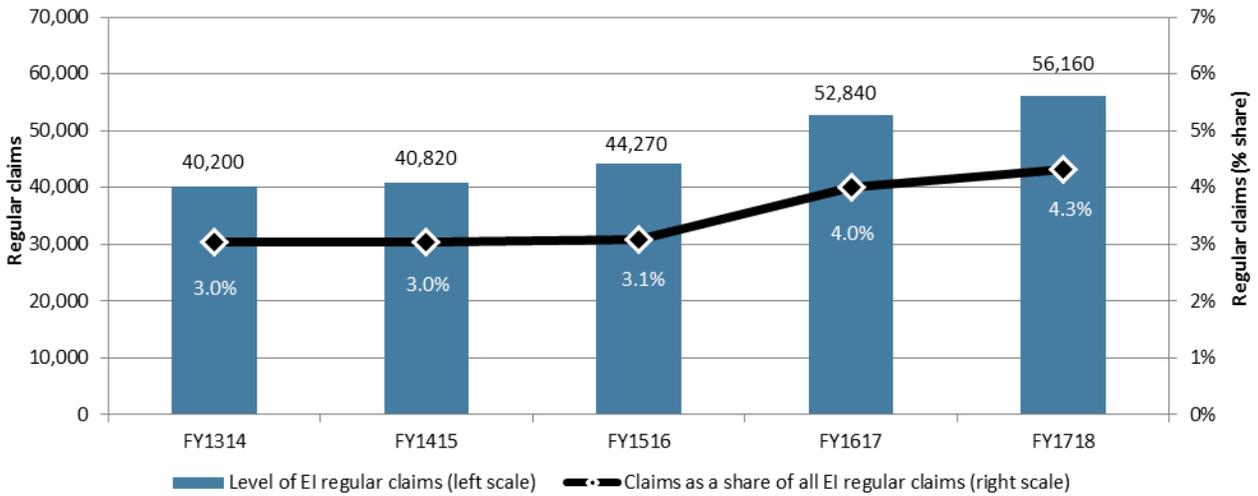
As mentioned, claimants who apply for EI regular benefits have to work a minimum number of hours of insurable employment (between 420 and 700 hours, depending on the regional unemployment rate) within their qualifying period in order to be eligible to receive benefits—this provision is known as the Variable Entrance Requirement (VER). Under the VER, EI claimants in higher unemployment regions need fewer hours of insurable employment than those in lower unemployment regions to qualify for EI benefits, as it is more difficult to accumulate hours of employment in regions with higher unemployment rates. An important consideration in this respect is that the eligible claimants who receive EI regular benefits accumulate varying hours of insurable employment. EI administrative data show that most of the claimants who receive EI regular benefits generally accumulate hours of insurable employment that are well beyond the minimum requirement under the VER in their respective regions. However, the share of claimants for EI regular benefits who qualified with hours of insurable employment near the minimum entrance requirement—defined as being within 70 hours of the VER—has been rising for the last two fiscal years.

Chart 16 illustrates the number and share of claims established for EI regular benefits that qualified within 70 hours of the minimum entrance requirement in the last five fiscal years. It can be seen that the number of such claims has been rising steadily, while the share of such claims to the total number of claims established for EI regular benefits has been increasing for the last 3 years. In FY1718, the number of regular claims that qualified within 70 hours of the minimum entrance requirement increased to 56,160 claims from 52,840 claims observed in FY1617. The share of these claims represented 4.3% of the total number of regular claims—up from 4.0% in FY1617. In general, claimants qualifying within 70 hours of their VER are disproportionately found in EI economic regions with higher unemployment rates (12.1% or greater).<sup>28</sup> This could be partly attributable to the importance of seasonal employment in

<sup>28</sup> In FY1718, the share of claims established for regular benefits by claimants who qualified within 70 hours of their VER to the total number of regular claims was 4.0% in EI economic regions with lower unemployment rates (12.0% or lower), while in EI regions with higher unemployment rates (12.1% or higher) this share was 6.9%.

those regions and the discrete period available to accumulate sufficient hours of insurable employment for workers to qualify for EI regular benefits.

Chart 16 – Employment Insurance claims established for regular benefits qualifying within 70 hours of the minimum entrance requirement, Canada, FY1314 to FY1718



Note: Includes claims for which at least \$1 of EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

#### An alternate method to measure eligibility

A recent departmental study\* used the Record of Employment (ROE)\*\* data from 2001 to 2017 to estimate the proportion of job separators who met the required number of hours of insurable employment to qualify for EI regular benefits. The share of laid-off job separators (the reason for separation was shortage of work) with enough hours in the previous 52 weeks to meet the VER declined over time (75.4% in 2001 to 68.2% in 2017)— to the lowest proportion observed over this time period. The probability of accumulating enough insurable hours increased with regional unemployment rates (70.4% to 85.2%). This may not fully reflect potential eligibility where previous employment did not result in a ROE. This point is supported by another departmental study\*\*\* that examined ROE issuance for an interruption of earnings. It found that nearly one-third (30.2%) of earnings interruptions in 2014 were not associated with a ROE.

\* ESDC, Record of Employment-based Measures of Employment Insurance Eligibility: Update 2001 to 2017. (Ottawa: ESDC, Evaluation Directorate, 2019)

\*\* A Record of Employment is a form completed by the employer when an employee stops working. It contains information on employment history, and is the single most important document used by employees to apply for EI benefits.

\*\*\* ESDC, Record of Employment and Interruption of Earnings: Firms. (Ottawa: ESDC, Evaluation Directorate, 2018)

#### *Eligibility for Employment Insurance regular benefits by province, gender and age*

The eligibility rates for EI regular benefits are sensitive to economic conditions and specific employment patterns during the qualifying period, such as the incidence of full-time versus part-time hours, permanent versus temporary employment, etc. Because of this, significant variations are found when EI claimants are classified based on demographic and regional labour force characteristics.

Table 15 outlines the eligibility rates for EI regular benefits by province, gender and age groups over the past 5 years. Among all provinces in 2017, the highest eligibility rate was observed in Newfoundland and Labrador (96.7%) while the lowest was in Saskatchewan (69.7%). Compared with the previous year, the eligibility rate declined in six provinces and increased in the other four provinces in 2017. Generally, Atlantic provinces have the highest eligibility rate among all provinces in Canada, whereas Ontario and the Western provinces have comparatively lower eligibility rates. This trend has continued in 2017.

Historically, men have higher eligibility rates than women, which may be attributable to the fact that a higher proportion of men hold full-time and/or permanent jobs while a higher proportion women work in part-time and/or temporary jobs. In 2017, the eligibility rate for men was 85.8% compared to 82.1% for women.

In terms of age groups, unemployed young workers aged 24 years and under had the lowest eligibility rate<sup>29</sup> (40.7%) in 2017, compared to those aged between 25 and 44 years (89.4%) and older workers aged 45 years and over (90.2%). The largest variation in eligibility rates in 2017 compared to the previous year was observed for the younger workers (-10.1 percentage points), while the eligibility rate of unemployed workers in the other two age groups showed little change. The large decline in the eligibility rate of unemployed younger workers can be explained in part by the strong economic growth observed in 2017 which caused the unemployment rate to go down,<sup>30</sup> resulting in EI claimants having to accumulate more hours of insurable employment in order to qualify for EI regular benefits. This was particularly difficult for younger workers as they are over-represented in part-time and seasonal employment.

Among workers who were aged between 25 and 44 years, the eligibility rate for men (92.5%) was higher than that for women (84.0%); however, this reversed among workers aged 45 years and over—the eligibility rate was 87.7% for men, whereas for women it was 94.2%.

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<sup>29</sup> This should be interpreted cautiously as the number of youth covered in this survey is small and thus this result is prone to sampling errors.

<sup>30</sup> The overall unemployment rate in Canada went down from 7.0% in 2016 to 6.3% in 2017. Source: Statistics Canada, Labour Force Survey, Table 14-10-0018-01.

Table 15 – Employment Insurance regular benefits eligibility rates by province, gender and age, Canada, 2013 to 2017

Province	2013	2014	2015	2016	2017
Newfoundland and Labrador	93.9%	94.1%	93.7%	95.9%	96.7%
Prince Edward Island	94.4%	93.4%	92.7%	98.5%	94.3%
Nova Scotia	94.8%	81.2%	82.3%	93.3%	86.0%
New Brunswick	96.4%	90.5%	96.2%	94.6%	93.1%
Quebec	86.1%	84.3%	81.5%	86.7%	85.1%
Ontario	83.1%	81.0%	84.8%	81.3%	79.6%
Manitoba	85.6%	91.4%	82.9%	75.3%	84.9%
Saskatchewan	82.3%	85.4%	89.9%	78.9%	69.7%
Alberta	87.9%	80.4%	78.6%	84.9%	85.2%
British Columbia	81.5%	77.3%	75.2%	87.3%	90.0%
<b>Gender</b>					
Men	89.8%	84.0%	82.0%	87.2%	85.8%
Women	80.0%	81.3%	84.3%	81.6%	82.1%
<b>Age category</b>					
24 years old and under	54.5%	44.0%	54.0%	50.8%	40.7%
25 to 44 years old	89.7%	86.9%	82.1%	88.4%	89.4%
45 years old and over	90.8%	88.8%	90.7%	94.0%	90.2%
<b>Canada</b>	<b>85.8%</b>	<b>83.1%</b>	<b>82.8%</b>	<b>85.4%</b>	<b>84.3%</b>

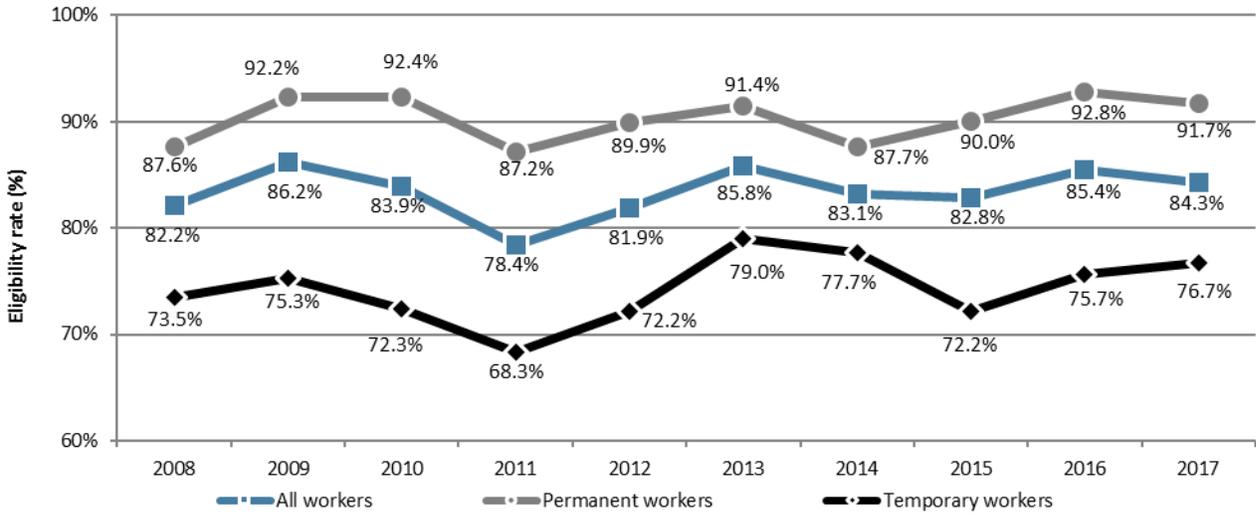
Source: Statistics Canada, Employment Insurance Coverage Survey, 2013 to 2017.

### *Eligibility for Employment Insurance regular benefits by type of employment*

As discussed, applicants for EI regular benefits need to accumulate a minimum number of hours of insurable employment, depending on the regional unemployment rate in the previous 52 weeks or since the start of their last claim, whichever is shorter. Intuitively, workers who previously held full-time positions are more likely to have accumulated the required number of hours of insurable employment and have a higher eligibility rate than part-time workers. Similarly, applicants who previously had permanent jobs are more likely to report a higher eligibility rate than those who had temporary employment.

Chart 17 illustrates the eligibility rates for EI regular benefits by previous employment characteristics for the past 10 years. During this time, the eligibility rate for permanent workers ranged between 92.8% and 87.2%, while the eligibility rate for temporary workers ranged between 79.0% and 68.3%. Eligibility rates for temporary workers show comparatively more variability than that for permanent workers over this period.

Chart 17 – Eligibility rate for Employment Insurance regular benefits by previous employment characteristics, Canada, 2008 to 2017

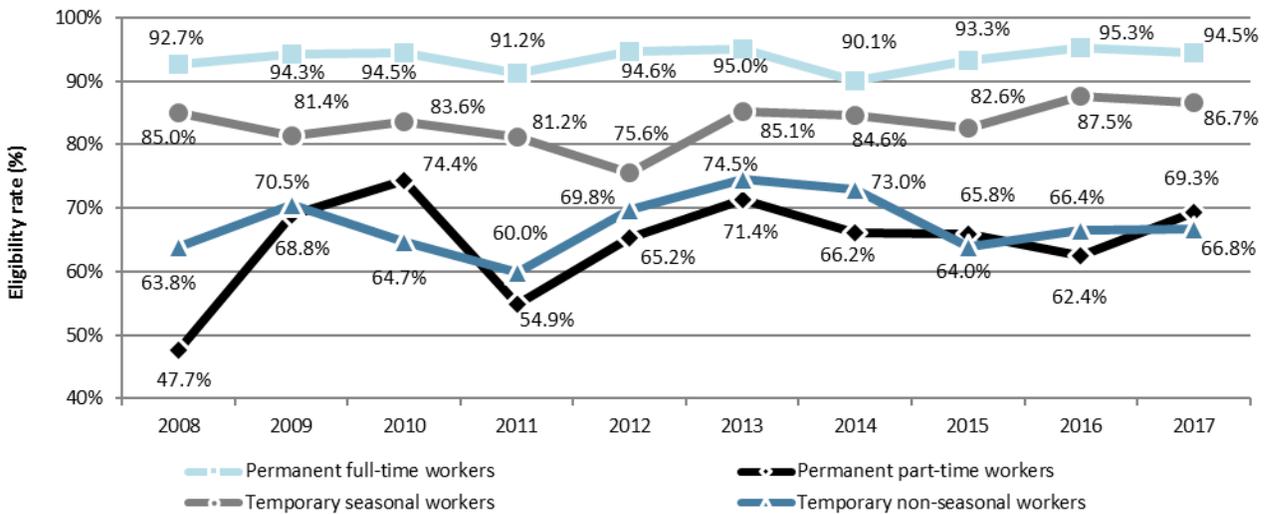


Source: Statistics Canada, Employment Insurance Coverage Survey, 2008 to 2017.

In terms of previous work pattern, permanent workers can further be classified in two categories—those who had full-time employment and those who had part-time employment. Similarly, temporary workers can be classified in two categories as well—those who were seasonal workers and those whose previous employment was non-seasonal.<sup>31</sup> Chart 18 shows the eligibility rates for EI regular benefits by previous work pattern for the past 10 years. The eligibility rates for permanent full-time workers show little variability over this period, while the eligibility rates for permanent part-time workers and temporary non-seasonal workers show much higher variability. The eligibility rate for permanent full-time workers decreased slightly from 95.3% in 2016 to 94.5% in 2017, while the eligibility rate for permanent part-time workers notably increased from 62.4% in 2016 to 69.3% in 2017. Among temporary workers, the eligibility rate for temporary seasonal workers decreased slightly from 87.5% in 2016 to 86.7% in 2017 while the eligibility rate for temporary non-seasonal workers increased slightly from 66.4% in 2016 to 66.8% in 2017.

<sup>31</sup> These temporary non-seasonal jobs refer to non-permanent paid jobs that were either temporary, term, contractual, casual or other non-permanent jobs. These exclude the self-employed.

Chart 18 – Eligibility rate for Employment Insurance regular benefits by previous work pattern, Canada, 2008 to 2017



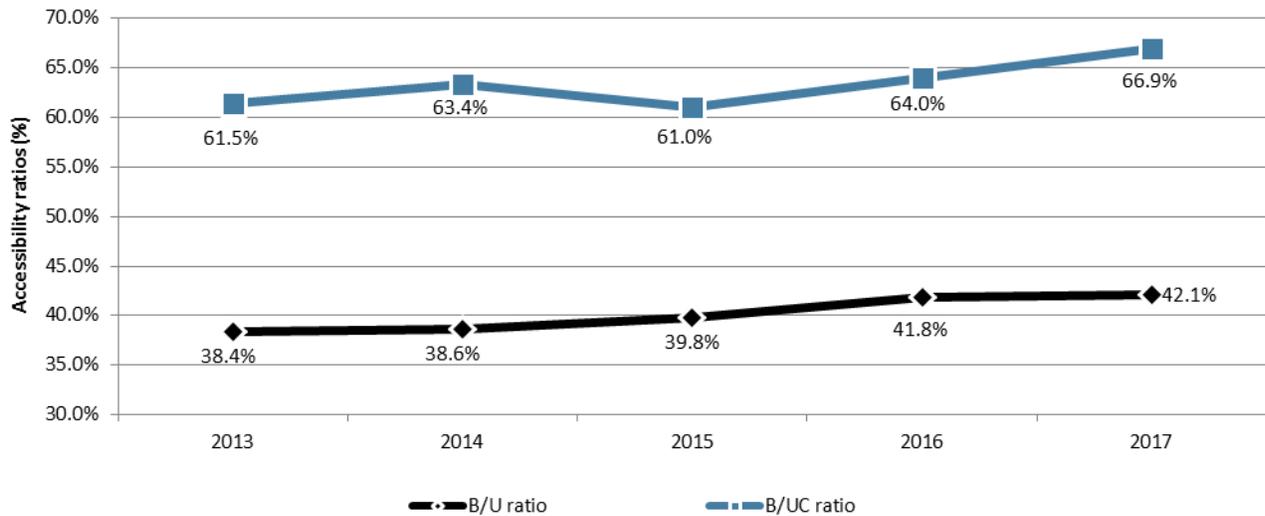
Source: Statistics Canada, Employment Insurance Coverage Survey, 2008 to 2017.

### Access to Employment Insurance regular benefits

Access to EI regular benefits is another way to measure how well the EI program is functioning to meet the needs of Canada’s unemployed in helping them transition to new employment. For the purpose of the EI Monitoring and Assessment Report, access to EI regular benefits is measured as the share of the unemployed population receiving EI regular benefits. Chart 19 illustrates the two main ratios used to measure accessibility—the Beneficiary-to-Unemployed (B/U) ratio and the Beneficiary-to-Unemployed Contributor (B/UC) ratio from 2013 to 2017.

The B/U and B/UC ratios in 2017 were 42.1% and 66.9%, respectively. It can be seen that, while the B/U ratio changed very little in 2017 compared to the previous year (+0.3 percentage points), the increase in the B/UC ratio was more significant (+2.9 percentage points) during this time. This happened because the change in the number of unemployed (-112,100 people) from 2016 to 2017 was higher than the change in the number of unemployed contributors (-100,900 people) during the same time period.

Chart 19 – Employment Insurance accessibility ratios, Canada, 2013 to 2017



Sources: Statistics Canada, Employment Insurance Coverage Survey (for data on the number of unemployed (U) and the number of unemployed contributors (UC)); and Statistics Canada, monthly Employment Insurance statistics release, Table 14-10-0010-01 (for data on EI regular beneficiaries (B)).

### *The Beneficiary-to-Unemployed (B/U) ratio*

The Beneficiary-to-Unemployed (B/U) ratio is calculated by expressing the average number of unemployed individuals who received EI regular benefits in the reference week of the EICS as a share of the corresponding unemployed population.<sup>32</sup> As such, it includes a significant segment of the unemployed population who are ineligible for EI regular benefits (such as those who did not work in the previous year or never worked, who did not have a valid job separation, and those who were self-employed). Because of this, the B/U ratio is sensitive to changes in the composition of the unemployed population and the proportion of the unemployed outside the scope of the EI program coverage. This makes the ratio less suited to measuring access to EI regular benefits.

### *The Beneficiary-to-Unemployed Contributor (B/UC) ratio*

The Beneficiary-to-Unemployed Contributor (B/UC) ratio is calculated by expressing the average number of EI regular beneficiaries as a share of the corresponding unemployed population who contributed EI premiums in the previous 12 months. This ratio considers a narrower target population than the B/U ratio. Because the B/UC ratio measures accessibility among unemployed workers for whom the EI regular benefits are designed to provide coverage, and exclude those who did not contribute EI premiums during their last employment period or did not have any labour force attachments, this ratio may provide a better assessment of accessibility to EI regular benefits.

<sup>32</sup> The B/U and B/UC ratios are calculated using data from two separate sources: the count of beneficiaries (B) of EI regular benefits comes from Statistics Canada’s monthly EI statistics data release sourced from EI administrative data, and the count of unemployed (U) and unemployed contributors (UC) come from Statistics Canada’s Employment Insurance Coverage Survey (EICS). The total number of beneficiaries (B) for a given year is calculated using the average of monthly totals reported for March, June, October and December.

## Unemployed individuals eligible for EI benefits who do not apply

A recent study\* by ESDC examined the characteristics of unemployed individuals who were eligible to receive EI regular and special benefits but did not apply, and the reasons for not applying. The study found that the proportion of individuals who recalled being eligible but did not apply was higher for EI special benefits than EI regular benefits.

The most common reasons for not applying for regular benefits were having found another job right away (30% of respondents), assuming not being eligible (25% of respondents) and not needing benefits (21% of respondents). These estimates were generally consistent for men and women, except for the reason of not needing benefits (23% for women vs. 18% for men).

On the other hand, the most common reasons for not applying for EI special benefits among eligible respondents at the time of the survey, were not needing the benefits (33% of respondents), followed by having found another job right away (26% of respondents) and assuming not being eligible (18% of respondents).

Both the likelihood and reasons for not applying varied by several factors (age groups, educational attainment, geographic regions, prevalence of disability and/or health conditions, duration of unemployment, previous work pattern, industry of employment and net income of the respondents). For example, a higher non-application rate for EI regular benefits was found for eligible individuals who were younger (aged 24 years or less), had more than a high school education, resided in the Prairies, had been unemployed for one to two months, and had worked in the service-producing industries. On the other hand, eligible individuals who reported having a disability, identified as being a visible minority or reported having poor health at job separation were slightly more likely to apply for EI regular and special benefits in general.

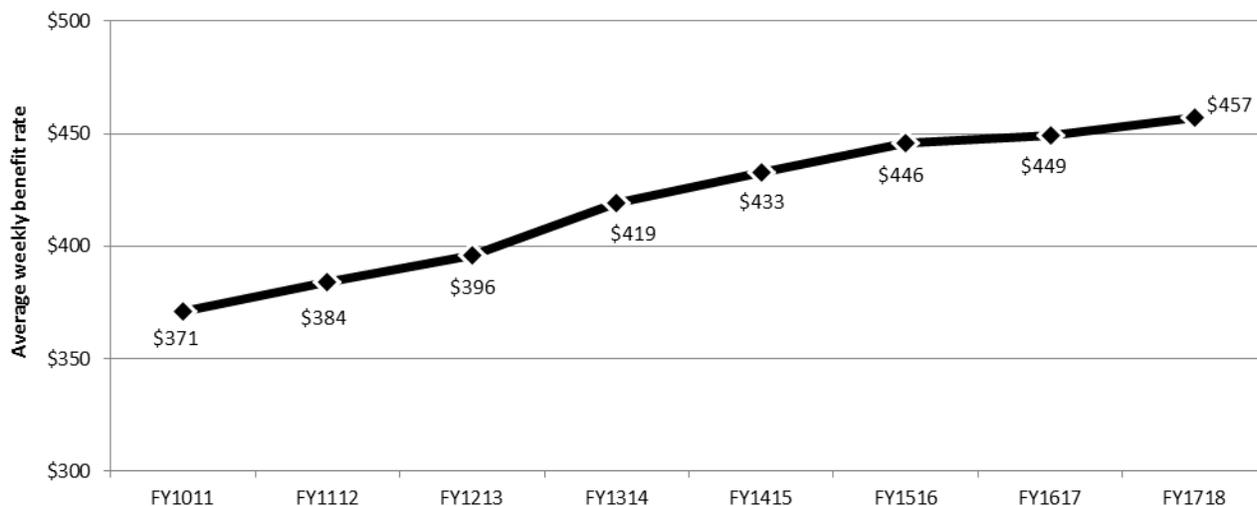
\* ESDC, EI-Eligible Job Separators that Do Not Apply: Characteristics of Non-Application. (Ottawa: ESDC, Evaluation Directorate, 2019)

### 2.2.3 Level of Employment Insurance regular benefits

The level of EI regular benefits (that is, the weekly regular benefit rate) that eligible claimants are entitled to receive is calculated as 55% of their highest (best) weeks of earnings in insurable employment during the qualifying period under the Variable Best Weeks (VBW) provision. The number of weeks used to determine the weekly benefit rate ranges from 14 to 22, depending on the monthly regional unemployment rate of the claimant's EI economic region. In addition to this, claimants with children (under the age of 18) and low annual family income may be eligible to receive additional benefits under the Family Supplement Provision which can increase their benefit rate from 55% to a maximum of 80%, subject to the maximum weekly benefit rate (see [sub-section 2.1.1](#) for detailed discussion).

Chart 20 illustrates the average weekly benefit rate for EI regular benefits claimants over the past eight years. During the current reporting period, the average weekly EI regular benefit rate was \$457. This represents an increase of approximately \$8 (+1.6%) from the benefit rate in the previous year (\$449). The average weekly regular benefit rate has been rising steadily on a year-over-year basis.

Chart 20 – Average weekly benefit rate for EI regular benefits, Canada, FY1011 to FY1718



Note: Includes all claims for which at least \$1 of EI regular benefits was paid.

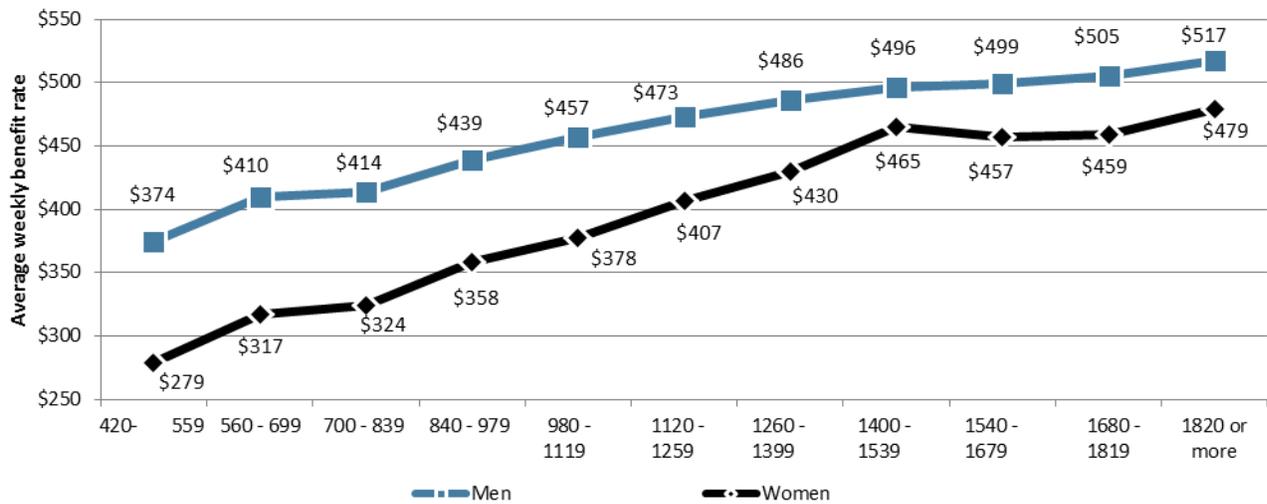
Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Among all provinces and territories, the average weekly regular benefit rate increased in all regions except Yukon in FY1718 compared to the previous year. The highest growth rate was observed in Nunavut (+5.8%) followed by Newfoundland and Labrador and Northwest Territories (+3.1%). The level of average weekly regular benefit rate varied among regions—from a high of \$527 in Northwest Territories to a low of \$426 in Prince Edward Island in the current reporting period. On average, claimants in the Atlantic province, Quebec and Manitoba received less in weekly regular benefits than the national average weekly benefit rate.

In FY1718, the average weekly regular benefit rate for men (\$481) was well over that for women (\$419)—a trend that has continued over the years ([see Annex 2.5.3](#) for average weekly regular benefit

rate by gender over the past 5 years). This gap is observable for all categories of hours of insurable employment worked during the qualifying period and is more apparent at lower levels of labour market attachment, as outlined in Chart 21. At the lowest level of labour market attachment (as indicated by the number of hours of insurable employment), the average weekly regular benefit rate for women (\$279) in FY1718 was approximately 74.6% of men's (\$374), whereas for women with the highest level of labour market attachment the average weekly benefit rate (\$479) was approximately 92.6% of men's (\$517). However, this gap was the narrowest for claimants who had between 1400-1539 hours of insurable employment during their qualifying period.

Chart 21 – Average weekly regular benefit rate by gender and hours of insurable employment, Canada, FY1718



Note: Includes all claims for which at least \$1 of EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Table 16 outlines the level of average weekly regular benefits by age group for men and women for the current reporting period and the previous year. It can be seen that claimants who were between 25 and 44 years old had the highest average weekly regular benefit rate (\$470) in FY1718, while younger claimants (aged 24 years and under) had the lowest (\$416). Claimants who were between 45 and 54 years of age experienced the highest increase in the average weekly benefit rate in FY1718 compared to the previous year (+1.8% or +\$9). When claimants are categorized by age group and gender, it can be seen that men who were between 45 and 54 years of age had the highest average weekly regular benefit rate (\$496) in FY1718, whereas for women the highest rate was for claimants who were aged between 25 and 44 years (\$436).

Table 16 – Average weekly regular benefit rate by age and gender, Canada, FY1617 and FY1718

Age group	Men		Women		Total	
	FY1617	FY1718	FY1617	FY1718	FY1617	FY1718
24 years old and under	\$429	\$436	\$364	\$367	\$412	\$416
25 to 44 years old	\$484	\$491	\$427	\$436	\$462	\$470
45 to 54 years old	\$488	\$496	\$414	\$422	\$454	\$463
55 years old and over	\$463	\$471	\$392	\$399	\$435	\$442
<b>Canada</b>	<b>\$474</b>	<b>\$481</b>	<b>\$412</b>	<b>\$419</b>	<b>\$449</b>	<b>\$457</b>

Note: Includes all claims for which at least \$1 in EI regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Table 17 shows the average weekly regular benefit rates by EI claimant categories. The average weekly regular benefit increased for all claimant categories in the current reporting period compared to the previous year, with the highest increase observed for frequent claimants (+2.3% or \$11). In FY1718, long-tenured workers received the highest weekly regular benefit (\$495), followed by the frequent claimants (\$464). Occasional claimants received the lowest weekly regular benefit (\$437), which was approximately \$20 less than the national average.

Table 17 – Average weekly regular benefit rate by claimant category\*, Canada, FY1617 and FY1718

EI Claimant category	Average weekly regular benefit rate (\$)		
	FY1617	FY1718	Change (%)
Long-tenured workers	\$489	\$495	+1.1%
Occasional claimants	\$429	\$437	+1.8%
Frequent claimants	\$453	\$464	+2.3%
<b>Canada</b>	<b>\$449</b>	<b>\$457</b>	<b>+1.6%</b>

Note: Includes all claims for which at least \$1 in EI regular benefits was paid.

\* See Annex 2.1 for definitions of claimant categories referenced in this table.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

The weekly benefit rate for EI regular benefits is capped at a maximum that is based on the maximum insurable earnings (MIE). The MIE was \$51,300 in 2017 and \$51,700 in 2018. As the weekly regular benefit rate is calculated as 55% of average weekly earnings, the maximum weekly regular benefit rate was \$543 in 2017 and \$547 in 2018. Table 18 shows the proportion of claimants that received the maximum benefit rate.

Table 18 – Share of claims receiving the maximum weekly regular benefit rate by gender, age and claimant category\*, Canada, FY1617 and FY1718

Gender	Share of claims that received the maximum weekly benefit rate	
	FY1617	FY1718
Men	56.9%	58.4%
Women	29.2%	30.2%
<b>Age group</b>		
24 years old and under	30.4%	30.6%
25 to 44 years old	50.7%	51.8%
45 to 54 years old	48.0%	49.8%
55 years old and over	42.1%	43.3%
<b>EI claimant category</b>		
Long-tenured workers	63.7%	63.7%
Occasional claimants	38.1%	39.5%
Frequent claimants	45.7%	48.5%
<b>Canada</b>	<b>46.1%</b>	<b>47.3%</b>

Note: Includes all claims for which at least \$1 in EI regular benefits was paid.

\* See Annex 2.1 for definitions of claimant categories referenced in this table.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

### Benefit repayments in the 2016 tax year\*

Pursuant to the *Employment Insurance Act*, EI claimants must repay a percentage of EI benefits they have received if their net income\*\* exceeds 1.25 times the maximum yearly insurable earnings. In the 2016 taxation year, they were required to repay 30% of the lesser of their net income above \$63,500 or 30% of regular or fishing benefits they received in that taxation year. However, claimants who received special benefits or less than 1 week of either regular or fishing benefits in the preceding 10 taxation years were exempt from the benefits repayment requirement.

In the 2016 taxation year, around 169,300 EI claimants repaid a total of \$250.6 million in EI benefits. Both the number of claimants who repaid benefits and the total amount repaid changed slightly in 2016 compared to the previous year—while the number of claimants who repaid benefits decreased (-1.7%), the total amount of benefits repaid increased (+1.3%). Each EI claimant subject to the benefit repayment provision repaid \$1,480 on average in 2016, compared to \$1,437 repaid in 2015 (+\$43 or +3.0%). These claimants on average received \$6,381 in EI benefits (any type of EI benefits, including EI special and EI fishing benefits) in 2016, compared to \$6,185 in 2015.

Over the 5 tax years 2012-2016, the variations in the number of claimants who repaid benefits and the total amount repaid are mixed. The number of EI claimants who repaid benefits decreased in 2013 and in 2016, while it had increased in the other years. On the other hand, the total amount repaid in benefits increased every year in the past 5 years except for 2013 when it decreased by 1.7% from the previous year.

Benefit repayments vary by industry. Around two-thirds (66.5%) of those repaying EI benefits in 2016 had worked in the goods-producing industries and accounted for 68.0% of the total amount repaid. Whereas, service-producing industries accounted for 28.7% of claimants and 28.8% of total repaid benefits. These proportions have remained stable in recent years (2012-2016).

\* The most recent taxation year for which data is available is 2016.

\*\* Net income includes employment income and EI benefits received during the taxation year.

#### **2.2.4 Extension of Employment Insurance regular benefits for workers in regions affected by the downturn in commodity prices**

In late 2014, a global downturn in commodity prices led to stalled economic growth in countries around the world, and Canada was not spared. In FY1516, the yearly real gross domestic product (GDP) growth in Canada slowed down to the lowest level observed since FY0910 following the recession in FY0809.<sup>33</sup> This economic slowdown produced sustained employment shocks across Canada, especially in regions whose economies are commodity-based. In order to provide extra financial support to displaced workers in the 15 EI economic regions<sup>34</sup> that were hit the hardest by this event, the Government of Canada introduced temporary measures<sup>35</sup> to provide eligible workers with additional weeks of EI regular benefits.

The temporary measure extended the number of EI regular benefit weeks by 5 weeks, up to a maximum of 50 weeks, for all eligible claimants—residing in these 15 EI economic regions who had established a claim between January 4, 2015 and July 8, 2017 and remained unemployed. An additional 20 weeks of EI regular benefits, up to a maximum of 70 weeks, was provided to long-tenured workers.<sup>36,37</sup> These extended benefits were available for one year, starting from July 3, 2016. In order to claim the additional weeks of EI regular benefits provided through the measure, eligible claimants had their benefit period extended by the number of additional weeks of benefits they were entitled to receive, plus 12 weeks.<sup>38</sup> For example, a claimant eligible for 5 additional weeks of EI regular benefits provided by the measure had the benefit period extended by 17 weeks (5+12). For long-tenured workers who were eligible to receive an additional 20 weeks (for a total of 25 weeks) of EI regular benefits, their benefit period was extended by 12 weeks as well (same as the non-long tenured workers). This meant that these long-tenured workers received a benefit period extension of 37 weeks (25+12).

#### ***Eligible claimants for the additional weeks of Employment Insurance regular benefits***

The measure had different implications for eligible claims depending on their establishment date. Although the measure came into effect on July 3, 2016, claims established as early as January 4, 2015 could also benefit from it. Based on their establishment date, claims eligible for additional weeks of EI regular benefits through the measure can be classified in three categories: the reach-back claims, active claims and new claims. Distinction among these three types of claims are discussed below.

Some claims that were established on or after January 4, 2015 in the affected regions and could be eligible for additional weeks of benefits, were terminated<sup>39</sup> by the time the measure came into force on

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<sup>33</sup> Source: Statistics Canada, Gross Domestic Product, expenditure-based, Canada, Table 36-10-0104-01.

<sup>34</sup> These regions are: Newfoundland and Labrador, Sudbury, Northern Ontario, Northern Manitoba, Saskatoon, Southern Saskatchewan, Northern Saskatchewan, Calgary, Edmonton, Northern Alberta, Southern Alberta, Southern Interior British Columbia, Northern British Columbia, Whitehorse and Nunavut.

<sup>35</sup> These measures were included in the *Budget Implementation Act, 2016, No.1*.

<sup>36</sup> See [Annex 2.1](#) for the definition of long-tenured workers.

<sup>37</sup> The long-tenured workers were granted an additional 20 weeks if their claims for EI regular benefits were established between January 4, 2015 and October 29, 2016. The number of additional weeks declined from 20 to 12 weeks if the claims were established between October 30, 2016 and February 25, 2017; and to 5 weeks if the claims were established between February 26, 2017 and July 8, 2017.

<sup>38</sup> Claimants eligible for the additional weeks of EI regular benefits could claim their entitlement at any point in time during their benefit period (which includes the benefit period extension).

<sup>39</sup> A claim is considered terminated when all weeks of entitled benefits have been collected or the claim reaches the last week of the benefit period.

July 3, 2016. To support claimants who were still unemployed as of July 3, 2016, the benefit period on these claims was considered not to have ended, so that they could qualify for additional weeks of EI regular benefits. These claims are referred to as “reach-back claims”.

In addition to the reach-back claims, some claims that were established on or after January 4, 2015 were still open<sup>40</sup> when the measure came into effect on July 3, 2016. These claims are referred to as active EI claims.

Lastly, as the measure was introduced to provide additional benefits for one year, the last effective day in order to be eligible for these benefits was July 8, 2017. Claims that were established between the temporary measure implementation date on July 3, 2016 and July 8, 2017 are referred to as new claims.

As mentioned above, it is important to distinguish among these 3 types of claims, although all of them were eligible for extended EI regular benefits, as the benefit period extension had different repercussions for them. For example, the reach-back claims were provided with a new benefit period so that they could receive some additional weeks of benefits, as they were terminated by the effective date of the measure. Because of this, claimants associated with these claims were not allowed to be entitled for any weeks of EI regular benefits that were not claimed during their original benefit period of 52 weeks.<sup>41</sup> On the other hand, active and new claims had their benefit period extended before their original benefit period of 52 weeks terminated. So, claimants associated with these claims could receive entitled weeks of unclaimed EI regular or special benefits from their original benefit period during their benefit period extension.

#### *New claims established for the additional weeks of Employment Insurance regular benefits in regions affected by the downturn in commodity prices*

During the reporting fiscal year, a total of 283,600 claims were established for EI regular benefits in the 15 EI economic regions affected by the economic downturn. Of these claims, 76,000 were potentially eligible to receive additional benefits. As shown in Table 19, a total of 29,800 claims received additional weeks of EI regular benefits in FY1718. As the measure was effective until July 8, 2017, only claims established for EI regular benefits in April, May, June and in the first week of July, 2017 in these regions were eligible to receive additional weeks of benefits—this explains the large difference in the number of claims that benefited from the measure in FY1617 and FY1718.

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<sup>40</sup> A claim is considered open when the claimant is receiving EI benefits or can still claim benefits.

<sup>41</sup> However, eligible claimants could claim special benefits subject to a maximum allowed number of entitlement weeks. If a claimant’s new entitlement (original plus extension) was 45 weeks or less, the combined maximum was 50 weeks. If the new entitlement was more than 45 weeks, then the maximum weeks combined was the new entitlement plus 5 weeks.

Table 19 – Claims with additional weeks of Employment Insurance benefits by province or territory, gender, age and claimant category, Canada, FY1415 to FY1718

Province or territory*	Number of claims with additional weeks of benefits		Share of claims with additional benefits among potentially eligible claims (%)		Distribution of claims among all of those with additional benefits (% share)		Claims established between January 4, 2015 and March 31, 2018		
	FY1617 <sup>†</sup>	FY1718	FY1617 <sup>†</sup>	FY1718	FY1617 <sup>†</sup>	FY1718	Number of claims with additional weeks of benefits	Share of claims with additional benefits among potentially eligible claims (%)	Distribution of claims among all of those with additional benefits (% share)
Newfoundland and Labrador	26,710	6,220	60.5%	45.3%	18.9%	20.9%	64,910	57.5%	18.3%
Ontario	13,160	3,380	47.0%	44.4%	9.3%	11.4%	34,390	46.4%	9.7%
Manitoba	3,510	1,040	49.1%	45.8%	2.5%	3.5%	8,550	47.8%	2.4%
Saskatchewan	13,890	3,090	46.7%	38.1%	9.8%	10.4%	34,010	44.7%	9.6%
Alberta	63,270	12,000	42.1%	35.6%	44.8%	40.3%	161,640	42.1%	45.6%
British Columbia	19,710	3,850	45.5%	37.9%	14.0%	12.9%	48,890	43.4%	13.8%
Yukon	590	80	60.8%	57.1%	0.4%	0.3%	1,160	48.7%	0.3%
Nunavut	350	100	51.5%	37.0%	0.2%	0.3%	890	54.3%	0.3%
<b>Gender</b>									
Men	86,540	17,290	44.6%	40.5%	61.3%	58.1%	221,960	43.2%	62.6%
Women	54,650	12,470	49.5%	37.5%	38.7%	41.9%	132,480	49.5%	37.4%
<b>Age category</b>									
24 years old and under	14,220	2,630	36.5%	36.1%	10.1%	8.8%	33,440	33.5%	9.4%
25 to 44 years old	58,320	12,240	42.3%	36.0%	41.3%	41.1%	145,620	41.1%	41.1%
45 to 54 years old	31,450	6,630	48.3%	38.3%	22.3%	22.3%	81,540	48.6%	23.0%
55 years old and over	37,200	8,260	59.6%	47.3%	26.3%	27.8%	93,840	58.8%	26.5%
<b>EI claimant category*</b>									
Long-tenured worker	33,730	5,670	39.3%	28.9%	23.9%	19.1%	94,830	40.6%	26.8%
Non long-tenured worker	107,460	24,090	49.2%	42.7%	76.1%	80.9%	259,610	47.4%	73.2%
<b>Claim status</b>									
Reach-back claims	n/a	n/a	n/a	n/a	n/a	n/a	77,090	50.1%	21.7%
Active or new claims	141,190	29,760	46.4%	39.2%	100.0%	100.0%	277,350	44.2%	78.3%
<b>Canada</b>	<b>141,190</b>	<b>29,760</b>	<b>46.4%</b>	<b>39.2%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>354,440</b>	<b>45.4%</b>	<b>100.0%</b>

Note: Data may not add up to the total due to rounding. Includes all claims for which at least \$1 of additional benefit was paid.

<sup>†</sup> Revised data.

\* There were no affected EI economic regions in Prince Edward Island, Nova Scotia, New Brunswick, Quebec and Northwest Territories.

\*\* See Annex 2.1 for definitions of EI claimant categories.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Of all claims that received additional weeks of EI regular benefits in FY1718, Alberta and Newfoundland and Labrador accounted for the largest shares, as the commodity-based industries in Canada are concentrated in these provinces. In terms of gender and age groups, a greater share of claims were established by men (58.1%), and claimants who were between 25 and 44 years old (41.1%). Non long-tenured workers continued to make the majority of claims. Table 19 also outlines the proportion of claims that received additional weeks of EI regular benefits of all eligible claims. Nationally, 39.2% of the eligible claims received additional weeks of benefits because of the measure in FY1718, down from 46.4% in FY1617.

Table 19 also shows the total number and distribution of claims that received additional weeks of EI regular benefits since the measure came into effect on January 4, 2015. As of March 31, 2018, a total of 354,440 claims had received additional weeks of benefits, representing 45.4% of all potentially eligible claims. Of the total claims that received additional weeks of EI regular benefits, 77,090 claims were identified as reach-back claims (21.7% of total) while the other 277,350 claims were identified as active or new claims (78.3% of total).

While some eligible claimants did not use any additional weeks from the temporary help measure, they nevertheless benefited from the benefit period extension. These claimants either claimed weeks of EI regular benefits from their original entitlement or weeks of special benefits during the benefit period extension. Of all eligible claims established before or during FY1718, almost 134,700 claims met these criteria (see Table 20). In addition to this, as of March 31, 2018, almost 74,800 claims were associated with both additional weeks of EI benefits resulting from the measure; and, previously unclaimed weeks of either regular benefits during their original benefit period or weeks of special benefits claimed during the benefit period extension, or both, since the measure came into effect on January 4, 2015.

Table 20 – Employment Insurance claims benefiting from the temporary extension of EI regular benefits, by type of benefits paid under the temporary support measure, Canada, FY1415 to FY1718

Type of benefits under the temporary support measure	Number of claims established		As a share of all eligible claims established (%)		Claims established between January 4, 2015 and March 31, 2018	
	FY1617 <sup>r</sup>	FY1718	FY1617 <sup>r</sup>	FY1718	Number of claims	As a share of all eligible claims established (%)
Additional weeks of EI regular benefits only	110,330	25,380	36.2%	33.4%	279,600	35.8%
At least one week of additional EI regular benefits and one week of original entitlement or of special benefits during the benefit period extension	30,860	4,380	10.1%	5.8%	74,840	9.6%
Sub-total for claims with at least one week of additional EI regular benefits	141,190	29,760	46.4%	39.2%	354,440	45.4%
Weeks of original entitlement or of special benefits during the benefit period extension only	57,080	20,020	18.8%	26.3%	134,710	17.2%
<b>Canada</b>	<b>198,270</b>	<b>49,780</b>	<b>65.1%</b>	<b>65.5%</b>	<b>489,150</b>	<b>62.6%</b>

Note: Data may not add up to the total due to rounding. Includes all claims which benefited from the temporary support measure.

<sup>r</sup> Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

### *Claim duration, benefit paid and exhaustion rate in regions affected by the downturn in commodity prices*

Of the 489,200 claims that benefited from the temporary extension of EI regular benefits in the 15 EI economic regions since the temporary support measure came into effect, a total of 221,000 claims were completed<sup>42</sup> during the reporting fiscal year, compared to 202,600 completed claims in the previous year. The majority of these claims originated in Alberta (43.8%) in FY1718, followed by Newfoundland and Labrador (18.9%) and British Columbia (14.0%). On average, these claims received 38.0 weeks of benefits (27.7 weeks if the weeks of benefits associated with the temporary support measure are excluded)—see Table 21.

Claims that benefited from the temporary support measure of the extension of EI regular benefits had a weekly average benefit rate of \$465 in FY1718, up slightly from \$461 reported in the previous year. Compared to this, claims established for EI regular benefits in these affected regions that did not benefit from the extension measure received \$479 on average every week in benefit payments. Regular claims that were completed in FY1718 that received at least one week of additional benefits and/or at least one week of EI benefits during the benefit period extension received on average \$16,564 over their entire duration. Excluding the extra weeks of benefits received due to the temporary extension measure, on average these claims received \$11,966 in EI benefits. Compared to this, claims established in these regions that did not benefit from the extension measure received \$7,532 on average in FY1718.

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<sup>42</sup> Completed claims include those that are terminated and those that are dormant and remained inactive as of August of the following fiscal year.

Table 21 – Completed Employment Insurance claims that benefited from the temporary support measure, by province or territory, gender, age, claimant category and type of benefits paid under the temporary extension measure, Canada, FY1617 and FY1718

Province or territory*	Excluding weeks of benefits paid under the temporary support measure				Including weeks of benefits paid under the temporary support measure			
	Average claim duration (in weeks)		Average amount of EI benefits paid per claim (\$)**		Average claims duration (in weeks)		Average amount of EI benefits paid per claim (\$)**	
	FY1617 <sup>r</sup>	FY1718 <sup>p</sup>	FY1617 <sup>r</sup>	FY1718 <sup>p</sup>	FY1617 <sup>r</sup>	FY1718 <sup>p</sup>	FY1617 <sup>r</sup>	FY1718 <sup>p</sup>
Newfoundland and Labrador	33.4	31.7	\$13,345	\$12,463	41.1	40.4	\$16,542	\$16,136
Ontario	27.8	25.8	\$11,263	\$10,404	35.6	35.1	\$14,484	\$14,329
Manitoba	31.3	30.5	\$12,670	\$12,170	38.7	39.1	\$15,768	\$15,763
Saskatchewan	27.4	25.9	\$12,012	\$11,198	35.9	36.0	\$15,800	\$15,677
Alberta	27.6	27.5	\$12,836	\$12,743	36.9	39.1	\$17,188	\$18,186
British Columbia	26.0	25.2	\$11,075	\$10,489	33.9	34.6	\$14,381	\$14,477
Yukon	22.5	22.7	\$10,374	\$10,629	30.8	31.1	\$14,107	\$14,634
Nunavut	35.6	33.1	\$16,772	\$15,723	43.3	42.1	\$20,352	\$20,054
<b>Gender</b>								
Men	28.8	27.6	\$13,357	\$12,757	37.5	38.3	\$17,429	\$17,835
Women	27.9	27.8	\$10,778	\$10,625	36.1	37.3	\$14,073	\$14,412
<b>Age category</b>								
24 years old and under	27.2	25.9	\$11,775	\$10,530	33.5	33.0	\$14,537	\$13,608
25 to 44 years old	28.4	27.4	\$12,567	\$12,014	36.6	37.5	\$16,257	\$16,581
45 to 54 years old	28.6	27.8	\$12,501	\$12,094	37.6	38.3	\$16,523	\$16,803
55 years old and over	29.1	28.7	\$12,419	\$12,310	38.8	40.3	\$16,652	\$17,436
<b>EI claimant category*</b>								
Long-tenured worker	28.1	28.4	\$13,240	\$13,345	44.8	46.3	\$20,934	\$21,695
Non long-tenured worker	28.5	27.4	\$12,208	\$11,378	34.9	34.4	\$14,954	\$14,377
<b>Type of benefits under the temporary support measure</b>								
Claims with additional regular benefits only	30.2	33.7	\$13,096	\$14,340	38.2	43.0	\$16,609	\$18,438
Claims with original entitlement weeks or special benefits only during the benefit period extension	19.9	16.8	\$9,036	\$7,462	28.7	26.2	\$13,075	\$11,734
Claims with weeks of additional regular benefits and weeks of original entitlement or of special benefits during the benefit period extension	29.1	28.3	\$12,905	\$12,610	40.5	43.4	\$18,011	\$19,469
<b>Canada</b>	<b>28.5</b>	<b>27.7</b>	<b>\$12,426</b>	<b>\$11,966</b>	<b>37.0</b>	<b>38.0</b>	<b>\$16,217</b>	<b>\$16,564</b>

Note: Data may not add up to the total due to rounding. Includes all claims which benefited from the temporary support measure.

<sup>p</sup> Preliminary data.

<sup>r</sup> Revised data.

\* There were no affected EI economic regions in Prince Edward Island, Nova Scotia, New Brunswick, Quebec and Northwest Territories.

\*\* Average amount of EI benefits (regular or special) paid per claim to claims established for regular benefits and that were completed during the fiscal year.

\*\*\* See Annex 2.1 for definitions of EI claimant categories.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

The exhaustion rate (including both entitlement and benefit period exhaustion) of completed claims in FY1718 that benefited from the measure was 52.6%. This exhaustion rate increases to 78.0% without the additional weeks of benefits provided through the temporary extension measure. This shows that, while almost half of all completed claims exhausted in the reporting period in these regions, an even greater share of the unemployed workers would have used all of their entitlement weeks or reached the end of their benefit period without the measure.

***Amount paid to claimants benefiting from the extension of Employment Insurance regular benefits in regions affected by the downturn in commodity prices***

During the reporting year, a total of \$868.3 million were paid to EI claimants who benefited from the temporary extension of EI regular benefits in the affected regions, compared to \$998.4 million paid in the previous year. Of this total amount in FY1718, \$510.3 million were paid to claimants who received additional weeks of EI regular benefits because of the measure, while the other \$358.1 million were associated with benefit payments to claimants who had qualified for regular benefits prior to the implementation of the measure or special benefits that were paid during the benefit period extension.

### 2.2.5 Employment Insurance regular benefit entitlement

Eligible claimants who have successfully established an EI claim receive up to a set maximum number of weeks of EI regular benefits (known as their entitlement). Their entitlement is determined by the number of hours of insurable employment worked during the qualifying period and the effective unemployment rate in the claimant's EI economic region at the time the claim is established (see [Annex 2.2](#) for the entitlement table). This subsection presents detailed analysis on the duration of EI regular benefits, both maximum entitlement and actual weeks used. Statistics presented in the subsection are generally based on claims that were completed<sup>43</sup> during the fiscal year. Statistics for the reporting fiscal year are preliminary estimates which are subject to revision in the future.

#### *Maximum and actual duration of Employment Insurance regular benefits*

Under most circumstances, the maximum entitlement of EI regular benefits available to an EI claimant is between 14 and 45 weeks, depending on the local unemployment rate and the claimant's accumulated number of hours of insurable employment during the qualifying period. Higher maximums are associated with greater hours of insurable employment accumulated during the qualifying period and higher regional unemployment rates. The EI program is designed to respond automatically to changes in economic conditions that affect local labour markets. To do so, the country is divided into 62 economic regions. In general, when a region's unemployment rate rises, the entrance requirements are reduced and the maximum duration of benefits increases. Therefore, the amount of assistance provided adjusts to the changing needs of regions and communities.

The actual duration of a claim is the number of weeks of EI regular benefits an EI claimant receives during a claim. Actual duration is usually lower than maximum duration, reflecting circumstances that can lead to reduced use of EI regular benefits over a claim's benefit period (such as the claimant has found work, switched to special benefits or became unavailable to work).

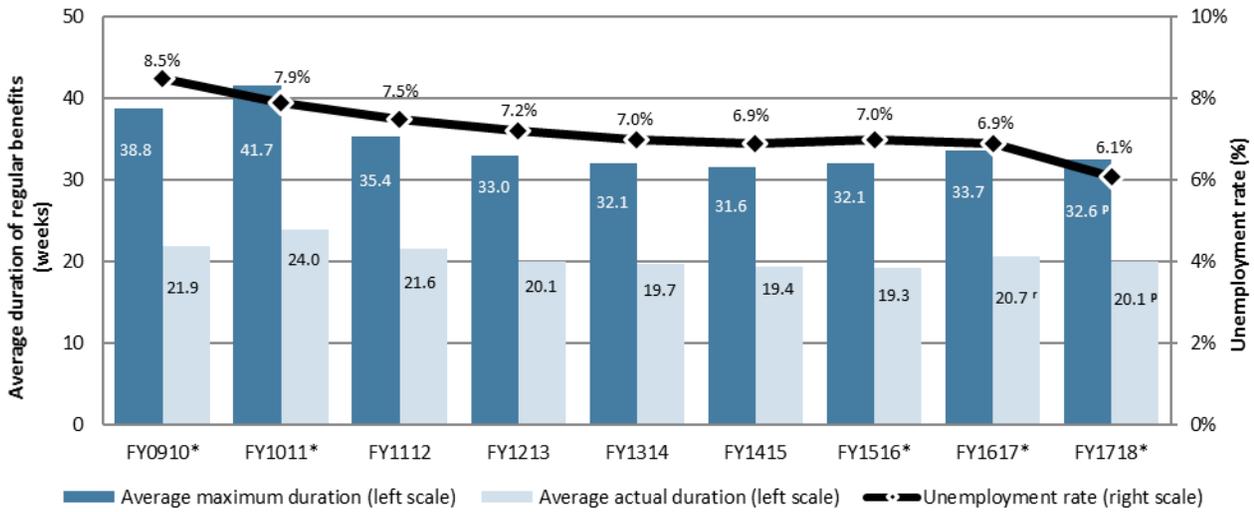
The average maximum duration of EI regular claims completed in FY1718 decreased by 1.1 weeks: from 33.7 weeks in FY1617 to 32.6 weeks. The average actual duration also decreased by 0.6 weeks, to 20.1 weeks (see Chart 22). This decline in both average durations is attributable, in part, to the continuous improvement in labour market in several provinces and territories and the progressive reduction of the impact of the temporary EI support measures introduced through the *Budget Implementation Act, 2016, No.1*, which extended the duration of EI regular benefits for all eligible claimants in 15 EI economic regions affected by the downturn in commodity prices.<sup>44</sup>

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<sup>43</sup> Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>44</sup> These 15 commodity-based regions were: Newfoundland and Labrador, Nunavut, Sudbury, Northern Ontario, Northern Manitoba, Southern Saskatchewan, Saskatoon, Northern Saskatchewan, Southern Alberta, Calgary, Edmonton, Northern Alberta, Southern Interior British Columbia, Northern British Columbia and Whitehorse.

Chart 22 - Average maximum and actual duration of regular benefits and unemployment rate, Canada, FY0910 to FY1718



Note: Includes all claims completed during the fiscal year for which at least \$1 of regular benefit was paid.

\*Coincides with the Employment Insurance temporary measures that increased the maximum number of weeks for which regular benefits could be paid.

<sup>‡</sup> Preliminary data.

<sup>†</sup> Revised data.

Sources: ESDC, Employment Insurance administrative data (for duration of regular benefits); and Statistics Canada, Labour Force Survey, Table 14-10-0287-01 (for data on unemployment rates). ESDC data are based on a 10% sample of EI administrative data.

In general, the average maximum duration of claims for EI regular benefits completed in FY1718 varied significantly across provinces and territories, reflecting differences in labour markets and labour force characteristics. As in the previous year, Nunavut (45.3 weeks) and Alberta (44.3 weeks) posted the highest average maximum duration, while Quebec and Ontario had the lowest averages at 28.8 weeks and 30.0 weeks, respectively (see Table 22).

Long-tenured workers are generally more likely to accumulate insurable hours of employment well above the minimum requirements for EI regular benefits. As such, they tend to benefit from longer entitlements (39.0 weeks during the reporting fiscal year) relative to frequent claimants (29.7 weeks) who averaged shorter employment spells.

With regards to the average actual duration of EI regular benefits, changes were generally in line with those observed for maximum duration. Provincial and territorial trends, notably affected by the changes in their local labour market conditions, showed greater variability. As such, as in the previous year, Alberta (+3.9 weeks), followed by Nunavut (+1.4 weeks), and Saskatchewan (+1.0 week) recorded the largest increases in the average actual duration in FY1718.

Table 22 - Average maximum and actual durations of Employment Insurance regular benefits by province or territory, gender, age and claimant category, Canada, FY1617 to FY1718

	Average maximum duration (weeks)			Average actual duration (weeks)		
	FY1617	FY1718 <sup>p</sup>	Change (%)	FY1617	FY1718 <sup>p</sup>	Change (%)
<b>Province or territory</b>						
Newfoundland and Labrador	42.3 <sup>f</sup>	43.5	+2.9%	31.8 <sup>f</sup>	32.4	+1.8%
Prince Edward Island	33.8	34.1	+0.9%	23.3 <sup>f</sup>	22.9	-1.5%
Nova Scotia	33.4	32.5	-2.6%	23.3 <sup>f</sup>	22.5	-3.2%
New Brunswick	34.4	33.4	-2.8%	23.6 <sup>f</sup>	22.3	-5.6%
Quebec	30.1	28.8	-4.4%	18.2 <sup>f</sup>	16.7	-8.4%
Ontario	31.1	30.0	-3.7%	18.9 <sup>f</sup>	17.4	-7.5%
Manitoba	32.0 <sup>f</sup>	31.1	-3.0%	19.3 <sup>f</sup>	19.1	-1.2%
Saskatchewan	41.5 <sup>f</sup>	40.3	-3.1%	24.8 <sup>f</sup>	25.9	+4.2%
Alberta	44.8 <sup>f</sup>	44.3	-1.2%	24.5	28.4	+15.8%
British Columbia	32.9 <sup>f</sup>	32.3	-2.0%	20.3 <sup>f</sup>	19.7	-2.8%
Yukon	31.7 <sup>f</sup>	30.1	-4.9%	21.0 <sup>f</sup>	21.4	+2.0%
Northwest Territories	34.1 <sup>f</sup>	31.0	-9.2%	21.6 <sup>f</sup>	22.3	+3.3%
Nunavut	44.0 <sup>f</sup>	45.3	+2.8%	31.2 <sup>f</sup>	32.6	+4.6%
<b>Gender</b>						
Men	34.4	33.3	-3.1%	20.9 <sup>f</sup>	20.3	-3.0%
Women	32.5	31.5	-3.0%	20.3 <sup>f</sup>	19.7	-2.6%
<b>Age category</b>						
24 years old and under	32.2	30.8	-4.4%	18.7 <sup>f</sup>	17.5	-6.3%
25 to 44 years old	34.1	32.7	-4.0%	19.6 <sup>f</sup>	19.1	-2.9%
45 to 54 years old	34.3	33.5	-2.2%	21.4 <sup>f</sup>	20.8	-2.9%
55 years old and over	32.9	32.3	-1.9%	22.9 <sup>f</sup>	22.3	-2.7%
<b>EI claimant category*</b>						
Long-tenured workers	40.2 <sup>f</sup>	39.0	-3.0%	20.0	21.0	+4.8%
Occasional claimants	31.9	30.6	-3.9%	20.1 <sup>f</sup>	18.9	-5.7%
Frequent claimants	30.2	29.7	-1.8%	23.1 <sup>f</sup>	21.9	-5.1%
<b>Canada</b>	<b>33.7</b>	<b>32.6</b>	<b>-3.2%</b>	<b>20.7<sup>f</sup></b>	<b>20.1</b>	<b>-2.9%</b>

Note: Change in number of weeks is based on unrounded numbers. Includes all claims completed during the fiscal year for which at least \$1 of EI regular benefits was paid.

\* See Annex 2.1 for definitions of claimant categories referenced in this table.

<sup>p</sup> Preliminary data.

<sup>f</sup> Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

EI regular claims from the Mining and oil and gas extraction industry had, on average, the greatest maximum duration (43.2 weeks), followed by those from the Utilities industry (35.4 weeks). The higher maximum duration levels in these industries, relative to the national average (32.6 weeks), are partly attributed to a large proportion of claimants qualifying as long-tenured workers.

In terms of actual duration, completed claims for EI regular benefits by workers from the Mining and oil and gas extraction industry (27.0 weeks) had the highest average duration during the reporting fiscal year, followed by the Finance and insurance (24.2 weeks) industry (see [Annex 2.6.2](#)). As in past years, the Educational services industry (12.6 weeks) posted an actual average duration significantly lower than the overall average. This is due to its seasonal nature and the relatively short and well-defined “off-season” over the summer months.

### *Proportion of Employment Insurance regular benefit weeks used*

As with duration of EI regular benefits, a few factors may influence the proportion of the entitlement used by claimants. For instance, greater maximum durations are generally associated with lower proportions of regular benefits' weeks used.

The average proportion of weeks of EI regular benefits used in FY1718—the average number of weeks of EI regular benefits received by claimants as a share of their maximum entitlement—went down by 0.7 percentage points from the previous fiscal year, to 63.6%. It was higher in the Territories and Atlantic Provinces – with more than 69% of entitlement used by claimants -- and lower in Ontario and Quebec, with a proportion around 61%. As Table 23 shows, the Northwest Territories, Alberta and Yukon experienced the largest increase in the proportion of EI regular weeks used compared with the previous reporting year.

By gender, women and men used almost a similar proportion of their regular benefit weeks in FY1718.

By age group, as in past years, claimants aged 55 years and older tended to use more of their regular benefit weeks than claimants aged 24 years or less. This is likely attributable to, on average, longer periods of unemployment and lower actual benefits duration for older claimants relative to younger claimants.

Also, claimants working while on claim may have a stronger labour market attachment and may also defer weeks of EI benefits. As a result, on average, claimants working while on claim use a lower proportion of their weeks of EI benefits (60.1% during the reporting fiscal year) when compared to claimants who did not work while on claim (67.4%).

Table 23 - Proportion of Employment Insurance regular benefits' weeks used by province or territory, gender, age, claimant category and working while on claim status, Canada, FY1314 to FY1718

	Proportion of weeks of Employment Insurance regular benefits used				
	FY1314	FY1415	FY1516	FY1617 <sup>r</sup>	FY1718 <sup>p</sup>
<b>Province or territory</b>					
Newfoundland and Labrador	69.1%	70.8%	69.1%	76.7%	75.7%
Prince Edward Island	72.3%	71.6%	73.0%	71.9%	70.3%
Nova Scotia	70.3%	70.5%	72.1%	72.4%	72.2%
New Brunswick	66.0%	68.0%	69.4%	71.0%	69.5%
Quebec	62.7%	63.4%	63.9%	63.7%	61.7%
Ontario	62.7%	62.5%	61.8%	62.6%	60.4%
Manitoba	60.8%	60.2%	61.8%	62.6%	63.4%
Saskatchewan	57.6%	58.5%	54.0%	63.2%	66.0%
Alberta	57.6%	58.8%	52.4%	58.7%	64.4%
British Columbia	65.5%	64.6%	63.4%	64.8%	63.7%
Yukon	56.6%	66.2%	66.7%	71.7%	75.1%
Northwest Territories	62.5%	58.5%	73.8%	65.2%	75.2%
Nunavut	66.3%	76.1%	68.6%	71.2%	73.2%
<b>Gender</b>					
Men	63.1%	63.9%	63.4%	64.5%	63.6%
Women	64.1%	63.6%	62.6%	64.0%	63.7%
<b>Age</b>					
24 years old and under	59.8%	60.0%	59.9%	60.7%	59.5%
25 to 44 years old	60.7%	61.0%	60.2%	60.9%	60.6%
45 to 54 years old	63.9%	63.9%	63.5%	65.0%	63.7%
55 years old and over	70.6%	70.9%	70.1%	72.3%	71.0%
<b>EI claimant category</b>					
Long-tenured workers	54.2%	52.9%	50.0%	51.7%	52.9%
Occasional claimants	62.6%	63.0%	63.5%	64.9%	63.8%
Frequent claimants	74.4%	75.5%	76.2%	78.1%	76.0%
<b>Working while on claim status</b>					
Not working while on claim	66.8%	67.0%	66.0%	67.6%	67.4%
Working while on claim	60.3%	60.7%	60.4%	61.1%	60.1%
<b>Canada</b>	<b>63.5%</b>	<b>63.8%</b>	<b>63.1%</b>	<b>64.3%</b>	<b>63.6%</b>

<sup>p</sup> Preliminary data.

<sup>r</sup> Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Regions with high unemployment rates are also often characterized by weaker labour market conditions. This is partly attributable to the greater importance of seasonal employment in these regions. There is thus a larger share of frequent EI claimants in regions with high unemployment rates relative to EI regions with lower unemployment rates. As frequent claimants tend to use a greater proportion of their entitlement, the proportion of regular benefits entitlement used is the highest for EI claims established in regions with unemployment rates above 13.0% (see Table 24).

Table 24 - Number of completed regular claims and proportion of entitlement used by weeks of Employment Insurance regular benefits and unemployment rate, Canada, FY1617 to FY1718

	Completed claims for regular benefits			Proportion of entitlement used		
	Number in FY1617 <sup>†</sup>	Number in FY1718 <sup>‡</sup>	Change (%)	Proportion in FY1617 <sup>†</sup>	Proportion in FY1718 <sup>‡</sup>	Change (ppts)
<b>Weeks of EI regular entitlement</b>						
Between 14 and 19 weeks	116,560	171,820	+47.4%	83.3%	82.4%	-0.9
Between 20 and 24 weeks	222,210	238,600	+7.4%	76.5%	73.4%	-3.1
Between 25 and 29 weeks	218,910	208,360	-4.8%	66.6%	62.8%	-3.8
Between 30 and 34 weeks	168,500	175,850	+4.4%	62.9%	60.5%	-2.4
Between 35 and 39 weeks	265,920	319,040	+20.0%	58.2%	53.6%	-4.6
Between 40 and 44 weeks	215,400	149,870	-30.4%	59.4%	57.8%	-1.6
45 weeks or more	184,440	186,490	+1.1%	50.7%	59.8%	+9.1
<b>Unemployment rate in the economic region at the time the claim was established</b>						
6.0% or less	195,270	269,800	+38.2%	64.9%	58.4%	-6.5
Between 6.1% and 8.0%	640,170	706,260	+10.3%	63.0%	62.9%	-0.1
Between 8.1% and 10.0%	297,200	204,430	-31.2%	63.1%	65.7%	+2.7
Between 10.1% and 13.0%	103,550	96,620	-6.7%	62.7%	64.3%	+1.6
13.1% or more	155,750	172,920	+11.0%	72.1%	72.1%	0.0
<b>Canada</b>	<b>1,391,940</b>	<b>1,450,030</b>	<b>+4.2%</b>	<b>64.3%</b>	<b>63.6%</b>	<b>-0.7</b>

Note: Change in percentage change and in percentage points are based on unrounded numbers. Includes all completed claims for which at least \$1 of regular benefits was paid.

<sup>‡</sup> Preliminary data.

<sup>†</sup> Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

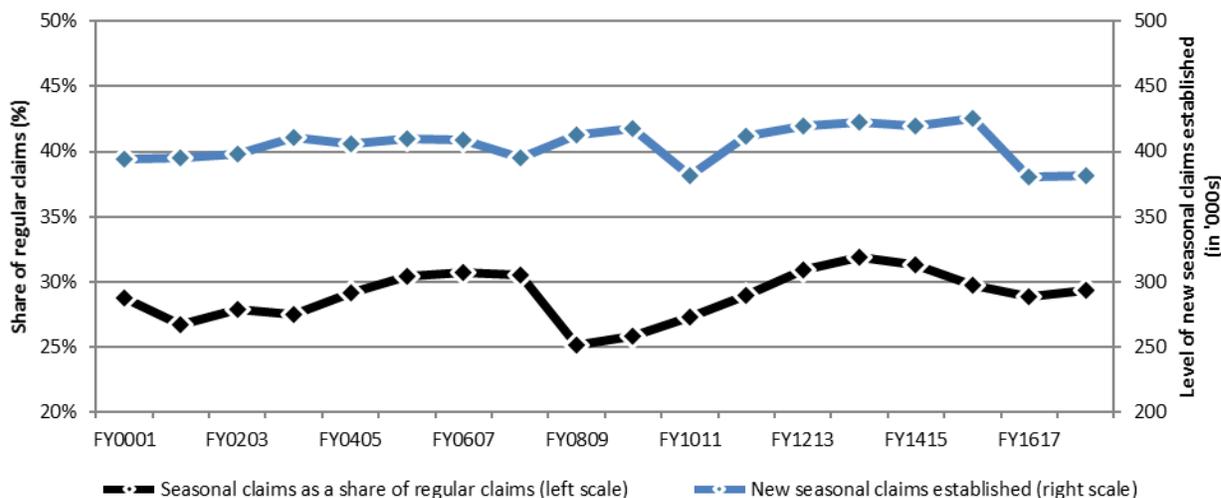
## 2.2.6 Employment Insurance regular benefits and seasonal claimants

EI claimants who had at least three regular or fishing claims in the five years prior to the reference year, with at least two of these claims having started during the same period of the year as the current claim, are referred to as seasonal claimants.<sup>45</sup> By definition, seasonal claimants overlap with the frequent, occasional and long-tenured claimant categories.<sup>46</sup>

The total number of seasonal claims in FY1718 was 410,500, up 0.5% from 408,400 in FY1617. Among these seasonal claims, 381,100 claims (92.8%) were seasonal regular claims and the remaining 29,400 (7.2%) were for EI fishing benefits. The analysis presented in the following subsections is focused on seasonal regular claims.<sup>47</sup>

The share of seasonal regular claims among all regular claims was 29.3% in FY1718, representing a slight increase for the first time since FY1314 and is slightly above the 10-year average of 28.9% (see Chart 23).

Chart 23 – Employment Insurance seasonal regular claims\*, Canada, FY0001 to FY1718



Note: Includes claims for which at least \$1 of regular benefits was paid.  
\*See Annex 2.1 for definitions of seasonal claims references in this chart.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Table 25 outlines the number of regular claims, the number of seasonal regular claims and the share of seasonal regular claims as a percentage of regular claims. This information is provided by province and territory, gender, age category and industry in FY1718. The table shows that the share of seasonal regular claims is highest in the Atlantic Provinces, specifically in Prince Edward Island and New Brunswick. The share is also relatively high in Quebec, whereas the Western Provinces and the Territories observe much lower shares of seasonal regular claims.

<sup>45</sup> The “same period of the year” is defined as the 8 weeks before and the 8 weeks after the current claim is established, for a total window of 17 weeks.

<sup>46</sup> See [Annex 2.1](#) for more information on EI claimant categories.

<sup>47</sup> See [Section 2.4](#) for more information on fishing claims.

Table 25 – Employment Insurance regular claims\* and EI seasonal regular claims\*\*, by region, gender, age and industry, Canada, FY1718

Region	Regular claims (number)	Seasonal regular claims (number)	Seasonal regular claims as a % of total regular claims	Seasonal regular claims as a % of total seasonal claims
Newfoundland and Labrador	62,170	14,630	23.5%	3.8%
Prince Edward Island	16,430	8,340	50.8%	2.2%
Nova Scotia	63,880	25,340	39.7%	6.6%
New Brunswick	70,610	33,890	48.0%	8.9%
Quebec	399,080	157,360	39.4%	41.3%
Ontario	373,130	96,070	25.7%	25.2%
Manitoba	40,230	10,320	25.7%	2.7%
Saskatchewan	35,190	3,790	10.8%	1.0%
Alberta	112,400	7,690	6.8%	2.0%
British Columbia	122,410	22,960	18.8%	6.0%
Territories	4,180	720	17.2%	0.2%
<b>Gender</b>				
Men	788,880	235,580	29.9%	61.8%
Women	510,830	145,530	28.5%	38.2%
<b>Age category</b>				
24 years old and under	118,750	7,930	6.7%	2.1%
25 to 44 years old	571,930	144,000	25.2%	37.8%
45 to 54 years old	289,420	98,730	34.1%	25.9%
55 years old and over	319,610	130,450	40.8%	34.2%
<b>Industry</b>				
Goods-producing industries	502,080	165,890	33.0%	43.5%
Services-producing industries	764,150	208,910	27.3%	54.8%
Unclassified	33,480	6,310	18.8%	1.7%
<b>Canada</b>	<b>1,299,710</b>	<b>381,110</b>	<b>29.3%</b>	<b>100.0%</b>

\* Includes claims for which at least \$1 of regular benefits was paid.

\*\*Seasonal regular claims are those claims, for which at least \$1 of benefits was paid, by claimants who have had at least three regular or fishing claims in the last five years, two of which had to have started during the same period of year as the current claim. This period is defined as the 8 weeks before and 8 weeks after the current claim commenced, for a total window of 17 weeks.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

The share of seasonal regular claims is similar for men and women. In terms of age groups, the largest share is observed for claimants aged 55 years and over, while the share of seasonal regular claims is particularly low for claimants aged 24 years or younger. Although a greater proportion of younger individuals work in seasonal jobs compared to other age groups, they are more likely to quit jobs to return to school – this is an invalid reason for separation under the *Employment Insurance Act* and they would not qualify to receive EI benefits (see [subsection 2.2.2](#) for detailed discussion on EI coverage, eligibility and access).

### Seasonal workers in the Labour Force Survey

Every month, Statistics Canada provides information on employment, unemployment and other key labour market indicators by a variety of demographic characteristics through the Labour Force Survey (LFS). The LFS defines seasonal workers as those whose employment is in an industry where employment levels rise and fall with the seasons. This is different from the definition used for EI claim purposes, which is not related to a claimant's industry of employment, and instead is based on the claimant's recent history of EI regular or fishing benefits use.

According to the LFS, there were 425,500 seasonal workers in FY1718\*, a decrease of 3.3% from FY1617. Seasonal workers represented 2.7% of all employees and 19.9% of all temporary workers in FY1718, a slight change from the previous fiscal year.

Historically, men aged between 15 and 24 years are more likely to work in seasonal jobs, attributed to summer employment patterns for students. According to the LFS, men represented 64.2% of all seasonal employees in FY1718. Workers who were 15 to 24 years old represented 40.8% of all seasonal employees in FY1718.

\*Statistics Canada, Labour Force Survey, Table 14-10-0071-01.

In terms of industry sectors, the share of seasonal regular claims is higher in goods-producing industries than in the services-producing industries. As outlined in Table 25, the higher frequency of seasonal claimants in the Atlantic provinces may be attributed to the composition of its industries, which contains a larger share of goods-producing industries, leading to a much higher proportion of seasonal employment in this sector relative to the rest of the country.

Table 26 outlines the distribution of EI seasonal regular claims by quarter during FY1718. Nearly half (47.4%) of all seasonal regular claims were established in the third quarter (October to December) of the fiscal year. This is attributable to the slowdown in many seasonal industries during that quarter. There are some notable differences across industries and gender. For example, claims established by women and workers in the service-producing industries are more likely to be established in the second quarter (July to September) of the fiscal year (48.1% and 37.8% respectively), compared to seasonal regular claims established by men and workers in the goods-producing industries which are more concentrated in the third quarter of the fiscal year (60.5% and 63.2% respectively). This is likely due to the summer "off-season" in the Educational services industry, reflecting school closures during that period of the year.

Table 26 – Employment Insurance seasonal regular claims\* established by region, gender and industry, Canada, FY1718

Region	Total seasonal regular claims	Distribution of seasonal regular claims by quarter (%)			
		Q1 (April to June)	Q2 (July to September)	Q3 (October to December)	Q4 (January to March)
Atlantic provinces	82,200	16.2%	19.3%	47.9%	16.5%
Quebec	157,360	13.2%	20.8%	54.1%	11.9%
Ontario	96,070	9.0%	37.2%	39.4%	14.4%
Western provinces	44,760	11.0%	37.1%	40.4%	11.4%
Territories	720	8.3%	20.8%	55.6%	15.3%
<b>Gender</b>					
Men	235,580	9.3%	13.2%	60.5%	17.0%
Women	145,530	17.7%	48.1%	26.3%	7.8%
<b>Industry</b>					
Goods-producing industries	165,890	6.9%	12.7%	63.2%	17.3%
Services-producing industries	208,910	17.2%	37.8%	34.7%	10.3%
Unclassified	6,310	7.4%	17.4%	55.6%	19.5%
<b>Canada</b>	<b>381,110</b>	<b>12.5%</b>	<b>26.6%</b>	<b>47.4%</b>	<b>13.5%</b>

Notes: Totals may not add up to the total due to rounding. Includes claims for which at least \$1 of EI regular benefits was paid.

\*See Annex 2.1 for definitions of seasonal claims referenced in this table.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

### *Duration of Employment Insurance regular benefits among seasonal claimants*

The average maximum duration<sup>48</sup> of seasonal regular claims completed<sup>49</sup> in FY1718 was 29.9 weeks, decreasing slightly from 30.7 weeks in FY1617. The average maximum duration of completed non-seasonal regular claims was 33.7 weeks in FY1718, down from 34.9 weeks in FY1617.

The average actual duration<sup>50</sup> of EI regular benefits for seasonal claims completed in FY1718 was 17.7 weeks, down from the average duration of 18.9 in FY1617. For non-seasonal regular claimants, the average actual duration was 21.1 weeks for claims completed in FY1718, down slightly from 21.4 weeks in FY1617. The average maximum duration and the average actual duration of regular benefits are generally shorter for seasonal regular claimants than for non-seasonal regular claimants, reflecting the fact that seasonal claimants typically accumulate fewer hours of insurable employment prior to establishing a claim than non-seasonal claimants.

### *Overlapping definitions of seasonal and frequent claimants: internal analysis*

Frequent EI claimants are those who have had three or more regular or fishing claims and have collected benefits for more than 60 weeks in total within the past five years. On the other hand, seasonal claimants are those who had three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two of these claims were established at the same time of year as their claim in the reference year. By definition, there is significant overlap between frequent and seasonal claimants.

Frequent and seasonal claimants differ on two criteria: (1) frequent claimants must have received more than 60 weeks of EI regular or fishing benefits, while seasonal claimants do not need to have received EI

<sup>48</sup> The maximum duration refers to the maximum number of weeks during which EI benefits can be paid to a claimant. It is also sometimes referred to as “benefit entitlement”.

<sup>49</sup> Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>50</sup> See [Annex 2.1](#) for the definition of the average actual duration.

benefits for a specific number of weeks; and (2) the timing of establishing claims determines a claimant’s status as seasonal, while this is not the case for defining frequent claimants.

As outlined in Table 27, a greater number of EI regular claimants qualify as seasonal claimants compared to frequent claimants (381,100 seasonal claims compared to 290,100 frequent claims in FY1718). This suggests that many seasonal regular claimants collect less than 60 weeks of regular benefits over the course of five fiscal years, while a large proportion of frequent claimants can also be considered seasonal (see Chart 24).

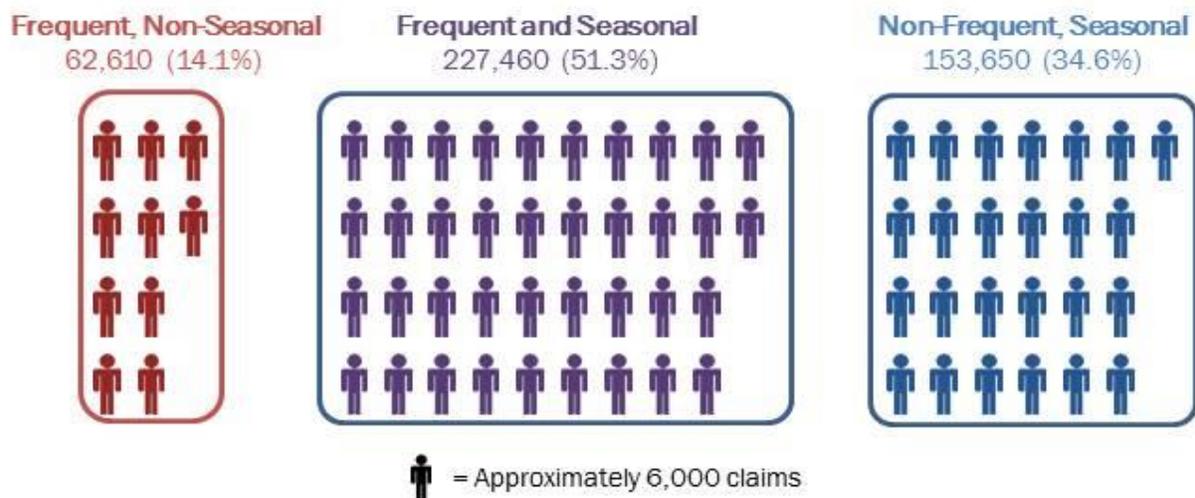
Table 27 – Number of Employment Insurance regular claims from frequent and seasonal\* claimants, Canada, FY1011 to FY1718

Type of claim	FY1011	FY1112	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718
<b>Frequent</b>	309,230	321,040	319,580	309,780	304,700	307,790	285,690	290,070
<b>Seasonal</b>	381,810	412,230	419,930	422,410	419,720	425,690	380,680	381,110

\*See Annex 2.1 for definitions of frequent and seasonal claims referenced in this table.

Source: Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Chart 24 – Distribution of Employment Insurance regular seasonal and frequent claims\*, FY1718



\*See Annex 2.1 for definitions of frequent and seasonal claims referenced in this chart.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Table 28 shows the comparison among EI regular claims completed in FY1718 among frequent seasonal, frequent non-seasonal and non-frequent seasonal claimants. The average duration and proportion of regular benefits paid for frequent non-seasonal and frequent seasonal claimants is generally similar. However, between the two non-overlapping populations (frequent non-seasonal and non-frequent seasonal), it can be seen that frequent non-seasonal claimants have a much longer average duration and are more likely to exhaust their regular entitlement compared to non-frequent seasonal claimants.

Table 28 – Completed Employment Insurance frequent and seasonal\* regular claims, Canada, FY1718

	Average duration of EI regular benefits (in weeks) <sup>p</sup>	Proportion of regular benefits paid <sup>p</sup>	Exhaustion rate <sup>p</sup>
<b>Frequent non-seasonal claims</b>	23.6	76.4%	45.3%
<b>Frequent and seasonal claims</b>	21.5	75.9%	36.8%
<b>Non-frequent seasonal claims</b>	11.8	41.1%	9.4%

Note: Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

\*See Annex 2.1 for definitions of frequent and seasonal claims referenced in this table.

<sup>p</sup> Preliminary data.

Source: Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

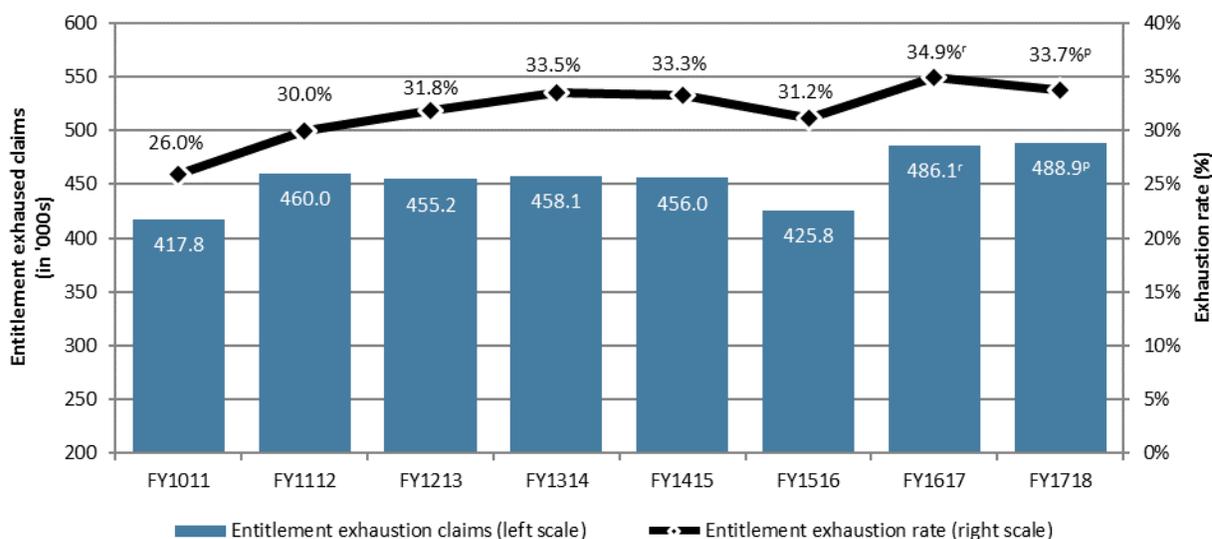
### 2.2.7 Exhaustion of Employment Insurance regular benefits

Claimants have exhausted their entitlement to Employment Insurance regular benefits when the number of weeks of benefits received (actual duration) equals the entitlement available over the course of the benefit period. The incidence of exhaustion of regular benefit entitlement can inform analysis related to the adequacy of EI regular benefits provided to those looking for suitable employment following a job separation. Since a claim must be completed<sup>51</sup> to determine whether the entitlement is exhausted or non-exhausted, the analysis in this section focuses on regular claims completed during FY1718, regardless of the claim's establishment date.

#### Entitlement exhaustion of Employment Insurance regular benefits

Of the regular claims completed during FY1718, 33.7% ended when their entitlement was exhausted. As shown in Chart 25, the volume of regular claims with exhausted entitlement has increased slightly between FY1617 and FY1718. This follows a decline in FY1516, which was attributed to the measure that extended EI regular benefits in the 15 EI economic regions affected by the downturn in commodity prices. The measure provided additional weeks of benefits to many EI regular claimants in these regions and extended their benefit period. This has prolonged claims in FY1617, and in some cases, FY1718, whereas they would have otherwise exhausted in FY1516. This shift of benefit periods corresponds to the increase in exhaustion rate observed in FY1617 and the slight decrease in FY1718, bringing the exhaustion rate back to the level observed before the downturn.

Chart 25 – Employment Insurance regular benefit entitlement exhaustion rate and exhausted claims, Canada, FY1011 to FY1718



Note: Includes completed claims for which at least \$1 of regular benefits was paid.

<sup>r</sup>Revised data.

<sup>p</sup>Preliminary data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

<sup>51</sup> Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

At the provincial and territorial level, the most notable increases in exhaustion rates were in Manitoba, Alberta, Yukon and Northwest Territories, while there were significant decreases in Newfoundland and Labrador, Prince Edward Island, Ontario and Nunavut. By gender, claims established by women typically have a higher entitlement exhaustion rate than those established by men. This is due, in part, because on average, women qualify for fewer weeks of EI regular benefit entitlement. For claimants under 55 years old, entitlement exhaustion rates are comparable. Claimants aged 55 years old and over had a higher exhaustion rate.

Table 29 – Entitlement exhaustion rate of Employment Insurance regular benefits by province or territory, gender, age and claimant category, Canada, FY1617 to FY1718

Province or territory	Entitlement exhaustion rate		
	FY1617 <sup>r</sup>	FY1718 <sup>p</sup>	Change (ppts)
Newfoundland and Labrador	47.3%	44.8%	-2.5
Prince Edward Island	37.0%	34.3%	-2.7
Nova Scotia	40.9%	40.7%	-0.2
New Brunswick	36.4%	34.6%	-1.8
Quebec	32.6%	31.1%	-1.5
Ontario	33.9%	31.6%	-2.3
Manitoba	33.6%	34.6%	+1.1
Saskatchewan	38.1%	37.4%	-0.6
Alberta	33.4%	35.8%	+2.4
British Columbia	37.0%	35.3%	-1.7
Yukon	46.2%	47.3%	+1.1
Northwest Territories	37.3%	50.6%	+13.3
Nunavut	46.6%	42.9%	-3.7
<b>Gender</b>			
Men	33.8%	32.7%	-1.0
Women	36.9%	35.3%	-1.6
<b>Age category</b>			
24 years old and under	32.8%	32.9%	0.0
25 to 44 years old	31.3%	30.8%	-0.4
45 to 54 years old	34.7%	32.3%	-2.4
55 years old and over	43.5%	40.8%	-2.6
<b>EI claimant category*</b>			
Long-tenured workers	24.2%	25.5%	+1.2
Occasional claimants	37.1%	35.8%	-1.3
Frequent claimants	42.2%	38.4%	-3.9
<b>Canada</b>	<b>34.9%</b>	<b>33.7%</b>	<b>-1.2</b>

Note: Change in percentage points is based on unrounded numbers. Includes all completed claims for which at least \$1 of regular benefits was paid.

\*See Annex 2.1 for definitions of claimant categories referenced in this table.

<sup>r</sup> Revised data.

<sup>p</sup> Preliminary data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

### *Benefit period exhaustion vs entitlement exhaustion*

In addition to entitlement exhaustion, claims may also end because their benefit period – the period during which an EI claimant can receive EI benefits<sup>52</sup> – ends before all potential regular benefit weeks of entitlement have been paid. When this occurs, unless the claimant has stopped filing EI biweekly reports<sup>53</sup>, the claim is considered to have exhausted its benefit period. These claims represented 18.1% of all completed regular claims in FY1718.

<sup>52</sup> The benefit period is usually 52 weeks for a claim with EI regular benefits.

<sup>53</sup> A claimant who does not file his EI biweekly reports is not considered to be eligible to receive EI benefits. This usually occurs when a claimant has found a new job.

The circumstances that result in benefit period exhaustion are generally different than those associated with entitlement exhaustion. There are many variables that affect the duration of an EI claim, which will influence benefit period exhaustion. These include regular benefit entitlement, weeks worked while on claim (leading to deferred benefit weeks) and the use of special benefits (adding another type of entitlement to the claim).

For instance, a much greater proportion of claims that exhausted the benefit period were associated with at least one week worked while on claim (72.3% in FY1718) compared with claims that ended in entitlement exhaustion (35.5%) (see Table 30). Claims that exhausted the benefit period through Working While on Claim had, on average, a greater number of weeks worked while on claim (16.5 weeks in FY1718) compared to claims that exhausted their entitlement (12.1 weeks in FY1718). Claimants who exhaust their benefit period are thus more likely to accumulate enough hours of insurable employment during their benefit period to meet the eligibility requirements to establish a new claim following the end of their claim. As a result, a much greater proportion of claimants who exhausted their benefit period requalified for a new claim within four weeks following the termination of their claim (69.0% in FY1718 compared to 11.1% for claims that exhausted their entitlement).

Table 30 – Completed Employment Insurance regular claims by exhaustion type, Canada, FY1617 to FY1718

Exhaustion rate	Entitlement exhausted claims		Benefit period exhausted claims	
	FY1617 <sup>f</sup>	FY1718 <sup>p</sup>	FY1617 <sup>f</sup>	FY1718 <sup>p</sup>
	34.9%	33.7%	17.8%	18.1%
<b>Exhaustion rate by seasonality status</b>				
Seasonal claim	30.4%	25.9%	29.0%	28.3%
Non-seasonal claim	36.7%	37.0%	13.2%	13.9%
<b>Exhaustion rate by local unemployment rate at the time the claim was established</b>				
6.0% or less	36.6%	31.4%	14.5%	11.4%
6.1% to 8.0%	34.6%	33.3%	15.0%	18.6%
8.1% to 10.0%	34.2%	35.9%	19.6%	18.2%
10.1% to 13.0%	31.4%	34.5%	18.2%	14.9%
13.1% or above	37.9%	36.0%	29.2%	28.6%
Proportion of claims involving at least one week worked while on claim	37.5%	35.5%	70.8%	72.3%
Requalification rate for EI benefits <sup>*</sup>	13.8%	11.1%	70.0%	69.0%
Average weeks worked while on claim <sup>**</sup>	11.4	12.1	17.1	16.5
Average weeks of regular benefits paid	28.9	28.8	19.6	19.3
Share of mixed claims (collected special benefits)	9.9%	10.6%	17.9%	18.4%
Average proportion of regular entitlement used	100.0%	100.0%	58.1%	56.7%

Note: Includes all completed claims for which at least \$1 of regular benefits was paid.

<sup>f</sup> Revised data

<sup>p</sup> Preliminary data

<sup>\*</sup>Requalification rate refers to the proportion of claimants who are able to requalify for a new claim within four weeks following the termination of their claim.

<sup>\*\*</sup>Includes only claims with at least one week worked while on claim.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Exhaustion type is also reflective of the characteristics of a beneficiaries' claim. A greater share of claims that have exhausted their benefit period had an interaction with special benefits (18.4%) compared with claims that exhausted their entitlement (10.6%). Claims that exhausted the benefit period were also paid fewer weeks of EI regular benefits (19.3 weeks) compared to claims that exhausted their entitlement (28.8 weeks).

### *Entitlement exhaustion of Employment Insurance regular benefits: seasonal and non-seasonal gappers*

Historically, entitlement exhaustion rates are lower for seasonal claims<sup>54</sup> (25.9%) than non-seasonal claims (37.0%) (see Table 30). This is attributable to the fact that many seasonal employees are laid off temporarily and are likely to find work in the same industry and possibly with the same employer the following season. Furthermore, when a non-seasonal worker is laid off for reasons related to the deterioration of local labour market conditions, it can result in longer periods on EI and a more difficult job search.

Claimants who have exhausted their entitlement weeks may go through a period without income from either employment or EI benefits. While this is especially common for seasonal claimants, it can affect non-seasonal claimants as well. These claimants, known as “gappers”, have not accumulated sufficient hours of insurable employment during their qualifying period for their entitlement to cover the entire duration of their unemployment spell.

This year, the Monitoring and Assessment Report has adopted a new method to identify gappers (see methodological note for more details). Of the 1.3 million regular claims in FY1718, approximately 74,800 (5.8%) experienced a gap in income; 33,000 seasonal claimants and 41,800 non-seasonal claimants (see Table 31). Of the 74,800 gappers, the average length of their gap was 5.0 weeks.

Table 31 – Number of gappers by seasonality, Canada, FY1617 to FY1718

Claimant type	FY1617	FY1718	Change (%)
Seasonal	30,720 (45.6%)	33,020 (44.1%)	+7.5%
Non-seasonal	36,580 (54.4%)	41,820 (55.9%)	+14.3%
<b>Total</b>	<b>67,300</b> <b>(100.0%)</b>	<b>74,840</b> <b>(100.0%)</b>	<b>+11.2%</b>

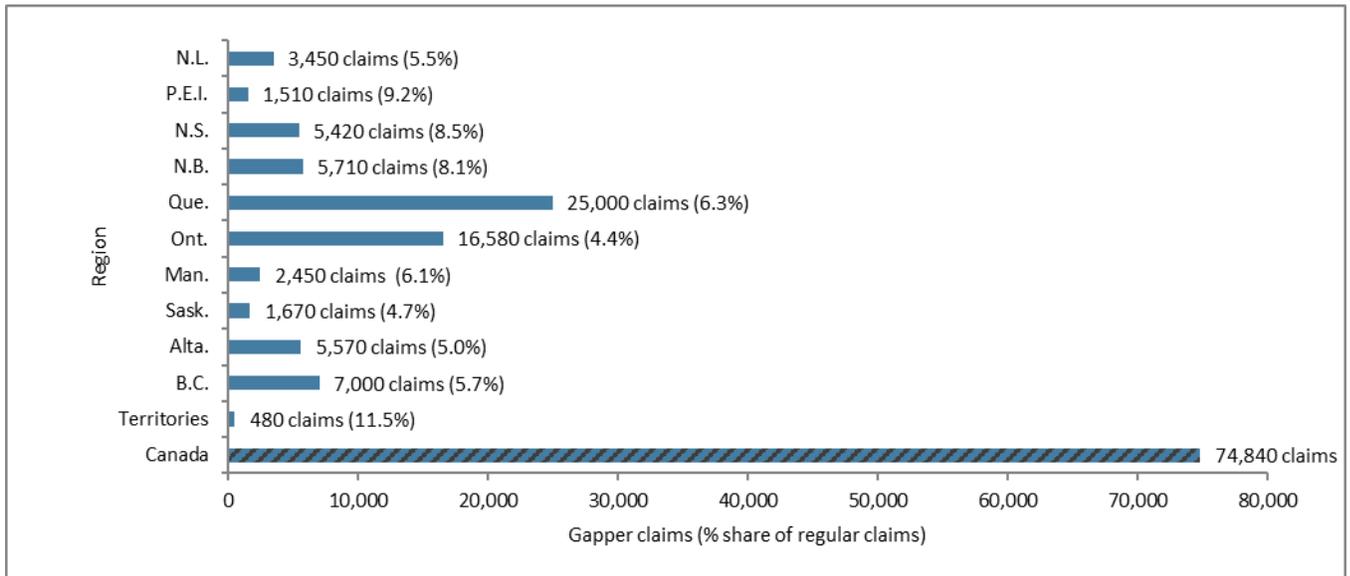
Notes: Includes claims for which at least \$1 of regular benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

The regional distribution of these gappers is presented in Chart 26. Prince Edward Island (9.2%), Nova Scotia (8.5%), New Brunswick (8.1%), Quebec (6.3%) and the Territories (11.5%) were overrepresented among gappers compared to the overall national share of gappers (5.2%). This is mostly attributable to the composition of the labour market in the Atlantic provinces and Quebec (representing 54.9% of all regular gappers).

<sup>54</sup> Seasonal claimant are individuals who had three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. A claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established. [See subsection 2.2.6](#) for further analysis on these claims.

Chart 26 – Number of gappers and share among all Employment Insurance regular claims by province or territory, Canada, FY1718



Note: Includes claims for which at least \$1 of EI regular benefits was paid.

Source: ESDC, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

**Methodological note:**

In previous EI Monitoring and Assessment Reports, seasonal gappers were defined differently. The seasonal gapper definition considered seasonal claimants with a regular benefit claim established during the reporting fiscal year that had exhausted their entitlement, had a combined work and EI benefit period fewer than 52 weeks and did not requalify for a new claim within four weeks following the end of their claim. The number of seasonal gappers identified through this methodology in previous Monitoring and Assessment Reports had declined consistently since FY1415 and was at 9,300 claims in FY1617. Continuing to use this methodology in FY1718 would have yielded approximately 8,600 seasonal gappers.

Starting with the FY1718 EI Monitoring and Assessment Report, the definition of gappers has broadened to better represent the levels of EI claimants experiencing periods with no income. To be considered a gapper, a claimant must have established a regular claim during the reporting fiscal year, have completed their previous regular benefit claim during the reporting fiscal year or the previous fiscal year and must have experienced a period without employment income or EI income immediately following the exhaustion of the preceding claim. The period with no income must be 15 weeks or less. Gappers can be either seasonal or non-seasonal claimants.

**Note: Additional Employment Insurance regular benefits for workers in seasonal employment**

A new pilot project was implemented starting on August 5, 2018, which provides up to five additional weeks of Employment Insurance (EI) regular benefits to eligible claimants in 13 targeted EI economic regions.

The additional five weeks of regular benefits are available to claimants in one of the 13 targeted economic regions who start a claim between August 5, 2018 and May 30, 2020 if they meet the following criteria:

1. In the previous five years, the claimant must have had at least three EI claims in which they received regular or fishing benefits; and
2. At least two of those EI claims started around the same time of year.\*

While these extended benefits were not implemented during the current reporting period, this measure will affect the maximum and average durations of seasonal regular claims established during FY1819.

\* Around the same time of year is defined as the eight weeks preceding and following the week in which the current claim starts.

### 2.2.8 Working While on Claim

The *Employment Insurance Act's* Working While on Claim (WWC) provision is intended to help claimants stay connected with the labour market by encouraging them to accept available work while receiving EI benefits and to earn additional income while on claim. Under the WWC provisions, claimants who report employment income while on claim have their benefits reduced according to the prevailing legislation or pilot project. Under these, claimants have their benefits reduced dollar-for-dollar when they earn income above the respective earnings thresholds. If the benefit is reduced to zero, the week of entitlement is deferred for later use within the claim's benefit period.<sup>55</sup> During the reporting period (FY1718), the WWC provision applied to regular, fishing, parental, compassionate care and parents of critically ill children benefits, as well as the new caregiver benefits.<sup>56</sup>

During the reporting fiscal year, the effective WWC provision was associated with Pilot Project 20 (August 7, 2016 to August 11, 2018). Under this provision (also known as the "50 cent rule"), a claimant was able to keep 50 cents of EI benefits for every dollar earned while on claim, up to a maximum of 90% of the average weekly insurable earnings used to establish his or her weekly benefit rate, before benefits were reduced dollar-for-dollar.

While the present section focuses on claims and claimants that could be identified as earning employment income arising out of part-time or full-time work while on claim, it is worth noting that the WWC provision is also applicable to a broader range of earnings, such as pensions or severance pay.

#### Changes to the Working While on Claim provision

As of August 12, 2018, the "default earnings rule" of the WWC Pilot Project 20 was made a permanent part of the EI program. Under this rule, eligible EI claimants are allowed to keep 50 cents of their EI benefits for every dollar earned from Working While on Claim, up to a maximum of 90% of their previous weekly insurable earnings. Any earning above this threshold results in a dollar-for-dollar reduction of their EI benefits. These WWC rules began to apply to EI sickness and maternity benefits as of August 12, 2018.

Eligible EI claimants have the option to voluntarily revert to a temporary alternate earnings rule\*, which allows them to earn the greater of \$75 or 40 percent of their weekly benefit without any deduction in their EI benefits, after which EI benefits are reduced dollar-for-dollar. This alternate earnings rule is operational for a three-year transitional period until August 14, 2021. Claimants are eligible for this option of reverting to the transitional provisions if they had previously elected under Pilot Project 20 for any benefit period falling between August 7, 2016 and August 11, 2018, regardless of the EI benefit type.

\* This temporary alternate earnings rule is the "optional rule" of the previous WWC Pilot Project 20.

<sup>55</sup> Some EI claimants also have the option to defer a week of entitlement for later use within the claim's benefit period. Claimants receiving one or more weeks of reduced benefits may request a refusal of payment for one or all those weeks. If the payment refusal is allowed, the weeks of EI benefits are deferred and can be claimed later during the claim's benefit period.

<sup>56</sup> Did not apply to EI sickness or EI maternity benefits in the reporting period. These claimants could earn employment income while on claim, but it reduced benefits dollar-for-dollar.

### *Number of Employment Insurance regular claims and claimants Working While on Claim<sup>57</sup>*

Among all EI regular benefit claimants with an active claim<sup>58</sup>, 795,100 claimants (43.9%) worked at least one week while on claim<sup>59</sup> during the reporting period (see Table 32). This proportion is lower relative to the one associated with completed claims in the reporting fiscal year with at least one week worked while on claim (50.9%). This divergence is attributable to differences in the two measures.

Table 32 - Number and share of regular Employment Insurance (EI) claimants working at least one week while on claim and of completed EI regular claims with at least one week worked while on claim, by region, gender, age and seasonality, Canada, FY1617 to FY1718

Region	Claimants with an active claim during the fiscal year who have worked at least one week while on claim during the fiscal year				Completed claims with at least one week worked while on claim over the claim's life			
	Number FY1617	Share FY1617	Number FY1718	Share FY1718	Number FY1617	Share <sup>r</sup> FY1617	Number <sup>p</sup> FY1718	Share <sup>p</sup> FY1718
Newfoundland and Labrador	47,040	54.5%	46,680	53.0%	34,480 <sup>r</sup>	60.2%	39,550	60.9%
Prince Edward Island	9,690	47.8%	9,570	47.9%	9,020 <sup>r</sup>	53.2%	9,240	53.0%
Nova Scotia	38,460	48.2%	39,490	48.9%	34,120 <sup>r</sup>	54.7%	36,650	54.9%
New Brunswick	48,180	54.8%	47,850	55.0%	44,660 <sup>r</sup>	60.6%	45,650	60.1%
Quebec	271,580	51.1%	266,850	51.6%	245,130 <sup>r</sup>	58.0%	252,640	56.9%
Ontario	185,460	35.9%	187,610	37.0%	163,780 <sup>r</sup>	43.1%	175,940	43.3%
Manitoba	20,030	36.1%	19,800	36.2%	17,920 <sup>r</sup>	44.3%	18,630	44.8%
Saskatchewan	20,400	35.2%	21,740	37.8%	15,180 <sup>r</sup>	44.0%	18,130	46.9%
Alberta	91,160	36.5%	78,770	36.9%	72,540 <sup>r</sup>	44.6%	72,650	48.1%
British Columbia	77,940	40.5%	74,820	41.5%	65,710 <sup>r</sup>	47.9%	67,130	48.4%
Territories	2,100	33.8%	1,890	30.6%	1,760	41.3%	1,710	38.5%
<b>Gender</b>								
Men	499,210	42.1%	471,140	42.5%	433,580 <sup>r</sup>	49.5%	439,740	49.3%
Women	317,830	44.6%	323,930	46.0%	270,720 <sup>r</sup>	52.5%	298,180	53.3%
<b>Age category</b>								
24 years old and under	77,420	41.3%	71,560	42.0%	72,600 <sup>r</sup>	51.4%	70,270	51.2%
25 to 44 years old	384,430	45.3%	372,420	46.4%	334,080 <sup>r</sup>	53.5%	346,840	54.1%
45 to 54 years old	211,150	49.4%	204,420	50.7%	182,110 <sup>r</sup>	57.6%	193,210	58.9%
55 years old and over	144,040	33.3%	146,670	33.6%	115,510 <sup>r</sup>	37.2%	127,600	37.1%
<b>Seasonality</b>								
Seasonal <sup>s</sup>	264,400	57.6%	254,520	57.9%	236,470 <sup>r</sup>	59.1%	250,580	58.6%
Non-seasonal	552,640	38.4%	540,550	39.4%	467,830 <sup>r</sup>	47.2%	487,340	47.7%
<b>Canada</b>	<b>817,040</b>	<b>43.1%</b>	<b>795,070</b>	<b>43.9%</b>	<b>704,300<sup>r</sup></b>	<b>50.6%</b>	<b>737,920</b>	<b>50.9%</b>

Note: Includes all claimants (or claims) to which at least \$1 of regular benefits was paid.

<sup>s</sup> See Annex 2.1 for definitions of seasonal claims referenced in this table.

<sup>p</sup> Preliminary.

<sup>r</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

The proportion of regular benefit claimants with at least one week worked while on claim varies by gender, age and across regions and industries. As in the previous year, greater shares of EI regular benefit claimants WWC correlates with regions—Atlantic Provinces (52.1%) and Quebec (51.6%)—and with industries—Educational services (58.9%) and Construction (49.6%)—that have a higher proportion

<sup>57</sup> This section analyzes the number of EI claimants who have worked while on claim during the fiscal year while eligible for EI regular benefits, regardless of the year in which they established their claim. The analysis also shows some preliminary estimates on claims completed during the fiscal year with WWC.

<sup>58</sup> For WWC purposes, an active claim is defined as a claim with at least \$1 paid in EI benefits during the period considered.

<sup>59</sup> Claimants who worked at least one week while on claim is defined as claimants with an active claim who worked while on claim and reported employment income during any week in which they were entitled to receive EI regular benefits.

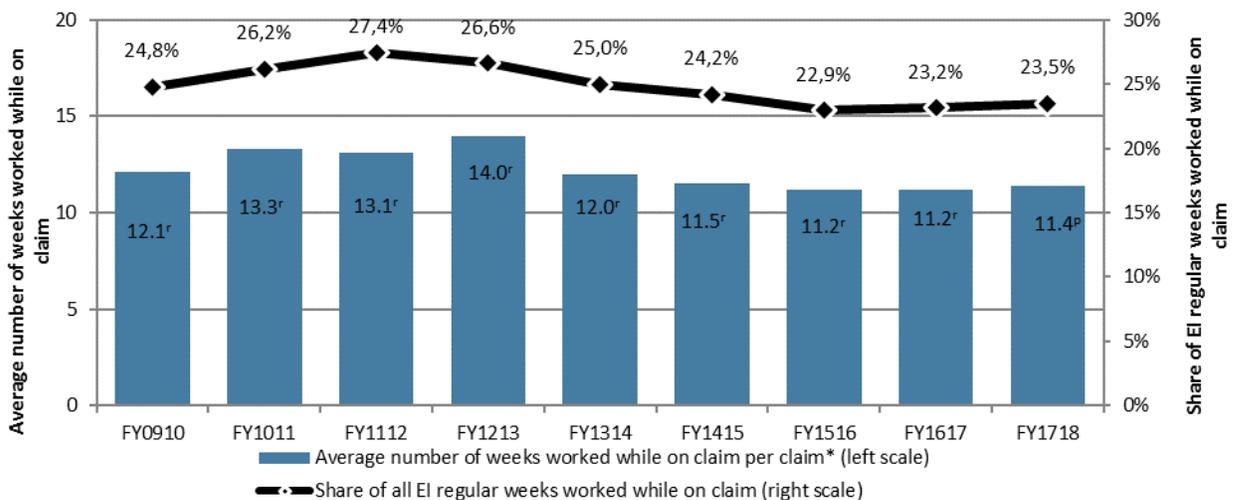
of seasonal claimants. This is possibly due to the greater re-employment opportunities should the benefit period of the claimants exceed the length of the “off-season”.

### Weeks worked while on claim

This section analyzes the WWC provision from the perspective of total regular weeks worked while on claim. It examines whether or not employment income was reported during a week in which a claimant was entitled to receive EI regular benefits during the fiscal year, regardless of when the claim was established.

The share of weeks worked while on an EI regular claim increased slightly for the second year after four consecutive years of decline (see Chart 27). The average number of weeks worked on claim also increased slightly, from 11.2 weeks in FY1617 to 11.4 weeks during the reporting fiscal year.

Chart 27 - Employment Insurance (EI) weeks worked while on claim by EI regular benefits claimants, Canada, FY0910 to FY1718



Note: Includes all claims for which at least \$1 of regular benefits was paid.

\* Based on claims completed during the fiscal year.

<sup>r</sup> Revised

<sup>p</sup> Preliminary estimates

Sources: ESDC, Employment Insurance (EI) administrative data. ESDC data are based on a 10% sample of EI administrative data.

An analysis by demographic characteristics shows that the share of and the average number of weeks worked while on an EI regular claim varied in a way similar to the number of claims with at least one week while on claim. Seasonal claimants, women, claimants between 45 years old and 54 years old and those living in Atlantic Canada or Quebec had above-average shares of EI regular weeks worked while on EI regular claim and also higher average numbers of weeks worked while on claim (see Tables 32 and 33).

Overall, adjustments to WWC pilot projects over the years since 2005, combined with shifting economic conditions, contributed to the changing patterns in weeks worked while on claim. A 2018 evaluation of WWC confirmed this observation.

Table 33 - Share of Employment Insurance regular weeks worked while on claim by region, gender, age and seasonality, Canada, FY1314 to FY1718\*

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718
Newfoundland and Labrador	28.2%	27.0%	25.8%	27.4%	25.9%
Prince Edward Island	27.9%	25.9%	25.1%	26.0%	25.2%
Nova Scotia	29.4%	27.8%	26.7%	26.7%	26.6%
New Brunswick	33.3%	32.4%	31.2%	31.7%	32.9%
Quebec	32.2%	31.2%	31.2%	32.5%	32.7%
Ontario	18.0%	17.7%	17.1%	17.1%	16.7%
Manitoba	14.1%	12.7%	12.1%	12.4%	12.8%
Saskatchewan	13.5%	12.9%	12.6%	13.3%	13.5%
Alberta	13.8%	11.8%	10.7%	13.5%	14.5%
British Columbia	20.5%	19.9%	18.7%	19.4%	19.6%
Territories	11.1%	11.1%	12.5%	11.4%	10.5%
<b>Gender</b>					
Men	23.7%	23.1%	21.5%	22.0%	22.5%
Women	27.0%	26.1%	25.6%	25.4%	25.3%
<b>Age category</b>					
24 years old and under	22.9%	22.7%	21.1%	21.4%	22.4%
25 to 44 years old	25.6%	25.0%	23.7%	24.3%	24.9%
45 to 54 years old	30.6%	29.5%	28.2%	28.3%	28.9%
55 years old and over	18.4%	17.7%	16.9%	17.0%	17.1%
<b>Seasonality</b>					
Seasonal**	32.9%	32.1%	31.1%	31.7%	31.3%
Non-seasonal	21.3%	20.5%	19.4%	19.8%	20.5%
<b>Canada</b>	<b>25.0%</b>	<b>24.2%</b>	<b>22.9%</b>	<b>23.2%</b>	<b>23.5%</b>

Note: Includes all claims for which at least \$1 of regular benefits was paid.

\* Data are based on the weeks worked while on claim during the specified period, regardless of when the claim was established.

\*\* See Annex 2.1 for definitions of seasonal claims referenced in this table.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

The evaluation found that Pilot Project 19, which had the same default 50 cent rule as Pilot Project 20 (that was in effect during the reporting fiscal year), was more effective at encouraging claimants not eligible to revert (97% of claimants) to work more while on claim. Indeed, the introduction of the 50 cent rule increased the probability of working while on claim by about 27% and the number of weeks worked by about 1 week for claimants not eligible to revert. With earnings below 80% of the EI benefit rate, the evaluation also found that claimants were encouraged to work more even if they received fewer EI benefits for this work effort compared to what they would have received under the previous pilots. The evaluation indicates that the largest increase was observed for work with earnings above 80% of the EI benefit rate, the level above which claimants received more EI benefits compared to the previous pilots. Among those claimants eligible to revert, work at practically all level of earnings declined; most of the reduction was observed for work with earnings below 40% of the EI benefit rate.

Pilots with an earnings threshold of \$75 or 40% of their weekly EI benefit rate (Pilot Projects 8, 12 and 17) had mixed results compared with Pilots 18 and 19 using parameters identical to those in the Pilot 20 (50 cent rule). Empirical evidence suggests that claimants responded to the incentive created by the pilots, since they worked more with earnings up to 40% of the EI benefit rate; and in regions where Pilot 8 was not implemented, the incentive of Pilots 12 and 17 encouraged claimants to work more with earnings between 40% and 125% of the EI benefit rate (working with partial benefits). However, claimants were less likely to take work that would raise them above the threshold where their benefits

were reduced to zero. As a result, Pilots 8, 12 and 17 did not increase the total incidence and duration of work while on claim. They also did not have a clear effect on EI usage.

All these results suggest that the provisions of the most recent pilots with the 50 cent rule (18, 19 and 20) have likely smoothed the distribution of hours worked by EI claimants relative to the provisions of previous pilot projects or the legislation, and increased work intensity. Indeed, with their implementation, there has been a shift, the percentage of claims with earnings greater than 40% of their weekly benefit rate increased, from between 81% to 84% under Pilot Projects 12 and 17 to 91% under Pilots Projects 18, 19 and 20.

The increase in work intensity since the implementation of WWC Pilot Project 18 is also reflected in the average weekly income—weekly EI regular benefits plus employment earnings—of EI regular benefits claimants WWC. Table 34 shows that the difference between the average weekly income of claimants WWC and those not WWC is higher since Pilot Project 18 came into force in August 2012. This increase is primarily attributable to higher real average weekly employment earnings during weeks worked while on claim under the provisions of Pilot Projects 18, 19 and 20 (\$582 during the reporting period)<sup>60</sup>. Table 34 also shows that, while claimants working while on claim had, over the course of the entire claim, a higher average total weekly income than those who did not work while on claim, they received on average less EI benefits (\$246 per week compared to \$326 for those not working while on claim).<sup>61</sup>

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<sup>60</sup> Adjusted in real 2002 dollars using the All Items Consumer Price Index, from Statistics Canada, Table: 18-10-0004-01 (formerly CANSIM 326-0020).

<sup>61</sup> Adjusted in real 2002 dollars using the All Items Consumer Price Index, from Statistics Canada, Table: 18-10-0004-01 (formerly CANSIM 326-0020).

Table 34 - Average real weekly income associated with completed Employment Insurance regular claims by working while on claim status, Canada, 2010/2011 to 2017/2018\*

	FY1112	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718
	Pilots 12 and 17	Pilots 12, 17 and 18	Pilots 17 and 18	Pilot 18	Pilots 18 and 19	Pilots 18, 19 and 20	Pilot 20
<b>Claims without Working While on Claim</b>							
Average real weekly income (EI regular benefits only)	\$298	\$302	\$311	\$320	\$327	\$329	\$326
<b>Claims with Working While on Claim (all weeks**)</b>							
Average real weekly EI regular benefits	\$225	\$224	\$227	\$235	\$243	\$248	\$246
Average real weekly employment earnings	\$209	\$228	\$234	\$236	\$232	\$229	\$232
Average real weekly income (EI regular benefits and employment earnings)	\$434	\$452	\$461	\$470	\$475	\$478	\$478
<b>Difference in real average weekly income between claims with WWC and claims without WWC</b>							
<b>Difference</b>	+\$136	+\$150	+\$150	+\$150	+\$149	+\$148	\$153
<b>Employment earnings during weeks worked only***</b>							
Average real weekly employment earnings	\$491	\$511	\$559	\$573	\$585	\$584	\$582

Note: Based on claims that were terminated or were dormant and remained inactive as of August the following fiscal year, no matter when they were established.

\* Earnings and EI benefits are adjusted in real 2002 dollars using the All Items Consumer Price Index.

\*\* Claims working while on claim in this report includes claims with deferred weeks of EI benefits (that have thus \$0 of EI benefits paid and high amount of employment earnings). The figures presented are the sum of all regular benefits and/or employment earnings divided by the number of weeks the claim was active.

\*\*\* The average real weekly employment earnings are total employment earnings divided by the number of weeks worked while on claim.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data (for data on claims with WWC) and Statistics Canada, Table: 18-10-0004-01 (formerly CANSIM 326-0020). (for data on the consumer price index). Data are based on a 10% sample of EI administrative data.

### Factors associated with Working While on Claim

A 2016 study\* found that 73.8% of EI claimants who worked while on claim worked for a single employer. In addition, four-out-of-five claimants who worked while on claim had worked for the same employer before the start of their claim and 96% of those claimants did so in the same or previous year. In addition, 82.4% of claimants who worked while on claim worked for the same employer during and after their claim.

\* ESDC, Who are Workers Working for When Working While on Claim? (Ottawa: ESDC, Evaluation Directorate, 2016).

## 2.3 Employment Insurance support for apprentices

For many skilled trades, apprenticeship is the path to gain the skills and experience that are necessary for certification and participate fully in the labour market. In Canada, the apprenticeship system is an industry-driven learning system that combines on-the-job and technical training. Each province or territory is responsible for apprenticeship training within its jurisdiction. As a result, apprenticeship programs in Canada, including the duration and delivery method of technical training, vary across trades and across provinces and territories.

In Quebec, apprentices generally complete all of their technical training at a college or training institution before beginning on-the-job training. In the rest of Canada, apprentices start with on-the-job training followed by technical training through a variety of approaches. These include in-class learning, self-learning, distance learning, night classes or day release programs.

In most jurisdictions, to enter an apprenticeship program, a prospective apprentice must be at least 16 years old and have successfully completed Grade 12 or have an equivalent amount of work experience or related education. In addition, the potential apprentice must find a job with an employer who will sponsor and train him or her under the mentorship of a qualified person.

To help EI contributors continue their apprenticeship and become certified journeypersons or tradespeople, the Employment Insurance program offers temporary income support to those who are unemployed and attending full-time school technical training (sometimes referred to as block-release training). To qualify for the EI benefits for apprentices, their respective province or territory must have referred them under section 25 of the *Employment Insurance Act* for each block of full time technical training that is required as part of their apprenticeship and they must meet EI regular benefits eligibility requirements<sup>62</sup>. Employers may also choose to offer their apprentices Supplemental Unemployment Benefit (SUB) plans to increase their weekly earnings during their periods of technical training, up to 95% of the apprentice's normal weekly earnings.<sup>63</sup>

As apprentices, individuals can apply for EI benefits up to seven days before their last day of work and they are only required to serve one waiting period for the full duration of their apprenticeship, even if it involves multiple blocks of full-time technical training, as long as they remain in the same apprenticeship program. They also can elect to be exempt from bi-weekly reporting requirements while receiving EI benefits during full-time technical training.

To help ensure that EI apprentices receive EI benefits without delay while they attend full-time technical training, their province, territory or Indigenous organization provides them with a special reference code issued for each block of full-time technical training. This code facilitates faster processing and payment of their EI benefits and helps speed up payment to apprentices. A recent study showed that 84.5% of EI

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<sup>62</sup> Have sufficient insurable hours of employment over the qualifying period.

<sup>63</sup> The purpose of a SUB plan is to provide employees with supplemental payments to Employment Insurance benefits during a period of unemployment due to temporary stoppage of work, training, illness, injury or quarantine. Employers must register their SUB plans with the Canada Employment Insurance Commission in order for payments made under such plans to not be considered earnings, which would reduce EI benefits.

apprentices in FY1617 received their first benefits payment within 28 days of filing compared with 78.5% for all regular claimants.<sup>64</sup> In addition, of all apprentices' applications finalized in FY1617, 45.8% were exempted from serving a waiting period.

Apprentices may be entitled to receive financial support under Part II of the *Employment Insurance Act*<sup>65</sup> which is delivered by the provinces and territories (under the Labour Market Development Agreements) and Indigenous organizations (under the Aboriginal Skills and Employment Training Strategy).<sup>66</sup> These EI benefits help cover accommodation, childcare, transportation and other costs incurred while attending technical training. Other financial support from the Government of Canada is also available through programs such as the Canada Apprentice Loan and various apprenticeship grants.

The following sections present detailed statistics on the number of EI claims from apprentices, their weekly level of EI benefits and the duration of their benefits. EI claims from apprentices are those referred under section 25 of the *Employment Insurance Act* and receiving at least one dollar of EI regular benefits during a period of full-time apprenticeship training.

### **2.3.1 Employment Insurance claims from apprentices and amount paid**

In FY1718, apprentices established 45,900 new claims, a decrease of 4.6% from the previous year. This represents the second consecutive yearly decrease in seven years. The decline was concentrated in Alberta (-10.4%) and Ontario (-9.8%). British Columbia witnessed the largest increase in the number of new claims established in FY1718, with +13.7%.

Outside of periods of full-time training and during the benefit period of a claim, an apprentice may experience a loss of employment income due to circumstances that may require the apprentice to access other types of EI benefits (for instance, lack of available work or care for a newborn child). The claimant may claim those benefits if he or she meets the eligibility requirements for the relevant EI benefit. Of all claims established by apprentices in the reporting fiscal year, 38.2% (or 17,500 claims) contained at least one week of regular benefits paid outside of periods of full-time training. Meanwhile, 1.1% (or 490 claims) had a reason for job separation linked to one type of special benefits.

The total amount of EI benefits paid to apprentices decreased compared to the previous year (-25.0% in FY1718) and the largest decrease among provinces occurred in Alberta (-37.2%). Of the total of \$287.1 million paid in benefits, \$194.0 million (or 67.6% of the total EI benefits) were paid while the apprentices attended full-time technical training. Regular benefits outside of periods of full-time training accounted for most of the remaining benefits paid (29.7%), with a small fraction paid in special benefits (2.7%).

#### ***Employment Insurance claims from apprentices and amount paid, by region, gender and age***

In FY1718, the majority of EI claims from apprentices were established in Alberta, Ontario and British Columbia. Total benefits paid followed a similar distribution.

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<sup>64</sup> ESDC, *Employment Insurance Support for Apprenticeship Training*, (Ottawa: ESDC, Employment Insurance Policy Directorate, 2018).

<sup>65</sup> EI benefits received under Part II of the *Employment Insurance Act* are not considered in this section. See [Chapter III](#) for more information.

<sup>66</sup> Indigenous Skills and Employment Training Program beginning on April 1, 2019.

Men established the vast majority of claims from apprentices (95.0% of all claims) and also accounted for the largest share of all EI benefits paid to apprentices (93.8%). The low proportion of claims by women and benefits paid to them is largely due to the low share of women amongst all apprenticeship-training registrations (12.1% in 2017).<sup>67</sup>

Table 35 – Employment Insurance claims from apprentices and amount paid by province or territory, gender and age, Canada, from FY1617 to FY1718

Province or territory	New claims established			Amount paid (\$ millions)		
	FY1617	FY1718	Change (%)	FY1617	FY1718	Change (%)
Newfoundland and Labrador	1,510 <sup>r</sup>	1,410	-6.6%	\$21.8 <sup>r</sup>	\$16.4	-24.6%
Prince Edward Island	230 <sup>r</sup>	240	+4.3%	\$1.7 <sup>r</sup>	\$1.4	-14.1%
Nova Scotia	1,340 <sup>r</sup>	1,400	+4.5%	\$9.2 <sup>r</sup>	\$9.0	-1.6%
New Brunswick	1,730 <sup>r</sup>	1,570	-9.2%	\$13.4 <sup>r</sup>	\$9.2	-31.2%
Quebec*	170	100	-41.2%	\$1.9 <sup>r</sup>	\$1.0	-45.6%
Ontario	13,870 <sup>r</sup>	12,510	-9.8%	\$82.9 <sup>r</sup>	\$67.5	-18.6%
Manitoba	3,060 <sup>r</sup>	3,120	+2.0%	\$20.9 <sup>r</sup>	\$18.4	-11.7%
Saskatchewan	3,080 <sup>r</sup>	2,850	-7.5%	\$27.7 <sup>r</sup>	\$19.1	-31.1%
Alberta	14,620 <sup>r</sup>	13,100	-10.4%	\$148.8 <sup>r</sup>	\$93.5	-37.2%
British Columbia	8,370 <sup>r</sup>	9,520	+13.7%	\$53.1 <sup>r</sup>	\$50.6	-4.8%
Territories	190	120	-36.8%	\$1.5 <sup>r</sup>	\$0.8	-42.2%
<b>Gender</b>						
Men	45,970 <sup>r</sup>	43,650	-5.0%	\$361.6 <sup>r</sup>	\$269.2	-25.6%
Women	2,200 <sup>r</sup>	2,290	+4.1%	\$21.2 <sup>r</sup>	\$17.9	-15.5%
<b>Age category</b>						
24 years old and under	21,240 <sup>r</sup>	19,990	-5.9%	\$147.4 <sup>r</sup>	\$111.8	-24.2%
25 to 44 years old	25,140 <sup>r</sup>	24,380	-3.0%	\$217.3 <sup>r</sup>	\$162.3	-25.3%
45 years old and over	1,790 <sup>r</sup>	1,570	-12.3%	\$18.1 <sup>r</sup>	\$13.1	-27.9%
<b>Canada</b>	<b>48,170<sup>r</sup></b>	<b>45,940</b>	<b>-4.6%</b>	<b>\$382.8<sup>r</sup></b>	<b>\$287.1</b>	<b>-25.0%</b>

Note: Totals may not add up due to rounding. Percentage change is based on unrounded numbers. Includes all claims from apprentices referred under Section 25 of the *Employment Insurance Act* for which at least \$1 of EI benefits was paid while the claimant was on training.

<sup>r</sup> Revised data.

\* The low number of EI apprentices in Quebec, is due to the unique program design in which apprentices complete all of the technical training prior to beginning on-the-job training.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

From an age perspective, claimants aged 25 to 44 years old established the largest share of EI claims associated with apprenticeship programs and full-time technical training (53.1%), followed by those aged 15 to 24 years old who accounted for 43.5%. Claimants aged 45 years and over who accounted for 46.9% of all EI regular claims established only 3.4% of all EI apprenticeship claims. This is expected, as the incidence of job-related training declines with age, though the gap between older and younger workers appears to be shrinking over time.<sup>68</sup>

Of interest, figures on the number of claims for benefits, the total amount paid, the duration of benefits and the average benefit amount during the reporting period and the years following the end of the 2008 recession contrast with those observed during that recessionary period. Indeed, in a recent ESDC study, aspects of claims during the 2008 recession (number, amount paid and duration) increased significantly during this period.<sup>69</sup>

<sup>67</sup> Statistics Canada, Registered Apprenticeship Information System, Table: 37-10-0023-01.

<sup>68</sup> Jungwee Park, Job-related Training of Older Workers (Ottawa: Statistics Canada, Labour Statistics Division, 2012).

<sup>69</sup> ESDC, Employment Insurance Monitoring and Assessment Report: Apprenticeships Before and After the 2008 Recession, (Ottawa: ESDC, Labour Market Information Directorate, 2019).

### Apprenticeships before and after the 2008 recession\*

The total number of claims from apprentices more than doubled between 1991 and 2009. There was a substantial decrease in the number of new registrations (-15.2%) during the 2008 recession along with a general decline since 2014.

Apprentices have some distinguishing characteristics. The large majority were men, young (under 25 years of age in 2015 and between 25 and 34 in 2007) with high school diploma as their highest level of education upon registration, and most of them registered in Quebec, Ontario, Alberta and British Columbia. Between 1991 and 2016, about half of all apprentices were registered in four large occupations: electricians (16.2%), carpenters (11.9%), automotive service technicians (11.8%) and plumbers, pipefitters and steamfitters (9.8%).

Not all apprentices complete their training. According to 2015 National Apprenticeship Survey (NAS), 57.5% of registered apprentices completed their apprenticeship training while 42.5% did not. The most commonly cited reasons for not completing apprenticeship training were financial constraints, inconsistent work or lack of work, medical reasons as well as family or personal issues.

Throughout training, a great number of apprentices applied for the financial support of EI benefits. According to EI administrative data, the number of EI claims from apprentices increased by 24.2% with the recession. There were 49,982 before the recession in 2007 and 62,071 by the end of the recession in 2009. Layoffs were key drivers of the increase. The duration of EI benefits also increased with the recession. However, the average duration of non-training related benefits was higher than for training-related benefits that was relatively constant. This means that EI apprentice benefits were exercised in conjunction with other EI benefits. Moreover, the total amount of EI benefits paid out for apprentices also increased with the recession by almost doubling from \$176 million in 2007 to \$326 million in 2009 (expressed in 2002 dollars).

\* ESDC, Employment Insurance Monitoring and Assessment Report: Apprenticeships Before and After the 2008 Recession, (Ottawa: ESDC, Labour Market Information Directorate, 2019)

### *Employment Insurance claims from apprentices and amount paid, by sector and occupation*

Similar to previous years, the majority of the apprentice claims were established by claimants from the Construction sector (61.8% of claims established and 66.5% for amount paid) in FY1718 (see Table 36).

The majority of EI claimants participating in apprenticeship programs and attending full-time technical training were associated with the Trades and skilled transport and equipment operators occupational group<sup>70</sup> (90.7% during the reporting fiscal year). These claimants also received 90.0% of total benefits paid to apprentices. While apprentice claimants from this occupational group were mainly employed in

<sup>70</sup> Trades and Skilled Transport and Equipment Operators comprise the following occupational subgroups: Contractors and Supervisors, Trades and Related Workers; Supervisors, Railway and Motor Transportation Occupations; Machinists and Related Occupations; Electrical Trades and Telecommunication Occupations; Plumbers, Pipefitters and Gas Fitters; Metal Forming, Shaping and Erecting Trades; Carpenters and Cabinetmakers; Masonry and Plastering Trades; Other Construction Trades.

the Construction sector, they were also found in Manufacturing, Other services (excluding Public administration) and Retail trade sectors.

Table 36 – Employment Insurance claims from apprentices and amount paid by sector and occupational grouping, Canada, FY1617 to FY1718

Sector	New claims established			Amount paid (\$ millions)		
	FY1617 <sup>r</sup>	FY1718	Change (%)	FY1617	FY1718	Change (%)
Construction	30,070 <sup>r</sup>	28,400	-5.6%	\$254.1 <sup>r</sup>	\$190.8	-24.9%
Manufacturing	3,690 <sup>r</sup>	3,140	-14.9%	\$31.5 <sup>r</sup>	\$18.6	-41.1%
Other services (excluding public administration)	3,090 <sup>r</sup>	3,050	-1.3%	\$18.2 <sup>r</sup>	\$14.8	-18.9%
Other sectors	11,320 <sup>r</sup>	11,350	+0.3%	\$79.0 <sup>r</sup>	\$62.9	-20.3%
<b>Occupational grouping</b>						
Trades and skilled transport and equipment operators	43,250 <sup>r</sup>	41,650	-3.7%	\$341.8 <sup>r</sup>	\$258.4	-24.4%
Other occupations	4,920 <sup>r</sup>	4,290	-12.8%	\$41.0 <sup>r</sup>	\$28.7	-30.0%
<b>Canada</b>	<b>48,170<sup>r</sup></b>	<b>45,940</b>	<b>-4.6%</b>	<b>\$382.8<sup>r</sup></b>	<b>\$287.1</b>	<b>-25.0%</b>

Note: Totals may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes all claims from apprentices referred under Section 25 of the Employment Insurance Act for which at least \$1 of EI benefits was paid while the claimant was on training.

<sup>r</sup> Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

### 2.3.2 Level and duration<sup>71</sup> of Employment Insurance benefits for apprentices

During the reporting period, the average weekly benefit rate payable to apprentices increased by 0.6% to \$491. Consistent with previous years, the average weekly benefit rate for apprentices was higher than the average for EI regular claims (\$457) overall.

Apprentice claimants from the three Territories and Alberta received the highest average weekly benefit rate during the reporting period (\$517 and \$515, respectively). On average, the weekly benefit rate received was higher among men (\$492) than women (\$475) and among claimants over 45 years old (\$503) compared to claimants under 25 years old (\$473).

The average duration of EI regular benefits received by EI claimants while on full-time technical training decreased by 8.4%, from 9.4 weeks in the previous year to 8.6 weeks during the reporting fiscal year. Claims established in New Brunswick and Nova Scotia posted the lowest average duration (7.6 weeks and 7.8 weeks, respectively). Conversely, those from Prince Edward Island, Ontario and Alberta posted the highest ones (10.2, 8.9 and 8.7 weeks, respectively). The average duration of EI regular benefits received by men and women while on full-time technical training was almost equal, with 8.6 weeks and 8.8 weeks respectively. Claimants aged 45 years or older received somewhat fewer weeks of benefits (8.0 weeks) relative to claimants from other age groups.

In addition to regular benefits paid while on full-time training, apprentices qualifying for EI regular benefits outside of periods of full-time training received an average of 10.1 weeks of EI regular benefits, which represents a decrease of 23.4% compared to 13.2 weeks in the previous year. Claims established

<sup>71</sup> All duration numbers in this section are based on preliminary estimates. They all represent the actual duration.

in Newfoundland and Labrador had the highest duration (19.8 weeks), followed by claims from Saskatchewan (12.8 weeks) and Nova Scotia (12.4 weeks).

#### El regular claimants and referrals to training\*

A recent departmental study found that, across Canada in FY1718, approximately 73,000 EI regular claimants received Section 25 referrals to attend full-time training. Of this number, 63% were referred to apprenticeship training (referred apprentices) and 37% were referred to other types of training (referred non-apprentices). The number of referrals tends to increase during periods of economic shock and uncertainty while decreasing during periods of economic growth and stability.

Focusing on the referred apprentices, benefit entitlement was longer and EI use was shorter for referred apprentices compared with regular claimants. On average, in FY1718, referred apprentices had an entitlement of 37.8 weeks compared to 32.5 weeks for regular claimants and they tended to use fewer weeks of benefits. The majority (61%) stopped receiving EI benefits right after their technical training and had an average claim of 9.0 weeks. Those who stayed on EI after training used 22.9 weeks compared to regular claimants who used 20.1 weeks of benefits. Across provinces, a higher proportion of apprentices stopped receiving EI after their technical training in Ontario and in Western Canada. In Newfoundland and Labrador, a higher proportion of apprentices stayed on EI. In the remaining Atlantic Provinces and Territories, almost equal distribution was observed among apprentices who stopped receiving EI and who stayed on EI after their technical training.

Referred apprentices were less likely to exhaust their entitlement than regular claimants. In FY1718, their exhaustion rate was 19% as compared to 34% for all regular claimants. This pattern persists in all provinces and territories.

\* ESDC, Descriptive Analysis of EI Claimants Referred to Full-time Training, (Ottawa: ESDC, Employment Insurance Policy Directorate, 2019)

In addition to changes in economic cycles and regulations, training can also affect future use of EI regular benefits. A recent study<sup>72</sup> found that participation in job-related training reduces the probability of being unemployed and of receiving EI benefits. It also reduces the duration of the unemployment and of EI regular benefits. Among the different forms of job-related training employer-sponsored training has a greater impact on EI and unemployment compared from self-sponsored training.

Findings suggest that work-place training has several positive outcomes. It reduces the probability of receiving EI benefits, reduces benefit duration and reduces unemployment duration. Men are 1.4 percentage point and women are 0.8 percentage point less likely to receive EI benefits. EI benefit duration reduces by 4.9 weeks for men and 3.1 weeks for women and unemployment duration by more than 4.7 weeks for men and 3.2 weeks for women.

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<sup>72</sup> ESDC, Training and the Duration of Employment Insurance Benefits (Ottawa: ESDC, Economic Policy Directorate, 2016).

#### Employment Insurance apprentices and reason for job separation

While the majority of EI apprentices temporarily leave their job in order to attend full-time technical training, some others will register in an apprenticeship program following the termination of their job. The circumstances leading an individual to become an EI apprentice may have an impact on their interaction with the EI program.

For instance, the use of EI regular benefits is much more frequent and important for EI apprentices who were laid-off compared with those who had a block-release for full-time technical training. In FY1718, 88.6% of all completed claims from EI apprentices whose last job ended with a layoff received EI regular benefits during their claim for an average duration of 13.5 weeks. In comparison, 25.6% of EI apprentices who temporarily stopped working for the sole purpose of attending full-time technical training received EI regular benefits for an average of 7.3 weeks.

On average, laid-off EI apprentices received a total of 21.0 weeks of EI benefits (all types of benefits considered) in FY1718, twice as much as block-released EI apprentices (10.6 weeks). This difference is also reflected in total EI benefits paid to each type of EI apprentices, as laid-off apprentices received on average \$10,378 compared with \$5,207 for those on block-release training.

## 2.4 Employment Insurance fishing benefits

Employment Insurance (EI) provides fishing benefits to eligible self-employed fishers who are actively seeking work. A self-employed fisher is defined as a self-employed person engaged in the following activities (other than under a contract of service or as a sport):

- making a catch;
- doing any work incidental to making or handling catch, whether the work consists of loading, unloading, transporting or curing the catch made by the crew of which the person is a member, or of preparing, repairing, dismantling or laying up the fishing vessel or fishing gear used by that crew in making or handling the catch, where the person engaged in any such incidental work is also engaged in making the catch; or
- the construction of a fishing vessel for his or her own use or for the use of a crew of which the person is a member in making a catch.

To be entitled to receive fishing benefits, applicants must meet the definition of self-employed fishers, must be unemployed and available for work with respect to their fishing activities, and must pay EI premiums during their qualifying period. Unlike EI regular benefits, eligibility is based on insurable earnings obtained from fishing activities, rather than hours of insurable employment. Claimants must be ineligible for EI regular benefits and must have earned, during their qualifying period, the minimum insurable earnings as determined by the regional unemployment rate where the claimant lives (see Table 37).<sup>73</sup> These income thresholds have remained the same since 1996. Claimants who qualify for fishing benefits are eligible to receive a maximum entitlement of 26 weeks of EI benefits per claim within the benefit period. Claimants may establish two claims per year.

Table 37 – Minimum threshold of insurable earnings and earnings divisor for fishing benefits by regional unemployment rate

Regional unemployment rate	Required insurable earnings	Earnings divisor
0.1% to 6.0%	\$4,200	22
6.1% to 7.0%	\$4,000	21
7.1% to 8.0%	\$3,800	20
8.1% to 9.0%	\$3,600	19
9.1% to 10.0%	\$3,400	18
10.1% to 11.0%	\$3,200	17
11.1% to 12.0%	\$2,900	16
12.1% to 13.0%	\$2,700	15
13.1% or higher	\$2,500	14

Note: Divisor is applied to the insurable earnings during the qualifying period to determine the equivalent weekly earnings that will be subject to the standard 55% replacement rate.

There are two separate benefit periods for fishing benefits corresponding to each of the fishing seasons (winter and summer). Claims associated with the winter qualifying period may be established from the week of April 1 to the week of December 15 and claims associated with the summer qualifying period may be established from the week of October 1 to the week of June 15.<sup>74</sup> These weeks of benefits may

<sup>73</sup> To determine weekly insurable earnings from self-employed fishing activities, the earnings from fishing activities during the qualifying period are divided by the applicable divisor.

<sup>74</sup> The qualifying period for EI fishing benefits is different from other types of benefits. It is defined as either the 31 weeks prior to the new claim's establishment or since the establishment of a previous claim, whichever is shorter. The qualifying period for summer fishing benefits

be received consecutively or intermittently, but are limited by the fixed start and end dates of the benefit period.

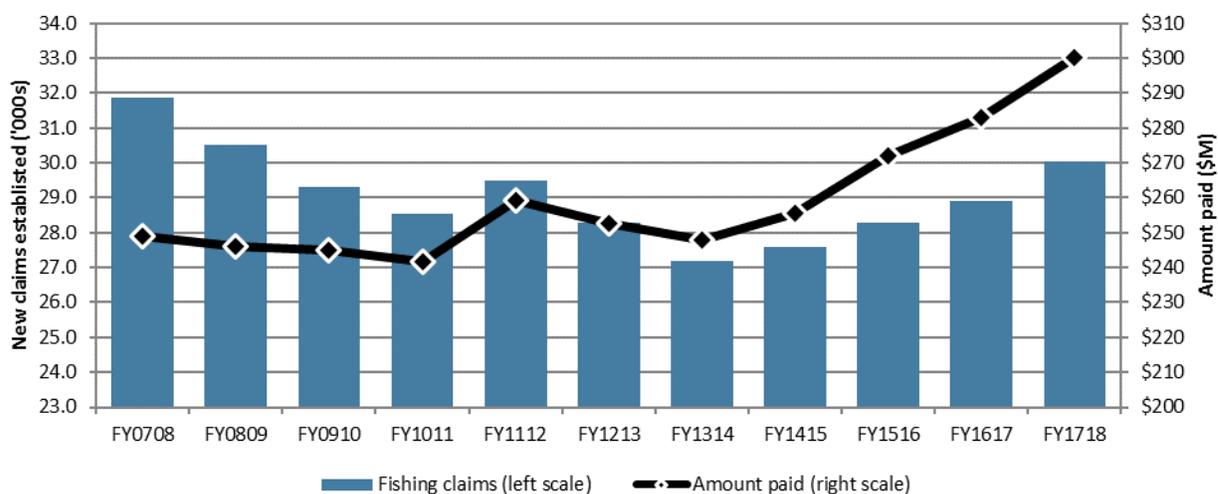
For the purposes of this section, EI fishing claims refer to EI claims for which at least one dollar of EI fishing benefits were paid.

### 2.4.1 Employment Insurance fishing claims and benefits paid

The number of new fishing claims increased to 30,100 in FY1718, up by 3.9% from FY1617. This was the fourth consecutive year-over-year increase since the 14-year low registered in FY1314 in which there were 27,200 new claims.

Along with the increase in the number of fishing claims established, the amount paid in fishing benefits increased by 6.1% to \$300.2 million in FY1718. The amount paid in fishing benefits represent around 1.6% of the total benefits paid for all EI benefit types.

Chart 28 – Employment Insurance fishing claims established and amount paid, Canada, FY0708 to FY1718



Note: Includes claims for which at least \$1 of fishing benefits were paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data on claims established are based on a 100% sample of EI administrative data, data on amount paid are based on a 10% sample.

During FY1718, the number of new fishing claims increased in all provinces with a significant fishing industry, except Quebec, where there was a slight decrease of 0.9% in new fishing claims (see Table 38). In line with FY1617, Atlantic Canada accounted for the largest share of new fishing claims at 81.4%, with Newfoundland and Labrador at 40.9%, followed by Nova Scotia at 18.7%, Prince Edward Island at 10.8% and New Brunswick at 11.0%. They were followed by British Columbia (9.8%) and Quebec (4.7%). Claimants in the Atlantic Provinces received 81.7% of fishing benefits paid to self-employed fishers in Canada, with Newfoundland and Labrador accounting for 40.4% of the benefits paid. The amount of

cannot start earlier than the week of March 1. For winter fishing benefits, it cannot start earlier than September 1. The qualifying period also cannot start more than 31 weeks immediately before the start of a benefit period.

fishing benefits paid increased in all provinces with a significant fishing industry, except Quebec, with a decrease of -7.2%.

As in previous years, fishing claims were predominantly established by men (79.9%), with women accounting for 20.1% of fishing claims in FY1718, although the number of claims established and the amount paid has increased at a faster rate for women.

Table 38 – Employment Insurance fishing claims and amount paid by region, gender, age and claimant category, Canada, FY1617 to FY1718

Region	Claims established			Amount paid (\$ millions)		
	FY1617	FY1718	Change (%)	FY1617	FY1718	Change (%)
Newfoundland and Labrador	11,819	12,278	+3.9%	\$111.4	\$121.4	+9.0%
Prince Edward Island	3,108	3,258	+4.8%	\$28.4	\$29.5	+3.6%
Nova Scotia	5,448	5,633	+3.4%	\$57.2	\$59.8	+4.5%
New Brunswick	3,066	3,310	+8.0%	\$31.1	\$34.7	+11.4%
Quebec	1,425	1,412	-0.9%	\$12.0	\$11.2	-7.2%
British Columbia	2,919	2,942	+0.8%	\$29.9	\$30.4	+1.7%
Other provinces and territories	1,149	1,222	+6.4%	\$12.9	\$13.3	+3.1%
<b>Gender</b>						
Male	23,502	24,015	+2.2%	\$229.5	\$241.0	+5.0%
Female	5,432	6,040	+11.2%	\$53.4	\$59.2	+10.9%
<b>Age</b>						
24 years old and under	1,460	1,564	+7.1%	\$14.0	\$14.8	+5.7%
25 to 44 years old	8,335	8,683	+4.2%	\$82.1	\$90.1	+9.7%
45 to 54 years old	8,171	8,217	+0.6%	\$79.9	\$82.0	+2.7%
55 years old and over	10,968	11,591	+5.7%	\$106.9	\$113.3	+6.0%
<b>EI claimant category</b>						
Long tenured worker	279	302	+8.2%	\$2.0	\$3.1	+58.3%
Occasional claimant	3,543	4,001	+12.9%	\$35.3	\$42.0	+19.1%
Frequent claimant	25,109 <sup>f</sup>	25,750	+2.6%	\$245.7	\$255.0	+3.8%
<b>Canada</b>	<b>28,934</b>	<b>30,055</b>	<b>+3.9%</b>	<b>\$282.9</b>	<b>\$300.2</b>	<b>+6.1%</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes all claims for which at least \$1 in EI fishing benefits was paid.

<sup>f</sup> Revised

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data, except for amount paid which is based on a 10% sample.

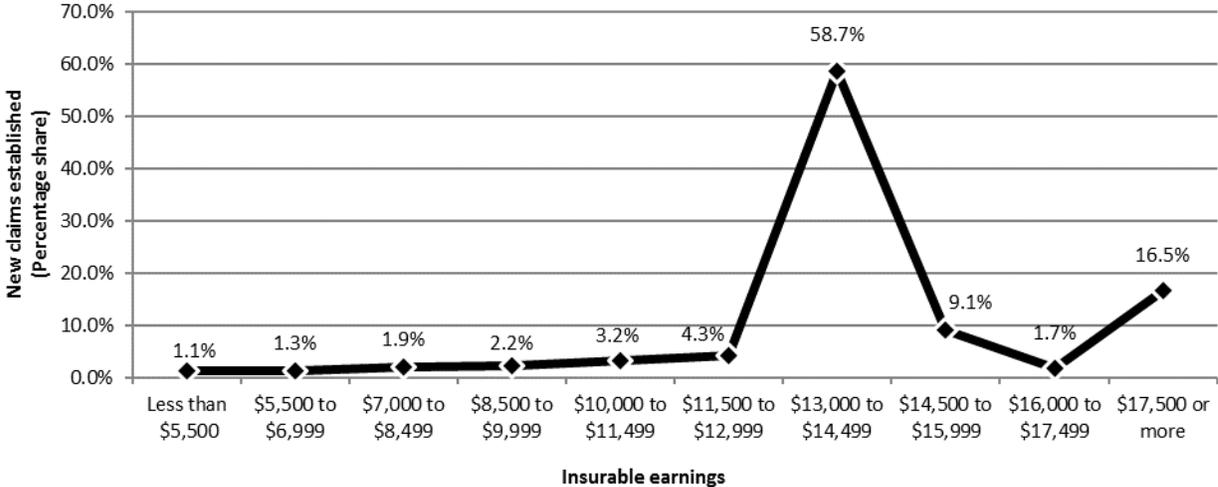
The number of new fishing claims established has increased for every age category. The share of fishers 55 years old and over has consistently increased since 2007, representing an aging labour force in regions where fishing is a significant industry.

The number of new fishing claims established has also increased in each claimant category. The majority of new fishing claims (85.7%) were established by frequent claimants, 13.3% were by occasional claimants and only 1.0% by long-tenured workers. This distribution is similar to that for fishing benefits paid, where frequent claimants collected 85.0% of fishing benefits paid.

The average weekly fishing benefit rate increased by 0.9%, from \$505 in FY1617 to \$510 during the reporting period (See Annex 2.10.3). This rate continues to be above the average weekly regular benefit rate of \$454. The average weekly benefit rate increased in every province with a significant fishing industry other than British Columbia, where there was a decrease of -1.8%. The average weekly rates tend to be highest in Prince Edward Island, Quebec, Nova Scotia and New Brunswick.

The proportion of fishing claimants who received the maximum benefit rate has decreased slightly from 75.5% during FY1617 to 74.2% during the reporting period, but typically remains higher than the proportion of EI regular claimants at the maximum benefit rate (47.3% in FY1718). This is partly attributable to the fact that 66.5% of fishers who established a new fishing claim in FY1718 resided in an EI economic region with an unemployment rate higher than 13% (minimum divisor of 14) and only required \$13,924 in insurable earnings over their qualifying period to receive the maximum weekly benefit rate of \$547. Chart 29 shows that there is a significant concentration of fishing claims established with an amount of insurable earnings at, or very close to, the value required to obtain the maximum benefit rate in fishing regions.

Chart 29 – Employment Insurance fishing claims, by insurable earnings, Canada, FY1718



Note: Includes claims for which at least \$1 of fishing benefits was paid.  
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

**2.4.2 Seasonal component of Employment Insurance fishing benefits**

Of the 30,100 new fishing claims established during the reporting period, there were only 21,400 fishers, reflecting the fact that fishing benefits are available for two fishing seasons per year (winter and summer). The number of fishers who established at least one claim during the reporting period has increased for the fourth year in a row (+711 or +3.4%), compared to a low of 19,300 fishers in FY1314.

Most self-employed fishers who established only one new fishing claim in FY1718 did so for earnings during the summer qualifying period (9,700) compared to the winter qualifying period (3,000) (see Table 39). Around 40.5% of fishers who established a new fishing claim in FY1718 did so during both seasons. Atlantic Canada and Quebec accounted for 97.8% of all fishers who established multiple fishing claims.

Table 39 – Number of fishers by season of establishment, Canada, FY1314 to FY1718

Season of establishment	FY1314	FY1415	FY1516	FY1617	FY1718
One season	11,460	11,880	11,996	12,398	12,709
Winter	2,559	2,596	2,605	2,720	3,031
Summer	8,901	9,284	9,391	9,678	9,678
Two seasons	7,856	7,852	8,132	8,267	8,667
<b>Canada</b>	<b>19,316</b>	<b>19,732</b>	<b>20,128</b>	<b>20,665</b>	<b>21,376</b>

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

In FY1718, fishers who established a claim received an average of \$11,077 in fishing benefits, while fishers who established two claims during the year received an average of \$9,646 for the first claim and \$8,449 for the second claim, averaging a total of \$18,095. This compares to \$7,028 in EI regular benefits paid to the average EI regular benefit claimant.

### 2.4.3 Duration of Employment Insurance fishing benefits

Regardless of a claimant's region of residence or local labour market conditions, the maximum duration for fishing benefits is 26 weeks per claim. The actual average duration of fishing benefit periods varies very little over time. During the FY1718 reporting period, the average duration for all provinces with a significant fishing industry was 19.9 weeks, a decrease of 0.9 weeks from the previous year. Among these provinces, British Columbia has historically had the highest average fishing benefit duration at 23.1 weeks. The average weeks of fishing benefits used by the Atlantic Provinces and Quebec varied between 17.1 and 19.8 per claim.

Fishers who established a single claim in FY1718 received an average of 23.1 weeks of fishing benefits, unchanged from the previous year. Fishers who established two claims received an average of 18.7 weeks for their first claim and 16.4 weeks for their second claim, for a total average of 35.1 weeks.

Table 40– Average duration of fishing benefits by fishers, FY1617 to FY1718

Season	Average duration (weeks)	
	FY1617	FY1718
One season / one claim	22.9	23.1
Two seasons / two claims	38.5 <sup>r</sup>	35.1
First claim	19.9	18.7
Second claim	18.5	16.4

<sup>r</sup> Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

## 2.5 Employment Insurance Work-Sharing benefits

Work-Sharing is an adjustment program designed to help employees and employers avoid layoffs of all or a number of a firm's employees when there is a temporary reduction in the normal level of the business activities that is beyond the control of the employer. Layoffs are avoided by offering temporary income support to all employees eligible for EI regular benefits who accept to work a temporary reduced work week while their employer recovers. The goal is for all participating employees to return to normal working hours by the end of the term of the Work-Sharing agreement.

For employers to qualify for Work-Sharing, they must be a publicly-held company, private business or non-profit organization experiencing temporary shortages of work and reductions in business activity that are beyond their control, and must be in operation year-round in Canada for at least two years. The employer must also employ a minimum of two EI-eligible employees within a work unit, and agreements must be signed by the employer, the affected employees and Service Canada. The employer must demonstrate a recent decrease in business activity of approximately 10%, and submit and implement a recovery plan which demonstrates how the business will return to normal working hours by the end of the Work-Sharing agreement. Employers who are experiencing a reduced-level of business activity attributable to a predictable seasonal shortage or any other recurring production slowdown are not eligible to participate in the Work-Sharing program. Those who are involved in work stoppages from a labour dispute are also not eligible to participate.

To be eligible for Work-Sharing benefits, affected workers must be year-round permanent full-time or part-time employees who are required to carry out the everyday functions of normal business activity.<sup>75</sup> They must be eligible to receive EI regular benefits, and must agree to a reduction of their normal working hours and share the available work over a specified period of time in order to participate in a Work-Sharing agreement.

By participating in the Work-Sharing program, employers are able to retain skilled employees, thus avoiding the costly process of recruiting and training new employees once the business activities return to normal level. At the same time, participating workers can maintain their employment and skills by supplementing the reduced wages with Work-Sharing benefits for the days they are not working.

Employer initiated skills enhancements, whether on-the-job training or off-site courses, may take place during the period of a Work-Sharing agreement. Depending on the cause of the work shortage, the employer's recovery plan may include plans to initiate training activities for members of the Work-Sharing unit.

The salary costs of employees taking part in training activities during normal scheduled working hours/days cannot be compensated through the Work-Sharing agreement. Employer sponsored training could take place during the non-working days/hours for which the Work-Sharing unit employees are

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<sup>75</sup> Temporary employees are eligible for Work-Sharing benefits only if they are not employed on a seasonal basis and if they have maintained hours similar to permanent full-time or part-time employees within the last twelve months.

compensated through the Work-Sharing agreement (i.e. during hours/days missed due to participation in Work-Sharing); however, attendance would be optional.

Example:

Receiving Employment Insurance Work-Sharing benefits (illustrative example)

Samantha works as a full-time employee at an engineering firm in the Mining and oil and gas extraction industry in Edmonton, Alberta, and earns \$40,000 per year (weekly earnings of \$769). Due to the global downturn in commodity prices, the firm is experiencing a significant reduction in workload, and is considering laying off a quarter of its employees. The firm decides to enter into a Work-Sharing agreement with Service Canada. Under this Work-Sharing agreement, all eligible employees in Samantha's work unit agree to reduce their work hours per week by 35% and receive EI Work-Sharing benefits for days where they are not working.

If Samantha and her co-workers did not agree to voluntarily reduce their work hours to participate in the Work-Sharing program and were laid off, each of them would have been entitled to receive 55% of their weekly income (\$423), by applying for EI regular benefits. By participating in the Work-Sharing program, Samantha and her co-workers receive 35% less of their regular weekly income (earning \$500 per week); and collect EI benefits for that 35% of their average hours worked per week (equal to 55% of the value of the insurable earnings she would have received from the firm, which is \$148).

By participating in the Work-Sharing program, Samantha and her co-workers are able to earn a total of \$648 per week (\$500 worth of income from working at the firm plus \$148 from Work-Sharing benefits), compared to \$423 if they had been on EI regular benefits following a layoff. This enables Samantha and her co-workers to maintain more of their earnings, keep their jobs, and retain their skills. At the same time, the firm is able to retain its skilled and experienced workforce.

Normally, Work-Sharing agreements are signed for an initial duration period of between 6 to 26 weeks. This period can be extended for up to 12 additional weeks (up to 38 weeks total) under exceptional circumstances, such as an unanticipated and prolonged period of economic contraction.

In Budget 2016, the Government of Canada extended the maximum duration of Work-Sharing agreements from 38 weeks to 76 weeks, for agreements that began or ended between April 1, 2016 and March 31, 2017. This temporary special measure was put in place to assist employers and workers affected by the downturn in the commodities sector.

On June 1, 2017, as part of Canada's Softwood Lumber Action Plan, the Government of Canada announced temporary special Work-Sharing measures to support re-employment and needs for long-term adjustments in the forestry sector. These temporary special Work-Sharing measures, which included extending the duration of Work-Sharing agreements across Canada from a maximum of 38 weeks to 76 weeks, came into effect on July 30, 2017 and will continue until March 28, 2020.

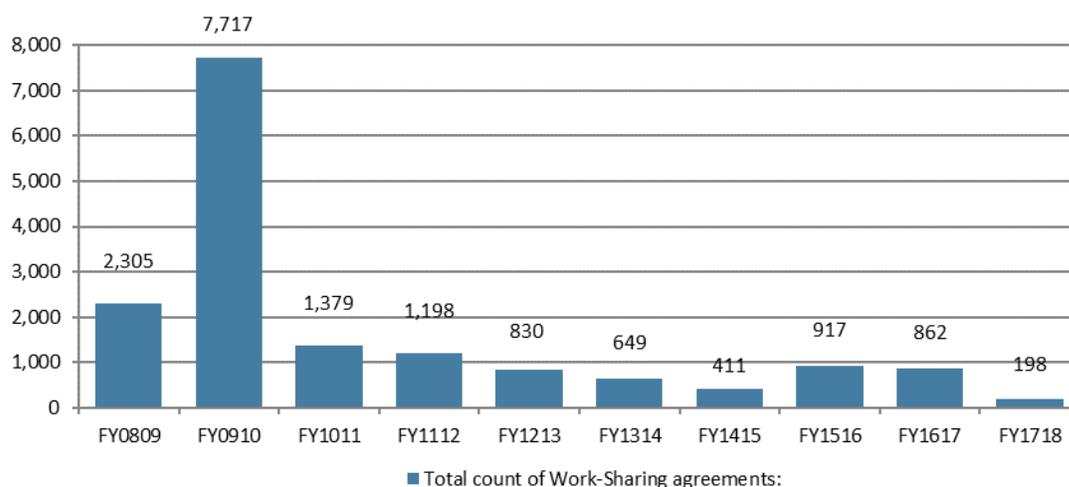
For the purpose of this section, EI Work-Sharing claims refers to any claims for which at least one dollar of Work-Sharing benefit was paid.

### 2.5.1 Employment Insurance Work-Sharing agreements

The number of Work-Sharing agreements established in a given fiscal year increases during periods of economic shocks and uncertainty, and decreases during periods of economic growth and stability. This countercyclical pattern can be observed by looking at the number of Work-Sharing agreements established in Canada in the past few years (see Chart 30).

The total number of Work-Sharing agreements decreased significantly from 862 agreements established in FY1617 to 198 agreements in FY1718, which is consistent with the recovery of the Canadian economy that was observed during past years (see [Chapter 1](#)). The number of agreements decreased in all provinces, with the largest decrease reported in Alberta (-92.6%), Saskatchewan (-90.2%) and Manitoba (-83.3%). In absolute terms, the number of agreements dropped more in Alberta (-428 agreements), Quebec (-72 agreements) and Ontario (-52 agreements). The highest number of Work-Sharing agreements was established in Ontario (71 agreements), representing 35.9% of all agreements, followed by Quebec with 55 agreements (27.8%) of all agreements.

Chart 30 - Total count of Work-Sharing agreements, Canada, from FY0809 to FY1718



Source: Employment and Social Development Canada, Common System of Grants and Contributions.

Continuing with the trend observed in previous years, the goods-producing industries represented the majority of all Work-Sharing agreements established in FY1718 (see Table 41).

When assessed by firm size, small-sized enterprises (with fewer than 50 employees) comprised 66.7% of all Work-Sharing agreements in the fiscal year examined, down from 78.4% reported in the previous fiscal year. Combined, small and medium-sized enterprises (SMEs) with fewer than 500 employees accounted for 99.5% of all Work-Sharing agreements in FY1718, which is similar to the level in the previous fiscal year. The number of Work-Sharing agreements involving large-sized enterprise (with 500 employees or more) dropped from five agreements in FY1617 to only one agreement in FY1718. This was consistent with the general trend observed since the 2008 recession, as Work-Sharing agreements

have been primarily initiated to assist SMEs in recovering from economic shocks to their normal levels of business activity.

Table 41 - Number and percentage share of Work-Sharing agreements by industry, Canada, FY1314 to FY1718

Industry	FY1314	FY1415	FY1516	FY1617	FY1718
<b>Goods-producing industries</b>	<b>446</b> <b>(68.7%)</b>	<b>267</b> <b>(65.0%)</b>	<b>638</b> <b>(69.6%)</b>	<b>606</b> <b>(70.3%)</b>	<b>130</b> <b>(65.7%)</b>
Mining, quarrying, and oil and gas extract	20 (3.1%)	6 (1.5%)	53 (5.8%)	90 (10.4%)	3 (3.0%)
Construction	36 (5.5%)	28 (6.8%)	52 (5.7%)	86 (10.0%)	14 (7.1%)
Manufacturing	382 (58.9%)	227 (55.2%)	526 (57.4%)	426 (49.4%)	109 (55.1%)
<b>Services-producing industries</b>	<b>203</b> <b>(31.3%)</b>	<b>144</b> <b>(35.0%)</b>	<b>279</b> <b>(30.4%)</b>	<b>256</b> <b>(29.7%)</b>	<b>68</b> <b>(34.3%)</b>
Wholesale trade	44 (6.8%)	34 (8.3%)	80 (8.7%)	65 (7.5%)	14 (7.1%)
Retail trade	24 (3.7%)	17 (4.1%)	21 (2.3%)	26 (3.0%)	12 (6.1%)
Professional, scientific and technical services	79 (12.2%)	55 (13.4%)	84 (9.2%)	66 (7.7%)	25 (12.6%)
Rest of services-producing industries	56 (8.6%)	38 (9.2%)	94 (10.3%)	99 (11.5%)	17 (8.6%)
<b>Canada</b>	<b>649</b> <b>(100.0%)</b>	<b>411</b> <b>(100.0%)</b>	<b>917</b> <b>(100.0%)</b>	<b>862</b> <b>(100.0%)</b>	<b>198</b> <b>(100.0%)</b>

Source: Employment and Social Development Canada, Common System of Grants and Contributions.

## 2.5.2 Employment Insurance Work-Sharing claims and amounts paid

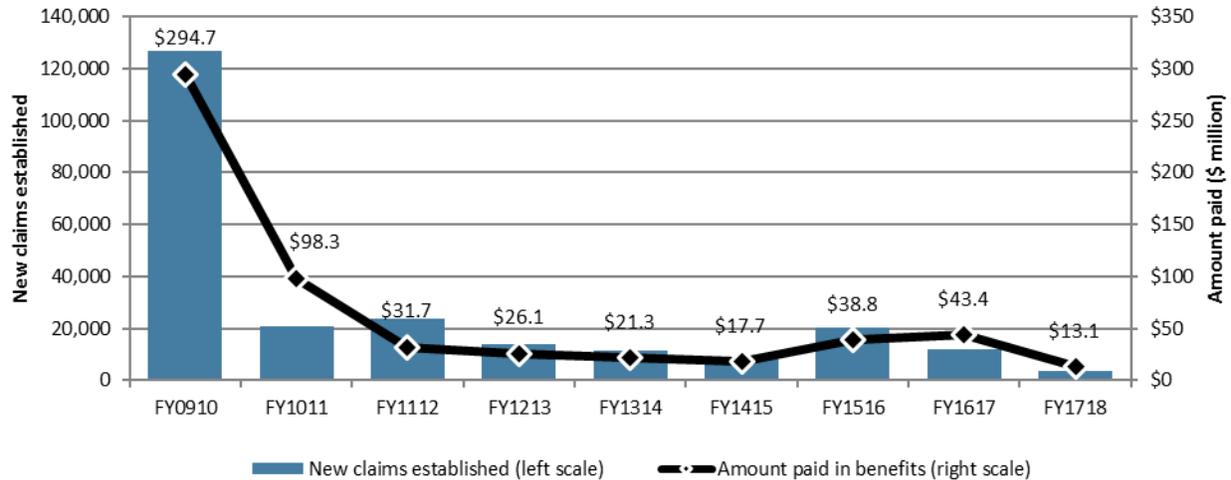
The use of Work-Sharing benefits is linked to the trends observed in Work-Sharing agreements, and is countercyclical to economic conditions (similar to the number of new claims established and amounts paid under EI regular benefits). As with the number of Work-Sharing agreements, the total number of Work-Sharing claims established and the total amounts paid in Work-Sharing benefits increase during labour market contraction and economic uncertainties, and decrease during periods of economic expansion.

Chart 31 illustrates the number of Work-Sharing claims and benefits paid from FY0910 to FY1718. The number of Work-Sharing claims and benefits paid peaked to just over 127,000 claims and \$294.7 million paid in FY0910, corresponding to the recession in 2008 and the temporary special Work-Sharing measures introduced in response, such as extending agreement duration, streamlining the administrative process and easing eligibility requirements for employers.<sup>76</sup> The number of Work-Sharing claims has declined significantly since then as the economy began to recover after the recession, before increasing once again in FY1516 when the number of Work-Sharing claims (20,500) more than doubled from the previous fiscal year. This was attributable to the downturn in global commodity prices which represented an external economic shock impacting many firms in affected industries and commodity-based regions that experienced sudden and unexpected declines in business activity.

<sup>76</sup> In addition to the temporary measures introduced in Budget 2009, temporary measures were also introduced in Budgets 2010, 2011, and the Economic and Fiscal Update 2011. All temporary Work-Sharing measures concluded in October 2012. See [Annex 7](#) for more detailed information on some of these temporary changes.

In FY1718, like the previous year, the total number of Work-Sharing claims established declined significantly by 68.9% from 11,900 claims in FY1617 to 3,700 claims in FY1718, reflecting the improved economic conditions observed in the fiscal year examined. The total amount paid in Work-Sharing benefits decreased from \$43.4 million in FY1617 to \$13.1 million in FY1718, representing a decrease of -69.8%.

Chart 31 - Employment Insurance Work-Sharing claims and benefits paid, Canada, from FY0910 to FY1718



Note: Includes all claims for which at least \$1 of work-sharing benefits was paid.  
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data on claims established are based on a 100% sample of EI administrative data, data on amount paid are based on a 10% sample.

### *Employment Insurance Work-Sharing claims and amount paid, by province, gender, age and industry*

In FY1718, most regions reported a significant decrease in the number of Work-Sharing claims established, compared to the previous fiscal year, except for Nova Scotia and New Brunswick. As outlined in Table 42, in absolute terms, the most notable decline was in Alberta (-4,500 claims), followed by Quebec (-1,800 claims). Claimants from Ontario established the largest share of total new claims (46.8%), followed by claimants from Quebec (25.4%) and Alberta (10.9%); however, in terms of amount paid, claims established in Alberta received the largest share of total amount paid with 31.4%, followed by claims established in Ontario (25.1%) and Quebec (24.6%) in FY1718.

Table 42 - Number and percentage share of Employment Insurance Work-Sharing claims and amount paid, by region, gender, age and industry, Canada, from FY1617 to FY1718

Region	New claims established		Amount paid (\$ millions)	
	FY1617	FY1718	FY1617	FY1718
Atlantic provinces	212 (1.8%)	231 (6.2%)	\$0.9 (2.2%)	\$0.4 (3.4%)
Quebec	2,737 (22.9%)	941 (25.4%)	\$6.5 (15.0%)	\$3.2 (24.6%)
Ontario	2,017 (16.9%)	1,737 (46.8%)	\$4.7 (10.9%)	\$3.3 (25.1%)
Manitoba and Saskatchewan	1,492 (12.5%)	196 (5.3%)	\$5.3 (12.3%)	\$1.5 (11.1%)
Alberta	4,872 (40.8%)	403 (10.9%)	\$23.5 (54.1%)	\$4.1 (31.4%)
British Columbia	606 (5.1%)	200 (5.4%)	\$2.4 (5.4%)	\$0.6 (4.4%)
<b>Gender</b>				
Men	8,883 (74.4%)	2,487 (67.1%)	\$32.3 (74.4%)	\$10.1 (76.6%)
Women	3,053 (25.6%)	1,221 (32.9%)	\$11.1 (25.6%)	\$3.1 (23.4%)
<b>Age category</b>				
24 years old and under	718 (6.0%)	151 (4.1%)	\$2.3 (5.3%)	\$0.4 (3.3%)
25 to 54 years old	8,691 (72.8%)	2,478 (66.8%)	\$32.5 (74.9%)	\$8.9 (67.6%)
55 years old and over	2,527 (21.2%)	1,079 (29.1%)	\$8.6 (19.8%)	\$3.8 (29.1%)
<b>Industry</b>				
<b>Goods-producing industries</b>	<b>9,315 (78.0%)</b>	<b>3,031 (81.7%)</b>	<b>\$30.1 (69.3%)</b>	<b>\$9.7 (73.8%)</b>
Manufacturing	8,474 (71.0%)	2,855 (77.0%)	\$27.4 (63.1%)	\$8.9 (67.8%)
Rest of goods-producing industries	841 (7.0%)	176 (4.7%)	\$2.7 (6.2%)	\$0.8 (6.0%)
<b>Service-producing industries</b>	<b>2,439 (20.4%)</b>	<b>633 (17.1%)</b>	<b>\$12.8 (29.4%)</b>	<b>\$3.4 (25.6%)</b>
Wholesale trade	1,017 (8.5%)	180 (4.9%)	\$3.8 (8.7%)	\$1.1 (8.3%)
Professional, scientific and technical services	543 (4.5%)	282 (7.6%)	\$2.6 (5.9%)	\$1.1 (8.1%)
Rest of service-producing industries	879 (7.4%)	171 (4.6%)	\$6.5 (14.9%)	\$1.2 (9.2%)
<b>Canada</b>	<b>11,936 (100.0%)</b>	<b>3,708 (100.0%)</b>	<b>\$43.4 (100.0%)</b>	<b>\$13.1 (100.0%)</b>

Note: Data may not add up to the total due to rounding. Percentage share is based on unrounded numbers. Includes claims for which at least \$1 of Employment Insurance (EI) Work-Sharing benefits was paid. No Work-Sharing claim was established in the Northwest Territories, Yukon or Nunavut in FY1718.

<sup>†</sup> Revised data.

Source: Employment and Social Development Canada, EI administrative data. Data on claims established are based on a 100% sample of EI administrative data, data on amount paid are based on a 10% sample.

Men continue to be more likely to make use of the Work-Sharing program—a trend that has been persistent over the years. In FY1718 men accounted for 67.1% of new Work-Sharing claims and 76.6% of total benefits paid. Workers aged 25 to 54 years accounted for 66.8% of all new Work-Sharing claims and 67.6% of Work-Sharing benefits. Similar to previous years, youth were under-represented among

new Work-Sharing claims established (4.1%) and benefits paid (3.3%), compared with their total share of employment (13.3%) in FY1718.<sup>77</sup>

From an industry perspective, the Work-Sharing program was most frequently used by workers in the Manufacturing industry, which is consistent with historical patterns. Employees in the Manufacturing industry accounted for 77.0% of new EI Work-Sharing claims in FY1718, up from 71.0% in the previous fiscal year. These workers accounted for 67.8% of the total EI Work-Sharing benefits paid, up from 63.1% in FY1617 (see Table 42), which was disproportionate to their share of total employment (which was around 9.4% in recent years).<sup>78</sup>

Among the services-producing industries, workers in the Professional, scientific and technical services industry accounted for the largest share of Work-Sharing claims (7.6%), followed by workers in the Wholesale trade industry (4.9%). In terms of amount paid, workers from the Wholesale trade industry accounted for the largest share of total Work-Sharing benefits paid (8.3%) in FY1718, closely followed by workers in the Professional, scientific and technical services industry, who accounted for 8.1% of total Work-Sharing benefits paid in FY1718. See [Annex 2.22.1](#) for detailed information on new claims established and [Annex 2.22.4](#) for amount paid by industry.

### **2.5.3 Level and duration of Employment Insurance Work-Sharing benefits**

The Work-Sharing program is designed to provide income support for workers in firms that experience temporary reductions in demand for reasons beyond the employer's control. In view of this, the program provides partial income stabilization to offset reductions in hours that are agreed upon by the employees participating in the program, but is not meant to provide full coverage of insurable hours or insurable earnings. As a result, the data reported on Work-Sharing claims are not directly comparable to other types of EI benefits. This is particularly true of the weekly benefit rates paid to claimants, which are meant to only cover up to 60% of a regular work week for affected employees in a work unit subject to a Work-Sharing agreement, depending on the agreed upon decrease in work levels. Because of this, the weekly benefit rates for Work-Sharing claimants are lower on average than for other types of EI benefits. Because the weekly Work-Sharing benefit rate is determined by employee's wage and the degree of reductions in the hours worked, significant variability is also observed across industries in the reported weekly benefit rates.

In FY1718, the average weekly Work-Sharing benefit rate decreased by -12.5% to \$109, down from the average weekly benefit rate of \$125 in the previous fiscal year (see Table 43). This represents the second consecutive decrease in the average weekly benefit rate after increasing for four previous consecutive years. Similar to the previous years, a high degree of variability can be observed among the average weekly benefit paid in each province in the fiscal year examined; for example, the highest average weekly benefit rate was in Saskatchewan (\$160), followed by Newfoundland and Labrador (\$153), while the lowest was in New Brunswick (\$71). Like the previous year, the average weekly Work-Sharing benefit rate for both men and women decreased in FY1718. Men received an average weekly benefit rate of \$115 in FY1718, down from \$131 in FY1617; while women received an average weekly benefit

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<sup>77</sup> Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01.

<sup>78</sup> Source: Statistics Canada, Labour Force Survey, Table 14-10-0355-01.

rate of \$99 in FY1718, down from \$107 in FY1617. The average weekly benefit rate for all age groups decreased, at \$110 for workers aged 25 to 54 years, which was a little higher than for workers aged 55 years and older (\$108) and those aged 24 years and under (\$102).

Table 43 - Employment Insurance Work-Sharing average weekly benefit rate, by province, gender, age and industry, Canada, from FY1617 to FY1718

Region	FY1617	FY1718	Change (%)
Atlantic provinces	\$153	\$113	-26.2%
Quebec	\$113	\$109	-2.9%
Ontario	\$118	\$102	-13.7%
Manitoba	\$101	\$113	+12.4%
Saskatchewan	\$142	\$160	+12.7%
Alberta	\$137	\$124	-9.7%
British Columbia	\$114	\$118	+3.0%
<b>Gender</b>			
Men	\$131	\$115	-12.6%
Women	\$107	\$99	-7.7%
<b>Age category</b>			
24 years old and under	\$120	\$102	-14.8%
25 to 54 years old	\$126	\$110	-12.2%
55 years old and over	\$124	\$108	-13.0%
<b>Industry</b>			
<b>Goods-producing industries</b>	<b>\$124</b>	<b>\$106</b>	<b>-14.2%</b>
Agriculture, forestry, fishing and hunting	\$116	\$133	+14.3%
Mining and oil and gas extraction	\$126	\$107	-14.6%
Manufacturing	\$122	\$106	-13.4%
Construction	\$148	\$112	-24.3%
<b>Service-producing industries</b>	<b>\$129</b>	<b>\$123</b>	<b>-4.4%</b>
Wholesale trade	\$111	\$113	+1.4%
Accommodation and food services	\$125	\$114	-9.0%
Other services (excl. public administration)	\$151	\$101	-33.2%
<b>Canada</b>	<b>\$125</b>	<b>\$109</b>	<b>-12.5%</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of Work-Sharing benefits was paid. No Work-Sharing claim was established in the Northwest Territories, Yukon or Nunavut in FY1718.

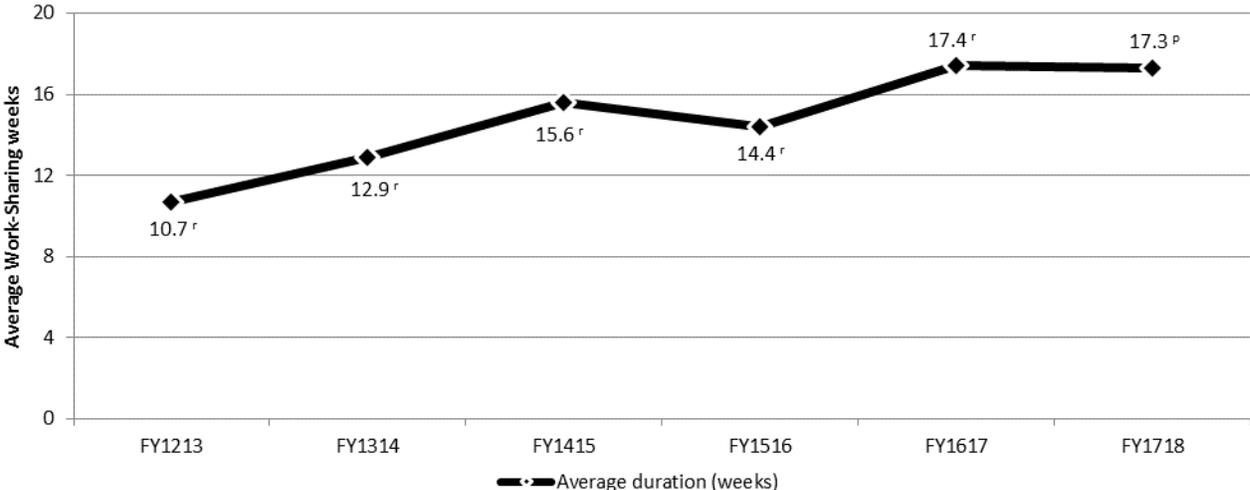
\* Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

The average weekly Work-Sharing benefit rate in goods-producing industries declined by 14.2% to \$106 in FY1718, from \$124 reported in the previous fiscal year. Workers in the Agriculture, forestry, fishing and hunting industry received the highest amount of average weekly benefits (\$133) in the goods-producing sector. The average weekly Work-Sharing benefit rate decreased in FY1718 to \$123 from the previous fiscal year (\$129) in service-producing industries. See [Annex 2.22.3](#) for detailed information on average Work-Sharing weekly benefit rate by industry.

The average duration of Work-Sharing claims completed in FY1718 was 17.3 weeks, relatively unchanged from FY1617 (17.4 weeks). Over the period FY1213 to FY1617, the average duration has increased every year with the exception of FY1516 (see Chart 32). The higher average durations observed in FY1617 and FY1718 could be explained in part by the temporary measures extending the maximum duration of Work-Sharing agreements in certain industries during that period.

Chart 32 - Average duration\* of Employment Insurance Work-Sharing claims, Canada, from FY1213 to FY1718



Note: Includes all claims for which at least \$1 of Work-Sharing benefits was paid.  
<sup>\*</sup> In previous EI Monitoring and Assessment Reports, the average actual duration of Work-Sharing benefits were reported based on all claims established during the reporting fiscal year, with statistical adjustments to account for claims that were still not completed by the time of reporting. Starting with this year's report, actual duration estimates for Work-Sharing benefits are based on claims that were completed (that is, claims that are terminated or for which no activity was reported as of August of the following fiscal year) during the reporting fiscal year. This methodology is expected to provide more precise duration estimates relative to the former one, and is identical to the one used to estimate actual durations for almost all other types of EI benefits provided in this report. Compared to other types of EI benefits, the number of Work-Sharing claims is much lower, which makes the variability in the revised average actual durations for past years much higher.  
<sup>r</sup> Revised data based on the new methodology.  
<sup>P</sup> Preliminary estimates.  
 Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

**2.5.4 Employment Insurance Work-Sharing agreements subject to early termination**

When a firm returns to normal levels of business activity ahead of recovery plan timelines, or withdraws from the Work-Sharing agreement for other reasons (e.g., the firm is shutting down or deciding to go ahead with layoffs), the Work-Sharing agreement ends before the anticipated end date—this is referred to as early termination. During the last five fiscal years, just over one third (36%) of agreements were terminated earlier than their scheduled end date and almost three quarters (72%) of firms returned to their normal level of employment.

## Effectiveness of the Work-Sharing program over the years

A recent study\* examined the usage of the Work-Sharing program since 2000 and estimated the number and distribution of layoffs averted by the Work-Sharing program, and the number of shutdowns by employers who participated in the program. The study found that Work-Sharing claims that started at the beginning of a recession and that ended during it were most likely associated with a layoff after the agreement had terminated, whereas claims that started once the recession was already underway and ended as the economy recovered were less likely associated with a subsequent layoff. For example, during the economic slowdown in 2001, the proportion of net layoffs averted\*\* improved from 34% in FY0001 to 67% in FY0102. Again during the 2008 recession, the proportion of net layoffs averted improved from 26% in FY0708 to 51% in FY0809, and 69% in FY0910. Following the economic slowdown because of the decline in commodity prices in FY1415, the proportion of net layoffs averted improved from 42% in FY1415 to 58% in FY1516.

The study also looked at the incidence of shutdowns among employers who participated in the Work-Sharing program and those who did not. It was found that in the short to medium term, the cumulative shutdown rate among non-Work-Sharing employers was about six percentage points higher than for employers who participated in the program. The shutdown rate for non-Work-Sharing employers was almost 20 percentage points higher than for participating employers in the longer term.

\* ESDC, Usage of the Work-Sharing Program: 2000/2001 to 2016/2017 (Ottawa: ESDC, Evaluation Directorate, 2018).

\*\* The methodology used to estimate the number of layoffs averted assumes a perfect substitution between one hour of work reduction with the Work-Sharing program and one hour of work reduction through the layoff alternative (a conversion rate of 1.0). The number of layoffs that occurred subsequent to the program was subtracted from the estimated number of layoffs averted to calculate the net layoffs averted.

## 2.6 Employment Insurance special benefits

EI special benefits provide temporary income support to eligible insured employees or self-employed persons (including fishers) who are unable to work due to specific life circumstances. These circumstances include sickness; pregnancy; and caregiving for a newborn, a newly adopted child, a critically ill family member or a gravely ill family member with significant risk of death.

To qualify for EI special benefits, insured employees must have accumulated a minimum of 600 hours of insurable employment during their qualifying period, meet the eligibility criteria of the specific special benefits being claimed, and experience a reduction in their normal weekly earnings by over 40%. Self-employed persons may qualify if they opted into the EI program at least one full year prior to claiming benefits, have self-employment earnings that meet the minimum self-employment eligibility threshold<sup>79</sup> in the calendar year preceding the claim, and meet the other eligibility criteria specific to the special benefits being claimed.

Subsection 2.6.1 provides a summary overview of special benefits in terms of the number of new claims established, the amount paid and the level of benefits. The following subsections examine the EI special benefits one by one. Subsection 2.6.2 discusses maternity and parental benefits. Sickness benefits are introduced in subsection 2.6.3. Subsections 2.6.4, 2.6.5 and 2.6.6 examine compassionate care benefits, the family caregiver benefit for adults and the family caregiver benefit for children<sup>80</sup>, respectively. Finally, subsection 2.6.7 looks at the use of special benefits by self-employed persons who have opted into the EI program.

For the purpose of this section, EI special benefit claims refer to EI claims for which at least one dollar of special benefits was paid.<sup>81</sup> With regards to subsections 2.6.2 to 2.6.6, for each type of EI special benefits, claims for which at least one dollar corresponding to the type of benefits in question was paid are considered.

### 2.6.1 Employment Insurance special benefit claims overview

In FY1718, there were about 597,100 new special benefit claims established, which represents a 6.0% increase over the previous fiscal year (see Table 44) and the seventh consecutive year-over-year increase. Two thirds of those special benefit claims included sickness benefits (69.0%), while 33.2% and 28.7% included parental and maternity benefits respectively. Other types of special benefits were paid less frequently. About 1.8% of all special benefit claims included compassionate care benefits and 0.8% included family caregiver benefits for children. Family caregiver benefits for adults, which became available on December 3, 2017, were included in 0.4% of all special benefit claims.

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<sup>79</sup> This threshold was \$6,888 (2016 earnings) for claims established in 2017 and \$6,947 (2017 earnings) for claims established in 2018. For claims established in 2017 and 2018, self-employed fishers could also qualify for special benefits with fishing earnings of at least \$3,760 in their qualifying period.

<sup>80</sup> As of December 3, 2017, EI Parents of Critically Ill Children benefits were renamed family caregiver benefit for children as part of the *Budget Implementation Act, 2017, No. 1*.

<sup>81</sup> The EI administrative data used are those as of August 2018 and are based on a 10% sample of claims for maternity benefits, parental benefits and sickness benefits; and on a 100% sample of EI compassionate care benefit claims. Data on the family caregiver benefit for adults and the family caregiver benefit for children are based on a 100% sample of claims as of December 2018.

Table 44 - Employment Insurance special benefit claims and amount paid according to type of benefit, Canada, FY1617 to FY1718

Type of benefits	Number of claims			Amount paid (\$ millions)		
	FY1617	FY1718	Change (%)	FY1617	FY1718	Change (%)
Maternity	170,330	171,470	+0.7%	\$1,137.3	\$1,150.3	+1.1%
Parental	195,960	198,050	+1.1%	\$2,705.1	\$2,778.1	+2.7%
Sickness	378,700	411,870	+8.8%	\$1,567.4	\$1,712.0	+9.2%
Compassionate care	10,193	11,010	+8.0%	\$54.1	\$61.1	+12.8%
Family caregiver for adults	N/A	2,635	N/A	N/A	\$7.7	N/A
Family caregiver for children	4,238 <sup>f</sup>	4,903	+15.7%	\$26.6 <sup>f</sup>	\$30.3	+14.3%
<b>Canada</b>	<b>563,380</b>	<b>597,090</b>	<b>+6.0%</b>	<b>\$5,490.5<sup>f</sup></b>	<b>\$5,739.5</b>	<b>+4.5%</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes all claims for which at least \$1 in EI special benefits was paid. New claims established by benefit type may not sum as claimants can receive multiple benefit types on a single claim.

<sup>f</sup> Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data on maternity, parental and sickness benefits are based on a 10% sample of EI administrative data, whereas data on compassionate care benefits, family caregiver benefits for adults and family caregiver benefits for children are based on a 100% sample.

Family caregiver benefits for children experienced the largest percentage change with a 15.7% hike in new claims over FY1617, followed by sickness benefits (+8.8%) and compassionate care benefits (+8.0%). The number of maternity and parental claims slightly increased by 0.7% and 1.1%, respectively.

The total amount of special benefits paid increased by 4.5% over the previous year, totaling \$5.7 billion for FY1718. Amounts paid went up for all types of special benefits.

Like previous years, almost two thirds of special benefit claims (64.4%) were established by women, and they received the larger part of the amount paid in special benefits (81.2%), mostly because they received the majority of parental benefits and because only women can access maternity benefits.

By age, claimants between the ages of 25 and 39 years old established almost half (48.0%) of new special benefit claims and received the largest share of total special benefits paid (70.3%). They also received 89.3% and 88.1% of the total amounts paid for maternity and parental benefits respectively. Claimants aged 40 years old and over received a higher proportion of the amounts paid in sickness benefits (63.8%) and in compassionate care benefits (79.0%).

Except for extended parental benefits, which are paid out at a lower rate than other types of special benefits (see [sub-section 2.6.2](#)), the average weekly benefit rate for new special benefit claims established in FY1718 jumped 1.8% from the previous fiscal year, to reach \$440. The share of special benefit claims for which the maximum weekly benefit rate was paid was 41.7%, an increase of 1.0 percentage points compared to FY1617.

### *Employment Insurance special benefits and firms*

According to 2016 tax data —the most recent microdata available when writing this report—there were just under 197,300 firms (16.4% of all firms in 2016) associated with the establishment of an EI special benefit claim as a claimant's current or most recent employer (see Table 45). This is an increase of 3.6% from the previous year.

Table 45 - Firms, employment and Employment Insurance special benefit claimants by size of firms \*, Canada, 2016

Firm size	Number of firms		Employment distribution** (% Share)	EI claimant*** (% Share)
	All firms	Firms with at least one employee receiving EI special benefits		
Small	1,086,990	114,200	21.7%	18.6%
Small-medium	93,840	64,830	19.7%	21.6%
Medium-large	15,770	15,040	15.9%	18.1%
Large	3,210	3,190	42.6%	41.7%
<b>Canada</b>	<b>1,199,810</b>	<b>197,250</b>	<b>100.0%</b>	<b>100.0%</b>

\*The categories of firm size reflect those found in Business Dynamics in Canada, a Statistics Canada publication. Small-sized firms are defined as those that employ 1 to 19 employees. Small-to-medium-sized firms employ 20 to 99 employees. Medium-to-large sized firms employ 100 to 499 employees. Large-sized firms employ 500 employees or more.

\*\*The number of workers in a firm is the number of individuals with employment income in that firm, as indicated on a T4 form. The number of workers is adjusted so that each individual in the labour force is only counted once and individuals who work for more than one firm are taken into account. For example, if an employee earned \$25,000 in firm 1 and \$25,000 in firm 2, then he or she was recorded as 0.5 employees at the first firm and 0.5 employees at the second firm.

\*\*\* These are based on the number of people receiving EI special benefits in 2016.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI data. Canada Revenue Agency (CRA) administrative data. CRA data are based on a 100% sample.

The distribution of the workforce and EI special benefit claimants is roughly similar by size of employer, unlike EI regular benefits for which larger firms are under-represented (see [section 2.2](#)). In the case of special benefits, the largest difference between employee and claimant distributions was observed in small-sized firms, but only at a difference of 3.1 percentage points. Whereas workforce adjustment issues during a difficult business or economic context may offer some explanation of the higher relative use of EI regular benefits among small firms, the use of EI special benefits more likely relates to the demographic profile of the workforce, individual circumstances, and the nature of the work in the industry.

### 2.6.2 Employment Insurance maternity and parental benefits

EI maternity benefits are available to eligible biological mothers who cannot work because they are pregnant or have recently given birth. EI maternity claimants need to meet the eligibility requirements for EI special benefits in terms of insurable hours of employment or earnings (see [section 2.6](#)), and provide the Commission with a signed statement attesting to their pregnancy and their expected or actual date of delivery.<sup>82</sup> Qualified claimants may receive up to 15 weeks of maternity benefits per benefit period. Benefits can begin to be paid twelve weeks prior to the expected date of birth and can end as late as 17 weeks after the child's actual birth date.<sup>83</sup>

EI parental benefits are available to parents who take a leave from work to care for a newborn or recently adopted child or children. To be eligible for parental benefits, applicants must meet the eligibility requirements for EI special benefits in terms of hours of insurable employment or earnings and provide a signed certificate certifying the child's date of birth or the date of the child's placement in their home for an adoption. Parents whose children were born or placed for adoption on December 3,

<sup>82</sup> Maternity benefits are also payable to fishers who are pregnant or have given birth if they have \$3,760 or more in insurable earnings from the fishery over the qualifying period.

<sup>83</sup> Prior to December 3, 2017, pregnant workers can start to receive the 15 weeks of EI maternity benefits up to 8 weeks before the expected delivery date. Starting on December 3, 2017, under the *Budget Implementation Act, 2017, No.1*, EI maternity benefits can begin to be paid up to 12 weeks before the expected date of childbirth.

2017, or later must choose between receiving standard parental benefits or extended parental benefits. Before this date, only standard parental benefits were available.

- Standard parental benefits provide up to 35 weeks of benefits paid over a maximum of 12 months according to a benefit rate of 55% of weekly insurable earnings, up to a maximum of \$543 in 2017 and \$547 in 2018.
- Extended parental benefits provide parents with up to 61 weeks of benefits paid over a maximum of 18 months. The benefit rate is 33% of weekly insurable earnings, up to a maximum of \$326 in 2017 and \$328 in 2018.

Parents must select an option before benefit payments begin, and this choice is final once parental benefits have been paid out. In the context of both options, parents are authorized to share benefits and they can use them at the same time or at different times. When parental benefits are shared by both parents, only a single waiting period needs to be served.

It should be noted that the maternity and parental benefits offered under the EI program are available across Canada with the exception of Quebec. For parents who reside in Quebec, the Quebec Parental Insurance Plan (QPIP) has provided benefits to salaried workers and self-employed persons who are eligible to take maternity, paternity, parental, or adoption leave since January 1, 2006.

#### EI parental sharing benefit

In Budget 2018, the government committed to offering additional weeks of parental benefits to eligible parents, when those benefits are shared. The goal is to encourage all parents, including fathers, to take leave when a new child comes into the family and to promote a more equal division of responsibilities relating to the education of their children. This measure was implemented on March 17, 2019. As a result, it was not in effect during the period examined by this report. Under this measure:

- Parents who share standard parental benefits are eligible to 5 additional weeks of benefits, for a total of 40 weeks. No parent is eligible to receive more than 35 weeks of standard parental benefits.
- Parents who share extended parental benefits are able to obtain 8 additional weeks of benefits, for a total of 69 weeks. No parent is eligible to receive more than 61 weeks of extended parental benefits.

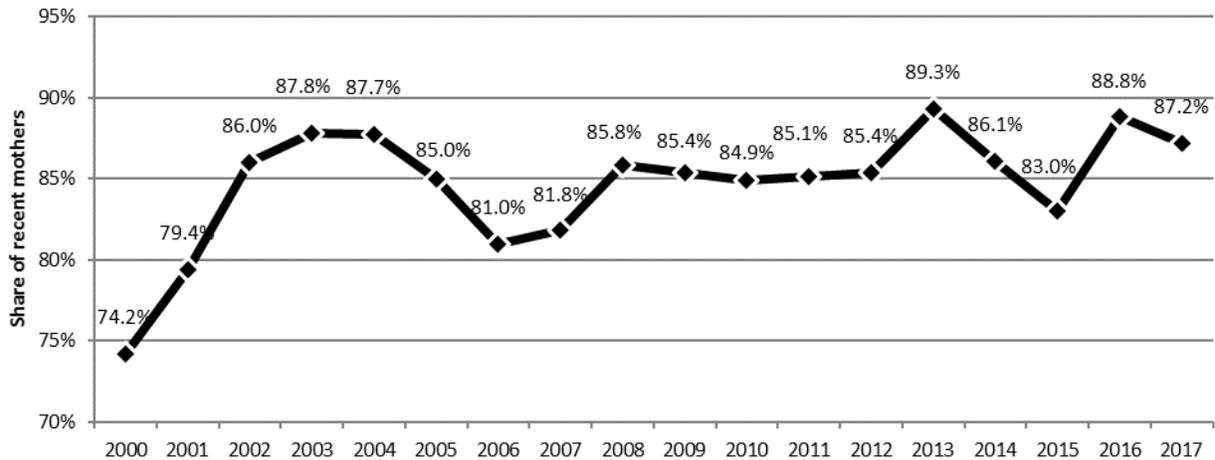
This measure is offered to parents eligible to the program, including biological and adoptive parents, same-sex and opposite-sex parents, whose children are born or placed for adoption on March 17, 2019, or later and who agree to share parental benefits.

#### ***Employment Insurance maternity and parental benefits : coverage and accessibility***

According to the 2017 Employment Insurance Coverage Survey (EICS), 221,100 recent mothers (those with a child aged 12 months or less) living outside Quebec had insurable employment in 2017, which represents 74.6% of all recent mothers. Among those recent mothers with insurable employment,

87.2% reported having received maternity or parental benefits, which represents a slight decrease of 1.6 percentage points from the previous year (88.8%) (see Chart 33).

Chart 33 — Share of recent mothers with insurable employment who receive Employment Insurance maternity or parental benefits (%), Canada without Quebec, 2000 to 2017



Source: Statistics Canada, Employment Insurance Coverage Survey, 2000 to 2017

According to EICS data, the proportion of spouses of recent mothers living outside Quebec who received or intended to claim EI parental benefits went from 12.9% in 2016 to 11.9% in 2017. In Quebec, a larger share of spouses of recent mothers received parental benefits or intended to receive them (81.2%), which may be largely due to the paternity benefits paid specifically to fathers as part of QPIP.

#### Access to maternity and parental benefits and coverage

According to 2017 EICS data, the share of recent mothers with insurable employment in Quebec who received maternity or parental benefits under QPIP (97.1%) is greater than that of persons having received EI maternity or parental benefits in other regions of Canada (87.2%). This situation can be explained by several factors, most notably the mandatory participation of self-employed persons under QPIP in comparison to the voluntary participation in the EI program and the lower eligibility requirement based on earnings under QPIP (\$2,000).

#### *Employment Insurance maternity claims, amount paid and level of benefits*

In FY1718, there were almost 171,500 new EI maternity claims established, which represented a modest increase of 0.7% over the previous fiscal year (see Table 46). In most provinces and territories, the number of new maternity claims established stayed relatively unchanged.

Table 46 – Employment Insurance maternity claims and amount paid by province or territory and age, Canada, FY1617 to FY1718

Province or territory	Number of claims			Amount paid (\$ millions)		
	FY1617	FY1718	Change (%)	FY1617	FY1718	Change (%)
Newfoundland and Labrador	2,750	2,730	-0.7%	\$18.5	\$17.8	-3.8%
Prince Edward Island	1,030	900	-12.6%	\$6.2	\$6.5	+4.8%
Nova Scotia	5,000	5,060	+1.2%	\$32.0	\$31.4	-1.8%
New Brunswick	4,130	4,180	+1.2%	\$27.9	\$25.1	-10.2%
Quebec	N/A	N/A	N/A	N/A	N/A	N/A
Ontario	83,770	83,920	+0.2%	\$556.9	\$566.4	+1.7%
Manitoba	8,150	8,610	+5.6%	\$51.5	\$55.4	+7.5%
Saskatchewan	7,760	8,330	+7.3%	\$53.0	\$55.4	+4.5%
Alberta	30,580	29,470	-3.6%	\$212.9	\$206.2	-3.1%
British Columbia	26,340	27,430	+4.1%	\$172.6	\$179.9	+4.2%
Yukon	280	240	-14.3%	\$2.0	\$1.9	-8.4%
Northwest Territories	320	300	-6.3%	\$2.5	\$2.3	-9.2%
Nunavut	220	300	+36.4%	\$1.3	\$2.1	+58.2%
<b>Age category</b>						
24 years old and under	15,470	15,080	-2.5%	\$77.4	\$76.1	-1.6%
25 to 39 years old	148,720	149,440	+0.5%	\$1,017.9	\$1,027.1	+0.9%
40 years old and over	6,140	6,950	+13.2%	\$41.9	\$47.1	+12.3%
<b>Canada</b>	<b>170,330</b>	<b>171,470</b>	<b>+0.7%</b>	<b>\$1,137.3</b>	<b>\$1,150.3</b>	<b>+1.1%</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI maternity benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Women between 25 and 39 years old established 87.2% of new maternity claims during the reporting period, while women aged 24 years old and younger and those aged 40 years old and over represented 8.8% and 4.1% of new claims, respectively. While the number of new claims established by mothers aged 25 to 39 years old remained roughly the same, the number for mothers aged 40 years old and over reported a large increase (+13.2%) compared to the previous year.

The total amount paid out in maternity benefits was almost 1.2 billion dollars for FY1718, an increase of 1.1% compared to the previous fiscal year. The provinces and territories that reported an increase in the number of maternity claims established tended to have higher maternity benefit amounts compared to FY1617, except for some of the Atlantic provinces. Similarly, women over 40 years old who represented the group with the biggest increase in the number of claims, also recorded the largest growth in maternity benefit payments.

Maternity benefits are frequently combined in the same claim with other types of benefits, particularly parental and sickness benefits, with 98.5% of all EI maternity claims completed during the reporting fiscal year including some other type of EI benefits (see [subsection 2.1.2](#)).

The average weekly maternity benefit rate increased by 1.6% to \$454 in FY1718. Half (49.6%) of claimants received the maximum weekly benefit rate. On average, the highest weekly maternity benefit rate was for claims established in the Yukon (\$518) and the Northwest Territories (\$499) and by mothers aged 40 years old and over (\$480).

### *Employment Insurance parental benefits, amount paid and level of benefits*

The total number of new parental claims established increased by 1.1% over the previous year to reach 198,050 in FY1718 (see Table 47). Less than 1.0% of these parental claims came from adoptive parents

(about 1,500). Manitoba, Saskatchewan, and British Columbia had the highest increase in new claims established.

Table 47 – Employment Insurance parental claims and amount paid by province or territory, gender and age, Canada, FY1617 to FY1718

Type of parental benefits	Number of claims			Amount paid (\$ millions)		
	FY1617	FY1718	Change (%)	FY1617	FY1718	Change (%)
Standard	N/A	189,350	N/A	N/A	\$2,777.1	N/A
Extended	N/A	8,700	N/A	N/A	\$1.0	N/A
<b>Province or territory</b>						
Newfoundland and Labrador	2,930	2,790	-4.8%	\$42.0	\$42.6	+1.4%
Prince Edward Island	1,130	1,000	-11.5%	\$14.4	\$15.1	+4.8%
Nova Scotia	5,970	5,830	-2.3%	\$79.4	\$77.1	-2.9%
New Brunswick	4,580	4,710	+2.8%	\$62.5	\$59.8	-4.4%
Quebec	N/A	N/A	N/A	\$N/A	N/A	N/A
Ontario	98,370	97,880	-0.5%	\$1,328.0	\$1,375.4	+3.6%
Manitoba	9,440	10,050	+6.5%	\$126.1	\$131.0	+3.9%
Saskatchewan	8,720	9,290	+6.5%	\$127.8	\$133.6	+4.5%
Alberta	33,480	33,130	-1.0%	\$501.7	\$495.3	-1.3%
British Columbia	30,340	32,250	+6.3%	\$409.5	\$433.4	+5.8%
Yukon	330	310	-6.1%	\$4.2	\$5.0	+19.4%
Northwest Territories	390	430	+10.3%	\$6.6	\$5.7	-12.9%
Nunavut	280	380	+35.7%	\$2.8	\$4.1	+48.0%
<b>Gender</b>						
Men	29,490	30,850	+4.6%	\$233.7	\$252.4	+8.0%
Women	166,470	167,200	+0.4%	\$2,471.4	\$2,525.7	+2.2%
<b>Age category</b>						
24 years old and under	15,840	15,420	-2.7%	\$177.8	\$176.1	-1.0%
25 to 39 years old	168,670	170,170	+0.9%	\$2,389.0	\$2,448.6	+2.5%
40 years old and over	11,450	12,460	+8.8%	\$138.3	\$153.5	+11.0%
<b>Canada</b>	<b>195,960</b>	<b>198,050</b>	<b>+1.1%</b>	<b>\$2,705.1</b>	<b>\$2,778.1</b>	<b>+2.7%</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI parental benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Parents of children born or placed for adoption on or after December 3, 2017, could choose to receive extended parental benefits (up to 61 weeks of payable benefits over a maximum of 18 months). Before December 3, 2017, only standard parental benefits were available. Over the course of the period covered by this report during which extended parental benefits were offered (the last 17 weeks of FY1718), almost 8,700 extended parental claims were established, representing 4.4% of all established parental claims. This number is relatively low and may be explained by the short period in FY1718 during which parents could receive extended parental benefits, and by the fact that maternity benefits (up to 15 weeks) are normally paid out before parental benefits after the birth of a child. By contrast, about 189,400 claims for standard parental benefits were established over the entire course of FY1718.

As in the past, women established the vast majority of parental claims (84.4%) in FY1718. However, men registered a higher increase in the number of claims (+4.6%) than women (+0.4%).

The amount paid in EI parental benefits increased by 2.7% compared to FY1617, totalling \$2.8 billion in FY1718. All provinces and territories, except Nova Scotia, New Brunswick, Alberta and the Northwest Territories, observed an increase in their respective amounts paid in parental benefits compared to the previous year.

The payments paid out in extended parental benefits totalled one million dollars in FY1718, which represents a smaller portion of the total amount paid in parental benefits (0.04%) than the proportion of extended parental claims among all parental claims established (4.4%). This may be explained, in part, by the lower benefit rate of extended parental benefits (33% of weekly insurable earnings compared to 55%) and by the short period during which extended parental benefits could be paid out during FY1718.

As with new claims, the majority of the total amount of parental benefits was paid to women (90.9%). Men and women experienced an annual increase in their total amount paid in parental benefits—by 8.0% and 2.2%, respectively. By age, claimants aged 40 years old and over posted the largest increase (+11.0%) relative to the previous year.

As stated above, weekly parental benefit rates are calculated differently depending on whether the claimant is receiving standard or extended parental benefits.<sup>84</sup>

The average weekly standard parental benefit rate reached \$464, a 1.5% increase in comparison to the previous year. More than half (53.8%) of claimants received the maximum weekly standard parental benefit rate. On average, the weekly benefit rate was higher for standard parental claims established in the Yukon (\$520), by men (\$507) and by claimants aged 40 years old and over (\$493).

The average weekly extended parental benefit rate was \$286 in FY1718. Almost half (48.4%) of claimants received the maximum weekly extended parental benefit rate. On average, men (\$310) and claimants aged 40 years old and over (\$315) received the highest weekly benefit rate for extended parental claims.

### *Duration of Employment Insurance maternity and parental benefits*

As observed during previous fiscal years, claimants used almost all of the EI maternity and parental weeks to which they were entitled. For the vast majority (92.8%) of maternity claims completed over FY1718, mothers received benefits during the 15 weeks available to them. The average duration of completed maternity claims was 14.7 weeks during the reporting period.

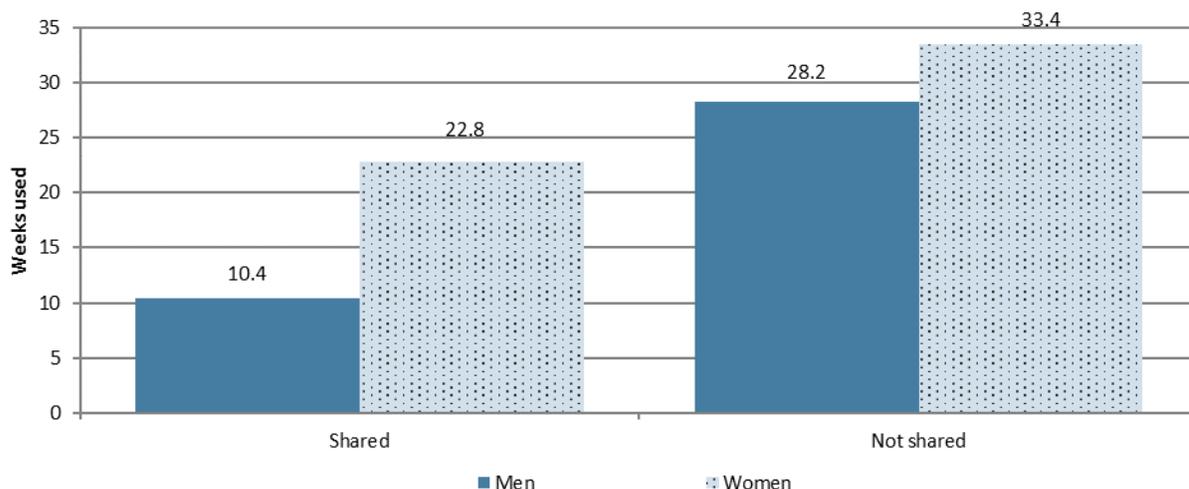
In the case of parental benefits, very few claims for extended parental benefits were completed in FY1718. Consequently, only standard parental claims are included in the results for the duration of parental benefits.

Statistics on standard parental claims completed during the reporting period show that when weeks of benefits were shared, women received an average of 22.8 weeks, whereas men received 10.4 weeks (see Chart 34). The average duration of standard parental claims on a family basis was 33.2 weeks for parents who decided to share the benefits (see Table 48). For parents who did not share the available weeks of benefits, the average duration of standard parental benefits was 33.0 weeks for claims that were completed in FY1718.

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<sup>84</sup> In addition to the difference in the proportion of weekly insurable earnings, the maximum amount of weekly benefits is also different. For standard parental benefits, that amount was \$543 in 2017 and \$547 in 2018. For extended parental rates, it was \$326 in 2017 and \$328 in 2018.

Chart 34 — Average standard parental weeks used per claim by parents who shared and did not share entitlement by gender, Canada, FY1718



Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data

Table 48 – Duration of Employment Insurance maternity and parental benefits for completed claims, Canada, FY1314 to FY1718

Type of benefits	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>P</sup>
Maternity	14.6	14.6	14.6	14.6	14.7
<b>Standard parental, per family</b>					
Shared	32.9	33.5	33.2	33.2 <sup>r</sup>	33.2
Not shared	32.9	33.0	32.9	33.0 <sup>r</sup>	33.0
Combined maternity and standard parental benefits, per family (Share of total entitlement used)	47.5 (95.0%)	47.7 (95.4%)	47.6 (95.1%)	47.6 (95.3%) <sup>r</sup>	47.7 (95.4%)

Note: Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year. Shares of entitlement used are based on unrounded numbers.

<sup>P</sup> Preliminary estimates.

<sup>r</sup> Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Based on completed claims, the combined number of weeks of EI maternity and standard parental benefits used by families was an average of 47.7 weeks on a family basis or 95.4% of the 50 weeks of maternity and standard parental benefits to which they were entitled (see Table 48). Of these 47.7 weeks, 33.0 were paid in parental benefits and 14.7 were paid in maternity benefits.

### 2.6.3 Employment Insurance sickness benefits

EI sickness benefits are paid over a maximum period of 15 weeks to qualified people who are unable to work because of illness, injury or quarantine, but would otherwise be available to work. The exact maximum duration of benefits to which a sickness claimant is entitled depends on the recommendations from their physician or an approved medical practitioner. With job protection through the *Canada Labour Code* and the provincial and territorial statutes under labour law, EI sickness benefits allow claimants to recover while conserving their attachment to the labour market.

To be eligible for EI sickness benefits, claimants need to meet the eligibility requirements for EI special benefits in terms of hours of insurable employment or earnings (see [section 2.6](#)) and provide the Commission with a medical certificate signed by an attending doctor or approved medical practitioner.

#### Premium Reduction Program

Employers who offer short-term disability plans to their employees that are at least equivalent to the EI sickness benefits and that meet certain requirements stipulated in the *Employment Insurance Act* and *Employment Insurance Regulations* can register their plans with the Employment Insurance Commission to obtain a lower EI premium rate than the regular employer rate through the Premium Reduction Program (PRP).

More information on the effect on premiums and number of firms affected can be found in [section 2.7](#).

#### *Employment Insurance sickness claims, amount paid and level of benefits*

Over FY1718, there were 411,900 new sickness claims established, which represented a 8.8% hike over FY1617 and the greatest annual increase over the last five fiscal years. The number of sickness claims established went up in all provinces and territories (see Table 49).

Table 49 – Employment Insurance sickness claims and amount paid by province and territory, gender and age, FY1617 to FY1718

Province or territory	Number of claims			Amount paid (\$ millions)		
	FY1617	FY1718	Change (%)	FY1617	FY1718	Change (%)
Newfoundland and Labrador	10,140	11,070	+9.2%	\$45.1	\$49.0	+8.6%
Prince Edward Island	6,000	6,100	+1.7%	\$20.2	\$21.1	+4.7%
Nova Scotia	19,070	21,060	+10.4%	\$74.0	\$79.0	+6.8%
New Brunswick	24,830	29,440	+18.6%	\$92.7	\$103.7	+11.8%
Quebec	119,210	131,510	+10.3%	\$428.8	\$490.2	+14.3%
Ontario	105,010	111,480	+6.2%	\$461.8	\$502.3	+8.8%
Manitoba	9,970	11,250	+12.8%	\$43.7	\$47.3	+8.3%
Saskatchewan	7,060	7,670	+8.6%	\$35.4	\$34.6	-2.1%
Alberta	26,520	27,750	+4.6%	\$138.2	\$138.3	+0.1%
British Columbia	50,170	53,710	+7.1%	\$223.9	\$242.3	+8.2%
Yukon	420	450	+7.1%	\$2.1	\$1.9	-9.5%
Northwest Territories	200	250	+25.0%	\$0.9	\$1.5	+57.7%
Nunavut	100	130	+30.0%	\$0.7	\$0.9	+28.6%
<b>Gender</b>						
Men	163,870	179,810	+9.7%	\$745.5	\$797.0	+6.9%
Women	214,830	232,060	+8.0%	\$821.9	\$915.0	+11.3%
<b>Age category</b>						
24 years old and under	28,710	29,990	+4.5%	\$91.5	\$98.6	+7.8%
25 to 44 years old	156,530	171,670	+9.7%	\$635.0	\$693.5	+9.2%
45 to 54 years old	90,600	96,350	+6.3%	\$396.9	\$425.7	+7.3%
55 years old and over	102,860	113,860	+10.7%	\$444.0	\$494.3	+11.3%
<b>Canada</b>	<b>378,700</b>	<b>411,870</b>	<b>+8.8%</b>	<b>\$1,567.4</b>	<b>\$1,712.0</b>	<b>+9.2%</b>

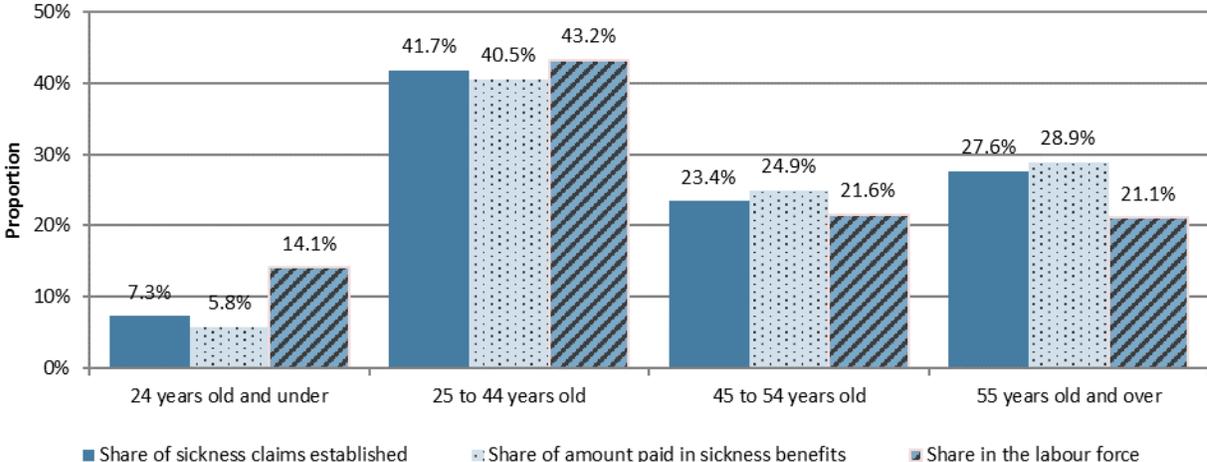
Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI sickness benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative

As in the past, a larger share of new EI sickness claims were established by women (56.3%) than men (43.7%). However, both men and women recorded annual increases in the number of sickness claims of +9.7% and +8.0%, respectively.

Claimants aged 25 to 44 years old established the largest share of new sickness claims in FY1718. Relative to their representation in the national workforce, people aged 24 years old and under were underrepresented among claimants having established sickness claims, while people aged 55 years old and over were overrepresented (see Chart 35).<sup>85</sup>

Chart 35 – Proportions of Employment Insurance sickness claims, amount paid and labour force, by age, Canada, FY1718



Note: Includes claims for which at least \$1 of EI sickness benefits was paid.  
 Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data. Statistics Canada, Labour Force Survey, CANSIM table 14-10-0017-01.

The total amount paid in sickness benefits went up 9.2% compared to the previous year to \$1.7 billion during FY1718. The majority of provinces and territories, with the exception of Saskatchewan and Yukon, recorded an increase in their total amount paid in sickness benefits (see Table 49).

As with new claims, women received a slighter larger share of the amount paid in sickness benefits than men, 53.4% and 46.6%, respectively. Women also experienced a bigger annual increase in the amount received than men.

In terms of age, the results observed are similar to those regarding the number of claims. Claimants aged 55 years old and over received a larger share of the total amount of payments for sickness benefits than their weight in the labour force, while claimants aged 24 years old and younger received a smaller share (see Chart 35).

<sup>85</sup> Statistics Canada, Labour Force Survey, table 14-10-0017-01.

By industry, the goods-producing industries were overrepresented among EI sickness claims and total benefits paid as they accounted for 26.7% of new EI sickness claims and 28.3% of sickness benefits paid while they represented 21.1% of workers (see Table 50).

Table 50 – Employment Insurance sickness claims and amount paid, and employment, by industry, Canada, FY1718

Industry	Number of claims '000s (Percentage share)	Amount paid (\$ millions) (Percentage share)	Employment '000s (Percentage share)
<b>Goods-producing industries</b>	<b>110.0 (26.7%)</b>	<b>\$484.7 (28.3%)</b>	<b>3,904.0 (21.1%)</b>
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	16.8 (4.1%)	\$75.0 (4.4%)	610.7 (3.3%)
Utilities	0.5 (0.1%)	\$2.6 (0.2%)	132.4 (0.7%)
Construction	41.6 (10.1%)	\$193.9 (11.3%)	1,420.0 (7.7%)
Manufacturing	51.1 (12.4%)	\$213.1 (12.4%)	1,741.0 (9.4%)
<b>Services-producing industries</b>	<b>291.7 (70.8%)</b>	<b>\$1,191.7 (69.9%)</b>	<b>14,583.6 (78.9%)</b>
Wholesale and retail trade	67.9 (16.5%)	\$249.6 (14.6%)	2,819.2 (15.2%)
Transportation and warehousing	22.4 (5.4%)	\$106.5 (6.2%)	955.6 (5.2%)
Finance, insurance, real estate, rental and leasing	12.9 (3.1%)	\$57.3 (3.3%)	1,172.1 (6.3%)
Professional, scientific and technical services	12.0 (2.9%)	\$51.8 (3.0%)	1,454.6 (7.9%)
Business, building and other support services*	30.3 (7.4%)	\$121.8 (7.1%)	756.2 (4.1%)
Educational services	11.6 (2.8%)	\$44.8 (2.6%)	1,289.9 (7.0%)
Health care and social assistance	50.7 (12.3%)	\$222.0 (13.0%)	2,389.2 (12.9%)
Information, culture and recreation**	8.5 (2.1%)	\$35.2 (2.1%)	789.8 (4.3%)
Accommodation and food services	31.9 (7.7%)	\$104.6 (6.1%)	1,212.2 (6.6%)
Other services (excluding public administration)	16.5 (4.0%)	\$65.7 (3.8%)	786.0 (4.3%)
Public administration	27.2 (6.6%)	\$132.4 (7.7%)	958.9 (5.2%)
<b>Unclassified</b>	<b>10.1 (2.5%)</b>	<b>\$35.7 (2.1%)</b>	<b>N/A</b>
<b>Canada</b>	<b>411.9 (100.0%)</b>	<b>\$1,712.0 (100.0%)</b>	<b>18,487.7 (100.0%)</b>

Note: Data may not add up to the total due to rounding. Percentage shares are based on unrounded numbers. Includes claims for which at least \$1 of EI sickness benefits was paid.

\* Includes management of companies and enterprises and administrative and support, waste management and remediation services.

\*\* Includes information and cultural industries and arts, entertainment and recreation industries.

Sources: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data. Statistics Canada, Labour Force Survey, table 14-10-0022-01 (for employment).

The average weekly sickness benefit rate was \$426 in FY1718, a 2.3% increase compared to the previous year. A little more than a third (34.7%) of claimants received the maximum weekly benefit rate, which represented an increase of 1.7 percentage points compared to FY1617. On average, the highest weekly sickness benefit rate was paid for claims established in Nunavut (\$520), by men (\$464), and by claimants aged between 45 and 54 years old (\$439).

### *Duration of Employment Insurance sickness benefits*

A maximum of 15 weeks of EI sickness benefits may be paid to qualified individuals because of illness, injury or quarantine, though this number could be less depending on their physician's recommendation.

The actual average duration of sickness benefits completed during FY1718 remained similar to past fiscal years with 9.8 weeks. On average, men and women received 9.5 and 10.1 weeks of sickness benefits, respectively.

As in the past, the average number of weeks of sickness benefits paid increased with the age of claimants. Claimants aged 24 years old and under experienced, on average, the shortest duration (9.0 weeks), while those aged 55 years old and over registered the longest duration (10.4 weeks of benefits).

A little more than a third (35.5%) of completed sickness claims in FY1718 had used the maximum number of 15 weeks of sickness benefits, which is a similar proportion as the years before. Women (36.8%) were more likely to use the maximum number of weeks than men (33.9%).

The use of all 15 weeks of benefits available also appears to be correlated with the age of claimants, going from 26.7% for claimants aged 24 years old and under to 40.6% for claimants aged 55 years and older over the reporting period (see Table 51).

Table 51 – Share of completed Employment Insurance sickness claims that used the maximum period of 15 weeks of benefits by age, Canada, FY1314 to FY1718

Age category	FY1314	FY1415	FY1516	FY1617 <sup>r</sup>	FY1718 <sup>p</sup>
24 years old and under	25.3%	29.4%	27.0%	28.2%	26.7%
25 to 44 years old	31.9%	32.6%	32.8%	32.2%	32.1%
45 to 54 years old	38.8%	38.2%	37.6%	38.9%	38.4%
55 years old and over	41.7%	41.7%	41.9%	42.7%	40.6%
<b>Canada</b>	<b>35.6%</b>	<b>36.1%</b>	<b>35.9%</b>	<b>36.3%</b>	<b>35.5%</b>

Note: Includes all claims for which at least \$1 in EI sickness benefits was paid. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>p</sup> Preliminary data.

<sup>r</sup> Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

#### Duration of Employment Insurance sickness benefits after benefiting from a short-term disability plan offered by the employer

A recent departmental study\* compared the characteristics of EI sickness claims established by people who benefited from a short-term disability plan offered by the employer (recognized by the Premium Reduction Program) before turning to EI sickness benefits with people who turned directly to EI sickness benefits.

The study showed that claimants for whom the EI program was the second payer were proportionally more likely to use the maximum 15-week period provided for EI sickness benefits than those who received only EI sickness benefits (39.7% compared to 32.0%, on average, for the period between 2000 and 2015).

Given that claimants who were covered by a plan offered by their employer had to use all their short-term disability insurance benefits before establishing an EI sickness claim, it appears that those claimants who used all 15 weeks of benefits were more likely to have severe medical issues that require longer recovery time.

\* ESDC, Enhance Understanding of the Use of the Premium Reduction Program. (Ottawa : ESDC, Evaluation Directorate, 2019)

#### 2.6.4 Employment Insurance compassionate care benefits

EI compassionate care benefits offer temporary income support for up to 26 weeks<sup>86</sup> to eligible claimants who need to take time away from work to provide care or support to family members who have a serious medical condition with a significant risk of death within 26 weeks.<sup>87</sup> The benefits may be paid to one caregiver or shared between caregivers, and only one of them needs to serve the waiting period.

To be eligible for EI compassionate care benefits, claimants need to meet the eligibility requirements for EI special benefits in terms of hours of insurable of employment or earnings (see [section 2.6](#)) and must submit a medical certificate issued by the family member's medical doctor or nurse practitioner to the Commission.<sup>88</sup>

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<sup>86</sup> As of January 3, 2016, the maximum duration of compassionate care benefits went from 6 to 26 weeks and the period during which claimants could receive weeks of benefits went from 26 to 52 weeks.

<sup>87</sup> A family member includes a member of the immediate family as well as any close relative or person considered to be a member of the family. Visit the [Service Canada's website](#) for more information on the term "family members" in relation to individuals who are gravely ill.

<sup>88</sup> Starting December 3, 2017, under the *Budget Implementation Act, 2017, No. 1*, the list of health professionals authorized to sign medical certificates for EI compassionate care benefits was extended to nurse practitioners. Before this date, only medical doctors were able to issue medical certificates.

## Compassionate care recipients

A supplemental study\* using data on compassionate care applicants during FY1516 showed that 58.1% of people filed a claim to take care of a parent, 27.5% a common-law partner or spouse, 4.3% a brother or sister, 3.5% a child, and 6.6% another type of recipient. According to the same study, the number of compassionate care claims increased with the care recipient's age. In 16.9% of cases, applicants who filed a claim did so to take care of a recipient aged between 18 and 54 years old, while in 34.8% of cases, applicants wanted to take care of a recipient aged 75 years and older.

\* ESDC, Compassionate Care Benefits: Update (2004/2005 to 2015/2016). (Ottawa: ESDC, Evaluation Directorate, 2018).

### *Employment Insurance compassionate care claims, amount paid and level of benefits*

Over FY1718, there were 11,010 new claims established for compassionate care benefits, which represented an 8.0% increase over the previous year. This annual change was smaller than those recorded in FY1516 and FY1617 (26.1% and 29.5%, respectively), which correspond to the period where the maximum number of weeks of payable compassionate care benefits rose from 6 to 26 weeks.

Less than one out of ten claims established in FY1718 had weeks of benefits that were shared among qualifying caregivers (6.9%). This proportion remained stable compared to FY1617 (6.4%).

All regions, except Nova Scotia, experienced a boost in the number of claims for compassionate care benefits over the reporting period (see Table 52). Both men and women recorded increases, although men experienced the largest percentage change. However, women continued to establish the majority of compassionate care claims (71.7%) relative to men (28.3%).

Table 52 – Employment Insurance compassionate care claims and amount paid by region, gender, age, Canada, FY1617 to FY1718

Region	Number of claims			Amount paid (\$ millions)		
	FY1617	FY1718	Change (%)	FY1617	FY1718	Change (%)
Newfoundland and Labrador	106	129	+21.7%	\$0.6	\$0.8	+29.1%
Prince Edward Island	55	66	+20.0%	\$0.3	\$0.4	+13.8%
Nova Scotia	367	351	-4.4%	\$2.1	\$2.0	-2.2%
New Brunswick	245	283	+15.5%	\$1.4	\$1.5	+5.6%
Quebec	1,759	1,808	+2.8%	\$7.7	\$8.5	+11.6%
Ontario	4,452	4,966	+11.5%	\$23.0	\$27.3	+18.9%
Manitoba	391	397	+1.5%	\$2.2	\$2.2	+2.8%
Saskatchewan	258	284	+10.1%	\$1.7	\$1.8	+5.8%
Alberta	1,002	1,032	+3.0%	\$6.1	\$6.7	+8.9%
British Columbia	1,523	1,658	+8.9%	\$8.8	\$9.5	+8.1%
Territories	35	36	+2.9%	\$0.2	\$0.3	+15.0%
<b>Gender</b>						
Men	2,812	3,120	+11.0%	\$16.8	\$19.1	+13.5%
Women	7,381	7,890	+6.9%	\$37.3	\$42.0	+12.5%
<b>Age category</b>						
24 years old and under	176	167	-5.1%	\$0.7	\$0.8	+6.1%
25 to 44 years old	3,259	3,494	+7.2%	\$17.0	\$18.9	+11.1%
45 to 54 years old	3,461	3,641	+5.2%	\$18.5	\$20.5	+10.8%
55 years old and over	3,297	3,708	+12.5%	\$17.9	\$21.0	+16.9%
<b>Canada</b>	<b>10,193</b>	<b>11,010</b>	<b>+8.0%</b>	<b>\$54.1</b>	<b>\$61.1</b>	<b>+12.8%</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI compassionate care benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

By age group, individuals aged between 25 and 44 years old had established a smaller share of compassionate care claims (31.7%) than their relative weight in the Canadian labour force<sup>89</sup> (43.2%). Conversely, people aged between 45 and 54 years old and those aged 55 years old and over had established a larger share of claims for compassionate care benefits (33.1% and 33.7% respectively) than their presence in the Canadian labour force (21.6% and 21.1% respectively).

The total amount paid in compassionate care benefits reached \$61.1 million in FY1718, which is an increase of 12.8% compared to the previous reporting period.

As with new claims, the amounts paid in compassionate care benefits during FY1718 went up in all regions except Nova Scotia, and both men and women experienced an annual increase in their amounts received for compassionate care benefits (see Table 52). Furthermore, women received two thirds (68.7%) of the total amount of compassionate care benefits paid.

Claimants aged between 25 and 44 years old received a smaller share of the amount paid in compassionate care benefits than their demographic weight in the Canadian labour force: 30.9% of all benefits paid versus 43.2% of the labour force. Conversely, claimants aged between 45 and 54 years old and those aged 55 years old and over received 33.5% and 34.3% of the total amount of payments for compassionate care benefits, while they represent 21.6% and 21.1% of the labour force respectively. All age groups recorded a hike in the amounts received compared to the previous year.

<sup>89</sup> Statistics Canada, Labour Force Survey, table 14-10-0017-01.

The average weekly benefit rate for compassionate care benefits grew by 2.3% to \$454 during the reporting period. A little less than half (45.3%) of claimants received the maximum weekly benefit rate. On average, the highest weekly benefit rate for compassionate care benefits was paid for claims established in the Territories (\$521), by men (\$488), and by claimants aged between 25 and 44 years old (\$466).

### *Duration of Employment Insurance compassionate care benefits*

The average duration of EI compassionate care claims completed in FY1718 was 12.0 weeks, which is higher than the average duration recorded in FY1617, and marks a significant increase compared to previous fiscal years (see Table 53). This change can be attributed, in particular, to the growth in the maximum number of weeks of compassionate care benefits available since January 3, 2016.

Table 53 – Average duration and share of completed claims that used six weeks of benefits or more or 26 weeks of benefits, Canada, FY1314 to FY1718

Duration	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>P</sup>
Share in percentage of compassionate care claims using :					
6 weeks of benefits or more	57.6% <sup>f</sup>	57.4% <sup>f</sup>	54.8% <sup>f</sup>	64.5% <sup>f</sup>	65.1%
26 weeks of benefits	N/A	N/A	N/A	13.8% <sup>f</sup>	20.0%
Average duration (weeks)	4.7	4.7	4.6 <sup>f</sup>	9.8 <sup>f</sup>	12.0

Note: Includes claims for which at least \$1 of EI compassionate care benefits was paid. Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>P</sup> Preliminary data.

<sup>f</sup> Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Men and women received, on average, a similar number of weeks of compassionate care benefits for claims completed during FY1718 (12.1 and 11.9 weeks, respectively). Over the same period, claimants aged 44 years old and under received, on average, close to 11 weeks of compassionate care benefits, while claimants aged 55 years old and over received an average of 13 weeks.

Among compassionate care claims completed in FY1718, 65.1% used six weeks of benefits or more. This proportion, which is slightly higher than those recorded over previous years (see Table 53), appears to show that despite an increase in the maximum number of weeks of compassionate care benefits available since January 3, 2016, a large share of claims did not receive any extra available weeks, which may in part be due to the death of a care recipient. In total, 20.0% of completed compassionate care claims received the maximum number of 26 weeks of benefits during FY1718, an increase relative to FY1617 (13.8%).

A departmental study<sup>90</sup> updating research results on the use and duration of compassionate care benefits confirmed that the death of a care recipient is one of the main reasons for not receiving or claiming the maximum number of weeks of benefits. Moreover, claimants who took care of their spouse or lived with the care recipient are most likely to use the entire benefit entitlement.

Similar proportions of men and women used six weeks or more of compassionate care benefits, as well as all the 26 weeks of benefits, among the claims completed during the reporting fiscal year. However, claimants aged 55 years old and over were more likely to receive six weeks or more of compassionate

<sup>90</sup> ESDC, Compassionate Care Benefits: Update (2004/2005 to 2015/2016). (Ottawa: ESDC, Evaluation Directorate, 2018).

care benefits (67.8%) than claimants aged 24 years old and under (61.8%). They were also more likely to use the total 26 weeks of compassionate care benefits than claimants aged 24 years old and under (22.8% versus 17.9%).

### 2.6.5 Employment Insurance family caregiver benefit for adults

EI family caregiver benefits for adults were announced in Budget 2017 and came into effect on December 3, 2017. They are offered to any eligible person who must take temporary leave from work to provide care or support to a family member aged 18 or older who is suffering from a severe illness or injury. Family caregivers can obtain up to 15 weeks of benefits, which may be shared among eligible family members or other eligible people who are considered members of the family.

To be eligible for the family caregiver benefit for adults, claimants need to meet the eligibility requirements for EI special benefits in terms of hours of insurable of employment or earnings (see [section 2.6](#)) and must submit to the Commission a medical certificate issued by the medical doctor or nurse practitioner of the family member who is critically ill or injured.

#### *Employment Insurance claims for family caregiver benefits for adults, amount paid and level of benefits*

More than 2,600 claims were established for family caregiver benefits for adults between December 3, 2017, and March 31, 2018. Women established over two thirds of these claims (69.1%) (see Table 54). In terms of age, people aged 44 years old and under accounted for 28.5% of claims established for family caregiver benefits for adults, while 40.0% of claims for those benefits were established by people aged 55 years old and over.

Table 54 – Employment Insurance claims for family caregiver benefits for adults and amount paid by region, gender and age, Canada, FY1718

Region	Number of claims	Amount paid (\$ thousand)
Newfoundland and Labrador	49	\$134.1
Prince Edward Island	18	\$47.4
Nova Scotia	68	\$179.8
New Brunswick	67	\$210.9
Quebec	505	\$1,466.3
Ontario	1,199	\$3,487.7
Manitoba	82	\$235.6
Saskatchewan	61	\$181.1
Alberta	221	\$693.4
British Columbia and Territories	338	\$988.0
Unknown	27	\$37.0
<b>Gender</b>		
Men	815	\$2,647.4
Women	1,820	\$5,013.9
<b>Age category</b>		
24 years old and under	36	\$76.1
25 to 44 years old	714	\$2,124.4
45 to 54 years old	830	\$2,438.6
55 years old and over	1,055	\$3,022.3
<b>Canada</b>	<b>2,635</b>	<b>\$7,661.3</b>

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of EI family caregiver benefits for adults was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

During the period of FY1718 in which benefits for family caregivers for adults were available, the amount paid out for those benefits totalled \$7.7 million. Similar to what was observed with regards to the number of claims established, women and claimants aged 55 years old and over received a larger share of the benefits paid out compared to men and claimants in other age groups.

The average weekly benefit rate for family caregiver benefits for adults was \$447. On average, the highest weekly benefit rate was paid for claims established by men (\$491) and by claimants aged between 25 and 44 years old (\$471).

#### ***Duration of Employment Insurance family caregiver benefits for adults***

Given the short period during which benefits for family caregivers for adults were offered in FY1718, few claims were completed. Consequently, the statistics on the duration of claims for family caregiver benefits for adults are not shown.

#### **2.6.6 Employment Insurance family caregiver benefit for children**

The EI family caregiver benefit for children<sup>91</sup> offers temporary income support for a maximum period of 35 weeks to eligible workers and self-employed persons who take a leave from work to provide care for or support to a critically ill or injured child. Benefits can be shared between caregivers<sup>92</sup>, who may receive them simultaneously or separately, up to the maximum number of weeks of eligibility.

To receive the family caregiver benefit for children, claimants need to meet the eligibility requirements for EI special benefits in terms of hours of insurable employment or earnings (see [section 2.6](#)) and provide to the Commission a medical certificate signed by the medical doctor or nurse practitioner of the critically ill or injured child.<sup>93</sup> To be considered critically ill, a child's life must be at risk as a result of illness or injury, there must have been a significant change in the child's baseline state of health and the child must require the care or support of his/her parent(s).

#### ***Employment Insurance claims for family caregiver benefits for children, amount paid and level of benefits***

The number of new claims established for family caregiver benefits for children grew by 15.7% compared with the previous year, to 4,900 claims in FY1718. Most regions, except Prince Edward Island, Quebec and the Territories registered an increase in their number of claims over the reporting period (see Table 55).

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<sup>91</sup> As of December 3, 2017, EI Parents of Critically Ill Children benefits were renamed the family caregiver benefit for children as part of the *Budget Implementation Act, 2017, No. 1*.

<sup>92</sup> As of December 3, 2017, as set out in the *Budget Implementation Act, 2017, No. 1*, in addition to the child's parents, qualifying members of the immediate and extended family can claim the family caregiver benefit for children. Prior to that date, only parents could receive those benefits.

<sup>93</sup> As of December 3, 2017, under the *Budget Implementation Act, 2017, No. 1*, the list of health professionals authorized to sign medical certificates for the family caregiver benefit for children was extended to nurse practitioners. Before that date, only medical doctors were able to issue medical certificates.

Table 55 – Employment Insurance claims for family caregiver benefits for children and amount paid by region, gender and age, Canada, FY1617 to FY1718

Region	Number of claims			Amount paid (\$ millions)		
	FY1617	FY1718	Change (%)	FY1617 <sup>r</sup>	FY1718	Change (%)
Newfoundland and Labrador	44 <sup>r</sup>	65	+47.7%	\$0.4 <sup>r</sup>	\$0.4	+22.0%
Prince Edward Island	22	18	-18.2%	\$0.1	\$0.1	-3.6%
Nova Scotia	86 <sup>r</sup>	93	+8.1%	\$0.6	\$0.5	-5.5%
New Brunswick	92 <sup>r</sup>	96	+4.3%	\$0.5	\$0.5	+2.9%
Quebec	889 <sup>r</sup>	882	-0.8%	\$5.5	\$5.8	+4.3%
Ontario	1,570 <sup>r</sup>	1,936	+23.3%	\$10.0 <sup>r</sup>	\$12.0	+19.9%
Manitoba	158 <sup>r</sup>	181	+14.6%	\$1.0	\$1.1	+14.0%
Saskatchewan	153	200	+30.7%	\$0.9	\$1.2	+26.0%
Alberta	613 <sup>r</sup>	747	+21.9%	\$4.3 <sup>r</sup>	\$4.8	+12.4%
British Columbia	553 <sup>r</sup>	633	+14.5%	\$3.1	\$3.7	+21.0%
Territories	16 <sup>r</sup>	12	-25.0%	\$0.1	\$0.1	-42.5%
Unknown	42	40	-4.8%	\$0.1	\$0.1	+2.1%
<b>Gender</b>						
Men	818	1,007	+23.1%	\$5.3	\$6.3	+20.0%
Women	3,420 <sup>r</sup>	3,896	+13.9%	\$21.3 <sup>r</sup>	\$24.0	+12.9%
<b>Age category</b>						
24 years old and under	225 <sup>r</sup>	255	+13.3%	\$1.1	\$1.3	+23.1%
25 to 44 years old	3,766 <sup>r</sup>	4,268	+13.3%	\$23.3	\$25.9	+11.1%
45 to 54 years old	227 <sup>r</sup>	340	+49.8%	\$2.0	\$2.8	+37.7%
55 years old and over	20	40	+100.0%	\$0.1	\$0.3	+145.0%
<b>Canada</b>	<b>4,238<sup>r</sup></b>	<b>4,903</b>	<b>+15.7%</b>	<b>\$26.6<sup>r</sup></b>	<b>\$30.3</b>	<b>+14.3%</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI family caregiver benefits for children was paid.

<sup>r</sup> Revised data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

More claims for family caregiver benefits for children were established by women (79.5%) than men (20.5%). Yet, men and women alike recorded an annual increase in the number of new claims.

By age, claimants aged between 25 and 44 years old established the largest share of new claims for family caregiver benefits for children (87.0%), while those aged 24 years old and under and those aged 45 years old and over represented 5.2% and 7.8% of new claims respectively.

The amount paid in family caregiver benefits for children reached \$30.3 million during the reporting period, which is an increase of 14.3% compared to the previous fiscal year. As with established claims, women received most of the benefits paid (79.2%), while by age, claimants aged between 25 and 44 years old received the majority of benefits paid for this type of benefit (85.4%)

The average weekly benefit rate paid to family caregivers for children was \$457 for FY1718, which represents a growth of 2.5% compared to the previous year. On average, the highest weekly benefit rate was paid for claims established by men (\$494) and for claimants aged between 45 to 54 years old (\$466).

### *Duration of Employment Insurance family caregiver benefits for children*

Under the family caregiver benefits for children, claimants are provided with up to 35 weeks of benefits that can be shared among eligible caregivers and split into segments over a claimant's 52-week benefit period.

Individuals receiving family caregiver benefits for children used, on average, 16.7 weeks of benefits over the reporting period, a decrease of 0.6 weeks compared to FY1617. On average, women received more weeks of benefits than men, 18.4 weeks compared to 13.8 weeks respectively. The average number of weeks used was higher for claimants aged between 45 and 54 years old (20.0 weeks) and for those aged 55 years old and over (19.2 weeks).

### **2.6.7 Employment Insurance special benefits for self-employed persons**

Self-employed persons may make a claim for EI special benefits after signing up for the EI Program. The special benefits available to self-employed persons are the same as those offered to salaried employees.

To be eligible for EI special benefits for self-employed persons, an individual must:

- register with the Canada Employment Insurance Commission (CEIC);
- wait for 12 months from the date of his or her confirmed registration before claiming EI special benefits;
- have reduced the amount of time devoted to his or her business by more than 40%;
- have earned the minimum number of self-employed earnings during the calendar year preceding the year he or she applies for benefits;<sup>94</sup>
- pay EI premiums at the same rate as salaried employees for at least one year before he or she may claim benefits; and
- meet the eligibility criteria specific to the special benefits being claimed.<sup>95</sup>

During FY1718, there were 1,900 additional self-employed persons who entered into a voluntary agreement with the CEIC in order to be eligible for EI special benefits, bringing the total number of self-employed persons who are enrolled in the EI Program to almost 21,200 participants. This represents a growth of 9.7% compared to the previous year (see Table 56).

Table 56 – Self-employed persons enrolled in the Employment Insurance program, Canada, FY1314 to FY1718

<b>Number of workers</b>	<b>FY1314</b>	<b>FY1415</b>	<b>FY1516</b>	<b>FY1617</b>	<b>FY1718</b>
<b>Net enrolments</b>	1,530	1,448	1,704	1,820	1,874
New participants to the program (opted in)	2,063	1,946	2,338	2,547	2,475
Registrants who cancelled or terminated participation (opted out)	-533	-498	-634	-727	-601
<b>Cumulative total, at the end of the fiscal year</b>	<b>14,394</b>	<b>15,842</b>	<b>17,546</b>	<b>19,366</b>	<b>21,240</b>

Source: Employment and Social Development Canada, Service Canada administrative data, 100% sample.

<sup>94</sup> This threshold was \$6,888 (2016 earnings) for claims established in 2017 and \$6,947 (2017 earnings) for claims established in 2018.

<sup>95</sup> For more information on special benefits for self-employed persons, please visit the [website](#).

A recent study<sup>96</sup> by the Department compared self-employed persons who do not participate in the EI program to participants. It revealed that, on average at the time of registration, participants were younger and more often women, reported lower net incomes from self-employment and more of them declared income from paid employment, which may indicate that they were in transition to self-employment. However, when a claim is established, only 3 out of 10 self-employed persons reported any income from paid employment in the year before their claim. According to the same study, self-employed claimants started receiving benefits, on average, about 1.5 years (82 weeks) after registration.

Self-employed participants to the EI program who also have paid employment earnings have the choice to apply for EI special benefits as self-employed persons or as insured claimants (if they have paid EI premiums through their paid employment). If they claim benefits under the former, their benefits would be calculated on the basis of both self-employment and paid employment income, whereas for the latter, only earnings from employment would be taken into account. If they receive benefits under the self-employed scheme, they would have to pay premiums on their self-employment earnings for the rest of their working life.

Example: Self-employed participants with some employment income

Before being laid off, Terry worked as an electrician at a large pulp and paper mill in Corner Brook, Newfoundland. Terry decided to start his own company. He earns approximately \$32,000 a year from his company, while working on call at the paper mill for about \$10,000 a year.

Terry worries about being unable to work for a period of time due to an illness or injury. He decides to opt in to the EI program to be able in future to access benefits for self-employed.

If Terry suffers an injury and applies and qualifies for sickness benefits as a self-employed person, assuming he paid premiums for at least one year before making a claim, he would be eligible to receive about \$444 per week in sickness benefits for up to 15 weeks (based on the aggregate of his self-employment and insurable employment income).

### ***Employment Insurance special benefits for self-employed persons, claims, amount paid and level of benefits***

A total of 746 special benefit claims were established by self-employed persons in FY1718, a 0.4% decrease compared with the previous fiscal year. The benefit types most frequently received by self-employed EI claimants were maternity benefits and parental benefits (see Table 57).

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<sup>96</sup> ESDC, Enhance Understanding of Self-Employed Workers' Participation in EI Special Benefits. (Ottawa : ESDC, Evaluation Directorate, 2019)

Table 57 – Employment Insurance special benefit claims for self-employed persons and amount paid by type of benefit, region, gender and age, Canada, FY1617 to FY1718

Type of benefit	Number of claims			Amount paid (\$ millions)		
	FY1617	FY1718	Change (%)	FY1617	FY1718	Change (%)
Maternity	579	566	-2.2%	\$2.5	\$2.9	+16.9%
Parental	578	598	+3.5%	\$4.7	\$6.3	+34.3%
Other EI special benefits	156	167	+7.1%	\$0.5	\$0.6	+19.1%
<b>Region</b>						
Atlantic	55	40	-27.3%	\$0.6	\$0.7	+5.9%
Quebec	24	29	+20.8%	\$0.1	\$0.1	-12.6%
Ontario	328	340	+3.7%	\$3.3	\$4.8	+43.7%
Prairies	156	161	+3.2%	\$2.3	\$2.3	-0.5%
British Columbia and the Territories	186	176	-5.4%	\$1.3	\$2.0	+50.5%
<b>Gender</b>						
Men	25	26	+4.0%	\$0.2	\$0.2	+35.3%
Women	724	720	-0.6%	\$7.5	\$9.6	+27.6%
<b>Age category</b>						
29 years old and under	143	123	-14.0%	\$1.5	\$1.4	-4.5%
30 to 39 years old	522	526	+0.8%	\$5.4	\$7.4	+37.0%
40 years old and over	84	97	+15.5%	\$0.8	\$0.9	+24.7%
<b>Canada</b>	<b>749</b>	<b>746</b>	<b>-0.4%</b>	<b>\$7.7</b>	<b>\$9.8</b>	<b>+27.7%</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes all claims to self-employed persons for which at least \$1 in EI special benefits was paid. New claims established by benefit type may not sum as claimants can receive multiple benefit types on a single claim.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Ontario is the region that established the largest number of claims in FY1718. Similarly to Quebec and the Prairies, it also recorded an increase in the number of claims established by self-employed persons. Quebec's under-representation in terms of new claims established (3.9%) reflects the fact that the province offers maternity, parental, adoption, and paternity benefits outside the EI program with mandatory participation of self-employed persons (see [subsection 2.6.2](#)).

As in the past, women made up the vast majority (96.5%) of new claims established for self-employed persons. By age, claimants between 30 and 39 years old accounted for the largest share of new claims (70.5%). However, claimants aged 40 years old and over saw the largest increase in new claims compared to FY1617. Claimants aged 29 years old and younger, for their part, saw a decrease in the number of claims established over the same period.

The total amount paid in EI special benefits to self-employed persons reached \$9.8 million for the reporting period. This is a 27.7% increase compared to last fiscal year which is partly due to the rise of payments in parental benefits. These benefits represented 64.4% of the total special benefits received by self-employed persons, while maternity benefits accounted for 29.4% (see Table 57).

Ontario also contributed significantly to the increase in EI special benefits for self-employed persons, posting an increase of 43.7% compared to FY1617. The Atlantic provinces as well as British Columbia and the Territories recorded an increase in their respective amount paid, while Quebec and the Prairies saw a drop.

As observed with claims, women received the largest share of the total special benefits paid to self-employed persons. Both men and women saw an annual increase in their total amount received in benefits, 35.3% and 27.6% respectively.

Persons aged between 30 and 39 years old and those aged 40 years old and over posted an increase in special benefits paid for self-employed workers in comparison to the previous fiscal year, whereas those aged 29 years old and under experienced a decrease in benefits paid.

The average weekly benefit rate<sup>97</sup> for special benefits paid to self-employed persons increased by 0.8% to \$337 per claim. On average, the highest weekly benefit rate was for claims established in British Columbia and the Territories (\$347), by men (\$358), and by claimants aged between 30 and 39 years old (\$347).

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<sup>97</sup> Calculated as 55% of the claimant's average weekly earnings over the preceding tax year where average weekly earnings are total self-employment income minus any losses, as calculated according to the *Income Tax Act*, divided by 52.

## 2.7 Employment Insurance financial information

The Employment Insurance (EI) program is financed through mandatory premium contributions made by both employers and employees across Canada. These contributions are based on the employees' insurable earnings up to the annual Maximum Insurable Earnings (MIE).<sup>98</sup> Since January 2010, self-employed persons that have opted into the EI program are also required to pay EI premiums in order to be eligible for EI special benefits.

EI premiums and all other revenues related to the EI program under the authority of the *Employment Insurance Act* are first deposited into the Consolidated Revenue Fund (CRF)<sup>99</sup> and then credited to the EI Operating Account (Account). All EI benefits paid and administrative costs provided for under the *Employment Insurance Act* are paid out of the CRF and debited from the Account.

The following section provides information on EI premium rates and recent trends in revenues and expenditures recorded for the Account.

### 2.7.1 Employment Insurance premium rate

The global recession in FY0809 led to an increase in the number of EI benefit recipients, which in turn increased EI benefit expenditures over a relatively short period of time. As a result, the Account reached a cumulative deficit of \$9.2 billion in 2011. However, the Account has been recording annual surpluses since 2012 as unemployment started to fall with economic recovery.

In order to ensure affordability, predictability and stability of EI premium rates, the Government froze the 2014 rate at the 2013 level of \$1.88 for every \$100 of insurable earnings, and legislated the 2015 and 2016 rates at that amount. In September 2014, the Government announced the introduction of the Small Business Job Credit for 2015 and 2016. This new credit effectively lowered EI premiums for small businesses, from the legislated rate of \$1.88 to \$1.60 for every \$100 of insurable earnings in each of these years. Chart 36 shows the EI premium rates for employees and employers in Quebec and the rest of Canada in the past 10 years.

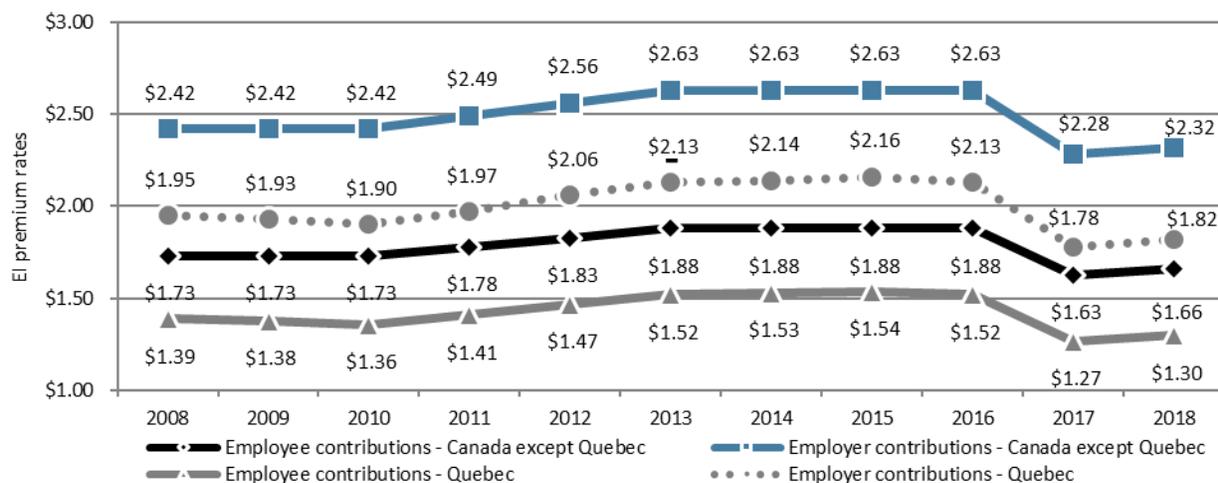
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<sup>98</sup> Section 4 of the *Employment Insurance Act* provides for the annual calculation of the MIE, which is indexed to the annual percentage increase in the average weekly earnings of the industrial aggregate in Canada, as published by Statistics Canada, to ensure that the level of insured income maintains its relative value.

<sup>99</sup> The Consolidated Reserve Fund is the financial account used by the Government of Canada to deposit all revenues from taxes and other federal revenue sources once they are collected, and also the account from which the Government withdraws funds to cover its expenditures. Source: "Financial Procedures." Edited by Robert Marleau and Camille Montpetit, House of Commons Procedures and Practice, Parliament of Canada, 2000.

<http://www.parl.gc.ca/marleaumontpetit/DocumentViewer.aspx?DocId=1001&Language=E&Sec=Ch18&Seq=0>

Chart 36 – Employment Insurance premium rates per \$100 of insurable earnings, Canada, 2008 to 2018



Source: Government of Canada, Public Accounts of Canada 2018, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, October 2018).

Beginning with the 2017 EI premium rate, the Canada Employment Insurance Commission (CEIC) assumed the responsibility for setting the EI premium rate each year, according to a seven-year break-even mechanism (under which the projected balance for the Account is expected to be \$0 in seven years), as forecasted by the EI Senior Actuary. Premium rates are therefore expected to generate sufficient premium revenue to cover expected EI expenditures over the following seven years and eliminate any existing surplus or deficit in the Account. Annual changes to the EI premium rate are legislatively limited to increases or decreases of no more than five cents each year.<sup>100</sup>

The Senior Actuary’s forecasted EI premiums are calculated based on the forecasted insurable earnings by employees. EI premiums are paid for by employers, employees and self-employed persons who have opted into the EI program, for every \$100 of insurable earnings up to the annual MIE threshold. In 2018, the MIE was \$51,700, increasing by \$400 from the previous year’s MIE of \$51,300.

In 2018, the EI premium rate for employees (who were not covered by a provincial parental insurance plan) was set by CEIC at \$1.66 per 100 of insurable earnings, up by three cents from the previous year. This made the maximum annual premium paid by employees to be \$858 in 2018. Employers, on the other hand, pay EI premiums that are 1.4 times the employee rate (such that employers contribute approximately 58% of the total EI premium revenues versus approximately 42% contributed by the employees). This means that employers paid \$2.32 for every \$100 of insurable earnings of their employees in 2018, up to a maximum of \$1,202. Self-employed persons who opted into the program pay the same EI premium rate as employees, and also pay premiums up to the annual MIE.<sup>101</sup>

<sup>100</sup> The only exception to this was in 2017 when the premium rate reduced by 25 cents to \$1.63 per \$100 of insurable earnings, from \$1.88 in 2016.

<sup>101</sup> Self-employed individuals who have opted into the EI program in order to access EI special benefits may qualify providing they meet prescribed requirements, which include Minimum Self-Employed Earnings (MSEE) during the calendar year before they submit a claim. For claims established in 2018, in accordance with subsection 11.1 of the EI Regulations, the MSEE was set at \$6,947 of self-employed earnings in 2017.

The EI program grants a reduction in the base EI premium rate paid on insurable earnings to employees who are covered by a provincial parental insurance plan. Quebec is the only province in Canada that administers its own parental insurance plan, known as the Quebec Parental Insurance Plan (QPIP), which provides paid parental, adoption, maternity and paternity benefits to eligible claimants and is financed by contributions made by workers and employers in Quebec. These benefits replace maternity and parental benefits provided by the EI program and, as such, EI premiums in Quebec are lower to reflect the savings that are generated for the EI program as a result of the existence of QPIP. In 2018, the EI premium rate for employees in Quebec was set at \$1.30 per \$100 of insurable earnings, while for employers it was \$1.82 per \$100 of insurable earnings of their employees (see Table 58).

Table 58: Employment Insurance maximum insurable earnings, premium rates\* and annual maximum contribution for employees and employers in Canada, 2016 to 2018

Category	Contributor	2016	2017	2018
Residents of a province without a provincial parental insurance plan	Employees	\$1.88	\$1.63	\$1.66
	Employers	\$2.63	\$2.28	\$2.32
Residents of a province with a provincial parental insurance plan (Quebec)	Employees	\$1.52	\$1.27	\$1.30
	Employers	\$2.13	\$1.78	\$1.82
Maximum insurable earnings	Employees	\$50,800	\$51,300	\$51,700
Annual maximum contribution	Employees	\$955.04	\$836.19	\$858.22
	Employers	\$1,137.06	\$1,170.67	\$1,201.51

\* Per \$100 of insurable earnings.

Source: Government of Canada, Public Accounts of Canada 2018, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, October 2018).

#### Example: Employment Insurance premium contributions

Emily is an employee working at a call centre in Fredericton, New Brunswick, and earns \$35,000 per year.

Based on Emily's income level and assuming she remained employed throughout the year; her annual contribution to the EI program in 2018 would be \$581 at the premium rate of \$1.66 for every \$100 of insurable earnings. Her employer would contribute \$813.40 in EI premiums on her earnings, for a combined total of \$1,394.40 in contributions made to the EI Operating Account in 2018.

However, if Emily was working and living in Quebec, her annual contribution in 2018 would be reduced to \$455, and her employer would have contributed \$637 in EI premiums on her earnings, for a combined total of \$1,092 in contributions made to the EI Operating Account. At the premium rate of \$0.548 for every \$100 of insurable earnings, Emily's contribution to the Quebec Parental Insurance Plan (QPIP) would be \$191.80, while her employer's contribution would be \$268.50. Note that QPIP premiums are not set by the CEIC.

### 2.7.2 Premium Refund Provision

Under certain circumstances a share or all of EI premiums paid can be refunded to contributors if certain conditions are met.

The EI program includes a provision that grants EI premium refunds to employees with insurable earnings equal to or less than \$2,000, as they have not worked enough hours to be eligible for EI benefits. In addition to this, some employees may pay EI premiums on earnings that exceed the MIE and the maximum annual contribution in a given tax year. Under these two circumstances, affected employees are entitled to receive a refund of all or a portion of their EI premiums paid in the year when filing their tax returns. It is important to note that employers do not receive a corresponding refund.

According to Canada Revenue Agency (CRA) data on T4 slips<sup>102</sup> from employers, there were 925,400 individuals in 2016 that were eligible to receive full EI premium refund under the Premium Refund Provision, representing 5.2% of those with insurable earnings. Of these individuals who were eligible to receive full refund paid on EI premiums, 73.7% had filed income taxes and 65.3% received a full premium refund based on CRA T1 tax filer data. A total of \$10.4 million in premiums were refunded to the eligible individuals in 2016, while on average each person received a refund amount of \$17.17.

### 2.7.3 Premium Reduction Program

The Premium Reduction Program (PRP) was introduced in 1971 to encourage employers to provide short-term income protection coverage plans to their employees. The PRP recognized employer-based plans that already existed to ensure that they would not stop being offered as the EI sickness benefits became available. At that time, many workers were already covered against loss of wages due to non-occupational illnesses or accidents. It would have been unfair for both employers and employees who had coverage under such replacement plans to pay the same EI premiums as others who did not have this kind of coverage. Consideration for equity and a desire to recognize the role of existing wage-loss replacement plans contributed to the incorporation of the PRP.

Under the *Employment Insurance Act*, employers who provide qualified wage-loss plans, also known as short-term disability plans, to their employees that are at least equivalent to the protection provided by EI sickness benefits may be eligible to receive a reduction in the EI premiums payable through the PRP. The PRP puts less strain on the EI program as employees who are covered by such short-term disability plans may not have to collect EI benefits, or may collect them for a shorter period of time, as benefits from the registered plans have to be paid before EI benefits are paid.

There are two types of wage-loss replacement plans for which EI premium reductions may be granted: the cumulative paid sick leave plans and the weekly indemnity programs. These plans must also meet certain requirements established by the CEIC.<sup>103</sup> The premium reduction reflects the average savings

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<sup>102</sup> The T4 slip or the Statement of Remuneration Paid is an information slip on employment income, commissions, taxable benefits or allowances that is provided by the employer to the employee.

<sup>103</sup> Basic requirements that must be met by these plans include: providing at least 15 weeks of benefits for short-term disability, matching or exceeding the level of benefits provided under EI, paying benefits to employees within 8 days of illness or injury (the elimination period cannot exceed 7 consecutive days), being accessible to employees within 3 months of hiring, and covering employees on a 24-hour-a-day basis. For specific requirements unique to cumulative sick leave plans and weekly indemnity plans, see the EI Premium Reduction guide, Annex 1. <https://www.canada.ca/en/employment-social-development/programs/ei/ei-list/reports/reduction-program/annex.html>

generated to the EI Account due to the existence of these plans, and is provided directly to employers. As EI premiums are paid by both employers and employees in a proportion of 7/12 and 5/12, respectively, employers are required to ensure that their employees benefit from the reduction of the employers' premium in an amount at least equal to 5/12 of the reduction.

In each calendar year, the rates of premium reduction are established based on four categories of qualified plans, with a distinct rate for each category, as explained below:

- Category 1: Cumulative paid sick leave plans that allow for a minimum monthly accumulation of at least one day and for a maximum accumulation of at least 75 days.
- Category 2: Enhanced cumulative paid sick leave plans that allow for a minimum monthly accumulation of at least one day and two-thirds and for a maximum accumulation of at least 125 days.
- Category 3: Weekly indemnity plans with a maximum benefit period of at least 15 weeks.
- Category 4: Special weekly indemnity plans with a maximum benefit period of at least 52 weeks (this reduction is available only to public and para-public employers of a province).

Rates of premium reduction are expressed as a percentage of the insurable earnings of employees. In 2018, the rates of reduction were 0.21%, 0.36%, 0.35% and 0.39% of insurable earnings for categories 1 through 4, respectively.<sup>104</sup> An estimated \$867.8 million in premium reductions were generated by the wage-loss plans in 2016 (the most recent taxation year for which data is available), compared to \$837.4 million in 2015 and \$854.0 million in 2014.

During the period of 2000-2015, approximately 89.0% of all employers in the program offered a Category 3 plan with weekly indemnity to their employees.<sup>105</sup> Another 7.0% of employers offered Category 1 with cumulative paid sick leave plans, followed by 1.5% offering the combination of two or more types of short-term disability plan. The last 2.5% is shared between employers offering Type 2 plans with enhanced paid sick leave or Type 4 plans with Special with Weekly Indemnity. These breakdowns have remained stable during the 15 years.

#### **2.7.4 Recent trends in revenues and expenditures**

As required by Section 64 of the *Financial Administration Act*, the Receiver General prepares the Public Accounts of Canada annually to report on the financial transaction of the Government for the fiscal year. According to the Public Account of Canada, the total EI revenues were \$21.6 billion in FY1718, down 4.4% from the previous year. The EI expenditures also decreased (-3.8%) over the same time period, from \$22.5 billion in FY1617 to \$21.7 billion in FY1718. This generated a net deficit of \$48.0 million at the end of FY1718 (see Table 59). See [Annex 5](#) for a detailed breakdown of the Account.

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<sup>104</sup> Source: Office of the Chief Actuary – Office of the Superintendent of Financial Institutions Canada, 2018 Actuarial Report on the Employment Insurance Premium Rate.

<sup>105</sup> ESDC, Enhance Understanding of the Use of the Premium Reduction Program. (Ottawa: ESDC, Evaluation Directorate, 2019).

Table 59: Employment Insurance Operating Account revenues and expenditures, FY1314 to FY1718 (\$ millions)

Operating Account	FY1314	FY1415	FY1516	FY1617	FY1718
<b>Revenues*</b>	<b>\$22,226.9</b>	<b>\$23,014.8</b>	<b>\$23,586.1</b>	<b>\$22,603.3</b>	<b>\$21,614.0</b>
<b>Expenditures**</b>	<b>\$18,997.2</b>	<b>\$19,759.3</b>	<b>\$21,192.9</b>	<b>\$22,518.9</b>	<b>\$21,662.0</b>
Employment Insurance benefits (Part I)	81.7%	82.2%	83.2%	83.5%	82.4%
Employment benefits and support measures (Part II)	10.5%	10.4%	9.7%	9.7%	10.0%
Benefit repayments	-1.1%	-1.2%	-1.2%	-1.2%	-1.4%
Administration costs	8.8%	8.4%	7.8%	7.9%	8.7%
Bad debts	0.1%	0.3%	0.6%	0.1%	0.3%
<b>Annual surplus (deficit)</b>	<b>\$3,229.7</b>	<b>\$3,255.4</b>	<b>\$2,393.2</b>	<b>\$84.4</b>	<b>(\$48.0)</b>

Note: Data may not add up to the total due to rounding.

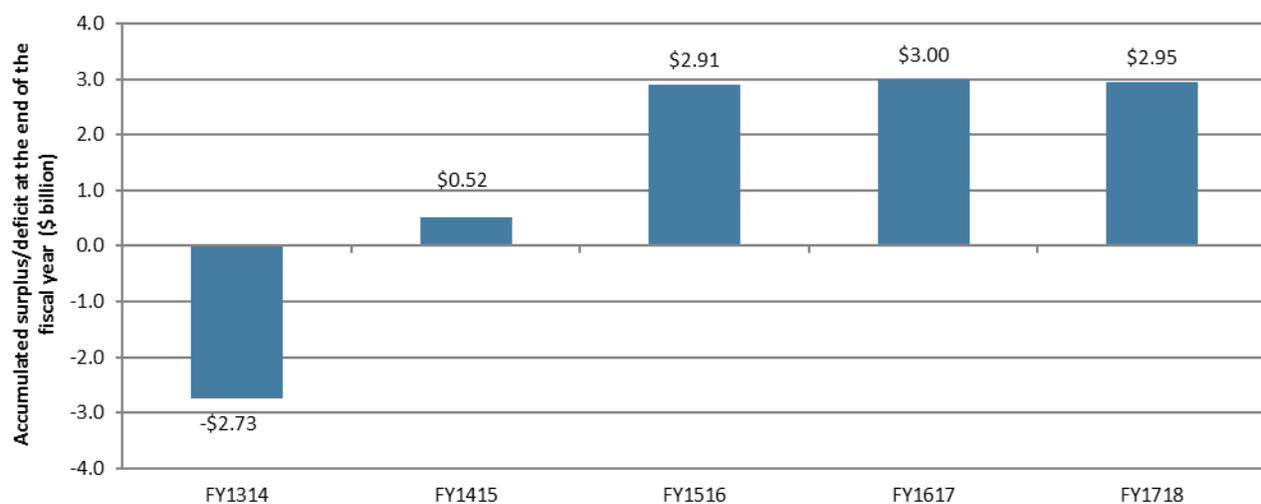
\* Includes all revenues and funding from EI premiums, interest owed on accounts receivable, penalties applied to claimants for violations of terms and conditions of the EI program and additional funding measures introduced for Employment Insurance for some years under the federal budget.

\*\* Includes all expenses related to funding and operations of the EI program, including benefit payments under Part I of the EI program, Employment Benefit and Support Measure (EBSM) expenditures under Part II of the EI program, EI benefit repayments, administrative costs and outstanding debts counted as liabilities against the EI Operating Account.

Source: Government of Canada, Public Accounts of Canada 2018, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, October 2018).

Chart 37 illustrates the financial position of the EI Operating account at the end of fiscal year for the past 5 years. On March 31, 2018, the accumulated surplus in the EI Operating Account was \$2.95 billion, decreasing slightly (-1.6%) from the previous fiscal year. This decrease in the accumulated surplus is mainly attributable to the decline (-\$1.0 billion) in EI premiums collected in FY1718.

Chart 37 – Employment Insurance Operating Account financial position at the end of fiscal year, Canada, FY1314 to FY1718



Source: Government of Canada, Public Accounts of Canada 2018, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, October 2018).



# CHAPTER III

## Impact and Effectiveness of Employment Benefits and Support Measures (EBSMs—Part II of the *Employment Insurance Act*)

Activities delivered under Part II of the *Employment Insurance (EI) Act* help individuals in Canada prepare for, find and maintain employment. Under the umbrella of Employment Benefits and Support Measures (EBSMs), these activities include programs delivered by provinces and territories under Labour Market Development Agreements (LMDAs), as well as the Government of Canada’s pan-Canadian programming and functions of the National Employment Service (NES).

This chapter presents program results for EBSMs achieved under Part II of the *EI Act* during the fiscal year beginning on April 1, 2017 and ending on March 31, 2018 (FY1718). Section I provides a national overview of EBSM-similar programming delivered under the LMDAs and by Aboriginal Skills and Employment Training Strategy (ASETS) agreement holders. Provincial and territorial employment programming activities are presented in Section II, with a description of each jurisdiction’s labour market and employment priorities. Section III presents a national and international overview of service delivery models, issues, and best practices for active employment programs comparable to EBSMs. Section IV discusses the results of Employment and Social Development Canada’s (ESDC) delivery of pan-Canadian activities, and the administration of certain NES functions.

### Notes to Readers

- i. The data used to analyze EBSM activities were collected from provinces, territories, and ASETS agreement holders. Governments continue to improve data quality and collection to ensure accurate, reliable, and consistent information. While all data sets are verified before publication, systems and operational changes may affect the comparability of data from year to year.
- ii. Throughout this chapter, references to average levels of activity and to highs and lows generally use the 10-year period from FY0708 to FY1718 as a frame of reference.
- iii. Statistics Canada’s Labour Force Survey (LFS) is the source of labour market data reported. Data for Canada and the provinces are fiscal-year averages, calculated using seasonally unadjusted monthly data, while monthly references are seasonally adjusted. Data for the Northwest Territories, Yukon and Nunavut are calculated using unadjusted three-month moving averages of monthly data. In discussions of employment trends by industry, standard industry titles are taken from the North American Industry Classification System (NAICS).
- iv. Real GDP data and other non-LFS macroeconomic indicators are from Statistics Canada’s Economic accounts. Forecasts are based on published analyses from the Bank of Canada, the Conference Board of Canada, Canadian banks, Organisation for Economic Co-operation and Development and Statistics Canada, as well as on internal analysis, using information available as of January 2019.

## 3.1. National overview

### 3.1.1 Economic and labour market context

In FY1718, Canada’s labour force grew by 1.0% to a total of 19.7 million, while employment expanded at a faster pace (+1.8%), to a total of 18.5 million. This marked the eighth consecutive year of employment growth in Canada, with most of the jobs being in full-time employment. Employment growth was similar among women and men, increasing by 1.8% and 1.9%, respectively.

Canada’s overall unemployment rate edged down to 6.1%, compared to 6.9% in the previous fiscal year. The unemployment rate for both women and men dropped by varying degrees. Women’s

unemployment rate registered at 5.7% (compared to 6.2% in the previous year), while men's unemployment rate registered at 6.5% (compared to 7.5% in the previous year).

Among youth aged 15-24 years old, employment grew by 1.4% in FY1718. In turn, the youth unemployment rate declined from 13% in FY1617, to 11.2% in the recent year. This is the lowest unemployment rate among youth since FY0708. Canadians aged 55 or older saw their employment levels grow up by 4.1%, and their unemployment rate declined from 6.0% to 5.5%, year over year.

Employment levels increased or remained relatively stable in most provinces and territories. Prince Edward Island (+3.3%) and British Columbia (+3.2%) experienced the strongest employment growth, followed by Quebec (+2.1%) and Ontario (+1.9%). Moderate growth was registered in Manitoba (+1.5%) and Alberta (+1.6). In Nova Scotia (+0.8%) and New Brunswick (+0.1%) employment levels remained relatively stable. Employment declined only in Newfoundland and Labrador and Saskatchewan, by -3.3% and -0.3%, respectively. In the territories, Yukon's employment levels increased by 2.1%, while in Northwest Territories and Nunavut employment dropped by -4.9% and -1.3%, respectively.

Canada's overall labour market participation rate held steady at 65.7% in FY1718, with the labour population and labour force both growing at a nearly equal pace, +1.1% and +1.0%, respectively.

Statistics Canada<sup>1</sup> reported 298,000 job vacancies across Canada in FY1718, compared to 221,000 in FY1617 (+35.2% increase year over year). The survey also reported 1.21 million unemployed workers in FY1718. Taken together—expressed as the unemployment-to-job vacancies ratio (U/V ratio)—for every job vacancy, 4.1 individuals were unemployed. In comparison, Canada's U/V ratio stood at 6.1 in the previous year. Overall, this suggests Canada's labour market tightened considerably in FY1718.

In 2017, Canada's real gross domestic product (GDP) rose 3.0%, following a 1.1% increase in 2016. Real GDP increased in every province and territory, with Alberta's growth being the strongest among the provinces (+4.4%), rebounding from a 4.2% decline in the previous year. In the territories, real GDP growth ranged from 3.1% in Yukon, 3.7% in Northwest Territories, and 9.8% in Nunavut.

For 2018, Canada's real GDP is forecasted to grow by approximately 2%, with economic expansion projected in most parts of the country, albeit at a more moderate pace than in 2017.

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<sup>1</sup> Table 14-10-0224-01. Job vacancies, labour demand and job vacancy rate, three-month moving average, unadjusted for seasonality

### 3.1.2 Main results<sup>2</sup>

#### Decline in the number of EBSM clients and interventions<sup>3</sup>

In FY1718, the use of labour market programming declined throughout Canada. Under the Labour Market Development Agreements (LMDAs), provinces and territories served 695,911 clients, dropping by 5.2% compared to the previous year. Similarly, the number of LMDA interventions delivered to clients decreased by 6.5% year over year; to a total of 1,071,881 interventions.

With the addition of programs and services delivered by Indigenous organization through the Aboriginal Skills and Employment Training Strategy (ASETS), a grand total of 715,658 EBSM clients were served (-4.8%), and 1,107,740 EBSM interventions (-6.0%) were delivered in FY1718.

The overall client-to-intervention edged down to 1.55, compared to 1.57 in the previous year, as the number of interventions declined at a higher rate than the client totals.

Overall expenditures edged down by 0.6% to a total of \$2.17 billion.

### 3.1.3 Client profile and participation

#### Terminology guide

A **client** is a person who has participated in programs or services that are funded by the LMDAs or by Indigenous organizations. See section 1.3 for details for client types.

An **intervention** is a discrete program or service that a client participates in. See Section 1.4 and 1.5 for the type of interventions available to clients.

Any reference to **participants** in this chapter is equal to the number of interventions, where information on designated groups is only collected at the intervention level.

In FY1718, 313,998 active EI claimants were served, decreasing by 10.6% year over year. Non-insured clients also declined by 6.3%. Former EI claimants were the only client type to increase, growing by 21.3% year over year. New provisions introduced in July 2016 expanded the definition of former claimants to those who completed an EI claim in the previous five years, compared to three years under old provisions.<sup>4</sup> As a result, the sudden growth among former claimants in FY1718 is largely attributable to the legislation changes. The decline in active claimants largely stems from overall declines in the usage of EI programming (see table 1 for details about the three types of clients).

<sup>2</sup> In 2013/2014, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1718 administrative data counts for the province on clients and interventions presented in this year's report are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period. As such, Newfoundland and Labrador's estimates should be interpreted with caution in the context of national results.

<sup>3</sup> Note that the Employment Benefits and Support Measures (EBSM) client and intervention references capture data collected by provinces, territories and Indigenous organizations. References to LMDA clients and interventions include provincial and territorial data only.

<sup>4</sup> In FY1819, eligibility for Employment Benefits was further expanded to include unemployed individuals who have made minimum Employment Insurance premium contributions in at least five of the last ten years (EI Premiums Paid Eligibility). This change will give access to LMDA programs and services previously available to EI active and former claimants to a broader clientele. Initial results will be reported in next year's MAR.

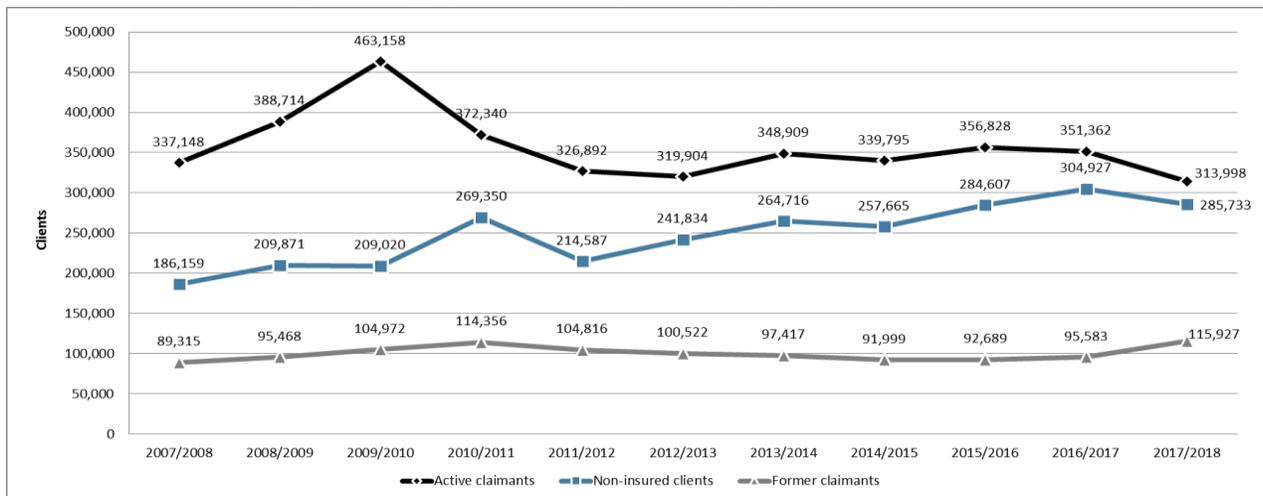
**Table 1 – Clients served by client type, Canada FY1718**

<p><b>Total active claimants:</b> 313,998                  (U) 10.6% year-over-year                  43.9% of all clients in FY1718</p>	<p><b>Total former claimants:</b> 115,927                  (G) 21.3% year-over-year                  16.2% of all clients in FY1718</p>	<p><b>Total non-insured clients:</b> 285,733                  (U) 6.3% year-over-year                  39.9% of all clients in FY1718</p>
<p><b>Active claimants</b> are those who had an active EI Part I regular claim when they requested assistance under Part II of the <i>Employment Insurance Act</i>. Typically, they have stronger and more recent job attachment. They tend to be able to return to work more quickly than those with weaker ties to employment. Active claimants who are considered job-ready from an analytical point of view often seek out short-term interventions under EI Part II to find their next employment opportunity. Others require longer-term Employment Benefits to upgrade their skills, establish certification or refine their job search strategies.</p>	<p><b>Former claimants</b> are those who completed an EI claim in the previous five years, or who began a parental or maternity claim in the last five years when they requested assistance under Part II. They are no longer eligible for EI Part I; however, they remain eligible for EI Part II under certain criteria.<sup>5</sup> Former claimants do not receive income support under Part I of the <i>Employment Insurance Act</i> while they complete an Employment Benefit intervention; however, they may receive Part II support while completing their return-to-work action plan.</p>	<p><b>Non-insured clients</b> are unemployed individuals who are neither active nor former EI clients. Non-insured clients usually have little substantive or recent job attachment. They include new labour force participants and individuals who were formerly self-employed without paid employment earnings. While these clients are not eligible for Employment Benefits under EI Part II, they may access Employment Assistance Services.</p>

Compared to FY0708, provinces, territories and Indigenous organizations served more total clients in FY1718 increasing from a total of 612,622 in FY0708, to 715,658, growing by 16.8% over the ten years. Active EI claimants declined from 337,148 in FY0708, to 313,998 in the most recent fiscal year, dropping by 6.9% over the period.

Former EI claimants and non-insured clients both increased over the ten-year period, by +29.8% and 53.5%, respectively. The growth among non-insured clients in the last ten years resulted in their shares among all clients increasing from 30.4% in FY0708 to 39.9% in the recent year.

**Chart 1 – EBSM clients by client-type, Canada FY07/08 to FY/17/18**



<sup>5</sup> A detailed definition of former claimants can be found in section 58 of the *Employment Insurance Act*.

Over a number of years, provinces and territories have prioritized serving clients with barriers searching for employment, and individuals further removed from the labour market. This changing shift in focus has resulted in jurisdictions serving more clients who enter LMDA-funded programming as non-insured clients.

### Age distribution<sup>6</sup>

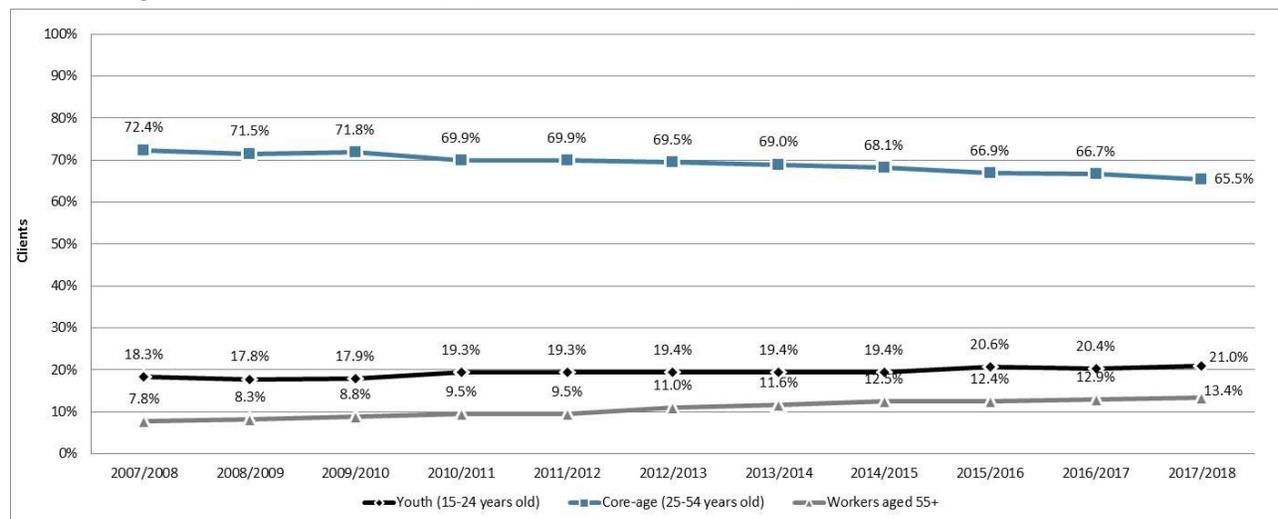
In FY1718, the majority (65.5%) of EBSM clients were in their core working years (25 to 54 years old), totalling 413,524 individuals. Youth – those aged 15-24 years old – represented 21.0% of all clients (132,814), and clients aged 55 or older were the remaining 13.4% of the shares (84,918 clients). Compared to the previous year, all three age groups declined: core-aged workers dropped by 6.1%, youth clients slid by 1.2%, and those aged 55 or older edged down by 0.2%.

**Table 2 – Age distribution of clients and characteristics, Canada, FY1718**

<p><b>Youth clients: 132,814</b></p> <p>21.0% of all clients in FY1718 (⬇️ 1.2% year-over-year)</p>	<p><b>Core-age clients: 413,524</b></p> <p>65.5% of all clients in FY1718 (⬇️ 6.1% year-over-year)</p>	<p><b>Clients aged 55 or older: 84,918</b></p> <p>13.4% of all clients in FY1718 (⬇️ 0.2% year-over-year)</p>
<p><b>Characteristics of youth EBSM clients</b></p> <ul style="list-style-type: none"> <li>Majority of youth are non-insured participants</li> <li>Represented 24% of Employment Benefit participants and 20% of EAS participants</li> </ul>	<p><b>Characteristics of core-aged EBSM clients</b></p> <ul style="list-style-type: none"> <li>Close to 80% were either EI active claimants or non-insured</li> <li>Represented roughly 2/3 among both Employment Benefit and EAS participants</li> </ul>	<p><b>Characteristics of EBSM clients aged 55+</b></p> <ul style="list-style-type: none"> <li>Half of participants are EI active claimants</li> <li>Represented about 9% of Employment Benefit participants and 14% of EAS participants</li> </ul>
<p><b>Youth in the labour market in FY1718</b></p> <ul style="list-style-type: none"> <li>14% of labour force</li> <li>11.1% unemployment rate</li> <li>63.8% participation rate</li> </ul>	<p><b>Core-aged in the labour market in FY1718</b></p> <ul style="list-style-type: none"> <li>65% of labour force</li> <li>5.2% unemployment rate</li> <li>86.9% participation rate</li> </ul>	<p><b>Workers aged 55 and older in the labour market in FY1718</b></p> <ul style="list-style-type: none"> <li>21% of labour force</li> <li>5.5% unemployment rate</li> <li>38.0% participation rate</li> </ul>

<sup>6</sup> Date of birth is not collected for clients in Skills Development-Apprentices and Group Services. As a result, client data in Chart 3 does not match the client total in Annex 3.5.

**Chart 2 - Age distribution of clients (%), Canada, FY07/08 to FY17/18**



In the context of an aging labour force, participation in labour market programming for clients aged 55 or older increased by 111.4% since FY0708, and their proportion among all clients has jumped from 7.8% in FY0708, to 13.4% in FY1718. This age cohort has more representation in the workforce than other cohorts, making up roughly 21.1% of the labour force.

Compared to FY0708, youth participation in labour market programming also increased (+41.2%). This age cohort now represents 21.0% of all clients, compared to 18.3% ten years ago. Youth make up about 14% of the labour force, meaning young Canadians are over-represented in labour market programming relative to their representation in the labour market. In recent years, provinces and territories prioritized serving youth, as a means of addressing an aging workforce, and developing and maintaining a competitive workforce.

Given the growth of both youth and clients aged 55 or older, the share of core-age workers (25-54 years old) declined over the last ten years. Core-age workers now represent 65.5% of all clients, compared to 72.4% in FY0708. The representation of this age group in labour market programming is proportional to their current shares in the labour force, which stood at 64.8% in FY1718.

### Designated groups<sup>7</sup>

In support of employment equity principles, ESDC collects information on the EBSM participation of women, Indigenous peoples, members of visible minority groups and persons with disabilities. As participants<sup>8</sup> voluntarily self-identify, as such, annual fluctuations may be due to changes in self-identification.

- Women participated in a total of 481,969 EBSM interventions in FY1718, a 2.4% decrease year-over-year (44.4% of all interventions delivered to Canadians). Women represented 44.2% of unemployed workers in FY1718. Women accessed EAS-only interventions (91.3%) at a higher rate than men

<sup>7</sup> This information is collected at the intervention level and comes from the participant dataset for EBSM programming.

<sup>8</sup> Note that the number of participants equals the number of interventions for this section.

(82.1%). Among participants who were women, 47.8% were non-insured clients, compared to 37.6% for men.

- In FY1718, a total of 140,688 participants self-identified as persons with disabilities, an increase of 1.2% year-over-year. Over ten years, the proportion of participants with disabilities has increased by over 150%. Among several factors, this can be attributed to workers aging into disability.<sup>9</sup> Persons with disabilities participated in 13.0% of all interventions delivered in FY1718. The vast majority (93.8%) participated in an EAS-only intervention, compared to 6.2% who participated in Employment Benefits. Just over half were non-insured clients (50.6%), followed by 27.2% who were active claimants, and 22.2% who were former claimants.
- Indigenous peoples participated in 87,519 interventions in FY1718, a slight increase of 0.9% year-over-year. As a share of all ESBM interventions delivered in Canada, Indigenous people participated in 7.9% of the total, including programming delivered through ASETS. As in previous years, most Indigenous participants relied on EAS-only interventions (94.7% of all interventions). However, Employment Benefits grew by almost 28%, and represented 5.3% of total interventions delivered to Indigenous participants.
- Members of visible minority groups participated in 77,719 interventions in FY1718, increasing by 10.0% year-over-year. As a proportion of all interventions delivered in Canada, members of visible minority groups represented 7.2% of all participants. The majority of interventions (95.4%) were EAS-only, compared to 4.6% for Employment Benefits.

## Official languages

ESDC furthers the commitment of the Government of Canada to foster the full recognition and use of both English and French in Canadian society, by ensuring that labour market programs and services are delivered in both official languages. In this context, all LMDAs contain commitments by provinces and territories to have programs and services delivered in both official languages where there is significant demand.

### 3.1.4 Interventions: Employment benefits

Employment Benefits consists of longer-term interventions focused on providing skills or work experience required to regain employment. Under the LMDAs, provinces and territories provide employment benefits similar to the following six benefits types outlined in the *EI Act*: **Skills Development-Regular (SD-R); Skills Development-Apprentices (SD-A); Targeted Wage Subsidies (TWS); Self-Employment (SE); Job Creation Partnerships (JCPs); and Targeted Earnings Supplements (TES)**<sup>10</sup>.

In FY1718, Employment Benefits interventions totalled 141,722, decreasing by 3.6% compared to the previous reporting period. This can be attributed to the declining number of active claimants, usually the main beneficiaries of these types of interventions. The average length of an Employment Benefit

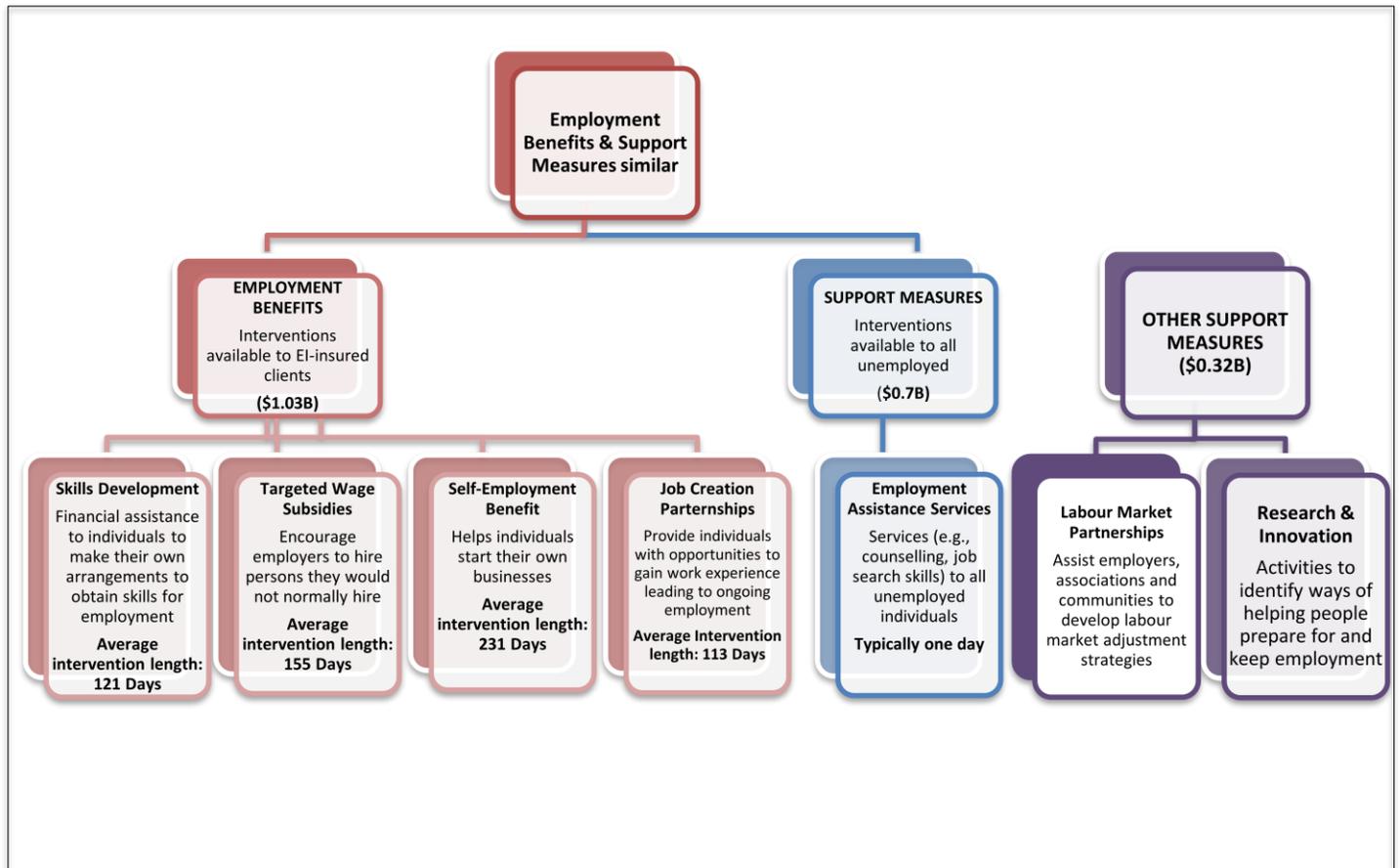
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<sup>9</sup> Government of Canada, (2016-07-20). Older Workers At Risk of Withdrawing from the Labour Force or Becoming Unemployed: Employers' views on how to retain and attract older workers. Retrieved from <https://www.canada.ca/en/national-seniors-council/programs/publications-reports/2013/older-workers-risk/page05.html>

<sup>10</sup> Targeting Earning Supplements were not offered by any jurisdiction in FY1718.

intervention increased from 117 days in FY1617, to 125 days in FY1718. The increased duration of Employment Benefits suggests clients participating in labour market programming were served with more intensive supports.

**Table 3 – Labour Market Development Agreements at-a-glance: Expenditures and length of interventions (2017/2018)**



**SD-R** interventions edged up by +5.2% to a total of 55,360, while **SD-A** interventions dropped by 9.3%, to a total of 62,277 in FY1718. Combined, Skills Development interventions made up 83.3% of all Employment Benefits, and Skills Development expenditures totalled \$829.6 million, lower than the \$855.3 million spent in FY1718.

In FY1718, **TWS** interventions dropped by 6.9% year-over-year, to 15,266, and represented 10.8% of all Employment Benefits. Expenditures on TWS programming totalled \$109.9 million, a decline of \$10.8 million in spending compared to the previous fiscal year.

The number of **SE** interventions delivered decreased by 6.3%, to 5,749, with their shares among all Employment Benefits reaching 4.1%. However, SE expenditures increased in FY1718; going from \$59.8 million in FY1617, to \$61.6 million in the current reporting year.

Overall, JCP interventions declined to 3,070, sliding by 5.6% year over year. JCP expenditures dropped to \$33.7 million, compared to \$34.8 million in the previous year.

**Table 4 – Employment benefits, Canada, FY1718**

	Interventions	Share of Employment Benefits	Year-over-Year Change	Expenditures (\$000s)	Estimated Cost Per Intervention
<b>Employment Benefits</b>					
Targeted Wage Subsidies	15,266	10.8%	-6.9%	\$109.9	\$7,195
Self-Employment	5,749	4.1%	-6.3%	\$61.6	\$10,713
Job Creation Partnerships	3,070	2.2%	-5.6%	\$33.7	\$10,973
Skills Development-Regular	55,360	39.3%	+5.2%	\$829.6	\$7,052
Skills Development-Apprentice	62,227	44.0%	-9.3%		
<b>Canada</b>	<b>141,722</b>	<b>100%</b>	<b>-3.6%</b>	<b>\$1,034.7</b>	<b>\$7,301</b>

### 3.1.5 Interventions: Support measures

Part II of the *Employment Insurance Act* authorizes three support measures: Employment Assistance Services (EAS), Labour Market Partnerships (LMPs) and Research and Innovation (R&I). Through LMDAs, provinces and territories deliver these measures at regional and local levels, while ESDC retains responsibility for pan-Canadian delivery of LMPs and R&I (see section 4: Pan-Canadian Activities and the National Employment Services). In FY1718, Support Measures were available to all unemployed individuals in Canada, including non-insured clients. However, LMPs and R&I are generally not associated with direct client services and, therefore, counts on participants or interventions are not available. Delivered by the provinces and territories, the EAS component of Support Measures provides a full range of self-help and assisted services, such as support in determining career objectives through employment counselling, improving job search techniques, completing a return-to-work action plan, and accessing labour market information in support of career choices.

#### 3.1.5.1 Employment Assistance Services

Provinces and territories design and deliver interventions similar to Employment Assistance Services (EAS), which in FY1718, were available to all unemployed people in Canada. In addition to helping EI-insured clients, EAS interventions provide crucial support to those who have been absent from the labour market for an extensive period or who have low job attachment. They may also support new immigrants or young people who are entering the Canadian labour market for the first time. These interventions are reported in one of the three following categories: **Employment Services, Group Services, and Individual Counselling.**

In FY1718, a total of 930,159 EAS interventions were delivered, decreasing by 7.0% year-over-year. Total expenditures on EAS dropped by 3.7%, to a total of \$694.1 million, a decline of \$26.1 million compared to the previous year.

Interventions similar to **Employment Services** continued to be the most common EAS intervention type, accounting for 57.7% of all EAS interventions in FY1718. A total of 537,032 Employment Services interventions were delivered, a decrease of 10.7% year-over-year. **Group Services** dropped by 28.2%, for

a total of 21,764 interventions delivered. In turn, the share of Group Services among all EAS-type interventions dropped to 2.3%, compared to 2.5% in the previous year. **Individual Counselling** is particularly important when supporting clients who face barriers to employment, and often need action plans as a pathway to Employment Benefits. A total of 371,363 interventions were delivered in FY1718, dropping by 0.5% year-over-year.

### 3.1.5.2 Other support measures

The **Labour Market Partnership (LMP)** initiative facilitates collaboration between employers, employees and employer associations, as well as, community groups and communities to develop solutions to labour force imbalances, such as persistent high unemployment or skill shortages. In FY1718, LMP expenditures totalled \$171.9 million, increasing by 7.2% year-over-year.

**Research and Innovation (R&I)** initiatives identify better ways of helping people prepare for, return to or maintain employment and participate productively in the labour force. In FY1718, R&I expenditures increased to \$148.4 million, which is 27.4% higher than in the previous year.

**Table 5 – Support measures and other support measures, Canada, FY1718**

	Interventions	Share of Employment Support Measures	Year-over-Year Change	Expenditures (\$000s)	Estimated Cost Per Intervention
<b>Employment Assistance Services*</b>					
Employment Services	537,032	57.7%	-10.7%		
Group Services	21,764	2.3%	-13.9%	\$694.1	\$746
Individual Counselling	371,363	39.9%	-0.5%		
Total Employment Assistance Services	930,159	100%	-7.0%	\$694.1	
<b>Other Support Measures</b>					
Labour Market Partnerships	N/A	N/A	N/A	\$171.9	N/A
Research & Innovation	N/A	N/A	N/A	\$148.4	N/A
<b>Canada</b>	<b>930,159</b>	<b>100%</b>	<b>-7.0%</b>	<b>\$1,014.4</b>	<b>N/A</b>

\*Expenditures for Employment Assistance Services are only reported at the aggregate level by most provinces and territories.

### 3.1.6 Expenditures

Total expenditures under Part II of the *Employment Insurance Act* were \$2.17 billion in FY1718, which included EBSM programming, LMPs and R&I, as well as the pan-Canadian activities. This represented a slight decrease of 0.6% compared to the previous year.

Under the LMDAs, Employment Benefits remained the largest investment, at \$1.034.7 billion, representing half of total expenditures by provinces and territories. Compared to FY1718, spending on Employment Benefits declined by over \$35 million (-3.3%). Employment Assistance Services expenditures decreased as well, sliding by 3.7%, or \$26.3 million, to a total \$694.1 million. This decline in spending is largely attributable to decreasing interventions due to an improving economy, and fewer clients served by provinces and territories.

Expenditures towards LMPs and R&I measures increased, going from \$277 million in FY1617, to \$320.3 million in FY1718 (+15.7%).

Pan-Canadian expenditures edged up by 5.4%, increasing from \$114.1 million in FY1617 to \$120.2 million to FY1718. See Section 4 of this chapter for details on Pan-Canadian activities.

### 3.1.7 Key Performance Indicators<sup>11</sup>

FY1718 Employment Benefits and Support Measures Key Facts			
<b>Total Clients Served: 715,658</b>			
El Active & Former Clients (LMDA)	Non-Insured Clients (LMDA)	Pan-Canadian <sup>1</sup>	
429,925	285,733	19,747	
<b>Relative Shares</b>			
Active Claimants	Former Claimants	Non-Insured	
43.9%	16.2%	39.9%	
Youth clients (15–24) <sup>2</sup>	Core Age clients (25–54) <sup>2</sup>	Clients aged 55 or older <sup>2</sup>	
21%	65.5%	13.4%	
<b>Interventions: 1,107,740</b>			
	FY1718	Year-over-Year Change	
Employment Benefits	141,722	3.6%	↓
Support Measures: EAS	930,159	7.0%	↓
Pan-Canadian	35,859	13.0%	↑
<b>Relative Share</b>			
	FY1718	Year-over-Year Change (p.p.)	
Employment Benefits	13.2%	0.4	↑
Support Measures: EAS	86.8%	0.4	↓
<b>Expenditures<sup>3</sup></b>			
	FY1718 (\$ Million)	Year-over-Year Change	
Employment Benefits	\$1,034.7	3.3%	↓
Support Measures: EAS	\$694.1	3.7%	↓
LMPs and R&I	\$320.3	15.7%	↑
Pan-Canadian	\$120.2	5.4%	↑
Total Expenditures	\$2,169	0.6%	↓
<b>Managing for Results</b>			
Indicator	Total	Year-over-Year Change	
Active Claimants Served	313,998	10.6%	↓
Returns to Employment	177,335	5.3%	↓
Estimated Unpaid Benefits (\$ Million)	\$1,103.2	18.0%	↓

<sup>1</sup> El Part II Pan-Canadian services to individuals are through the Aboriginal Skills and Employment Training Strategy.

<sup>2</sup> Age distribution does not equal 100%, as the “unknown” category is not reported here. Date of birth is not collected for clients in SD-Apprentices and Group Services.

<sup>3</sup> Totals may not add up exactly due to rounding; accounting adjustments are not included.

<sup>11</sup> Data completeness issues in newly implemented information management systems could affect year-over-year comparisons at the provincial, territorial and national levels.

ESDC monitors the results of EBSM-similar programming delivered by provinces and territories through three key performance indicators:

- the number of active EI claimants served;<sup>12</sup>
- the number of EI clients who return to employment following an intervention;<sup>13</sup> and
- the amount of unpaid EI Part I benefits resulting from the returns to employment.

In the context of improving labour market and economic conditions in FY1718 throughout most parts of Canada, the number of active EI claimants served (313,998) dropped by 10.6% year-over-year. Returns to work edged down by 5.3% year-over-year, with a total of 177,335 clients finding employment within six months of completing their interventions. Stemming from the declines in active EI claimants and lower returns to work, unpaid EI Part I benefits totalled \$1.103 billion, dropping by 18.0% compared to the previous year.

Table 5 presents supplementary performance indicators at the national and provincial/territorial level, contextualized with labour market aggregates. Since multiple factors can influence results at the individual, jurisdictional and national level, these indicators cannot be unequivocally attributed to LMDAs.

At the national level, 59.5% of active EI claimants began their first LMDA-funded intervention within 12 weeks after their Benefit Commencement Period (BPC). Compared to FY1617, this is an increase of 2.8 percentage points, where 56.7% of active claimants began within 12 weeks that year. At the provincial/territorial level, most jurisdictions registered an increase, as well, and results ranged from 74.8% in Quebec, to 20.2% in Newfoundland and Labrador.

In FY1718, Canada's returns to work from interventions among active clients, expressed as a proportion of Canada's labour force, was 0.9%. Five provinces and territories exceeded the national average. Secondly, unpaid EI regular benefits stemming from returns to work, expressed as a proportion of total EI regular benefits paid, was 8.7% at the national level. Quebec, Manitoba, Saskatchewan, Alberta, and British Columbia posted higher proportions than the national figure.

Only Quebec registered above the national average for the last two ratios. This suggests an effective and efficient balance between returning clients to work as soon as possible, while ensuring the necessary active employment services for employment success over a mid- to long-term horizon.

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<sup>12</sup> Quebec includes former claimants in its key performance indicator for clients served.

<sup>13</sup> EI clients include both active claimants and former claimants.

**Table 6 – Supplemental indicators for provinces, territories, and Canada, FY1718**

	Unemployment Rate  (FY1718)	Job Vacancy Rate  (FY1718)	EI Active Claimants (%) Beginning EI Part II within 12 Weeks Following their Part I Benefit Period Commencement *	Returns to Work Among Active EI Clients from EBSM Interventions, as a Proportion of the Labour Force  (FY1718)	Estimated Unpaid EI Regular Benefits Resulting EBSM Interventions, as a Proportion of Part I Regular Benefits Paid  (FY1718)
Newfoundland & Labrador	14.7%	1.7	20.2%	1.1%	1.8%
Prince Edward Island	8.2%	2.7	60.1%	2.7%	4.1%
Nova Scotia	8.3%	2.5	36.1%	1.1%	3.7%
New Brunswick	8.0%	2.6	55.3%	2.3%	4.0%
Quebec	5.9%	2.5	74.8%	1.5%	10.8%
Ontario	5.8%	3.0	44.3%	0.5%	7.3%
Manitoba	5.5%	2.4	49.3%	0.7%	10.7%
Saskatchewan	6.1%	2.2	35.0%	0.8%	10.6%
Alberta	7.4%	2.6	38.4%	0.8%	12.9%
British Columbia	5.0%	4.1	41.7%	0.8%	11.4%
Northwest Territories	6.9%	2.8	34.4%	0.6%	6.3%
Yukon	5.4%	4.0	41.1%	0.6%	5.3%
Nunavut	14.5%	3.1	27.0%	0.3%	5.0%
<b>CANADA</b>	<b>6.1%</b>	<b>2.9</b>	<b>59.5%</b>	<b>0.9%</b>	<b>8.7%</b>

Source: Labour Force Survey, Business Payroll Survey, and EI Administrative Data.

\*This includes a small percentage of clients who began EI Part II programming up to 2 weeks prior to their Part I Benefit Period Commencement. SD-A participants and those who were non-insured participants were excluded, if they had taken EAS in the previous year.

### 3.1.8 Online resources about LMDAs programs and services

Increasingly the internet is an important resource when seeking employment, or to learn about skills development and training supports that are available to Canadians.

In FY1718, the federal government reached out to provinces and territories to gain a better understanding of the tools and materials about the labour market programming on their respective websites. In many cases, these resources serve as the central point of access to information regarding employment and training initiatives, and most are funded by the provinces and territories. (See Annex 3.16 for a full list of websites.)

**For more information about LMDA-funded programs and services in your province or territory, visit the following:**

Newfoundland and Labrador's [Department of Advanced Education, Skills and Labour](#)

Prince Edward Island's [Skills PEI Division](#)

Nova Scotia's [Labour and Advanced Education](#)

New Brunswick's [Post-Secondary Education, Training and Labour](#)

Quebec's [Ministry of Education and Social Solidarity](#)

Ontario's [Ministry of Training, Colleges and Universities](#)

Manitoba's [Entrepreneurship, Training and Trade](#)

Saskatchewan's [Ministry of the Economy](#)

Alberta's [Ministry of Human Services](#)

British Columbia's [Ministry of Social Development](#)

Northwest Territories' [Department of Education, Culture and Employment](#)

Yukon's [Department of Education](#)

Nunavut's [Department of Education](#)

## **Newfoundland and Labrador**

Newfoundland and Labrador delivers a range of employment and training programs and services through the province's website. These online tools assist individuals to find employment, help employers to access the workers they need, and ensure that communities and regions throughout Newfoundland and Labrador are well equipped to respond to labour market opportunities and challenges. There are a number of online employment related workshops available to assist individuals in their career and employment planning process. As well, there are online workshops available to assist employers with a host of human resource related needs. Clients can also access computers and online resources through any of the community-based resource Employment Centres located across Newfoundland and Labrador. The province also uses the Labour Market Programs Support System (LaMPSS), an online application system for employers and community partners to apply for programs. This online resource provides information about program guidelines and offers a user guide for the application.

## **Prince Edward Island**

Prince Edward Island's SkillsPEI website and the provincially funded WorkPEI site connect job seekers with employers. These sites, in conjunction with JobBank, provide valuable information to job seekers about programs and services to assist them transition to employment as well as provide employers with information to assist them meet their workforce needs. Through the EAS program, service providers offer a variety of tools to support clients as they navigate the career assessment process and move along the path to sustainable employment. The Department of Workforce and Advanced Learning (WAL) launched a new provincially funded website in 2016, called WorkPEI.ca. WorkPEI provides job seekers and employers with a variety of job search tools including a job board, information on labour related programs and services available on PEI and labour market information. WorkPEI also enables employers

to search the online resumes of registered job seekers. Using their own private dashboard, employers can manage job applications and contact applicants directly for any published vacancies or future opportunities. WorkPEI helps match labour supply with local labour demand through the centralized location of job vacancies in PEI, while also providing job seekers with greater access to the hidden job market.

### **Nova Scotia**

Similarly, in Nova Scotia LMDA program information is posted to the Labour and Advanced Education website, which offers details on each program's objective, eligibility criteria and program guidelines. Programs directed to employers also provide information and the means to apply on-line. Each EAS service provider also makes links to the LAE website on their own organisation's web pages. Nova Scotia will also be launching a Virtual Careers portal. In FY1718, the province has developed the Request for Proposals for a vendor to design, create, and manage Nova Scotia's virtual employment services presence on the Internet.

### **New Brunswick**

In New Brunswick, the province's NBjobs.ca site offers clients links to job postings, job search guides, labour market information, and resources for employers. The province is developing an online job fair platform, as a cost-effective way to connect employers with prospective candidates, and to communicate many provincial workforce strategies with the public. The site also promotes Employment and Continuous Learning Services, and a viable way to collect local LMI from employers and job seekers to feed into a regional/provincial database.

### **Quebec**

Under the LMDA, Quebec has the exclusive responsibilities of government services for placement and labour market information in the province. These services, which are an integral part of the continuum of services, are intended for the public and for businesses. They are provided in different ways but are most often used online.

L'IMT en ligne provides relevant information to career exploration and choices as well as job reintegration. This site, which receives about three million visits annually, disseminates information on occupations, training programs, industries, and companies to help users make employment-related decisions.

Placement en ligne enables job seekers to post their applications and companies to advertise their vacant positions (regular jobs, student jobs, and internships). Due to the breadth of information made available to the public (over 900,000 vacant positions per year from more than 40,000 companies) and the matching mechanisms associated with it, Placement en ligne's website receives several million visits every year.

### **Ontario**

The redesigned Employment Ontario website gives job seekers information on training, skills building, or assistance finding a job. Through the website, users are also able to request an appointment with a counsellor to help them develop career goals, prepare for interviews, or get ready for a new job. The

website's new live chat option supports users with job search advice, and offers details on training and hiring supports. An important part of the website redesign included the addition of real-time labour market information, acquired through the collection and analysis of job posting data. These data provide Ontarians with more timely, local, and specific information compared to traditional sources of labour market information. In addition to Ontario's own online resources, the Career Ready Fund and Skills Catalyst Fund (funded as Research and Innovation) support a range of organizations to offer digital tools that help jobseekers, students, as well as, recent graduates connect and collaborate with employers to develop their skills.

### **Manitoba**

Manitoba's website provides information on a wide range of provincial labour market programming including LMDA, WDA and provincially funded services including directory of where to obtain these services. The website provides Manitobans with links to Apprenticeship Manitoba, Job Bank website, youth services, Adult Literacy Programs, Adult Learning Centres, Manitoba Student Aid, Post Secondary Education and career development resources.

### **Saskatchewan**

Saskatchewan's website provides links and information on labour market development programs, tools, and services to assist clients return to work. In addition, community-based organizations and training institutions also provide information about programs and services they deliver. These organizations may also use social networking sites to promote their programs and services. For employers, SaskJobs is an effective tool to find potential workers.

### **Alberta**

ALIS is Alberta's gateway to career, learning, employment and workplace information and resources, helps Albertans make informed decisions necessary to succeed in the labour market. ALIS provides support to a broad audience including junior high, senior high and post-secondary students, newcomers and influencers such as parents, educators, counsellors and career practitioners. ALIS is used by front-line delivery staff, educators and parents to support students in career planning, as well as by third-party agencies supporting Albertans with barriers to the labour market. ALIS provides Albertans with tools to help them through the career planning process and information related to résumé and cover letter writing, preparing for an interview, who to provide as references, and how to find work opportunities. ALIS also includes a series of work books to help individuals with low-literacy enter the workforce. The series cover topics such as making job choices, deciding on a job, finding a job, keeping a job, and training for work. ALIS is partially supported with LMDA funding: these funds support the development of some of contents and tools, and provides ongoing maintenance for some of the resources. The contents and articles on ALIS are updated regularly.

### **British Columbia**

British Columbia provides extensive online resources to help potential clients learn about programs and services, research career paths, and learn about local labour market conditions. In addition to detailed information about WorkBC employment services, online resources for potential clients include BC's Career Guide for Indigenous People 2018; Blueprint Builder - an online career planning tool; and

WorkBC's Career Trek videos. In addition to tools for potential clients, WorkBC's Online Employment Services (OES) system provides clients with 24/7 access to ministry information and services via an online channel. Among the many online functionalities, clients and service providers can access an online application portal for Apprenticeship programs and services; an Intake Management application for service providers to manage applications; and a Targeted Referral and Feedback (TRF) functionality for service providers to receive prospective clients from Service Canada. Additionally, providers can complete and submit Community Employment Partnerships (CEP).

WorkBC also provides multiple online resources to connect employers with potential workers. This site contains the most comprehensive database of B.C. job postings, an interactive map of WorkBC Employment Services Centres across the province, and features a live chat for instant help with using the website and finding information. The Government of BC Service Design team within the Government Digital Experience Division is changing how citizens access government services by bringing innovation and a human-centred approach. The role of service design is to put human experience and need in the forefront of the design thinking process. Empathizing, asking questions and testing ideas can help create better innovations and services relevant to the people who use them. The WorkBC Online Employment Service Portal will continue to leverage this Service Design approach and client experience analytics to continually improve the citizen experience.

### **Northwest Territories**

In Northwest Territories, the territory's website offers information about the suite of labour market programming, labour market information, and information about in-demand occupations, as well as, links various job boards, including Job Bank. Moving forward, the territory intends to develop an Interactive Labour Market Information Portal that targets youth and students, providing relevant, accurate, and timely labour market information to make informed and evidence-based educational, career and business decisions.

### **Yukon Territories**

Yukon's online resources for employment benefits and support measures are delivered through the territory's website. Skills Development, Apprenticeship, EAS, and Labour Market Partnerships are currently centrally located through [www.education.gov.yk.ca](http://www.education.gov.yk.ca).

## 3.2. Provincial and territorial EBSM activities

This section analyzes the provincial and territorial economic environment and EBSM-similar activities in FY1718; linking trends in clients served, interventions, and expenditures to local labour market conditions, and employment programming priorities.

### 3.2.1 Context

Under the LMDAs, provinces and territories received funding to support the delivery of programs and services, similar to the EBSMs established under Part II of the *Employment Insurance Act*.<sup>14</sup> To address unique labour market challenges, provinces and territories delivered employment programming under LMDAs, which were individually negotiated with the Government of Canada. Provinces and territories designed and delivered all EI-funded active employment programming, except for pan-Canadian activities, discussed in Section 4 of this chapter.

Broad-based consultations were held in FY1617 with provinces, territories and stakeholders to identify ways to improve labour market transfer agreements and guide future investments to strengthen labour market programming. Comments received indicated a desire for agreements to be more flexible and responsive to the needs of employers and Canadians, especially those who are underrepresented in the workforce.

Budget 2017 announced new measures to rationalize and expand the existing bilateral labour market transfer agreements with provinces and territories, including the LMDAs. This included amending the *EI Act* to expand eligibility for Employment Benefits to also include unemployed individuals who have made minimum Employment Insurance premium contributions in at least five of the last ten years. Eligibility for Employment Assistance Services was broadened to include both the unemployed and employed. Provinces and territories were also provided with increased flexibility to support employer-sponsored training under the Labour Market Partnerships Support Measure. These changes took effect on April 1, 2018 and were reflected in amending agreements signed with provinces and territories. These amendments can be found at the following website: <https://www.canada.ca/en/employment-social-development/programs/training-agreements/lmda.html>

In addition, the amended LMDAs require provinces and territories to consult with employer and employee organizations and stakeholders representing Official Language minority communities as part of their annual planning process, as well as to provide ESDC with lists of stakeholders consulted, key priorities coming out of the consultations and linkages with labour market programming priorities.

Budget 2017 also announced an additional \$1.8 billion investment in the LMDAs over six years (2017-2018 to 2022-2023), to help more Canadians access EI-funded skills training and employment supports.

Overall, Canada's economy and labour market performed well in FY1718, resulting in a decline in the number of clients served and LMDA-funded interventions delivered in most provinces and territories.

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<sup>14</sup> While data and analysis are presented according to the traditional EBSM intervention categories, provinces and territories may deliver EBSM-similar programming under different names. A list of these names, together with the corresponding EBSM intervention category, is included in the summary for each jurisdiction. In addition, inter-jurisdictional comparisons may be misleading due to differences in programming and labour market conditions. EBSM administrative data presented in this section do not include pan-Canadian activities.

The economy grew in all provinces and territories, and employment levels increased in all but two provinces. Despite varying economic and labour market outcomes, all jurisdictions prioritized improving the labour market attachment of underrepresented groups, such as persons with disabilities, Indigenous persons, recent immigrants, youth, and older workers; as well as ensuring that employers can readily access a skilled workforce. An aging workforce and out-migration remains a particular labour market challenge for Atlantic region, where the provinces worked with communities and regional stakeholders to ensure labour market programming responds to the demographic pressures.

The Managing for Results section for each provincial and territorial summary highlights innovative approaches to improve outcomes for clients. These include:

- Employer engagement in program priorities and design,
- Strategies to deliver active employment supports earlier for EI claimants and,
- Approaches in the use of the Research and Innovation support measure in some jurisdictions.

### 3.2.2 Newfoundland and Labrador<sup>15</sup>

In 2017, Newfoundland and Labrador's real GDP rose by 0.9%, the lowest growth rate among all provinces and territories. The province's economic growth is forecasted to further soften in 2018, as construction on large scale projects such as the Hebron oilfield and Muskrat Falls dam continue to wind down.

<b>Newfoundland and Labrador: EBSM Key Facts</b>			
<b>Total Clients Served: 12,867</b>			
<b>EI Clients</b>		<b>Non-Insured Clients</b>	
11,760	↑	1,107	↓
<b>Total Interventions: 26,664</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
Employment Benefits	8,037	5.6%	↓
Support Measures: EAS	18,627	3.9%	↑
<b>Relative Share of Interventions</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change(pp)</b>	
Employment Benefits	30.1%	2.1	↓
Support Measures: EAS	69.9%	2.1	↑
<b>Total Allocation: \$130.3 million</b>			
<b>Total Expenditures</b>	<b>2017/2018 (\$ million)</b>	<b>Year-over-Year Change</b>	
Employment Benefits	\$112.3	4.0%	↓
Support Measures: EAS	\$6.8	9.3%	↑
LMPs and R&I	\$9.7	201.6%	↑
Total Expenditures <sup>1</sup>	\$128.9	1.9%	↑
<b>Estimated Unpaid Benefits (\$ million)</b>			
<b>2016/2017</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
\$23.23	\$17.47	24.8%	↓

<sup>1</sup> Totals may not add up due to rounding; does not include accounting adjustments.

Labour market conditions in Newfoundland and Labrador continued to deteriorate in FY1718. Employment declined by 3.4% to 223,600, representing a setback for a fifth consecutive year. Employment in the goods-producing sector decreased from 49,600 to 47,200 (-4.9%), with significant losses in forestry, fishing, mining, oil and gas (-2,000; -14.3%) and in construction (-1,000; -4.6%), only partially offset by gains in agriculture (+400; +26.7%) and utilities (+100; +5.2%). Following the same trend, employment in the services-producing sector weakened (-5,400; -2.9%), with the largest losses recorded in information, culture and recreation (-1,100; -14.9%); finance, insurance, real estate, rental

<sup>15</sup> In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1718 administrative data counts for the province on clients and interventions presented in this year's report are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period. As such, Newfoundland and Labrador's estimates should be interpreted with caution.

and leasing (-1,000; -13.9%); professional, scientific and technical services (-1,100; -10.1%); trade (-2,800; -6.6%); and other services (-700; -5.5%).

Changes in the economy, technology and an aging population are the main driving forces shaping labour market conditions in Newfoundland and Labrador. To create a provincial climate conducive to economic growth and job creation, in partnership with communities and various local and regional stakeholders, the province identified the following key investment priorities in FY1718:

- strengthening access to flexible, responsive and innovative labour market programming;
- developing a responsive and adaptive workforce, through effective employment and skills training programming, with a focus on underrepresented groups; and,
- commencing the development of a comprehensive human resources plan to support sector diversification and the development of a productive and knowledge-intensive economy.

### **3.2.2.1 Managing for results**

The Government of Newfoundland and Labrador, through the Cabinet Committee on Jobs, has initiated a number of activities in recent years to support sector growth and diversification. These include:

- bringing a wide range of stakeholders (industry, education and training providers, as well as government) together to discuss sector challenges and determine actions to address these challenges (to date, with agriculture, aquaculture, technology, forestry, community and mining sector);
- sector-specific research activities related to human resources (e.g., occupation-related research in aquaculture, agriculture, and oil and gas);
- greater career exploration programming within the primary and secondary educational system to more closely align with future industry demands;
- initiatives related to immigration, education and literacy, to increase and strengthen the province's labour supply for future sector requirements; and,
- actions to build upon the quality, availability and benefits of labour market information.

### **3.2.2.2 Clients, interventions and expenditures**

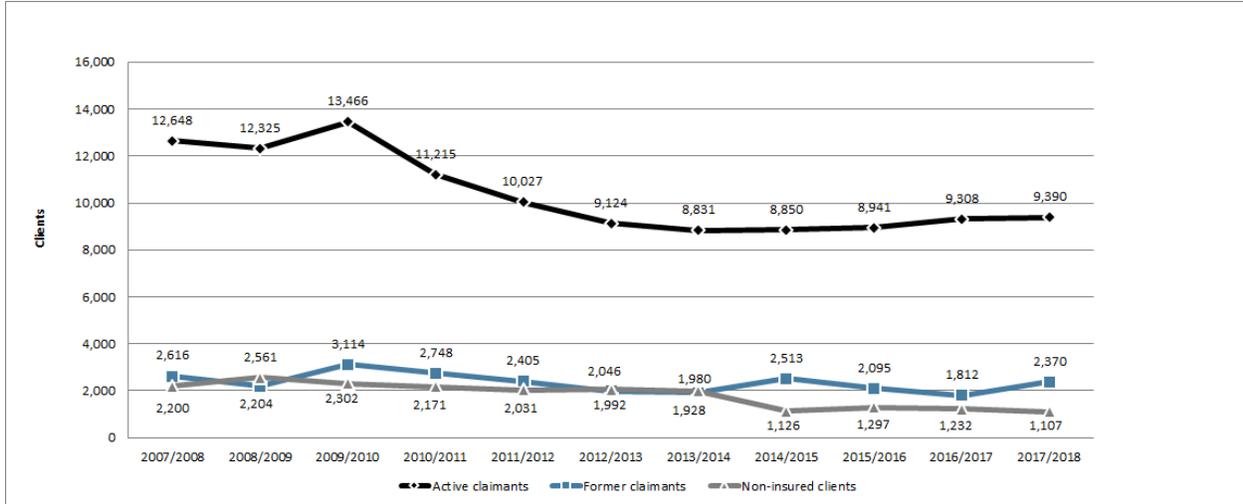
Compared to the previous fiscal year, the total number of clients served in Newfoundland and Labrador during FY1718 increased from 12,352 to 12,867, a growth of 4.2% year-over-year. While the number of active claimants (+82; +0.9%) and former claimants (+558; +30.8%) expanded, non-insured clients (-125; -10.1%) weakened.

With respect to their shares of the total number of clients served, active claimants (73.0%) and non-insured clients (8.6%) fell by 2.4 and 1.4 percentage points respectively, whereas former claimants (18.4%) climbed by 3.7 percentage points.

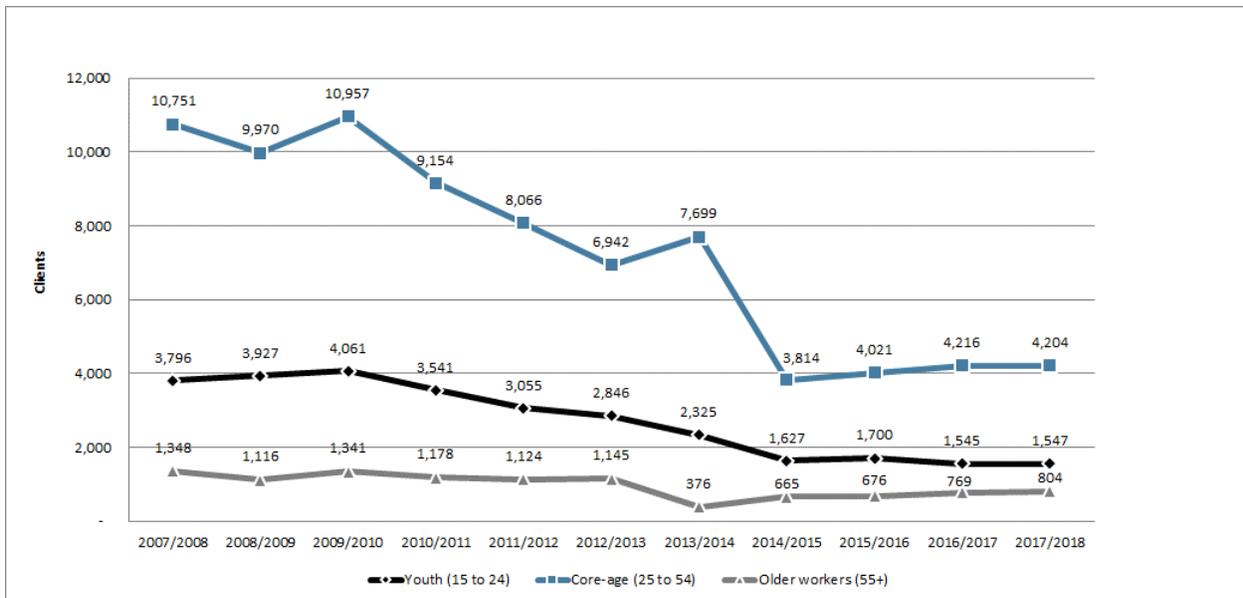
For a fourth consecutive year, the total number of EBSM-similar interventions in Newfoundland and Labrador grew, reaching 26,664 (+0.9%) in FY1718. The Employment Benefits' share of all EBSM-similar interventions declined from 32.2% to 30.1%. A total of 2,795 (-24.4%) EI clients returned to employment after participating in an EBSM-similar program. Unpaid benefits (-24.8%) fell from \$23.23 million to

\$17.47 million. EBSM total expenditures reached \$128.9 million (+1.9 %), including \$4.6 million from the province’s share of the additional \$125 million LMDA investment announced in Budget 2017.

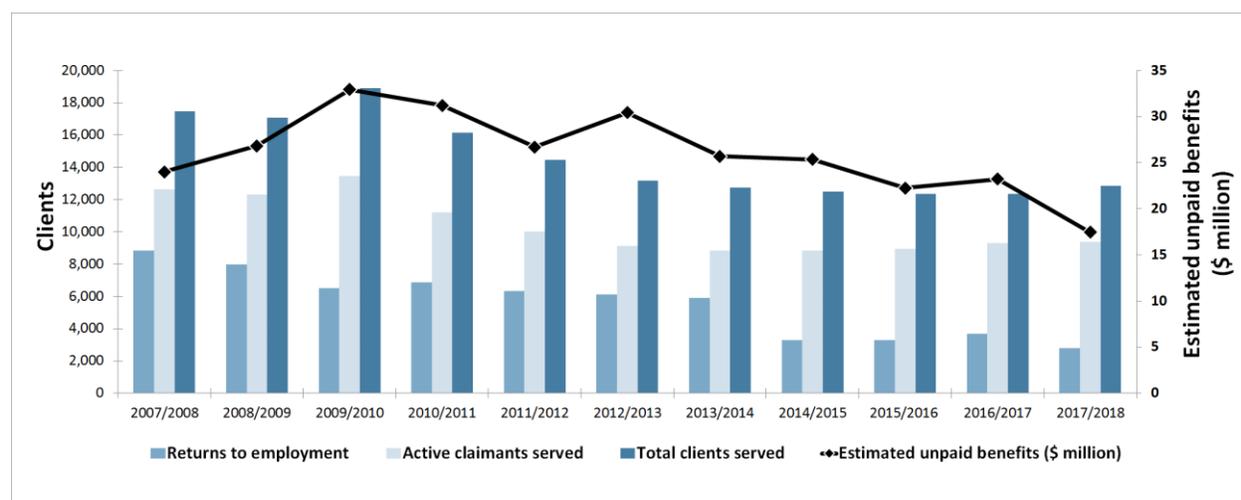
**Chart 3 – Volumes by EBSM client type, 2007/2008 – 2017/2018**



**Chart 4 – Volumes by EBSM client age, 2007/2008 – 2017/2018**



**Chart 5 – Key performance indicators, 2007/2008 – 2017/2018**



**Table 7 – Newfoundland and Labrador: EBSM-similar programming, 2017/2018**

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
<b>Employment Benefits</b>				
SD-R	Newfoundland and Labrador Skills Development	3,608	+12.5%	90,748
SD-A	Newfoundland and Labrador Skills Development	2,012	-26.4%	
TWS	Newfoundland and Labrador Wage Subsidies	820	+1.0%	5,752
SE	Newfoundland and Labrador Self-Employment Assistance	286	+21.2%	7,314
JCPs	Newfoundland and Labrador Job Creation Partnerships	1,311	-14.0%	8,497
<b>Support Measures</b>				
EAS	Newfoundland and Labrador Employment Assistance Services	18,627	+3.9%	6,835
LMPs	Newfoundland and Labrador Labour Market Partnerships	N/A	N/A	4,485
R&I	Research and Innovation	N/A	N/A	5,229

### 3.2.2.3 Employment benefits

In FY1718, Newfoundland and Labrador delivered 8,037 Employment Benefits interventions, a 5.6% year-over-year decrease. Significant declines were recorded in SD-A (-722; -26.4%) and JCP (-213; -14.0%). On the other hand, SE (+50) and SD-R (+402) increased by 21.2% and 12.5%, respectively. The province spent \$112.3 million (-4.0%) on Employment Benefits.

### 3.2.2.4 Support measures: EAS

For a fourth consecutive year, Newfoundland and Labrador delivered a growing total number of EAS interventions, reaching 18,627 (+3.9%) in FY1718. While Group Services (-259; -6.6%) dropped, Employment Services (+388; +4.8%) and Individual Counselling (+572; +9.5%) both grew. EAS total expenditures increased by 9.3% to \$6.8 million.

The Province has increased its capacity to provide EAS to the larger urban centres in the province by contracting a third party service provider, Employment Options, to provide employment counselling and case management services to EI eligible clients in the larger communities; St. John's, Corner Brook and Grand Falls. This increase in capacity and expansion aligns with the vision and goals of the Workforce Innovation Centre, designed to support innovations and impact employability, entrepreneurship, and attachment to the workforce in Newfoundland and Labrador. The focus is to identify ways to better help people prepare for, find, return to, or maintain sustainable employment. Employment Assistance Services will still be available at the Department's employment centres across the province and assist EI eligible individuals with job searches, resume writing, labour market information, as well as career and employment needs assessments.

### **3.2.2.5 Other support measures: LMPs and R&I**

In FY1718, total funding for LMPs (\$4.5 million) and R&I (\$5.2 million) rose significantly, by \$1.6 million and \$4.9 million, respectively. It should be noted that R&I was delivered for the second time in FY1718, after having been introduced in FY1617.

A Workforce Innovation Centre was established at College of the North Atlantic in February 2017. The Centre's goal is to support research, testing and sharing of ideas and models of innovation in workforce development that will positively impact employability, entrepreneurship and job attachment in Newfoundland and Labrador.

During FY1718, the Workforce Innovation Centre funded eight multi-year initiatives, totaling over \$3.1 million, to support applied research projects that test innovative approaches to address labour market issues and improve employment outcomes. Two examples of such projects include \$588,000 over three years to Hospitality Newfoundland and Labrador, to support rural Newfoundlanders and Labradorians who wish to transition to work in the tourism sector, and close to \$500,000 over three years for the Genesis Centre of Memorial University, to explore ways to increase entrepreneurship among women and immigrants in the technology sector.

#### **Newfoundland and Labrador Workforce Innovation Centre (NLWIC) supporting sector innovation**

With support under the Canada-Newfoundland and Labrador Labour Market Development Agreement, the NLWIC is helping set a new path of discovery. By fostering and establishing partnerships such as the Genesis Project, the NLWIC is supporting a spirit of innovation through initiatives that demonstrate innovation and identify methods to better support workforce development.

The Genesis Project is designed to explore ways to foster innovation in technology entrepreneurship through increased female participation and immigration initiatives. This project will reduce the barriers to entry for under-represented groups in the technology sector, and therefore increase the number of companies with women and/or immigrant founders in Newfoundland and Labrador.

### 3.2.3 Prince Edward Island

Following a 1.8% expansion in 2016, Prince Edward Island's real GDP increased by 3.5% in 2017. The province's economic growth is expected to have moderated to around 2% in 2018, according to forecasts from the major banks.

Prince Edward Island : EBSM Key Facts			
<b>Total Clients Served: 6,123</b>			
<b>EI Clients</b>		<b>Non-Insured Clients</b>	
4,271	↑	1,852	↓
<b>Total Interventions: 9,884</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
Employment Benefits	3,292	35.2%	↑
Support Measures: EAS	6,592	8.8%	↑
<b>Relative Share of Interventions</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change(pp)</b>	
Employment Benefits	33.3%	4.6	↑
Support Measures: EAS	66.7%	4.6	↓
<b>Total Allocation: \$25.6 million</b>			
<b>Total Expenditures</b>	<b>2017/2018 (\$ million)</b>	<b>Year-over-Year Change</b>	
Employment Benefits	\$18.8	11.3%	↓
Support Measures: EAS	\$5.1	47.9%	↑
LMPs and R&I	\$1.7	17.3%	↑
Total Expenditures <sup>1</sup>	\$25.6	1.8%	↓
<b>Unpaid Benefits (\$ million)</b>			
<b>2016/2017</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
\$7.14	\$7.13	0.27%	↓

<sup>1</sup> Totals may not add up due to rounding; does not include accounting adjustments.

Compared to the previous fiscal year, Prince Edward Island's labour market conditions in FY1718 improved, since employment (74,300) increased by 3.3% (+2,400) and the unemployment rate edged down by 0.7 percentage points, to 9.9%.

Employment growth was mostly realized in full-time employment (+2,100; +3.6%), while part-time employment (+300; +1.9%) only slightly increased.

In FY1718, employment growth in the good-producing sector (+1,500; +9.3%) was led by gains in construction (+700; +14.4%) and manufacturing (+600; +9.7%).

As for the more modest employment growth in the services-producing sector (+800; +1.5%), gains in trade (+1,000; +9.4%), as well as in health care and social assistance (+400; +3.7%), were partially offset by losses in business, building and other support services (-500; -20.3%) and accommodation and food services (-300; -5.3%).

In FY1718, Prince Edward Island continued to face demographic pressures such as an aging population and the out-migration of the working age population. To address those, the province released its population strategy titled '**Recruit, Retain, Repatriate – A Population Action Plan for Prince Edward Island**'. This strategy will create opportunities to repatriate skilled workers and entrepreneurs, and encourage people worldwide to immigrate to Prince Edward Island. In addition, this action plan sets out a course to grow the population and expand the skills and opportunities of all Islanders.

To ensure employers can access talented, work-ready individuals, the province identified the following labour market priorities for FY1718:

- assist Islanders in developing the necessary skills to prepare for, find and keep employment;
- provide employers access to a skilled workforce;
- ensure communities in Prince Edward Island are able to respond effectively to labour market opportunities and challenges;
- provide financial assistance to non-profit community organizations for short term projects, that provide unemployed individuals with a valuable work experience to develop new skills and increase the potential for long term employment in the labour market;
- invest in supports that provide unemployed individuals with financial and entrepreneurial assistance to launch a new business;
- provide short term funding to encourage partners to develop activities or strategies that will assist individuals or employers who are impacted by labour market challenges in a community or an industry;
- provide funding to external service providers across the province to deliver employment assistance services to assist unemployed Islanders connect to the labour force; and,
- support research and innovative projects aimed at strengthening the ability of the province to respond to emerging labour market realities.

### **3.2.3.1 Managing for Results**

Throughout FY1718, Workforce and Advanced Learning met both formally and informally with employers, industry associations, chambers of commerce, community based organizations, post-secondary institutions and individuals to learn more about the labour market issues of importance to them, as well as of relevance to job seekers. This collaborative effort ensured programs and services were responsive, timely, relevant and aligned with the labour force needs of PEI's key economic sectors. As well, ongoing engagement through program delivery provided opportunities for the department to understand the needs, wants and expectations of key stakeholders across the province.

The department supported a number of activities including community outreach, participation in joint tables with federal colleagues and representatives of the Indigenous and Francophone communities along with other key partners. Through this process, the province received valuable feedback and input that informed their design and delivery of the programs and services.

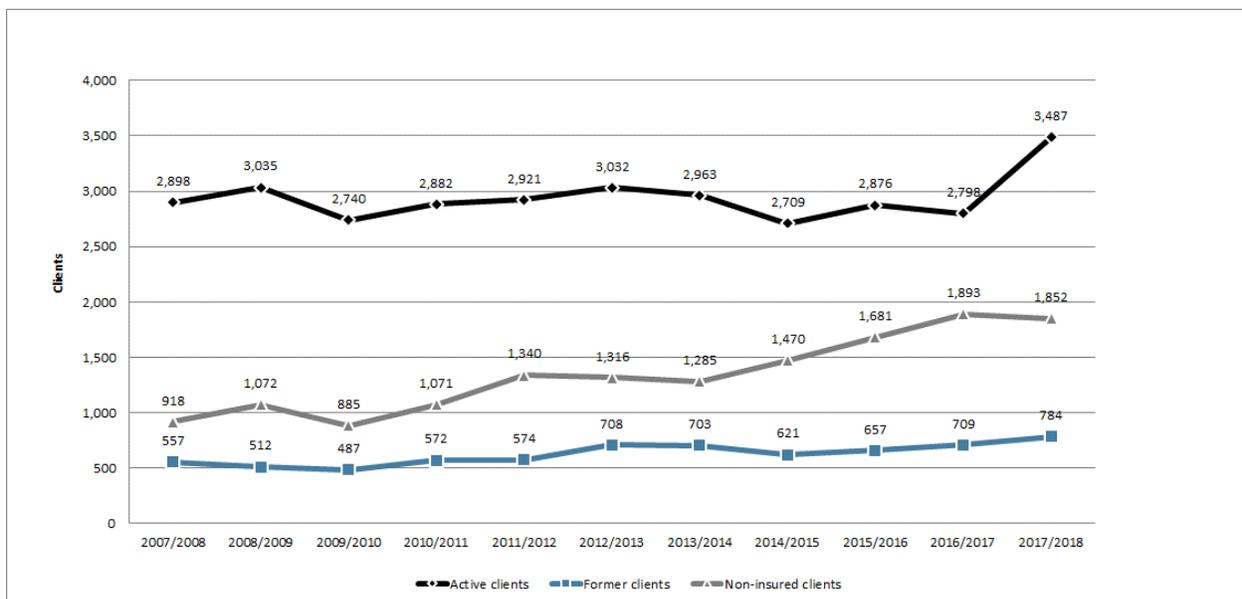
### 3.2.3.2 Clients, Interventions and Expenditures

In FY1718, for a third consecutive year, Prince Edward Island served a growing number of clients, totalling 6,123 (+13.4%). While the numbers of both active (+689; +24.6%) and former claimants (+75; +10.6%) rose, non-insured clients (-41; -2.2%) experienced a drop. With respect to their shares of total number of clients served, active claimants (56.9%) advanced by 5.1 percentage points, while the shares of former claimants (12.8%) and non-insured clients (30.2%) decreased by 0.3 and 4.8 percentage points, respectively.

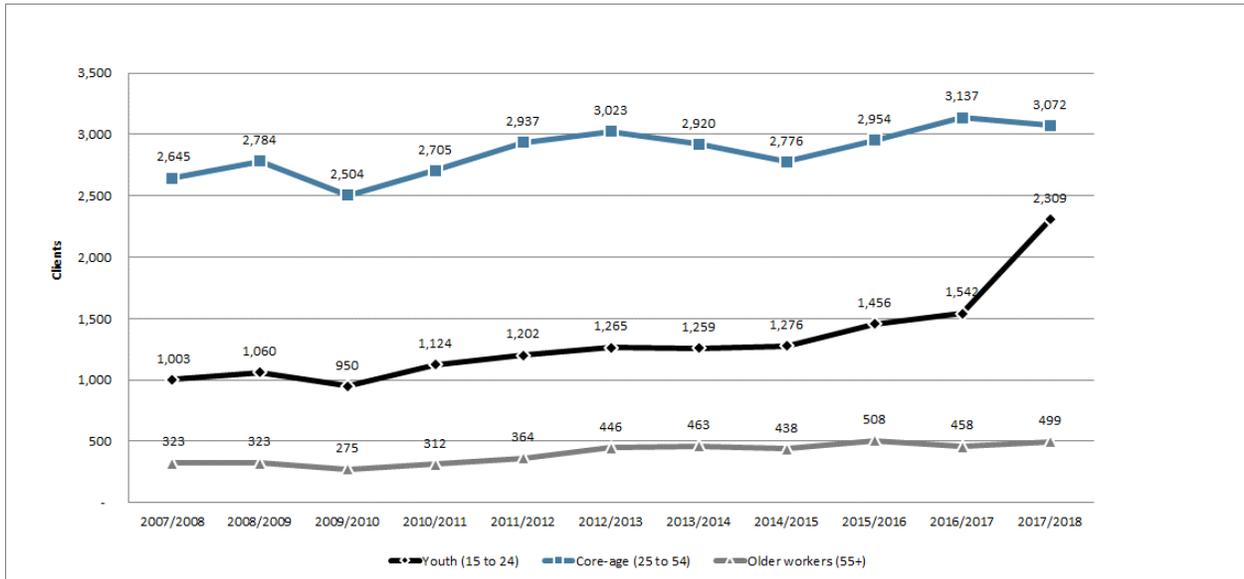
The province delivered, for a fourth consecutive year, a growing number of interventions, reaching 9,884 (+16.4%) in FY1718. The share of EAS relative to the total number of interventions continued to decline, totalling 66.7% (-4.6 percentage points) of all interventions in FY1718.

A total number of 2,202 (+5.8%) EI clients returned to employment after participating in EBSM-similar programming. Unpaid benefits remained stable at \$7.13 million (-0.3%). Prince Edward Island spent \$25.6 million (-1.8%) for EBSM expenditures, including \$1.1 million from the additional LMDA funding announced in the Budget 2017.

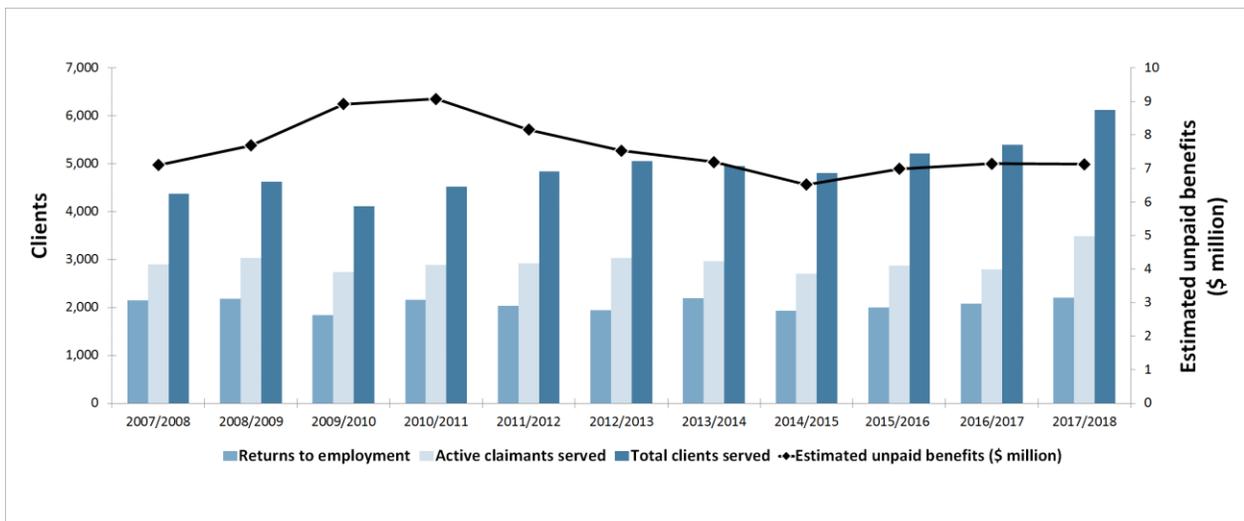
**Chart 6 – Volumes by EBSM client type, 2007/2008 – 2017/2018**



**Chart 7 – Volumes by EBSM client age, 2007/2008 – 2017/2018**



**Chart 8 – Key performance indicators, 2007/2008 – 2017/2018**



**Table 8 – Prince Edward Island: EBSM-similar programming, 2017/2018**

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
<b>Employment Benefits</b>				
SD-R	Training PEI—Individual	2,123	+98.4%	12,501
SD-A	Training PEI—Apprentice	267	-9.5%	
TWS	Employ PEI	696	-16.3%	3,512
SE	Self-Employ PEI	146	-14.1%	2,061
JCPs	Work Experience PEI	60	-11.8%	692
<b>Support Measures</b>				
EAS	Employment Assistance Services	6,592	+8.8%	5,120
LMPs	Labour Market Partnerships	N/A	N/A	1,721
R&I	Research & Innovation	N/A	N/A	0

### 3.2.3.3 Employment benefits

In FY1718, for a third consecutive year, the number of Employment Benefits interventions grew, totaling 3,292 (+35.2%). With the exception of SD-R (+1,053; +98.4%), all other benefit-types dropped: TWS (-136; -16.3%), SE (-24; -14.1%), JCP (-8; -11.8%) and SD-A (-28; -9.5%). The significant increase in Skills Development – Regular interventions can be attributed to the implementation of the Career Connect program in FY1718. Career Connect provides unemployed workers, who qualify for Employment Insurance (EI) benefits, an opportunity to continue to receive those benefits while attending full-time, post-secondary training within Canada for the duration of their claim. Employment Benefits expenditures went down, from to \$21.1 million to \$18.8 million, representing a year-over-year decrease of 11.3%.

The province used its share of the additional LMDA funding announced in the Budget of 2017 to support various priorities, including employment services for unemployed individuals, address sectoral employment challenges through industry associations and sector councils, develop incentives to hire and train unemployed workers and recent graduates, as well as to support new business start-ups.

### 3.2.3.4 Support measures: EAS

In FY1718, EAS interventions in Prince Edward Island rose by 8.8% to 6,592. Employment Services (+623, +12.7%) advanced, while Individual Counselling (-90; -7.7%) dropped. EAS total expenditures reached \$5.1 million (+47.9%).

### 3.2.3.5 Other support measures: LMPs and R&I

In FY1718, LMPs expenditures (+28.1%) grew from \$1.3 million to \$1.7 million. There were no reported expenditures under R&I for FY1718.

### **Jenna's journey to sustainable employment**

Jenna was interested in exploring new career options in trades and increasing her employability skills. She was able to find her dream job by progressing along a path to sustainable employment which included:

- 1) Career exploration via a program offered by the Women's Network PEI;
- 2) Training to develop skills needed to succeed in the workforce by enrolling in and graduating from the Heritage Retrofit Carpentry program; and
- 3) An opportunity to bridge education with work experience through the Graduate Mentorship program.

With a lot of perseverance and support from the province, Jenna developed new skills and abilities that will contribute to the success of the renovations at the historic Province House in Charlottetown.

### 3.2.4 Nova Scotia

For the second year in a row, Nova Scotia's real GDP growth in 2017 was 1.5%. It was the fourth consecutive year with economic growth. Real GDP growth is expected to have eased in 2018 to about 1%.

<b>Nova Scotia : EBSM Key Facts</b>			
<b>Total Clients Served: 15,886</b>			
<b>EI Clients</b>		<b>Non-Insured Clients</b>	
11,549	↓	4,337	↓
<b>Total Interventions: 30,791</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
Employment Benefits	4,138	7.0%	↓
Support Measures: EAS	26,653	6.9%	↓
<b>Relative Share of Interventions</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change(pp)</b>	
Employment Benefits	13.4%	0.1	↓
Support Measures: EAS	86.6%	0.1	↑
<b>Total Allocation: \$82.6 million</b>			
<b>Total Expenditures</b>	<b>2017/2018 (\$ million)</b>	<b>Year-over-Year Change</b>	
Employment Benefits	\$51.3	6.1%	↑
Support Measures: EAS	\$29.0	9.7%	↓
LMPs and R&I	\$2.3	18.8%	↓
Total Expenditures <sup>1</sup>	\$82.6	0.8%	↓
<b>Unpaid Benefits (\$ million)</b>			
<b>2016/2017</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
\$24.02	\$23.91	0.5%	↓

<sup>1</sup> Totals may not add up due to rounding; does not include accounting adjustments.

After four consecutive years of decline, employment levels in Nova Scotia improved in FY1718, rising by 3,500 (+0.8%). During the same period, the unemployment rate rose from 8.1% to 8.3%, as more Nova Scotians joined the labour force.

Employment grew in the goods-producing sector (+1,300; 1.6%), particularly in utilities (+500; +14.4%) and manufacturing (+3,200; +11.4%). However, these gains were partially offset by employment losses in forestry, fishing, mining, oil and gas (-1,700; -15.1%). Employment in the services-producing sector (+2,100; +0.6%) also improved year-over-year, most notably in accommodation and foodservices (+1,800; +6.1%); public administration (+1,600; +5.6%); and information, culture and recreation (+700; +4.6%). This expansion was partially offset by losses in health care and social assistance (-4,700; -6.2%) and in other services (-800; -4.0%).

To address labour market challenges related to an aging population, shrinking workforce and shifting industrial composition, Nova Scotia engaged multiple stakeholders to develop program and service

priorities. Accordingly, the province invested in high-skill training, with the goal to develop and maintain a competitive workforce. In addition, the province continued to support the integration of underrepresented groups, by reducing barriers to employment, with the view of stimulating economic growth and enhancing the labour market.

#### **3.2.4.1 Managing for results**

Nova Scotia is in its second year of implementation of a transformed employment services system, which includes a common branding of all employment service centres as Nova Scotia Works. Eighteen third-party, community-based organizations have agreements with the province to deliver a common and consistent suite of services to all Nova Scotians. The transformation of the employment services system in Nova Scotia has resulted in the implementation of a performance management approach that focuses on outcome measures, monitoring through regular collection and reporting to track progress, evaluation of achieving desired outcomes and incorporating learnings gleaned through monitoring and evaluation into program design decisions.

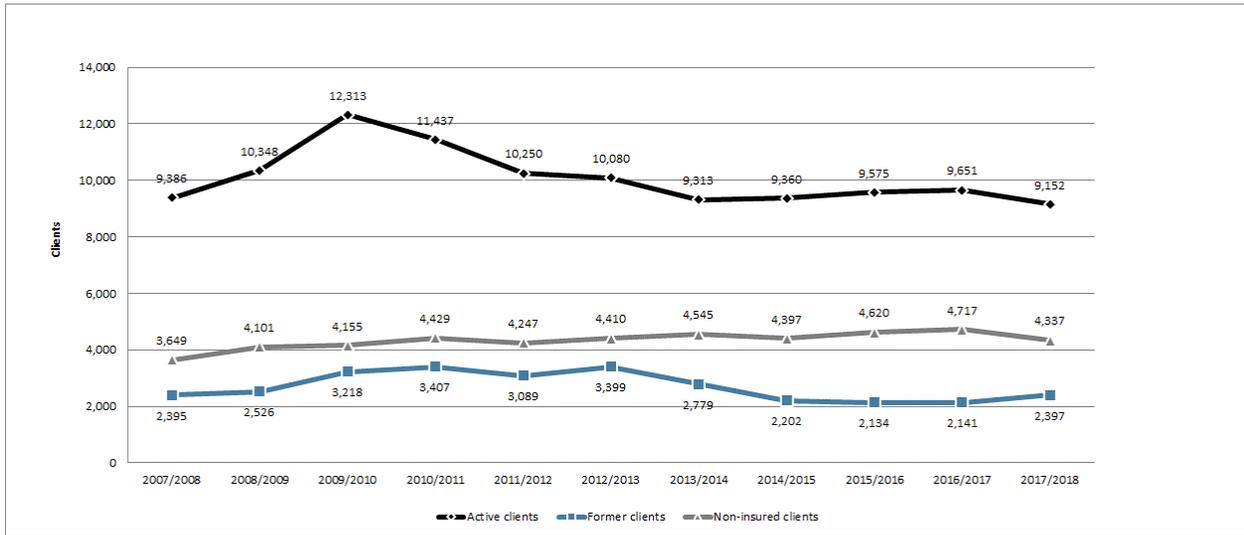
Innovation and evidence-based approaches to client service delivery and programming are beginning to be fostered through a newly created Centre for Employment Innovation. Diversity and inclusion - meeting the needs of all Nova Scotians – is a focus of the transformed system which now provides specialized services behind ‘one door’ versus multiple employment services doors providing certain specialized services. Nova Scotians and service providers have responded well to the new structures and focus on client outcomes is increasing over time.

#### **3.2.4.2 Clients, interventions and expenditures**

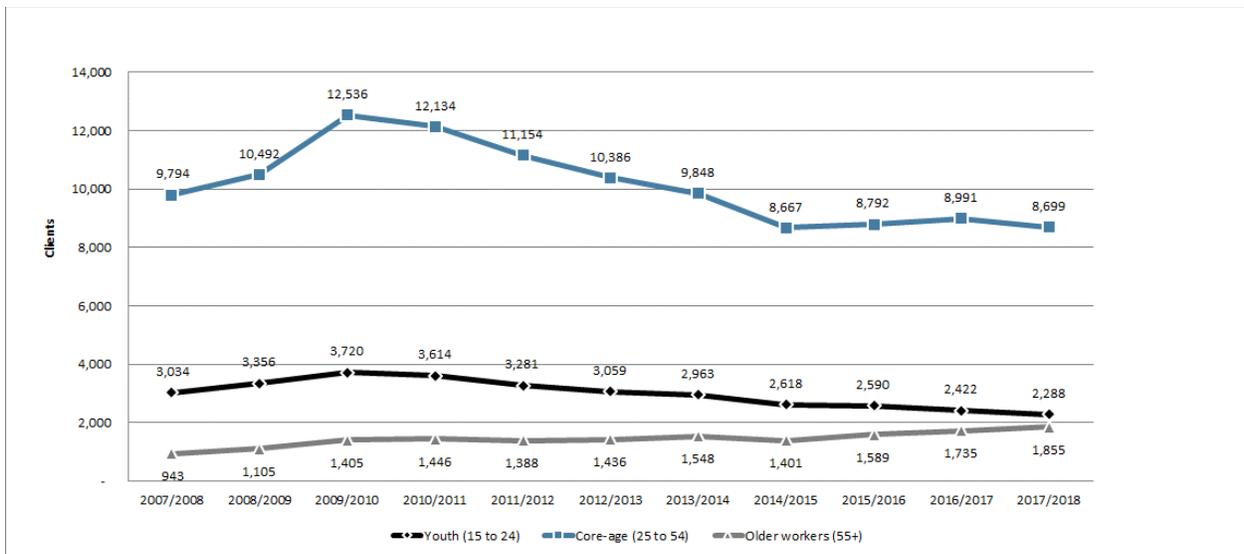
Nova Scotia served fewer clients in FY1718 compared to FY1617, for a total of 15,886 clients (-3.8%). Both active claimants (9,152) and non-insured clients (4,337) fell by 5.2% and 8.1%, respectively, while former claimants (2,397) rose by 12.0%. Following the same trends, all client-types’ shares of the total number of clients served moved in the same direction, with active claimants (57.6%) and non-insured clients (27.3%) decreasing by 0.8 and 1.3 percentage points, respectively; while former claimants (15.1%) advanced by 2.1 percentage points.

In FY1718, the province delivered 30,791 (-6.9%) interventions. At 86.6%, the share of EAS continued to remain the largest of all EBSM-similar interventions. A total of 5,624 (+9.1%) individuals returned to employment following participation in the programs. Unpaid benefits decreased from \$24.02 million to \$23.91 million (-0.5%). EBSM total expenditures declined, reaching \$82.6 million (-0.8% year-over-year). This amount includes Nova Scotia’s portion of the additional \$125 million in LMDA investments announced in Budget 2017. This represents \$4.6 million for FY1718. About \$2.3 million of this funding has been directed to the delivery of employment services to individuals who are job-ready but face significant employment barriers in order to integrate them into employment through pre-employment and employment services focused on personal, academic and work skill development. This program is delivered in partnership with the Department of Community Services and provincial funding support.

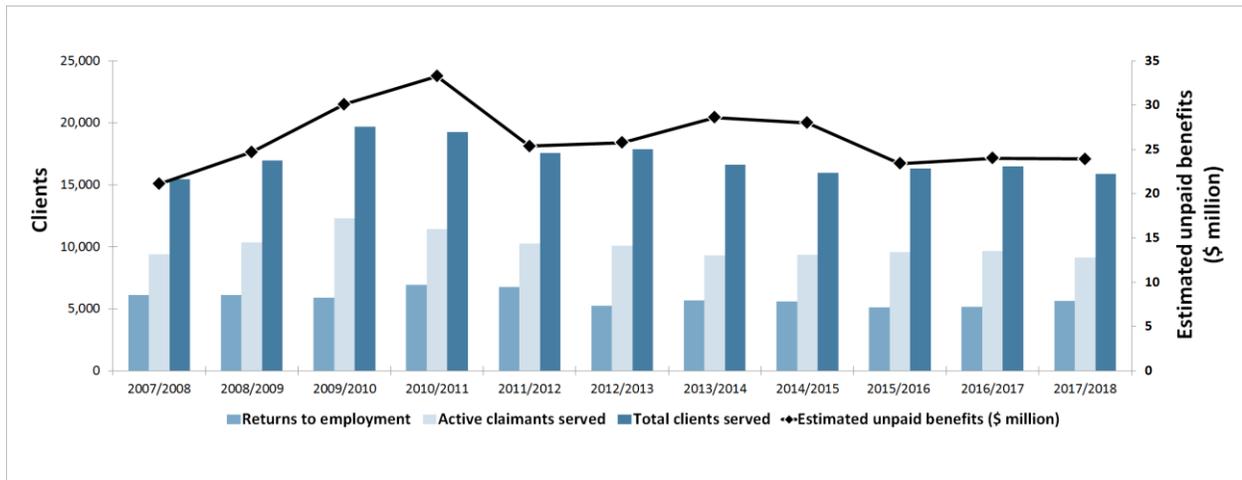
**Chart 9 – Volumes by EBSM client type, 2007/2008 – 2017/2018**



**Chart 10 – Volumes by EBSM client age, 2007/2008 – 2017/2018**



**Chart 11 – Key performance indicators, 2007/2008 – 2017/2018**



**Table 9 – Nova Scotia: EBSM-similar programming, 2017/2018**

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
<b>Employment Benefits</b>				
SD-R	Nova Scotia Skills Development	1,140	-20.4%	39,565
SD-A	Nova Scotia Skills Development	1,527	+3.4%	
TWS	START	809	-2.2%	3,974
SE	Nova Scotia Self-Employment Benefit	555	-2.3%	6,477
JCPs	Nova Scotia Job Creation Partnerships	107	-26.7%	1,271
<b>Support Measures</b>				
EAS	Nova Scotia Employment Assistance Services	26,653	-6.9%	28,972
LMPs	Nova Scotia Labour Market Partnerships	N/A	N/A	1,991
R and I	Research and Innovation	N/A	N/A	348

### 3.2.4.3 Employment benefits

In Nova Scotia, Employment Benefits interventions declined by 7.0% to 4,138 in FY1718. With the exception of SD-A (+50; +3.4%), all other benefit-types dropped: TWS (-18; -2.2%), SE (-13; -2.3%), JCP (-39; -26.7%) and SD-R (-292; -20.4%). Employment Benefits expenditures totalled \$51.3 million (+6.1%).

From the Budget 2017 LMDA additional funding, \$1.5 million was directed to the NS Apprenticeship Agency to help meet the rising demand for technical training programs in the province. The number of participants in apprenticeship programs has doubled over the past ten years. Over 2,600 apprentices were trained in skilled trades in FY1718.

### 3.2.4.4 Support measures: EAS

After two consecutive years of growth, EAS interventions (26,653) in Nova Scotia decreased by 6.9% in FY1718. Both Group Services (1,682) and Individual Counselling (2,260) contracted by 19.0% and 43.6%, respectively, whereas Employment Service (22,711) rose somewhat, by 0.8%. Total EAS expenditures reached \$29.0 million (-9.7%) in FY1718.

### 3.2.4.5 Other support measures: LMPs and R&I

Compared to FY1617, Nova Scotia's total funding for LMPs and R&I decreased significantly in FY1718, by 18.8% to \$2.3 million. The province spent \$2.0 million (+0.2%) for LMPs and \$348,365 (-61.0%) for R&I. It should be noted that R&I was delivered for the first time in FY1617.

Under LMPs, Nova Scotia continues to support various industrial sector councils that represent small and medium sized businesses to develop and enrich human resource development, workforce development planning (attract, retain, train), help address skills shortages, and increase competitiveness. The outcomes also help inform training curriculum development and increase opportunities for under represented groups.

In FY1718, \$600,000 of Nova Scotia's Budget 2017 additional LMDA funding was directed to the Nova Scotia School for Adult Learning (NSSAL) review, involving extensive consultation and engagement with the NSSAL Advisory Committee, learning partners and government colleagues. The multi-phased review was designed to identify gaps in the current learning system, better understand challenges and opportunities and develop a strategic plan. Some of the issues identified include programming consistency across the province, coordinating planning and delivery with community partners to better leverage limited resources, need for improved data collection and reporting to better assess learner progress, performance measurement and best use of resources.

#### **EAS Case Management and Skills Development**

Melanie, who is hard of hearing, began her re-employment journey with our TEAM Work Nova Scotia Works office in June 2015. She was on long-term disability (LTD) due to her physical issues after working eight years at a post-secondary institution as a custodian. Following her doctor and occupational therapist's recommendation to change careers, Melanie began taking workshops with the TEAM Work along with Career Cruising where we came up with a couple of positions that interested her: Business Accounting and Business Administration. We reviewed them, researched Labour Market Information to confirm that employment prospects were good, and whether duties might include the requirement for phone interaction due to her hearing loss. There were a few interesting possibilities that required some skills training. Melanie had a meeting with Academy of Learning (AOL) and felt the program suited her needs because she can communicate verbally well one on one and does not use American Sign Language (ASL) interpreters. AOL provides support one on one as opposed to a classroom like other educational institutions. We applied to Employment Nova Scotia for Skills Development (SD) funding, which Melanie was approved for.

Melanie began her SD in late October 2016 until September 2017 and then had an extension for three months due to challenges with her studies. We also supported Melanie for an assistive device for her hearing to help with her studies. In November 2017, there was an opening for a Deposit Monitor Officer position with a Canadian financial institution. With the assistance of our information resource specialist to update her resume and cover letter, learn interview skills, and practice mock interviews, Melanie applied to the opening and was successful at the interview. A few weeks later, she completed her SD in December 2017. On her last day of class, Melanie was offered a part-time position with the financial institution starting in January 2018. After about three months, she received an offer for a full-time permanent position. Melanie appreciated all the hard work TEAM Work has done for her.

### 3.2.5 New Brunswick

Following a 1.4% increase in 2016, New Brunswick's real GDP rose by 1.8% in 2017. The economic growth is likely to have expanded by approximately 1% in 2018.

<b>New Brunswick : EBSM Key Facts</b>			
<b>Total Clients Served: 22,828</b>			
<b>EI Clients</b>		<b>Non-Insured Clients</b>	
14,418	↑	8,410	↑
<b>Total Interventions: 44,307</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
Employment Benefits	11,692	5.2%	↑
Support Measures: EAS	32,615	3.2%	↓
<b>Relative Share of Interventions</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change(pp)</b>	
Employment Benefits	26.4%	1.6	↑
Support Measures: EAS	73.6%	1.6	↓
<b>Total Allocation: \$94.5 million</b>			
<b>Total Expenditures</b>	<b>2017/2018 (\$ million)</b>	<b>Year-over-Year Change</b>	
Employment Benefits	\$74.4	1.2%	↓
Support Measures: EAS	\$10.5	4.1%	↑
LMPs and R&I	\$9.6	0.6%	↑
Total Expenditures <sup>1</sup>	\$94.5	0.5%	↓
<b>Estimated Unpaid Benefits (\$ million)</b>			
<b>2016/2017</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
\$30.01	\$29.14	2.9%	↓

<sup>1</sup> Totals may not add up due to rounding; does not include accounting adjustments.

For a third consecutive year, the unemployment rate in New Brunswick declined, reaching 8.0% (-1.2 percentage points) in FY1718. Employment remained stable (+200; +0.1%). In the goods-producing sector (+400; +0.5%), employment declines in agriculture (-500; -9.5%); forestry, fishing, mining, oil and gas (-1,200; -13.0%) and utilities (-600; -16.0%) were more than offset by gains in manufacturing (+1,900; +6.2%) and construction (+800; +3.5%). Employment in the services-producing sector (-200; -0.1%) remained relative stable, despite declines in information, culture and recreation (-2,000; -15.9%); other services (-1,400; -8.6%); transportation and warehousing (-900; -4.7%); as well as finance, insurance, real estate, rental and leasing (-800; -4.6%). These losses were offset by gains in health care and social assistance (+4,800; +8.8%); as well as in accommodation and food services (+1,500; +6.7%).

In FY1718, New Brunswick's economy and labour market continued to face multiple challenges such as the aging of its workforce as well as the out-migration of youth and skilled workers. Therefore, to continue to attract, retain and educate a highly skilled workforce, New Brunswick is focusing on the following priorities:

- collaborating with employers and workers to address their workforce and training needs;
- promoting and increasing adult literacy, essential skills and continuous learning;
- increasing participation in post-secondary education;
- increasing the size, skill level and productivity of New Brunswick's work force;
- improving access to and dissemination of relevant labour market information; and,
- investing in innovative programs and services.

### 3.2.5.1 Managing for results

The Government of New Brunswick is working on an internal redesign to enhance program and service delivery to clients and employers. Several themes brought forward during numerous stakeholder consultations, which have informed this redesign, include:

- flexibility to serve a broader range of clients including international students;
- collaboration between government and training institutions;
- need for government to be able to quickly respond to labour market needs;
- increasing the continuum of support to include pre-employment training and on-the-job mentorship;
- need for employers to be able to access programming to upskill existing employees' technical and soft skills; and
- support and mentorship for youth.

In addition to New Brunswick's ongoing regular program evaluations, the province has been reviewing the effectiveness of its third-party service delivery providers. Implementation is underway on both the new Performance Measurement Strategy for tracking the progress of LMDA clients and for reporting on results achieved, as well as the targeting, referral and feedback system to target EI applicants in order to direct them to relevant job opportunities or programs and services.

### 3.2.5.2 Clients, interventions and expenditures

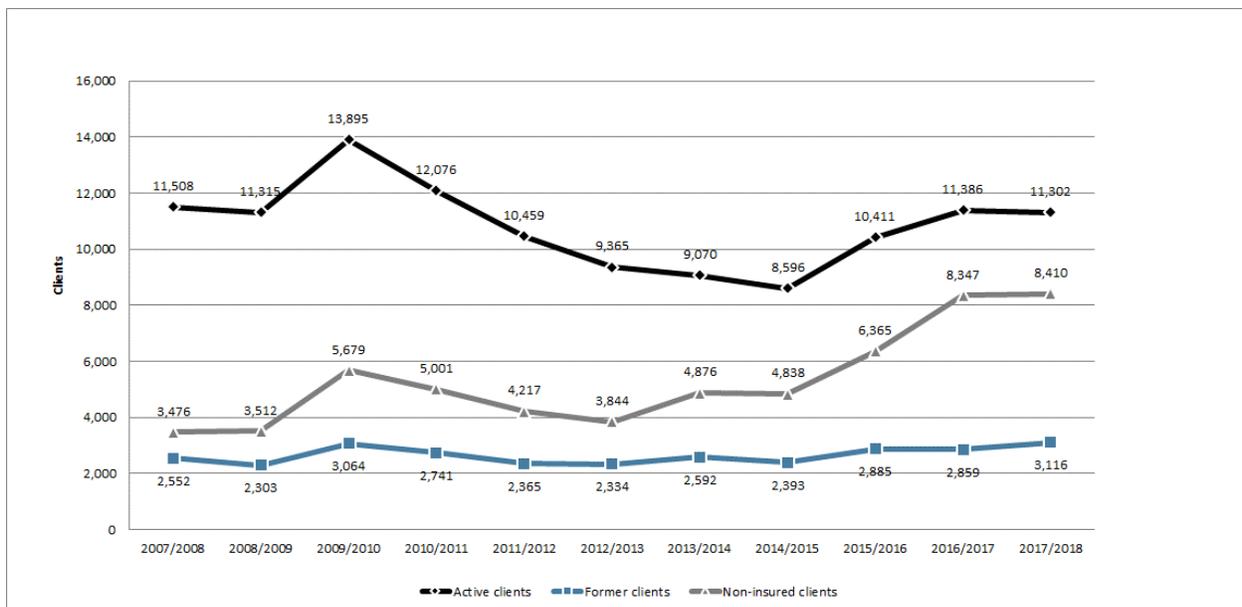
For a third consecutive year, New Brunswick served a growing number of clients, reaching 22,828 (+1.0%) in FY1718. While active claimants (11,302) declined slightly by 0.7%, former claimants (3,116) increased significantly by 9.0%, and non-insured clients (8,410) edged up by 0.8%.

As for their share of total clients served, former claimants (13.6%) advanced by 1.0 percentage point, whereas both active claimants (49.5%) and non-insured clients (36.8%) dropped, by 0.9 and 0.1 percentage point respectively.

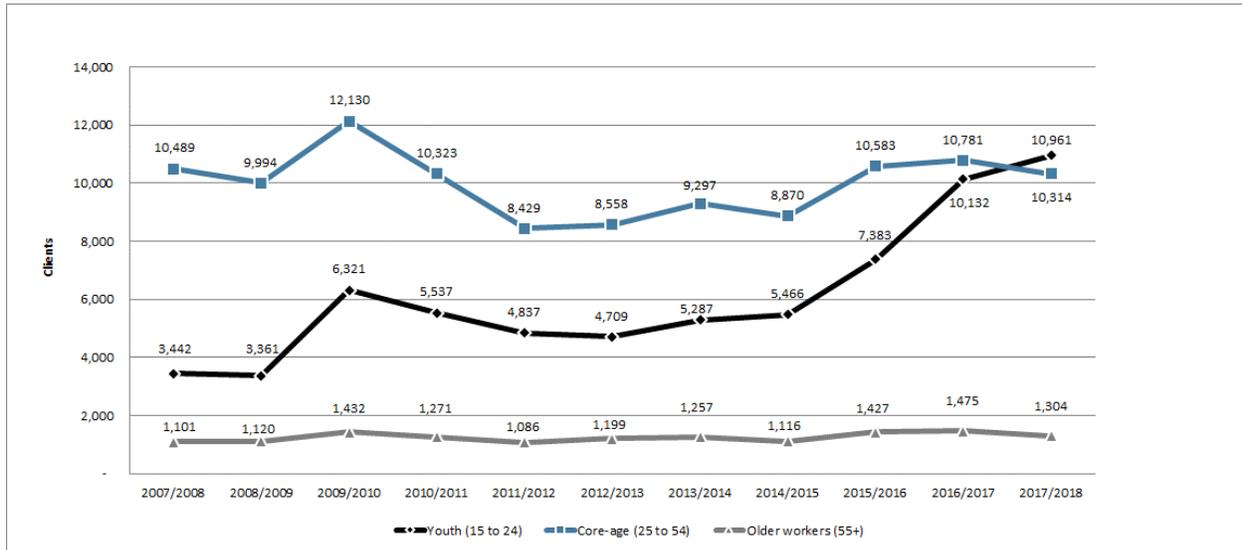
The province delivered a total number of 44,307 interventions, a decline of 1.1% compared to FY1617. The proportions of both Employment Benefits and EAS interventions of the total number of interventions remained stable at 26.4% and 73.6%, respectively. The number of EI clients returning to employment reached 8,800 in FY1718, representing an increase of 6.0% year-over-year. Unpaid benefits dropped by 2.9%, from \$30.01 million to \$29.14 million. Total expenditures for the EBSMs totalled \$94.5 million (-0.5%).

The additional LMDA funding (\$4.9 million), announced in Budget 2017, was invested in Employment Assistance Services, Training and Skills Development programs, as well as Labour Market Research and Analysis (LMRA). LMRA is used to improve the capacity to deal with human resources requirements (i.e. labour force imbalances) through means such as human resource planning and research. LMRA typically provides assistance to associations representing sectors or a group of companies that are involved in the analysis of human resource supply and demand, the identification of trends and emerging issues, and the identification of skills gaps and barriers to hiring and retaining appropriate human resources within a given sector or group of companies. The program objective is to identify new and better tools and approaches that are designed to help persons prepare for, return to, or keep employment and become productive participants in the labour force.

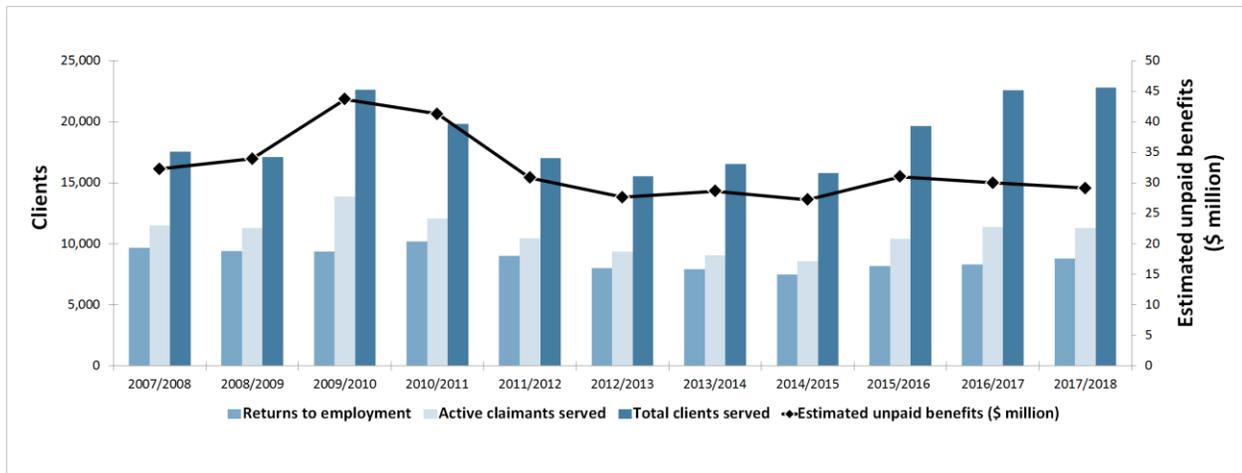
**Chart 12 – Volumes by EBSM client type, 2007/2008 – 2017/2018**



**Chart 13 – Volumes by EBSM client age, 2007/2008 – 2017/2018**



**Chart 14 – Key performance indicators, 2007/2008 – 2017/2018**



**Table 10 – New Brunswick: EBSM-similar programming, 2017/2018**

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
<b>Employment Benefits</b>				
SD-R	Training and Skills Development Program	6,877	+9.2%	57,232
SD-A	Training and Skills Development Program	2,207	+10.7%	
TWS	Workforce Expansion—Employer Wage Subsidy	2,293	-6.8%	12,395
SE	Workforce Expansion—Self-Employment Benefit	315	-13.0%	4,741
<b>Support Measures</b>				
EAS	Employment Assistance Services	32,615	-3.2%	10,543
LMPs	Adjustment Services	N/A	N/A	8,944
R&I	Research and Innovation	N/A	N/A	628

### 3.2.5.3 Employment benefits

In New Brunswick, Employment Benefits interventions grew for a fourth consecutive year, totalling 11,692 (+5.2%) in FY1718. Both SD-R (6,877) and SD-A (2,207) rose by 9.2% and 10.7%, respectively. On the other hand, TWS (-6.8%) and SE (-13.0%) both declined by 168 and 47 interventions, respectively.

The province spent \$74.4 million (-1.2%) for Employment Benefits.

### 3.2.5.4 Support measures: EAS

Compared to the previous fiscal year, EAS interventions declined from 33,684 to 32,615, representing a year-over-year decrease of 3.2%. Both EAS-types Employment Services (9,819) and Individual Counselling (22,796) contracted, by 5.8% and 2.0% respectively.

Total EAS expenditures advanced from \$10.1 million to \$10.5 million, a year-over-year increase of 4.1%.

### 3.2.5.5 Other support measures: LMPs and R&I

In FY1718, New Brunswick's total funding for LMPs and R&I increased, reaching \$9.6 million (+0.6%). The province's expenditures for LMPs rose by 3.0% to \$8.9 million. For a second consecutive year, R&I's expenditures dropped, amounting to \$628,000 (-24.5%) in FY1718. Examples of two R&I projects completed in FY1718 include:

1. Research and development of a new online approach to the training and professional development of career and employment service providers across the Province and of new courses (in English and French) that can be delivered multiple times and/or adapted to support a longer-term provincial delivery strategy. The goals were to extend accessibility to quality career development training, promote professionalization and certification and reduce longer-term costs associated with training delivery across New Brunswick. Moving to online delivery widens access and meets an immediate need.
2. A project to research micro-entrepreneurism as a viable option for self-employment for persons with a disability. The project explored the different information available in regards to the micro-entrepreneurism and documented the prevalence of this trend throughout Canada. The goal was to combine all pertinent information on this designated topic to provide Employment Assistance Services providers the necessary training to become educated on the subject matter. The development of a step-by-step guide was completed, and a half-day workshop was provided at the annual Employment Assistance Network conference.

#### **Success Story – Myriam**

Myriam obtained a diploma in public school special education and faced many challenges. In addition to receiving employment counselling services, this client used many of our programs and services throughout her action plan, including Career counseling, job search services, employment supports and training services for people with disabilities, etc. Through our programs, she also participated in an initiative that allowed her to gain work experience, where she discovered her interest in beauty care and massage therapy.

Today, Myriam is autonomous, trained in massage therapy, and works full time. She received financial aid from the Training and Skills Development Program (TSDP) to undergo academic upgrading, obtain her adult secondary school diploma (DESPA), and complete a two-year post-secondary program at the Atlantic College of Therapeutic Massage.

### 3.2.6 Quebec

In 2017, Quebec's real GDP rose by 2.8% (+1.4 percentage points compared to 2016), its strongest growth since 2002. For 2018, the economic forecast is a growth of about 2.4%. This economic growth is due notably to a 3.2% increase in household spending, as well as a 5.1% increase in gross physical capital formation. Furthermore, investments in residential buildings recorded an increase of 7.3% from 2016. All in all, Quebec's exports and imports increased by 1.2% and 3.9%, respectively.

Quebec: EBSM Key Facts			
<b>Total clients Served : 240,343</b>			
<b>EI clients</b>		<b>Non-insured clients</b>	
160,579	↓	79,764	↓
<b>Total interventions: 305,693</b>			
<b>Interventions type</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
Employment Benefits	30,939	10.2%	↓
Support Measures: EAS	274,754	3.0%	↓
<b>Relative share of interventions</b>			
<b>Interventions type</b>	<b>2017/2018</b>	<b>Year-over-Year Change (pp)</b>	
Employment Benefits	10.1%	0.7	↓
Support Measures: EAS	89.9%	0.7	↑
<b>Total allocation: \$583.0 million</b>			
<b>Total Expenditures</b>	<b>2017/2018 (\$ million)</b>	<b>Year-over-Year Change</b>	
Employment Benefits	\$323.8	5.7%	↓
Support Measures: EAS	\$148.8	4.9%	↓
LMPs and R&I	\$110.4	1.9%	↓
Total Expenditures <sup>1</sup>	\$583.0	4.8%	↓
<b>Estimated unpaid benefits (\$ million)</b>			
<b>2016/2017</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
\$334.28	\$327.62	2.0%	↓

<sup>1</sup> Totals may not add up due to rounding; does not include accounting adjustments.

During FY1718, the main economic indicators all followed a positive trend. Employment (+85,700 or +2.1%) sharply increased, with significant growth in full-time employment (+84,500 or +2.5%) and some stability in part-time employment (+1,200 or +0.2%). In total, the number of unemployed declined by 39,600 people, bringing the unemployment rate to 5.9%, a decrease of 0.9 percentage points.

The improvement in employment over FY1718 was driven by gains in the goods sector (+16,200 or +1.9%) and the services sector (+69,600 or +2.1%). For the goods sector, the increase in jobs was mostly generated by the forestry, fishing, and mining, oil, and gas extraction industries (+4,100 or +12.6%). However, significant losses were recorded in public services (-2,300 or -8.6%). The growth of employment in the services sector was supported primarily by three industries, namely transport and storage services (+15,500 or +7.9%); financial, insurance, real estate, and rental services (+14,800 or

+6.7%); and professional, scientific, and technical services (+19,100 or +6.1%). Conversely, significant decreases were noted in accommodation and food services (-11,900 or -4.2%).

Like the previous fiscal year, the labour market's good performance reduced the number of people available to enter into the labour market. Thus, companies in Quebec faced a labour shortage in FY1718, which exacerbated the challenge of matching training, competencies, and jobs. Consequently, companies have had difficulty recruiting qualified workers for available jobs. Furthermore, improving the skills of the workforce is becoming a necessity, in that many workers still do not have specialized or basic skills needed for a sustainable integration into employment. The other major issue remains the continuous improvement of public employment services, based on client needs, in collaboration with labour market partners, which include representatives of employers, unions, academia, and community organizations.

To resolve these challenges, the Ministère du Travail, de l'Emploi et de la Solidarité sociale (MTESS) developed a policy to intervene in workforce and employment matters focused on six strategic orientations:

- Expand knowledge of qualitative and quantitative labour market imbalances;
- Contribute to improving workforce skills;
- Accelerate employment integration for people ready to enter the labour market;
- Work with clients of social assistance programs, including those benefiting from the "Objectif Emploi" program to support them towards gaining employment;
- Encourage the hiring of people who are part of groups underrepresented in the labour market;
- Contribute to structuring and adapting human resources management in companies, encouraging them to improve productivity;

Through these orientations, the MTESS seeks to contribute to improving the employment rate by hiring people who are unemployed as well as by improving companies' productivity and ability to adapt.

### **3.2.6.1 Managing for results**

Through the MTESS, Quebec continues to rely on its targeting, referral, and feedback (TRF) system, which enables it to undertake early and proactive intervention with Employment Insurance applicants. Set up jointly with the federal government and used since 1999, the TRF system has proven its effectiveness, and is currently being implemented in other provinces and territories. Under the new LMDAs, these provinces and territories are committed to implementing the TRF system before April 1, 2020.

Quebec also works closely with labour market partners to optimize services and appropriately and quickly respond to the labour market's needs. As an example, in the matter of planning, the Commission des partenaires du marché du travail, which includes representatives of employers, unions, academia, and community organizations, works with the Ministère du Travail, de l'Emploi et de la Solidarité sociale to orient public job services to meet the needs expressed by the partners. This collaboration results in the development of an annual plan of action relating to public job services.

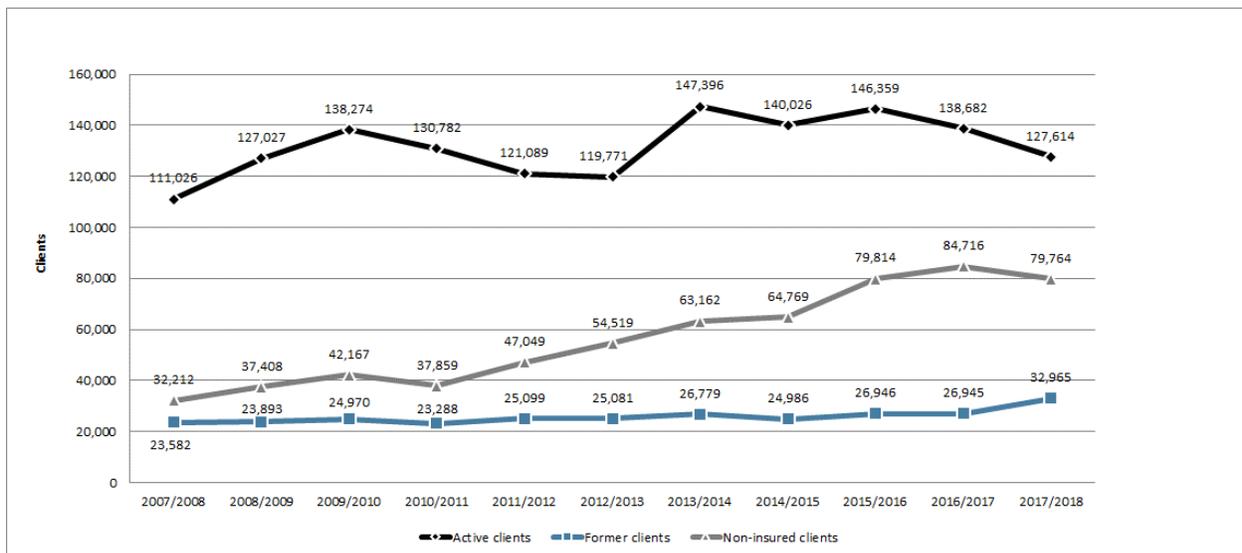
### 3.2.6.2 Clients, interventions and expenditures

Quebec served a total of 240,343 clients (-4.0%) during FY1718. The number of active claimants (127,614) and non-insured clients (79,764) decreased by 8.0% and 5.8%, respectively. The number of former claimants (32,965) rose by 22.3%. Although declining compared to the previous fiscal year (-2.3 percentage points), the proportion of active clients (53.1%) compared to the total number of clients served remained the highest of all the EBSM. This was followed by non-insured clients (33.2%), which remained more or less stable (-0.7 percentage points). The share of former claimants (13.7%) rose sharply, up by 3.0 percentage points.

During FY1718, a total number of 305,693 interventions (-3.8%) were delivered in Quebec. At 89.9%, the proportion of EAS compared to the total number of interventions remained stable from one year to the next, while that of Employment Benefits decreased slightly to 10.1%.

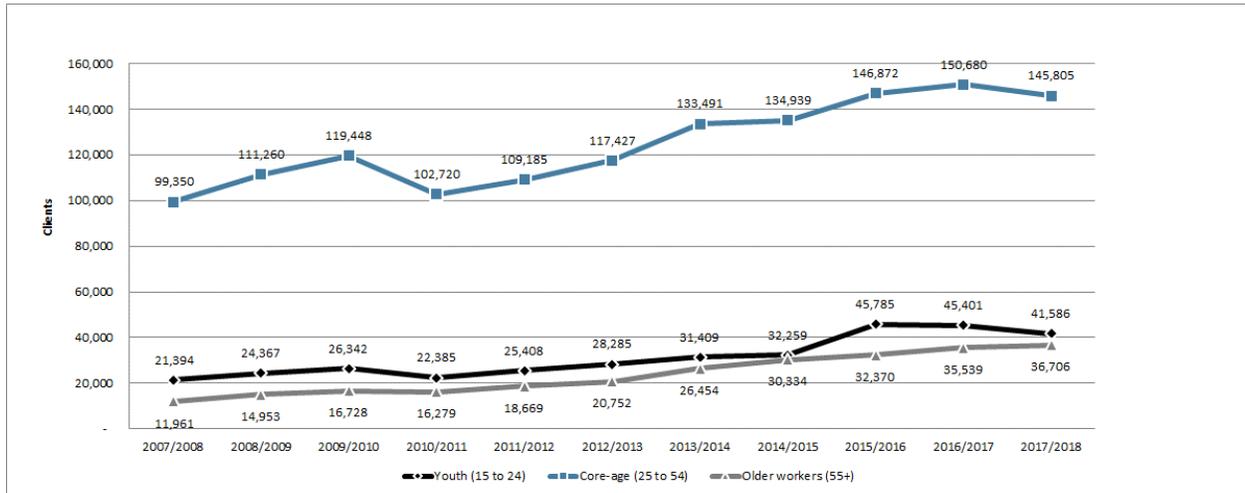
In total, 68,794 employment insurance clients found work after participating in a program similar to EBSM. This number is an increase of 3.4% compared to the previous fiscal year. Unpaid EI benefits decreased by 2.0% to \$327.62 million. The total EBSM expenditures dropped by 4.8% to \$583.0 million in FY1718.<sup>16</sup>

**Graphic 15: Distribution of clients by type (2007/2008 to 2017/2018)**

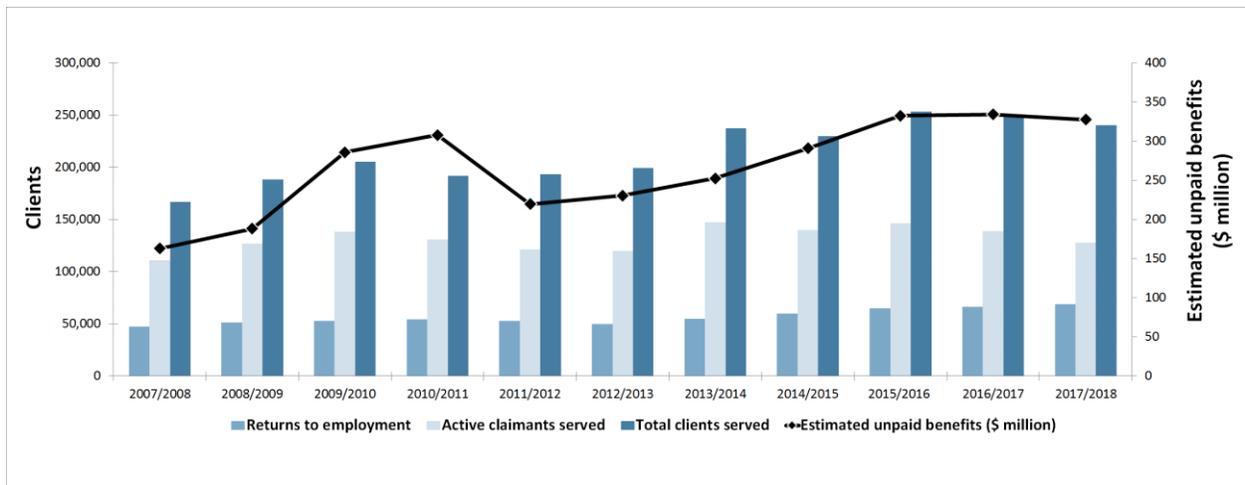


<sup>16</sup>Quebec's share of the additional LMDA funding announced in Budget 2017, \$34 million, was not paid to Quebec, since the Agreement to amend the Canada-Quebec LMDA was not signed as of March 31, 2018.

**Graphic 16: Distribution of clients by age group (2007/2008 to 2017/2018)**



**Graphic 17: Key performance indicators (2007/2008 to 2017/2018)**



**Table 11 – Quebec – ESBM-similar programming, 2017/2018**

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
<b>Employment Benefits</b>				
SD	Manpower Training Measure Job Readiness	22,894	-12.1%	231,736
TWS	Wage Subsidies	6,452	-3.1%	69,231
SE	Support for Self-Employment Measure	1,593	-10.2%	22,850
TES	Return to Work Supplement	0	0	0
<b>Support Measures</b>				
EAS	Labour Market Information Job Placement Job Research and Assistance Services	274,754	-3.0%	148,782
LMPs	Job Cooperation Services Manpower Training Measure for Enterprises	N/A	N/A	102,854
R&I	Research and Innovation Strategy	N/A	N/A	7,556

### 3.2.6.3 Employment benefits

Quebec delivered a total of 30,939 interventions in terms of Employment Benefits, a decrease of 10.2% from one year to the next. This decrease is attributable to the drops recorded in all types of employment benefits. Skills Development-Regular (SD-R) (22,894), Self-Employment (SE) (1,593), as well as Targeted Wage Subsidies (TWS) (6,452) decreased by 12.1%, 10.2%, and 3.1%, respectively. In total, the province spent \$323.8 million (-5.7%) on employment benefits.

For FY1718, an LMDA additional funding of \$8.2 million was granted to the lumber industry. Quebec invested almost \$11 million into this sector in FY1718 as a proactive step against the challenges created by the countervailing duties imposed by the US. The expenditures are split into \$3.5 million for specific funding (Economic Projects and Major Projects, Targeted Initiative for Older Workers, Silviculture, and Self-Employment Support) and \$7.3 million for ongoing measures, particularly to fund workplace workforce training initiatives. This workplace training helps workers to continue being part of the labour force, acquire relevant skills, and meet the needs of the community and their employer.

### 3.2.6.4 Support measures: employment assistance services (EAS)

During FY1718, the number of EAS interventions decreased by 3.0% to 274,754. While interventions relating to employment services (186,529) and group services (15,985) decreased by 5.2% and 13.0% respectively, interventions relating to one-on-one counselling (72,240) increased by 5.9%. Quebec spent a total of \$148.8 million (-4.9%) on EAS.

### 3.2.6.5 Other support measures: LMPs and R&I

Over the course of FY1718, Quebec spent a total of \$110.4 million on LMPs and R&I, a 1.9% decrease compared to the previous fiscal year. While the sum accorded to LMPs (\$102.9 million) decreased by 7.9%, the sum given to R&I, a total of \$7.6 million, experienced an exponential increase of 848.0%, which reflects the public job service's need to adapt its services to the needs of people and companies.

**Patricia can work thanks to specialized and adapted support for her disability.**

Because of her disability, Patricia needs support to start her path to employment. After talking with an officer from the Services Québec office, she made the decision to meet with a member from an organization specializing in employing people with disabilities in her region. Together, they agreed on an action plan adapted to her needs and realities to give her the tools she needed to obtain and retain employment in a field in which she wants to work. After participating in various activities to improve her skills—enabling her to find and obtain a job—Patricia obtained an interview with a local employer. After hiring her, the employer received financial support from the Ministère du Travail, de l'Emploi et de la Solidarité sociale to compensate the effect Patricia's disability had on her performance and to make changes needed for her position at work. This support, combined with the necessary support from her worker, helped her acquire and retain her job.

### 3.2.7 Ontario

In 2017, Ontario's real GDP grew by 2.8% after rising by 2.3% in 2016. The province's economic growth is projected to have moderated to about 2.1% in 2018, according to the average of private-sector forecasts.

<b>Ontario: EBSM Key Facts</b>			
<b>Total Clients Served: 192,669</b>			
<b>EI Clients</b>		<b>Non-Insured Clients</b>	
86,186	↓	106,483	↑
<b>Total Interventions: 214,346</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
Employment Benefits	22,254	13.1%	↓
Support Measures: EAS	192,092	2.1%	↑
<b>Relative Share of Interventions</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change(pp)</b>	
Employment Benefits	10.4%	1.6	↓
Support Measures: EAS	89.6%	1.6	↑
<b>Total Allocation: \$615.1 million</b>			
<b>Total Expenditures</b>	<b>2017/2018 (\$ million)</b>	<b>Year-over-Year Change</b>	
Employment Benefits	\$146.7	14.1%	↓
Support Measures: EAS	\$324.5	3.4%	↓
LMPs and R&I	\$143.8	26.4%	↑
Total Expenditures <sup>1</sup>	\$615.1	0.9%	↓
<b>Unpaid Benefits (\$ million)</b>			
<b>2016/2017</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
\$262.66	\$233.15	11.2%	↓

<sup>1</sup> Totals may not add up due to rounding; does not include accounting adjustments.

Ontario experienced favourable labour market conditions in FY1718, with employment growing by 131,100 (+1.9%) and the unemployment rate dropping from 6.4% to 5.8%, representing a year-over-year decrease of 0.6 percentage points. Employment growth in the goods-producing sector (+26,100; +1.8%) was led by gains in manufacturing (+25,000; +3.3%) and construction (+10,100; +2.0%), while employment contracted in the following industries: utilities (-2,100; -4.1%) and agriculture (-7,500; -10.0%). Employment gains in the services-producing sector (+105,000; +1.9%), employment gains were concentrated in transportation and warehousing (+22,900; +7.0%); professional, scientific and technical services (+36,700; +6.2%); and trade (+46,900; +4.5%); while in business, building and other support services (-11,800; -3.6%) and Information, culture and recreation (-5,000; -1.6%) recorded notable employment losses.

In FY1718, the Ontario labour market faced growing demand in high-skilled occupations at the apprenticeship, college and university levels. This was reflected in higher job vacancy rates in finance

and insurance; professional, scientific and technical services; and health care and social assistance, and job growth in the manufacturing and construction sectors.

The changing labour market landscape caused by the growing automation of routine tasks, other technical advancements and jobs that are in demand present opportunities to ensure that the right supports are available to maintain a strong and highly skilled workforce and improve programs.

To support an innovative, skilled and inclusive economy, the province has worked collaboratively with public sector partners to create a more seamless, cohesive client-focused employment and training system to improve the experience for workers and job seekers, and to help Ontarians prepare for the jobs of the future. Initiatives included a focus on youth employment, an employment strategy for people with disabilities, and addressing local workforce challenges to help employers find the workers with the skills they need. The province has also focused on building system-wide capacity and enhancing the existing suite of employment and training programs and services to support further modernization of Ontario's employment and skills training system.

#### **3.2.7.1 Managing for results**

In FY1718, Ontario met with groups supporting or prioritizing workforce development that represent employer communities. These engagements included the provincial Planning and Partnership Table, a forum of employers, post-secondary education, education, labour, government and others to discuss specific approaches to common issues on skills and talent development.

Ontario also met with employer-specific groups like the Ontario Chamber of Commerce and local chambers, such as the Toronto Region Board of Trade, to discuss their priorities around talent, workforce development and new approaches to sharing perspectives. Input from these engagements help inform policy and program development in the province.

To inform the design and development of Ontario's labour market website, the Ontario government held focus groups and usability testing sessions with high school and postsecondary education students. These in-person engagements provided valuable insights on the type of information students need when preparing for work.

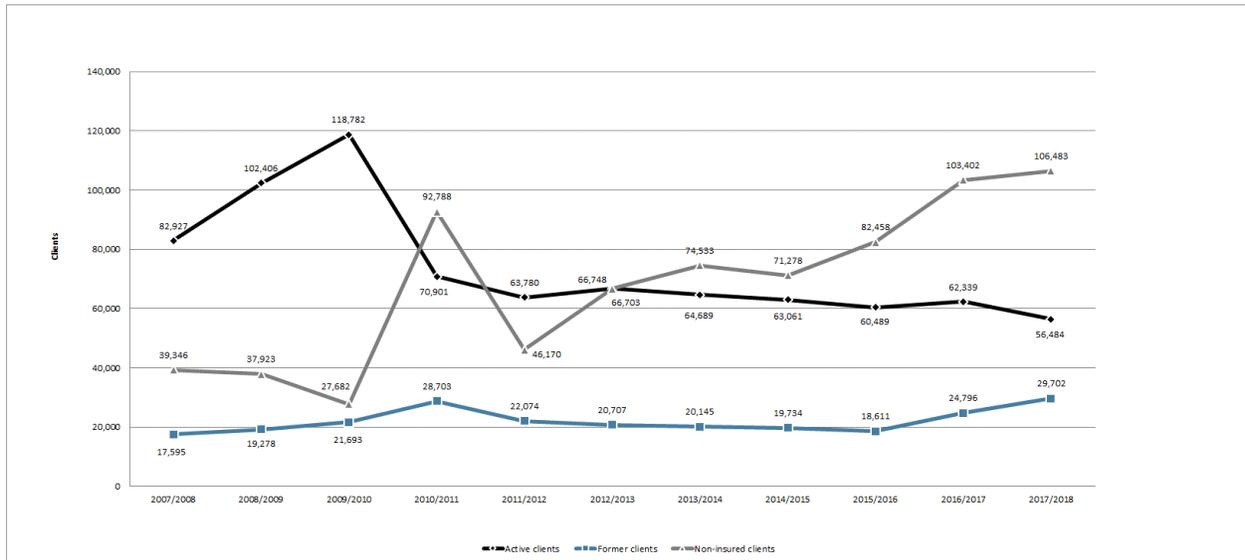
The redesigned labour market information website hosts an online survey that solicits feedback directly from real users of the website. This survey has enabled the Ontario government to gather demographic information from users of the site, while also using their feedback to identify and prioritize the development of new features, data and functionality through continuous updates to the website.

#### **3.2.7.2 Clients, interventions and expenditures**

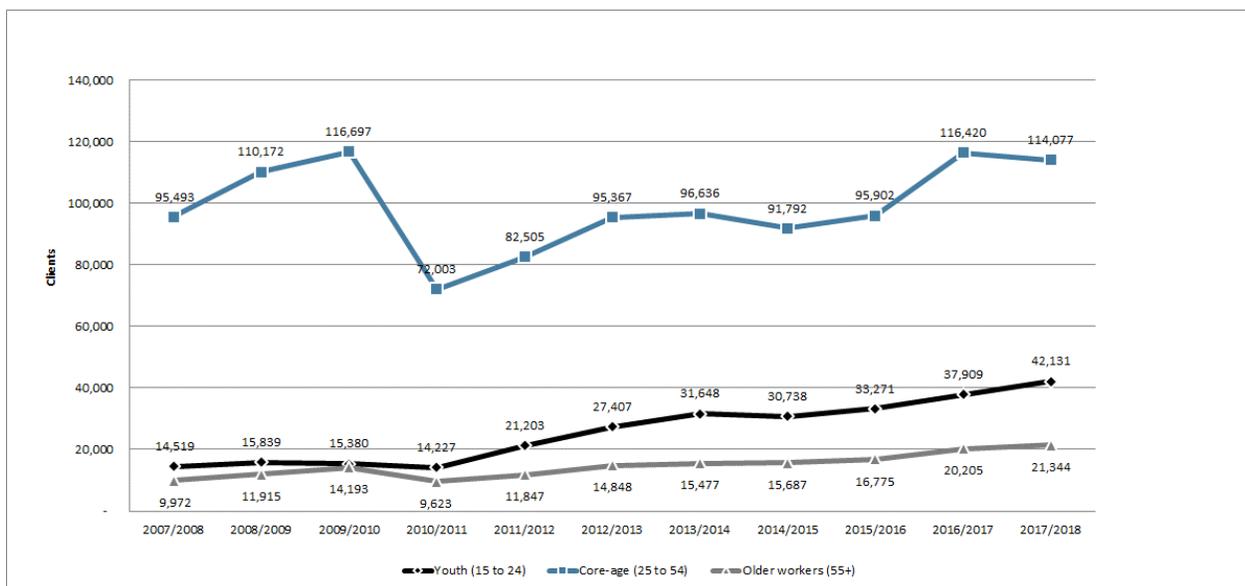
For a third consecutive year, Ontario served a growing number of clients, totalling 192,669 in FY1718, a 1.1% year-over-year increase. The decline in the number of active claimants (-5,855; -9.4%) was more than offset by an increase of former claimants (+4,906; +19.8%) and non-insured clients (+3,081; +3.0%). The share of each client-type relative to the total number of clients served moved in similar direction, with active claimants (29.3%) dropping by 3.4 percentage points, former claimants (15.4%) and non-insured clients climbing (55.3%) by 2.4 and 1.0 percentage points, respectively.

In FY1718, a total of 214,346 (-0.3%) EBSM-similar interventions were delivered in Ontario. For a sixth consecutive year, the share of EAS relative to the total number of EBSM-similar interventions continued to expand, reaching 89.6% (+1.6 percentage point). Overall, a total of 39,678 (+7.1%) EI clients returned to employment, and unpaid benefits (-11.2%) declined from \$262.66 million to \$233.15 million. At \$615.1 million, Ontario's total EBSMs expenditures remained relatively stable (-0.9%) year-over-year. This amount includes \$40.1 million received by the province from the \$125 million additional LMDA funding announced in Budget 2017.

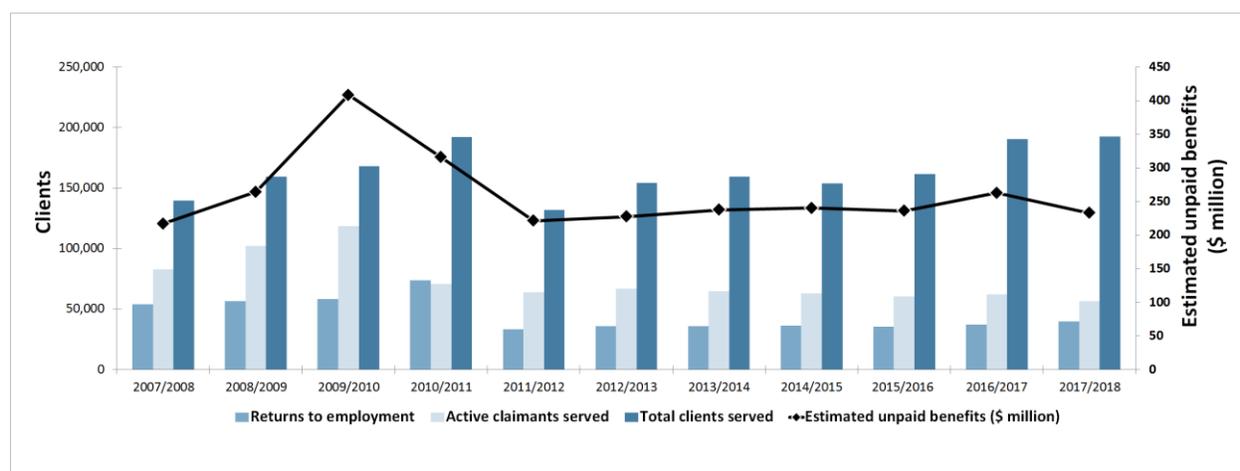
**Chart 18 – Volumes by EBSM client type, 2007/2008 – 2017/2018**



**Chart 19 – Volumes by EBSM client age, 2007/2008 – 2017/2018**



**Chart 20 – Key performance indicators, 2007/2008 – 2017/2018**



**Table 12 – Ontario: EBSM-similar programming, 2017/2018**

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
<b>Employment Benefits</b>				
SD-R	Second Career	4,694	-25.9%	141,494
SD-A	Skills Development–Apprenticeship	15,360	-6.3%	
TWS	Job Placement with Incentive	2,039	-23.1%	
SE	Ontario Self-Employment Benefit	0	N/A	
JCPs	Ontario Job Creation Partnerships	161	-30.6%	
<b>Support Measures</b>				
EAS	Ontario Employment Assistance Services/ Employment Service	192,092	+2.1%	324,522
LMPs	Ontario Labour Market Partnerships	N/A	N/A	28,295
R&I	Research and Innovation	N/A	N/A	115,488

### 3.2.7.3 Employment benefits

For a seventh consecutive year, the number of Employment Benefits interventions in Ontario went down, totalling 22,254 (-13.1%) in FY1718. All benefit-types fell: TWS (-613; -23.1%), JCP (-71; -30.6%), SD-R (-1,643; -25.9%), and SD-A (-1,034; -6.3%). In addition, SE was not delivered for a second consecutive year. With a proportion of 90.1% of all Employment Benefits, skills development remained the most used benefit-type. However, the share of SD-R relative to the total number of Employment Benefits interventions contracted by 3.6 percentage points to 21.1%, while that of SD-A (69.0%) grew by 5.0%. Ontario spent \$146.7 million for Employment Benefits, a year-over-year decline of 14.1%, largely stemming for a decline in SD-R programming.

### 3.2.7.4 Support measures: EAS

For a third consecutive year, the number of EAS interventions increased in Ontario, amounting to 192,092 (+2.1%) in FY1718. Individual Counselling remained the sole delivered EAS type. EAS total expenditures fell from \$336.0 million to \$324.5 million, representing a 3.4% year-over-year drop.

### 3.2.7.5 Other support measures

For a sixth consecutive year, R&I's funding expanded, totalling \$115.5 million (+20.7%) in FY1718. In addition, total expenditures for LMPs grew by 57.0% to \$28.3 million.

Ontario used additional funding to expand R&I activities directed at identifying better ways to help jobseekers prepare for and keep employment and to participate productively in the labour force.

In FY1718, Ontario introduced a number of time-limited initiatives and pilot projects under the R&I support measure. This included activities to:

- enhance opportunities for experiential learning through Career Ready Fund (profiled in Q1) and Experiential Learning for Adults Projects;
- improve access and availability of labour market information by making improvements to Ontario's labour market website and filling the gaps in the analysis of occupations, labour market demands, as well as emerging skills requirements;
- align skills development, in addition to training, with the demands of the economy. For example:
  - the Skills Catalyst Fund supports new and existing high-impact projects/pilots addressing Highly Skilled Workforce priorities for up to two years through an open, competitive Call for Proposals;
  - the Contextualized Essential Skills Pilot tests a model for integrating basic skills training with occupation-specific technical training;
  - the Mitacs Accelerate and TalentEdge projects emphasize career development through new research connections, experience, and professional skills training;
  - the Lynda.com pilot project post-secondary education students, faculty and staff free access to an online learning platform to help them learn business, software, technology and creative skills to achieve personal and professional goals.
- provide customized training to meet the workforce development needs of employers and supporting workers through the Aboriginal Skills Advancement Program, Canada-Ontario Job Grant, as well as SkillsAdvance Ontario.

#### **Key Program Innovation – Career Ready Fund**

Launched in 2017-18, the Career Ready Fund helps employers, publicly-assisted colleges and universities and other organizations (such as industry associations and not-for-profits) create experiential learning opportunities for postsecondary students and recent graduates. Experiential learning is “hands-on learning” in a real or simulated workplace that helps prepare students and recent graduates for the transition to work, while helping employers connect to new talent with the skills they need to hit the ground running.

Projects supported through the program's multiple streams address the following priorities:

- Developing and expanding innovative and sustainable partnerships among employers, colleges and universities and other organizations that create new experiential learning opportunities
- Supporting new graduates with internships or similar experiences, the creation of curriculum to develop job-ready skills, or outreach to employers to create work opportunities
- Building capacity at publicly-assisted colleges and universities to create new experiential opportunities, with a significant focus on employer engagement.

In its first two years, the program is expected to create more than 70,000 net new opportunities for students and recent graduates, in a wide range of formats such as co-ops and field placements, industry-sponsored and capstone projects, bootcamps and incubators, as well as on-campus work, work simulations, and preparatory programming within postsecondary coursework. At the institutional level, significant

focus is being placed on employer outreach and support, and the creation of co-curricular records that allow students to build a portfolio of experiences and promote their skills to employers.

At the same time, the fund is supporting several industry and employer-driven projects. For example, the Greater Kitchener-Waterloo Chamber of Commerce is collaborating with small businesses to create work opportunities in manufacturing, the Information and Communications Technology Council is creating work placements that will expose graduates to cyber security, cloud computing and fintech, and the Ontario Bioscience Innovation Organization is creating opportunities to give STEM graduates experience in a business environment to build management skills.

### **Success Story – Apprenticeship Seat Purchase**

Hi I'm Bailey,

I'm a 5th year plumbing apprentice with local 46. I'd like to talk a bit about what got me into plumbing. Like a lot of people I have family in the trades but it wasn't my dad or uncles influence that got me interested. It was my sister who is a licensed steamfitter that encouraged me that not only could I physically do the job, I may find I love it doing it. I joined my union in the summer of 2011. After a week of safety training I was sent to work in the high rise sector. I was the first woman to work for the company so naturally I had a lot of obstacles. I made it my goal to change the preconceptions some of the guys had about women in construction. With a lot of hard work, determination and support from other trades women I felt like I had achieved my goal.

I go to school at our local 46 training facility. I've had some really intelligent instructors and mentors over the years that truly care about our industry and are invested in our members being as well trained as possible. They've been a part of incredible projects that have shaped Toronto into the beautiful city it is today. In the short time I've been an apprentice, I've worked on two hospitals, BMO Field, Union station, the [Ontario Provincial Police] headquarters and so many other awesome projects. I've met so many amazing people and learned so many valuable lessons along the way. With my high-quality education in trade school and the knowledge and experience our journeymen, foreman and instructors have, they've given me the confidence and skills to know this is without a doubt my passion.

### 3.2.8 Manitoba

Manitoba's real GDP growth reached 3.2% in 2017, after rising by 1.6% in 2016. The provincial economy is forecast to grow by around 2.0% in 2018.

Manitoba: EBSM Key Facts			
<b>Total Clients Served: 24,800</b>			
<b>EI Clients</b>		<b>Non-Insured Clients</b>	
12,521	↓	12,279	↓
<b>Total Interventions: 59,470</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
Employment Benefits	6,226	3.8%	↓
Support Measures: EAS	53,244	2.6%	↑
<b>Relative Share of Interventions</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change(pp)</b>	
Employment Benefits	10.5%	0.6	↓
Support Measures: EAS	89.5%	0.6	↑
<b>Total Allocation: \$46.4 million</b>			
<b>Total Expenditures</b>	<b>2017/2018 (\$ million)</b>	<b>Year-over-Year Change</b>	
Employment Benefits	\$28.8	1.8%	↑
Support Measures: EAS	\$9.8	15.9%	↓
LMPs and R&I	\$7.8	23.3%	↑
Total Expenditures <sup>1</sup>	\$46.4	0.3%	↑
<b>Unpaid Benefits (\$ million)</b>			
<b>2016/2017</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
\$46.59	41.31\$	11.3%	↓

<sup>1</sup> Totals may not add up due to rounding; does not include accounting adjustments.

In FY1718, the unemployment rate in Manitoba declined by 0.6 percentage points year-over-year to 5.5%. Compared to FY1617, employment in the province increased by 9,800. While employment slightly declined in the goods-producing sector (-900; -0.6%), led by losses in utilities (-1,400; -13.8%), employment in the services-producing sector rebounded from FY1617 (+10,700; 2.2%), with gains in all industries but public administration.

In FY1718, Manitoba continued its efforts to improve the participation of those who are more distant from the labour market, especially for Indigenous peoples, persons living with disabilities, newcomers, youth transitioning out of care and individuals at-risk of long-term dependence on social assistance. Manitoba has advanced this work through several programs that provide essential and soft skills training, as well as literacy, education, occupational skills training and employment supports. Another labour market challenge and priority the province wishes to address is ensuring that employers' needs are met by a skilled labour supply. Employers have identified essential skills training as a necessary first step that prepares employees for the workplace by acquiring interpersonal and communication skills,

work ethic, job etiquette and a series of other employability skills that will result in increased productivity. This is echoed in the response to a Manitoba Bureau of Statistics' Business and Labour Conditions Survey. When asked about responding to specific Workforce related challenges, 55.6% of businesses stated they had recruitment of skilled labour challenges.

### **3.2.8.1 Managing for results**

In January 2018, Education and Training hosted a three-day Summit on Literacy and Numeracy that attracted over 700 Manitobans from across the province. Registered participants included members from the business community in addition to other stakeholder groups including early childhood learning, K-12 education, post secondary institutions, community groups and government.

The department hosted a series of full-day Indigenous education roundtables across the province with the aim of strengthening outcomes for Indigenous youth and adults. Each roundtable discussion included representatives from a variety of stakeholder groups including parents, educators, employers, community-based organizations and others with a vested interest in the education and employment outcomes of Indigenous families and communities in Manitoba.

The purpose of Manitoba's Research and Innovations program is to bridge the gap between research and practice, supporting the basis for developing new policies, programs and services, and revising existing ones. This focus provides a basis for constantly improving Manitoba's understanding of what works and for whom, and for continuous innovation in program design and delivery.

The objectives of Manitoba's Research and Innovations program are:

- To support activities that address policy and program issues or research questions related to Manitoba's priorities.
- To research and/or design projects that are practical and that identify innovative and better ways of helping individuals prepare for, find or return to, or maintain sustainable employment.
- To strengthen and promote province-wide or regional labour market development.

Manitoba uses the R&I Program to fund research studies, information and/or data development, and program/project evaluations. Below are examples of Manitoba's strategies/approaches using the Research and Innovation (R&I) support measure.

- Determinants for Mental Well-Being of Refugees and Newcomers: Considerations for Economic and Social Integration.
- Development of training manuals and guides to be used by other service providers.
- Evaluation of Manitoba Works! a model that combines intensive employability development with on-the-job work experience. The longitudinal evaluation findings suggests that the use of social assistance decreases significantly among Manitoba Works! participants compared to participants accessing generic employment services.
- Evaluation of Motivational Interviewing, an innovative client-centric approach that focuses on building motivation to facilitate individual changes and transitions to employment. Research findings

are positive and indicate that Motivational Interviewing is an effective tool for supporting clients more distant from the labour market.

- Validation of Manitoba's new Employment and Training Assessment tool to determine a client's readiness to proceed with skills development and employment.

Over the past few years, Manitoba has implemented a new common assessment framework anchored by the standardized Employment and Training Readiness Assessment intake tool. Manitoba has incorporated an Essential Skills lens into its assessment framework to identify critical information about an individual's client service needs. This service response is designed to better identify participant strengths, work readiness, and service needs prior to the development of an employment plan, therefore improving the delivery of a continuum of services.

In March 2018, Manitoba piloted the new Email Communication Management System (ECMS). This system allows caseworkers to communicate directly with clients via email. Once a client's email is validated and activated in ECMS, they receive email communications from their caseworkers including Electronic Payment Advice (saving Manitoba thousands of dollars in paper and stamps) and a digital case closure form. This digital case closure form mirrors the follow up information required to close a client's case in Manitoba's Integrated Case Management System. Clients can now submit their case closure information to their caseworker via email and let them know if they require additional services from a Manitoba Jobs and Skills Development Centre.

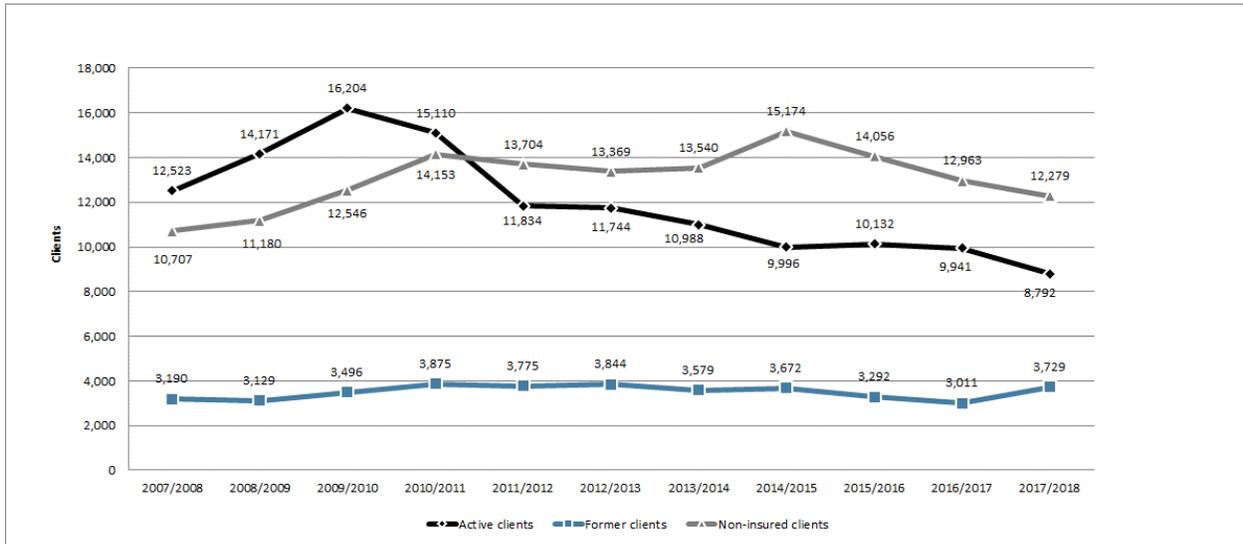
### **3.2.8.2 Clients, interventions and expenditures**

In FY1718, Manitoba served a total number of 24,800 clients, a 4.3% year-over-year decrease. Active claimants (8,792) and non-insured clients (12,279) declined by 11.6% and 5.3%, respectively, while former claimants (3,729) increased by 23.8%.

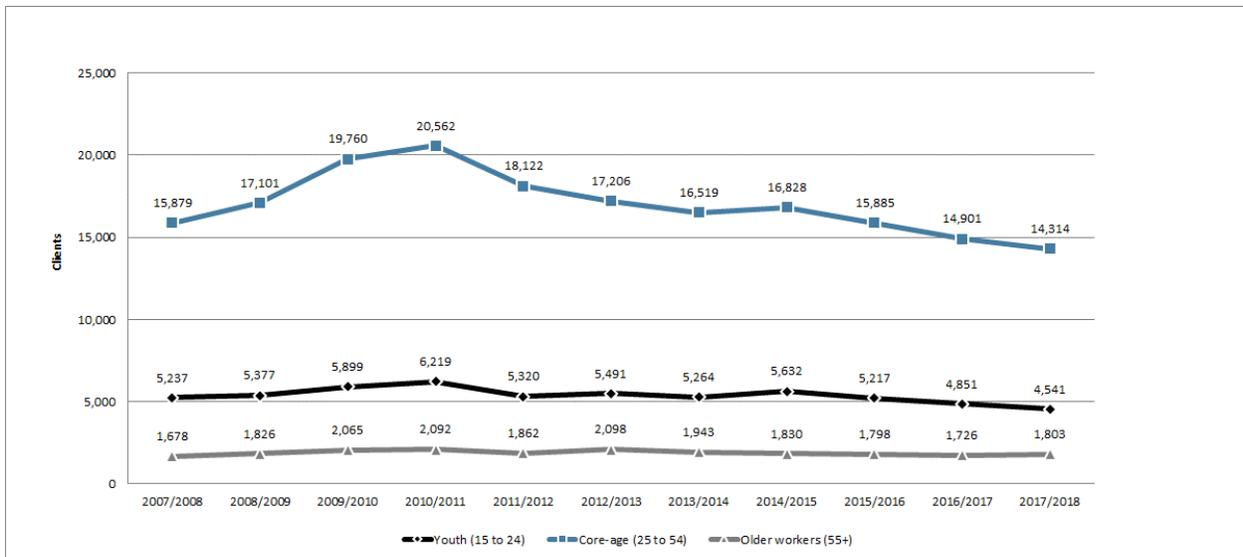
As for their share relative to all clients, active claimants (35.5%; -2.9 percentage points) and non-insured clients (49.5%; -0.5 percentage points) experienced a drop, while there was a gain on the former claimant side (15.0%; +3.4percentage points).

Overall, Manitoba delivered a total of 59,470 interventions in FY1718, an increase of 1.9% from FY1617. Employment benefits represented 10.5% of all interventions for a year over year decrease of 0.6 percentage points (11.1% in FY1617). In addition, 4,505 EI clients returned to employment, a decrease of 31.4% year-over-year. Unpaid benefits totalled \$41.3 million (year over year decrease of 11.3%). EBSM total expenditures (\$46.4 million) remained relatively stable (+0.3%) year-over-year, and includes the \$3.6 million envelope the province received from the \$125 million LMDA additional funding announced in Budget 2017.

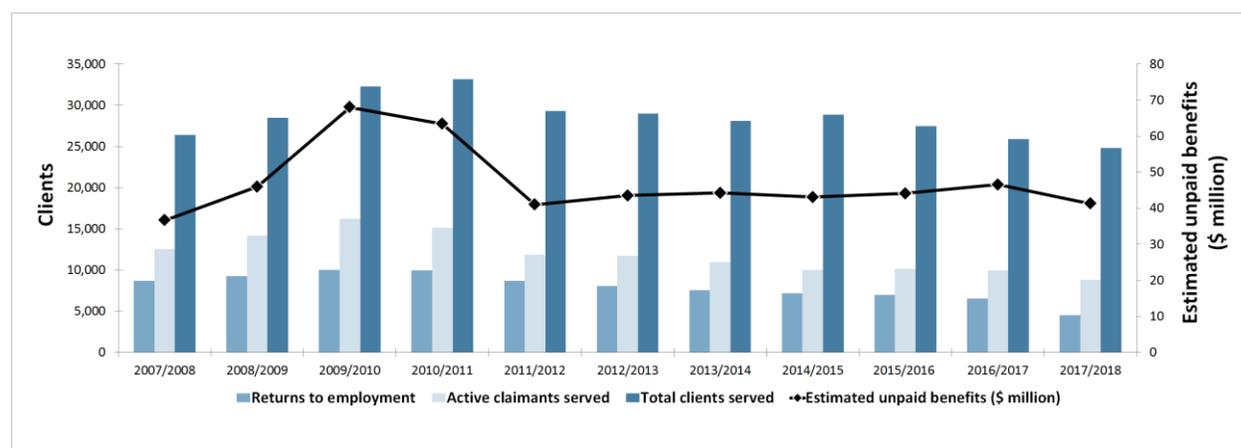
**Chart 21 – Volumes by EBSM client type, 2007/2008 – 2017/2018**



**Chart 22 – Volumes by EBSM client age, 2007/2008 – 2017/2018**



**Chart 23 – Key performance indicators, 2007/2008 – 2017/2018**



**Table 13 – Manitoba: EBSM-similar programming, 2017/2018**

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
<b>Employment Benefits</b>				
SD-R	Skills Development	1,978	-3.2%	25,972
SD-A	Skills Development-Apprenticeship	3,901	-6.4%	
TWS	Wage Subsidies	36	+20.0%	209
SE	Self-Employment	133	+1.5%	1,341
JCPs	Employment Partnerships	178	+72.8%	1,260
<b>Support Measures</b>				
EAS	Employment Assistance Services	53,244	+2.6%	9,776
LMPs	Labour Market Partnerships	N/A	N/A	5,680
R&I	Research and Innovation	N/A	N/A	2,165

### 3.2.8.3 Employment benefits

Employment benefits interventions in Manitoba declined by 3.8% to 6,226 in FY1718, due to the drop experienced in both SD-R (-65; -3.2%) and SD-A (-265; -6.4%). On the other hand, TWS (+6), SE (+2) and JCP (+75) grew by 20.0%, 1.5% and 72.8%, respectively. Manitoba spent a total of \$28.8 million (+1.8%) for Employment Benefits.

### 3.2.8.4 Support measures: EAS

EAS interventions in Manitoba increased year-over-year by 2.6% to 53,244 in FY1718. . Employment Services, which represented the largest proportion of all EAS interventions (64.1%), increased by 4.5% to 34,140, while Individual Counselling (-81; -0.4%) remained relatively stable. EAS total expenditures fell from \$11.6 million to \$9.8 million, representing a year-over-year decrease of 15.9%.

### 3.2.8.5 Other support measures: LMPs and R&I

In FY1718, Manitoba’s total funding for LMPs and R&I increased by 23.3% to \$7.8 million. The province’s expenditures for LMPs (\$5.7 million) and R&I (\$2.2 million) rose by 8.2% and 93.9%, respectively.

**Manitoba’s Skills Development Program supports eligible individuals while participating in upgrading and skill training required to secure employment.**

Marie is an internationally educated professional who came to the Manitoba Jobs and Skills Development Centre in April 2017 seeking financial assistance to allow her to complete her studies and gain Canadian work experience. During her studies, she worked in a number of transitional jobs and gained her Canadian work experience through an unpaid internship. She passed the various exams required to become a licensed pharmacist in Manitoba. Marie became a licensed Pharmacist in September 2018!

**Manitoba’s Employment Partnerships Program supports industry sectors, employers, community and other organizations to address labour force development needs while assisting eligible individuals to secure sustainable employment.**

Jasmine, a single mom of three, was working a minimum wage job in a restaurant while completing high school as a mature student. After encouragement from family members who were in trades, she engaged with the Winnipeg Industrial Skills Training Centre. From the very beginning, it was apparent that Jasmine was fully invested in making her training opportunity into a successful venture. She earned a 96% GPA in welding and a 91% GPA in fabrication. After only the first two days of her work experience, she was offered full-time employment at a metal fabrication company.

### 3.2.9 Saskatchewan

In 2017, Saskatchewan's real GDP increased by 2.2%, following two consecutive annual drops (-0.4% in 2016 and -0.9% in 2015). Rising oil and gas production largely contributed to the 2017 growth. In 2018, real GDP is expected to have grown at a rate of 1.8%.

Saskatchewan: EBSM Key Facts			
<b>Total Clients Served: 18,633</b>			
<b>EI Clients</b>		<b>Non-Insured Clients</b>	
13,598	↓	5,035	↑
<b>Total Interventions: 23,807</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
Employment Benefits	12,438	83.5%	↑
Support Measures: EAS	11,369	14.8%	↓
<b>Relative Share of Interventions</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change(pp)</b>	
Employment Benefits	52.2%	18.5	↑
Support Measures: EAS	47.8%	18.5	↓
<b>Total Allocation: \$38.4 million</b>			
<b>Total Expenditures</b>	<b>2017/2018 (\$ million)</b>	<b>Year-over-Year Change</b>	
Employment Benefits	\$31.1	1.7%	↓
Support Measures: EAS	\$5.4	25.0%	↑
LMPs and R&I	\$1.9	18.4%	↑
Total Expenditures <sup>1</sup>	\$38.4	2.2%	↑
<b>Unpaid Benefits (\$ million)</b>			
<b>2016/2017</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
\$74.73	\$50.38	32.6%	↓

<sup>1</sup> Totals may not add up due to rounding; does not include accounting adjustments.

Employment in Saskatchewan remained relatively stable (-1,800; -0.3%), even though the unemployment rate dropped from 6.4% to 6.1%, stemming from a decline in labour market participation. Overall, the goods-producing sector (-3,200; -2.2%) experienced losses in all industries except manufacturing (+1,700; +6.2%), while employment in the services-producing sector registered a gain of 1,400 (+0.3%).

In FY1718, some sectors and regions in Saskatchewan continued to face challenges to find workers with the skills, abilities and/or educational qualifications necessary for certain positions. This mismatch between training and labour demand, in part caused by technological advancement impacting the relevancy of current and future skillsets, can deter companies from investing and expanding in the province. In addition, specific groups (ex: First Nations, Métis individuals, persons with disabilities, older workers, women, recent immigrants, and youth) are underrepresented in Saskatchewan's labour force, often facing barriers to employment. The provincial labour market continued to face challenges from a

net out-migration of people to other provinces, especially among high-skilled workers. To address those challenges, Saskatchewan's labour market development approach involves three overarching priorities:

- align skills development investments with the needs of the economy by funding skills training opportunities that are responsive to the needs of employers; by collaborating with the training sector to develop and implement a sector planning framework; and developing a labour supply and demand model to inform planning and decision-making;
- attract skilled workers to Saskatchewan's workforce by working with employers and community partners to improve the employment rate of groups who are underrepresented in the workforce; by modernizing client service delivery through citizen-centred service design; by providing employers and potential investors with tools and supports for strategic and inclusive workforce planning; and by working with economic ministries/agencies to promote investment opportunities to immigrant entrepreneurs; and
- retain skilled workers by increasing employer-sponsored training to support career growth and productivity; collaborating with other human services ministries to make it easier for clients to find the programs and services they need. In addition, continuing to work with the Ministries of Advanced Education and Education to create work placement opportunities for youth and adults to gain experience and exposure to careers in Saskatchewan to support graduate retention; and by investing in settlement programs and services to ensure immigrants participate in the workforce to their fullest potential.

### **3.2.9.1 Managing for results**

To make employment supports available to EI claimants earlier in their claim, Saskatchewan deployed Canada-Saskatchewan Rapid Response Teams, which stems from a partnership between the Ministry of Immigration and Career Training (ICT), the Ministry of Labour Relations and Workplace Safety (Employment Standards) and Service Canada. Rapid Response Teams provided support services for businesses and workers affected by production slowdowns or layoffs. The Ministry partners ensured that each Rapid Response Team had the expertise and skills to address the particular needs of the employer and affected workers. Rapid Response Teams ensured that employers could access the programs, services, benefits and information they needed through difficult times. When necessary, ICT contracted other community-based organizations or community resources to provide additional programs and services to workers and employers impacted by lay offs. ICT is also working on plans to pilot the Targeted Referral and Feedback (TRF) system. Through this system, Saskatchewan expects to refer more EI applicants into labour market programs and services to get them the training they need to rejoin the workforce.

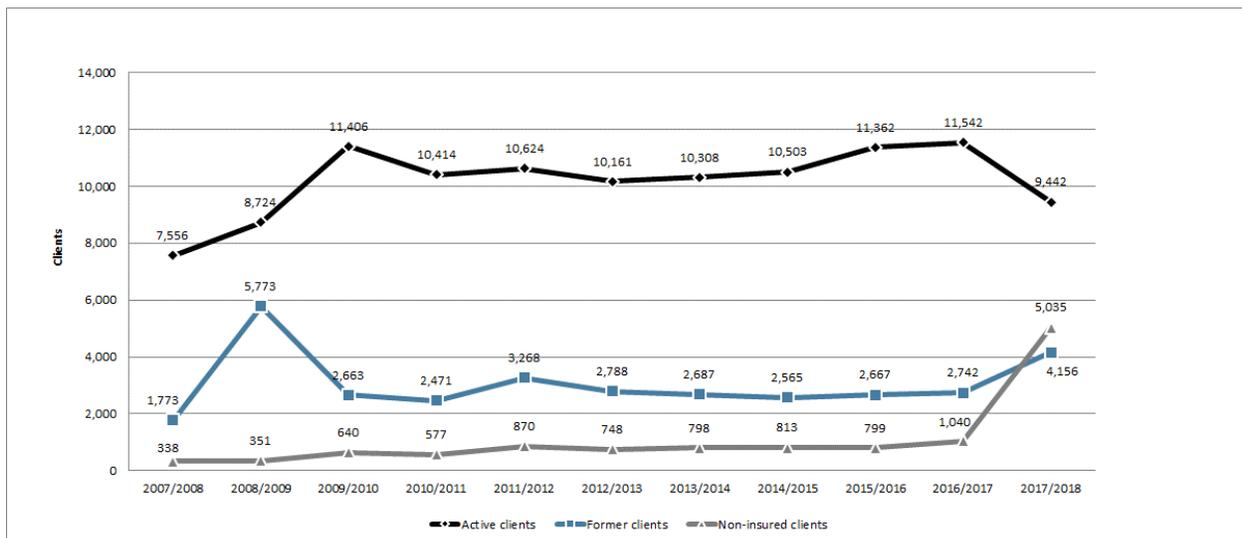
In FY1718, Saskatchewan examined the effectiveness of its current information/data system for meeting the program monitoring and reporting needs of ICT. The Ministry is pursuing a new IT system for improving program and service delivery. Among other benefits, this system will capture more complete, accurate and sound data. It will also have analytics capabilities to maximize the rich source of data contained in the system.

### 3.2.9.2 Clients, interventions and expenditures

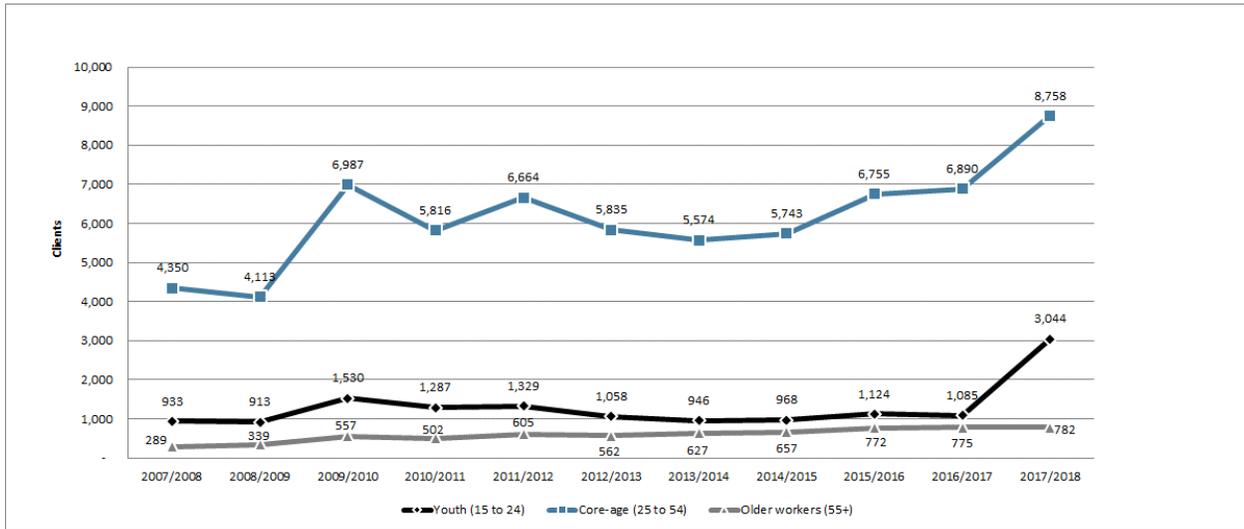
For a fifth consecutive year, the total number of clients in Saskatchewan increased, reaching 18,633 (+21.6%) in FY1718. With the exception of active claimants (-2,100; -18.2%), both former claimants (+1,414; +51.6%) and non-insured clients (+3,995; +384.1%) increased. The shares of all client-types relative to the total number of clients served followed the same direction as their numbers, with active claimants dropping by 24.6 percentage points to 50.7%, while former claimants and non-insured clients advanced by 4.4 and 20.2 percentage points, respectively.

For a third consecutive year, the province delivered a growing number of interventions, totalling 23,807 (+18.3) in FY1718. Although, EAS represented the most used EBSM-similar interventions, its share of all interventions dropped significantly from 66.3% to 47.8%, a year-over-year decline of 18.5 percentage points. The total number of EI clients returning to employment following participation in an EBSM-similar program declined by 27.4%, to a total of 4,879. Much of this decline may be due to the weaker labour market conditions. Total expenditures moved up by 2.2% to \$38.4 million. From the additional \$125 million LMDA investment announced in Budget 2017, Saskatchewan spent its portion (\$3.2 million) on improving its suite of Workforce Development programs to respond strategically to labour market challenges.

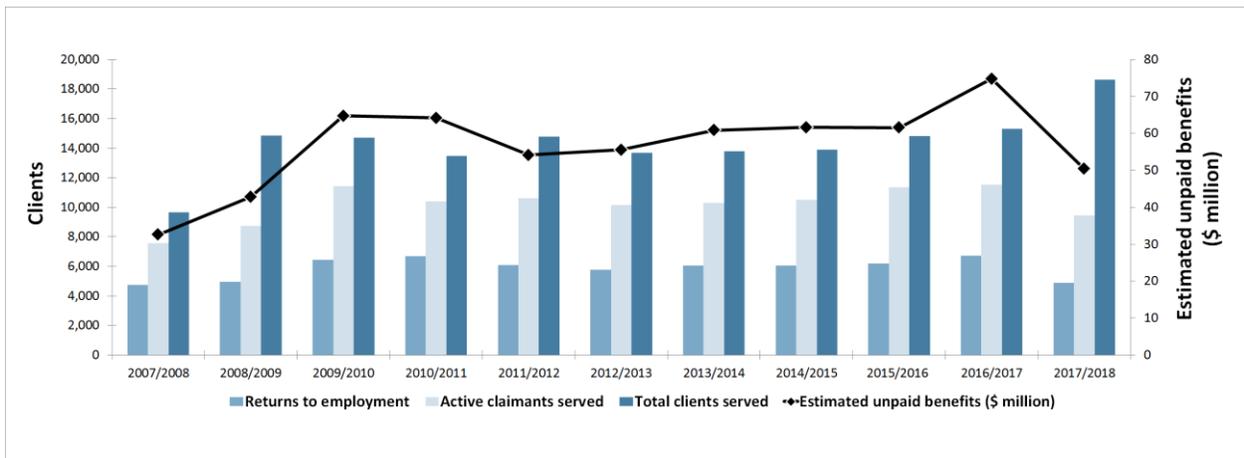
**Chart 24 – Volumes by EBSM client type, 2007/2008 – 2017/2018**



**Chart 25 – Volumes by EBSM client age, 2007/2008 – 2017/2018**



**Chart 26 – Key performance indicators, 2007/2008 – 2017/2018**



**Table 14 – Saskatchewan: EBSM-Similar programming, 2017/2018**

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
<b>Employment Benefits</b>				
SD-R	Skills Training   Provincial Training Allowance	6,962	+1,844.7%	30,823
SD-A	Apprenticeship Training	5,406	-14.8%	
TWS	Skills Training Allocation	0	N/A	0
SE	Self-Employment Program	70	-6.7%	272
JCPs	Employment Programs	0	N/A	0
<b>Support Measures</b>				
EAS	Workforce Development	11,369	-14.8%	5,417
LMPs	Regional Planning and Employer Partnerships	N/A	N/A	1,418
R&I	Research and Innovation	N/A	N/A	454

### 3.2.9.3 Employment benefits

Compared to the last fiscal year, Employment Benefits interventions grew from 6,777 to 12,438, a significant increase of 83.5% year-over-year. While SE (-5; -6.7%) and SD-A (-938; -14.8%) experienced a drop, SD-R spiked by 6,604 interventions, from 358 in the previous year. This increase is partially as a result of changes in the scope of eligible programs Saskatchewan attributed to SD-R. Saskatchewan has experienced a decline in apprenticeship due to the softened labour market. As a result, SD-A interventions decreased. After three consecutive years of growth, total expenditures for Employment Benefits fell slightly by 1.7% to \$31.1 million in FY1718.

### 3.2.9.4 Support measures (EAS)

After three consecutive years of growth, the number of EAS interventions in Saskatchewan decreased by 14.8% to 11,369 in FY1718. All EAS-types fell: Employment Services (-409; -6.4%), Group Services (-344; -47.1%), and Individual Counselling (-1,219; -19.5%). EAS total expenditures increased from \$4.3 million to \$5.4 million (+25.0%).

### 3.2.9.5 Other support measures: LMPs and R&I

After three consecutive years of decline, total LMPs and R&I funding rose by 18.4% to \$1.9 million in FY1718. Both LMPs and R&I total funding advanced to \$1.4 million (+16.3%) and \$454,000 (+25.4%), respectively.

#### **Journeyman Carpenter – Apprenticeship program**

After completing a B.Sc. in Kinesiology, Cassandra found limited job opportunities in that field. The jobs she could find did not pay enough to repay her student loan, so she left her job at a physiotherapy clinic to work for a home building company. Within three weeks of working with the building company, Cassandra got a raise and earned more in construction than she was at the physiotherapist clinic. As well, she discovered that she really enjoyed carpentry, so she decided to do the four-year apprenticeship program. As a woman, Cassandra faced challenges in a traditionally male trade, but she persevered. She received her Journeyman certification and was also awarded the Wendy Davis Memorial Scholarship for the female achieving the highest mark in the exam in a traditionally male trade.

### 3.2.10 Alberta

In 2017, Alberta's economy experienced the fastest growth among provinces (+4.4%), following declines in 2016 (-4.2%) and 2015 (-3.7%). In 2018, the province's real GDP growth is expected to have slowed down to about 2.4%, mainly due to the drop in oil prices.

<b>Alberta: EBSM Key Facts</b>			
<b>Total Clients Served: 89,866</b>			
<b>EI Clients</b>		<b>Non-Insured Clients</b>	
50,957	↓	38,909	↓
<b>Total Interventions: 167,383</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
Employment Benefits	20,328	15.1%	↓
Support Measures: EAS	147,055	23.2%	↓
<b>Relative Share of Interventions</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change(pp)</b>	
Employment Benefits	12.1%	1.0	↑
Support Measures: EAS	87.9%	1.0	↓
<b>Total Allocation: \$131.6 million</b>			
<b>Total Expenditures</b>	<b>2017/2018 (\$ million)</b>	<b>Year-over-Year Change</b>	
Employment Benefits	\$78.8	5.0%	↑
Support Measures: EAS	\$49.5	15.8%	↑
LMPs and R&I	\$3.3	1.5%	↓
Total Expenditures <sup>1</sup>	\$131.6	8.6%	↑
<b>Unpaid Benefits (\$ million)</b>			
<b>2016/2017</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
\$384.91	\$233.42	39.4%	↓

<sup>1</sup> Totals may not add up due to rounding; does not include accounting adjustments.

In FY1718, labour market conditions in Alberta improved compared to the previous fiscal year. Employment grew by 1.5% to 2,298,400, with full-time employment (+2.5%) rising from 1,836,300 to 1,882,500, and part-time employment (-2.6%), declining from 427,000 to 415,800. For the first time since FY1314, the province's unemployment rate dropped, registering at 7.4% (-1.0 percentage point). Employment growth in both goods-producing (+17,200; +3.0%) and services-producing sectors (+17,900; +1.1%) contributed to the labour market improvement. Among the goods-producing industries, the largest employment gains were recorded in utilities (+1,600; +7.9%) and manufacturing (+11,700; +10.4%), while construction (-7,400; -3.0%) was the only industry to experience a drop. Services-producing industries saw significant employment increases from transportation and warehousing (+6,800; +5.1%) and public administration (+4,700; +4.8%), but other services (-9,200; -7.5%) weakened.

In FY1718, Alberta's economy continued to be affected by the drop in oil prices. As a result, the province invested significantly in specific labour market programs such as Targeted Wage Subsidies, Self-Employment and Job Creation Partnerships/Integrated Training. Despite these recent challenges,

Alberta expects a labour shortage of approximately 49,000 workers over the next 10 years. With the involvement of key stakeholders, the province is addressing this situation by increasing training for work programs, with an emphasis on individual-focused training and work experiences. The government also prioritized supports to immigrants; according to Statistics Canada, the immigrant participation rate in the labour force is increasing, reaching 70.9% in FY1718.

### **3.2.10.1 Managing for results**

In January 2018, Alberta implemented the Targeting, Referral and Feedback (TRF) system as a pilot in three urban centres – Calgary, Edmonton and Red Deer. Currently, TRF is used by program providers to connect recently unemployed Albertans with work or short-term training.

Alberta continues to see increased demand for foundational learning programs. These programs allow unemployed Albertans the opportunity to gain the necessary competencies to enhance their skills through further education. A streamlined service delivery model was made available to all foundational learners in October 2017. This service enhancement simplified the program intake process and enabled learners to pre-determine their admission qualifications against the institution's administrative criteria upon applying for learner funding.

Alberta continually assesses and monitors Labour Market Development Agreement (LMDA) funded programs and services to ensure they meet the changing needs of Albertans. For example, a monthly division metrics report tracks program usage and outcomes of EI clients participating in training programs and services. As well, data collected to monitor contract use and client outcomes are considered in amending service provider contracts and in planning for new tenders.

The programs funded under the LMDA have improved the capture and use of data to ensure program efficiency and effectiveness. For example, the Labour Market Partnership (LMP) Program created and incorporated a SharePoint Tracker to streamline the processes for LMDA funded grants. In addition, client outcomes are consistently measured through client follow up surveys, and program outputs are monitored monthly through the metrics report.

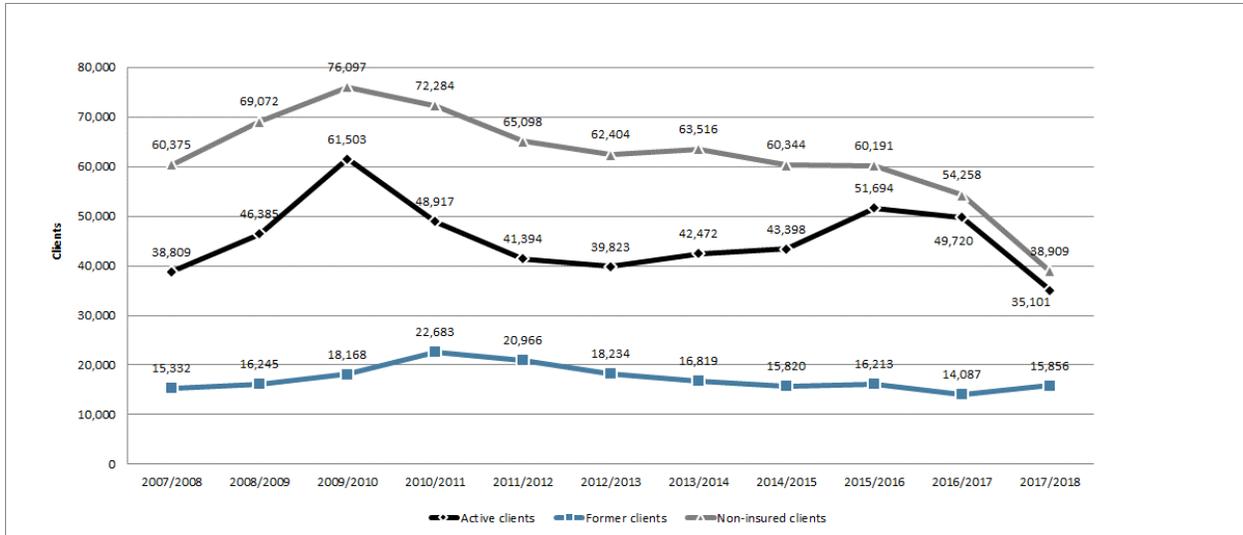
### **3.2.10.2 Clients, interventions and expenditures**

The total number of clients served in Alberta declined significantly for a second consecutive year, reaching 89,866 (-23.9%) in FY1718. While former clients (15,856) advanced by 12.6% (+1,769), active (35,101) and non-insured clients (38,909) dropped by 29.4% (-14,619) and 28.3% (-15,349), respectively. Similarly, the shares of the client-types relative to the total number of clients served shifted in the same direction—both active (39.1%) and non-insured (43.3%) decreased by 3.1 and 2.7 percentage points, respectively, whereas the share of former clients (17.6%) expanded by 5.7 percentage points.

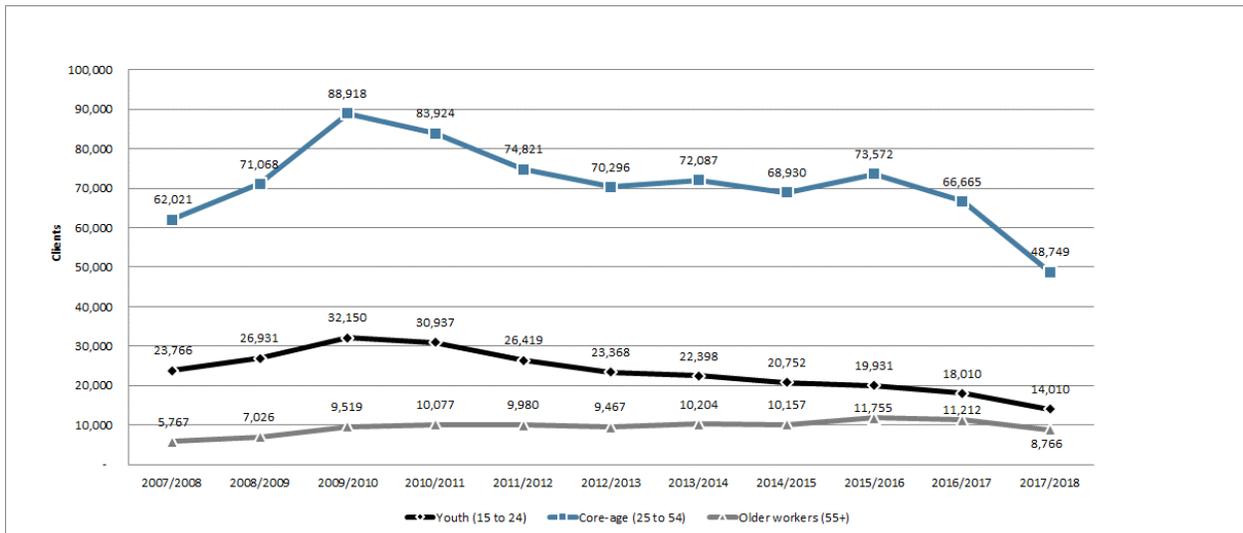
Similar to last year, the number of interventions delivered in Alberta dropped in FY1718, totalling 167,383 (-22.3%). The share of Employment Benefits among all interventions climbed by 1 percentage point to 12.1%, and that of EAS dropped for a seventh consecutive year, amounting to a total of 87.9% (-1 percentage point) in FY1718. Returns to employment fell significantly with 18,726 EI clients returning to work following participation in EBSM programming (-36.9%), compared to last year's total of 29,671.

Unpaid benefits (-39.4%) decreased from \$384.91 million to \$233.42 million, and the province's expenditure amounted to \$131.6 million (+8.6%).

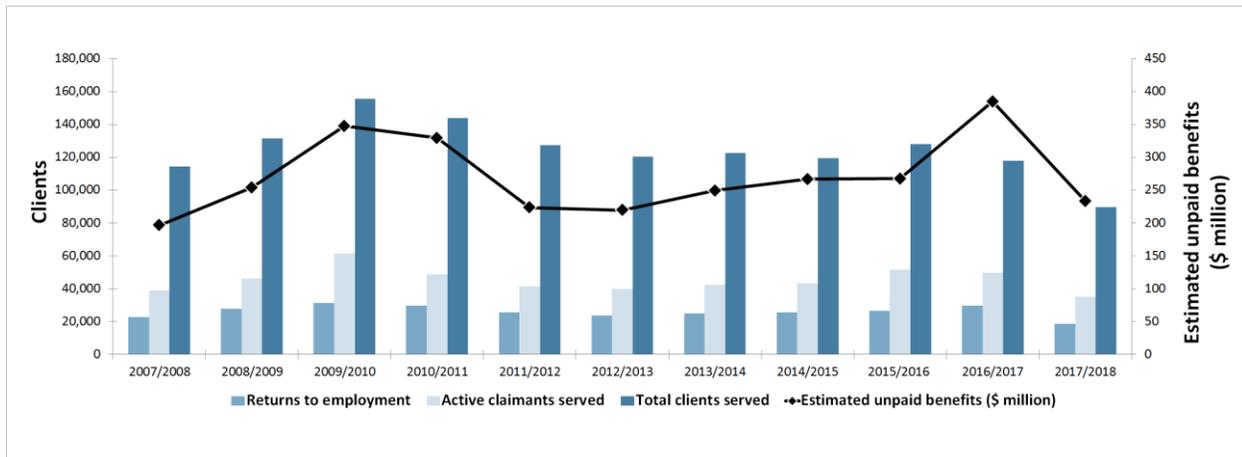
**Chart 27 – Volumes by EBSM client type, 2007/2008 – 2017/2018**



**Chart 28 – Volumes by EBSM client age, 2007/2008 – 2017/2018**



**Chart 29 – Key performance indicators, 2007/2008 – 2017/2018**



**Table 15 – Alberta: EBSM-Similar programming, 2017/2018**

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
<b>Employment Benefits</b>				
SD-R	Occupational Training Work Foundations	1,150	-9.4%	63,554
SD-A	Skills Development-Apprenticeship	17,723	-17.8%	
TWS	Workplace Training	127	+225.6%	1,114
SE	Self-Employment	302	+33.6%	2,038
JCPs	Integrated Training	1,026	+19.7%	12,089
<b>Support Measures</b>				
EAS	Career Information	147,055	-23.2%	49,501
LMPs	Workforce Partnerships	N/A	N/A	3,322

### 3.2.10.3 Employment benefits

In Alberta, Employment Benefits interventions dropped for a second consecutive year, reaching 20,328 (-15.1%) in FY1718. Of all benefit types, only SD-R (-120; -9.4%) and SD-A (-3,831; -17.8%) dropped. Conversely, TWS (+88; +225.6%), SE (+76; +33.6%) and JCP (+169; +19.7%) increased significantly. Employment Benefits expenditures totalled \$78.8 million, a year-over-year increase of 5.0%.

### 3.2.10.4 Support measures: Employment Assistance Services (EAS)<sup>17</sup>

In FY1718, EAS interventions declined from 191,515 to 147,055, representing a significant variation of 23.2% year-over-year.

In response to the recent recession, as well as increased demand for active employment programs and services, additional funding was allocated to EAS to increase the province’s capacity to serve the growing needs of diverse job seekers and career changers. Funding was also provided to enhance the

<sup>17</sup> The system used for the collection and reporting of LMDA data is currently undergoing significant enhancements to ensure it meets new Labour Market Transfer Agreement reporting requirements. During this transition, the client data captured outside the reporting system was not submitted to ESDC, resulting in underreporting of the number of clients receiving services under the EAS category.

delivery of career and employment services to rural communities. New programs and services were expanded to 17 rural communities that were previously underserved. In addition, services focusing on career transition and skill transferability into new sectors were targeted to support high-skilled unemployed Albertans, including engineers and geologists from the oil and gas sector. EAS total expenditures amounted to \$49.5 million, a year-over-year increase of 15.8%.

### **3.2.10.5 Other support measures: Labour Market Partnerships (LMP)**

In FY1718, funding for LMPs decreased by 1.5% to \$3.3 million. In Alberta, LMDA funding supports LMP grants that focus on getting unemployed Albertans, including those affected by the recession and downturn in the energy sector, back to work and assisting employers to address workforce adjustment situations. Examples include:

- a regional labour market strategy to help businesses increase their ability to attract and retain skilled talent and improve economic development as well as strategic planning; and,
- an Employee Resource Fair that provided an opportunity for employees impacted by the phase-out of coal-fired power plants to access essential transition resources and supports to assist them in obtaining other employment. Workforce adjustment resources included information on training, financial supports and community connections.

#### **Cindy's new career in dental administration – Targeted Wage Subsidies**

After working in the oil and gas industry for more than 15 years, Cindy, like many thousands of Albertans, was laid off during the recession. For the first time since starting her career, Cindy found herself looking for a new job in a tough labour market. After applying for more than 300 jobs and 12 unsuccessful interviews, she learned about the Project Hire – Workplace Training program, and decided to sign up. She was matched with a local dental office, which provided her on-the-job training. Cindy learned new skills in office operations, finance and budget, technology, human resources, and others. Cindy was able to successfully make the transition from the oil field to dental administration. She now manages her employer's dental offices, bringing her initiative, innovative ideas and technical abilities to her new job.

#### **Lloyd receives assistance finding a new job – EAS**

Before he was laid off, Lloyd had spent over 30 years fixing robots as a maintenance technician. He needed help updating his resume, practicing his interview skills, and learning new job search techniques. Lloyd received help from a career and employment program that helps people with work experience who are having trouble securing new employment. The program offers a skills assessment, help identifying and applying to jobs and opportunities to network with potential employers. Through the program, Lloyd developed strategies to approach employers and after much hard work, landed a job with an Alberta-based fertilizer company that will utilize his transferable skills.

### 3.2.11 British Columbia

After an increase of 3.2% in 2016, British Columbia's real GDP continued to grow in 2017, expanding by 3.8%. However, economic growth is expected to have slowed down in 2018 to about 2.1%.

British Columbia: EBSM Key Facts			
<b>Total Clients Served: 68,973</b>			
<b>EI Clients</b>		<b>Non-Insured Clients</b>	
43,090	↓	25,883	↓
<b>Total Interventions: 185,276</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
Employment Benefits	21,498	4.3%	↓
Support Measures: EAS	163,778	10.4%	↓
<b>Relative Share of Interventions</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change(pp)</b>	
Employment Benefits	11.6%	0.7	↑
Support Measures: EAS	88.4%	0.7	↓
<b>Total Allocation: \$298.8 million</b>			
<b>Total Expenditures</b>	<b>2017/2018 (\$ million)</b>	<b>Year-over-Year Change</b>	
Employment Benefits	\$163.5	5.7%	↑
Support Measures: EAS	\$101.8	6.2%	↓
LMPs and R&I	\$29.1	7.4%	↑
Total Expenditures <sup>1</sup>	\$294.4	1.4%	↑
<b>Unpaid Benefits (\$ million)</b>			
<b>2016/2017</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
\$152.70	\$136.56	10.6%	↓

<sup>1</sup> Totals may not add up due to rounding; does not include accounting adjustments.

For an eighth consecutive year, employment increased in British Columbia, reaching 2,477,600 (+3.2%) in FY1718, with full-time (+57,100) and part-time work (+19,100) growing by 3.0% and 3.7%, respectively. Both goods-producing (+24,900; +5.3%) and services-producing industries (+51,300; +2.7%) contributed to employment growth. Similar to the previous fiscal year, construction (+17,900; +8.3%) and finance, insurance, real estate, rental and leasing (+16,900; +12.0%) recorded strong employment growth rates in British Columbia. In addition, health care and social assistance (+20,600; +7.1%), as well as other services (+7,300; +6.8%), also experienced significant growth in FY1718. However, the following industries showed significant employment losses: business, building and other support services (-6,200; -5.8%); transportation and warehousing (-4,300; -3.1%) and public administration (-3,800; -3.6%).

In line with the strong economic performance in the province, the unemployment rate in British Columbia fell to 5.0% in FY1718, a year-over-year drop of 0.8 percentage point. This is lowest unemployment rate since the 2008/2009 recession.

In FY1718, British Columbia's Labour Market Priorities focussed on:

- investing in relevant skills training and supports, through WorkBC Employment Services, to better align British Columbians with sustainable job opportunities and to meet employer demands;
- continual development of strategies to engage all British Columbians, including underrepresented groups, through province-wide engagement sessions to understand the needs of individuals and communities, and in turn to increase awareness of WorkBC Centres located across the province and the services and supports they could provide;
- continue to work with local communities and organizations to further develop and increase community-based partnerships across the province; and,
- continue to leverage and enhance labour market information and knowledge to inform the management and improvement of the Ministry of Social Development and Poverty Reduction's services.

### 3.2.11.1 Managing for results

#### Targeting, Referral and Feedback Initiative

The Targeting, Referral and Feedback (TRF) initiative was implemented by British Columbia, in partnership with the Government of Canada, to proactively engage EI applicants and assist them to return to employment more quickly. TRF connects new EI applicants to their local WorkBC Centre, where they can access employment information, services and supports while matching their existing skills with local labour market needs. Information about the resulting client experience is shared with the Government of Canada to help shape future TRF enhancements and inform policy development.

First introduced as a pilot project in the fall of 2016, TRF was fully implemented across the province in FY1718 and quickly started making a meaningful impact on the number of EI applicants accessing employment services. As of March 2018, over 27,000 individuals were proactively contacted through TRF by WorkBC Centres staff to provide them with information about employment services available to them. Furthermore, 74% of TRF clients who received case management services returned to employment through working with their local WorkBC Centre case manager.

#### WorkBC Program Renewal

Contracts for the delivery of employment services through WorkBC Centres across BC expire on March 31, 2019. The Province is taking this opportunity to make changes to the WorkBC structure, incorporating outcomes and feedback from stakeholder engagement conducted throughout the years, and recommendations from the independent, third-party Program Evaluation concluded in 2016.

Program renewal activities, including drafting of new contracts, procurement, systems design, cost analysis, and training have been a focus for BC in FY1718. Key changes to the program will allow BC to better align skills training with employer demands, focus on sustainable outcomes, and achieve consistency in services available to British Columbians across the province.

One of the key changes to the program introduces a new service delivery model for Apprentice and Assistive Technology services, to be delivered by one province-wide contractor for each service type, allowing for consistent service levels throughout the province, including for clients in underrepresented groups and rural communities.

Employment Services will be delivered under the WorkBC brand through regional contracts, while new regional definitions will remove boundaries for service to clients and align with economic regions to leverage and enhance local labour market knowledge.

Recent EI amendments expanded the ability of previously ineligible clients to access LMDA-funded programs and services. The new program design will allow for enhanced services to some of the most vulnerable segments of the EI client population. Expanded EI reachback eligibility will include individuals who paid EI premiums in at least five of previous ten years, and allow individuals with unstable or unsustainable employment, many of whom are working poor, to access employment services to assist them in improving their employment situation.

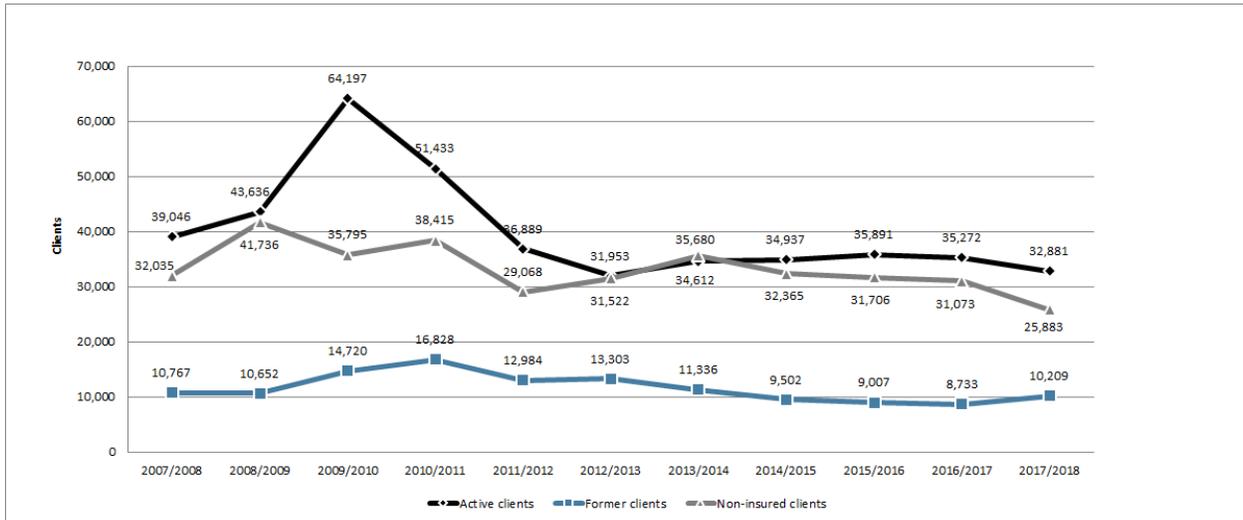
### **3.2.11.2 Clients, interventions and expenditures**

In FY1718, British Columbia served 68,973 clients, a decrease of 8.1% year over year. Both active claimants (-2,391; -6.8%) and non-insured clients (-5,190; -16.7%) declined, while former claimants jumped by 1,476 clients (+16.9%).

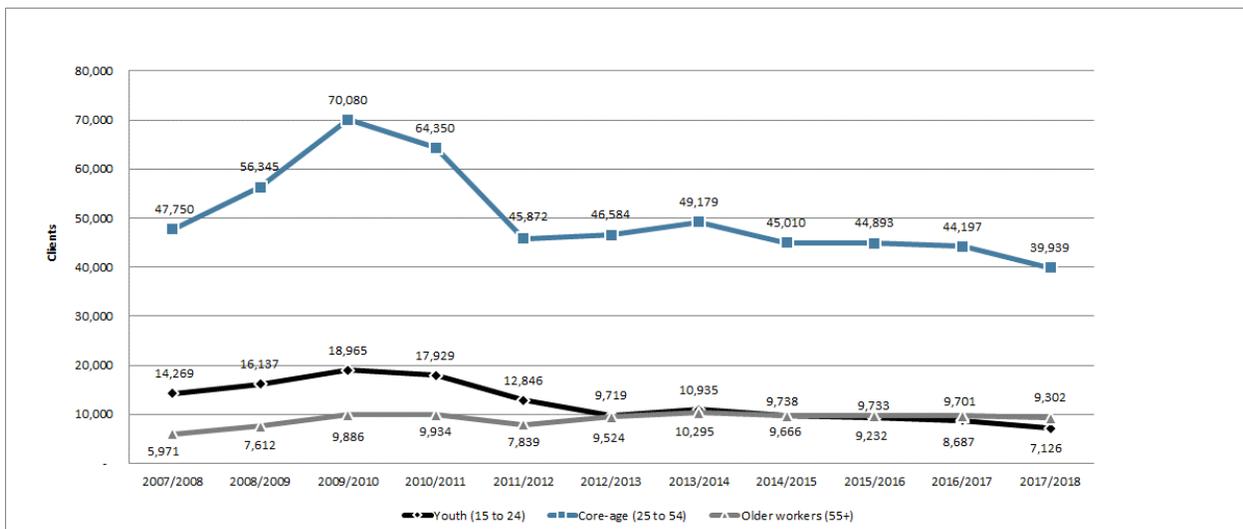
As for their shares of the total number of clients served, active claimants (47.7%) remained relatively stable (+0.7 percentage point), and former claimants (14.8%) advanced by 3.2 percentage points. In contrast, the share of non-insured clients (37.5%) decreased by 3.9 percentage points.

British Columbia delivered 185,276 interventions (-9.8%) in FY1718. At 88.4%, EAS continued to represent the largest share of all EBSM-similar interventions. The number of EI clients returning to employment (20,997) remained steady year over year (-0.3%), representing 96.5% of the province's annual target of 21,750. Compared to the previous fiscal year, unpaid benefits declined from \$152.70 million to \$136.56 million, a year-over-year drop of 10.6%. EBSM total expenditure grew from \$290.3 million in FY1617, to \$294.4 million, representing a 1.4% year-over-year increase. This amount includes \$13.6 million British Columbia received from the \$125 million LMDA additional funding announced in Budget 2017 as well as \$6.8 million to address the impact on the communities affected by tariffs imposed by the United States on Canadian softwood exports.

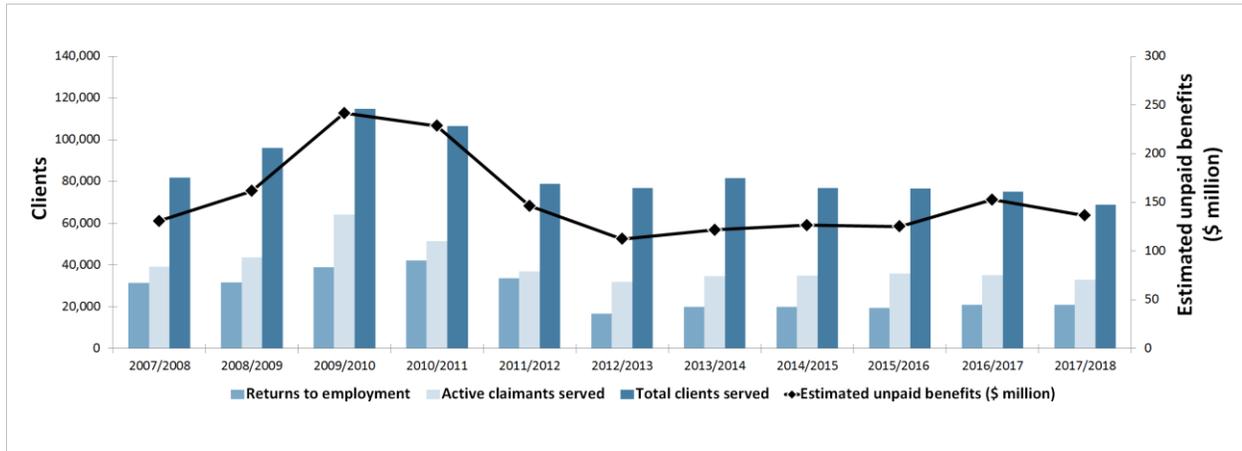
**Chart 30 – Volumes by EBSM client type, 2007/2008 – 2017/2018**



**Chart 31 – Volumes by EBSM client age, 2007/2008 – 2017/2018**



**Chart 32 – Key performance indicators, 2007/2008 – 2017/2018**



**Table 16 – British Columbia: EBSM-similar programming, 2017/2018**

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
<b>Employment Benefits</b>				
SD-R	Skills Development Employment Benefit	3,496	-16.6%	131,659
SD-A	Skills Development Employment Benefit – Apprenticeship	13,560	+1.6%	
TWS	Wage Subsidies	1,897	-8.5%	9,480
SE	Self-Employment	2,328	-9.4%	14,272
JCPs	Job Creation Partnerships	217	-27.2%	8,053
<b>Support Measures</b>				
EAS	Employment Assistance Services	163,778	-10.4%	101,810
LMPs	Labour Market Partnerships Employer Sponsored Training	N/A	N/A	12,764
R and I	Research and Innovation	N/A	N/A	16,373

### 3.2.11.3 Employment benefits

In FY1718, British Columbia provided a total of 21,498 Employment Benefits interventions, which was 977 fewer interventions (-4.3%) compared to FY1617. With the exception SD-A (+218; +1.6%), all other benefits types dropped significantly: JCP (-81; -27.2%), SD-R (-697; -16.6%), SE (-241; -9.4%), and TWS (-176; -8.5%). The Employment Benefits’ total expenditures reached \$163.5 million (+5.7%) in FY1718.

In June 2017, ESDC announced \$6.8 million in financial support to BC over FY1718 to address the impact on the communities affected by tariffs imposed by the United States on Canadian softwood exports.

The Ministry targeted this additional funding to communities and workers impacted by the tariffs, with a focus on supports such as retraining, provided through WorkBC Employment Services, including an investment of over \$1.45 million in Community and Employer Partnership (CEP) projects to provide skills training and work experience to help impacted workers transition to in-demand occupations.

Fourteen CEP projects provided training and work experience to 86 clients in communities affected by the tariffs in FY1718. CEP also engaged with communities to increase awareness of funding streams and

to identify the specific needs of that community which funding can support. The Ministry worked with WorkBC Centres to ensure there is adequate funding to support laid-off or job threatened workers with skills-based retraining.

### 3.2.11.4 Employment Assistance Services

For a fourth consecutive year, EAS interventions declined in British Columbia, reaching 163,778 (-10.4%) in FY1718. All EAS types declined, with Employment Services (-11,512), Individual Counselling (-7,461) and Group Services (-121), contracting by 9.1%, 13.4%, and 65.8%, respectively. EAS total expenditures weakened by 6.2% to \$101.8 million.

### 3.2.11.5 Other support measures: LMPs and R&I

In FY1718, LMPs and R&I funding increased by 7.4% to \$29.1 million. Both LMPs (\$12.8 million) and R&I (\$16.4 million) funding advanced by 15.7% and 1.7%, respectively.

#### **Spotlight on: Skills Training**

Rick has been a commercial meat cutter for 17 years, when a shoulder surgery and an arthritis diagnosis left him unable to work in his profession any longer. After moving to Oliver, hoping a warmer climate would alleviate his arthritis condition, Rick came into the local WorkBC Centre and found out about case management services offered by WorkBC.

Rick was insecure about his computer skills and was looking for help with creating a resume and applying to jobs online. His case manager directed him to a workshop that focused on developing job search skills, learning about the local labour market, accessing online resources, and applying for jobs online. Through completing in the workshop, Rick developed a new resume and cover letter, and practiced interviewing techniques and responses.

Rick received Career and Skills assessments to identify his transferable skills and develop employment goals suitable for the Oliver labour market. A Disability Related Needs Assessment also helped him understand how his arthritis will affect his ability to perform some tasks, and to identify a labour market goal that would not aggravate his condition.

Together with his Case Manager, Rick explored employment options that would suit his temperament, his skills and his physical abilities. He was interested in opportunities at the new Okanagan Correctional Center, about to open near Oliver that year. Rick's case manager researched companies that were contracted to provide services to the Correctional Center and leveraged local employer contacts developed by the WorkBC Centre to help Rick find suitable opportunities. Rick submitted a resume, attended an interview, and ultimately successfully secured full time employment with Evergreen Maintenance, a contractor supplying services to the Correctional Center, achieving his employment goal.

### 3.2.12 Northwest Territories

Following a 1.1% increase in 2016, real GDP in the Northwest Territories rose by 3.7% in 2017, with a contraction expected in 2018. The slowdown in 2018 likely stems from weaker investment in the mining sector, with diamond production reaching its peak.

Northwest Territories: EBSM Key Facts			
<b>Total Clients Served: 1,469</b>			
<b>EI Clients</b>		<b>Non-Insured Clients</b>	
676	↑	793	↑
<b>Total Interventions: 2,171</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
Employment Benefits	264	11.4%	↓
Support Measures: EAS	1,907	25.4%	↑
<b>Relative Share of Interventions</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change(pp)</b>	
Employment Benefits	12.2%	4.2	↓
Support Measures: EAS	87.8%	4.2	↑
<b>Total Allocation: \$3.2 million</b>			
<b>Total Expenditures</b>	<b>2017/2018 (\$ million)</b>	<b>Year-over-Year Change</b>	
Employment Benefits	\$1.5	2.1%	↓
Support Measures: EAS	\$1.2	0.8%	↑
LMPs and R&I	\$0.2	32.3%	↓
Total Expenditures <sup>1</sup>	\$2.9	4.0%	↓
<b>Unpaid Benefits (\$ million)</b>			
<b>2016/2017</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
\$2.04	\$1.30	36.3%	↓

<sup>1</sup> Totals may not add up due to rounding; does not include accounting adjustments.

Compared to the last fiscal year, employment declined in the Northwest Territories, totalling 21,200 (-1,100; -4.8%) in FY1718, while the territory's unemployment rate edged up from 7.1% to 7.2% year over year.

Similar to the previous fiscal year, the Northwest Territories continued to work with stakeholders on the Skills 4 Success Framework. The framework was launched in FY1617, with the view of responding to labour market challenges brought upon by the changing nature of work and growing skills mismatches. The territory's priorities in FY1718 included:

- providing enhanced access to programs for Employment Insurance (EI) clients, in order to enhance their skills and increase their likelihood of returning to the labour force quickly;
- developing the tools to identify EI clients earlier in their claim in order to offer them relevant programming;

- providing quality career development resources and services through Regional Education, Culture and Employment (ECE) Service Centres; and,
- assessing current programs and work with regional partners, to identify new programs and services in order to improve the employment potential of EI eligible clients.

### **3.2.12.1 Managing for results**

Over the course of FY1718, The Government of Northwest Territories' (GNWT) Department of Education, Culture and Employment (ECE) engaged with employers, organizations and community stakeholders to identify key labour market barriers and opportunities for Northern residents, and adjusted priorities and focus as required. In spring 2017, ECE conducted an external engagement process with partners and stakeholders; including Indigenous Governments, communities, employers, residents, GNWT departments and Aurora College, to inform the development of a strategy aimed at enhancing employment opportunities and outcomes in small NWT communities. In total, 411 stakeholders, from 31 of the 33 NWT communities participated, which included interviews, focus group discussions, and a public survey.

During these consultations, ECE received extensive feedback to inform a redesign of its suite of labour market programs, which resulted in streamlined and more client-focused programming, as well as user-friendly application processes. Supported by and coinciding with the signing of new Labour Market Transfer Agreements (LMTAs), ECE's new suite of labour market programs launched in April 2018.

Informed by client, business and stakeholder engagements, as well as input from ECE Regional Service Center program delivery staff, in 2017, ECE initiated a significant redesign of its LMTA-supported labour market programs. This included streamlining program offerings from 24 to eight offerings to eliminate overlap and duplication. Programs were renamed and rebranded, making them more intuitive and client-focused. ECE also revised program forms and internal administration processes to enhance accountability and support easier access by clients.

The result is a suite of programs that ensures more equitable supports and services to both EI and non-EI-eligible clients, as most programs can be supported through LMDA and WDA funding streams, depending on client circumstances. These programs are described below.

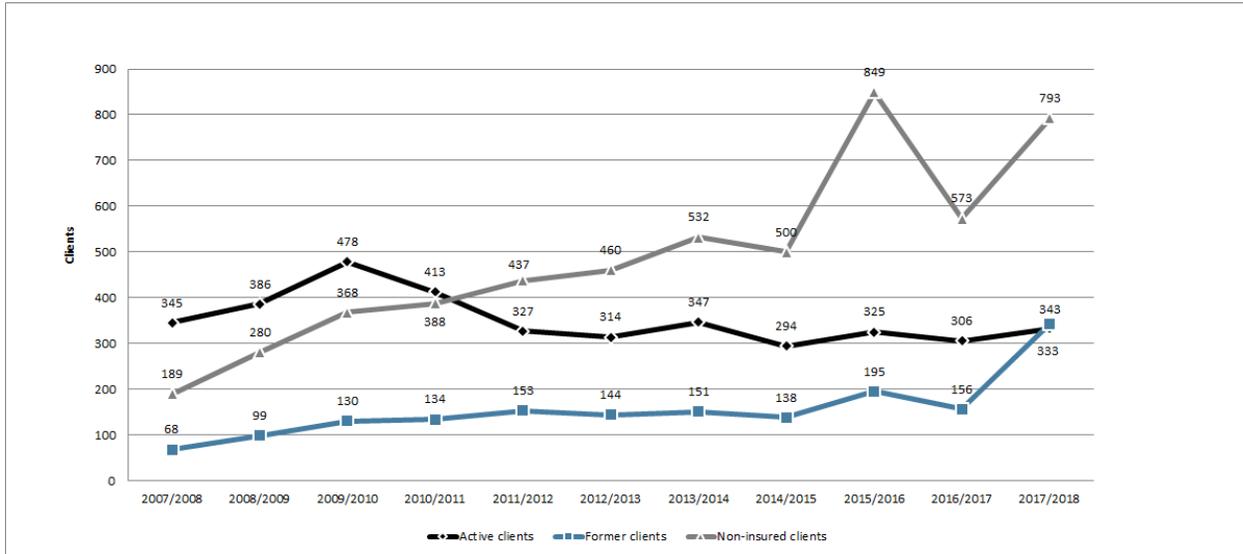
### **3.2.12.2 Clients, interventions and expenditures**

In FY1718, the total number of clients served in the Northwest Territories grew from 1,035 to 1,469, a significant year-over-year growth of 41.9%. All client-types advanced, with active claimants (+27), former claimants (+187), and non-insured clients (+220) increasing by 8.8%, 119.9% and 38.4%, respectively. Contrary to their numbers, the share of active claimants (22.7%) decreased by 6.9 percentage points, that of non-insured clients (54.0%) by 1.4 percentage points, while the proportion of former clients (23.3%) progressed by 8.3 percentage points.

For a third consecutive year, the total number of interventions delivered in the Northwest Territories rose, reaching 2,171 (+19.4%) in FY1718. At 87.8%, EAS kept the largest share of all EBSMs interventions. The number of EI clients returning to employment declined from 177 to 142 in FY1718, representing a

drop of 19.8% year over year. Unpaid benefits (\$1.30 million) fell by 36.3%. The provincial total EBSMs expenditures dropped by 4.0% to \$2.9 million. This amount includes Northwest Territories' share (\$161,675) of the additional \$125 million in LMDA funding announced in Budget 2017.

**Chart 33 – Volumes by EBSM client type, 2007/2008 – 2017/2018**



**Chart 34 – Volumes by EBSM client age, 2007/2008 – 2017/2018**

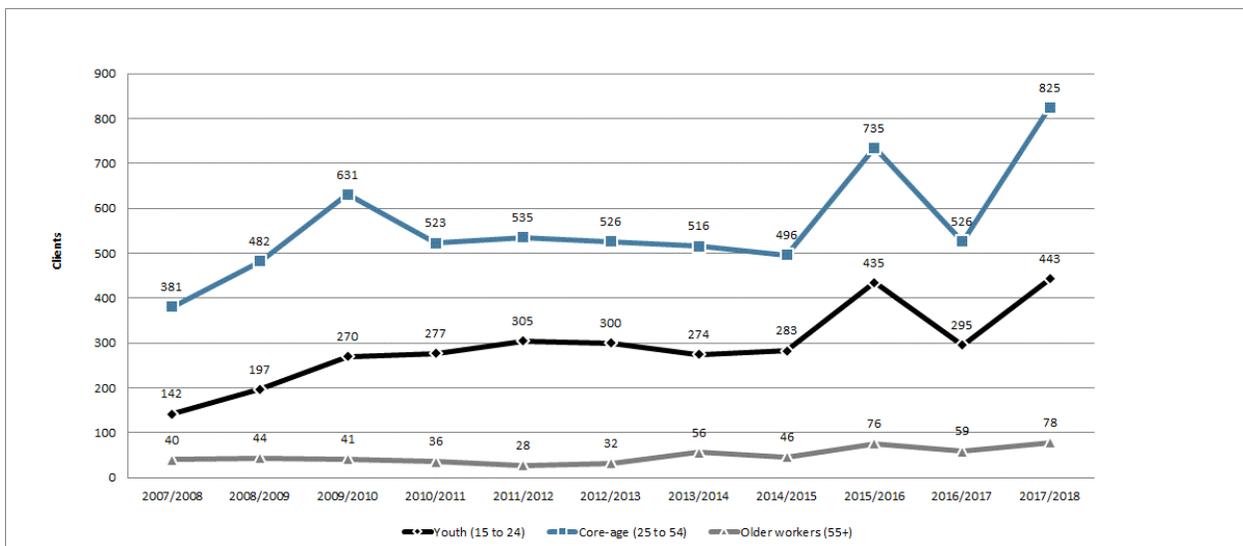


Chart 35 – Key performance indicators, 2007/2008 – 2017/2018

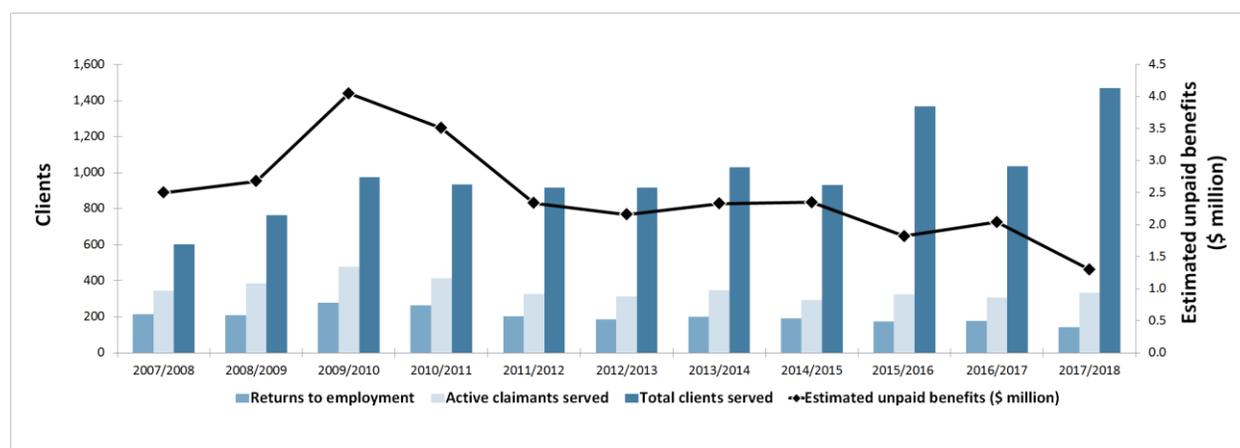


Table 17 – Northwest Territories: EBSM-similar programming, 2017/2018

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
<b>Employment Benefits</b>				
SD-R	Building Essential Skills	55	-32.9%	995
SD-A	Building Essential Skills-Apprenticeship	125	-18.8%	995
TWS	Wage Subsidies	60	+275.0%	323
SE	Self-Employment Option	14	-33.3%	203
JCPs	Job Creation Partnerships	10	-60.0%	0
<b>Support Measures</b>				
EAS	Employment Assistance Services	1,907	25.4%	1,180
LMPs	Labour Market Partnerships	N/A	N/A	128
R&I	Research and Innovation	N/A	N/A	80

### 3.2.12.3 Employment benefits

Employment Benefits interventions in the Northwest Territories fell for a second consecutive year, totalling 264 (-11.4%) in FY1718. With the exception of TWS (+44; +275.0%), all other benefit-types declined: SE (-7; -33.3%), JCP (-15; -60.0%), SD-R (-27; -32.9%) and SD-A (-29; -18.8%). Total expenditures for Employment Benefits edged down from \$1.6 million to \$1.5 million, a 2.1% year-over-year decrease.

### 3.2.12.4 Support measures: EAS

In the Northwest Territories, EAS interventions, delivered solely as Individual Counselling interventions, grew for a third consecutive year, totalling 1,907 (+25.4%) in FY1718. EAS total expenditures grew by 0.8% to \$1.2 million.

### 3.2.12.5 Other support measures: LMPs and R&Is

Total funding for LMPs and R&I dropped from \$307,000 to \$208,000, a significant year-over-year decrease of 32.3%. Both R&I's (\$80,000) and LMPs' expenditures (\$128,000) declined by 33.4% and 31.6%, respectively.

The GNWT did not invest in Research and Innovation measures in FY1718. However, the Territory plans to implement a new R&I measure in FY1819, by piloting an innovative approach to working with students in Grades 9 to 12, and with youth aged 18 to 24, to help them make informed decisions that improve their education and employment outcomes. The introduction of Career and Education Advisor positions will ensure that residents, particularly students and youth, are prepared for in-demand job opportunities.

#### **Gerald's Diamond Determination**

Gerald is a 29-year-old Indigenous man without a high school diploma. He is currently living in Yellowknife with his young family. He has spent the last couple of years working in temporary/seasonal positions, primarily as a labourer. In November of 2017, he accessed funding under LMDA Building Essential Skills for a 6-week Introduction to Mining Industry course in Yellowknife sponsored by the Mine Training Society. He then went on to complete the 14-week Surface Miner Program in Fort Smith. Shortly after completing the program he was offered a full-time, permanent position at Diavik Diamond Mine where he now works as a Surface Miner.

#### **Blazing a Trail (Skills Development)**

Tom became a registered apprentice Electrician in June 2010. He worked for two electrical companies in Yellowknife during his apprenticeship. He accessed the LMDA Building Essential Skills Apprenticeship program funding to attend all four levels of technical training while an apprentice (2010-2014). He completed his apprenticeship and was awarded journeyman certification and Red Seal certification in May 2014. Unfortunately, he was laid-off from his Electrician job so became interested in starting his own business. Tom was counselled by a Career Development Officer and was referred to the LMDA Self-Employment Option (SEO) Program. He has been very successful with the SEO Program and started his own business. He is now looking to hire an apprentice for his business. It is anticipated that Tom will be able to guide his new employee through the Apprenticeship program with support from ECE's new LMDA Skills Development Program.

### 3.2.13 Yukon

Yukon's real GDP rose by 3.1% in 2017, following a 6.9% increase in 2016. This was mainly due to the increase in exports. In 2018, the economic growth rate is projected to have strengthened by about 4.6%.

Yukon: EBSM Key Facts			
<b>Total Clients Served: 360</b>			
<b>EI Clients</b>		<b>Non-Insured Clients</b>	
252	↑	108	↑
<b>Total Interventions: 453</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
Employment Benefits	180	9.1%	↑
Support Measures: EAS	273	24.7%	↑
<b>Relative Share of Interventions</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change(pp)</b>	
Employment Benefits	39.7%	3.3	↓
Support Measures: EAS	60.3%	3.3	↑
<b>Total Allocation: \$3.8 million</b>			
<b>Total Expenditures</b>	<b>2017/2018 (\$ million)</b>	<b>Year-over-Year Change</b>	
Employment Benefits	\$1.8	17.2%	↑
Support Measures: EAS	\$1.4	9.6%	↓
LMPs and R&I	\$0.2	27.2%	↓
Total Expenditures <sup>1</sup>	\$3.5	0.9%	↑
<b>Unpaid Benefits (\$ million)</b>			
<b>2016/2017</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
1.50\$	1.01\$	32.7%	↓

<sup>1</sup> Totals may not add up due to rounding; does not include accounting adjustments.

Similar to FY1617, Yukon's labour market continued to perform well in FY1718, with growth in employment levels (+500; +2.4%), driving the employment rate to 73.3%, compared to 73.0% a year earlier. This was Yukon's highest rate since Statistics Canada started publishing labour force survey estimates for the Territories in FY9293. As for the unemployment rate, it decreased by 2.1 percentage points to 3.2% in the recent fiscal year, the lowest rate during the previous ten fiscal years.

In a constantly improving economic environment, Yukon needs high skilled individuals ready for the labour market requirements. With a view to matching employers' needs with those of a qualified labour force, since FY0910, the territory has developed a ten-year labour market development plan with key labour market stakeholders. The plan includes:

- a comprehensive Skills and Trades Training Strategy;
- an Immigration Strategy;
- a Labour Market Information Strategy; and,
- Recruitment and Employee Retention Strategies.

In addition, Yukon continued to focus on opportunities for targeted groups (e.g.: social assistance recipients, persons with disabilities, older workers, youth, first nations, women in trades and immigrants) who tend to face the most significant labour market challenges.

### **3.2.13.1 Managing for results**

Following a national stakeholders' consultation, which ended in September 2016, and the signature of the amended LMDA in March 2018, Yukon expects to introduce a more streamlined, simplified and inclusive program suite in April 2019. While the territory continues to prioritize SD-A and EAS to serve the fast population growth and development of construction trades workforce, Yukon's labour market still experiences a shortage of workers. Also, a significant proportion of its population remain under-represented in the labour market, including First Nations, youth and persons with disabilities. To address those needs, Yukon intends to increasingly prioritize:

- those further away from the labour market;
- services targeting employers, to help them engage those from under-represented groups; and
- increased support for innovation in program design and delivery.

To that end, Yukon Education will release a new suite of programming that will take advantage of the new flexibilities found in the LMDA, reduce the administrative burden on Yukon's Government, and allow the community to more easily access supports. The new programming, designed based on the nature of the applicant, will fall within one of the following categories:

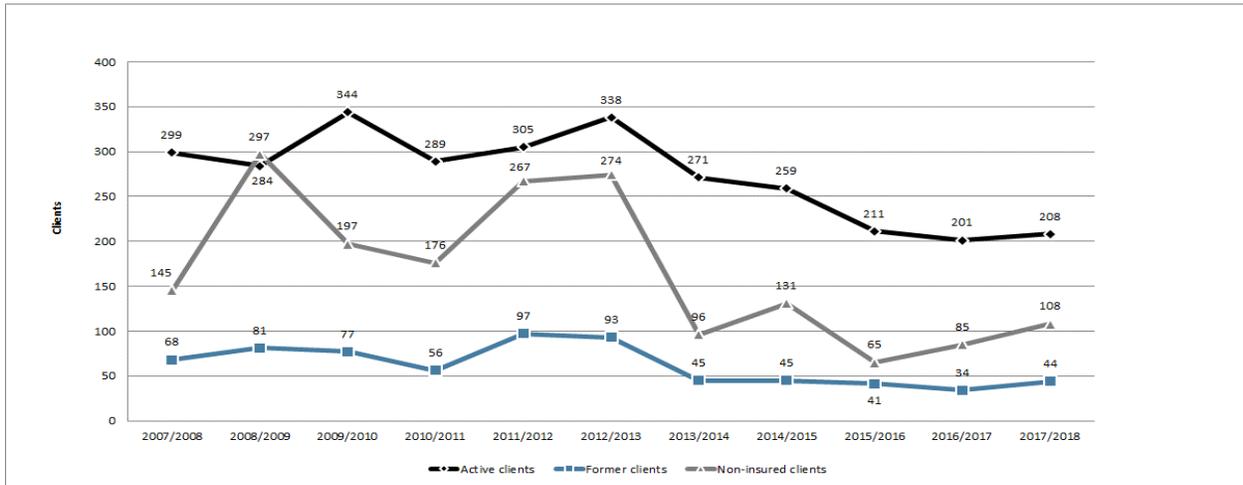
- Working UP: Services and supports for individuals seeking to become self-sufficient in the labour market;
- Staffing UP: Services and supports for employers seeking to improve their recruitment and retention rates and practices and to train current and future employees to meet their needs; and
- Building UP: Funding support for organizations developing and delivering services to individuals and employers, or for activities intended to strengthen the labour market.

### **3.2.13.2 Clients, interventions and expenditures**

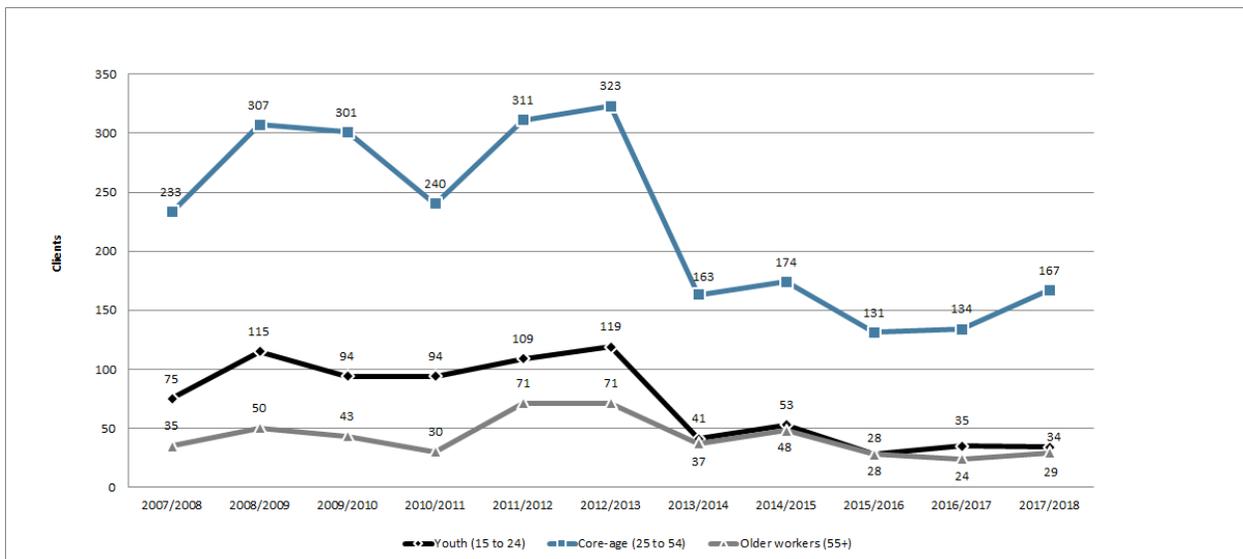
In FY1718, Yukon served a total number of 360 clients, a 12.5% year-over-year increase. All client-types grew: active claimant (+7; +3.5%), former claimants (+10; +29.4%) and non-insured clients (+23; +27.1%). While the proportion of active claimants (57.8%) of all clients declined by 5.0 percentage points, that of former claimants (12.2%) and non-insured clients (30.0%) rose by 1.6 and 3.4 percentage points, respectively.

Yukon delivered 453 EBSM-similar interventions in FY1718, representing a growth of 18.0% year-over-year. At 60.3% (+3.3 percentage points) of all interventions, EAS remained the most common delivered intervention. Overall, a total of 141 (-19.9%) individuals returned to employment after participating in EBSM-similar programming. Unpaid benefits went down, from \$1.50 million to \$1.01 million, a year-over-year decline of 32.7%. Total EBSM expenditures reached \$3.5 million (+0.9%) in FY1718.

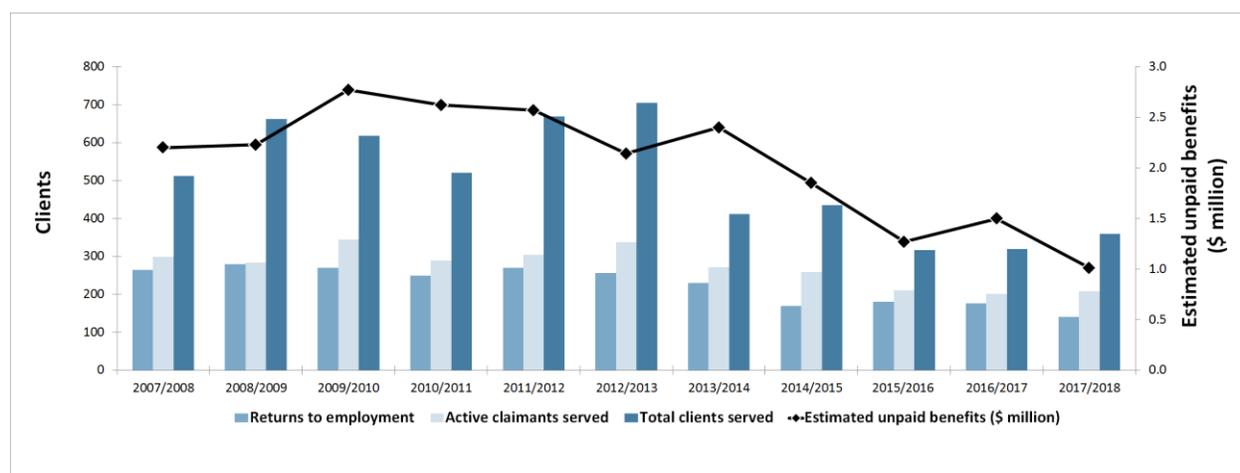
**Chart 36 – Volumes by EBSM client type, 2007/2008 – 2017/2018**



**Chart 37 – Volumes by EBSM client age, 2007/2008 – 2017/2018**



**Chart 38 – Key performance indicators, 2007/2008 – 2017/2018**



**Table 18 – Yukon: EBSM-similar programming, 2017/2018**

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
<b>Employment Benefits</b>				
SD-R	Skills Development Employment Benefit	27	+17.4%	1,793
SD-A	Skills Development Employment Benefit - Apprenticeship	150	+9.5%	
TWS	Targeted Wage Subsidies	3	-40.0%	26
SE	Self-Employment	0	N/A	0
JCPs	Employment Programs	0	N/A	0
<b>Support Measures</b>				
EAS	Employment Assistance Services	273	+24.7%	1,445
LMPs	Labour Market Partnerships Employer Sponsored Training	N/A	N/A	124
R&I	Research and Innovation	N/A	N/A	95

### 3.2.13.3 Employment benefits

After a fourth consecutive year of decline, Employment Benefits interventions in Yukon rose by 9.1% to 180 in FY1718. With the exception of TWS (-2; -40.0%), all benefit-types grew, with both SD-R (+4) and SD-A (+13) expanding by 17.4% and 9.5%, respectively. For a third consecutive year, Yukon did not offer SE. Compared to the previous fiscal year, Yukon’s total expenditures for Employment Benefits in FY1718 increased by 17.2% to \$1.8 million.

### 3.2.13.4 Support measures: EAS

In FY1718, Yukon delivered a total of 273 EAS interventions, a year-over-year increase of 24.7%. Employment Service was the sole delivered EAS-type. The provincial EAS total expenditure fell from \$1.6 million to \$1.4 million, representing a year-over-year decrease of 9.6%.

### 3.2.13.5 Other support measures: LMPs and R&I

In FY1718, Yukon's total funding for R&I and LMPs declined from \$302,000 to \$219,000 (-27.2%). While total expenditure for LMPs increased (+8.7%), from \$114,000 to \$124,000, total expenditure for R&I dropped significantly by 49.2% to \$95,000.

#### **LMDA-funded assistance supports Daniel's journey to become a carpenter**

Daniel failed his Carpentry Level 1 exam three times and was ready to give up. His results were concerning as his feedback from his employer had always been satisfactory. After working closely with an apprentice case manager and a labour market project officer, Daniel was funded to go for a psychological assessment to determine what supports and accommodations he may require to be successful. When the assessment recommendations were received, it was clear he suffered from severe anxiety. After he gained this insight, the college put accommodations into place and noise-cancelling headphones were purchased for his use. Shortly after this, Daniel passed his next Carpentry Level 1 exam with a mark of 82%! Since then, Daniel is well on his way to obtaining his journeyman ticket, having proudly passed his Carpentry Level 3 exam this past April. We look forward to seeing him obtain his journeyman ticket this coming May 2019.

### 3.2.14 Nunavut

In 2017, Nunavut's real GDP growth was the highest among all provinces and territories, reaching 9.8%, far above the national average of 3.0%. This can be attributed to the expansion of the mining sector. Such high growth rates are expected to continue over the next few years.

<b>Nunavut: EBSM Key Facts</b>			
<b>Total Clients Served: 1,094</b>			
<b>EI Clients</b>		<b>Non-Insured Clients</b>	
321	↑	773	↑
<b>Total Interventions: 1,602</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
Employment Benefits	436	33.3%	↑
Support Measures: EAS	1,200	45.3%	↑
<b>Relative Share of Interventions</b>			
<b>Interventions Type</b>	<b>2017/2018</b>	<b>Year-over-Year Change(pp)</b>	
Employment Benefits	26.7%	1.7	↓
Support Measures: EAS	73.3%	1.7	↑
<b>Total Allocation: \$2.9 million</b>			
<b>Total Expenditures</b>	<b>2017/2018 (\$ million)</b>	<b>Year-over-Year Change</b>	
Employment Benefits	\$1.9	1.2%	↓
Support Measures: EAS	\$0.2	0.0%	N/A
LMPs and R&I	\$0.2	305.8%	↑
Total Expenditures <sup>1</sup>	\$2.2	5.0%	↑
<b>Unpaid Benefits (\$ million)</b>			
<b>2016/2017</b>	<b>2017/2018</b>	<b>Year-over-Year Change</b>	
\$1.15	\$0.78	32.1%	↓

<sup>1</sup> Totals may not add up due to rounding; does not include accounting adjustments.

Compared to the previous fiscal year, Nunavut's labour market weakened in FY1718. Employment (-200; -1.3%) dropped from 13,500 to 13,400, with full-time employment declining by 3.0% to 11,400, and part-time employment increasing by 12.7% to 2,000. At 14.0%, the territory's unemployment rate decreased year-over-year from 14.3%, but remained well above Canada's average.

Persistent high unemployment rate among the Inuit population was the main challenge faced by Nunavut in FY1718. In addition, insufficient skills upgrading or work-readiness training contributed to their lower employability. Accordingly, the territory's priorities remained preparing the labour force to meet the needs of a growing and transitioning economy. This included encouraging greater employer involvement in training to ensure that skills are aligned with current and future job opportunities, helping Nunavummiut develop the essential skills to succeed in finding and keeping employment, and connecting Nunavummiut job seekers with job opportunities through accurate, timely and comprehensive labour market information. Nunavut is also engaging with community leaders,

community organizations, municipalities, Inuit organizations and other levels of government to leverage partnership opportunities.

#### **3.2.14.1 Managing for results**

To increase client participation in its EBSM-similar programming, Nunavut improves client service by monitoring and adjusting its service delivery model on a regular basis. To ensure all clients receive the best results from EAS, the Territory is developing an ongoing professional development program for its front-line staff. As well, the case management system is being evaluated to identify measures to more effectively meet client needs. These improvements are driving the creation of new information sources and tools to inform practice and policy.

#### **3.2.14.2 Clients, interventions and expenditures**

In FY1718, Nunavut served 1,094 (+30.4%) clients. All client-types contributed to this increase: active claimants (+37; +31.9%), former claimants (+73; +76.8%) and non-insured clients (+145; +23.1%). As for their shares to the total number of clients served, active (14.0%) and former claimants (15.4%) increased by 0.2 and 4.0 percentage points, respectively, while non-insured (70.7%) dropped by 4.2 percentage points.

The territory delivered a total number of 1,636 EBSM-similar interventions, representing a significant year-over-year increase of 41.9%. At 73.3% of all interventions (+1.7 percentage points), EAS-interventions remained the most used intervention-type. After participating in an EBSM-similar programming, a total of 52 individuals returned to employment compared to 75 in the previous year. As a result, unpaid benefits (-32.1%) fell from \$1.15 million to \$0.78 million, year over year. Total EBSM expenditures in FY1718 increased 5.0% over the previous year to \$2.2 million<sup>18</sup>.

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<sup>18</sup> Nunavut did not receive its share (\$146,984) of the additional \$125 million in LMDA funding announced in Budget 2017, as the Agreement to Amend the Canada – Nunavut Labour Market Development Agreement was not signed as of March 31, 2018.

Chart 39 – Volumes by EBSM client type, 2007/2008 – 2017/2018

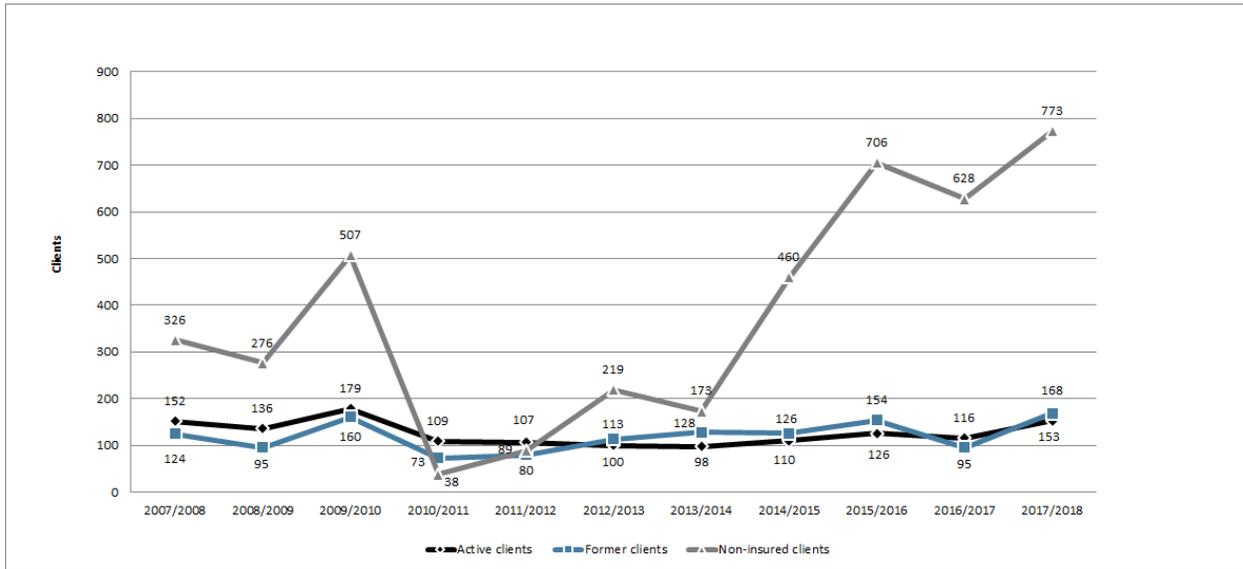


Chart 40 – Volumes by EBSM client age, 2007/2008 – 2017/2018

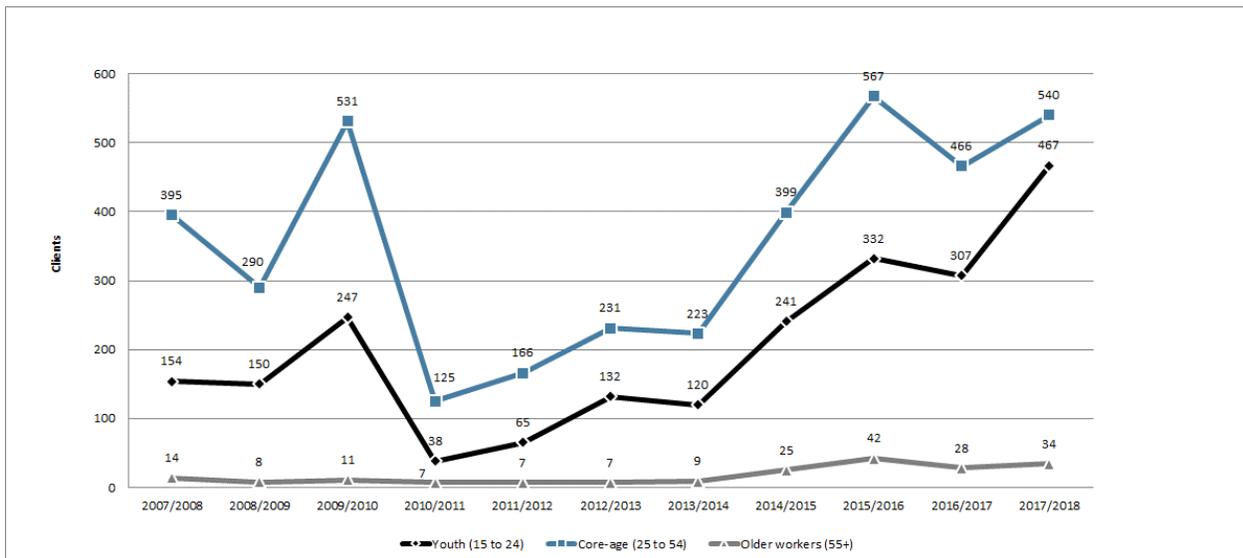


Chart 41 – Key performance indicators, 2007/2008 – 2017/2018

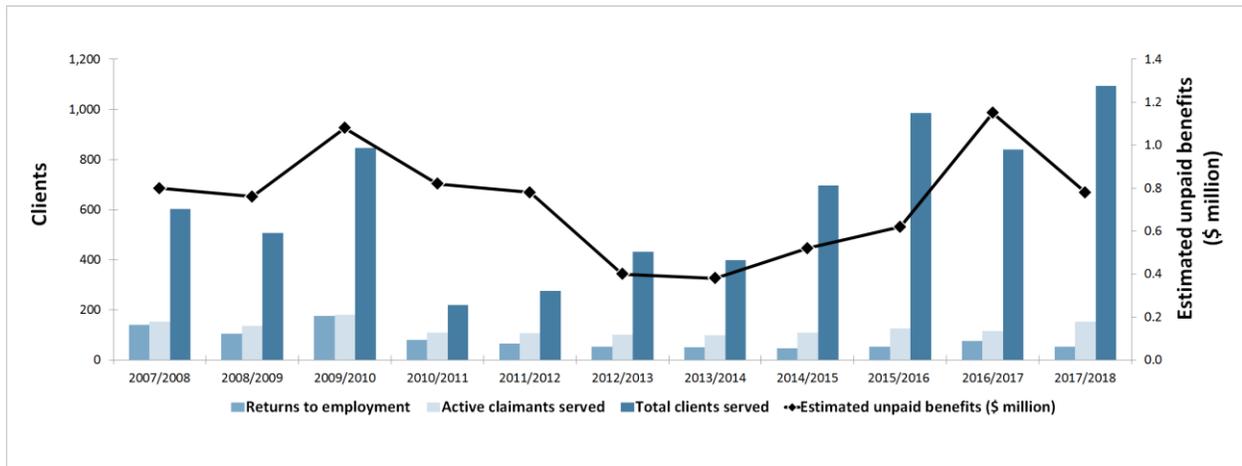


Table 19 – Nunavut: EBSM-similar programming, 2017/2018

		Interventions	Year-over-Year Change	Expenditures (\$ 000s)
<b>Employment Benefits</b>				
SD-R	Adult Learning and Training Supports	356	+27.1%	1,501
SD-A	Adult Learning and Training Supports: Apprenticeship	39	-7.1%	
TWS	Training on the Job	34	+100%	400
SE	Nunavut Entrepreneurship Incentive	7	+40%	18
<b>Support Measures</b>				
EAS	Employment Assistance Services	1,200	+45.3%	150
LMPs	Target Training Initiatives	N/A	N/A	172
R&I	Research and Innovation	N/A	N/A	N/A

### 3.2.14.3 Employment benefits

Compared to the previous fiscal year, Employment Benefits interventions in FY1718 expanded significantly by 33.3%, to 436 interventions. Both SE (+2; +40.0%) and SD-R (+76; +27.1%) experienced a growth, while SD-A (-3; -7.1%) dropped. Nunavut also delivered TWS (34 interventions) for the first time since FY1415. Total employment benefit expenditures have decreased by 1.2% to \$1.9 million.

### 3.2.14.4 Support measures: EAS

In FY1718, EAS interventions, delivered solely through Employment Services (i.e. Nunavut did not offer Group Services and Individual Counselling), increased by 45.3% to 1,200. Total EAS expenditures remained stable at \$150,000.

### 3.2.14.5 Other support measures: LMPs and R&I

In FY1718, LMPs expenditures grew from \$43,000 to \$172,000. Nunavut did not include R&I as part of its active employment programming in FY1718.

### **3.3 Evaluation of Employment Benefits and Support Measures (EBSMs) and an overview of service delivery models**

This section presents results from LMDA evaluations and monitoring between 2012 to 2017 and an overview of national and international best practices in service delivery models for employment benefits. The first part of the section summarises the results of recent LMDA evaluations. The second part presents an overview of service delivery models.

#### **3.3.1 LMDA evaluation results from 2012 to 2017**

Between 2012 and 2017, Employment and Social Development Canada worked jointly with 12 provinces and territories to evaluate the Employment Benefits and Support Measures that are delivered under the LMDAs. Results were not produced for Quebec since the Quebec Government is responsible for evaluating its LMDA<sup>19</sup>.

Building on lessons learned and best practices from previous LMDA evaluations, the second cycle of evaluations produced high quality evidence about the effectiveness and efficiency of the EBSMs-similar programming designed and delivered by provinces and territories. Evaluations became more timely and relevant to program and policy development, producing high quality evidence, using a cost-effective approach. Cycle II confirms that:

- LMDA program participants benefited from improved employment and earnings, as well as reduced dependence on Employment Insurance and Social Assistance.
- Providing Employment Assistance Services, which include counselling and job search assistance, earlier in an EI claim (during first 4 weeks) had more impact on earnings and employment, and facilitated earlier returns to work.
- Cost-benefit analysis demonstrated that, from a social perspective, the benefits for participants exceed the cost of investments for most interventions.

See Annex 3.16 for incremental impacts of EBSMs at the national and provincial levels. Complete national, provincial and territorial Synthesis Reports of the Evaluation of the LMDAs have been released in 2017 and 2018 and can be accessed on the ESDC Evaluation website:

<https://www.canada.ca/en/employment-social-development/corporate/reports/evaluations.html>

#### **3.3.2 Service delivery models for employment benefits and support measures**

This section presents a summary from recent literature reviews covering best practices in national and international service delivery methods for active employment programs. The first part of the section provides an overview and evolution of international service delivery methods and reforms. The second part describes the service delivery models currently used by province and territories. The final section summarizes a series of consultations and interviews with service providers in three provinces, and identifies gaps as well as best practices.

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<sup>19</sup> Evaluations of programs and services delivered under the Quebec LMDA are available on Emploi Quebec Website : <http://www.emploi-quebec.gouv.qc.ca/publications-et-formulaires/>

### **3.3.2.1 Context**

For nearly forty years, governments around the world have been testing and developing approaches or models for the delivery of employment services that are cost effective and efficient, yet at the same time responsive to the needs of jobseekers, employers, industry sectors and communities. This summary of best practices will help inform policy design in terms of service delivery related decisions by provinces and territories, in the context of increasing labour and skill shortages.

In recent years, governments around the world have been experimenting with outsourcing the delivery of active employment programs. While this remains a popular method of service delivery, many jurisdictions found no viable cost-savings, or encountered issues with market management or monitoring. Therefore, many of them have reversed contracts and re-internalized services. As service delivery models continue to evolve, many jurisdictions still experiment and innovate with various mixes of public and private delivery methods.

One example of such innovation is Job Services Australia's Star Ratings. To mitigate problems with service delivery, transparency and performance measurement, these ratings give clients the chance to choose their service providers, while providing rigorous, transparent performance measurement to both the government and providers. It also addressed problems, such as "parking" jobseekers with complex needs or serving only those who are job-ready with a greater likelihood of employment success.

In Canada, the Forum of Labour Market Ministers Career Development Services Working Group has recently commissioned a series of interviews and consultations with employment program providers from three provinces. The resulting report was a response to an earlier study on gaps in the delivery of EBSMs. It focussed on gaps and best practices in intake and assessment methods, Employment Assistance Services, Skills development and labour market transition. The recommendations from this report can contribute to the design of effective and efficient service delivery models.

### **3.3.2.2 International overview of service delivery methods for employment programs**

Since the 1980s, many countries have experimented with outsourcing public services, insourcing previously outsourced services, or mixing their employment services delivery. Outsourcing services has remained a popular method for service delivery reform, as efficiencies gained from competitive tendering resulted in significant cost savings for governments. Additionally, the introduction of competition in a traditionally monopolistic structure has led to innovations and improvements, which enhanced standards and performance.

However, these gains did not come without a cost, namely negative effects on employment, wage reductions and worsening labour conditions in outsourced areas. Therefore, many governments reversed their outsourcing decisions (insourcing) when there were no viable cost-savings, or experienced issues with market management or monitoring. Another driver for the trend towards insourcing was change in the political climate. In the continued evolution to improve service delivery for active employment benefits, some countries opt for "concurrent sourcing," or other mixes of public and private delivery methods.

## Outsourcing

Since the 1980's, outsourcing public services has been a popular method of service delivery reform. This trend originated from increased financial constraints on government budgets, as well as a focus on savings and efficiencies. Domberger and Jensen (1997) make the distinction between contracting out (competitive tendering) versus privatization. While privatization involves the sale of public assets, contracting out opens up government services for competition while retaining ownership of assets. This report follows the Domberger and a Jensen definition, the term "outsourcing" refers interchangeably with contracting out or competitive tendering (Domberger & Jensen, 1997, p. 68).

While cost savings sustain the popularity of outsourcing, it is important to evaluate the actual costs associated with competitive tendering. There are costs associated with writing conditions and contracts, assessing the bids, negotiating the final contract and other administration related activities. It is also important to consider contractual incompleteness, the impossibility of accounting for every contingency or unforeseen event in the life of the contract. There are also intangible elements, such as "quality," that are difficult to define in a contract (Domberger & Jensen, 1997, pp. 70-71).

In contrast to cost-savings, there are concerns with outsourcing. According to "quality-shading hypothesis" (Domberger & Jensen, 1997, p. 71), cost-reductions are assumed to also reduce quality. As private contractors have a stronger incentive to reduce costs than do public service providers, this may override the incentive to maintain or improve service quality. However, when a contract fails to produce the desired outcome, it is important to evaluate whether this is due to poor contract design, or problems with performance management (Domberger & Jensen, 1997, p. 71). Additionally, there are difficulties conducting cost comparisons for outsourced services, as there is a lack of data, and empirical evidence may be "politically charged. It may also be intertwined with policy developments" (Domberger & Jensen, 1997, p. 72).

Issues have been raised about the "loss of public-sector accountability" (Domberger & Jensen, 1997, p. 76). However, contracting can enhance accountability by prompting reviews of standards and service requirements, introducing rigorous performance monitoring and setting up mechanisms for redress for individuals or organizations who suffered loss or damage (Domberger & Jensen, 1997, p. 76). While there are overall, substantial savings generated by outsourcing public services, questions remain about the overall impact. The "bulk of public expenditure is from transfer payments (social security, unemployment benefits, pensions, etc.). Expenditure on transfer payments cannot be reduced by competitive tendering and contracting, since it does not involve the production of services where efficiency gains might be obtained" (Domberger & Jensen, 1997, p. 77).

Because of these issues, there has been an impetus to improve performance monitoring. An Australian Industry Commission (1996) study showed that a clear focus on service led to quality improvements after competitive tendering. If quality deteriorates after tendering, there may be a problem with contract design or implementation (Domberger & Jensen, 1997, p. 73).

It is important to note that government services are a natural monopoly, due to its "unique resources and high-cost structure" (Kenton, W., 2018, The Positives and Negatives of Natural Monopolies section,

para. 2). This does not imply a lack of efficiency, as the market cannot sustain a large number of providers for public services. One of the biggest arguments for outsourcing states that the public sector falls behind due to a lack of efficiencies from market forces. However, when comparing like-to-like, private sector monopolies do not outperform public ones. The key to improving performance is to enhance competition. Domberger & Jensen (1997) reports cases where in-house teams won bids against private contractors, and had the similar levels of savings as private contractors. “The effect of ownership (private versus public) on both price and quality was negligible relative to that of competition” (Domberger & Jensen, 1997). As long as competition or the threat of competition is maintained, there should be efficiencies.

Further to the economic arguments, there are other broader considerations to bear in mind. Historically, outsourcing negatively affects employment in government entities responsible for the delivery of active employment programs. Immediate, short-term effects include reducing staff, reducing wages, and worsening employment conditions within the contracting firm. While there is increased flexibility in the work place, this is a result of more casual or part-time labour. Longer-term effects for public service workers, who have had their positions outsourced, include redeployment to other agencies, transfer to the contractor, or redundancy (Domberger & Jensen, 1997).

#### Best practices: Job Services Australia

For more than 20 years, Australia has been experimenting with their employment services model. The model evolved from employment services provided mainly by the government, to a fully outsourced employment service (Job Network), to the current reforms of Job Services Australia. This iterative approach has resulted in the creation of a fully outsourced employment services system, with a viable network of both for-profit and not-for-profit employment service providers. Through its evolution, there were some issues along the way, (problems of “parking” jobseekers who required more supports, manipulation of the system by some providers, and attempts by the government to mitigate these problems that resulted in less flexibility, and increased costs and demands for administration, compliance and transactions). However, these lessons learned formed the base for the continual refinement and development of the system (Finn, D., 2011).

Some best practices from Job Services Australia include integrating multiple outsourced services into one contract, with four streams of service, where Stream 1 is for the most job-ready, and Stream 4 for those with the most complex barriers to employment. Service providers receive differential service fees and payments for job outcomes, with most of the funding targeted for Streams 3 and 4. Upon completion of a stream, individuals are either moved up another stream, or transition to work. This model allows more flexibility with service design, and the differential payments encourage providers to work with those harder to place. In addition to rewards for providers who transition participants to jobs, the system “recognises and rewards ‘pathway outcomes’ that involve reduced incentive payments to

providers if they place participants in part-time employment or if they place youth in full-time education” (Finn, 2011)<sup>20</sup>.

Third party service providers and non-profit organizations play a major role in delivering programs to jobseekers. In Australia, religious organizations deliver the majority of employment programs, but smaller, secular voluntary or community organizations remain critical, as they deliver services to areas that are not attractive to larger, for-profit organizations, such as in remote locations, or for particular characteristics of the client group. Specialist organizations are well-suited for participants who require particular skill sets, and there is a wider role for non-profits to provide work experience for jobseekers. While the relationship between non-profits and government had issues with regards to values and social mission, versus constraints of contract delivery, the non-profits advocated on behalf of disadvantaged groups, and could be openly critical of program design, sanctions, and the impact of contract changes on viability and service provision. They are an important dimension of public debate, encouraged accountability and made important contributions from the sector.

An important innovation from Australia’s service delivery experiments is their star ratings. To mitigate problems with service delivery, transparency and performance measurement, Australia introduced star ratings in 1999 to inform user’s choices for service providers, and “drive provider performance” (Finn, D., 2011, p. 9). These ratings were developed to compare labour market conditions and participant characteristics for a more rigorous comparison of local provider performance. These ratings enabled clients to choose their service providers, and provided rigorous, transparent performance measurement to both the government and providers. It also addressed problems, such as “parking” jobseekers with complex needs or “creaming”, serving only those who are job-ready who have greater likelihood of employment success (see Definitions).

Jobseekers used star ratings to assess the comparative performance of providers in their local area. Providers used the ratings to measure their contractual performance, and the Australian government used them to drive improved performance and allocate business share to providers. Contracts for providers were allocated by market share (80% to 120%), not guaranteed number of participants. As jobseekers had a choice over their providers, jobseeker flows were increasingly allocated on relative performance measured through star ratings.

Service providers are rated from 5 stars (best) to 1 star (worst). Aggregated ratings are weighted, in consideration of the increased time and resources necessary for interventions that are more complex. Individual performances are measured against the national average, and stars are allocated based on measurements above or below the national average (Job Services Australia, 2015).

Within two years of reliable star ratings, 13-week employment for jobseekers increased from 15% to 35%, and service providers could easily access data to compare local performance. As well, Job Services

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<sup>20</sup> From 2014 to 2017, Nova Scotia and Manitoba experimented with “Pay for Success” models, based on earlier pay for performance models from Canada, Australia, the United States and the United Kingdom. The results were promising, and jobseekers with low education levels benefitted most from pathway models that led to further training/education, or sector-focused employment (SRDC, 2017, p. 82).

Australia could conduct bi-monthly performance reviews, and put low-performing contracts out to tender (Finn, 2011).

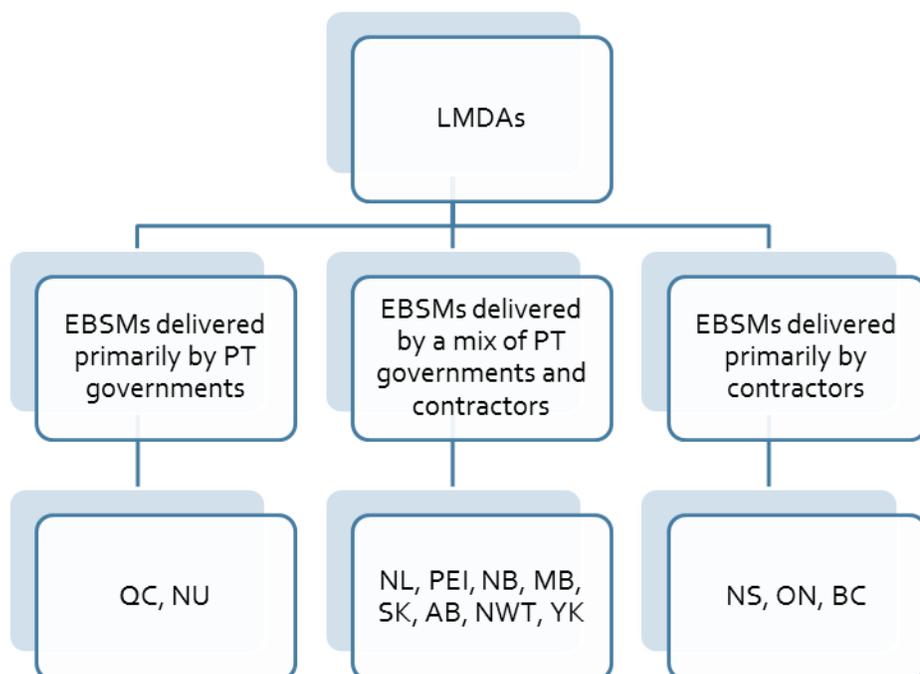
### Insourcing and mixed delivery methods

As frequently as governments outsource services, there is an opposing trend of reverse-contracting, or insourcing. These decisions are made when there are no viable cost-savings, concerns arise with market management or monitoring, or there are political changes. While outsourcing is effective for mitigating the high-cost of services from efficiencies created through competition, public service delivery follows a monopolistic structure. This means that the risks and costs are higher, with less competition (Warner and Hefetz, 2012).

In a study on municipal insourcing in the United States, Warner and Hefetz (2012) reported six reasons governments reversed private contracts. These included poor quality service delivery and/or lack of cost savings from contractors, upgrades in government service provision, change in political priorities, or issues with monitoring or contract specification. “Contracting is a dynamic process.” (Warner and Hefetz, 2012, p. 323), the success of outsourcing shifts with markets, public perception, and changing needs. Governments should retain capacity to “re-internalize previously contracted work to ensure failsafe delivery and responsiveness to citizen interests” (Warner and Hefetz, 2012, p. 323).

As well, in combination with insourcing and outsourcing, concurrent sourcing, or mixing public and private delivery methods, is heavily promoted as an alternative to competitive tendering. Concurrent sourcing is a practice where “governments both make and buy the same public service” (Porcher, S. 2016, pp. 800). This strategy involves a government outsourcing part of their service, while providing the remainder. While these partnerships are considered more flexible approaches, issues remain as it can lock-in partners, undermine competition, and raise accountability risks. A possible solution, is insourcing in conjunction with outsourcing. This creates a dynamic approach that “maintains the discipline of markets and arms’ length contracts needed for monitoring and accountability” (Warner and Hefetz, 2012, p. 323).

### 3.3.2.3 Overview of provincial/territorial service delivery models



In Canada, there are three main models of service delivery for EBSMs used by the provinces and territories. Most provinces and territories combine government services with outsourcing (Newfoundland and Labrador, Prince Edward Island, New Brunswick, Manitoba, Saskatchewan, Alberta, Northwest Territories, and Yukon). Other jurisdictions (Nova Scotia, Ontario, and British Columbia), mainly transferred services to third party providers, while Quebec and Nunavut retained service delivery of EBSMs within the government. In the continual evolution of service delivery methods, some provinces/territories have shifted their delivery models. In 2013/2014, Newfoundland and Labrador implemented a new case management system, ended Employment Services contracts with external service providers, and re-instituted their network of provincial counsellors. However, in 2017/2018, this system grew again, and both Newfoundland and Labrador and third party service providers now deliver EBSMs.

### 3.3.2.4 Gaps and best practices in delivery of employment benefits and support measures

In 2011, Social Research and Demonstration Corporation (SRDC) conducted a series of consultations and interviews with providers of Employment Services and Skills Development in three provinces (Nova Scotia, Manitoba, and British Columbia)<sup>21</sup>. This study was organized by the Forum of Labour Market Ministers, Career Development Services Working Group (FLMM-CDSWG), in response to issues in the delivery of employment programs identified by an earlier project. This study identified gaps and best practices on intake and assessment methods, delivery models for employment assistance services,

<sup>21</sup> As a follow-up, information from the Federal, Provincial and Territorial participation in the Forum of Labour Market Ministers (FLMM) sponsored stakeholder consultations are included in footnotes. Roundtables were held after the 2016 federal budget announcement of increased funding for labour market programs, to assess how Agreements responded to labour market priorities. (Social Research and Demonstration Corporation (SRDC), 2016, p. 2).

implementation of skills development programs, and labour market transition (Myers, K., Smith-Fowler, H., Leonard, D., Conte, N. and Gyarmati, D. (2011)).

## Gaps

### Intake and assessment

As intake and assessment is the first step towards any active employment program, a proper fit between the client and eligible programs and services is critically important to ensuring a successful transition to meaningful, long-term employment. Service providers reported that the narrow focus and rigid application of assessment tools resulted in inaccurate predictions of employment readiness, and excluded certain client groups. Service providers also reported that eligibility rules can be inflexible and complex, with narrow and short-sighted program objectives. Moreover, services and supports for clients with complex needs may not be readily available or accessible<sup>22</sup>. There was a patchwork of assessment processes across the provinces evaluated, and some training providers conducted their own assessments on an ad hoc basis. Many providers reported a need for more inclusive approaches to assessment “with other community service providers to deliver wrap-around supports” (Myers, et al., 2011, p. 16). In addition to enabling a more successful labour market transition for clients yet to be “job-ready,” it also maintained positive relationships with employers. Traditional assessment tools were also not culturally appropriate for some client groups, including Indigenous peoples and immigrants, and were not responsive to clients with low-literacy or language barriers<sup>23</sup> (Myers, et al., 2011).

### Employment Assistance Services

EAS providers indicated that their roles shifted as the scope of services broadened and grew in complexity. Their duties changed from determining eligibility and managing program funds, to intensive employment counselling. Many staff felt they lacked training and experience, or time and resources, to manage this transition. At the same time, many jurisdictions restricted funding, which resulted in compromised services, including less follow-up, delayed access to employment counselling for jobseekers, or no client referrals. Particularly in rural and northern areas, this disproportionate service delivery further widened the gap between meeting the needs of the local community and available programs<sup>24</sup>. As remote communities have smaller populations and less funding, programs were not delivered in a timely fashion, or there was not enough funding to address challenges such as travel expenses for participants (Myers, et al., 2011).

Current EAS delivery models have a “one-size-fits-all” approach. While suitable for self-reliant clients, this method lacked flexibility for individuals who required more supports. Particularly for clients with

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<sup>22</sup> “Challenges accessing training and employment services can be more acute for individuals with disabilities, the working poor, youth, Indigenous people, immigrants, members of official language minority communities, Canadians living in rural areas, and older workers, and those without internet connectivity. In other words, some people with greater needs may be less aware of and able to access programs. Targeting outreach and promotion of programs to these groups and providing information to organizations accessed by these groups were suggested as potential solutions” (SRDC, 2016, p. 14).

<sup>23</sup> In 2016, stakeholders still noted the importance of “culturally-appropriate and flexible programs and services to address employment and training barriers” (SRDC, 2016, p.10).

<sup>24</sup> Stakeholder groups from rural and northern areas cited that remote communities were “disadvantaged in terms of job prospects and flexible supports.” Supports are needed for programs that cover transportation costs for worker mobility, and access to broadband internet access to “mitigate labour market distortion” and allow for similar job skills training as other jurisdictions (SRDC, 2016, p. 13)

essential skills gaps, there was a need for assistance to navigate the system<sup>25</sup>. There was also a greater need for transferable skills options, to help jobseekers identify their existing skills, and apply them to new careers. Peer-assisted services and other collaborative, community approaches have shown success for groups of interest, such as within First Nations communities, with at-risk-youth, or with people with disabilities (Myers, et al., 2011).

A further issue with existing program design and delivery are objectives that are oriented towards short-term jobs, and not long-term career development and learning. Employment centres are rewarded for quick turn-around routes to employment, which leads to a revolving door effect. “The focus of employment at the expense of skills and career development may not allow enough time to assess and address barriers, and may result in clients returning to the system” (Myers, et al., 2011, p. 19).

### Skills Development and labour market transition

There is a disconnect between various adult education programs and employment services. Service providers indicated a demand for short-term, accredited programs to fill specific skills gaps to address the needs of local employers and sectors. In addition, current program design does not accommodate adult learners who must prioritize between education, work, and family. The gap between programs for skills upgrades, and formal diploma or certificate programs, prevents students from transferring to the next educational level. Options, such as multiple entry and exit points, and recognized certification at each exit point, can address this discrepancy, and increase employability and career development<sup>26</sup>. Additionally, funding decisions for training are frequently made outside of communities, without knowledge of local or client needs. Particularly in rural areas, the mismatch between Skills Development funding, and availability of local training programs, results in program delays or cancellations. Clients face hurdles registering or remaining in programs, and some participants may take unsustainable financial burdens, as SD funding does not cover the actual time and expense for training activities (Myers et al., 2011).

Outside of program design, Myers, et al. (2011) reported on issues of questionable training, from both private and public providers. Issues include credentials or certificates not recognized by employers or industry, or were missing elements of accredited certification. Other examples include certificates offered for non-existent occupations, unrecognized “certificates of completion” for learners with disabilities who completed two years of a training program, or non-accredited schools offering academic upgrading by distance education to clients. Multiple provinces reported sub-standard training programs with no industry linkages or relevant curriculum, or instructors without experience in the field. Additional concerns include training for low-demand or saturated occupations<sup>27</sup> (Myers, et al., 2011).

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<sup>25</sup> From the “Pay for Success” demonstrations, the PATH Employability Centre, a community service provider in Winnipeg, MB, implemented a “more active case management approach. Recognizing the need for increased coordination and integration, PATH implemented a streamlined intake and referral process that included an in-person participant hand-off from the PATH counsellor to the Gateway to Literacy facilitator” (SRDC, 2017, p. 37).

<sup>26</sup> In the 2016 FLMM roundtables, stakeholders again identified the need to expand “apprenticeship-type programs in other fields, providing modular education and laddered credentialing to promote upskilling and reskilling for industry demands” (SRDC, 2016, p. 25).

<sup>27</sup> Stakeholders from the 2016 FLMM roundtables “described service gaps resulting from demand exceeding supply for some programs. As a result, individuals may be turned away from training opportunities.” (SRDC, 2016, p. 14)

Service providers also reported that restrictions against providing service to employers<sup>28</sup> hinder network building, making it difficult to leverage job opportunities for clients. This lack of employer engagement negatively affects program participation, and leads to misconceptions about “administrative burdens.” In addition to training, reliable employer networks are crucial for jobseekers who are changing sectors. Improved networks do double-duty, as they inform employers about benefit programs, like wage subsidy programs or job creation programs, while they start the dialogue for hiring employment benefits participants. Strong relationships with employers can lead to education and sharing of best practices for supporting employees with needs. This enables better follow-up with new hires. Particularly for clients with barriers, continued support helps build resiliency, increases job retention, and skills building (Myers et al., 2011).

## Best practices

### Intake and assessment

According to employment benefit providers in three provinces, the best approaches to intake and assessments regarded this as a process, which utilized “a comprehensive set of approaches, tools and practices” (Myers, et al., 2011, p. 24). Outlined below are the most promising assessment approaches.

The “strengths based approach” (Myers, et al., 2011, p. 24) assesses clients on their assets, strengths, and potential, especially in relation to ESDC’s Essential Skills framework. Counsellors and clients work together to evaluate prior work, education, volunteer, and life experiences to determine how to apply their skills to jobs. Clients change how they view their abilities and the types of jobs they are capable of doing. Manitoba is increasingly using a form of this approach, Prior Learning Assessment and Recognition (PLAR), in post-secondary institutions, adult learning, and employment centres. This approach is also included in Indigenous education and training strategies, and as well as in some industries and regulatory bodies<sup>29</sup> (Myers, et al., 2011).

The “transferable skills approach” (Myers, et al., 2011, p. 24) differentiates skills from specific jobs, and examines where else they may be applied. Service providers in Manitoba use this approach to help workers transition from one industry to another. It is also successful for Indigenous clients or immigrants, to identify how their existing skills correspond with labour market needs (Myers, et al., 2011).

Systemic barriers and other life factors can negatively affect job-readiness. More comprehensive assessment and counselling methods which recognize these issues can better assign the supports and accommodations that meets clients’ needs. This model has been implemented in Nova Scotia and Manitoba, and has empowered people with disabilities and Indigenous clients to find and retain meaningful employment (Myers, et al., 2011).

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<sup>28</sup> “It may be difficult for employers to know which programs and services are available to help them fulfill their needs. Even if employers are aware of programs, they may not be aware of eligibility criteria” (SRDC, 2016, p. 14).

<sup>29</sup> Stakeholders from the 2016 FLMM roundtables proposed “a pan-Canadian certification system as an innovative approach to labour market development. Such a system would recognize foundational skills and qualifications, allowing individuals to demonstrate their transferable skills to employers” SRDC, 2016, p. 26).

Flexible assessment approaches use a variety of tools (narrative assessment, self-assessment, a portfolio approach to transferable skills, and facilitated assessment – breaking up skills testing to smaller blocks of time) to evaluate clients’ needs<sup>30</sup>. This approach benefits individuals with low literacy and low essential skills, or those who may have had negative experiences in the education system. In Manitoba, these approaches resulted in a 95% assessment process completion rate for long-term unemployed and social assistance recipients, who then transitioned to jobs or training in greater than expected rates (Myers, et al., 2011).

### Employment services

Employment service providers from Nova Scotia, Manitoba and British Columbia identified five approaches for successful outcomes for career development programs. These include using a “multi-pronged approach” (Myers, et al., 2011, p. 26) to address the wide-ranging effects that contribute to joblessness; flexible program delivery customized to clients’ specific needs; client referrals based on need rather than eligibility requirements; partnerships to ensure program relevance of training programs; and human capital investment (Myers, et al., 2011).

To address the wide-ranging effects that contribute to joblessness, employment services providers from Nova Scotia, Manitoba and British Columbia advise taking a “multi-pronged approach” when counselling clients (Myers, et al., 2011). This necessitates having an in-depth understanding of all levels of the labour market (national, provincial and local), networks with employers, and knowledge of higher wage sectors. As well, counsellors with knowledge of local education and training systems can provide better options to clients, leading to better employment outcomes. This approach requires a strong emphasis on assessment and counselling, to help support and motivate clients, and help them navigate complex challenges. To succeed, this method requires other community factors to be in place, such as a strong economy, a variety of training options, and strong community-based resources and infrastructure: affordable housing, transportation, childcare, etc. (Myers, et al., 2011).

Career development programs are more effective when there is enough flexibility to customize to clients’ specific needs. While online options are effective for clients who are self-directed to build their own career development programs, these tools are not suitable for clients with complex barriers to employment, who require services that are more intensive. For this group, “change is often a gradual and progressive process,” (Myers, et al., 2011, p. 27). As an example, a former provincial program from BC provided long-term Income Assistance recipients with 10 months of intensive services, which emphasized life skills along with specific skill building. As well, this program built connections between clients and the community. An evaluation of this program showed that 53% of clients maintained employment for 4 years after the program, with an estimated \$22 million return for the community (Myers, et al., 2011).

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<sup>30</sup> One industry association from the FLMM 2016 stakeholder consultations indicated that demand-side service delivery approaches provide jobseekers with customized supports can be successful for job entrance and retention. For example, recent immigrants benefit from language training, while vulnerable workers might benefit from supports to and from work. A needs assessment conducted at the intake process, can enable a flexible, responsive approach tailored for each jobseeker (SRDC, 2016, pp. 10 to 11).

Partnerships with a variety of for-profit and not-for-profit organizations ensure the relevance of training programs and the success of projects for individuals with barriers to employment<sup>31</sup>. This type of collaboration is particularly effective for clients with complex barriers, or for projects in remote regions (Myers, et al., 2011).

Partnership models can take many different forms. With coordinated employment supports, employment centres provide regular career counselling, but community-based providers deliver pre-employment supports (resume writing, interview coaching, etc.). More intensive counselling, or “wrap-around support,” can be coordinated between various groups. As well, co-location of services, placing housing employment services and community supports closely together, created efficiencies and reduced stigma (Myers, et al., 2011).

Other progressive approaches include pooling financial resources for providers within a region. In Nova Scotia, the Community Coordinator Model provides an “envelope” of money to a designated Community Coordinator agency, which acts as a hub for other local employment support providers for specific regional training programs. Program availability and access are improved, as providers share resources, and plans and decisions are kept at the local level (Myers, et al., 2011).

Another promising model from Nova Scotia is the Collaborative Partnership Network. This formal network of non-profit organizations provides a continuum of employment services and employer connections for people with disabilities. Expertise and best practices are compiled to determine which tools are best suited for their clients. Member organizations work in regional clusters and coordinate projects themselves. The network moves funds to partners as required (Myers, et al., 2011).

The “investment focus” model (Myers, et al., 2011, p. 29) takes a human capital investment approach to improving client outcomes. Unlike traditional employment assistance approaches, clients are not fast-tracked to dead-end jobs (which results in cycling back to the system). This method, instead, provides clients with skills and experience in the knowledge economy to ensure long-term success (Myers, et al., 2011).

### Skills Development, training and labour market transitions

Similar to the best practices identified for employment services, Skills Development and Training programs benefit from a wider range of integrated learning options tailored to the needs of adult learners. These options include more flexible delivery, scheduling, and training solutions that address specific needs and interests of adult learners. As well, recognition of credits from short-term training courses by formal education programs gives adult learners the possibility of developing their career goals incrementally while balancing work and family obligations (Myers, et al., 2011).

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<sup>31</sup> One such example is the Opportunities for Employment (OFE), Employment Partnership Program, a pay for success experiment with Manitoba, OFE (a not-for-profit organization), the Social Research and Demonstration Corporation (a non-profit research organization) and Canada Goose (a sectoral partner). This model focussed on milestones, with essential skills training as the first milestone. OFE would “recruit and equip jobseekers by providing employment preparation and Essential Skills training and follow-up with job coaching and supports.” Permanent positions were offered to jobseekers who met targets during training (SRDC, 2017, p. 14).

Service providers reported positive results with programs that integrated various types of training. An example is essential skills training given in conjunction with diploma courses or industry-specific courses. Programs that integrate workplace training into the curricula assist not only jobseekers, but employers and industries as well<sup>32</sup>. Other examples of successful training programs customized technical and essential skills projects with a work component, or occupational programs that combined high school credits and literacy benchmarks (Myers, et al., 2011).

Effective employment training programs are adapted to the realities of adult learners, who must prioritize between employment, family responsibilities, and education. Particularly for clients with low essential skills, learning options need to be concrete and relevant, with opportunities for occupation-specific training led by trained instructors with industry experience. The combination of work experience and education is key to the successful transition to employment. Clients need work experience in the occupation/industry where they are training, and workplace mentoring<sup>33</sup> and networking reinforces their training. The Construction Technology program from Red River College in Manitoba successfully adapted to adult learners by incorporating multiple entry and exit points in a Bachelor of Technology degree. Within the four-year program, there are an additional three exit points, as each additional year grants students a stand-alone, industry-recognized certificate or diploma (Myers, et al., 2011).

Many employment service and training providers took a “dual customer approach” (Myers, et al., 2011, p. 31), informally linked employers to service providers and other key institutions to identify and create employment opportunities. This network educated employers on available programs and supports that could increase their competitiveness, while enhancing the quality of employment opportunities for jobseekers. As an example, the Collaborative Partnerships Networks in Nova Scotia provided job coaching and retention supports for people with disabilities. A counsellor met regularly with the client, and visited the employer to discuss the worker’s needs. As retention supports are essential for the success of programs for specialized client groups, many service and training providers have expressed an interest in offering supports for employers who manage clients with diverse needs, and to existing clients who have found jobs<sup>34</sup> (Myers, et al., 2011).

### 3.3.2.5 Conclusion

Provinces and territories in Canada are in line with international trends of service delivery methods for employment programs. Close to two-thirds of provinces and territories deliver programs through a mix of government services and outsourcing to contract providers. An internal review of international practices suggest an evolution towards mixed delivery models that allow governments to maintain accountability, oversight, and monitoring, while labour market programs benefit from competition, efficiencies and innovations from the private sector.

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<sup>32</sup> As an example, the Construction Trades Labourer Program is a partnership between the Wagmatcook First Nation, the Nova Scotia Community College and the Province of Nova Scotia. This program focusses on at-risk students, and collaborates with a range of industry partners in the construction to prepare students for further education or entry to the trades (SRDC, 2017, p. 21).

<sup>33</sup> Stakeholders from the 2016 FLMM roundtables noted that mentoring led to positive outcomes for both mentees and mentors. Target groups for mentoring included people with disabilities, newcomers, internationally-trained workers, students, and Indigenous youth (SRDC, 2016, p. 24).

<sup>34</sup> An industry association from the FLMM 2016 stakeholder consultations confirmed the important role of liaison/job coaching for vulnerable workers to retain jobs, and resolve workplace issues (SRDC, 2016, pp. 10 to 11).

From the interviews and consultations commissioned by the Forum of Labour Market Ministers Career Development Services Working Group, the recommendations and best practices from Nova Scotia, Manitoba and British Columbia inform the continual evolution of program and policy design for delivery of EBSMs. Service providers indicated that comprehensive approaches to client assessment are needed to better determine job-readiness. These approaches recognize issues around systematic barriers and other life-factors, and better assign supports and accommodations that meet clients' needs. As well, service providers identified approaches for successful outcomes for career development programs, skills development and individuals' transitions into the labour market. One highlighted method included the "dual customer approach." This method informally linked employers to service providers and other key institutions to identify and create employment opportunities. This network educated employers on available programs and supports that could increase their competitiveness, while enhancing the quality of employment opportunities for jobseekers.

Canada is not unique in facing labour and skills shortages created by rapid changes in industries and sectors, as well as by an aging population. To help offset the consequences of a possible future economic downturn and remain competitive, there is a need for more workers to capitalize on new opportunities in emerging job markets. In that context, innovative, flexible and comprehensive approaches to service delivery of active employment programs will help sustain long-term economic growth.

### 3.3.2.6 Definitions

**CONTRACTING OUT (COMPETITIVE TENDERING):** “Opening up to competition a set of economic activities which were previously immune from it. The distinctive feature of contracting out is the element of ex-ante competition—competition for the market as opposed to competition in it” (Domberger, S. and Jensen, P., 1997).

**CREAMING:** Priority given to job seekers who are considered work-ready. As these clients require fewer supports, are cheaper to manage, and are employed quicker, they will release outcome payments faster to the provider. This creates a problem in the long-run where clients who require more resources to return to the labour force are ignored. This results in job seekers either spending more time on, or exhausting, government support payments (Carter, E. and Whitworth, A., 2015).

**INSOURCING:** contracting back in previously contracted services (Warner and Hefetz, 2012).

**NATURAL MONOPOLY:** “A natural monopoly is a type of monopoly that exists due to the high fixed or start-up costs of conducting a business in a specific industry. Additionally, natural monopolies can arise in industries that require unique raw materials, technology or similar factors to operate. Since it is economically sensible to have some monopolies like these, governments allow them to exist, but provide regulation, ensuring consumers get a fair deal. Since natural monopolies use an industry's limited resources efficiently to offer the lowest unit price to consumers, it is advantageous in many situations to have a natural monopoly. In fact, a successful natural monopoly, such as a railroad company, becomes so efficient it is actually in a government's best interest to help it flourish. Further, often an industry cannot support two or more major players, and a highly competitive market with unique resources and a high-cost structure is unsustainable” (Kenton, W., 2018).

**PARKING:** Describes behaviour when providers deliberately neglect clients with multiple barriers and fail to supply resources, time or energy. These clients are considered “unlikely to move into paid work and/or require considerable, expensive supports” (Carter, E. and Whitworth, A., 2015).

**PRIVATIZATION:** “Transfer of ownership of physical assets from public to private ownership” (Domberger, S. and Jensen, P., 1997).

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## 3.4. Pan-Canadian activities and the National Employment Service

This section analyzes pan-Canadian activities that ESDC supports and delivers using EI Part II funds.

### 3.4.1 Context

The Government of Canada plays a leadership role in EI Part II by establishing objectives with provinces and territories through the LMDAs that develop active labour market policies and ensure accountability and evaluation of LMDA programming. In addition, the federal government plays a primary role in responding to challenges that extend beyond local and regional labour markets by delivering pan-Canadian activities.

Pan-Canadian activities fulfill three primary objectives:

- Promoting an efficient and integrated national labour market, while preserving and enhancing the Canadian economic union;
- Helping to address common labour market challenges and priorities of international or national scope that transcend provincial and territorial borders; and
- Promoting equal opportunity for all Canadians, with emphasis on helping underrepresented groups reach their full potential, in the Canadian labour market.

Pan-Canadian funding is focused on three streams of investment:

1. Indigenous Programming;
2. Enhancing Investments in Workplace Skills and Labour Market Information; and
3. Supporting Agreements with Provinces, Territories and Indigenous Organizations.

In FY1718, expenditures on pan-Canadian activities totalled \$120.2 million, up 5.4% from FY1617. Pan-Canadian programming delivered through the Aboriginal Skills and Employment Training Strategy (ASETS) increased by 8.5% to \$100.9 million, while expenditures on Labour Market Partnerships (LMP) (\$13.9 million) and Research and Innovation (R&I) (\$5.4 million) declined year-over-year by 7.3% and 10.5%, respectively.

### 3.4.2 Indigenous programming<sup>35</sup>

Pan-Canadian funding is delivered through ASETS and its objective is to improve Indigenous people's participation in the Canadian workforce, ensuring that First Nations, Inuit and Métis have the skills and training for sustainable, meaningful employment. It also supports the development of a skilled Indigenous labour force, which is one of the objectives of the Federal Framework for Aboriginal Economic Development.

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<sup>35</sup> Program results for ASETS FY1718 are funded under EI Part II and the Consolidated Revenue Fund (CRF). Statistics for other Indigenous LMDA clients funded through EI Part II can be found in Annex 3.9 under "Indigenous Pan-Canadian."

**Pan-Canadian programming in action: Kativik Regional Government**

The Kativik Regional Government (KRG) helps Indigenous people prepare for, acquire and maintain successful employment by providing demand-driven education, training and employment opportunities through partnerships with community, educational institutions, business/industry and government. KRG works with public and private partners in different priority economic sectors such as but not limited to: construction, information and technology, childcare services, community services, health and social services and tourism.

KRG provides a full range of employment and training services and programs to residents of the Kativik region including:

- pre-employment training;
- life and work skills;
- academic background training for employment;
- specific training for a job;
- information and employment services in each community;
- encouraging youth to stay in or return to school;
- entrepreneurial skills training; and
- youth and persons with disabilities programs.

In FY1718, KRG's success rate was 79%. Among the 1,997 clients served, 969 obtained a job and 606 returned to school. Since the launch of ASETS, KRG has served over 16,000 clients, of which 7,816 obtained a job and more than 5,279 returned to school.

ASETS was introduced in 2010 and is funded at \$292 million annually, including \$94.2 million from EI Part II funds. The program was extended to March 31, 2019, ensuring a one-year transition to support the implementation of the new program to begin on April 1, 2019. The new ISET Program will include four distinct labour market strategies with separate funding envelopes for each group: First Nations, Inuit, Métis and Urban/Non-affiliated. With Indigenous partners, the Government is advancing reconciliation by creating more job training opportunities for Indigenous people. ASETS funds a network of 85 Indigenous service delivery organizations (agreement holders), with over 600 points of service across Canada. This network assists Indigenous people to prepare for, find, and retain high-demand jobs. This network of Indigenous organizations designs and delivers labour market programming to meet needs identified in their communities, in large part by working with employers and Indigenous individuals to ensure skills development and job training adequately respond to local labour demand.

ASETS funds Indigenous service delivery organizations to focus on demand-driven skills development, and fostering partnerships with other Indigenous service delivery organizations, provinces and territories and the private sector. ASETS emphasizes increased accountability and improved results for its related activities. Through ASETS funding, Indigenous youth are helped to make a successful transition from school to work or to return to school.

In FY1718, ASETS served 51,272 clients, including 19,747 EI clients. Out of the total number of clients served, 20,374 found a job, including 9,553 EI clients, and a total of 10,158 clients served returned to school.

### **3.4.3 Enhancing investments in workplace skills and labour market information**

This investment stream helps the federal government ensure that Canada's labour market functions as an integrated national system by:

- Removing barriers and impediments to labour mobility;
- Building capacity among workplace partners to improve skills development as a key factor in increasing productivity;
- Leveraging investment in, and ownership of, skills issues, especially in addressing skills and labour shortages; as well as
- Supporting efforts to ensure Canada's learning system responds to employers' skills requirements.

#### **Sectoral Initiatives Program (SIP)**

Launched in April 2013, the Sectoral Initiatives Program (SIP) aims at addressing current and future skills shortages, by supporting the development and dissemination of sector-specific labour market intelligence, national occupational standards (NOS) and skills certification and/or accreditation systems. The SIP is the department's primary, demand-focused program instrument for producing complementary, relevant and timely sectoral labour market intelligence to help employers, unions, job seekers, students, workers and educational institutions respond to labour market conditions, and to be proactive in preventing as well as addressing skills shortages so that Canadians fill available jobs.

SIP supports an efficient, inclusive labour market, where supply and demand is balanced, and Canadians have access to information, skills training and employment opportunities. More specifically, demand-driven labour market intelligence equips Canadians to access job opportunities by providing them with access to industry-specific information, including occupational and skills requirements, employment, as well as career development opportunities. SIP-supported sectoral intelligence is also critical in helping ensure that Canadian workers get good quality jobs through better alignment of post-secondary education and training offerings, with employer needs.

Some SIP projects are funded through the LMP Support Measure of EI Part II. These enable contribution recipients to document much in-demand labour market supply and demand data, allowing key industry sectors in Canada to address their needs for workforce development.

As SIP partners are representative organizations, including employer and employee organizations, training institutions and various levels of government, there is significant investment (e.g. cash and in-kind contributions from employers) and buy-in from key stakeholders into whole-industry solutions that help prevent skills shortages and mismatches, and enable employers to adopt better workforce development strategies. As such, demand-driven labour market intelligence serves as a preventive tool to unemployment or under-employment, as it communicates real workforce needs to current and future employees.

Accordingly, SIP is uniquely positioned to provide a cohesive, comprehensive and consensual employer perspective on labour market and skills issues, and constitutes an essential part of the pan-Canadian framework for labour market information.

**SIP-funded products in FY1617**

"MiHR has emerged as a thought leader on mining LMI and has been leading the conversations around hiring challenges in Canada's mining industry. MiHR's research reports have helped to formulate policy initiatives around training and educational needs. During the last fiscal period, the British Columbia Mining Labour Market report has helped the provincial government (Ministry of Jobs, Tourism and Skills Training), and industry associations (Mining Association of British Columbia and the Association of Mineral Exploration) to identify the key challenges in the mining sector so that a long-term training strategy can be developed." —MiHR

"The existence of the NOS is critical to ECO Canada... as it allows us to focus on the employment sector of interest to us. The NOS are a unique avenue to students and job seekers to gain insight into how to equip themselves for future jobs and careers. The NOS provide a window to project ahead and allow the workers and future workers to prepare. Finally, with the growing interest in environmental education at the post-secondary level, the NOS give program developers a starting point to develop course materials." —ECO Canada

"The Environmental Careers Organization of Canada (ECO Canada)'s Recognizing Environmental Expertise: Professional Certification and Program Accreditation was released in 2016-17. This led to the creation of an Honours Bachelor of Arts and Science in Environmental Sustainability program at Lakehead University."

In FY1718, the SIP was funding 33 multi-year agreements for projects related to the development and dissemination of labour market intelligence, NOS and certification and/or accreditation programs in high-demand sectors. These agreements were being implemented with various stakeholders representing different industry sectors, for the development of the following products: labour market information and/or forecasting systems (79%); NOS (12%); and certification and accreditation (9% combined). Among them, in FY1718, the SIP was funding several cross-sectoral projects, as well as projects for the construction, environment, tourism, mining, transportation, oil and gas, manufacturing, agriculture, aerospace and information technology sectors. The dialogue box above provides an example of products that were developed and disseminated using SIP funding in FY1617.

While FY1718 survey data are not yet available, in FY1617, a total of 205 labour market research reports and seven forecasting systems were developed or updated, and released through SIP agreements, in sectors such as agriculture, construction, information and communications technology, forestry, manufacturing, oil and gas, and mining. Twenty-eight (28) NOS were created or updated, and the SIP contributed to the development or the update of 15 certification programs, as well as two accreditation programs, that were completed and made available in FY1617. Some of the projects had not yet achieved their ultimate objectives as they are multi-year projects.

According to program survey data on FY1617 product users, 42% of respondents reported more than 239,802 users of SIP products. However, some recipients reported only users to whom they directly distributed LMI products, and they did not report referrals to others or use of the products by members of other organizations. Thus, the number of users is likely underestimated.

Furthermore, in FY1617, the program recipients succeeded in leveraging \$7.75 million or about 43% of program expenditures from the private sector and other stakeholders.

As for work completed toward SIP priorities:

- SIP continued to develop expertise on strategic sectors experiencing labour market tightness.
- SIP continued to engage industry on emerging skills gaps, to share information and serve as a platform for Government-Industry/Employer Collaboration.
- SIP launched a call for proposals, assessed, and recommended various proposals, which began late in FY1718 or early in FY1819.
- SIP contributed to the launched of the Canada-Alberta Labour Market Pilot Project (e.g., in collaboration with the Province of Alberta), which sunsets in March 2020, to help employers address skills shortages and access available talent.
- SIP continued to collaborate with funding recipients to improve stakeholder awareness and use of SIP funded products, and to increase the integration of the sectoral labour market intelligence into programs and activities.
- SIP adjusted its data collection survey, collected and validated data on available outputs and outcomes from FY1617, and responded to the early observations of the program evaluation by establishing a management action plan to increase dissemination of products and further streamline performance measurement while increasing data validity.

### **National Essential Skills Initiative**

The National Essential Skills Initiative (NESI) helps Canadians improve their essential skills so that they can better prepare for, get and keep a job, as well as adapt and succeed at work. This is aligned with the Government of Canada's overarching goal of helping Canadians develop the skills they need for good quality jobs.

NESI provides catalytic funding for projects that develop and expand literacy and essential skills training. Projects funded focused on replicating and scaling up proven approaches to skills upgrading, as well as improving the quality of employment and training supports that are responsive to job seekers', workers' and employers' needs. Particular emphasis is placed on supporting individuals with low skills and facing multiple barriers to employment such as Indigenous people, newcomers, youth, and official language minority communities (OLMCs).

In FY1415, the program was reoriented to focus efforts on the integration of literacy and essential skills into employment and training supports. Accordingly, the Office of Literacy and Essential Skills continues to work closely with other government departments and agencies, provincial and territorial

governments and other key stakeholders, such as post-secondary institutions, employers and labour organizations to provide broader public access to quality employment training.

The program reorientation led to an open call for proposals to solicit projects that develop, test and evaluate innovative training models that can be replicated and/or scaled-up through large-scale federal-provincial/territorial programs. Projects began in Fall 2017 and NESI funds are planned to be fully spent.

Moving forward, funding provided under NESI continues to support the integration of essential skills into employment programs such as ASETS, the Skills and Partnership Fund, the Youth Employment Strategy, the Opportunities Fund for Persons with Disabilities and the labour market transfer agreements. The program will also continue to pilot Social Finance initiatives such as pay for performance and social impact bonds to find innovative ways to improve essential skills programming for Canadians.

### **Skilled trades and apprenticeship and Red Seal Program**

Apprenticeships are essential to building a highly skilled trades workforce that supports Canadian competitiveness. The Interprovincial Standards Red Seal Program sets common standards for assessing the skills of tradespeople across Canada and provides a vehicle to promote harmonization across the country.

#### **2017 Red Seal Program fast facts**

- More than 26,000 Red Seal endorsements were issued to apprenticeship completers and trade qualifiers.
- Top five Red Seal trades by number of endorsements issued include: Construction Electrician, Automotive Service Technician, Welder, Truck and Transport Mechanic, and Plumber.
- More than 200 subject matter experts have participated in ESDC organized workshops to develop Red Seal products.
- Approximately 200 industry representatives and training providers have participated in national webinars to harmonize apprenticeship training.
- 43,766 Red Seal examinations were written.
- The Red Seal Program's website counted approximately 418,000 visitors.

Source: Canadian Council of Directors of Apprenticeship, Red Seal Program administrative data 2017. Statistics are compiled on a calendar year basis.

The Program is well established at developing common interprovincial standards used to harmonize apprenticeship training in provinces and territories, to provide the public with up-to-date descriptions of trades in Canada, and to serve as the basis for assessment. Under this Program, experienced tradespeople and apprentices who have completed their training may take the interprovincial Red Seal examination. If successful, they receive a Red Seal endorsement on their provincial or territorial certificate of qualification, indicating they have met both the provincial/territorial requirements and have demonstrated the knowledge required for the national standard in that trade. In most provinces and territories, the Red Seal examination has been adopted as the final examination for certification for Red Seal trades.

The Red Seal endorsement is a nationally recognized standard for skilled trades workers in Canada. In 2017, 43,766 Red Seal examinations were written by completing apprentices and experienced tradespeople from across Canada and over 26,000 Red Seals were issued.

The Canadian Council of Directors of Apprenticeship (CCDA) is responsible for the Red Seal Program. All provinces and territories and the federal government participate as members of the CCDA. ESDC sponsors a Red Seal Secretariat to provide strategic and secretariat support to the CCDA and the Red Seal Program.

The Red Seal Program currently covers 56 skilled trades, encompassing 78% of registered apprentices.<sup>36</sup> ESDC works closely with industry experts and apprenticeship authorities to coordinate the development of high-quality Red Seal products, including occupational standards and interprovincial examinations. These products are updated regularly to reflect evolving labour market needs. Because each province and territory needs standards and examinations to certify thousands of apprentices and experienced tradespersons each year, the collaboration involved in developing interprovincial Red Seal standards and examinations results in significant economies of scale for governments.

The core of the Red Seal Program lies in quality interprovincial standards for industry, against which tradespeople can be trained and assessed. With ESDC support, the CCDA collaborates to build these standards with industry from across Canada. The Program also encourages the harmonization of apprenticeship training outcomes through common standards, which provinces and territories use to develop their respective in-school portion of apprenticeship training.

The Red Seal Program continuously evolves to reflect the needs of the Canadian labour market and Government of Canada priorities. In recent years, the NOS and its associated development process have undergone significant enhancements. Where appropriate, the standards are now being developed as Red Seal Occupational Standards (RSOS), with broader input from stakeholders (including tradespeople, instructors and employers) and include industry-defined performance expectations, evidence of skills attainment, learning objectives and outcomes, as well as essential skills to encourage greater harmonized training and certification across the country. The RSOS has the capacity to generate several products that are geared to users' needs such as assessment, training and career information.

Because of the additional stakeholder engagement and enhanced content, fewer trades undergo a complete revision of their standards each year. However, the ability to make revisions and corrections based on input is also possible between cycles. In FY1718, six new occupational standards were completed. In this period, there were 27 Red Seal examinations released for nine trades.

To further reduce barriers to certification in the skilled trades in Canada and increase opportunities for apprentices, the Government of Canada continues to work closely with provinces and territories and industry through the CCDA to facilitate the harmonization of apprenticeship training requirements in targeted Red Seal trades. Harmonization will facilitate greater labour mobility across the country and

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<sup>36</sup> Statistics Canada, 2016 Registered Apprenticeship Information System.

help more apprentices complete their training. In October 2016, the Forum of Labour Market Ministers (FLMM) reaffirmed its commitment to harmonize 30 Red Seal trades by 2020 in most jurisdictions, with an effort to harmonize training for two-thirds of Red Seal apprentices by 2017 (outside of Quebec<sup>37</sup>)<sup>38</sup>.

As of September 2017, implementation for harmonization was completed or underway for 22 trades covering Phases one through three. Industry consultations also took place for Phase four and five trades. The CCDA is ahead of schedule in achieving the FLMM goal of harmonizing apprenticeship training in most jurisdictions for 30 Red Seal trades representing 90% of apprentices by 2020.

The effectiveness of achieving consensus between industry stakeholders on harmonized training across Canada has been greatly enhanced by aligning the process with the development of the RSOS. Since the standards development process brings together the same key stakeholders that are involved in apprenticeship training development, they are able to share best practices, and provide a rationale for creating the best possible training for apprentices across Canada. This aligned process also ensures long-term sustainability of harmonized training, while keeping training content as up-to-date as the standard.

With ESDC's support, CCDA representatives meet annually with national apprenticeship stakeholder groups to provide updates and seek input on key initiatives. At the CCDA's 2017 meeting, approximately 35 national stakeholders confirmed their support for the work underway on the CCDA's strategic priorities such as continuing progress on harmonization.

ESDC also continues to work with provinces and territories to increase employer engagement in apprenticeship. In October 2016, the FLMM agreed to explore innovative approaches to increase employer engagement for improved job opportunities and outcomes for apprentices. ESDC has provided funding to support employer consortia pilot projects in four provinces (British Columbia, Manitoba, Nova Scotia and Ontario).

### **Flexibility and innovation in apprenticeship technical training**

The Government of Canada also invested to expand the use of innovative approaches for apprentice technical training through the Flexibility and Innovation in Apprenticeship Technical Training (FIATT) Pilot. The Pilot consisted of ten training institutions located across Canada that tested alternative delivery approaches to apprenticeship technical training such as e-learning, blended learning, in-class simulation and technical learning in workplaces and other locations apart from the traditional classroom. The Pilot gathered evidence on whether these projects can improve access to apprenticeship

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<sup>37</sup> The Government of Quebec is participating as an observer.

<sup>38</sup> In Ontario, consultations with industry partners on harmonization are led by the Ontario College of Trades. Ontario remains supportive of Harmonization and endorses any effort that enhances the quality of apprenticeship and mobility of apprentices. However, it is unable to commit to implementation of specific harmonization elements or timelines.

<sup>39</sup> The Red Seal trades targeted for harmonization by 2020 are: Carpenter; Welder; Metal Fabricator (Fitter); Heavy Duty Equipment Technician; Ironworker (Generalist); Ironworker (Structural/Ornamental); Ironworker (Reinforcing); Mobile Crane Operator & Mobile Crane Operator (Hydraulic); Tower Crane Operator; Construction Electrician; Industrial Electrician; Agricultural Equipment Technician; Truck and Transport Mechanic; Automotive Service Technician; Industrial Mechanic (Millwright); Steamfitter/Pipefitter; Plumber; Boilermaker; Sprinkler Fitter; Concrete Finisher; Landscape Horticulturist; Sheet Metal Worker; Rig Technician; Refrigeration and Air Conditioning Mechanic; Insulator (Heat and Frost); Machinist; Tool and Die Maker; Cook; Powerline Technician; Motor Vehicle Body Repairer (Metal and Paint); Automotive Painter; Hairstylist.

training, raise the level of employer engagement in apprenticeship training, improve apprenticeship completion rates and increase the overall efficiency of apprenticeship training systems. A final report that will include Pilot findings and recommendations for alternate delivery will be shared with apprenticeship stakeholders and policymakers. The Pilot will end in FY1819.

### **Research Project “The Registered Apprenticeship Information System (RAIS)”**

The Registered Apprenticeship Information System (RAIS) is an annual mandatory survey conducted by Statistics Canada. The survey compiles data from provinces and territories on the number of registered apprentices taking in-class and on-the-job training in trades that are either Red Seal or non-Red Seal.

The latest 2016 RAIS results showed that there were 333,750 continuing apprentices, 78% of which were in Red Seal trades. There were 71,994 new registrations, 78% of which were in Red Seal trades. There were 39,477 apprenticeship completions, 80% of which were in Red Seal trades.

Beginning in 2016, Statistics Canada and ESDC undertook a review of the wording, data elements, and documentation of the RAIS to strengthen and improve data consistency across jurisdictions and enhance the reliability of its data. Results and recommendations informing an action plan were completed in March 2017. Statistics Canada and ESDC are currently working with jurisdictions to finalize an implementation strategy.

ESDC and Statistics Canada successfully completed the RAIS Longitudinal Pilot project in March 2017. The purpose of the study was to explore the potential of linking RAIS data with other data sources (e.g. taxation). The pilot involved Alberta, New Brunswick and Nova Scotia, and was designed to produce statistics on apprenticeship pathways, earnings, and mobility. The project has since been expanded to all jurisdictions.

The RAIS is part of the new Education and Labour Market Longitudinal Platform (ELMLP), announced in Budget 2018 with an investment of \$5.5 million per year ongoing starting in FY1819. The Platform will provide up-to-date labour market information Canadians need to make informed career decisions. The core foundation systems linked to the Platform are the RAIS, the Post-Secondary Information System, and Canada Revenue Agency’s T1 Family File.

### **National Apprenticeship Survey (NAS)**

The National Apprenticeship Survey (NAS), conducted by Statistics Canada on behalf of ESDC, is Canada’s most comprehensive source of data on the experience of apprenticeship, collected from apprentices.

Funded by ESDC with an investment of \$6.8 million, the 2015 NAS Canada Overview Report was released in March 2017. The survey presents an overall positive picture of apprenticeship. For example, apprentices who complete their programs have better outcomes – they are more likely to be employed, to hold a permanent job, and to have higher earnings. About nine in ten apprentices see apprenticeship as the best way to learn a trade. Approximately 60% of apprentices were aware of the Apprenticeship Grants, and more than half of apprentices applied for EI benefits while on technical training.

In October 2018, ESDC released more focused reports from the 2015 NAS data: “Profile of Indigenous, Women, and Immigrant Apprentices” and “Analysis of Financial Supports available to Canadian apprentices.”

### **National Occupational Classification (NOC)**

The National Occupational Classification (NOC) provides a standard taxonomy for dialogue on the world of work and a national Canadian framework for collecting, analyzing and disseminating occupational data for Labour Market Information (LMI) and employment-related program administration. It describes job titles, functions, tasks and duties, employment requirements, responsibilities and qualifications.

The NOC is updated on a regular basis, to reflect changes in Canadian workplaces and occupational dynamics. Minor updates, on job titles, job descriptions and main duties for instance, take place on an annual basis, while structural changes, such as creating or removing an occupation, occur every ten years. The current version was released in December 2017 and updated minor information associated with job titles.

Research is also underway for the next structural revision of the NOC, which will be published in 2021. The current version of the NOC gathers more than 35,000 job titles into 500 Unit Groups (groups of occupations that have similar main duties, employment requirements, skill levels and skill types).

Labour market surveys, research, analysis and reports are usually based on the NOC. Employment-based programming, such as EI, the Temporary Foreign Worker Program, as well as programming for the integration of injured workers and persons with disabilities, relies on the NOC to analyze labour market conditions for strategic considerations, policy development, program design and service delivery.

The NOC enables job seekers to connect with employers seeking workers, students to make informed educational and career choices and governments and other organizations to design and deliver programming in support of an efficient labour market.

### **Official Language Minority Communities Signature Projects**

Launched in 2005, the Enabling Fund for Official Language Minority Communities (OLMCs) represents a sustained effort to enable community-wide economic development and to grow the economic advantages of linguistic duality. The Enabling Fund is an important part of a broad horizontal Government of Canada strategy for linguistic duality, as described in the Roadmap for Canada’s Official Languages 2013-2018: Education, Immigration, Communities.<sup>40</sup>

Signature Projects are aligned with the ESDC vision “to build a stronger and more competitive Canada, to support Canadians in making choices that help them live productive and rewarding lives, and to

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<sup>40</sup> <https://www.canada.ca/en/canadian-heritage/services/official-languages-bilingualism/official-languages-action-plan/2013-2018.html>

improve Canadians' quality of life." They also enable a number of partnering federal departments, agencies and external stakeholders (e.g. employers, learning institutions) to provide a coordinated response to existing and emerging OLMCs economic development issues and opportunities.

Specifically, Signature Projects:

- Expand on an existing well-established project (e.g. best practices) or bridge a gap between existing projects;
- Have national, regional or multi-regional scope and/or impact;
- Support the development and/or deepening of co-operation and partnership across sectors;
- Help identify and test better ways of helping persons prepare for, return to or keep employment and be productive participants in the labour force;
- Have significant learning implications for multiple stakeholders;
- Respond to a demonstrated priority or are a solution to a problem identified by communities that is not being addressed through normal programming; and
- Support an OLMC thematic/sectoral priority area (e.g. sector studies).

The Government of Canada has prioritized a number of mechanisms to overcome mismatches between skills supply and demand, while reducing unemployment by using national levers to support labour mobility (e.g. Labour Market Information). For OLMCs, however, the migration of skilled people out of their communities can negatively impact their overall competitiveness and exacerbate challenges in attracting new opportunities and strengthening their community's vitality. Signature Projects help implement commitments made by the Government of Canada as they relate to Canada's linguistic duality, and help the department develop meaningful collaborative relationships, while engaging in dialogue and active outreach with new partners in the implementation of Signature Projects.

Signature Projects also provide ESDC with a clear response to the 2014 House of Commons Standing Committee on Official Languages study on the economic situation of Canada's OLMCs. The study underscored the importance of planning and leadership for OLMC economic development and recommended that ESDC, in collaboration with Innovation, Science and Economic Development (ISED), work to better align their programming. ISED and the Regional Development Agencies are key partners in the Economic Action Network (EAN), the governance structure of Signature Projects, for OLMCs.

The EAN is a cross governmental and multi-stakeholder platform that oversees the coordination, design, monitoring and assessment of projects. The delivery of Signature Projects is undertaken by well-established OLMC economic and human resources development organizations across the country (including the Réseau de développement économique et d'employabilité (RDÉE Canada), in collaboration with 12 Francophone provincial and territorial organizations outside Quebec, as well as the Community Economic Development and Employability Corporation (CEDEC) for the English-speaking minority in Quebec).

ESDC investments, funded through the Research and Innovation Support Measure of EI Part II, contribute to advancing priority areas as identified in the 2015-2020 Canadian Plan for Economic Development (CPED) of Official Language Minority Communities, including the development of sectoral

studies, pursuing synergies, developing tools and supports for employers in addition to collaboratively resolving concrete challenges and problems in communities. The funding provides opportunities for government, private sector, OLMCs, as well as other stakeholders, to collaborate on economic development and employment priorities, an important determinant for the vitality of OLMCs.

Signature Projects were community-driven initiatives built on existing good practices and designed to test innovative approaches with the potential for scaling-up in OLMCs across the country (e.g. from local to multi-regional).

In FY1718, Signatures Projects focused on:

- Supporting OLMCs across the country by providing youth and women with a series of opportunities within their communities to develop employability and entrepreneurial skills; and
- Strengthening communities by attracting new or returning OLMC members.

In addition to responding to objectives of OLMCs, Signature Projects were designed to:

- Test innovative collaborative approaches; and
- Generate lessons on outcomes related to the scalability of those projects which, once tested, can be integrated to activities delivered through the Enabling Fund program.

In FY1718, a total of four projects received support through pan-Canadian funds. All supported government priorities related to enhancing engagement and innovation in improving skills and training, contributing to opportunities for Canadians in addition to the vitality of OLMCs.

The following describes examples of Signature Projects that were implemented in FY1718 and how they aligned with Government of Canada priorities:

- Address the successful transfer of businesses by increasing understanding of the value of a robust business transfer strategy and providing the skills and tools so that young entrepreneurs can build and maintain one;
- Promote women in non-traditional trades where skilled labour is in demand by highlighting eight women who have entered non-traditional trades with success through the creation of promotional products and videos;
- Support youth entrepreneurship in OLMCs by offering skills development and guidance with practical hands-on experience in backing their entrepreneurial ideas or business project, in collaboration with the Association of World Trade Centre Winnipeg, the Fédération de la jeunesse canadienne-française, the Association des collèges et universités de la francophonie canadienne (ACUFC) and the Réseau de développement économique et d'employabilité du Canada.
- Develop a multi-year strategy to recruit international francophone/bilingual students, support them and eventually retain them in OLMCs once they have completed their studies. The strategy could include support to enter the labour market in their field of studies, and help with immigration processes.

These projects met objectives related to the advancement of new partnerships, leveraging of resources, as well as expertise and delivery of practical initiatives in communities. Initiatives have supported

OLMCs job seekers, businesses and communities. The projects contributed to enhancing OLMCs capacity and expand client reach in addition to visibility of services. Moreover, this led to the sharing of best practices across the country, which had benefited other jurisdictions. Given the positive impacts, a number of the small-scale tested projects are now being replicated in other regions and lessons learned are being applied. There is significant demand and interest from community stakeholders to expand this initiative.

### **Work Integration Social Enterprises research**

The Work Integration Social Enterprises (WISE) research program comprises a five-year longitudinal study, composed of six main projects to measure the impact of social enterprises on labour market outcomes for vulnerable populations, including persons with disabilities, youth, recent immigrants, homeless or individuals at-risk of homelessness and Indigenous people. Social enterprises focus on improving employment prospects for those who are further from the labour market through work-based opportunities. Together, this series of research projects will help determine:

- The effectiveness of WISE in promoting the social and labour market integration of vulnerable individuals;
- Optimal WISE models and type of training programs; as well as
- The return on investment for government.

These six research projects recommended for funding include one project based on a quasi-experimental design and five projects based on multi-sites case studies. The projects are located in Ontario (four projects), Quebec (one project) and British Columbia (one project). These research projects will survey over 60 social enterprises to measure their effectiveness at integrating approximately 670 participants. The research focuses on different at risk groups, WISE modes of labour market integration and training programs. Some of these projects build on previous case study research. Almost all projects include cost benefit analysis and/or Social Return on Investment (SROI) of their WISE interventions.

ESDC has been monitoring the implementation and progress of all six research projects funded under the R&I Support Measure of EI Part II.

Contingent on continued funding, the WISE research projects will recruit additional participants during the subsequent fiscal year and monitor the experience of these WISE participants for three full years. Interim research reports, as well as an annual webinar, will occur in each upcoming fiscal year and final research reports are expected in March 31, 2022.

ESDC is also exploring, through a feasibility study, the creation of an interactive outcomes database which will include, among others, the results of this series as well as various relevant best practices. The database program will work directly with the six WISE research projects to gather data on participants' immediate and longer-term labour market and relevant social outcomes, characteristics of the participants themselves, the social enterprises involved and the nature of the interventions. Data

collection will be done in accordance with the Government of Canada's privacy protection policies and legal requirements.

To complement the longitudinal WISE research program, ESDC is developing an internal research agenda focused on the analysis of its Grants and Contributions database to estimate how many of these social enterprises are being funded via ESDC's programs. ESDC will also explore the feasibility of using its program administration data to estimate the relative short-term effectiveness of WISE in promoting the labour market integration of vulnerable individuals, compared to the effects achieved by other types of interventions. ESDC is also developing a geo-mapping pilot to visualize the size, scope, nature and social impact of the WISE sector in Canada.

This five-year research program will provide valuable evidence to support the achievement of Government of Canada and ESDC objectives to create a skilled, adaptable and inclusive workforce, as well as an efficient labour market. This evidence will guide policy and program funding decisions for Government of Canada investments in these areas. These objectives are partially facilitated through the emphasis on the collaboration with the not-for-profit sector and private business on the implementation of innovative ideas, social partnerships and social finance approaches. As such, the approach undertaken for the research program itself is an example of this type of collaboration.

This research strategy directly aligns with the Government's Social Innovation and Social Finance Strategy. It also aligns with long-standing initiatives by various governments to support social enterprise as a key business model. Social enterprises are primary examples of community organizations developing innovative solutions for our society's most difficult problems, as well as adopting new sources of revenue and financing to become more sustainable and achieve greater impact. Thus, social enterprises can help stimulate inclusive economic growth since they create jobs and develop the human capital of groups that are under-represented in the labour market.

WISE may have the capacity to (re)integrate vulnerable populations into existing labour markets, or to create long-term new jobs and, more broadly, to increase the employability of disadvantaged populations. However, the lack of empirical data on the direct labour market impact, as well as other relevant social outcomes of social enterprises for different vulnerable populations in Canada, presents a barrier to evidence-based policy and program development aimed at supporting the growth of labour force participation for individuals facing multiple complex challenges.

The WISE research program has the potential to advance the Government of Canada's understanding of innovative approaches to support the training, skills development, labour market integration and job retention for individuals facing multiple complex barriers to labour market integration in Canada. The results will inform policy and program development to support vulnerable populations by generating knowledge to fill significant information gaps. The results will also help inform future policy and program development of ESDC's suite of integrated labour market programs and initiatives and the department's overall support for social enterprises, under the Social Innovation and Social Finance Strategy.

Achievements for WISE Research Projects in FY1718:

- In Fall 2017, contribution agreements for the six projects were signed and research activities were launched.
- Academic research teams and WISE practitioners have established partnerships for the development and implementation of the research projects located at multiple sites across the country. These partnerships between researchers and practitioners are facilitating project activities and the recruitment of participants.
- Data collection plans, instruments and evaluation frameworks have been developed by each of the research teams. These involved undertaking a literature review informing the development of logic models based on theory of change and the identification of potential quantitative (hard) and qualitative (soft) outcomes to be captured in each of these multi-sites studies. Based on these preliminary lists of outcomes, each of the research team has been able to identify potential validated instruments and other metrics to be used for data collection.

The conceptualization of the WISE Outcomes Database is planned for FY1819. The estimated notional budget for the entire research program over five years is \$2.2 million.

### **Labour Market Information (LMI)**

ESDC implements a National Work Plan for labour market information (LMI) services in support of the National Employment Service and to ensure consistency in the delivery of LMI across Canada. In doing so, ESDC delivers LMI to individuals and employers to help them make informed labour market decisions.

LMI helps workers manage their careers and search for jobs by providing occupational and skills information. This information is disseminated via the core LMI products such as the National Occupational Classification (NOC) and its 'counseling' component, the Career Handbook (CH). The NOC information assists employers in recruiting, training and retaining workers. It also supports business and investment decisions by providing information on wages, labour supply and demand, as well as influencing educational programs. The CH helps define worker and work characteristics and other indicators that are important for career exploration and informed career decision making.

LMI helps the labour market function as an integrated national system. In addition, it contributes to:

- Aligning human capital investments with the needs of the economy;
- Facilitating job searches and improving job fit for individuals;
- Helping employers find or train required staff; and,
- Improving the effectiveness of public policies at all levels of government.

ESDC is responsible for determining the employment outlooks and wages for detailed occupations at the NOC 4-digit level (500 occupations), at the provincial, territorial and economic region levels, where data permits. ESDC updated wages in September 2017 and disseminated employment outlooks on the Job Bank website in December 2017.

Job vacancies information, weekly Labour Market News, monthly, quarterly and annual Labour Market Bulletins, Sectoral Outlooks, as well as annual and/or semi-annual Environmental Scans, were also made

available on the Job Bank website for all regions of the country, along with the education and skill requirements for in-demand occupations, to support a more informed, skilled, competitive and mobile Canadian labour force. In addition, ESDC developed a beta interactive tool, LMI Explore, which was released on July 24, 2018. The tool provides an alternative way to access LMI.

Furthermore, ESDC worked with the LMI Council and provincial/territorial governments via a committee to align key parameters of the occupational employment outlooks produced by each jurisdiction and develop options for a common tool to disseminate LMI.

### **National employment service initiatives**

Departmental operating funds also support online national employment services administered by ESDC, to help Canadians find suitable employment and help employers find suitable workers. These free, bilingual online services connect job seekers with employers, and help individuals prepare and carry out their return-to-work action plans. Job Bank is designed to improve the way information about jobs and the labour market is disseminated by reducing duplication, improving the quality of information, as well as making online LMI more accessible and easier to use.

In partnership with provinces and territories, ESDC maintains the Job Bank website, which offers an electronic labour exchange service to connect job seekers and employers as part of the National Employment Service. Job Bank provides workers with a listing of employment opportunities across Canada, to assist them with their job search. Employers can also use Job Bank to post their job vacancies online in order to find qualified candidates.

Job Bank completed a number of online service enhancements in FY1718, including the development of a mobile application. The Job Bank mobile app provides a new channel for accessing its job posting content which enhances client experience by leveraging mobile device features such as geolocation and notifications. Also, Job Alerts was improved to make it easier for EI claimants to subscribe to this service. As of December 2017, if an applicant for EI regular or fishing benefits provides an email address on their EI benefits application, they can complete their subscription to Job Alerts by simply confirming their email address with one click.

Lastly, Job Bank added feeds from Career Beacon and Jobillico to increase the diversity and coverage of jobs available through its website.

During FY1718, Job Bank received more than 52 million visits and displayed more than 1.4 million job postings from over 135,000 employers, including those from provincial, territorial and private job boards. More than 147 million alerts were sent to over 811,000 subscribers throughout the fiscal year.

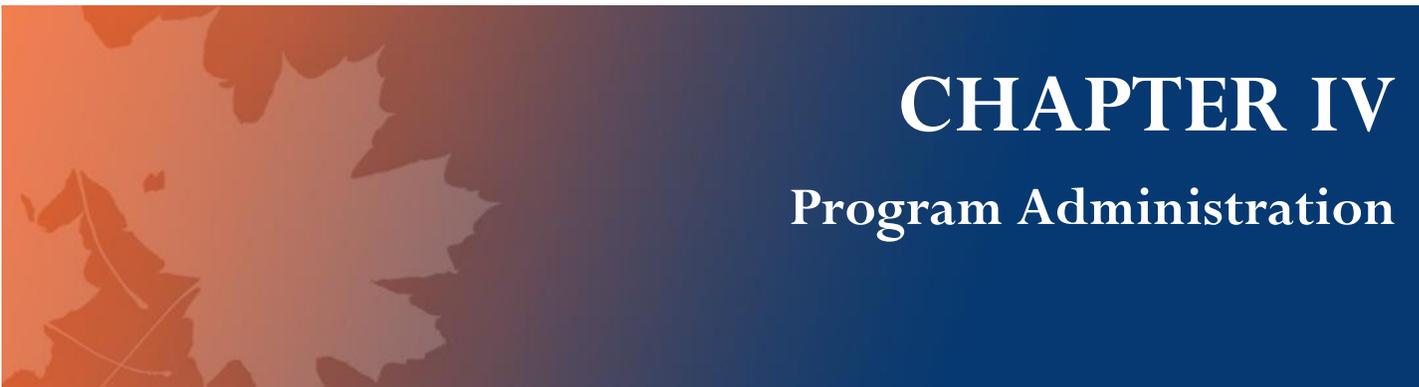
#### **3.4.4 Supporting agreements with provinces, territories and Indigenous organizations**

Implementation of the modernized LMDA data systems continued in FY1718, with the expansion of the Targeting, Referral, and Feedback (TRF) tool in the Province of British Columbia and a successful launch in the Province of Alberta. The TRF allows the provinces and territories to receive information on EI applicants immediately following their application for EI based on individual predefined criteria.

Provinces and territories then follow-up with these applicants to offer services and supports to help with their return to work.

Provinces and territories and Indigenous organizations are also making excellent use of the Employment Insurance Benefits Information System (EIBIS) launched in January 2014, which added new tools related to validating eligibility of potential clients for Part II benefits. Following an initial enquiry, users receive Alerts whenever an individual's EI eligibility status changes. The P/Ts are also making good use of the "Notice of Intent" in EIBIS to flag to Service Canada the intention of referring an individual to training once their EI claim is active.

Refinements to the EI Part II data warehouse environment continued including the development of reports to inform program management and policy development.



# CHAPTER IV

## Program Administration

This chapter provides an overview of the delivery of Employment Insurance (EI) services to Canadians during FY1718. It follows the steps of the EI process from a client perspective, starting with general information gathering, through processing, to the end of the benefit period, focusing on interactions with both employees and employers along the way. Additionally, it outlines avenues of recourse for claimants via the EI Requests for Reconsideration and Appeals process and ESDC's role with respect to the Social Security Tribunal (SST). This chapter also touches on the reporting and quality measures used to monitor EI program delivery.

**Information note:**

This chapter refers to both claimants and clients. Claimants include individuals who are submitting or have submitted an EI claim (whether successful or unsuccessful) as well as those currently receiving benefits. Clients include claimants, employers and other interested parties.

In addition, in the EI program, the fiscal year runs from April 1 to March 31. This chapter uses "FY" with the last two digits of the specific year to indicate the fiscal year. For example, "FY1718" refers to the period starting on April 1, 2017 and ending on March 31, 2018.

The Canada Employment Insurance Commission (CEIC) has four members representing the interests of government, workers and employers. The CEIC has a legislated mandate to monitor and assess the EI program. It has delegated EI administration and day-to-day operational responsibilities to Employment and Social Development Canada (ESDC) and Service Canada, which is part of ESDC. The CEIC retains a key role in overseeing the EI program, including reviewing and approving policies related to administration and delivery. For more information about the CEIC see The Canada Employment Insurance Commission.

## 4.1 Introduction and context of Employment Insurance service delivery

EI clients rely on ESDC for guidance and support throughout the EI process. These requests involve information gathering, claims submission, benefits receipt, and access to recourse mechanisms.

Claimants and employers can access Service Canada online, by phone or in-person. The processing and payment of EI benefits occurs through a service delivery network made up of processing sites and EI Specialized Call Centres located across the country. This service delivery network addresses seasonal fluctuations in workload while adjusting to unanticipated spikes caused by economic conditions or major disruptions such as natural disasters.

In their interactions with ESDC, clients expect high quality services. ESDC strives to engage with clients, understand their concerns, and improve services. In the past few years, ESDC has engaged with Canadians through the Service Quality Review (see [Section 4.1.1](#)) and Service Transformation initiatives (see [Section 4.1.2](#)). In FY1718, ESDC put in place a series of initiatives to enhance the service experience for EI clients, including providing better access to EI Call Centres. While the majority of calls are resolved in the Interactive Voice Response, which is virtually 100% accessible to clients, some enquiries need the assistance of a call centre agent. Through Budget 2016's two-year investments, EI call centre capacity was significantly increased, resulting in:

- Wait times were cut in half, from 13.6 minutes in FY1516 to 6.2 minutes this year; and
- Agent accessibility<sup>1</sup> doubled, from 30.6% in FY1516 to 61.4% this year.

Clients' online experience was strengthened through more self-serve options such as the Alert Me function and providing feedback through the Record of Employment Web Application. Clients were engaged, through user testing, to improve the online experience. Now EI clients can find information quickly to better understand eligibility criteria and what they need to do to receive EI.

Additional initiatives were carried out to advance quality service delivery for Canadians. They include:

- Listening to Canadians by acting upon the Service Quality Review conducted in 2016;
- Surveying EI clients to get their perspective on how services could be improved;
- Transforming service delivery by implementing short-term, medium-term, and long-term solutions;
- Developing an action plan to strengthen the EI recourse system; and
- Investing in the EI program to sustain its integrity.

The results of these initiatives alongside with how the program is administered are presented in this section.

### 4.1.1 Service Quality Review recommendations

In May 2016, the Government launched the EI Service Quality Review (SQR). The SQR Panel, led by two Parliamentary Secretaries and another member of Parliament, asked Canadians from coast to coast to coast how to improve services for EI claimants. The public, Service Canada employees and key stakeholders were consulted via stakeholder roundtables, an online questionnaire, written submissions, and a survey.

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<sup>1</sup> Agent accessibility represents the percentage of call attempts that reach a call centre queue in order to wait to speak to an agent. It is important to note that a single client may represent multiple call attempts to the call centre.

Based on the feedback received, the SQR Panel developed ten recommendations, along five key themes on how to make EI service delivery more responsive to the needs of Canadians. The themes include an increased client-centric focus, employee engagement, operational improvements, the modernization of existing technology, and policy modifications.

The complete SQR report, including the full recommendations and panel findings, entitled “Making Citizens Central”, was published on February 1, 2017, and is available on [Canada.ca](http://Canada.ca).

### *Responding to the SQR Recommendations*

Service Canada is working to address the SQR recommendations. Since the release of the report, significant progress has been made to advance the recommendations of the Panel and achieve EI SQR's goal of modern, high-quality, Canadian-centric service delivery for the EI program.

#### **1. Citizen-centric approach**

**Recommendation:** The Panel recommends that Service Canada adopt a citizen-centric approach to its service delivery, one that includes effective citizen feedback strategies to understand the needs and priorities of citizens for continuous service improvement, and measuring and setting targets for citizen satisfaction as a means to evaluate success.

Service Canada conducted the first Client Experience Survey with Service Canada clients in September of FY1718 . While 78% of EI clients rated their overall satisfaction as 4 or 5 out of 5 in 2016 (EI SQR Client Survey), the 2017 survey found that 83% of EI clients were satisfied and provided the same 4 or 5 out of 5 rating (see [Section 4.3.4](#)). The FY1819 survey is underway.

#### **2. Service standard review**

**Recommendation:** The Panel recommends that Service Canada review and revamp its service standards, developing a citizen-centric service standard strategy that continually monitors the relevance of the standards based on citizen priorities and expectation of service. The standards results are to be measured, tracked, benchmarked, and publicly reported annually. A performance measurement strategy including key performance indicators needs to be developed and implemented to assist in delivering good citizen service and accountability.

Launched in April 2017, the EI Service Standards Review sought input from key stakeholders and the public on the current EI Service Standards and ways Service Canada can improve timeliness to EI services. This review covered both EI processing and call centre activities. The review indicated that current service standards are generally meeting client expectations. Enhancements to the client experience were identified as an area for improvement. In particular, program information needs to be easier for clients to find and communicated in plain language. In FY1819, Service Canada will conduct a plain language review of service standards, and update service standards on the program webpages. Client experience testing will be used to test if the new content is easy to read and formatted in a way that clients find easy to navigate. This approach would improve the transparency of service standards and better meet client expectations.

#### **3. Enhanced assistance**

**Recommendation:** The Panel recommends Service Canada identify and address access issues facing citizens and develop service delivery strategies such as enhanced assistance for citizens who face similar access challenges to ensure their needs are addressed and positive outcomes and satisfaction achieved.

In fall 2017, a new initiative was launched, called the First Point of Contact Resolution (FPCR). It was designed to improve services for EI claimants by promoting first-contact resolution. Under the FPCR initiative, in-person Citizen Service Officers complete EI transactional activities that would previously have been forwarded to EI Processing or to Call

Centres for action. It has improved EI services for clients, by reducing the number of clients needing referral to EI Call Centres or waiting for EI processing agents to take action on their files. The initiative has resulted in increased capacity of Service Canada Centres to enhance the service experience of clients.

Additionally, the Department is currently leveraging existing video chat capabilities in select service centres to enhance the service experience of Canadians. Clients can connect to an available Citizen Service Officer in another office, rather than waiting in line.

#### **4. Service excellence and employee engagement**

**Recommendation:** The Panel recommends further developing a strong service culture in Service Canada by ensuring employees and management have the proper training, tools, and expertise necessary to provide service excellence, as well as developing and implementing an employee engagement plan that surveys and publicly reports annually on employee engagement to ensure Service Canada has satisfied and committed employees providing the best quality service possible to Canadians.

Service Canada has conducted various employee engagement activities to collect employee insight into service problems and to gauge knowledge of service transformation initiatives, including surveys, and employee consultations (such as EI Service Standard Review consultations).

Also, as part of the Department's service Transformation initiative, Service Canada employed a new, modern and innovative approach consisting of an agile co-design process with employees from across the country, clients and private sector experts. The approach involved clients, employees and private sector experts in all phases of developing solutions, from design to prototyping, to testing of the solution.

#### **5. EI funding**

**Recommendation:** The Panel recommends that Service Canada adopt a volume-based funding model for the Employment Insurance program to improve its ability to effectively accommodate fluctuations in the volume of claims received, to ensure that Canadians receive the benefits that they are entitled to in a timely and consistent manner.

The Government, through Budget 2018, is providing up to \$90 million over three years, starting in FY1819, to enable the EI program to improve services by ensuring that Service Canada can quickly respond to changing economic conditions, while consistently providing Canadians with timely access to benefits.

#### **6. ePayroll**

**Recommendation:** The Panel recommends that Service Canada engage key stakeholders in the co-creation of a real-time payroll information sharing solution.

The Government, through Budget 2018, committed to minimizing the administrative burden on employers and announced that Service Canada "was working with stakeholders to develop ways to streamline employer reporting obligations under the EI program." In FY1718, Service Canada conducted a series of co-design activities with key stakeholders and the support of the Commissioners for Employers and Workers, to develop a conceptual ePayroll Service Model. The stakeholders included employers, payroll experts, Canadian Payroll Association, Canadian Federation of Independent Business, Canadian Labour Congress, and Canada Revenue Agency.

The co-design activities helped confirm that, with policy changes, payroll and employment data could be used to administer the EI program. It also demonstrated that real-time payroll information would be a valuable source of data for the Government of Canada. Given the Government's digital agenda, other avenues will be pursued to strategically

position ePayroll within the Government's overarching digital OneGC strategy. In parallel, the Department will continue to advance Benefits Delivery Modernization (see [Section 4.1.2](#)), which will build the foundation necessary for EI to utilize a real-time information service.

## 7. Call Centre improvements

**Recommendation:** The Panel recommends that the department provide the necessary resources and flexibility in the short-, medium-, and long-term to improve Call Centre service quality while engaging the necessary private sector call centre expertise to assist in developing a long-term, high-quality, and cost-effective Call Centre improvement plan. This plan should include best practices and modern technology and factor in best value for money, enabling the kind of high-quality service citizens expect and need and that employees would like to deliver.

Following Budget 2016's investment of \$73 million over a two-year period beginning in FY1617 to enhance access to EI Specialized Call Centres, ESDC increased the number of call centre agents, which has cut wait times in half and improved the access to information and support that Canadians need.

With Budget 2018's investment of \$127.7 million, the Department will consolidate Budget 2016's achievements and will continue to improve the access to information and support that Canadians need (see [Section 4.4.1](#)).

Also, the Department is advancing its Call Centre Improvement Strategy (see [Section 4.4.2](#)), which includes plans for the implementation of a Hosted Contact Centre Solution (HCCS), a modern and supported technology that will enhance functionalities to support the Department's future business requirements.

## 8. Review of reconsideration and Social Security Tribunal

**Recommendation:** The Panel recommends that Service Canada undertake a root cause analysis of the entire reconsideration process to uncover the reasons that cause a large number of initial decisions to be overturned. Furthermore, the Panel supports the HUMA recommendation to undertake a review of the Social Security Tribunal to assess its efficiency, fairness and transparency.

The Department secured the services of a third-party expert to conduct a review of the Social Security Tribunal (SST) during the first two quarters of FY1718. The purpose of the review was to ensure that the SST is meeting the needs and expectations of Canadians, and to assess its fairness and transparency.

Details on the SST review as well as how the Department is addressing its recommendations are available in section [4.5.2](#).

## 9. Technology

**Recommendation:** The Panel recommends that Service Canada replace its technology systems with modern processing technology and Call Centre telephony, doing so with prudence through a phased-in approach, which will enable the organization to meet the needs of citizens.

Service Canada is advancing its technology agenda to migrate call centres to the HCCS, a new technology system that will improve the client service experience and open up new possibilities for enhancing service delivery (see [Section 4.4.2](#)).

In addition, Service Canada is investing in modern, sustainable processing technology in the longer term through the Benefits Delivery Modernization (BDM) program. Budget 2017 invested \$12.1 million in FY1718 to develop modern approaches to service delivery, beginning with EI, followed by Canada Pension Plan (CPP) and Old Age Security (OAS).

Through Budget 2018, the Government signaled ongoing commitment to the BDM program to improve Canadians' access to services and benefits, including access to a broad range of e-services that are easy to use and speeding up application processes.

ESDC is currently exploring modern processing technologies that will support a dynamic business environment and ESDC's ability to respond to the changing needs and expectations of Canadians with respect to the benefits delivery of EI, CPP and OAS. ESDC is currently conducting the foundational work necessary to prepare for a phased implementation approach, which will demonstrate value early and ensure the Department can avoid service disruptions to clients.

## 10. Policy

**Recommendation:** The Panel recommends that the department review EI program policy with the goals of identifying the barriers that prevent the implementation of improvements to service quality and simplifying the policy to improve service delivery and find economies. This review would also consider administrative burdens and barriers for service to Indigenous peoples.

ESDC is actively engaged in reviewing EI policy with a goal of improving service delivery, reducing administrative burden and barriers for service for vulnerable groups including Indigenous peoples. EI program policy measures are at the discretion of the Government.

### 4.1.2 Service transformation to improve EI service delivery

In October 2016, ESDC launched an internal Service Strategy to support service improvement, which is aligned with the Government of Canada's direction in this regard. The Service Transformation Plan supports the Service Strategy. The Plan provides a roadmap for delivering service improvements and addressing some of the EI SQR recommendations.

The Plan strengthens the Department's capacity to focus on the needs and expectations of clients. It was co-designed by Canadians and ESDC employees and commits to addressing the issues that they identified as most worth solving. For example, clients were engaged in the development and testing of several solutions. Based on the areas of improvements identified during the SQR, the Plan was designed to improve four dimensions of client service excellence:

- **Experience:** Clients are provided with a world-class experience delivering benefits whenever they need them with an emphasis on digital self-service;
- **Quality:** Clients receive high-quality, accurate services and decisions, no matter where they live and, when possible, have their needs anticipated;
- **Timeliness:** Benefits and services are delivered to clients in a timely fashion and clients' issues are resolved at first point of contact; and
- **Access:** Services, delivered by a well-equipped and knowledgeable workforce, are 100% accessible to clients with digital by choice everywhere.

The Department identified commitments that could be delivered quickly, based on existing authorities (e.g. legislative and regulatory frameworks) and capacity. Between May 2017 and March 31, 2018, the Department completed five of the targets to improve service delivery for the EI program:

- Providing EI applicants with the ability to save their application (for more than 24 hours), and return at a later date to complete it – clients can now save their applications for EI on Appliweb for up to 72 hours;
- Using generic email notifications to prompt clients to log in to their My Service Canada Account for information on their EI claim;

- Maintaining the number of EI specialized call centre agents hired through investments in Budget 2016 through an investment in Budget 2018;
- Reviewing EI service standards to obtain stakeholder views from an experience, access, quality, and timeliness perspective; and
- Improving services for EI claimants by promoting first-contact resolution through assigning activities that are more transactional to In-Person Citizen Service Officers.

In FY1819, the Department will deliver on remaining short-term commitments, including:

- Surveying clients more frequently on how to improve services; and
- Enhancing the toolset for mobile outreach, and expanding partnerships with provinces/territories to improve access to services in remote regions.

The Department continues to lay the groundwork for larger-scale service transformation through foundational initiatives, including:

- Benefits Delivery Modernization, which is focused on increasing client self-service and automation, streamlining business processes and addressing the risks associated with aging information technology, including software; and
- The development of a modern technology system to ensure the continuity of ESDC contact centre services to clients and to enable ESDC contact centres to respond to current and emerging client expectations.

## 4.2 General information and enquiries on Employment Insurance

Canadians have access to information regarding EI benefits through multiple channels: on-line, by telephone and in person. This ensures that they access the information they need, when they need it, using their preferred method. This section provides an in-depth analysis of the management of these channels. Chapter two of the EI Monitoring and Assessment Report outlines the various EI benefits available.

### 4.2.1 On-line – Canada.ca

EI information is available on Canada.ca, the main website of the Government of Canada. Clients use Canada.ca and ESDC's secure applications to access information and make online transactions. EI tasks are among the most popular services used on Canada.ca. This reporting year, Canadian viewed EI pages 78.9 million times.

Similar with previous years, the most viewed EI pages are:

- Internet reporting service (for biweekly reporting) – 23.7%;
- Employment Insurance benefits landing page – 17.9%;
- EI Regular Benefits – Overview – 6.9%;
- Access Record of Employment on the Web (ROE Web) – 5.7%;
- Contact for EI Individuals – 3.5%;
- Applying for Employment Insurance benefits online – 3.2%
- EI Regular Benefits – Apply – 3.5%;
- EI Regular Benefits – Eligibility – 2.7%;
- The Record of Employment on the Web – 2.5%; and
- EI Sickness Benefit – Overview – 2.1%.

FY1718 was the first full year that all EI content was located on [Canada.ca](http://Canada.ca). EI pages were improved to make the information easier to find, simple and more accessible. EI clients who participated in the ESDC Client Experience Survey reported that the website made it easy to access the EI program (82%). Over three-quarters of the surveyed clients (77%) could easily relate the information on the website to their specific situation. Additionally, the survey indicated that clients, who used the Web exclusively to access EI, were more satisfied with their experience than EI clients using other methods. For example, 83% of online EI clients were able to find the type of information they needed to provide when applying to the program compared to 77% of overall EI clients. As well, 79% of online clients understood information about the program versus 75% of overall EI clients. As in the previous year, the new website continues to have a positive impact on the overall client experience.

ESDC continues to engage with clients to improve the EI pages on [Canada.ca](http://Canada.ca) with respect to plain language, findability, clarity of steps and overall client experience. For example, modifications were introduced to the online applications to allow clients to apply for the new benefits announced in Budget 2017 (e.g. the new Family Caregiver benefit for children and adults, the extended parental benefit). Through streamlined applications and help tools, clients were supported to provide complete and accurate information for the processing of these new benefits.

The updated EI Caregiver pages were published in December 2017 with the first round of improvements. This updated content accounted for 148,797 of the total 178,064 visits for the EI Caregiver content in FY1718.

There are strong indications that the new, user-tested content is easier for Canadians to use, as:

- Users spent 11% less time on pages reading content;
- Users went back and forth 37% less across pages; and
- The “Apply” page was used 13% more often than the old one.

Building on this success, ESDC will make a second round of improvements to EI Caregiver pages in FY1819, as it continues to improve the online presence for the broader EI program. These changes will continue to be guided over the coming years by user testing, web analytics and ESDC’s annual Client Experience Survey.

### *My Service Canada Account (MSCA)*

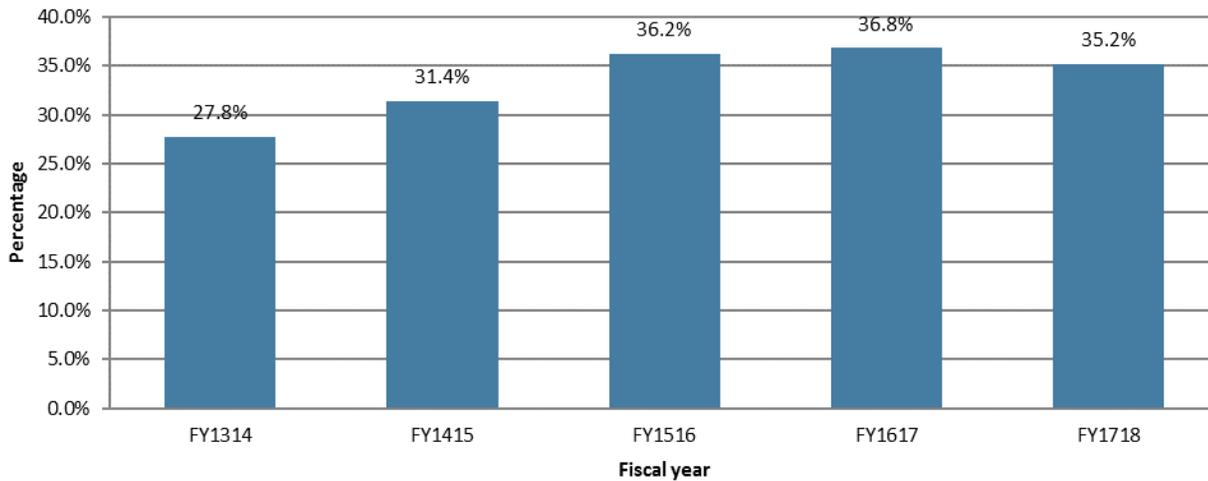
Claimants can access My Service Canada Account (MSCA), a secure online transactional portal, to view and update their EI information. Service Canada provides features and functionalities within MSCA enabling Canadians to take advantage of self-serve options. Using the MSCA through [Canada.ca](http://Canada.ca), Canadians can interact and transact with Service Canada, when, how and where they choose. It enables them to better manage their accounts, check the status of their applications and transactions, and receive information from Service Canada on changes to their account. As a result, the MSCA portal contributes to more accessible, accurate and timely services for Canadians.

Each month, approximately 400,000 users log into MSCA to access EI services such as:

- Obtaining current and past claims information, status, payment information, and correspondence;
- Submitting new information, signing up for or changing Direct Deposit service;
- Viewing or printing a Record of Employment and/or tax slips; as well as
- Visiting the Canada Revenue Agency portal (My Account for Individual) within the same secure session.

This fiscal year, an average of 35% of EI claimants used MSCA. Clients used MSCA primarily to view their last claim status (19%), to see their payment information (14%) and to access the Internet Reporting Services (4%).

Chart 1: Percentage of EI Claimants who accessed MSCA



Source: Business Analysis and Information Management report (Employment Insurance report).

Since May 2017, EI claimants can register to a notification service, which sends timely emails when new and important messages concerning their EI claim are available in their protected MSCA. Since the release of this feature, over 300,000 EI claimants using MSCA have signed up for email alerts.

During FY1718, 9,396 surveyed MSCA users indicated they had attempted an EI-related task. Overall, 75% of the respondents indicated being able to complete their task during the session.

Service Canada continues to build upon clients' feedback to improve the overall client experience for conducting on-line transactions.

#### 4.2.2 By telephone (call)

EI clients frequently contact 1 800 O-Canada for general enquiries related to EI. For more complex and client-specific enquiries, EI clients have the choice of calling the EI Specialized Call Centre or logging into their My Service Canada Account.

##### *1 800 O-Canada*

1 800 O-Canada supports Government of Canada communication activities, both in regular and in crises. It often serves as the first point of contact for callers regarding Government of Canada programs and services, including Employment Insurance.

The 1 800 O-Canada line is available Monday to Friday in more than 60 countries, with service in both official languages. In Canada, the service is available from 8:00 a.m. to 5:00 p.m. in each time zone. Callers outside of Canada can reach someone from 8:00 a.m. to 8:00 p.m. Eastern Standard Time.

Canadians can expect to be served within 18 seconds (or within three rings), 80% of the time. During FY1718, 1 800 O-Canada answered 81% of calls within 18 seconds. 1.66 million individuals called 1 800 O-Canada agents, a 7.2% decrease compared to the previous reporting year. There were 2.13 million enquiries (more than one enquiry may be asked per

call) answered by 1 800 O-Canada agents. This included 384,763 EI specific enquiries, a decrease of 13% from the previous year.

1 800 O-Canada is equipped to provide general information on EI programs and how to access them, including:

- An overview of the benefits and eligibility criteria;
- Application process and forms;
- General information on payment dates (not applicable for the EI benefits as payment information is case specific);
- Direct deposit information; and
- Referral of contacts to specific programs, including the pertinent EI web pages and links necessary to complete their service delivery journey.

Clients with case-specific enquiries are advised to use the My Service Canada Account website, or to contact the EI Specialized Call Centre or Employer Contact Centre as required.

Most EI-related enquiries still require a referral to the EI Specialized Call Centres or to the program's website for more detailed, complex and client-specific enquiries. During this reporting period, 81.3% of clients asking the EI-related questions were referred to the program.

Like most of ESDC's systems, 1 800 O-Canada operating technology is outdated. Acting on the Service Quality Review recommendations to modernize its technology, the Department successfully moved 1 800 O-Canada to an interim solution to mitigate risks posed by old technology. 1 800 O-Canada responded to EI-related enquiries with the same high quality during and after this change.

The 1 800 O-Canada's mandate has remained largely unchanged in the last 10 years. The service adopted some enhancements through its ongoing effort to continuously improve service delivery, including being able to email out contact information on demand and proactively promote self-serve options, where these are available. The service provides primary and alternate service delivery contacts based on the type of transaction the caller needs to perform within a program.

### **4.2.3 In-person (visit)**

Canadians can also obtain information on Service Canada services in-person through points of service.

#### *Points of service*

As of March 31, 2018, through our service delivery network, Canadians were able to access services at 590 in-person points of service across the country (320 Service Canada Centres, 238 scheduled outreach sites and 32 Passport Service sites). Service Canada employees in these locations help claimants submit applications and complete online applications. They also perform other support functions for the EI program, such as authenticating identity, validating supporting documents, and verifying information for completeness. Service Canada Centres (SCCs) are full-time or part-time offices, open up to five days a week, managed and staffed by Service Canada employees, offering general information and transactional services. SCCs may be stand-alone or co-located with other organizations.

Scheduled Outreach Sites are points of service that are located outside a SCC but offer similar services. Service Canada staff travel to a pre-determined location, typically in rural or remote areas, that are otherwise underserved.

ESDC aims to ensure that 90% of Canadians have access to an SCC or a Scheduled Outreach Site within a 50-kilometre driving distance from where they live. Over the last five years, this target has consistently been met. In the current reporting period, 96.2% of Canadians need to travel 50 kilometres or less for service.

In FY1718, Service Canada in-person points of service staff have completed nearly 2.5 million service requests related to EI, which represented nearly 30% of all service requests handled. Also, in the SCCs, close to 1.5 million activities related to EI were recorded in the self-help zones on the Citizen Access Workstation Services,<sup>2</sup> representing more than 30% of all Citizen Access Workstation Services activities.

The breakdown of the types of in-person services provided on the EI Program is as follows:

- General information – 50%;
- Follow-up assistance – 47.1%;
- Assistance with applications – 2.5%; and
- Processing support – 0.3%.

### *Community Outreach*

Service Canada also uses Community Outreach services to connect with communities across the country. They complement the services provided at Service Canada Centres and Scheduled Outreach Sites. Service Canada employees travel to communities in times of particular need. For example, Service Canada employees will travel to a community to provide information on specific topics when a company or industry conducts a mass layoff or during local emergencies such as natural disasters. Community Outreach services include EI information sessions.

Community Outreach services provide flexible services to Canadians living in communities where geography, technology, culture, language and other barriers prevent access to service. The Service Canada officers have access to an online toolkit they can take with them while out on the job. The toolkit contains links to all necessary information (for example forms, how-to guides, outreach materials, presentations, tracking tools, etc.). It is designed to enable clients, in those communities, to access the latest information and to be served appropriately. The Community Outreach services increase awareness of Service Canada programs and service offerings by providing general information such as:

- EI information at mass layoff sites;
- EI application assistance to apprentices;
- Social Insurance Number clinics to help youth apply for their first job; and
- Other Government of Canada programs and services for citizens and community organizations.

Service Canada delivers EI information sessions in times of duress and may adapt processes and create partnerships to meet clients' needs more effectively with regard to EI. While some Service Canada employees make proactive calls to employers affected by a tragedy to establish their needs, others ensure potential claimants who lose their jobs can get the information required to submit their EI application. For example, in response to the anticipated unemployment increase and other needs by Canadians affected by the British Columbia wildfires in the summer of 2017, a regional response team was put in place to provide the planning and implementation of an integrated regional emergency response team. Ninety Service Canada staff participated on the response team, working out of 13 centres located in

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<sup>2</sup> The Citizen Access Workstation Services are public-facing computers located in the Self-Help Zone in all Service Canada Centres. They allow clients to self-serve to obtain information and apply for various benefits and services, or to search for federal, provincial and territorial programs and benefits.

areas of high need, helping to coordinate regional efforts to provide service to evacuees. Service Canada attempted to reach the majority of employers in the affected region to determine areas of support, including supporting recovery plans to get affected individuals back to work and work-sharing options. In addition, information was provided to temporary foreign workers to encourage them to apply for EI, in line with employers' contingency plans for future employment. Employers who came to a Service Canada Centre or one of the evacuation centres were provided information on EI services and the Employer Contact Centre.

Between July 7 and September 15, 2017, Service Canada Centres helped over 4,000 evacuees. In addition, the EI call centre answered more than 3,200 calls from clients affected by the fires. The processing of 5,623 applications for EI was facilitated.

EI information sessions are also delivered when Service Canada receives news of a mass layoff. Regional offices initiate contact with employers to organize information sessions and work with partners so that potential claimants receive on-site workshops on résumé writing, job search techniques, interview skills, and information on EI, the Job Bank, My Service Canada Account and available provincial support programs. Sessions are usually planned on very short notice and often in remote areas.

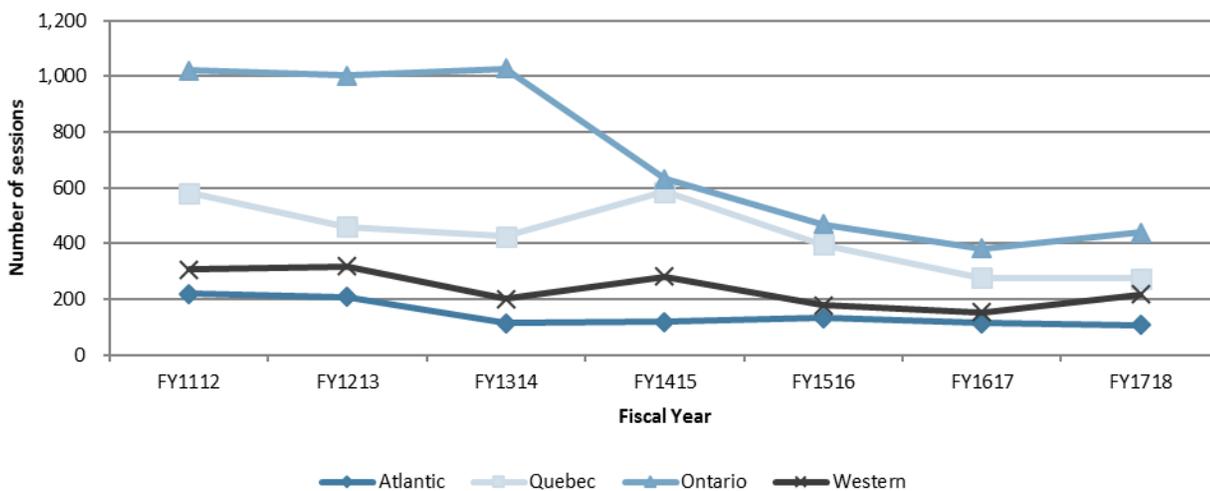
During FY1718, the following EI information sessions were delivered:

- 645 EI information sessions to citizens facing layoffs, with a total of 10,580 participants;
- 87 EI information sessions to workers on Work Sharing, with a total of 1,748 participants; and
- 251 EI information sessions to employers, with 535 companies and organizations participating.

The number of sessions delivered was 12% higher in this reporting period than the previous fiscal year.

Chart 2 breaks down the information sessions delivered to claimants by region, including employees facing layoffs and work sharing sessions.

Chart 2: EI information sessions to citizens by Service Canada region



Source: Mobile Outreach Administrative Data

### 4.3 Application intake and claim processing

Once claimants have the needed information, they are ready to submit an application. Claimants, employers and ESDC (Service Canada) all have a role to play. Claimants submit an application; employers submit a Record of Employment and Service Canada ensures that the information submitted is complete and renders a decision on the claim. Service Canada also reviews its work to ensure it meets its service standards related to speed and accuracy of payments. This section provides a snapshot of the activities related to application intake and claims processing.

#### 4.3.1 Claimant application intake

Claimants can initiate service requests for benefits via the internet using the online form (AppliWeb), or in-person at any Service Canada Centre. Introduced nationally in 2002, AppliWeb allows claimants to apply for EI benefits 24 hours a day, seven days a week, from anywhere they can access the internet. Over the last nine years, usage has remained well above 95%, and it continues to be the most common method chosen by claimants applying for EI benefits, with 98.4% of applications submitted via AppliWeb during this reporting year.

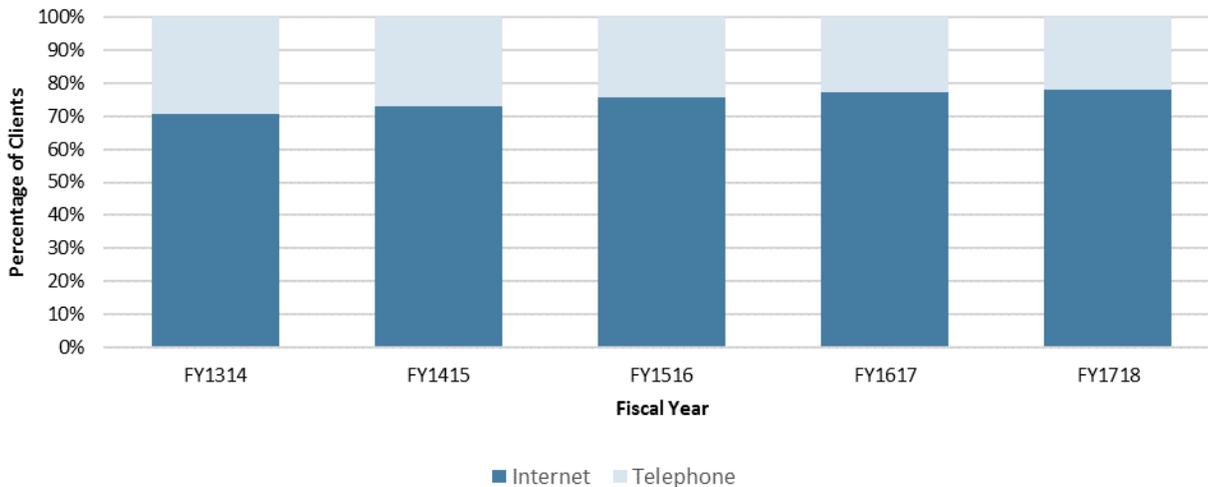
##### *Claim volumes*

In FY1718, 2,786,829 initial and renewal claims were received, including claims for the new Family Caregiver benefit for children and adults and for the extended parental benefit. These new benefits were implemented as a result of legislation introduced as part of Budget 2017. In this reporting period, there was a 5.8% decrease (172,299 claims) in claim intake compared to FY1617. The majority of this decrease (160,000 claims) was in the Western Canada and the Territories. It can be attributed to the large number of claims in FY1617 because of high unemployment in Alberta due to the commodities downturn and the Fort McMurray wildfires.

##### *Electronic reporting*

Most claimants must complete and submit biweekly reports to receive EI benefits. They may use the telephone reporting service or the internet reporting service. Claimants answer a series of questions that help determine on a week-by-week basis whether they continue to be eligible for the type of EI benefits they are claiming. In FY1718, electronic reporting experienced a minor increase to 77.9% from 77.1% in FY1617 (See chart below).

Chart 3: Reporting service used



Source: Service Canada, Employment Insurance (EI) administrative data.

#### 4.3.2 Employer intake

Service Canada works with employers to ensure that the EI program is administered fairly and efficiently. Employers can obtain guidance and access to the most up-to-date information regarding the EI program through the Employer Contact Centre (ECC) and the [Canada.ca](http://Canada.ca) website. This information helps them understand their responsibilities and learn about the various services and programs available to them.

#### *Record of Employment (ROE)*

ESDC uses the information provided on the Record of Employment (ROE) to determine if a person qualifies for EI benefits, the benefit rate and the claim duration. Over 10.2 million ROEs were issued in FY1718.

ESDC actively encourages the use of electronic ROEs (eROEs) by attending conferences and trade shows annually as well as increasing marketing materials through social media campaigns. Automating this activity creates organizational efficiencies and reduces administrative burden. Employers no longer need to order or store paper ROE forms or send copies to ESDC and their employees. The Department is continuing efforts to reach out to employers and target industry sectors identified as being large paper ROE users. This targeted approach resulted in an increase of eROE submissions by 2.3 percentage points, from 88.1% to 90.4%.

Employers suggested that a feedback function be introduced in the ROE Web Application in October 2016. This feature allows employers to communicate their service preferences and supports continuous improvements to the ROE Web Application. This function was enhanced in December 2017 to allow additional and more precise feedback. Since its inception, 22,447 respondents completed the ROE Web questionnaire. Over 90% of respondents indicated being "Very satisfied" or "Satisfied" with the ROE Web application.

#### 4.3.3 Claims processing

EI benefits are delivered through a national network comprised of processing agents across Canada, working in tandem with automated EI claims processing and workload management systems. The network triages, assesses and adjudicates

new applications, applications to reactivate an existing claim, as well as revised claims that are created when new information is received during the claim lifecycle.

There was a 5.8% decrease in claims received this reporting year. This resulted in 184,541 fewer claims processed in FY1718 compared to FY1617. In FY1718, 72.4% of EI claims were partially or fully automated, this represents a 0, 4% decrease from FY1617.

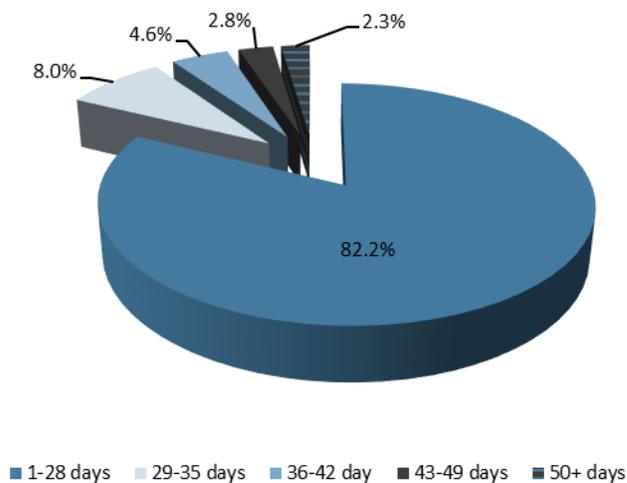
### *Speed of payment*

Speed of payment refers to how fast the claimant receives the payment or non-payment notification once the claim is received. The Department uses this service standard to measure its ability to process claims in a timely manner. The national target is to pay (or notify of non-payment) 80% of claims within 28 calendar days of filing an application. A number of factors can affect the speed of pay. These factors include unanticipated economic factors or events, such as mass layoffs and natural disasters, and incomplete or complex applications, which require fact-finding with employers and third parties.

The implementation of new benefits and support measures in FY1718 involved additional work for the claims processing. However, 82.2% of clients received timely payments or non-payment notifications. This represents a small decrease of 1 percentage point from FY1617.

Of the claims that did not meet the 28-day speed of payment target, most are paid within 29-35 days (please see chart below).

Chart 4: Speed of payment, volume of claims by age range



Source: EI administrative data.

There is a range of factors that affect EI processing performance—most notably seasonal fluctuations in workload demands where the Department experiences a higher than normal intake of claims. Other factors that can delay the payment of benefits beyond 28 days include incomplete applications requiring clarification of information, and complex applications requiring fact-finding with employers and third parties to render a fair and equitable decision.

While an increasing share of applications are automated by the system, there are still some applications that require agent intervention to address specific issue(s) before a claim can be processed. These manual interventions can create

delays in the delivery of EI benefits. Issues include delays in receiving the record of employment (ROE), discrepancies between the application and the ROE, and employers failing to issue ROEs. In addition, unanticipated economic factors or events such as mass layoffs and natural disasters may have an impact on EI processing performance in any given year.

#### 4.3.4 Service quality

As previously mentioned (see [Section 4.1.1](#)), Service Canada conducted a Client Experience Survey as part of the ESDC Service Strategy. The Client Experience Survey provided Service Canada with baseline performance data on the service experience and broad directional information by program, client group, and channel. These results will be used to track the impact of service transformation on the service delivery of programs and services over time

The survey was conducted by telephone with a sample of 4,001 Service Canada clients, randomly selected from clients who had recently completed a service experience, from gathering information to applying to receiving an initial decision. The sample included 703 EI clients who had received a decision during the period of March to June 2017. Both clients who were granted and denied benefits were included. Findings for Service Canada clients overall carry a margin of error of +/- 2.5% and results for EI clients alone have a margin of error of (+/- 4%).

The satisfaction rate<sup>3</sup> among Service Canada clients was 86%, with 63% very satisfied and 24% satisfied. Similarly, the satisfaction rate among EI clients was 83%, with 56% very satisfied and 26% satisfied. The service attributes that received the highest ratings among EI clients were the ease of the overall application process (84%), and, as part of that, the ease of completing the application (82%). EI, however, performs more poorly on confidence in timely processing (66%) and, among the half of clients who provided missing information or checked on the status after submitting an application, ease in following up (69%).

In addition to the Client Experience Survey, the Department has a Quality Monitoring procedure to ensure that clients receive quality service.

#### *Quality Monitoring*

Service Canada's policies, processes and Information Technology systems are designed to ensure that EI contributions are handled appropriately and that claims are handled correctly the first time.

Claimants receive assistance throughout the process of submitting EI applications to avoid unnecessary mistakes and delays. The program provides guidance at the start of the claims process and alerts claimants and employers to missing or incorrect details. For example, the EI mobile outreach sessions described above (see Section 4.2.3) proactively provide potential claimants with information about their eligibility and tools to help them find new employment. These sessions guides claimants through the first phases of submitting an EI application. Similarly, Service Canada's Information Technology systems help reduce employer errors by creating automatic alerts when a required field is left blank on the electronic Records of Employment. The Department is actively encouraging the move from paper Records of Employment to electronic Records of Employment to reduce errors.

The Department also has mechanisms in place to ensure that the calculated amounts claimants receive are accurate. These mechanisms include:

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<sup>3</sup> Numbers in this section may not add up due to rounding.

- The Employment Insurance Payment Accuracy Review;
- The Employment Insurance Processing Accuracy Review;
- The Individual Quality Feedback Review; and
- The National Quality Coaching Program for Call Centres (see [Section 4.4.3](#)).

### *Employment Insurance Payment Accuracy Review (PAAR)*

By validating the information provided by the claimant, ESDC's goal is to reduce errors at the start of the claim's process. However, it is also important to review claims once they are established. This review ensures that the benefits paid are accurate and that no mistakes are made during the claim.

Using a Monetary Unit Sampling methodology, the EI Payment Accuracy Review (EI PAAR) estimates the accuracy of EI benefit payments. The Department reviews a statistically valid number of files each year to identify undetected errors that result in mispayments.

ESDC has an established target rate of 95%<sup>4</sup> accuracy in benefit payments per year<sup>5</sup>. This rate includes claimant, employer and ESDC errors. Together, claimants, employers and the Department have maintained an average accuracy rate of 95.0% over the last 15 years. During this reporting period, the overall accuracy rate reached 96.0%, up from 95.4% the previous year (see Table 1). Annual results can be found in the [financial audit of the EI account](#), reported each year in the Public Accounts of Canada by the Office of the Auditor General.

Table 1: EI PAAR: Estimated financial impact of errors and estimated error rate<sup>6</sup>, by source (based on PAAR sample)

Fiscal Year	FY1617		FY1718	
<b>Total EI Benefit Payout</b>	19.1 billion		18.3 billion	
<b>EI Payment Accuracy Rate</b>	95.4%		96.0%	
<b>Errors by Source:</b>	<b>Estimated Financial Impact (\$M)</b>	<b>Estimated Error Rate</b>	<b>Estimated Financial Impact (\$M)</b>	<b>Estimated Error Rate</b>
Employer	\$ 286.6	1.5%	\$ 220.7	1.2%
Claimant	\$ 361.7	1.9%	\$ 379.1	2.1%
ESDC	\$ 239.5	1.3%	\$ 138.1	0.8%
<b>Total</b>	<b>887.7 million</b>	<b>4.7%</b>	<b>737.9 million</b>	<b>4.0%</b>

Note: Estimated financial impacts are the sum of overpayments and underpayments.

Source: Employment and Social Development Canada.

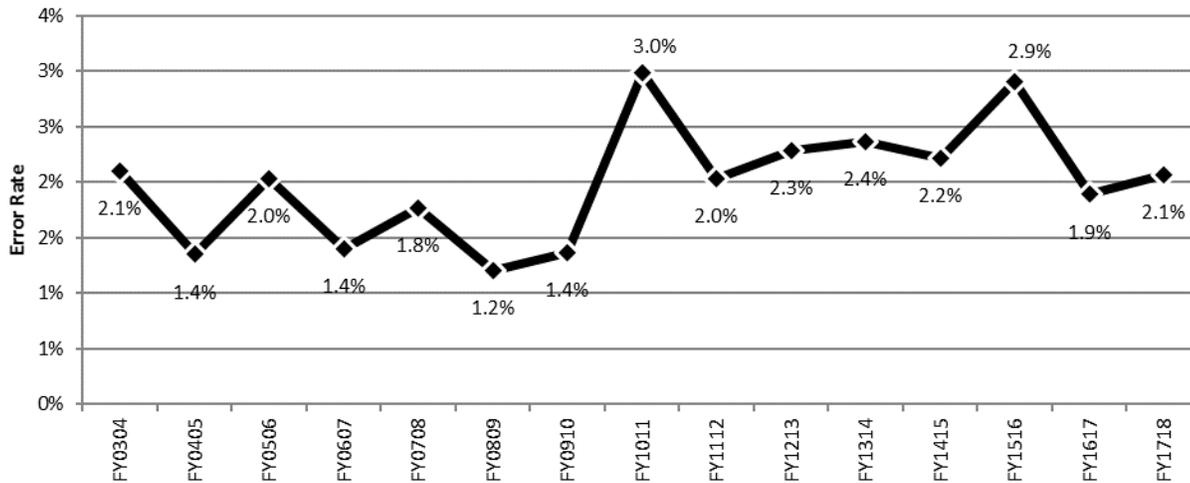
This year, the claimant error rate increased from 1.9% to 2.1% (see Chart 5). Most claimant errors (89.7%) occur when the claimant provides new information that changes the initial decision of their claim. For example, the claimant incorrectly reporting earnings caused 66.6% of errors. 23.1% of errors were caused by not reporting the refusal of a job, quitting a job or being dismissed from a job while in receipt of benefits. The Department continues to assess claimant errors to understand why they happen, the financial impact and ways to avoid them.

<sup>4</sup> The EI PAAR was launched in FY8384 at the recommendation of the Office of the Auditor General (OAG). The accuracy target was set at 95% based on the results of two previous "payment accuracy" reviews: the first one conducted by the OAG in FY8182 and the second one conducted by the Department in FY8384. The results of these studies, and of the consultation work performed by the firm Clarkson Gordon, led senior officials to set the payment accuracy rate at 95%.

<sup>5</sup> For more information on past accuracy rates to FY1112, see Annex 4.5.

<sup>6</sup> March fiscal year-end results include both confirmed and potential monetary errors for overpayments and underpayments identified through the course of the payment accuracy review. Potential errors require additional actions to confirm whether an error has occurred. Until those actions are completed, they are captured as errors. Although Quality Services works diligently to resolve all potential errors by fiscal year end, it is not always possible. All potential errors have been resolved and Table 1 reflects the most current results.

Chart 5: 15-Year overview of claimant errors



Note: Results are provided with a level of confidence of 95% and a margin of error of ± 5%.  
 Source: Employment and Social Development Canada.

The employer error rate decreased this year, from 1.5% to 1.2%. In order to identify employer errors, the Department reviews all ROEs used to establish a claim. The percentage of eROEs reviewed in the EI PAAR sample continues to increase each year, from 65.1% in FY1415 to 87.2% in FY1819 (See Table 2). The increased use of electronic Records of Employment (eROEs) is likely the reason for the decrease in the error rate, as paper ROEs are more than twice as likely to contain an error.

ESDC continues to encourage employers to move to eROEs. In addition, the Department is integrating more tools to eliminate possible sources of error during the first steps of information and application submission. ESDC continues to analyze employer errors to understand why these mistakes happen, the financial value, and possible ways to avoid them.

Table 2: EI PAAR: Validation of ROEs

Fiscal Year	FY1314		FY1415		FY1516		FY1617		FY1718	
	Count	Percentage by ROE type								
ROEs validated										
Number of E-ROEs validated	503	65.1%	589	73.3%	589	76.4%	621	80.6%	694	87.2%
Number of paper ROEs validated	270	34.9%	214	26.7%	182	23.6%	149	19.4%	102	12.8%
<b>Total ROEs Validated</b>	<b>773</b>	<b>100.0%</b>	<b>803</b>	<b>100.0%</b>	<b>771</b>	<b>100.0%</b>	<b>770</b>	<b>100.0%</b>	<b>796</b>	<b>100.0%</b>
Incorrect E-ROEs	37	7.4%	30	5.1%	61	10.4%	46	7.4%	57	8.2%
Incorrect Paper ROEs	38	14.1%	21	9.8%	38	20.9%	26	17.4%	19	18.6%

Source: Employment and Social Development Canada.

Chart 6: 15-Year overview of Service Canada errors



Note: Results are provided with a level of confidence of 95% and a margin of error of  $\pm 5\%$ .  
 Source: Employment and Social Development Canada.

ESDC's efforts to automate processing contributed to maintaining low levels of errors (see Chart 6). However, periods of high claim volume can shift the emphasis to speed of pay and generally require more manual data entry. Transcription errors and manual entry mistakes decreased significantly this fiscal year. The decrease in clerical errors helped to decrease ESDC's error rate by 0.5%. The Department continues to explore opportunities for improvement, including increased automation.

### *Employment Insurance Processing Accuracy Review (PRAR)*

The Employment Insurance Processing Accuracy Review (PRAR) is an important way to ensure that EI claims are processed consistently and that individuals applying for EI benefits receive timely and accurate payments across the country.

The EI PRAR consists of a review of a statistically valid random sample of 3080 claims per year. The PRAR verifies that the Department makes decisions and calculates benefits based on national operational policies and procedures. It estimates the percentage of applications that are treated consistently. The PRAR supports the Payment Accuracy Review Program by measuring the percentage of initial claims "in order". ESDC has set a target that on 80%<sup>7</sup> of claims all criteria relevant to the review were met.

Automated Claims Processing was introduced in 2007. The processing accuracy rate for fully automated claims (claims requiring no human intervention) increased steadily from 96.5% in FY0708 to 100% in FY1011<sup>8</sup>. In April 2011, fully

<sup>7</sup> Prior to FY0506, regions set their own quality rates. In setting the national rate, a target of 80% was seen as challenging yet realistic and achievable as results included both monetary and non-monetary processing errors. The appropriateness of the 80% target has been reinforced by PRAR results that continue to hover around this target.

<sup>8</sup> As of April 2011, fully automated claims were excluded from the sample of EI claims reviewed as part of the Processing Accuracy Review program. Consequently, the EI Processing Accuracy Rate reflects the quality of claims that are partially automated and/or manually processed. This information was previously reported to the Standing Committee on Human Resources, Skills Development, Social Development and the Status of Persons with Disabilities (HUMA) on May 1, 2014.

automated claims were excluded from the sample. Currently, EI PRAR concentrates on partially automated and/or manually processed claims only as it is understood that automated claims are consistently processed accurately.

This year, the processing accuracy rate for claims requiring manual intervention increased to 86.9% from 85.5% the previous year, meeting its target this year and every year since FY0708.

Of the 3080 claims reviewed during the fiscal year, 2677 claims were deemed to be in order. The remaining 403 claims were found to have one or more errors on file at the time of review, totalling 499 errors. Table 3 provides the frequency of the top three errors identified.

Table 3: Top three EI PRAR errors

Number of times the error was identified	Description of Error
170	All decisions, contentious or non-contentious, were not adjudicated appropriately - for example, the reason for separation, including contradictions, was not clarified with all relevant parties; documentation/fact-finding or rationale was not on file, incomplete, inaccurate or not relevant; or the Policy on Levels of Decisions was not applied correctly.
81	The data displayed on the Support System for Agents, the Employment History File, the Record of Employment Capture Module and the National Workload System was entered incorrectly.
63	Inadequacies or inconsistencies with information provided by the client, employer and other sources were not followed up and/or explained satisfactorily.

In order to resolve these types of errors, an analysis will be conducted to determine the causes with the intent to minimize the frequencies.

With a continual focus on quality, it is expected that the PRAR accuracy rate will stay above the 80% national target and will continue to rise.

### *Individual Quality Feedback*

The Individual Quality Feedback (IQF) review is an internal Service Canada quality check assessing processing accuracy at the individual level. Reviewers sample an average of 10 to 20 random case files handled by each agent to verify accuracy and consistency. The results of these reviews help identify when training or additional coaching is required.

IQF launched in FY1617 and remains an important program in the suite of Quality Assurance tools. As part of departmental continuous improvement efforts, several enhancements to the IT platform and review tools utilized in this program are currently underway. These enhancements will increase the consistency of feedback provided to staff and greatly reduce the effort required to review files. The new IT platform will include an automated file upload process and random selection tool, pre-defined error and observation codes, increased reporting, and analysis capability. Once operationalized, these tools will have a direct impact on the quality of the work performed by processing staff as they will receive constructive and positive feedback they can utilize to improve services to Canadians.

## **4.4 Specialized call centres**

Claimants and employers sometimes have questions that cannot be answered by the general information on the website or by calling 1 800 O-Canada. The EI specialized call centres are available to answer specific questions about an individual's claim. Employers may call the Employer Contact Centre (ECC) to get help and guidance. This section describes the availability of the specialized call centres to respond to those specific needs.

Two major events affected the operation of the specialized call centres this year:

- Budget 2016 provided funding to improve services to EI clients; and
- The results of the Service Quality Review provided information about the specific improvements Canadians want.

During this reporting period, specialized call centres focused on responding to the following recommendation from the Service Quality Review:

"The Panel recommends that the Department provide the necessary resources and flexibility in the short-, medium-, and long-term to improve call centre service quality while engaging the necessary private sector call centre expertise to assist in developing a long-term, high-quality, and cost-effective call centre improvement plan. This plan should include best practices and modern technology and factor in best value for money, enabling the kind of high-quality service citizens expect and need and that employees would like to deliver."

#### 4.4.1 Overview of call centre performance

##### *Employment Insurance specialized call centres*

The EI Specialized Call Centre<sup>9</sup> network consists of ten call centres. It is the primary point of contact for EI client specific enquiries relating to the application process, status, benefit eligibility and delivery. Calls are distributed across the network, based on availability of resources, regardless of from where in the country they are coming.

Call centres are equipped with an Interactive Voice Response (IVR) system. The IVR allows clients to self-serve for some transactions, including application status, payment details and completing bi-weekly declarations. The total EI call volume reached almost 25.6 million calls during the current reporting year. Almost 65% of these calls (16.6 million) were resolved in the IVR without the need to speak to an agent, compared to 61% the previous year.

Specialized agents are available to help and guide clients through issues that cannot be resolved by self-service. For example, clients can call specialized agents to declare specific types of earnings including wage loss insurance and severance pay.

With investments from Budget 2016, the equivalents of 384 full-time call centre agents were added to increase access to the EI Specialized Call Centres. Over a two-year period beginning in FY1617, the \$73 million from the Budget was used to retain 166 existing fully trained full-time agents and hire 218 new incremental ones. When compared to results prior to the Budget 2016 investment, call centre agents were able to answer 4.6 million calls (646, 074 more than the previous year), compared to 3.4 million calls in FY1516. Because of this increased capacity, significantly more Canadians were able access the information and support they needed.

Not only were more calls answered, but also they were answered more quickly, meaning improved wait times for clients. Although the published service level target for the EI specialized call centres is to answer 80% of calls within 10 minutes, the Budget 2016 commitment was to improve service level to 65% of calls answered in ten minutes by the end of March 2017 and to maintain an annualized average of 65% for FY1718. For the month of March 2017, the Department exceeded its commitment by achieving 83% service level and in FY1718, 73% of calls were answered within this 10-minute timeframe, an increase from the previous year's 48% and prior to Budget 2016 where service level was 37% for

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<sup>9</sup> EI Specialized Call Centres agents respond to enquiries specific to recipients' or applicants' EI files. Calls are triaged depending on the issue and level of complexity of the enquiry. EI call centre agents resolve enquiries by providing claim-specific information, performing administrative file maintenance (for example, changing an address or direct deposit information), or adjudicating a wide variety of contentious and non-contentious issues (such as, claim calculation, reason for separation).

FY1516. On average, calls were answered in just over 6 minutes, as compared to 11.5 minutes in FY1617 and 13.6 minutes in FY 1516.

In consideration of its funding level, EI call centres must sometimes limit access to an agent to avoid excessive wait times or possible end-of-day disconnections. However, in FY1718 more clients were able to reach a call centre agent because of the additional hiring facilitated through the Budget 2016 funding. This reporting year, calls for which a client could not access an agent decreased from roughly 10.3 million prior to Budget 2016 to 3.6 million. It is a reduction of roughly 65% over the 2 years as a result of Budget 2016 funding. Abandoned calls also decreased; they dropped by 394,433<sup>10</sup>, or about 37% over 2 years (See Table 4).

Table 4: Client attempts to contact a call centre agent

Fiscal Year	FY1516	FY1617	FY1718
Call answered by an agent	3,418,976	3,961,890	4,607,964
Calls for which a client could not access an agent	10,272,442	6,870,008	3,597,707
Abandoned calls	1,107,348	1,086,340	691,907

Source: Employment and Social Development Canada.

Budget 2016 provided funding to improve EI call centre accessibility to 60% by the end of March 2017 and to maintain an annualized average of 60% for FY1718. In FY1617, the Department exceeded its Budget 2016 commitment by reaching 80% accessibility<sup>11</sup> for the month of March 2017 and an annualized average of 61% accessibility in FY 1718. This improved accessibility and reduced wait times ensure that Canadians calling for assistance with EI are able to more easily access and get the help they need in a timely manner to ensure they receive the benefits to which they are entitled. Of note, the EI call centre Interactive Voice Response (IVR) was nearly 100% accessible, which is consistent with recent years.

The EI call centre performance resulting from the Budget 2016 investment addresses the initial component of the Service Quality Review recommendation to ensure the necessary resourcing to improve call centre service quality. With Budget 2018's investment of \$127.7 million, the Department has also received funding to maintain the agent level of Budget 2016 and to increase its performance further, thereby continuing to maintain and improve Canadians' access to EI Specialized Call Centre agents.

#### Nature of enquiries

The top five main reasons clients requested agent assisted services were:

1. enquiries regarding the status of a claim/decision (includes claims/decisions within or not the timeframes, as well as Initial, revised, renewals);
2. claimants declaring a condition that affects their availability;
3. enquiries about entitlement conditions for EI benefits, unrelated to a claim;
4. guidance on how to file their application; and
5. claimants declaring earnings received, such as vacation pay.

<sup>10</sup> An abandoned call occurs when a client waiting to speak with an agent hangs up in some cases to call back later or to use a self-serve option.

<sup>11</sup> Agent accessibility represents the percentage of call attempts that reach a call centre queue in order to wait to speak to an agent. It is important to note that a single client may represent multiple call attempts to the call centre.

The most notable change was an increase of 3.25% of clients wanting to know the status of their claim or decision in comparison to FY1617.

The majority of clients' telephone enquiries are resolved at the call centre. Requests that are not well suited to be handled efficiently within a call centre environment are sent to the processing area for appropriate follow-up.

Specialized call centres track the volume of calls resolved at first point of contact. The call is considered resolved if the agent was able to address the client's enquiry during the telephone interaction. It is important to note that it does not measure client satisfaction and is an internal organizational performance indicator. During this reporting year, the percentage of calls that were resolved by a call centre agent with no additional follow-up required dropped by 2.8% to 80.7%.<sup>12</sup> This reduction appears to be linked to the increased volume of claim status enquiries, and may also be linked to the change in the nature of enquiries as EI call centres become more accessible to clients.

### *Employer Contact Centre (ECC)*

Launched in June 2011, the Employer Contact Centre (ECC) provides enhanced services to employers through an accessible, national, single point of contact. The three ECC sites are located in Vancouver, British Columbia; Bathurst, New Brunswick; and Sudbury, Ontario.

Employers contact the ECC to obtain information and assistance on a variety of service offerings. Employers call for a variety of reasons, from ordering Records of Employment (ROE) forms to getting information on Work-sharing.

In FY1718, the following are the top five reasons employers called the ECC to speak to an agent for assistance<sup>13</sup>:

1. To order paper ROE forms;
2. To enquire about ROE Web registration and login;
3. To receive guidance about block specific information on ROEs;
4. To receive guidance on how and when to issue an ROE; and
5. To enquire about the status of an application for the Temporary Foreign Worker Program.

The ECC answered 479,070 calls in FY1718, compared with 558,596 calls in FY1617. Some of the possible causes of this decrease are EI call centres' improved accessibility, enhancements to ROE Web, and an increase in ROE Web registration

In FY1718, 16.1% of ECC's total call volume had to be referred to other programs or departments, as they were non-ECC related enquiries. 6.8% of the total call volume were referrals to EI that were not employer based (e.g. employees). With the implementation of the Hosted Contact Centre Solution in FY1819, an ECC Interactive Voice Response system may reduce these misdirected calls by automatically redirecting certain calls to the EI call centre.

The most common reason for calls is to order paper ROEs. Service Canada will continue to monitor call driver trends to see if promotion of electronic services reduces these calls. The ECC plays a key role in promoting ROE Web to employers, which will be enhanced by incorporating specific promotional messages in the new Interactive Voice Response system.

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<sup>12</sup> The calculation formula used to determine the percentage of calls that were resolved by a call centre agent has been refined which led to a reduction of 0.2% to 83.5% for the previous year's results.

<sup>13</sup> In previous Monitoring and Assessment reports, referrals to other programs or departments have been listed as a reason for call. As these calls are not within the mandate of the ECC, they have not been included as a reason for call this year, but rather are addressed separately in the report.

#### 4.4.2 Call Centre Improvement Strategy

As part of its ongoing response to the recommendations of the Service Quality Review, the Department is advancing its Call Centre Improvement Strategy. This strategy is a transformation initiative that will leverage industry best practices and implement ongoing business and technology improvements to increase accessibility and enhance services to clients. The Strategy includes a number of key components such as:

**Call Centre Platform:** ESDC is planning for the implementation of a Hosted Contact Centre Solution (HCCS), a modern and supported technology that will enhance functionalities to support the Department's future business requirements. In April 2017, ESDC began working with the HCCS vendor and federal government partners. Since then, ESDC has undertaken detailed discovery and design sessions and developed an implementation schedule for EI and ECC contact centre migrations. The Department has completed a significant redesign of the IVR system to simplify and clarify messages content and structure. In addition, the Department engaged with employers on the design of the IVR system for the ECC. It has also consulted with external organizations regarding industry best practices. Objectives in FY1819 include completing the functional design specifications, testing the EI IVR design with clients and completing the migration of the ECC.

**Accountability Framework:** The new call centre Accountability Framework was launched in January 2018 as a pilot to allow transition and further refinement of targets, measures, and reporting. It includes key performance metrics (e.g. Financial Management, Productivity, Quality, Client Satisfaction and Employee Satisfaction) which help monitor Service Canada's overall performance, take corrective measures where necessary, and assist in achieving improved service quality for Canadians.

**Call Driver Root Cause Analysis:** Since FY1516, Service Canada has conducted an annual Call Driver Root Cause Analysis to understand better why clients contact the call centre and promote service enhancement recommendations. FY1718 recommendations align with those made in FY1516: implement an enhanced telephony platform, increase online self-service options, and better manage client enquiries once received. Ongoing consultation with stakeholders within Service Canada is currently advancing the implementation of these recommendations.

**Review of New Employee Training:** In March 2018, a working group was created to review the New Hires Call Centre Curriculum for EI. This group's mandate is to identify areas of improvement to training in order to increase the knowledge of call centre agents on the most common types of calls, and reduce the post training learning curve. ESDC is also working to develop a standardized post training strategy for new call centre employees, to facilitate the transition of new call centre employees from in-class learners to independent call centre agents. These efforts seek to improve client service through a better-trained and supported workforce.

**National Quality and Coaching Program:** The Department has undertaken an internal review of the National Quality and Coaching Program for Call Centres to identify opportunities to improve current practices by leveraging industry best practices, with a goal to enhance the client experience and explore the potential of the HCCS. Recommendations will be put forth to continue enhancing and shaping the future of the call centre quality program in FY1819.

#### 4.4.3 National Quality Coaching Program for Call Centres

The National Quality Coaching Program ensures that clients receive consistent high quality service from specialized call centres, through the regular monitoring and coaching of agents.

The National Quality Coaching Program for Call Centres is part of the mechanisms that ESDC uses to make sure that clients are receiving high quality service. It complements the Processing Accuracy Review, which assesses the accuracy of transaction processing (see [Section 4.3.4](#)). In FY1718, EI call centre agents had a processing accuracy rate of 94%, well surpassing the target of 80%.

Agent calls are monitored on an ongoing basis and regular feedback is provided to ensure that agents provide accurate and complete information. Feedback may include coaching and the development of training plans tailored to individual needs. Additional monitoring can then be done as part of these plans to ensure continued performance improvements. National sessions are held on a regular basis to make sure that monitoring criteria are being applied the same way across all call centres.

Calls to the EI Specialized Call Centres are evaluated in terms of specific elements of the call. These elements include the greeting, the authentication of the client, the resolution of the client's need, and the closing. Each element is categorized as meeting, partially meeting<sup>14</sup>, or not meeting quality expectations. In FY1718, 86% percent of the reviewed calls had an overall call score of meeting or exceeding quality expectations, or partially meeting expectations with only minor improvements required. For the specific element "Provides Accurate and Complete Information" which is a key indicator of the result achieved for the client, 88% of calls met or partially met quality expectations, with only minor improvements required.

Agent responses to calls to the ECC are assessed using the same elements. Ninety-two (92) % of calls monitored from the ECC, had an overall call score that was categorized as meeting or exceeding quality expectations, or partially meeting expectations with only minor improvements required. Ninety-three (93) % of calls met or partially met quality expectations for providing "Accurate and Complete Information" with only minor improvements required.

## 4.5 Recourse

Clients or employers may not agree with the decision made on an application. They may request that Service Canada reconsider the decision as Service Canada processes the requests on behalf of the Canada Employment Insurance Commissions (CEIC). If the client or employer remains unsatisfied with the reconsideration decision, he or she may file an official appeal with the Social Security Tribunal of Canada. This quasi-judicial, arms-length tribunal will review the decision. More information about recourses processing is available in this section.

### 4.5.1 Employment Insurance requests for reconsideration

EI clients who disagree with a decision related to a claim for benefits have the right to request a reconsideration of that decision within 30 days from the date the decision was communicated, or at a later time that the CEIC may allow. A formal request for reconsideration of a decision provides clients with a review of the decision, including the opportunity to submit new or additional information. Service Canada, on behalf of the CEIC, will review its decision to ensure that it is based on the accurate interpretation of legislation, program policies and jurisprudence, and is supported by complete information. The review is performed by a different Service Canada employee than the one who made the initial decision.

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<sup>14</sup> "Partially meets expectations" is used when an agent addresses the fundamental criteria associated with that indicator, but a need for minor improvement is identified.

In FY1718, the CEIC received 49,618 requests for reconsideration and completed 50,069. The reconsiderations included requests submitted in FY1617.

Table 5: Requests for Reconsiderations

Source of request	Number of requests
Requests received from claimants	48,677
Requests received from employers	792
Requests received from other clients*	149
<b>Total requests received</b>	<b>49,618</b>

\*Other client is any person who is subject to a decision of the Commission and is not a claimant or an employer

Source: EI administrative data

The CEIC aims to complete requests for reconsideration reviews within 30 days from receipt of the request. The average time for completion was 29 days, with 67.3% of requests completed within the 30-day target (provided in detail in table below).

The CEIC's ability to make a decision regarding requests for reconsideration in a timely manner in FY1718 was 7.6% higher than the previous fiscal year. Clients waited in average 29 days, which is a decrease of 6 days compared to the previous year.

Table 6: Reconsideration service levels

Service	Service level
<b>Requests completed</b>	<b>50,069</b>
Percentage of requests completed within 30 days	67.3%
Average time for completion (days)	29
Percentage of initial decisions reverse or adjusted following review	49.9%

Source: EI administrative data

The *EI Act* allows clients to seek recourse on almost any decision related to a claim for benefits. While there are over 50 types of decisions or issues that can be subject to recourse, clients most frequently challenge the decision over six issues, as shown in Table 7. These issues generally involve a complete denial of benefits, such as a disqualification for voluntarily leaving employment without just cause, or a financial sanction for misrepresentation.

Table 7: Client most frequently sought formal recourse for the following

Issues	FY1314	FY1415	FY1516	FY1718
Voluntary leaving- without just cause	22.5%	25.0%	25.5%	25.4%
Misrepresentation – penalty	7.3%	6.5%	7.0%	8.7%
Non availability for work	8.6%	9.5%	9.4%	8.9%
Benefit period not established	12.7%	14.1%	13.3%	11.5%
Misconduct	9.6%	10.2%	10.3%	9.5%
Earnings	10.5%	6.9%	7.7%	8.1%

Source: EI Administrative data

#### 4.5.2 Employment Insurance appeals and the Social Security Tribunal of Canada

The Social Security Tribunal (SST) of Canada is an independent administrative tribunal that makes quasi-judicial decisions on matters relating to the Canada Pension Plan, the *Old Age Security Act* and the *Employment Insurance Act*. The SST was created in April 2013 replacing the previous administrative tribunal systems including the Board of Referees. It operates at arm's length from the Department and the Canada Employment Insurance Commission (CEIC). For more information about the management of the SST, please visit their website at <https://www1.canada.ca/en/sst/>.

The SST’s mandate is to offer Canadians an efficient, fair and transparent appeals process. It includes two levels of appeals - the General Division and the Appeal Division. All appeals to the SST must start with the General Division, first level of appeal. The General Division is comprised of two sections – one for deciding matters related to employment insurance (General Division-EI) and the other to income security (General Division-Income Security).

All decisions made by the General Division can be appealed to the Appeal Division of the SST, second level of appeal. A single member makes all decisions by the General and Appeal Divisions. For the purposes of this report, only Employment Insurance appeals to the General Division and the Appeal Division are examined.

### *SST - General Division, Employment Insurance section*

Within 30 calendar days of receipt of the reconsideration decision, a client who disagrees with a reconsideration decision made by the CEIC regarding a claim for EI benefits can dispute this decision before the SST’s General Division, EI section.

On behalf of the CEIC, Service Canada is responsible for providing the General Division-EI with the reconsideration file. The reconsideration file includes all relevant documents used in making and reviewing the initial decision. When requested, CEIC will also answer any questions or requests for additional information from the SST member and may participate in appeal hearings.

### *Service standards and performance*

CEIC, through Service Canada, is required to provide the General Division-EI with all relevant documents and its representations on the issue under appeal within 7 days from the time it is notified of an appeal, as legislated. For this reporting period, 99% of reconsideration files were sent to the General Division-EI within the 7 days.

For the purposes of performance measurement, the SST manages and tracks EI appeals in two categories: regular and group appeals. A group appeal includes more than one claimant appealing decisions rendered in the same or a similar matter. For example, when multiple claimants of the same employer lose their jobs under similar circumstances and do not agree with the reconsideration decision, the SST considers the appeals as one appeal. Group appeals tend to be more complex and require more time to complete.

As of September 1, 2015, the SST has a service standard for all new cases referred to the General Division. Clients can expect a final decision within 90 days of the appeal being filed, 85% of the time. This service standard applies to regular (non-group) appeal cases. However, to align with the Regulations, the SST aims to issue its decisions within 30 days after the date of the hearing.

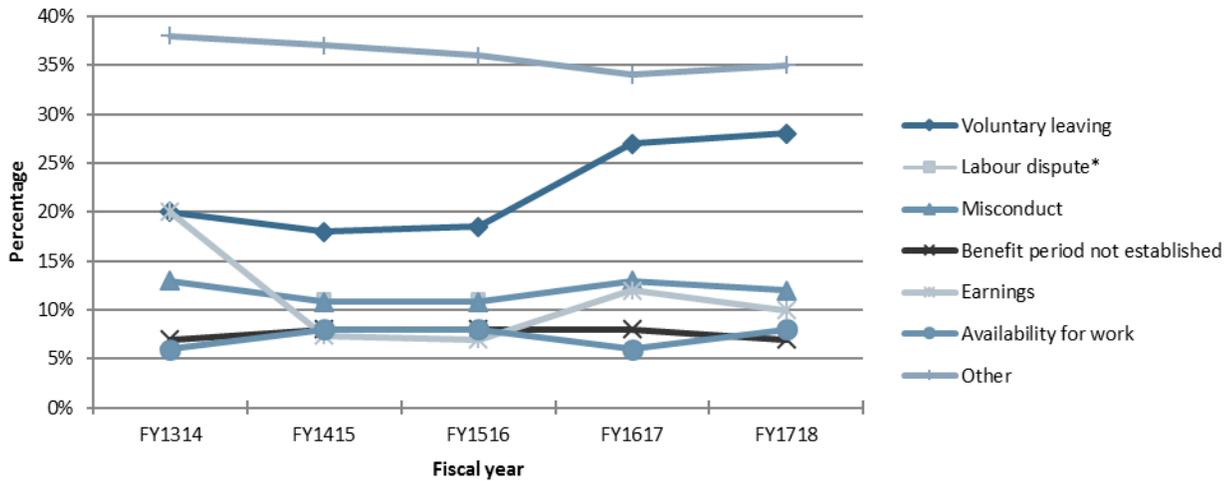
In FY1718, the SST met the service standard 11% of the time as opposed to 12% of the time in FY1617. On average, it took 189 days to process all appeals (including groups) from the time a client registered a complete appeal until a decision was made.

Table 8: EI appeals to the SST – General Division

<b>Appeal information</b>	<b>Number</b>
Appeals received including group appeals* *Group Appeal counts as one	3,678
Group appeals (Which represents 208 appellants)	13
<b>Appeals finalized</b>	3,796

During FY1718, the issues most frequently appealed to the General Division, EI Section, remained consistent with previous years (see chart 7).

Chart 7: EI issues most frequently appealed to the SST – General Division

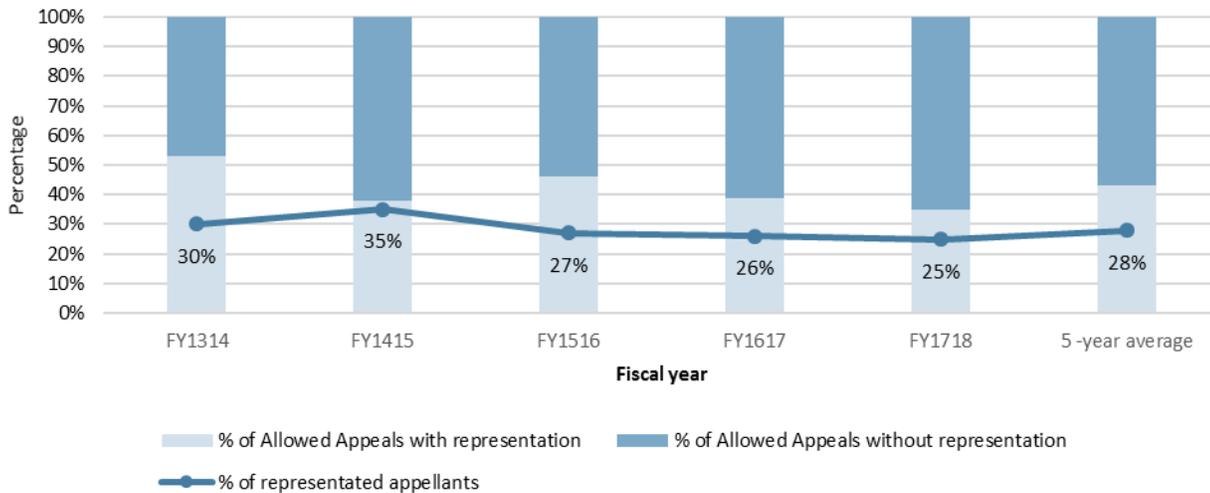


\* Labour Dispute statistics are only provided for FY1415 and FY1516 as in the other years Labour Dispute is not among the issues most frequently appealed to the SST – General Division.  
Source: EI administrative data

At each level of appeal, clients can represent themselves before the Tribunal. Clients also can retain a representative to assist them during the appeal process. Charts 8 and 9 below illustrate the percentage of clients that had representation before the SST. From year to year, the percentage of represented clients remains relatively the same.

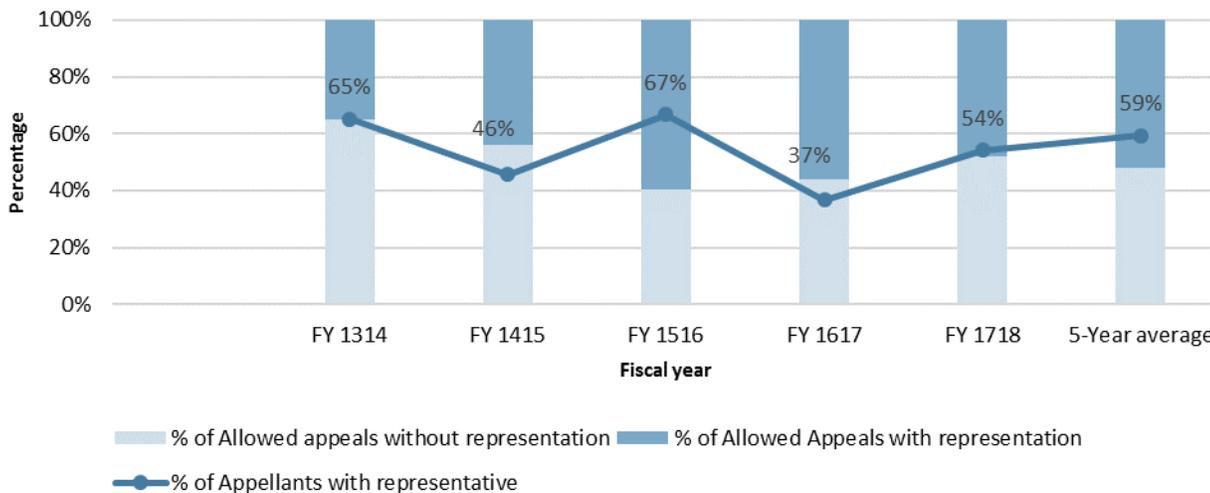
Charts 8 and 9 indicate that the success rate of appeals with and without representation is about equal for both the General and Appeal Divisions of the SST. For instance, 24% of all appeals to the General Division are favorable to appellants. In 43% of cases, appellants are represented and 57% are unrepresented appeals. Similarly, before the Appeal Division, 29% of overall appeals are favorable to appellants. In 52% of cases, appellants had a representative and other 48% are unrepresented appeals.

Chart 8: Client representation at the SST before the General Division



Source: EI administrative data

Chart 9: Client representation at the SST before the Appeal Division

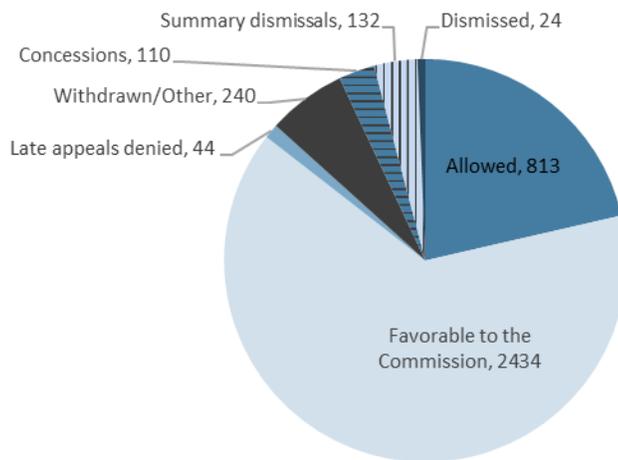


Source: EI administrative data

At the conclusion of the appeal, the Tribunal will make a written decision. The chart below shows the number of SST decisions by possible outcomes:

- Allowed - decision is in the client's favour
- Favorable to the Commission – decision is not in the client's favour
- Concessions - Service Canada recommends that the Tribunal allows the appeal
- Late appeals denied – the Tribunal refuses the appeal filed beyond the 30-day deadline
- Summary dismissals – the Tribunal decides, based on the information in the file, that the appeal has no reasonable chance of success
- Withdrawn/Other – client either withdraws or abandons his appeal

Chart 10: Outcomes of the 3,797 regular EI appeals



Source: EI administrative data

### *SST - Appeal Division*

When a party to the appeal, the claimant, employer or the CEIC, disagrees with the decision made by the General Division, it may dispute this decision before the SST's Appeal Division, the second level of appeal.

With the exception of appeals summarily dismissed by the General Division, the first step before the Appeals Division is to file an application for leave to appeal. This means asking the Appeal Division for permission to appeal the decision of the General Division. The Appeal Division will consider a request based on one of the following grounds:

- The General Division failed to observe a principle of natural justice;
- The General Division erred in law in making its decision; or,
- The General Division based its decision on an erroneous finding of fact.

### *Service standards and performance*

The Appeals Division has committed to the following Service Standards for appeals (not including group appeals):

- Decisions on leave to appeal will be made within 60 days, 85% of the time.
- Final decisions will be made within 7 months of the date the leave to appeal was granted.

The service standards do not apply to group appeals, constitutional cases, late appeals, appeals in abeyance or those with added parties, which are generally more complex and thereby require more time to complete.

In FY1718, 87% of leave to appeal decisions were issued within 60 days of the application for leave including group appeals. Also, 76% of final leave decisions were issued within the 7 months of granting leave to appeal, including group appeals. In FY1718, the service standards were met at the same rate as the previous year (89% and 75% respectively). On average, it takes 10 months from application to decision.

At the end of the FY1718, the Appeals Division's inventory included 145 group appeals and 110 individual appeals.

Table 9: EI Appeals to the SST - Appeal Division

Applications and Appeals Status	Number
Total applications for leave to appeal and appeals received	416
Total applications for leave to appeal and appeals completed	803
Applications for leave to appeal denied	102
Appeals withdrawn, dismissed or concluded for other reasons	589
Appeals allowed (decision favourable to appellant)	109

Source: EI administrative data

### *Social Security Tribunal (SST) Review*

In FY1718, the SST underwent a review ordered by the Minister, Families, Children and Social Development to ensure it met the needs and expectations of Canadians. The review was in response to a series of reports that found that the appeals process took too long, particularly for EI claimants. The goal of the exercise was to review the overall recourse process, to assess its efficiency, fairness and transparency and to identify improvements.

The SST Review examined the SST governance and operational structures, costs, efficiency, client satisfaction, fairness and transparency, as well as its legislative and regulatory framework and policies. In order to ensure an overall perspective of the SST operations from diverse viewpoints, public consultations were conducted in locations across Canada as well as with the EI Commissioners, ESDC, the SST and the Administrative Tribunals Support Service of Canada (ATSSC). Online surveys, written submissions, and focus groups were also used.

The final Report of the SST Review,<sup>15</sup> released in January 2018, made the following recommendations:

1. Implement a suite of changes that will shift the orientation of the SST to a client-centric model and culture;
2. Align the structure of the appeals processes with the characteristics of the benefits programs they support, while providing an appeals process that clients see as fair and transparent;
3. Minimize complexity to better serve client needs, and where required, provide assistance to help clients navigate complex interactions;
4. Strengthen the appeals system by formalizing engagement strategies to better involve stakeholders;
5. Define and clarify ESDC, SST and ATSSC roles and responsibilities with respect to how they work together to achieve government objectives while serving clients;
6. Make more effective use of ATSSC employees by increasing the scope of support services and support to Members; and
7. Establish an integrated accountability and reporting framework from reconsideration through appeals that incorporates all parties' contributions to an effective and efficient recourse process.

### *Responding to the Social Security Tribunal (SST) Review*

Building upon the recommendations of the Review, as of March 2018, the Government is committed to developing a comprehensive action plan that focuses on improvements that are important to Canadians and stakeholders: providing a recourse process, which is client-centric, faster and simpler. It will include concrete solutions to shorten processing time for EI appeals.

<sup>15</sup> The full SST Review Report is available at: <https://www.canada.ca/en/employment-social-development/corporate/reports/evaluations/social-security-tribunal-review.html>

This action plan will also include options that go beyond the recommendations of the Report to ensure the overarching objectives of providing a recourse system that meets the needs of Canadians.

Since publication of the final Report of the SST Review, the SST has been proactive in assessing a number of changes that could be implemented in the short term to reduce the wait time, particularly for EI appeals and to offer better support to appellants during the appeal process. Some of these changes include:

- Redesigning forms to make them more user-friendly;
- Streamlining application requirements to get appeals moving faster;
- Using different ways to communicate with parties, that previously led to delays;
- Providing more and better information on processes and supports available to clients online; and
- Providing new guidance to members on writing decisions letters in plain language to aid in clients' understanding.

Further to the consultations completed during the Review, ESDC and SST will continue to engage stakeholders in the communities through collaborative discussions, to help inform the development of options for improvements throughout the recourse process. Engagement with stakeholders will be designed to seek their views on the recommendations put forth from the Review as well as to provide an opportunity to bring forward potential changes beyond those of the Review. Stakeholders will continue to have a role in shaping the renewal of the recourse process, as changes are explored and implemented.

#### *Additional Information on the Social Security Tribunal (SST)*

For more information on the Appeal Division decisions and a selection of General Division decisions rendered by the SST, please visit the following sites:

- The Social Security Tribunal website
- The Canadian Legal Information Institute

For detailed information about the Tribunal's service standards, performance and the Tribunal Appeal Service Improvement, please refer to the Social Security Tribunal website.

## **4.6 Benefit payments: getting, keeping and making it right**

Canadians expect sound stewardship and accountability from the EI program. ESDC has well-established activities, processes, and tools in place to prevent, detect and manage error, fraud and abuse so that the right benefits are paid to the right person, in the right amount. These efforts strengthen the integrity of ESDC programs and demonstrate effective and prudent stewardship of public resources.

### **4.6.1 Administrative reviews and investigations**

Integrity activities in ESDC focus primarily on detection activities using a variety of tools and processes to help identify and address error, fraud and abuse. The most significant of these activities are directed towards conducting administrative reviews and investigations.

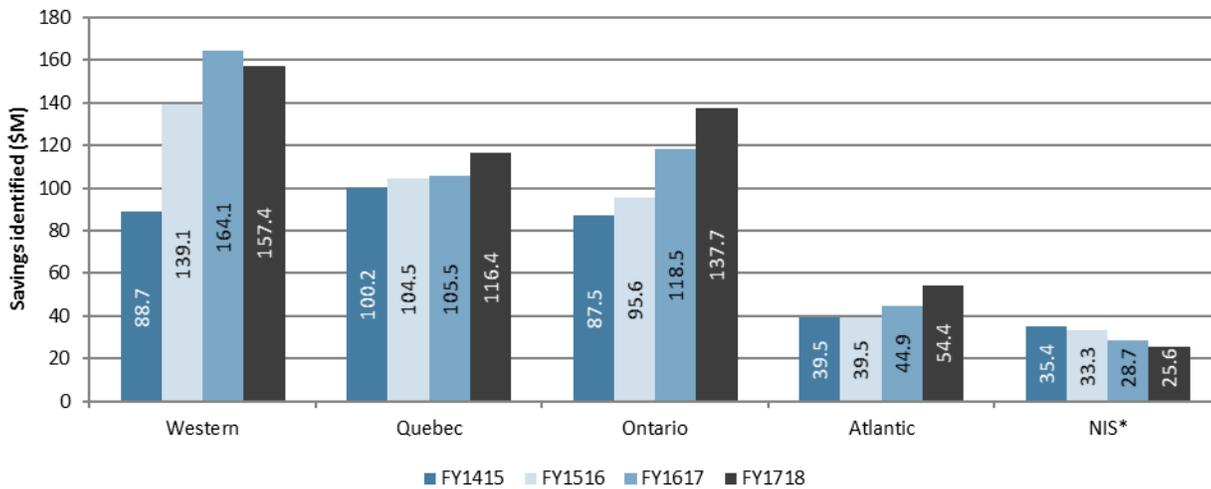
During the reporting year, close to 352,000 administrative reviews and investigations were conducted into suspected error, fraud and abuse of the EI program. These efforts found that the most common type of unintentional error was made when claimants incorrectly declared their work and earnings, while the most common types of intentional error

were when a claimant knowingly failed to declare their work, earnings, or self-employment income; failed to declare periods when unavailable for work; and/or failed to report absences from Canada.

Because of these administrative reviews and investigations, ESDC has saved \$491.5 million from the EI Operating Account (see Chart 11).<sup>16</sup> The savings amount reflects a combination of overpayments, penalties, as well as, the prevention of future ineligible payments. These efforts benefit both employee and employer payers of EI premiums as the savings reduce the overall cost of the EI program when overpayments are recuperated. ESDC uses several methods to recover funds from EI claimants who have been overpaid. This includes the automatic recovery of monies from active EI benefit claims (either the full amount or an agreed upon partial deduction), voluntary cash payments or the collection of the debt by the Canada Revenue Agency through an agreed upon repayment schedule. When the claimant is capable of paying but collection efforts have failed, ESDC can recover monies owing through an income tax refund or income tax reversal, a garnishment of wages and other income, or bank deposits. As a last resort, ESDC can seek federal court certification where the court converts the money owing from an EI overpayment into a civil judgment debt, recoverable by a seizure of assets.

ESDC's Transformation efforts, such as Benefits Delivery Modernization (BDM - see [Section 4.1.1](#) and [Section 4.1.2](#)), represent an opportunity to engage newer technologies within the Integrity process. Through the design of a more proactive approach and the use of analytical tools, BDM will further improve the accuracy of payments, and ensure stewardship and increased consistency of decisions.

Chart 11: Total net savings identified (\$M) due to integrity activities



\* NIS: National Investigative Services (NIS). Cases dealing with unreported absences from Canada while on Employment Insurance, and the Report on Hirings program are centrally managed through Integrity's NIS centre in Miramichi, New Brunswick .

Note: The numbers (\$M) have been rounded to the nearest hundred thousand. The national amounts have been calculated using the raw data.  
Source: EI administrative data.

<sup>16</sup> Underpayments are not included in this calculation. They are reported separately.

#### 4.6.2 Claimant information sessions

In addition to administrative reviews and investigations, integrity activities also include outreach and prevention activities, such as Claimant Information Sessions. The purpose of these sessions is twofold, to provide claimants with information on programs and services available to help them find suitable employment; and to inform them about their rights and obligations regarding the EI program requirements and the consequences of abusing the system (namely, penalties or prosecutions).

ESDC held close to 11,000 sessions in FY1718, a decrease of 0.31% over the previous fiscal year (See Table 10), however ESDC directed over 110,000 EI claimants to attend a session, which resulted in an increase of about 0.24% over the previous fiscal year. Claimants were identified and directed to a session based on the local job demand in their previous occupation and the availability of work.

Table 10: Number of Claimant Information Sessions over the last three fiscal years

Claimant Information Session FY1415 to FY1718	FY1415	FY1516	FY1617	FY1718
Number of Claimant Information Sessions	10,195	10,800	11,012	10,978
Percentage change in the number of Claimant Information Sessions from the previous fiscal year	n/a	+6%	+2%	-0.31%

Source: Employment and Social Development Canada.

Attendance at these sessions is mandatory; however, claimants have an opportunity to reschedule if needed. Should claimants not attend or fail to provide evidence of an active job search, their EI benefits could be suspended.

#### 4.6.3 Integrity quality initiatives

In support of efforts to prevent, detect and manage error, fraud and abuse in the EI program, a national quality team helps ensure consistency in integrity investigation activities that take place across the country. The team's work includes ensuring that each of the four regions has quality advisors, quality management plans and consistent monitoring based on national procedures and the *Employment and Insurance Act*.

The accuracy of the Social Insurance Registry is fundamental to all programs and services that use the Social Insurance Number (SIN) to identify clients accurately, including the EI program. Authenticating the identity of clients is crucial to ensuring that the individual requesting services or benefits is the correct SIN holder. The SIN program supports this effort through the use of strict identity and quality management practices designed to ensure that clients applying for a SIN, or updating their SIN records are properly identified and that SIN records are accurate. The SIN program electronically validates the applicant's identity information with the issuing source when performing transactions. When validated, the risk of critical errors when processing SIN transactions is significantly reduced.

#### 4.6.4 Risk management

Enhancing program integrity is fundamental to delivering effective and efficient citizen-centered services and identifying incorrect payments including both under and overpayments. ESDC uses various risk-based strategies to improve the overall integrity of the EI program so that correct payments are made to the right person in the right amount and that resources are directed to higher-risk cases. Higher-risk cases have a higher probability of misrepresentation, abuse, payment errors, or fraud. Potential issues flagged in the early stages of the benefit life cycle allow the Department to allocate scarce integrity resources to higher risk cases, which helps to prioritize investigation activities.

ESDC also has a robust risk analysis function to assess program integrity risks quantitatively and qualitatively and to understand better the root cause of "mispayments". This activity also includes developing appropriate mitigation strategies, including implementing additional controls where required to address any identified vulnerabilities.

Generally, the number of EI administrative reviews and investigations that are conducted annually is in line with the number of cases, which are considered high-risk; however, in any given year the volume might vary slightly based on the changing nature and significance of identified risks.

#### 4.6.5 EI strengthening initiative

Budget 2016 allocated \$21 million over three years, starting in FY1617, to strengthen the EI program by reducing error, fraud and abuse. This increased investment in investigations of high-risk cases has saved \$56.1 million for the EI Account.

The EI Strengthening initiative has consistently outperformed projected targets (currently at 220%), and has already more than doubled the return on its initial three-year investment.

During this time, ESDC has also been developing, testing, and improving its targeting models, which has resulted in the identification of 10,000 additional high-risk cases, which would not have been found using the older model. Additionally, the new model has improved its targeting of cases, increasing the average identified overpayment per case from \$1,100 to \$2,250.

Table 11: Effectiveness of the new targeting models.

Fiscal Year	TBS Savings Target	Actual Savings (\$)
FY1617	\$10.5M	\$15.5M
FY1718	\$18.5M	\$40.6M

Source: Treasury Board of Canada Secretariat Quarterly Monitoring Report

## 4.7 Summary

In FY1718, improvements have been focused on improving clients' experience. Budget 2016 investments set the stage for significant improvements. These improvements were further developed in FY1718, yielding concrete results for EI clients. By securing funding in Budget 2018, ESDC has ensured that it will be able to consolidate the gains made in FY1718 and continue to improve services. Moving forward, ESDC will continue to address the recommendations made in the Service Quality Review and the Review of the Social Security Tribunal, and will implement innovative solutions through service transformation, to continue enhancing the overall service experience for EI clients.



# ANNEX 1

## Key Labour Market Statistics

Annex 1.1	Key labour market statistics – Concepts and definition .....	322
Annex 1.2	Key labour market statistics.....	324
Annex 1.3	Employment by province or territory, gender, age, educational attainment, industry, employment type, class of workers and job permanency.....	325
Annex 1.4	Job vacancies by province or territory, educational level sought, industry, job type, job permanency and vacancy duration .....	327
Annex 1.5	Job vacancy rates by province or territory and industry .....	329
Annex 1.6	Unemployment by province or territory, gender, age, educational attainment, industry, reasons for unemployment and unemployment duration.....	330
Annex 1.7	Unemployment rate by province or territory, gender, age, educational attainment and industry .....	332
Annex 1.8	Average duration of unemployment by province, gender and age .....	334

## Annex 1.1 – Key labour market statistics: Concepts and definitions

Chapter I and Annex 1 provide information on the labour force, employment, unemployment, participation rate, employment rate, unemployment rate, job vacancies and job vacancy rate. These concepts are defined below.

Concept	Definition
<b>Labour force</b>	<p>The <b>labour force</b> is comprised of those members of the civilian non-institutional population 15 years of age and over who were employed or unemployed during the Statistics Canada's Labour Force Survey reference week.</p> <p>Persons who are not in the labour force include those who were either unable to work or unavailable for work. They also include persons who were without work and who had neither actively looked for work in the past four weeks nor had a job to start within four weeks of the reference week.</p>
<b>Employment</b>	<p><b>Employed</b> persons are those who, during the Statistics Canada's Labour Force Survey reference week:</p> <p>a) did any work at all at a job or business, that is, paid work in the context of an employer-employee relationship, or self-employment (it also includes persons who did unpaid family work, which is defined as unpaid work contributing directly to the operation of a farm, business or professional practice owned and operated by a related member of the same household); or</p> <p>b) had a job but were not at work due to factors such as their own illness or disability, personal or family disabilities, vacation or a labour dispute (this excludes persons not at work because they were on layoff or between casual jobs, and those who did not then have a job even if they had a job to start at a future date).</p>
<b>Unemployment</b>	<p><b>Unemployed</b> persons are those who, during the Statistics Canada's Labour Force Survey reference week:</p> <p>a) were without work but had looked for work in the past four weeks (ending with the reference week) and were available for work;</p> <p>b) were on temporary layoff due to business conditions, with an expectation of recall (either because they have a definite date to return to work or because they have an indication from their employer that they will be recalled in the future) and were available for work; or</p> <p>c) had not actively looked for work in the past four weeks but had a job to start within four weeks from the reference week and were available for work.</p>
<b>Participation rate</b>	<p>The <b>participation rate</b> is defined as the labour force expressed as a percentage of the population 15 years of age and over.</p> <p>The participation rate for a particular group (province, gender, age, etc.) is the labour force in that group expressed as a percentage of the population 15 years of age and over for that group.</p>
<b>Employment rate</b>	<p>The <b>employment rate</b> is defined as the number of employed persons expressed as a percentage of the population 15 years of age and over.</p> <p>The employment rate for a particular group (province, gender, age, etc.) is the number employed in that group expressed as a percentage of the population 15 years of age and over for that group.</p>
<b>Unemployment rate</b>	<p>The <b>unemployment rate</b> is defined as the number of unemployed persons expressed as a percentage of the labour force.</p> <p>The unemployment rate for a particular group (province, gender, age, etc.) is the number unemployed in that group expressed as a percentage of the labour force for that group.</p>
<b>Job vacancies</b>	<p>A job is vacant if it meets the following conditions:</p> <p>a) it is vacant on the reference date (first day of the month) or will become vacant during the month;</p> <p>b) there are tasks to be carried out during the month for the job in question; and</p> <p>c) the employer is actively seeking a worker outside the organization to fill the job.</p> <p>The job could be full-time, part-time, permanent, temporary, casual, or seasonal. Jobs reserved for subcontractors, external consultants, or other workers who are not considered employees, are excluded.</p>

<b>Concept</b>	<b>Definition</b>
<b>Job vacancy rate</b>	The number of job vacancies expressed as a percentage of labour demand; e.g., all occupied and vacant jobs.

Sources: Statistics Canada, "Guide to the Labour Force Survey", catalogue no. 71-543-G, Ottawa: Statistics Canada, Labour Statistics Division, 2018. Statistics Canada, "Labour Force Information: September 7, 2018", Catalogue no. 71-001-X, Ottawa: Statistics Canada, Labour Statistics Division, 2018. Statistics Canada, "Guide to the Job Vacancy and Wage Survey, July 12, 2018", Catalogue no. 75-514-G, Ottawa: Statistics Canada, Labour Statistics Division, 2018.

## Annex 1.2 – Key labour market statistics<sup>1</sup>

<b>Labour market characteristics (levels in thousands)<sup>2</sup></b>						
<b>Statistics</b>	<b>FY8788</b>	<b>FY9798</b>	<b>FY0708</b>	<b>FY1617</b>	<b>FY1718</b>	<b>Change (%) FY1617 to FY1718</b>
Population <sup>3</sup>	20,413.8	23,317.5	26,548.9	29,662.1	29,991.2	+1.1
Labour force	13,597.0	15,140.3	17,923.4	19,491.9	19,692.5	+1.0
Employment	12,455.8	13,797.7	16,852.5	18,153.4	18,487.7	+1.8
Unemployment	1,141.2	1,342.7	1,071.0	1,338.5	1,204.8	-10.0
<b>Labour market characteristics (rates in %)</b>						
<b>Statistics</b>	<b>FY8788</b>	<b>FY9798</b>	<b>FY0708</b>	<b>FY1617</b>	<b>FY1718</b>	<b>Change (p.p) FY1617 to FY1718</b>
Unemployment rate	8.4	8.9	6.0	6.9	6.1	-0.8
Participation rate	66.6	64.9	67.5	65.7	65.7	0.0
Employment rate	61.0	59.2	63.5	61.2	61.6	+0.4

Note: Data may not add up to the total due to rounding. Fiscal year data in this annex are the annual average of unadjusted monthly estimates produced by Statistics Canada.

<sup>1</sup> Statistics exclude the territories.

<sup>2</sup> The years reviewed in this annex prior to FY1718 correspond to the immediate previous year and in decrements of ten years in the past, in order to compare changes in these indicators over a longer period of time.

<sup>3</sup> Number of working-age persons, 15 years of age and older.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0287-01.

Annex 1.3 – Employment<sup>1</sup> by province or territory, gender, age, educational attainment, industry, employment type, class of workers and job permanency (levels in thousands)

Characteristics <sup>2</sup>	FY8788	FY9798	FY0708	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Province or territory</b>						
Newfoundland and Labrador	192.8	190.1	218.6	231.3 <sup>f</sup>	223.6	-3.3
Prince Edward Island	53.5	58.8	68.5	71.9	74.3	+3.3
Nova Scotia	363.2	386.1	447.7	447.1	450.6	+0.8
New Brunswick	283.5	311.1	359.4	352.8	353.1	+0.1
Quebec	3,044.2	3,188.0	3,862.7	4,156.8	4,242.5	+2.1
Ontario	4,953.9	5,338.2	6,569.4	7,024.5	7,155.6	+1.9
Manitoba	506.2	527.2	594.9	635.2	645.0	+1.5
Saskatchewan	462.5	468.3	506.8	569.0	567.2	-0.3
Alberta	1,198.2	1,468.6	2,007.1	2,263.3	2,298.4	+1.6
British Columbia	1,398.0	1,861.3	2,217.3	2,401.5 <sup>f</sup>	2,477.6	+3.2
Yukon	N/A <sup>3</sup>	15.2	17.5	20.7	21.2	+2.4
Northwest Territories	N/A	N/A	23.0	22.3	21.2	-4.9
Nunavut	N/A	N/A	10.1	13.5	13.4	-0.7
<b>Gender</b>						
Men	7,084.2	7,523.7	8,887.0	9,496.2	9,676.0	+1.9
Women	5,371.7	6,274.0	7,965.4	8,657.1	8,811.7	+1.8
<b>Age category</b>						
15 to 24 years	2,585.2	2,028.2	2,614.3	2,430.8	2,463.8	+1.4
25 to 54 years	8,615.9	10,413.9	11,690.3	11,946.0	12,091.7	+1.2
55 years and older	1,254.8	1,355.6	2,547.9	3,776.7	3,932.1	+4.1
<b>Educational attainment</b>						
Less than high school <sup>4</sup>	N/A	2,521.4	2,180.7	1,592.4	1,571.9	-1.3
High school diploma <sup>5</sup>	N/A	4,149.2	4,834.0	4,631.2	4,713.4	+1.8
Post-secondary certificate or diploma <sup>6</sup>	N/A	4,549.2	5,911.2	6,488.2	6,538.9	+0.8
University degree <sup>7</sup>	N/A	2,577.9	3,926.6	5,441.5	5,663.5	+4.1
<b>Industry</b>						
<b>Goods-producing industries</b>	<b>3,671.1</b>	<b>3,601.0</b>	<b>3,964.2</b>	<b>3,823.1</b>	<b>3,904.0</b>	<b>+2.1</b>
Agriculture, forestry, fishing and hunting	566.0	526.2	418.4	350.2	344.4	-1.7
Mining and oil and gas extraction	187.4	186.2	258.9	260.1	266.2	+2.3
Utilities	116.8	113.1	141.2	137.0	132.4	-3.4
Construction	742.3	727.3	1,152.7	1,389.9	1,420.0	+2.2
Manufacturing	2,058.7	2,048.0	1,993.0	1,685.9	1,741.0	+3.3
<b>Services-producing industries</b>	<b>8,784.8</b>	<b>10,196.7</b>	<b>12,888.3</b>	<b>14,330.3</b>	<b>14,583.6</b>	<b>+1.8</b>
Wholesale trade	420.6	456.3	626.0	687.4	665.4	-3.2
Retail trade	1,589.0	1,661.8	2,052.1	2,068.8	2,153.9	+4.1
Transportation and warehousing	641.1	703.4	830.6	913.1	955.6	+4.7
Finance and insurance	543.0	622.0	747.7	821.2	823.8	+0.3
Real estate and rental and leasing	231.8	237.8	304.2	320.2	348.3	+8.8
Professional, scientific and technical services	501.8	795.9	1,143.0	1,398.8	1,454.6	+4.0
Business, building and other support services <sup>8</sup>	271.3	448.6	701.1	767.0	756.2	-1.4
Educational services	791.3	918.0	1,172.0	1,274.8 <sup>f</sup>	1,289.9	+1.2
Health care and social assistance	1,168.8	1,388.3	1,849.3	2,346.7	2,389.2	+1.8
Information, culture and recreation <sup>9</sup>	510.5	609.1	775.3	788.6	789.8	+0.2
Accommodation and	719.1	880.3	1,070.2	1,218.5	1,212.2	-0.5

food services						
Other services (except public administration)	626.8	683.6	733.5	781.7	786.0	+0.6
Public administration	769.7	791.6	883.4	943.4	958.9	+1.6
<b>Employment type</b>						
Full-time employment <sup>10</sup>	10,379.8	11,191.0	13,772.5	14,660.7	14,981.0	+2.2
Part-time employment <sup>11</sup>	2,076.0	2,606.7	3,080.0	3,492.7	3,506.7	+0.4
<b>Class of worker</b>						
<b>Employees</b>	<b>10,737.4</b>	<b>11,425.9</b>	<b>14,238.6</b>	<b>15,393.0</b>	<b>15,653.1</b>	<b>+1.7</b>
Public sector employees	2,646.9	2,645.4	3,314.7	3,641.1 <sup>f</sup>	3,735.0	+2.6
Private sector employees	8,090.5	8,780.5	10,924.0	11,751.9	11,918.1	+1.4
<b>Self-employed</b>	<b>1,718.5</b>	<b>2,371.8</b>	<b>2,613.8</b>	<b>2,760.3</b>	<b>2,834.6</b>	<b>+2.7</b>
<b>Job permanency</b>						
<b>Employees</b>	<b>N/A</b>	<b>11,425.9</b>	<b>14,238.6</b>	<b>15,393.0</b>	<b>15,653.1</b>	<b>+1.7</b>
Permanent employees <sup>12</sup>	N/A	10,109.5	12,419.3	13,342.2	13,515.5	+1.3
Temporary employees <sup>13</sup>	N/A	1,316.4	1,819.3	2,050.9	2,137.6	+4.2
<b>Canada</b>	<b>12,455.9</b>	<b>13,797.7</b>	<b>16,852.5</b>	<b>18,153.4</b>	<b>18,487.7</b>	<b>+1.8</b>

Note: Data may not add up to the total due to rounding. Fiscal year data in this annex are the annual average of unadjusted monthly estimates produced by Statistics Canada.

<sup>f</sup> Revised data.

<sup>1</sup> The years reviewed in this annex prior to FY1718 correspond to the immediate previous year and in decrements of ten years in the past, in order to compare changes in these indicators over a longer period of time.

<sup>2</sup> Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender, age, educational attainment, industry, employment type, class of workers and job permanency) also excludes territorial data.

<sup>3</sup> All years and groupings in these annexes where the use of N/A appears refers to data not being available or applicable for the year referenced, as this data was not reported for the year, group or EI benefit referenced.

<sup>4</sup> Includes zero to eight years of education and some high school.

<sup>5</sup> Includes high school graduates and some post-secondary education (not completed).

<sup>6</sup> Includes certificates (including trade certificates) or diplomas from an educational institution beyond the secondary level, which comprise certificates from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (cégep) and school of nursing. Also included are certificates below a bachelor's degree obtained at a university.

<sup>7</sup> Includes at least a university bachelor's degree.

<sup>8</sup> This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

<sup>9</sup> This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

<sup>10</sup> Full-time employment consists of persons who usually work 30 hours or more per week at their main or only job.

<sup>11</sup> Part-time employment consists of persons who usually work less than 30 hours per week at their main or only job.

<sup>12</sup> A permanent job is one that is expected to last as long as the employee wants it, if business conditions permit—that is, there is no predetermined end date.

<sup>13</sup> A temporary job has a predetermined end date or will end as soon as a specified project is completed. This category includes seasonal jobs; temporary, term or contract jobs, including work done through a temporary help agency; casual jobs; and other temporary work.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01 (for data by educational attainment), 14-10-0022-01 (for data by industry), 14-10-0026-01 (for data by class of workers), 14-10-0071-01 (for data by job permanency), 14-10-0287-01 (for data specific to provinces, by gender, age and employment type), and 14-10-0292-01 (for data specific to territories).

Annex 1.4 – Job vacancies by province or territory, educational level sought, industry, job type, job permanency and vacancy duration (levels in thousands)

Characteristics	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Province or territory</b>				
Newfoundland and Labrador	4.6	3.5 <sup>f</sup>	3.5	-2.5
Prince Edward Island	1.5	1.3	1.7	+31.9
Nova Scotia	9.9	8.4	9.9	+17.7
New Brunswick	7.3	6.4 <sup>f</sup>	7.7	+19.7
Quebec	59.2	66.2 <sup>f</sup>	89.2	+34.6
Ontario	156.1 <sup>f</sup>	168.2 <sup>f</sup>	185.4	+10.2
Manitoba	12.3	11.2	14.0	+25.6
Saskatchewan	11.9	9.0	10.1	+11.4
Alberta	56.8 <sup>f</sup>	43.0	51.7	+20.4
British Columbia	66.1 <sup>f</sup>	72.5 <sup>f</sup>	89.9	+24.0
Yukon	0.6	0.6	0.7	+28.7
Northwest Territories	0.8	0.6	0.6	+14.7
Nunavut	0.4	0.3	0.4	+23.8
<b>Minimum level of education sought</b>				
No minimum level of education sought	138.7 <sup>f</sup>	130.6 <sup>f</sup>	162.5	+24.4
High school diploma or equivalent	107.1 <sup>f</sup>	112.5 <sup>f</sup>	133.5	+18.7
Apprenticeship or trade certificate or diploma	32.2 <sup>f</sup>	32.0 <sup>f</sup>	38.1	+19.0
College or non-university certificate or diploma <sup>1</sup>	65.1 <sup>f</sup>	68.3 <sup>f</sup>	77.1	+12.8
University degree <sup>2</sup>	44.2 <sup>f</sup>	47.8 <sup>f</sup>	53.7	+12.3
<b>Industry</b>				
<b>Goods-producing industries</b>				
Agriculture, forestry, fishing and hunting	10.3	10.2	12.1	+18.8
Mining and oil and gas extraction	2.2	2.7	5.4	+97.1
Utilities	1.2	1.1	1.4	+20.3
Construction	25.6	25.5	30.9	+21.5
Manufacturing	30.5	31.8	40.7	+28.0
<b>Services-producing industries</b>				
Wholesale trade	15.6 <sup>f</sup>	15.6 <sup>f</sup>	20.5	+31.3
Retail trade	60.5 <sup>f</sup>	55.0	56.4	+2.6
Transportation and warehousing	17.3 <sup>f</sup>	18.4 <sup>f</sup>	26.9	+46.0
Finance and insurance	17.8 <sup>f</sup>	20.6	23.1	+12.2
Real estate and rental and leasing	5.1	5.5	7.4	+34.1
Professional, scientific and technical services	24.1 <sup>f</sup>	26.2 <sup>f</sup>	29.6	+12.8
Business, building and other support services <sup>3</sup>	32.2 <sup>f</sup>	33.9 <sup>f</sup>	37.3	+10.0
Educational services	9.5	10.2	12.6	+23.2
Health care and social assistance	35.6 <sup>f</sup>	39.1	47.4	+21.2
Information, culture and recreation <sup>4</sup>	19.3	17.4 <sup>f</sup>	22.6	+29.9
Accommodation and food services	56.5 <sup>f</sup>	53.3 <sup>f</sup>	62.5	+17.2
Other services (except public administration)	16.8	17.3 <sup>f</sup>	19.8	+14.8
Public administration	7.3	7.4	8.4	+12.9
<b>Job vacancy type</b>				
Full-time positions <sup>5</sup>	262.5 <sup>f</sup>	267.4 <sup>f</sup>	328.4	+22.8
Part-time positions <sup>6</sup>	124.8 <sup>f</sup>	123.9 <sup>f</sup>	136.5	+10.2
<b>Job permanency</b>				
Permanent positions <sup>7</sup>	288.0 <sup>f</sup>	293.5 <sup>f</sup>	361.0	+23.0
Temporary positions <sup>8</sup>	99.3 <sup>f</sup>	97.8 <sup>f</sup>	103.8	+6.1
Seasonal positions <sup>9</sup>	67.5 <sup>f</sup>	67.8 <sup>f</sup>	74.5	+9.9
<b>Job vacancy duration</b>				
Constantly recruiting	80.6	75.2 <sup>f</sup>	95.6	+27.1
Less than 15 days	111.3 <sup>f</sup>	105.8 <sup>f</sup>	112.7	+6.5
15 to 29 days	84.2 <sup>f</sup>	85.3 <sup>f</sup>	94.0	+10.1
30 to 59 days	57.9 <sup>f</sup>	62.7 <sup>f</sup>	79.3	+26.4
60 to 89 days	20.5 <sup>f</sup>	23.3	30.0	+29.0
90 days or more	32.9 <sup>f</sup>	38.8 <sup>f</sup>	53.2	+37.0
<b>Canada</b>	<b>387.3</b>	<b>391.3</b>	<b>464.8</b>	<b>+18.8</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Fiscal year data in this annex are the annual average of unadjusted quarterly estimates produced by Statistics Canada.

<sup>r</sup> Revised data.

<sup>1</sup> Includes certificates or diplomas from an educational institution beyond the secondary level, which comprise certificates from a community college, collège d'enseignement général et professionnel (cégep) and school of nursing. Also included are certificates below a bachelor's degree obtained at a university. Apprenticeship or trades certificates are excluded from this category.

<sup>2</sup> Bachelor's degree or above.

<sup>3</sup> This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

<sup>4</sup> This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

<sup>5</sup> A full-time vacant position consists of position which requires 30 or more hours of work per week.

<sup>6</sup> A part-time vacant position consists of position which requires less than 30 hours of work per week.

<sup>7</sup> A permanent position consists of a position which is expected to last as long as the employee wants it, given that business conditions permit. That is, there is no pre-determined termination date.

<sup>8</sup> A temporary position consists of a position which has a predetermined end date, or will end as soon as a specified project is completed.

<sup>9</sup> A seasonal position is a temporary position which is linked to a recurring event (e.g., public holidays) or time of the year (e.g., summertime).

Sources: Statistics Canada, Job Vacancy and Wage Survey, Tables 14-10-0326-01 (for data by industry and province or territory) and 14-10-0328-01 (for data by level of education sought, job vacancy type, job permanency and job vacancy duration).

### Annex 1.5 – Job vacancy rates by province or territory and industry (%)

Characteristics	FY1516	FY1617	FY1718	Change (% Points) FY1617 to FY1718
<b>Province or territory</b>				
Newfoundland and Labrador	2.2	1.7	1.7	0.0
Prince Edward Island	2.4	2.1 <sup>r</sup>	2.7	+0.5
Nova Scotia	2.5	2.2 <sup>r</sup>	2.5	+0.4
New Brunswick	2.5	2.2	2.6	+0.4
Quebec	1.8	1.9	2.5	+0.6
Ontario	2.6	2.7 <sup>r</sup>	3.0	+0.3
Manitoba	2.1	1.9	2.4	+0.5
Saskatchewan	2.5	1.9	2.2	+0.2
Alberta	2.8	2.2	2.6	+0.4
British Columbia	3.2	3.4	4.1	+0.7
Yukon	3.8	3.2	4.0	+0.8
Northwest Territories	3.4 <sup>r</sup>	2.5	2.8	+0.3
Nunavut	3.4 <sup>r</sup>	2.7	3.1	+0.4
<b>Industry</b>				
<b>Goods-producing industries</b>	<b>2.3</b>	<b>2.3</b>	<b>2.9</b>	<b>+0.6</b>
Agriculture, forestry, fishing and hunting	4.8	4.6 <sup>r</sup>	5.4	+0.8
Mining and oil and gas extraction	1.0	1.4	2.6	+1.2
Utilities	1.0	1.0 <sup>r</sup>	1.1	+0.2
Construction	2.6	2.6	3.0	+0.4
Manufacturing	2.0	2.1	2.6	+0.5
<b>Services-producing industries</b>	<b>2.6</b>	<b>2.5<sup>r</sup></b>	<b>2.9</b>	<b>+0.4</b>
Wholesale trade	2.0	2.0	2.6	+0.6
Retail trade	3.0	2.7	2.8	+0.1
Transportation and warehousing	2.4	2.5	3.5	+1.0
Finance and insurance	2.4	2.8	3.1	+0.3
Real estate and rental and leasing	1.8 <sup>r</sup>	1.9 <sup>r</sup>	2.4	+0.6
Professional, scientific and technical services	2.7	3.0 <sup>r</sup>	3.2	+0.2
Business, building and other support services <sup>1</sup>	3.5	3.7	4.0	+0.3
Educational services	0.8	0.8	1.0	+0.2
Health care and social assistance	1.9	2.0	2.4	+0.4
Information, culture and recreation <sup>2</sup>	3.1	2.7	3.4	+0.7
Accommodation and food services	4.4	4.0	4.6	+0.5
Other services (except public administration)	3.0	3.1	3.5	+0.4
Public administration	1.5	1.5	1.7	+0.2
<b>Canada</b>	<b>2.5</b>	<b>2.5</b>	<b>2.9</b>	<b>+0.4</b>

Note: Fiscal year data in this annex are the annual average of unadjusted quarterly estimates produced by Statistics Canada.

<sup>1</sup> This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

<sup>2</sup> This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

Source: Statistics Canada, Job Vacancy and Wage Survey, Table 14-10-0326-01.

Annex 1.6 –Unemployment<sup>1</sup> by province or territory, gender, age, educational attainment, industry, reasons for unemployment and unemployment duration (levels in thousands)

Characteristics <sup>2</sup>	FY8788	FY9798	FY0708	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Province or territory</b>						
Newfoundland and Labrador	40.6	41.0	32.8	36.6	38.3	+4.6
Prince Edward Island	7.7	10.2	7.7	8.4	8.2	-2.4
Nova Scotia	46.4	50.3	38.7	39.6	40.7	+2.8
New Brunswick	41.8	45.0	30.2	35.8	30.7	-14.2
Quebec	327.8	399.0	294.6	302.7	263.1	-13.1
Ontario	303.4	468.6	445.1	483.5	437.2	-9.6
Manitoba	40.6	34.2	27.0	41.1	37.3	-9.2
Saskatchewan	36.9	28.3	22.4	38.7	36.9	-4.7
Alberta	118.4	87.6	73.3	206.3	182.6	-11.5
British Columbia	177.7	178.4	99.1	145.9	129.8	-11.0
Yukon	N/A	2.3	0.9	1.2	0.7	-41.7
Northwest Territories	N/A	N/A	1.5	1.7	1.7	0.0
Nunavut	N/A	N/A	1.1	2.3	2.2	-4.3
<b>Gender</b>						
Men	620.4	739.9	598.8	767.9	672.3	-12.4
Women	520.8	602.8	472.2	570.7	532.5	-6.7
<b>Age category</b>						
15 to 24 years	367.4	391.3	327.8	364.2	311.5	-14.5
25 to 54 years	688.5	854.3	616.0	733.2	667.1	-9.0
55 years and older	85.4	97.1	127.2	241.1	226.2	-6.2
<b>Educational attainment</b>						
Less than high school <sup>3</sup>	N/A	458.0	297.2	255.1 <sup>f</sup>	215.7	-15.4
High school diploma <sup>4</sup>	N/A	410.2	323.2	409.3	367.8	-10.1
Post-secondary certificate or diploma <sup>5</sup>	N/A	349.6	300.0	396.4	368.1	-7.1
University degree <sup>6</sup>	N/A	124.9	150.6	277.7	253.2	-8.8
<b>Industry<sup>7</sup></b>						
<b>Goods-producing industries</b>	<b>315.2</b>	<b>283.3</b>	<b>249.5</b>	<b>263.6</b>	<b>217.4</b>	<b>-17.5</b>
Agriculture, forestry, fishing and hunting	49.4	49.8	32.3	27.7	23.6	-14.8
Mining and oil and gas extraction	14.1	10.7 <sup>e</sup>	11.0 <sup>e</sup>	23.4	13.9	-40.6
Utilities <sup>8</sup>	3.0 <sup>f</sup>	3.7 <sup>f</sup>	2.5 <sup>f</sup>	3.0 <sup>f</sup>	3.3 <sup>f</sup>	+10.0
Construction	102.9	98.1	80.7	127.2	113.5	-10.8
Manufacturing	146.0	121.2	123.3	82.7	63.5	-23.2
<b>Services-producing industries</b>	<b>555.9</b>	<b>550.1</b>	<b>498.8</b>	<b>562.8</b>	<b>502.2</b>	<b>-10.8</b>
Wholesale trade	22.0	23.2	21.0	27.8	22.0	-20.9
Retail trade	109.1	98.9	94.3	90.0	88.2	-2.0
Transportation and warehousing	39.3	37.9	28.7	36.2	29.8	-17.7
Finance and insurance	16.5	13.8	12.4	18.7	18.9	+1.1
Real estate and rental and leasing	12.2	11.0 <sup>e</sup>	8.8 <sup>e</sup>	9.9 <sup>e</sup>	7.2 <sup>e</sup>	-27.3
Professional, scientific and technical services	24.0	32.2	31.7	46.9	38.5	-17.9
Business, building and other support services <sup>9</sup>	37.5	50.9	59.1	63.3	52.4	-17.2
Educational services	32.5	36.5	44.1	45.5	46.2	+1.5
Health care and social assistance	46.1	45.5	33.0	42.1	38.9	-7.6
Information, culture and recreation <sup>10</sup>	34.0	42.6	39.1	44.3	44.6	+0.7
Accommodation and	89.3	81.7	79.0	82.5	72.0	-12.7

food services						
Other services (except public administration)	47.4	41.4	27.1	33.4	26.0	-22.2
Public administration	45.9	34.7	20.5	22.1	17.5	-20.8
<b>Unclassified industries<sup>11</sup></b>	<b>270.2</b>	<b>509.2</b>	<b>322.7</b>	<b>512.0</b>	<b>485.3</b>	<b>-5.2</b>
<b>Reason for unemployment</b>						
People who have left their job	275.2	237.0	258.9	239.9	220.0	-8.3
People who have lost their job	595.9	596.4	489.3	586.6	499.5	-14.8
People who have not worked in the last year or who have never worked	270.2	509.2	322.7	512.0	485.3	-5.2
<b>Duration of unemployment<sup>12</sup></b>						
1 to 4 weeks	331.8	425.3	431.1	446.9	422.7	-5.4
5 to 13 weeks	306.9	335.6	292.3	359.8	313.6	-12.8
14 to 26 weeks	218.4	213.9	149.7	214.1	186.3	-13.0
27 to 51 weeks	142.1	123.9	67.2	109.1	97.7	-10.4
52 weeks or more	113.0	201.6	75.0	156.0	133.3	-14.6
Duration unknown <sup>13</sup>	29.0	42.4	55.6	52.5	51.2	-2.5
<b>Canada</b>	<b>1,141.2</b>	<b>1,342.7</b>	<b>1,071.0</b>	<b>1,338.5</b>	<b>1,204.8</b>	<b>-10.0%</b>

Note: Data may not add up to the total due to rounding. Fiscal year data in this annex are the annual average of unadjusted monthly estimates produced by Statistics Canada.

<sup>f</sup> Revised data.

<sup>e</sup> Use with caution.

<sup>f</sup> The user is advised that those results do not meet Statistics Canada's quality standards for this statistical program. Conclusions based on these data will be unreliable and most likely invalid.

<sup>1</sup> The years reviewed in this annex prior to FY1718 correspond to the immediate previous year and in decrements of ten years in the past, in order to compare changes in these indicators over a longer period of time.

<sup>2</sup> Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender, age, educational attainment, industry, reason for unemployment and duration of unemployment) also excludes territorial data.

<sup>3</sup> Includes zero to eight years of education and some high school.

<sup>4</sup> Includes high school graduates and some post-secondary education (not completed).

<sup>5</sup> Includes certificates (including trade certificates) or diplomas from an educational institution beyond the secondary level, which comprise certificates from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (cégep) and school of nursing. Also included are certificates below a bachelor's degree obtained at a university.

<sup>6</sup> Includes at least a university bachelor's degree.

<sup>7</sup> Information is provided for the last job held, providing the person worked within the previous twelve months.

<sup>8</sup> Monthly data that are confidential under the Statistics Act are excluded from the calculation of the annual average.

<sup>9</sup> This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

<sup>10</sup> This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

<sup>11</sup> People who have not worked in the last year or who have never worked are not classified as belonging to any industry.

<sup>12</sup> Duration of unemployment is the number of continuous weeks during which a person has been without work and is looking for work, or is on temporary layoff.

<sup>13</sup> Duration of unemployment is not reported for unemployed people who reported having a job to start in the next four weeks under the Labour Force Survey.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01 (for data by educational attainment), 14-10-0022-01 (for data by industry), 14-10-0056-01 (for data by duration of unemployment), 14-10-0125-01 (for data by reason for unemployment), 14-10-0287-01 (for data specific to provinces, by gender and age) and 14-10-0292-01 (for data specific to territories).

Annex 1.7 – Unemployment rate<sup>1</sup> by province or territory, gender, age, educational attainment and industry (%)

Characteristics <sup>2</sup>	FY8788	FY9798	FY0708	FY1617	FY1718	Change (% Points) FY1617 to FY1718
<b>Province or territory</b>						
Newfoundland and Labrador	17.5	17.8	13.1	13.7	14.7	+1.0
Prince Edward Island	12.7	14.9	10.1	10.6	9.9	-0.7
Nova Scotia	11.3	11.5	8.0	8.1	8.3	+0.2
New Brunswick	12.9	12.7	7.8	9.2	8.0	-1.2
Quebec	9.7	11.1	7.1	6.8	5.9	-0.9
Ontario	5.8	8.1	6.3	6.4	5.8	-0.6
Manitoba	7.4	6.1	4.3	6.1	5.5	-0.6
Saskatchewan	7.4	5.7	4.2	6.4	6.1	-0.3
Alberta	9.0	5.6	3.5	8.4 <sup>f</sup>	7.4	-1.0
British Columbia	11.3	8.8	4.3	5.7	5.0	-0.7
Yukon	N/A	13.0	4.9	5.3	3.2	-2.1
Northwest Territories	N/A	N/A	6.1	7.1	7.3	+0.2
Nunavut	N/A	N/A	9.4	14.3	14.0	-0.3
<b>Gender</b>						
Men	8.1	9.0	6.3	7.5	6.5	-1.0
Women	8.8	8.8	5.6	6.2	5.7	-0.5
<b>Age category</b>						
15 to 24 years	12.5	16.2	11.2	13.0	11.2	-1.8
25 to 54 years	7.4	7.6	5.0	5.8	5.2	-0.6
55 years and older	6.4	6.7	4.8	6.0	5.5	-0.5
<b>Educational attainment</b>						
Less than high school <sup>3</sup>	N/A	15.4	12.0	13.8	12.1	-1.7
High school diploma <sup>4</sup>	N/A	9.0	6.3	8.1	7.2	-0.9
Post-secondary certificate or diploma <sup>5</sup>	N/A	7.1	4.8	5.8	5.3	-0.4
University degree <sup>6</sup>	N/A	4.6	3.7	4.9	4.3	-0.6
<b>Industry</b>						
<b>Goods-producing industries</b>						
Agriculture, forestry, fishing and hunting	8.0	7.3	6.0	6.5	5.3	-1.2
Mining and oil and gas extraction	8.0	8.6	7.2	7.3	6.4	-0.9
Utilities <sup>7</sup>	7.0	5.5	4.1	8.2	5.0	-3.2
Construction	2.5	3.1	1.8	2.2 <sup>f</sup>	2.4	+0.2
Manufacturing	12.3	12.0	6.6	8.4	7.4	-1.0
<b>Services-producing industries</b>						
Wholesale trade	6.6	5.6	5.8	4.7	3.5	-1.2
Services-producing industries	6.0	5.1	3.7	3.8	3.3	-0.5
Wholesale trade	5.0	4.8	3.2	3.9	3.2	-0.7
Retail trade	6.4	5.6	4.4	4.2	4.0	-0.2
Transportation and warehousing	5.8	5.1	3.3	3.8	3.0	-0.8
Finance and insurance	3.0	2.2	1.6	2.2	2.2	0.0
Real estate and rental and leasing	5.0	4.4	2.8	3.0	2.0	-1.0
Professional, scientific and technical services	4.6	3.9	2.7	3.3	2.6	-0.7
Business, building and other support services <sup>8</sup>	12.1	10.2	7.8	7.6	6.5	-1.1
Educational services	4.0	3.9	3.8	3.6	3.7	+0.1
Health care and social assistance	3.8	3.2	1.7	1.8	1.6	-0.2
Information, culture and recreation <sup>9</sup>	6.2	6.5	4.8	5.4	5.4	0.0
Accommodation and food services	11.0	8.5	6.9	6.3	5.6	-0.7
Other services (except public administration)	7.0	5.7	3.6	4.1	3.2	-0.9
Public administration	5.6	4.2	2.3	2.3	1.8	-0.5
<b>Canada</b>	<b>8.4</b>	<b>8.9</b>	<b>6.0</b>	<b>6.9</b>	<b>6.1</b>	<b>-0.8</b>

Note: Fiscal year data in this annex are the annual average of unadjusted monthly estimates produced by Statistics Canada.

<sup>f</sup> Revised data.

<sup>1</sup> The years reviewed in this annex prior to FY1718 correspond to the immediate previous year and in decrements of ten years in the past, in order to compare changes in these indicators over a longer period of time.

<sup>2</sup> Data specific to territories are not included in the official total for Canada. Data in other categories (i.e. data by gender, age, educational attainment and industry) also excludes territorial data.

<sup>3</sup> Includes zero to eight years of education and some high school.

<sup>4</sup> Includes high school graduates and some post-secondary education (not completed).

<sup>5</sup> Includes certificates (including trade certificates) or diplomas from an educational institution beyond the secondary level, which comprise certificates from a vocational school, apprenticeship training, community college, collège d'enseignement général et professionnel (cégep) and school of nursing. Also included are certificates below a bachelor's degree obtained at a university.

<sup>6</sup> Includes at least a university bachelor's degree.

<sup>7</sup> Monthly data that are confidential under the Statistics Act are excluded from the calculation of the annual average.

<sup>8</sup> This industry combines codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and remediation services) from the North American Industry Classification System.

<sup>9</sup> This industry combines codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

Sources: Statistics Canada, Labour Force Survey, Tables 14-10-0019-01 (for data by educational attainment), 14-10-0022-01 (for data by industry), and 14-10-0287-01 (for data specific to provinces, by gender, age and employment type), and 14-10-0292-01 (for data specific to territories).

Annex 1.8 – Average duration of unemployment<sup>1,2</sup> by province, gender and age (number of weeks)

Characteristics	FY0809	FY0910	FY1011	FY1112	FY1213	FY1314	FY1415	FY1516	FY1617	FY1718	Change FY1617 to FY1718 (weeks)
<b>Province</b>											
Newfoundland and Labrador	17.3	17.3	16.8	17.6	16.9	16.8	17.2	17.6	17.9	18.7	+0.8
Prince Edward Island	14.0	14.7	14.4	12.5	13.7	15.9	16.2	15.6	14.0	16.1	+2.1
Nova Scotia	13.8	16.5	19.2	17.3	17.2	19.9	19.3	19.0	18.3	17.7	-0.6
New Brunswick	15.1	14.9	18.0	17.2	16.5	19.5	19.6	18.5	19.5	18.4	-1.1
Quebec	18.1	19.4	20.8	22.8	23.3	23.9	23.5	23.5	21.8	18.6	-3.2
Ontario	14.9	20.1	22.5	22.6	22.0	22.0	21.6	20.0	20.2	18.6	-1.6
Manitoba	11.3	12.7	14.9	15.0	16.3	17.2	16.2	17.0	18.1 <sup>r</sup>	15.9	-2.2
Saskatchewan	9.7	12.1	15.8	15.5	15.2	14.3	13.3	13.2	17.8	18.7	+0.9
Alberta	8.5	14.9	17.9	15.8	13.1	14.3	14.1	15.5	21.9	22.7	+0.8
British Columbia	12.2	16.7	18.7	21.7	19.4	20.7	19.8	18.9	18.4	18.3	-0.1
<b>Gender</b>											
Men	15.9	19.3	21.6	22.7	21.2	21.9	21.5	20.8	21.6	20.0	-1.6
Women	13.6	17.0 <sup>r</sup>	19.0 <sup>r</sup>	19.2	19.9	20.3	19.5	18.5	18.5	17.9	-0.6
<b>Age category</b>											
15 to 24 years old	7.9	10.4	11.0	11.3	11.4	12.1	12.1	11.2	11.4	10.8	-0.6
25 to 54 years old	16.9	20.0	22.7	22.9	23.2	23.1	22.6	21.5	21.5	19.8	-1.7
55 years old and over	23.1	29.6	30.6	34.2	29.9	31.0	29.9	28.8	30.3	28.3	-2.0
<b>Canada</b>	<b>14.9</b>	<b>18.4</b>	<b>20.4<sup>r</sup></b>	<b>21.1</b>	<b>20.6</b>	<b>21.1</b>	<b>20.7<sup>r</sup></b>	<b>19.8</b>	<b>20.3</b>	<b>19.1</b>	<b>-1.2</b>

Note: Fiscal year data in this annex are the annual average of unadjusted monthly estimates produced by Statistics Canada.

<sup>r</sup> Revised data.

<sup>1</sup> Duration of unemployment is the number of continuous weeks during which a person has been without work and is looking for work, or is on temporary layoff.

<sup>2</sup> Average weeks of unemployment is calculated with no upper limit to length of unemployment.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0056-01.

# ANNEX 2

## Employment Insurance Benefits Data Tables

Annex 2.1	Employment Insurance benefits – Concepts and definitions .....	337
Annex 2.2	Employment Insurance maximum number of benefit weeks entitlement .....	341
Annex 2.3	Employment Insurance benefits .....	342
Annex 2.4	Employment Insurance benefits (by Employment Insurance economic region) .....	345
Annex 2.5	Regular benefits .....	351
Annex 2.6	Regular benefits (by industry).....	355
Annex 2.7	Regular benefits (by regional unemployment rate and hours of insurable employment from previous employment) .....	359
Annex 2.8	Regular benefits (by Employment Insurance economic region) .....	363
Annex 2.9	Seasonal regular claimants .....	371
Annex 2.10	Fishing benefits .....	375
Annex 2.11	Special benefits .....	379
Annex 2.12	Special benefits (by Employment Insurance economic region).....	382
Annex 2.13	Firms and Employment Insurance regular and special benefits (by industry) .....	388
Annex 2.14	Maternity benefits .....	389
Annex 2.15	Parental benefits (biological and adoptive).....	393
Annex 2.16	Sickness benefits.....	397
Annex 2.17	Sickness benefits (by industry) .....	401
Annex 2.18	Compassionate care benefits .....	404
Annex 2.19	Family caregiver benefit for adults .....	408
Annex 2.20	Family caregiver benefit for children.....	409
Annex 2.21	Work-Sharing benefits .....	413
Annex 2.22	Work-Sharing benefits (by industry).....	417
Annex 2.23	Family Supplement .....	421
Annex 2.24	Working While on Claim .....	426
Annex 2.25	Completed pure and combined Employment Insurance claims by types of benefits .....	430

Annex 2.26	Employment Insurance benefit repayment.....	431
Annex 2.27	Contributors to the Employment Insurance program .....	433
Annex 2.28	Adjusted benefits-to-contributions ratios .....	437
Annex 2.29	Unemployment rates used for the purpose of the Employment Insurance program (by Employment Insurance economic region).....	439
Annex 2.30	Employment Insurance economic regions map – 2016/2017 .....	442

## Annex 2.1 – Employment Insurance benefits – Concepts and definitions

Chapter II and Annex 2 provide information on the numbers of new claims established, the average actual duration, the average weekly benefit rate, the amount paid in benefits, employment insurance claimant categories (long-tenured workers, occasional claimants, frequent claimants), seasonal regular claimants and claim status (active, open, completed, terminated, dormant and combined). These concepts are defined below.

<b>Concept</b>	<b>Definition</b>
<b>New claims established</b>	<p><b>New claims established</b> refer to new Employment Insurance claims that have been received, processed and approved by Employment and Social Development Canada (via Service Canada) for which at least \$1 in benefits was paid to an Employment Insurance claimant.</p> <p>To avoid double counting, each claim established is counted only once. Thus, a claim that was established, for example, in November 2016 (i.e. in FY1617) and for which benefits paid to an Employment Insurance claimant began in December 2016 (i.e. in FY1617) and ended in June 2017 (i.e. in FY1718) is included in the FY1617 statistics, but is not counted in the FY1718 statistics.</p> <p>New claims established designate a different concept from new applications submitted to Employment and Social Development Canada (and received by the organization). An application may be submitted, but not necessarily established. This is the case, for example, when the application is rejected because not all of the eligibility requirements are met.</p> <p>It should be noted that the number of new claims established during a fiscal year does not necessarily correspond to the number of new Employment Insurance claimants because a claimant can have more than one Employment Insurance claim established annually.</p> <p>New claims established are also referred to under other names such as: new claims established, benefits, claims and claims established. The terms "new," "benefits" and "established" are sometimes omitted so as not to complicate the text. In all cases, these terms refer to the same concept.</p>
<b>Average actual duration</b>	<p>The <b>average actual duration</b> of Employment Insurance claims refers, in regard to these claims, to the average number of weeks of benefits per claim during which at least one dollar in benefits was paid to an Employment Insurance claimant.</p>

(continued)

Concept	Definition
<p><b>Average actual duration (cont'd)</b></p>	<p>For claims associated with most benefits types, the average actual duration is calculated by dividing the sum of the number of weeks of benefits during which at least one dollar was paid per claim by the number of claims that were completed based on the variable assessed (that is, the average actual duration for Ontario is equal to the sum of the number of weeks of benefits paid in Ontario for all claims completed during a fiscal year divided by the number of claims that were completed in Ontario during the same period.</p> <p>Average actual duration for claims for Employment Insurance fishing benefits, Work-Sharing benefits and family caregiver benefits for children are calculated using claims established during the reference period rather than claims completed during the reference period.</p> <p>The average actual duration is a different concept than the average maximum duration: the latter is the maximum number of weeks during which benefits may be paid (under sections 12 and 152.14 of the <i>Employment Insurance Act</i>, and Section 8 of the <i>Employment Insurance (Fishing) Regulations</i>), while the former is the number of weeks for which benefits are actually paid.</p>
<p><b>Average weekly benefit rate</b></p>	<p>The <b>average weekly benefit rate</b>, or level of EI benefits, refers to the rate of weekly benefits payable on average for an Employment Insurance claim.</p> <p>The average weekly benefit rate is calculated by dividing the sum of the weekly benefit rate of each claim by the number of claims that were established.</p> <p>The Family Supplement is always included in the calculation of the average weekly benefit rate, unless otherwise specified.</p> <p>The average weekly benefit rate is not necessarily equal to the amount of benefits actually paid on average per claim established. The amount paid may be less than the benefit rate, especially if the weekly benefits are reduced because the claimant worked while on claim (for more information, see subsection 2.2.8 of Chapter II relating to the Working While on Claim provision).</p>
<p><b>Amount paid</b></p>	<p>The <b>amount paid</b> refers to the sum of benefit payments that claimants who have established an Employment Insurance claim have received. In other words, it is the value of Employment Insurance benefits that were paid to Employment Insurance claimants.</p>

(continued)

<b>Concept</b>	<b>Definition</b>
<b>Amount paid (cont'd)</b>	The amount paid is always reported on a cash basis, meaning that they are reported in the year in which they were paid regardless of when the claim was established. Thus, the amount paid in benefits to an Employment Insurance claimant who, for example, had a claim established in November 2016 (i.e. in FY1617) and received payment starting in December 2016 (i.e. in FY1617) and ending in June 2017 (i.e. in FY1718) are included in the fiscal year statistics for FY1617 and FY1718. If this claimant received \$200 per week for 17 weeks between December 2016 and March 2017, and \$200 per week for 12 weeks between April and June 2017, an amount of \$3,400 will be allocated to FY1617 and \$2,400 will be allocated to FY1718.
<b>Long-Tenured workers</b>	<b>Long-Tenured workers</b> are Employment Insurance (EI) claimants who have paid at least 30% of the maximum annual EI premiums in 7 of the past 10 years and who, over the last five years, have collected EI regular or fishing benefits for 35 weeks or less.
<b>Frequent claimants</b>	<b>Frequent claimants</b> are EI claimants who have had three or more EI regular or fishing claims and have collected benefits for a total of more than 60 weeks in the past five years.
<b>Occasional claimants</b>	<b>Occasional claimants</b> are EI claimants who do not meet the requirements for either long-tenured workers or frequent claimants.
<b>Seasonal claimants</b>	<b>Seasonal claimants</b> are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year.  A claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.
<b>Active claims</b>	<b>Active claims</b> are claims for which benefits are still being paid during the reference period.  With regards to the subsection 2.2.4 Extension of Employment Insurance regular benefits for workers in regions affected by the downturn in commodity prices, active claims represent those that were established after January 4, 2015 in the 15 EI economic regions targeted by the <i>Budget Implementation Act, 2016, No.1</i> and that were still open by the time the implementation act came into effect on July 3, 2016.
<b>Open claims</b>	<b>Open claims</b> are those for which the claimants are still receiving or still can receive EI benefits.

(continued)

Concept	Definition
<b>Completed claims</b>	<b>Completed claims</b> refer to claims that are terminated and those that are dormant.
<b>Terminated claims</b>	<b>Terminated claims</b> are those that have ended and for which claimants are no longer eligible to receive Employment Insurance benefits. The main reasons associated with the termination of claims is either that all weeks of benefits the claimant was entitled to be paid or that the claim reached the last week of the benefit period, that is the last week for which Employment Insurance benefits could be paid.
<b>Dormant claims</b>	<b>Dormant claims</b> are those that, as of August of the reference year following the reporting fiscal year, are open but are not active.
<b>Combined or mixed claims</b>	<p>A <b>combined or mixed claim</b> refers to an Employment Insurance claim for which the claimant receives more than one type of benefit during the claimant's benefit period. The eight types of benefits available under the Employment Insurance program as stipulated in Chapter II and Annex 2 are: regular benefits, fishing benefits, maternity benefits, parental benefits, sickness benefits, compassionate care benefits, family caregiver benefit for adults, family caregiver benefit for children and Work-Sharing benefits. Regular and fishing benefits can never be combined in the same claim.</p> <p>A claim for which a claimant receives both regular benefits and maternity benefits during its benefit period is treated as two separate claims in cases where information on regular benefits or maternity benefits is reported separately (as in the case of Annexes 2.5 and 2.14, which report data on the two types of benefits separately; in this example, each of the two annexes would add one claim to its totals). Conversely, if aggregated information is presented, the claim is considered a single claim (as in the case of Annex 2.3, which presents data on all Employment Insurance benefits).</p>

## Annex 2.2 – Employment Insurance maximum number of benefit weeks entitlement

Number of hours of insurable employment in qualifying period	Regional rate of unemployment											
	6% and under	More than 6% but not more than 7%	More than 7% but not more than 8%	More than 8% but not more than 9%	More than 9% but not more than 10%	More than 10% but not more than 11%	More than 11% but not more than 12%	More than 12% but not more than 13%	More than 13% but not more than 14%	More than 14% but not more than 15%	More than 15% but not more than 16%	More than 16%
420-454	0	0	0	0	0	0	0	0	26	28	30	32
455-489	0	0	0	0	0	0	0	24	26	28	30	32
490-524	0	0	0	0	0	0	23	25	27	29	31	33
525-559	0	0	0	0	0	21	23	25	27	29	31	33
560-594	0	0	0	0	20	22	24	26	28	30	32	34
595-629	0	0	0	18	20	22	24	26	28	30	32	34
630-664	0	0	17	19	21	23	25	27	29	31	33	35
665-699	0	15	17	19	21	23	25	27	29	31	33	35
700-734	14	16	18	20	22	24	26	28	30	32	34	36
735-769	14	16	18	20	22	24	26	28	30	32	34	36
770-804	15	17	19	21	23	25	27	29	31	33	35	37
805-839	15	17	19	21	23	25	27	29	31	33	35	37
840-874	16	18	20	22	24	26	28	30	32	34	36	38
875-909	16	18	20	22	24	26	28	30	32	34	36	38
910-944	17	19	21	23	25	27	29	31	33	35	37	39
945-979	17	19	21	23	25	27	29	31	33	35	37	39
980-1,014	18	20	22	24	26	28	30	32	34	36	38	40
1,015-1,049	18	20	22	24	26	28	30	32	34	36	38	40
1,050-1,084	19	21	23	25	27	29	31	33	35	37	39	41
1,085-1,119	19	21	23	25	27	29	31	33	35	37	39	41
1,120-1,154	20	22	24	26	28	30	32	34	36	38	40	42
1,155-1,189	20	22	24	26	28	30	32	34	36	38	40	42
1,190-1,224	21	23	25	27	29	31	33	35	37	39	41	43
1,225-1,259	21	23	25	27	29	31	33	35	37	39	41	43
1,260-1,294	22	24	26	28	30	32	34	36	38	40	42	44
1,295-1,329	22	24	26	28	30	32	34	36	38	40	42	44
1,330-1,364	23	25	27	29	31	33	35	37	39	41	43	45
1,365-1,399	23	25	27	29	31	33	35	37	39	41	43	45
1,400-1,434	24	26	28	30	32	34	36	38	40	42	44	45
1,435-1,469	25	27	29	31	33	35	37	39	41	43	45	45
1,470-1,504	26	28	30	32	34	36	38	40	42	44	45	45
1,505-1,539	27	29	31	33	35	37	39	41	43	45	45	45
1,540-1,574	28	30	32	34	36	38	40	42	44	45	45	45
1,575-1,609	29	31	33	35	37	39	41	43	45	45	45	45
1,610-1,644	30	32	34	36	38	40	42	44	45	45	45	45
1,645-1,679	31	33	35	37	39	41	43	45	45	45	45	45
1,680-1,714	32	34	36	38	40	42	44	45	45	45	45	45
1,715-1,749	33	35	37	39	41	43	45	45	45	45	45	45
1,750-1,784	34	36	38	40	42	44	45	45	45	45	45	45
1,785-1,819	35	37	39	41	43	45	45	45	45	45	45	45
1,820+	36	38	40	42	44	45	45	45	45	45	45	45

Source: Employment Insurance Act, Schedule I.

### Annex 2.3.1 – Employment Insurance benefits: New claims established<sup>1</sup>

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	82,040	81,230	85,910	74,000	81,090	+9.6
Prince Edward Island	21,330	21,950	22,140	22,540	22,720	+0.8
Nova Scotia	78,610	79,550	82,410	82,710	85,300	+3.1
New Brunswick	85,620	85,020	88,670	88,910	91,130	+2.5
Quebec	492,840	491,160	496,680	483,700	482,990	-0.1
Ontario	572,990	561,200	569,620	552,030	562,570	+1.9
Manitoba	56,620	57,000	64,660	59,250	61,440	+3.7
Saskatchewan	44,400	47,840	57,110	49,850	51,250	+2.8
Alberta	146,070	169,840	235,470	201,610	170,270	-15.5
British Columbia	205,300	208,320	216,790	197,770	200,820	+1.5
Yukon	2,560	2,450	2,410	2,300	2,200	-4.3
Northwest Territories	2,310	2,250	2,320	2,380	2,420	+1.7
Nunavut	1,260	990	1,230	1,290	1,340	+3.9
<b>Gender</b>						
Men	976,920	994,200	1,075,810	984,150	974,660	-1.0
Women	815,030	814,600	849,610	834,190	840,880	+0.8
<b>Age</b>						
24 years old and under	182,350	181,910	194,270	178,010	172,810	-2.9
25 to 44 years old	860,520	871,570	933,430	883,950	876,270	-0.9
45 to 54 years old	399,020	391,140	402,020	370,360	363,410	-1.9
55 years old and over	350,060	364,180	395,700	386,020	403,050	+4.4
<b>EI claimant category<sup>2</sup></b>						
Long-tenured workers	461,460	412,320	600,900	543,960	525,560	-3.4
Occasional claimants	991,310	1,063,380	988,250	960,300	970,360	+1.0
Frequent claimants	339,180	333,100	336,270	314,080	319,620	+1.8
<b>Canada</b>	<b>1,791,950</b>	<b>1,808,800</b>	<b>1,925,420</b>	<b>1,818,340</b>	<b>1,815,540</b>	<b>-0.2</b>

Note: Includes claims for which at least \$1 of EI benefits was paid.

<sup>1</sup> Excludes Parents of Critically Ill Children/Caregiver benefits due to the incompatibility of administrative data sources.

<sup>2</sup> See Annex 2.1 for definitions related to EI claimant categories.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.3.2 – Employment Insurance benefits: Average weekly benefit rate<sup>1,2</sup> (\$)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	422	435	448	445	456	+2.5
Prince Edward Island	403	416	428	432	436	+1.0
Nova Scotia	404	419	425	426	431	+1.0
New Brunswick	402	412	424	426	431	+1.3
Quebec	409	420	428	433	443	+2.2
Ontario	419	431	441	451	458	+1.7
Manitoba	408	422	435	440	444	+0.9
Saskatchewan	432	452	466	465	467	+0.5
Alberta	453	472	486	485	487	+0.4
British Columbia	416	429	442	447	454	+1.7
Yukon	472	474	490	498	502	+0.9
Northwest Territories	489	495	505	510	519	+1.9
Nunavut	464	469	472	485	501	+3.2
<b>Gender</b>						
Men	443	457	469	473	480	+1.5
Women	387	398	409	416	422	+1.5
<b>Age</b>						
24 years old and under	380	394	407	400	403	+0.8
25 to 44 years old	429	442	455	460	467	+1.4
45 to 54 years old	420	434	446	452	460	+1.7
55 years old and over	405	417	428	433	440	+1.6
<b>EI claimant category<sup>3</sup></b>						
Long-tenured workers	453	468	477	485	490	+1.0
Occasional claimants	397	414	419	422	429	+1.7
Frequent claimants	428	439	449	457	467	+2.2
<b>Canada</b>	<b>417</b>	<b>431</b>	<b>443</b>	<b>447</b>	<b>453</b>	<b>+1.5</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI benefits was paid.

<sup>1</sup> Excludes Parents of Critically Ill Children/Caregiver benefits due to the incompatibility of administrative data sources.

<sup>2</sup> Takes into account Family Supplement top-ups paid to Employment Insurance claimants.

<sup>3</sup> See Annex 2.1 for definitions related to EI claimant categories.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.3.3 – Employment Insurance benefits: Amount paid<sup>1</sup> (\$ million)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	837.8	862.8	958.6	1,040.2	1,185.2	+13.9
Prince Edward Island	200.0	211.4	228.1	230.7	248.1	+7.5
Nova Scotia	738.7	748.1	833.0	841.3	892.2	+6.0
New Brunswick	828.0	824.0	904.0	919.0	954.0	+3.8
Quebec	3,374.2	3,507.1	3,649.7	3,430.7	3,558.2	+3.7
Ontario	5,241.9	5,270.5	5,478.3	5,443.2	5,657.7	+3.9
Manitoba	482.8	498.2	573.4	587.3	631.3	+7.5
Saskatchewan	413.9	437.4	572.7	671.5	700.9	+4.4
Alberta	1,383.6	1,507.0	2,362.3	3,158.3	2,655.3	-15.9
British Columbia	1,798.0	1,862.8	2,031.1	2,064.2	2,089.5	+1.2
Yukon	29.5	30.4	25.9	27.3	27.8	+1.6
Northwest Territories	31.4	29.3	28.8	29.9	30.9	+3.2
Nunavut	18.1	15.1	16.2	17.6	23.6	+33.9
<b>Gender</b>						
Men	7,872.5	8,088.4	9,411.7	9,868.8	9,678.0	-1.9
Women	7,505.4	7,715.7	8,250.3	8,592.2	8,976.6	+4.5
<b>Age</b>						
24 years old and under	1,319.7	1,316.1	1,523.7	1,522.2	1,443.0	-5.2
25 to 44 years old	8,281.6	8,525.3	9,497.1	9,869.4	9,908.0	+0.4
45 to 54 years old	3,050.6	3,069.2	3,341.4	3,450.0	3,431.5	-0.5
55 years old and over	2,726.1	2,893.5	3,299.8	3,619.4	3,872.1	+7.0
<b>EI claimant category<sup>2</sup></b>						
Long-tenured workers	4,424.0	3,919.7	5,516.7	6,220.4	5,890.2	-5.3
Occasional claimants	7,860.5	8,774.0	8,877.8	9,048.8	9,288.2	+2.6
Frequent claimants	3,093.3	3,110.4	3,267.6	3,191.8	3,476.3	+8.9
<b>Canada</b>	<b>15,377.9</b>	<b>15,804.1</b>	<b>17,662.0</b>	<b>18,461.0</b>	<b>18,654.7</b>	<b>+1.0</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI benefits was paid.

<sup>1</sup> Excludes Parents of Critically Ill Children/Caregiver benefits due to the incompatibility of administrative data sources.

<sup>2</sup> See Annex 2.1 for definitions related to EI claimant categories.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.4.1 – Employment Insurance benefits by EI economic region<sup>1</sup>: New claims established

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Newfoundland and Labrador</b>						
St. John's	13,990	14,810	16,190	16,210	16,620	+2.5
Newfoundland - Labrador	68,050	66,420	69,720	57,790	64,470	+11.6
<b>Prince Edward Island</b>						
Prince Edward Island <sup>2</sup>	21,330	9,530	n/a	n/a	n/a	n/a
Charlottetown <sup>2</sup>	n/a	2,960	5,470	5,860	5,570	-4.9
Prince Edward Island <sup>2</sup>	n/a	9,460	16,670	16,680	17,150	+2.8
<b>Nova Scotia</b>						
Eastern Nova Scotia	27,010	27,660	28,370	28,580	30,060	+5.2
Western Nova Scotia	34,090	33,860	35,120	34,740	35,660	+2.6
Halifax	17,510	18,030	18,920	19,390	19,580	+1.0
<b>New Brunswick</b>						
Fredericton-Moncton-Saint-John	26,370	26,280	28,070	27,670	28,250	+2.1
Madawaska-Charlotte	14,520	14,250	14,270	13,880	14,380	+3.6
Restigouche-Albert	44,730	44,490	46,330	47,360	48,500	+2.4
<b>Quebec</b>						
Gaspésie-Îles-de-la-Madeleine	27,240	26,520	27,320	27,780	27,900	+0.4
Quebec	39,040	40,290	40,400	38,730	40,490	+4.5
Trois-Rivières	10,700	9,900	10,060	9,550	9,650	+1.0
South Central Quebec	10,590	9,760	9,190	9,950	8,780	-11.8
Sherbrooke	9,690	10,850	10,060	9,870	10,150	+2.8
Montérégie	31,260	30,970	33,220	32,400	31,710	-2.1
Montréal	176,260	176,270	179,760	174,100	174,490	+0.2
Central Quebec	87,370	87,010	87,800	86,170	86,950	+0.9
North Western Quebec	22,690	23,260	22,520	21,010	21,210	+1.0
Bas-Saint-Laurent-Côte-Nord	52,600	49,550	50,290	49,020	47,100	-3.9
Hull	12,860	13,420	13,320	12,980	12,630	-2.7
Chicoutimi-Jonquière	12,540	13,360	12,740	12,140	11,930	-1.7
<b>Ontario</b>						
Ottawa	33,380	33,180	34,370	33,210	32,610	-1.8
Eastern Ontario	26,590	26,590	27,780	26,630	26,410	-0.8
Kingston	5,790	5,730	5,110	5,520	5,140	-6.9
Central Ontario	60,790	58,200	61,340	60,350	59,150	-2.0
Oshawa	17,820	17,890	17,760	17,770	18,760	+5.6
Toronto	213,260	207,290	211,410	205,510	204,230	-0.6
Hamilton	29,520	29,230	29,400	29,650	29,240	-1.4
St. Catharines	22,220	19,580	20,760	20,330	20,380	+0.2
London	20,550	19,400	18,920	19,270	20,780	+7.8
Niagara	17,410	17,520	18,080	17,240	17,280	+0.2
Windsor	14,420	19,480	13,630	12,200	19,440	+59.3
Kitchener	22,420	20,450	20,340	20,980	21,820	+4.0
Huron	17,680	17,570	17,710	20,100	19,450	-3.2
South Central Ontario	19,740	18,560	19,210	19,310	21,680	+12.3
Sudbury	8,150	7,870	8,760	7,290	7,430	+1.9
Thunder Bay	6,440	6,510	6,540	6,000	6,370	+6.2
Northern Ontario	36,810	36,150	38,500	30,670	32,400	+5.6

(continued)

## Annex 2.4.1 (continued)

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Manitoba</b>						
Winnipeg	31,920	31,990	36,060	32,910	34,580	+5.1
Southern Manitoba	15,060	15,120	18,200	17,150	17,180	+0.2
Northern Manitoba	9,640	9,890	10,400	9,190	9,680	+5.3
<b>Saskatchewan</b>						
Regina	7,800	8,510	9,830	10,260	10,470	+2.0
Saskatoon	11,360	12,220	14,780	13,940	13,430	-3.7
Southern Saskatchewan	11,660	13,080	15,310	12,210	12,750	+4.4
Northern Saskatchewan	13,580	14,030	17,190	13,440	14,600	+8.6
<b>Alberta</b>						
Calgary	46,710	54,040	74,310	63,390	55,710	-12.1
Edmonton	50,510	57,710	81,150	67,740	61,260	-9.6
Northern Alberta	12,180	14,890	20,620	22,770	13,900	-39.0
Southern Alberta	36,670	43,200	59,390	47,710	39,400	-17.4
<b>British Columbia</b>						
Southern Interior British Columbia	38,040	38,600	43,030	36,590	36,700	+0.3
Abbotsford	11,120	10,690	10,790	11,090	10,750	-3.1
Vancouver	91,040	90,310	90,370	84,900	87,510	+3.1
Victoria	12,560	12,660	12,990	12,090	12,870	+6.5
Southern Coastal British Columbia	30,310	30,380	32,410	31,280	30,000	-4.1
Northern British Columbia	22,230	25,680	27,200	21,820	22,990	+5.4
<b>Territories</b>						
Yukon <sup>2</sup>	2,560	1,120	n/a	n/a	n/a	n/a
Whitehorse <sup>2</sup>	n/a	740	1,560	1,420	1,340	-5.6
Yukon (excluding Whitehorse) <sup>2</sup>	n/a	590	850	880	860	-2.3
Northwest Territories <sup>2</sup>	2,310	1,330	n/a	n/a	n/a	n/a
Yellowknife <sup>2</sup>	n/a	310	810	870	840	-3.4
Northwest Territories (excluding Yellowknife) <sup>2</sup>	n/a	610	1,510	1,510	1,580	+4.6
Nunavut <sup>2</sup>	1,260	510	n/a	n/a	n/a	n/a
Iqaluit <sup>2</sup>	n/a	100	300	230	320	+39.1
Nunavut (excluding Iqaluit) <sup>2</sup>	n/a	380	930	1,060	1,020	-3.8
<b>Canada</b>	<b>1,791,950</b>	<b>1,808,800</b>	<b>1,925,420</b>	<b>1,818,340</b>	<b>1,815,540</b>	<b>-0.2</b>

Note: Includes claims for which at least \$1 of EI benefits was paid.

<sup>1</sup> Excludes Parents of Critically Ill children/Caregiver benefits due to incompatibility of administrative data sources

<sup>2</sup> As of October 12, 2014, there is a total of 62 EI economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.4.2 – Employment Insurance benefits by EI economic region: Average weekly benefit rate<sup>1,2</sup> (\$)

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Newfoundland and Labrador</b>						
St. John's	430	441	456	464	463	-0.3
Newfoundland - Labrador	421	434	447	440	454	+3.3
<b>Prince Edward Island</b>						
Prince Edward Island <sup>3</sup>	403	409	n/a	n/a	n/a	n/a
Charlottetown <sup>3</sup>	n/a	402	413	406	405	-0.2
Prince Edward Island <sup>3</sup>	n/a	428	433	441	446	+1.3
<b>Nova Scotia</b>						
Eastern Nova Scotia	419	435	439	440	446	+1.3
Western Nova Scotia	392	407	413	416	418	+0.6
Halifax	405	415	426	425	431	+1.4
<b>New Brunswick</b>						
Fredericton-Moncton-Saint-John	392	403	414	416	424	+1.9
Madawaska-Charlotte	391	398	411	411	420	+2.2
Restigouche-Albert	413	421	434	436	439	+0.6
<b>Quebec</b>						
Gaspésie-Îles-de-la-Madeleine	421	432	437	443	451	+1.8
Quebec	417	427	435	441	454	+3.1
Trois-Rivières	400	409	415	419	436	+3.8
South Central Quebec	406	419	429	437	443	+1.4
Sherbrooke	403	412	418	430	435	+1.0
Montérégie	403	415	424	432	439	+1.7
Montréal	407	419	427	433	442	+2.2
Central Quebec	401	412	420	426	436	+2.5
North Western Quebec	417	428	433	438	446	+1.7
Bas-Saint-Laurent-Côte-Nord	417	425	433	435	445	+2.4
Hull	422	431	439	452	458	+1.3
Chicoutimi-Jonquière	408	422	423	427	437	+2.1
<b>Ontario</b>						
Ottawa	435	448	455	465	468	+1.0
Eastern Ontario	409	424	431	441	440	-0.1
Kingston	409	425	421	437	441	+1.1
Central Ontario	407	419	432	444	448	+0.9
Oshawa	429	449	452	466	475	+2.1
Toronto	422	433	445	455	464	+2.1
Hamilton	425	433	444	455	464	+2.1
St. Catharines	399	409	413	428	434	+1.4
London	414	426	427	439	450	+2.6
Niagara	411	425	438	444	455	+2.7
Windsor	404	448	437	433	467	+8.1
Kitchener	427	438	444	458	459	+0.4
Huron	414	421	435	441	449	+1.9
South Central Ontario	418	429	440	455	461	+1.2
Sudbury	426	434	453	453	455	+0.7
Thunder Bay	438	439	459	467	474	+1.6
Northern Ontario	424	432	445	442	451	+2.1

(continued)

## Annex 2.4.2 (continued)

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Manitoba</b>						
Winnipeg	411	425	436	448	447	0.0
Southern Manitoba	401	416	434	432	441	+2.1
Northern Manitoba	410	417	435	428	438	+2.6
<b>Saskatchewan</b>						
Regina	448	457	466	480	476	-0.7
Saskatoon	434	459	466	469	471	+0.5
Southern Saskatchewan	421	444	464	459	468	+1.8
Northern Saskatchewan	429	450	467	455	457	+0.7
<b>Alberta</b>						
Calgary	456	473	485	484	485	+0.4
Edmonton	458	474	489	492	495	+0.9
Northern Alberta	462	484	494	498	494	-0.5
Southern Alberta	440	465	479	472	475	+0.7
<b>British Columbia</b>						
Southern Interior British Columbia	422	434	450	443	455	+2.9
Abbotsford	366	383	391	407	409	+0.6
Vancouver	413	424	435	451	456	+1.2
Victoria	426	436	450	453	463	+2.2
Southern Coastal British Columbia	419	433	444	443	451	+1.9
Northern British Columbia	438	454	467	459	467	+1.8
<b>Territories</b>						
Yukon <sup>3</sup>	472	471	n/a	n/a	n/a	n/a
Whitehorse <sup>3</sup>	n/a	478	485	504	503	-0.1
Yukon (excluding Whitehorse) <sup>3</sup>	n/a	474	498	487	501	+2.7
Northwest Territories <sup>3</sup>	489	488	n/a	n/a	n/a	n/a
Yellowknife <sup>3</sup>	n/a	499	505	511	523	+2.4
Northwest Territories (excluding Yellowknife) <sup>3</sup>	n/a	507	506	509	517	+1.6
Nunavut <sup>3</sup>	464	464	n/a	n/a	n/a	n/a
Iqaluit <sup>3</sup>	n/a	497	499	524	517	-1.4
Nunavut (excluding Iqaluit) <sup>3</sup>	n/a	470	463	477	496	+5.3
<b>Canada</b>	<b>417</b>	<b>431</b>	<b>443</b>	<b>447</b>	<b>453</b>	<b>+1.5</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI benefits was paid.

<sup>1</sup> Excludes Parents of Critically Ill children/Caregiver benefits due to incompatibility of administrative data sources

<sup>2</sup> Takes into account Family Supplement top-ups paid to Employment Insurance claimants.

<sup>3</sup> As of October 12, 2014, there is a total of 62 EI economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.4.3 – Employment Insurance benefits by EI economic region: Amount paid<sup>1</sup> (\$ million)

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Newfoundland and Labrador</b>						
St. John's	120.1	130.5	146.2	167.4	191.6	+14.4
Newfoundland - Labrador	717.7	732.4	812.4	872.7	993.6	+13.8
<b>Prince Edward Island</b>						
Prince Edward Island <sup>2</sup>	200.0	153.1	13.1	n/a	n/a	n/a
Charlottetown <sup>2</sup>	n/a	11.1	46.9	52.3	50.1	-4.3
Prince Edward Island <sup>2</sup>	n/a	47.1	168.1	178.4	198.0	+11.0
<b>Nova Scotia</b>						
Eastern Nova Scotia	286.6	286.4	328.9	335.5	362.0	+7.9
Western Nova Scotia	300.1	298.5	321.4	322.3	337.6	+4.8
Halifax	151.9	163.1	182.6	183.5	192.5	+4.9
<b>New Brunswick</b>						
Fredericton-Moncton-Saint-John	222.1	225.5	257.6	263.4	259.3	-1.5
Madawaska-Charlotte	132.3	120.5	125.2	117.1	124.6	+6.4
Restigouche-Albert	473.7	478.0	521.2	538.5	570.1	+5.9
<b>Quebec</b>						
Gaspésie-Îles-de-la-Madeleine	271.7	273.8	291.4	290.4	322.5	+11.1
Quebec	221.6	240.7	259.0	237.7	254.8	+7.2
Trois-Rivières	69.3	65.3	66.6	58.2	63.4	+9.0
South Central Quebec	53.1	57.6	57.0	53.5	51.9	-2.9
Sherbrooke	54.2	67.2	66.7	61.9	62.1	+0.2
Montérégie	188.1	195.7	218.8	207.6	210.1	+1.2
Montréal	1,211.3	1,289.1	1,331.2	1,273.9	1,288.5	+1.1
Central Quebec	566.1	569.7	585.3	533.1	596.1	+11.8
North Western Quebec	178.1	176.4	180.1	164.2	163.6	-0.3
Bas-Saint-Laurent-Côte-Nord	398.0	390.9	397.4	372.8	370.3	-0.7
Hull	80.0	89.7	95.1	91.9	91.4	-0.5
Chicoutimi-Jonquière	82.7	91.0	101.0	85.6	83.6	-2.4
<b>Ontario</b>						
Ottawa	322.4	333.4	352.9	341.9	344.7	+0.8
Eastern Ontario	207.6	217.3	238.4	229.5	231.2	+0.7
Kingston	48.4	51.4	46.0	48.1	47.7	-0.9
Central Ontario	485.5	487.6	503.2	505.7	541.4	+7.1
Oshawa	159.0	162.7	167.4	167.5	181.8	+8.5
Toronto	2,149.4	2,161.6	2,224.3	2,178.7	2,244.7	+3.0
Hamilton	251.7	258.6	275.6	275.9	289.9	+5.1
St. Catharines	171.9	164.1	163.1	168.8	174.3	+3.2
London	182.2	179.3	174.5	169.7	193.3	+13.9
Niagara	158.4	142.2	166.7	154.9	159.5	+3.0
Windsor	133.7	129.6	147.5	108.2	125.7	+16.2
Kitchener	197.0	202.2	194.7	199.1	210.4	+5.6
Huron	133.9	142.4	148.1	162.2	166.0	+2.4
South Central Ontario	169.8	165.2	169.4	177.3	189.2	+6.7
Sudbury	68.5	69.2	75.4	94.2	84.0	-10.8
Thunder Bay	48.5	54.5	55.9	55.3	57.3	+3.6
Northern Ontario	354.1	349.1	375.2	406.2	416.7	+2.6

(continued)

## Annex 2.4.3 (continued)

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Manitoba</b>						
Winnipeg	271.3	272.4	321.0	312.1	332.4	+6.5
Southern Manitoba	112.5	122.1	143.0	152.5	155.0	+1.6
Northern Manitoba	99.0	103.6	109.3	122.6	144.0	+17.4
<b>Saskatchewan</b>						
Regina	71.1	76.8	93.7	106.6	118.0	+10.6
Saskatoon	99.8	111.3	144.1	177.0	187.0	+5.6
Southern Saskatchewan	99.0	106.2	142.8	169.9	170.9	+0.6
Northern Saskatchewan	144.0	143.0	192.2	217.9	225.0	+3.3
<b>Alberta</b>						
Calgary	474.1	510.1	786.2	1,057.4	917.0	-13.3
Edmonton	466.9	515.4	781.3	1,037.9	922.1	-11.2
Northern Alberta	122.6	139.3	225.5	323.4	236.9	-26.8
Southern Alberta	320.0	342.3	569.3	739.5	579.3	-21.7
<b>British Columbia</b>						
Southern Interior British Columbia	302.7	321.9	386.2	439.6	433.6	-1.4
Abbotsford	86.9	86.7	88.6	93.0	93.3	+0.4
Vancouver	834.7	852.0	866.0	830.6	867.7	+4.5
Victoria	113.4	115.5	124.0	119.8	119.5	-0.2
Southern Coastal British Columbia	250.2	258.9	297.7	279.6	281.9	+0.8
Northern British Columbia	210.0	227.9	268.6	301.6	293.4	-2.7
<b>Territories</b>						
Yukon <sup>2</sup>	29.5 <sup>r</sup>	24.0 <sup>r</sup>	2.7 <sup>r</sup>	n/a <sup>r</sup>	n/a	n/a
Whitehorse <sup>2</sup>	n/a	3.2	14.3 <sup>r</sup>	18.4 <sup>r</sup>	19.0	+3.1
Yukon (excluding Whitehorse) <sup>2</sup>	n/a <sup>r</sup>	3.2 <sup>r</sup>	9.0 <sup>r</sup>	8.9 <sup>r</sup>	8.8	-1.5
Northwest Territories <sup>2</sup>	31.4 <sup>r</sup>	24.8 <sup>r</sup>	3.6 <sup>r</sup>	n/a <sup>r</sup>	n/a	n/a
Yellowknife <sup>2</sup>	n/a	1.2 <sup>r</sup>	7.7 <sup>r</sup>	10.1 <sup>r</sup>	9.3	-7.3
Northwest Territories (excluding Yellowknife) <sup>2</sup>	n/a	3.3	17.5	19.8	21.5	+8.5
Nunavut <sup>2</sup>	18.1	12.8	1.3	n/a	n/a	n/a
Iqaluit <sup>2</sup>	n/a	0.6	2.7	3.0	4.1	+36.4
Nunavut (excluding Iqaluit) <sup>2</sup>	n/a	1.7	12.1	14.6	19.5	+33.4
<b>Canada</b>	<b>15,377.9</b>	<b>15,804.1</b>	<b>17,662.0</b>	<b>18,461.0</b>	<b>18,654.7</b>	<b>+1.0</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI benefits was paid.

<sup>1</sup> Excludes Parents of Critically Ill Children/Caregiver benefits due to incompatibility of administrative data sources

<sup>2</sup> As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area. Amounts paid were registered in FY1516 in the four former EI economic regions in spite of the change in EI economic region boundaries because some claims established just prior to that change had continued to be paid in FY1516.

<sup>r</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

## Annex 2.5.1 – Regular benefits: New claims established

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	63,290	63,410	67,880	55,590	62,170	+11.8
Prince Edward Island	16,040	16,560	16,790	16,910	16,430	-2.8
Nova Scotia	59,530	60,730	62,020	62,610	63,880	+2.0
New Brunswick	69,450	68,930	72,030	70,120	70,610	+0.7
Quebec	424,230	423,840	422,200	405,460	399,080	-1.6
Ontario	401,030	391,380	390,830	366,810	373,130	+1.7
Manitoba	35,640	37,280	41,810	39,310	40,230	+2.3
Saskatchewan	27,390	31,500	39,580	34,090	35,190	+3.2
Alberta	84,000	105,780	167,800	141,140	112,400	-20.4
British Columbia	140,810	139,040	146,080	124,830	122,410	-1.9
Yukon	2,020	1,880	1,840	1,750	1,610	-8.0
Northwest Territories	1,530	1,680	1,550	1,740	1,760	+1.1
Nunavut	850	600	680	770	810	+5.2
<b>Gender</b>						
Men	808,040	826,410	896,610	806,660	788,880	-2.2
Women	517,770	516,200	534,480	514,470	510,830	-0.7
<b>Age</b>						
24 years old and under	129,400	129,700	140,640	126,880	118,750	-6.4
25 to 44 years old	580,650	592,390	639,540	588,420	571,930	-2.8
45 to 54 years old	330,230	323,840	329,800	298,500	289,420	-3.0
55 years old and over	285,530	296,680	321,110	307,330	319,610	+4.0
<b>EI claimant category<sup>1</sup></b>						
Long-tenured workers	285,000	261,760	380,460	329,290	310,270	-5.8
Occasional claimants	731,030	776,150	742,840	706,150	699,370	-1.0
Frequent claimants	309,780	304,700	307,790	285,690	290,070	+1.5
<b>Canada</b>	<b>1,325,810</b>	<b>1,342,610</b>	<b>1,431,090</b>	<b>1,321,130</b>	<b>1,299,710</b>	<b>-1.6</b>

Note: Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> See Annex-2.1 for definitions related to EI claimant categories.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.5.2 – Regular benefits: Average actual duration (number of weeks)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>o</sup>	Change (%) FY1617 to FY1718
Newfoundland and Labrador	26.2	25.8	26.0	31.8 <sup>f</sup>	32.4	+1.8
Prince Edward Island	23.5	22.8	23.3	23.3 <sup>f</sup>	22.9	-1.5
Nova Scotia	23.9	23.1	23.7	23.3 <sup>f</sup>	22.5	-3.2
New Brunswick	23.7	23.8	24.0	23.6 <sup>f</sup>	22.3	-5.6
Quebec	18.5	18.7	18.6	18.2 <sup>f</sup>	16.7	-8.4
Ontario	19.7	19.0	18.3	18.9 <sup>f</sup>	17.4	-7.5
Manitoba	17.8	17.2	17.9	19.3 <sup>f</sup>	19.1	-1.2
Saskatchewan	18.3	18.2	18.3	24.8 <sup>f</sup>	25.9	+4.2
Alberta	15.9	16.4	17.4	24.5	28.4	+15.8
British Columbia	19.0	18.5	18.4	20.3 <sup>f</sup>	19.7	-2.8
Yukon	23.2	24.2	21.6	21.0 <sup>f</sup>	21.4	+2.0
Northwest Territories	26.2	24.2	26.6	21.6 <sup>f</sup>	22.3	+3.3
Nunavut	27.2	31.4	27.0	31.2 <sup>f</sup>	32.6	+4.6
<b>Gender</b>						
Men	19.7	19.6	19.6	20.9 <sup>f</sup>	20.3	-3.0
Women	19.7	19.2	18.9	20.3 <sup>f</sup>	19.7	-2.6
<b>Age</b>						
24 years old and under	17.8	17.6	17.6	18.7 <sup>f</sup>	17.5	-6.3
25 to 44 years old	18.9	18.6	18.5	19.6 <sup>f</sup>	19.1	-2.9
45 to 54 years old	20.2	19.9	19.8	21.4 <sup>f</sup>	20.8	-2.9
55 years old and over	21.5	21.3	21.1	22.9 <sup>f</sup>	22.3	-2.7
<b>EI claimant category<sup>1</sup></b>						
Long-tenured workers	18.7	18.0	17.4	20.0	21.0	+4.8
Occasional claimants	19.0	18.9	19.0	20.1 <sup>f</sup>	18.9	-5.7
Frequent claimants	22.2	22.0	22.1	23.1 <sup>f</sup>	21.9	-5.1
<b>Canada</b>	<b>19.7</b>	<b>19.4</b>	<b>19.3</b>	<b>20.7<sup>f</sup></b>	<b>20.1</b>	<b>-2.9</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>1</sup> See Annex-2.1 for definitions related to EI claimant categories.

<sup>f</sup> Revised.

<sup>o</sup> Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.5.3 – Regular benefits: Average weekly benefit rate<sup>1</sup> (\$)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	417	430	444	434	447	+3.1
Prince Edward Island	395	407	419	419	426	+1.8
Nova Scotia	400	417	423	422	427	+1.1
New Brunswick	403	413	426	430	437	+1.7
Quebec	414	426	434	440	450	+2.4
Ontario	421	435	445	454	462	+1.9
Manitoba	412	424	438	441	449	+1.7
Saskatchewan	435	458	472	468	471	+0.7
Alberta	462	484	495	493	496	+0.6
British Columbia	419	434	449	451	459	+1.8
Yukon	477	478	494	501	500	-0.2
Northwest Territories	487	498	507	511	527	+3.1
Nunavut	460	472	469	486	514	+5.8
<b>Gender</b>						
Men	443	458	470	474	481	+1.6
Women	382	395	406	412	419	+1.8
<b>Age</b>						
24 years old and under	389	405	419	412	416	+1.0
25 to 44 years old	430	445	458	462	470	+1.7
45 to 54 years old	423	437	449	454 <sup>f</sup>	463	+1.8
55 years old and over	407	420	431	435	442	+1.6
<b>EI claimant category<sup>2</sup></b>						
Long-tenured workers	454	472	482	489	495	+1.1
Occasional claimants	403	420	428	429	437	+1.8
Frequent claimants	425	436	446	453	464	+2.3
<b>Canada</b>	<b>419</b>	<b>433<sup>f</sup></b>	<b>446</b>	<b>449</b>	<b>457</b>	<b>+1.6</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with regular benefits.

<sup>2</sup> See Annex-2.1 for definitions related to EI claimant categories.

<sup>f</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.5.4 – Regular benefits: Amount paid<sup>1</sup> (\$ million)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	644.3	666.5	749.5	822.2	953.6	+16.0
Prince Edward Island	144.3	147.5 <sup>r</sup>	162.6	161.2	175.5	+8.9
Nova Scotia	535.3	534.1	603.0	595.5	642.5	+7.9
New Brunswick	643.7	640.9	712.5	703.0	729.6	+3.8
Quebec	2,986.9	3,115.2	3,227.0	2,974.1	3,043.3	+2.3
Ontario	3,128.9	3,093.1 <sup>r</sup>	3,200.8	3,069.9	3,183.3	+3.7
Manitoba	267.7	277.2	338.3	352.1	386.2	+9.7
Saskatchewan	225.4	246.3	361.3	450.8	473.3	+5.0
Alberta	670.5	746.9 <sup>r</sup>	1,499.9	2,274.7	1,804.8	-20.7
British Columbia	1,067.1	1,081.5	1,219.0	1,217.0	1,193.0	-2.0
Yukon	21.3	22.7	18.7	18.8	18.9	+0.9
Northwest Territories	20.3	20.5	20.2	19.3	20.8	+7.6
Nunavut	11.9	9.5	9.4	11.5	15.8	+37.5
<b>Gender</b>						
Men	6,851.0	7,032.7 <sup>r</sup>	8,253.4	8,612.3	8,359.3	-2.9
Women	3,516.6	3,569.3	3,868.8	4,057.8	4,281.2	+5.5
<b>Age</b>						
24 years old and under	973.2	966.1	1,153.7	1,158.1	1,076.1	-7.1
25 to 44 years old	4,510.3	4,603.5	5,345.2	5,548.9	5,449.7	-1.8
45 to 54 years old	2,586.6	2,604.6	2,844.6	2,921.7	2,876.7	-1.5
55 years old and over	2,297.5	2,427.9	2,778.8	3,041.3	3,238.0	+6.5
<b>EI claimant category<sup>2</sup></b>						
Long-tenured workers	2,377.2	2,136.9	3,141.1	3,681.5	3,343.6	-9.2
Occasional claimants	5,278.5	5,735.6	6,118.7	6,220.2	6,272.5	+0.8
Frequent claimants	2,712.0	2,729.5	2,862.3	2,768.4	3,024.4	+9.2
<b>Canada</b>	<b>10,367.6</b>	<b>10,602.0</b>	<b>12,122.2</b>	<b>12,670.1</b>	<b>12,640.5</b>	<b>-0.2</b>

Note: Data may not add up to the totals due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with regular benefits. Includes benefits paid for training purposes under section 25 of the *Employment Insurance Act*.

<sup>2</sup> See Annex-2.1 for definitions related to EI claimant categories.

<sup>r</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

### Annex 2.6.1 – Regular benefits (by industry): New claims established

Industry	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Goods-producing industries</b>	<b>512,200</b>	<b>511,030</b>	<b>565,610</b>	<b>484,720</b>	<b>502,080</b>	<b>+3.6</b>
Agriculture, forestry, fishing and hunting	57,140	56,880	57,360	51,910	53,760	+3.6
Mining and oil and gas extraction	24,380	28,900	38,250	24,430	21,340	-12.6
Utilities	4,680	4,420	4,230	3,980	4,150	+4.3
Construction	274,730	274,140	316,290	273,380	288,870	+5.7
Manufacturing	151,270	146,690	149,480	131,020	133,960	+2.2
<b>Service-producing industries</b>	<b>769,260</b>	<b>748,370</b>	<b>821,740</b>	<b>762,630</b>	<b>764,150</b>	<b>+0.2</b>
Wholesale trade	43,940	44,050	48,240	43,600	39,790	-8.7
Retail trade	79,210	72,850	83,500	76,300	79,090	+3.7
Transportation and warehousing	56,690	56,270	67,950	59,470	60,190	+1.2
Finance and insurance	14,750	13,820	15,500	14,080	15,020	+6.7
Real estate and rental and leasing	18,050	18,030	20,220	18,640	17,720	-4.9
Professional, scientific and technical services	53,800	54,690	61,630	54,190	52,690	-2.8
Business, building and support services <sup>1</sup>	96,850	93,310	100,250	88,740	86,380	-2.7
Educational services	145,810	146,040	156,100	153,460	157,110	+2.4
Health care and social assistance	48,840	47,160	47,610	45,740	46,590	+1.9
Information, culture and recreation <sup>2</sup>	41,960	39,470	41,320	38,030	39,080	+2.8
Accommodation and food services	63,360	58,550	63,840	60,630	63,840	+5.3
Other services (except public administration)	40,700	40,730	45,900	42,020	40,340	-4.0
Public administration	65,300	63,400	69,680	67,730	66,310	-2.1
<b>Unclassified</b>	<b>44,350</b>	<b>83,210</b>	<b>43,740</b>	<b>73,780</b>	<b>33,480</b>	<b>-54.6</b>
<b>Canada</b>	<b>1,325,810</b>	<b>1,342,610</b>	<b>1,431,090</b>	<b>1,321,130</b>	<b>1,299,710</b>	<b>-1.6</b>

Note: Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

<sup>2</sup> This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.6.2 – Regular benefits (by industry): Average actual duration (number of weeks)

Industry	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>o</sup>	Change (%) FY1617 to FY1718
<b>Goods-producing industries</b>	<b>19.3</b>	<b>19.1</b>	<b>19.3</b>	<b>20.7<sup>r</sup></b>	<b>19.9</b>	<b>-4.1</b>
Agriculture, forestry, fishing and hunting	21.5	21.4	21.6	22.0 <sup>r</sup>	21.8	-0.9
Mining and oil and gas extraction	20.3	20.7	20.8	23.9 <sup>r</sup>	27.0	+13.1
Utilities	17.0	18.5	17.6	18.4 <sup>r</sup>	18.8	+2.4
Construction	18.1	18.1	18.4	19.6 <sup>r</sup>	19.1	-2.7
Manufacturing	20.6	20.0	20.0	21.9 <sup>r</sup>	19.6	-10.4
<b>Service-producing industries</b>	<b>19.9</b>	<b>19.5</b>	<b>19.3</b>	<b>20.5<sup>r</sup></b>	<b>20.1</b>	<b>-1.9</b>
Wholesale trade	23.5	23.1	22.7	23.7 <sup>r</sup>	23.7	-0.3
Retail trade	22.7	22.2	21.9	22.8 <sup>r</sup>	22.5	-1.1
Transportation and warehousing	19.3	19.1	18.9	20.9 <sup>r</sup>	20.0	-4.1
Finance and insurance	25.1	24.4	23.3	24.3 <sup>r</sup>	24.2	-0.4
Real estate and rental and leasing	21.9	22.3	22.0	22.9 <sup>r</sup>	23.9	+4.5
Professional, scientific and technical services	21.2	21.2	20.9	22.7 <sup>r</sup>	22.3	-2.0
Business, building and support services <sup>1</sup>	21.6	21.3	21.2	22.0 <sup>r</sup>	21.2	-3.5
Educational services	11.9	11.7	11.9	12.4 <sup>r</sup>	12.6	+1.3
Health care and social assistance	21.3	21.2	21.0	22.3	21.3	-4.2
Information, culture and recreation <sup>2</sup>	20.7	20.4	20.0	20.7 <sup>r</sup>	20.6	-0.3
Accommodation and food services	22.6	22.0	22.1	22.7 <sup>r</sup>	22.5	-1.3
Other services (except public administration)	21.5	21.1	20.9	22.4 <sup>r</sup>	22.3	-0.4
Public administration	20.4	20.4	20.1	21.7 <sup>r</sup>	21.9	+0.6
<b>Unclassified</b>	<b>20.8</b>	<b>22.4</b>	<b>19.7</b>	<b>22.8<sup>r</sup></b>	<b>22.0</b>	<b>-3.7</b>
<b>Canada</b>	<b>19.7</b>	<b>19.4</b>	<b>19.3</b>	<b>20.7<sup>r</sup></b>	<b>20.1</b>	<b>-2.9</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>1</sup> This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

<sup>2</sup> This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

<sup>r</sup> Revised.

<sup>o</sup> Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.6.3 – Regular benefits (by industry): Average weekly benefit rate<sup>1</sup> (\$)

Industry	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Goods-producing industries</b>	<b>451</b>	<b>467</b>	<b>480</b>	<b>485</b>	<b>493</b>	<b>+1.7</b>
Agriculture, forestry, fishing and hunting	403	416	429	431	441	+2.5
Mining and oil and gas extraction	495	510	522	528	531	+0.7
Utilities	494	501	516	524	532	+1.5
Construction	473	487	498	505	512	+1.4
Manufacturing	423	439	448	453	464	+2.4
<b>Service-producing industries</b>	<b>399</b>	<b>413<sup>r</sup></b>	<b>425<sup>r</sup></b>	<b>430<sup>r</sup></b>	<b>434</b>	<b>+1.1</b>
Wholesale trade	412	424	440	447	449	+0.3
Retail trade	352	368	374	386	386	+0.1
Transportation and warehousing	390	403	425	417	420	+0.6
Finance and insurance	436	445	462	463	481	+3.8
Real estate and rental and leasing	407	421	432	440	449	+2.0
Professional, scientific and technical services	448	463	479	482	488	+1.3
Business, building and support services <sup>2</sup>	394	409	419	422	429	+1.7
Educational services	438	449	457	466	473	+1.3
Health care and social assistance	384	394	402	408	414	+1.6
Information, culture and recreation <sup>3</sup>	388	401	413	414	418	+1.0
Accommodation and food services	330	341	352	355	359	+1.1
Other services (except public administration)	380	394	416	418	422	+1.0
Public administration	426	437	446	451	460	+2.1
<b>Unclassified</b>	<b>392</b>	<b>412</b>	<b>419</b>	<b>423</b>	<b>427</b>	<b>+0.8</b>
<b>Canada</b>	<b>419</b>	<b>433<sup>r</sup></b>	<b>446</b>	<b>449</b>	<b>457</b>	<b>+1.6</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with regular benefits.

<sup>2</sup> This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

<sup>3</sup> This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

<sup>r</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.6.4 – Regular benefits (by industry): Amount paid<sup>1</sup> (\$ million)

Industry	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Goods-producing industries</b>	<b>4,349.4</b>	<b>4,379.8</b>	<b>5,337.1</b>	<b>5,397.7</b>	<b>5,343.6</b>	<b>-1.0</b>
Agriculture, forestry, fishing and hunting	503.6	500.7	520.4	515.6	578.2	+12.2
Mining and oil and gas extraction	253.1	238.9	445.0	448.8	310.0	-30.9
Utilities	40.0	41.1	39.1	42.2	48.2	+14.3
Construction	2,324.7	2,376.7 <sup>†</sup>	2,934.7	3,001.5	3,113.4	+3.7
Manufacturing	1,228.0	1,222.4	1,397.9	1,389.6	1,293.7	-6.9
<b>Service-producing industries</b>	<b>5,734.4<sup>†</sup></b>	<b>5,656.9</b>	<b>6,487.5</b>	<b>6,687.7</b>	<b>6,998.6</b>	<b>+4.6</b>
Wholesale trade	435.7	421.0	497.1	515.1	492.3	-4.4
Retail trade	630.3	607.0	685.4	712.3	763.4	+7.2
Transportation and warehousing	412.9	400.3	520.5	556.8	533.3	-4.2
Finance and insurance	167.0	155.9	166.5	177.9	193.9	+8.9
Real estate and rental and leasing	155.3	163.7	191.8	208.1	207.3	-0.4
Professional, scientific and technical services	510.6	505.4	630.5	666.4	601.1	-9.8
Business, building and support services <sup>2</sup>	784.5	787.0	881.9	876.9	871.4	-0.6
Educational services	605.8	634.6	711.6	695.1	850.0	+22.3
Health care and social assistance	360.2	362.2	371.2	389.6	424.0	+8.8
Information, culture and recreation <sup>3</sup>	332.8	318.3	336.2	337.1	377.7	+12.0
Accommodation and food services	460.3	427.2	498.2	496.3	559.9	+12.8
Other services (except public administration)	336.6	334.4	399.4	424.4	421.5	-0.7
Public administration	542.3	539.9	597.3	631.5	702.7	+11.3
<b>Unclassified</b>	<b>283.9</b>	<b>565.3</b>	<b>297.6</b>	<b>584.7</b>	<b>298.4</b>	<b>-49.0</b>
<b>Canada</b>	<b>10,367.6</b>	<b>10,602.0</b>	<b>12,122.2</b>	<b>12,670.1</b>	<b>12,640.5</b>	<b>-0.2</b>

Note: Data may not add up to the totals due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with regular benefits. Includes benefits paid for training purposes under section 25 of the *Employment Insurance Act*.

<sup>2</sup> This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

<sup>3</sup> This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

<sup>†</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.7.1 – Regular benefits (by regional unemployment rate and hours of insurable employment from previous employment): New claims established

Regional unemployment rate <sup>1</sup>	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
6.0% and under	187,910	273,380	218,020	171,350	384,230	+124.2
6.1% ~ 7.0%	196,410	158,060	363,660	363,170	425,580	+17.2
7.1% ~ 8.0%	259,710	329,870	279,030	299,000	134,750	-54.9
8.1% ~ 9.0%	327,910	236,460	216,290	169,290	110,860	-34.5
9.1% ~ 10.0%	45,870	78,450	75,660	65,480	31,660	-51.6
10.1% ~ 11.0%	84,810	55,950	50,430	35,420	7,990	-77.4
11.1% ~ 12.0%	52,390	44,380	16,740	21,420	60,140	+180.8
12.1% ~ 13.0%	10,030	7,660	43,880	35,300	13,420	-62.0
13.1% ~ 14.0%	6,620	470	16,910	11,350	28,240	+148.8
14.1% ~ 15.0%	20,030	25,870	23,650	38,190	24,020	-37.1
15.1% ~ 16.0%	57,470	25,100	31,980	25,370	10,270	-59.5
16.1% or greater	76,650	106,960	94,840	85,790	68,550	-20.1
<b>Hours of insurable employment from previous employment</b>						
420 to 559	16,200	15,540	16,070	20,010	18,660	-6.7
560 to 699	52,690	48,850	51,100	56,330	47,490	-15.7
700 to 839	88,590	88,530	91,000	102,770	104,810	+2.0
840 to 979	112,690	115,160	116,610	113,880	110,790	-2.7
980 to 1,119	125,430	127,920	132,800	119,850	114,140	-4.8
1,120 to 1,259	127,170	128,290	131,700	122,760	120,710	-1.7
1,260 to 1,399	116,850	117,920	126,290	113,860	114,510	+0.6
1,400 to 1,539	127,380	127,610	134,580	125,170	125,090	-0.1
1,540 to 1,679	109,630	109,360	115,230	103,540	105,730	+2.1
1,680 to 1,819	110,030	109,480	119,890	103,900	106,150	+2.2
1,820 or more	339,150	353,950	395,820	339,060	331,630	-2.2
<b>Canada</b>	<b>1,325,810</b>	<b>1,342,610</b>	<b>1,431,090</b>	<b>1,321,130</b>	<b>1,299,710</b>	<b>-1.6</b>

Note: Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> Unemployment rates used for the Employment Insurance program are a moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the Employment Insurance Regulations.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.7.2 – Regular benefits (by regional unemployment rate and hours of insurable employment from previous employment): Average actual duration (number of weeks)

Regional unemployment rate <sup>1</sup>	FY1314	FY1415	FY1516	FY1617 <sup>f</sup>	FY1718 <sup>g</sup>	Change (%) FY1617 to FY1718
6.0% and under	15.9	15.7	17.2	19.0	14.5	-23.7
6.1% ~ 7.0%	17.5	18.0	15.9	18.9	17.3	-8.2
7.1% ~ 8.0%	17.7	18.2	19.2	18.9	19.8	5.0
8.1% ~ 9.0%	19.9	19.5	19.4	19.7	23.4	+18.5
9.1% ~ 10.0%	21.1	19.7	19.2	21.0	22.5	+7.6
10.1% ~ 11.0%	20.6	21.4	21.3	22.9	22.5	-1.9
11.1% ~ 12.0%	22.0	21.2	23.8	24.9	25.4	+2.3
12.1% ~ 13.0%	26.0	23.6	19.8	24.2	30.4	+25.8
13.1% ~ 14.0%	24.3	25.1	19.7	24.0	22.3	-6.9
14.1% ~ 15.0%	26.5	26.7	27.9	26.1	25.8	-1.1
15.1% ~ 16.0%	26.0	28.0	26.6	28.6	26.7	-6.4
16.1% or greater	26.3	25.2	26.4	32.0	33.0	+3.1
<b>Hours of insurable employment from previous employment</b>						
420 to 559	26.6	25.9	26.6	28.3	28.6	+1.1
560 to 699	21.3	20.6	20.8	21.6	22.1	+2.5
700 to 839	19.3	18.8	18.5	19.2	18.6	-3.4
840 to 979	19.8	19.4	19.2	20.4	19.6	-4.3
980 to 1,119	19.5	19.4	19.0	20.2	19.6	-3.0
1,120 to 1,259	18.9	18.5	18.4	19.6	19.1	-2.5
1,260 to 1,399	18.4	18.2	17.8	19.2	18.3	-4.4
1,400 to 1,539	17.0	16.7	16.8	17.8	17.0	-4.3
1,540 to 1,679	18.4	18.4	18.3	19.4	18.7	-3.6
1,680 to 1,819	19.8	19.8	19.6	21.2	20.1	-5.3
1,820 or more	21.4	21.2	21.1	22.8	22.4	-1.6
<b>Canada</b>	<b>19.7</b>	<b>19.4</b>	<b>19.3</b>	<b>20.7</b>	<b>20.1</b>	<b>-2.9</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>1</sup> Unemployment rates used for the Employment Insurance program are a moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the Employment Insurance Regulations.

<sup>f</sup> Revised.

<sup>g</sup> Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.7.3 – Regular benefits (by regional unemployment rate and hours of insurable employment from previous employment): Average weekly benefit rate<sup>1</sup> (\$)

Regional unemployment rate <sup>2</sup>	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
6.0% and under	442	452	452	454	459	+1.1
6.1% ~ 7.0%	416	433	456	453	454	+0.3
7.1% ~ 8.0%	417	428	439	446	468	+4.8
8.1% ~ 9.0%	415	426	443	451	460	+2.1
9.1% ~ 10.0%	412	436	427	443	462	+4.3
10.1% ~ 11.0%	413	430	447	466	462	-0.8
11.1% ~ 12.0%	411	419	481	449	456	+1.4
12.1% ~ 13.0%	429	434	448	478	461	-3.5
13.1% ~ 14.0%	429	506	442	432	448	+3.6
14.1% ~ 15.0%	413	422	431	429	436	+1.8
15.1% ~ 16.0%	413	431	433	443	442	-0.2
16.1% or greater	420	429	444	433	445	+2.7
<b>Hours of insurable employment from previous employment</b>						
420 to 559	309	328	340	334	333	-0.3
560 to 699	342 <sup>f</sup>	353	369	365	370	+1.5
700 to 839	356	367	379	380	377	-0.8
840 to 979	374	387	397	402	405	+0.8
980 to 1,119	388	402	411	417	424	+1.8
1,120 to 1,259	403	417	427	436	445	+2.1
1,260 to 1,399	422	434	446	451	462	+2.4
1,400 to 1,539	438	452	462	472	481	+1.9
1,540 to 1,679	439	452	463	472	482	+2.0
1,680 to 1,819	445	457	471	478	488	+2.0
1,820 or more	463	478	491	499	505	+1.3
<b>Canada</b>	<b>419</b>	<b>433<sup>f</sup></b>	<b>446</b>	<b>449</b>	<b>457</b>	<b>+1.6</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with regular benefits.

<sup>2</sup> Unemployment rates used for the Employment Insurance program are a moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the Employment Insurance Regulations.

<sup>f</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.7.4 – Regular benefits (by regional unemployment rate and hours of insurable employment from previous employment): Amount paid<sup>1</sup> (\$ million)

Regional unemployment rate <sup>2</sup>	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
6.0% and under	2,512.0	2,848.1	4,089.6	1,381.8	2,329.3	+68.6
6.1% ~ 7.0%	1,583.2	1,855.8	2,836.0	3,092.1	3,453.9	+11.7
7.1% ~ 8.0%	2,957.8	2,661.5	1,572.8	2,511.9	1,751.9	-30.3
8.1% ~ 9.0%	406.5	461.9	727.7	2,022.7	1,367.9	-32.4
9.1% ~ 10.0%	573.1	534.0	526.8	539.5	527.8	-2.2
10.1% ~ 11.0%	455.0	444.9	194.9	337.2	275.9	-18.2
11.1% ~ 12.0%	108.1	112.5	294.4	282.4	522.9	+85.1
12.1% ~ 13.0%	164.0	24.8	60.8	460.1	350.0	-23.9
13.1% ~ 14.0%	150.0	227.4	235.3	165.6	275.9	+66.6
14.1% ~ 15.0%	424.0	379.2	378.3	345.7	364.1	+5.3
15.1% ~ 16.0%	503.0	604.6	459.2	295.1	205.9	-30.2
16.1% or greater	530.9	447.4	746.2	1,235.9	1,215.2	-1.7
<b>Hours of insurable employment from previous employment</b>						
420 to 559	133.8	127.2	144.0	175.8 <sup>f</sup>	207.5	+18.0
560 to 699	380.0	361.1	380.7	437.8	460.8	+5.2
700 to 839	592.4 <sup>f</sup>	592.5 <sup>f</sup>	625.3	720.0	812.3	+12.8
840 to 979	795.4	829.4	879.3	917.6	946.5	+3.1
980 to 1,119	891.1	931.0	1,001.5	1,002.1	1,015.7	+1.3
1,120 to 1,259	871.5	903.0	985.0	1,001.8	1,065.4	+6.4
1,260 to 1,399	814.0	851.0	931.2	950.8	999.5	+5.1
1,400 to 1,539	853.0	872.5	976.4	996.0	1,037.2	+4.1
1,540 to 1,679	803.8	836.3	932.8	958.5	973.3	+1.5
1,680 to 1,819	923.5	924.4	1,075.4	1,107.4	1,076.9	-2.8
1,820 or more	3,309.1	3,373.4	4,190.5	4,401.8	4,045.4	-8.1
<b>Canada</b>	<b>10,367.6</b>	<b>10,602.0</b>	<b>12,122.2</b>	<b>12,670.1</b>	<b>12,640.5</b>	<b>-0.2</b>

Note: Data may not add up to the totals due to rounding. Totals include amounts paid for claims where data on hours of insurable employment are missing.

Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with regular benefits. Includes benefits paid for training purposes under section 25 of the *Employment Insurance Act*.

<sup>2</sup> Unemployment rates used for the Employment Insurance program are a moving average of seasonally adjusted monthly rates of unemployment produced by Statistics Canada, as per section 17 of the *Employment Insurance Regulations*.

<sup>f</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.8.1 – Regular benefits (by Employment Insurance economic region): New claims established

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Newfoundland and Labrador</b>						
St. John's	9,740	10,550	12,290	12,510	12,900	+3.1
Newfoundland – Labrador	53,550	52,860	55,590	43,080	49,270	+14.4
<b>Prince Edward Island</b>						
Prince Edward Island <sup>1</sup>	16,040	6,940	n/a	n/a	n/a	n/a
Charlottetown <sup>1</sup>	n/a	2,320	4,070	4,420	3,820	-13.6
Prince Edward Island (excluding Charlottetown) <sup>1</sup>	n/a	7,300	12,720	12,490	12,610	+1.0
<b>Nova Scotia</b>						
Eastern Nova Scotia	21,600	22,110	22,420	22,580	23,760	+5.2
Western Nova Scotia	26,340	26,450	27,000	26,950	27,020	+0.3
Halifax	11,590	12,170	12,600	13,080	13,100	+0.2
<b>New Brunswick</b>						
Fredericton-Moncton-Saint-John	19,040	19,230	20,920	19,800	20,180	+1.9
Madawaska-Charlotte	11,830	11,370	11,240	10,700	10,940	+2.2
Restigouche- Albert	38,580	38,330	39,870	39,620	39,490	-0.3
<b>Quebec</b>						
Gaspésie-Île-de-la Madeleine	24,670	23,830	24,740	24,990	25,180	+0.8
Québec	32,840	34,200	33,750	31,470	32,950	+4.7
Trois-Rivières	8,870	8,620	8,430	7,930	7,820	-1.4
South Central Quebec	8,930	8,160	7,480	7,900	6,820	-13.7
Sherbrooke	8,070	9,210	8,230	7,990	8,000	+0.1
Montréal	26,190	25,750	27,030	26,160	24,880	-4.9
Montreal	152,130	152,310	152,860	146,390	144,110	-1.6
Central Quebec	74,410	74,540	73,830	70,970	71,440	+0.7
North Western Quebec	19,970	20,300	19,850	17,960	17,730	-1.3
Lower Saint Lawrence and North Shore	47,280	44,590	44,610	43,010	40,660	-5.5
Hull	10,340	10,750	10,660	10,430	9,890	-5.2
Chicoutimi-Jonquière	10,530	11,580	10,730	10,260	9,600	-6.4
<b>Ontario</b>						
Ottawa	19,950	20,180	21,210	19,470	19,340	-0.7
Eastern Ontario	19,820	19,820	20,220	18,910	18,670	-1.3
Kingston	3,820	3,770	3,120	3,530	3,110	-11.9
Central Ontario	44,080	42,610	44,200	42,800	41,030	-4.1
Oshawa	12,700	12,350	12,280	12,270	12,690	+3.4
Toronto	145,690	141,040	141,370	132,690	131,950	-0.6
Hamilton	20,220	19,540	19,400	19,210	18,630	-3.0
St. Catharines	16,770	14,660	15,240	14,710	14,310	-2.7
London	14,210	13,430	12,300	12,710	13,770	+8.3
Niagara	12,610	12,330	12,760	12,160	11,600	-4.6
Windsor	10,230	15,520	9,340	8,360	14,490	+73.3
Kitchener	15,050	13,340	13,340	13,360	13,570	+1.6
Huron	13,750	13,040	12,940	13,970	13,360	-4.4
South Central Ontario	13,040	11,590	11,890	11,480	13,110	+14.2
Sudbury	5,780	5,540	6,550	4,560	4,990	+9.4
Thunder Bay	4,520	4,580	4,990	4,250	4,460	+4.9
Northern Ontario	28,790	28,040	29,680	22,370	24,050	+7.5

(continued)

## Annex 2.8.1 (continued)

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Manitoba</b>						
Winnipeg	19,370	20,080	22,270	21,380	21,920	+2.5
Southern Manitoba	9,260	9,750	11,550	10,960	11,180	+2.0
Northern Manitoba	7,010	7,450	7,990	6,970	7,130	+2.3
<b>Saskatchewan</b>						
Regina	3,970	4,470	5,700	6,270	6,330	+1.0
Saskatoon	6,100	7,510	9,730	9,210	8,640	-6.2
Southern Saskatchewan	7,500	8,550	10,590	8,320	8,710	+4.7
Northern Saskatchewan	9,820	10,970	13,560	10,290	11,510	+11.9
<b>Alberta</b>						
Calgary	26,580	32,730	52,480	43,150	35,620	-17.5
Edmonton	29,770	36,310	57,060	47,150	42,230	-10.4
Northern Alberta	7,320	10,290	16,090	18,750	9,880	-47.3
Southern Alberta	20,330	26,450	42,170	32,090	24,670	-23.1
<b>British Columbia</b>						
Southern Interior British Columbia	29,140	28,630	32,740	25,790	25,520	-1.0
Abbotsford	7,980	7,380	7,390	7,160	6,690	-6.6
Vancouver	58,780	55,620	54,580	49,110	47,730	-2.8
Victoria	7,790	7,520	7,920	6,650	6,710	+0.9
Southern Coastal British Columbia	21,280	20,740	22,350	20,390	19,220	-5.7
Northern British Columbia	15,840	19,150	21,100	15,730	16,540	+5.1
<b>Territories</b>						
Yukon <sup>1</sup>	2,020	780	n/a	n/a	n/a	n/a
Whitehorse <sup>1</sup>	n/a	560	1,070	950	820	-13.7
Yukon (excluding Whitehorse) <sup>1</sup>	n/a	540	770	800	790	-1.3
Northwest Territories <sup>1</sup>	1,530	990	n/a	n/a	n/a	n/a
Yellowknife <sup>1</sup>	n/a	170	410	510	520	+2.0
Northwest Territories (excluding Yellowknife) <sup>1</sup>	n/a	520	1,140	1,230	1,240	+0.8
Nunavut <sup>1</sup>	850	280	n/a	n/a	n/a	n/a
Iqaluit <sup>1</sup>	n/a	40	110	110	170	+54.5
Nunavut (excluding Iqaluit) <sup>1</sup>	n/a	280	570	660	640	-3.0
<b>Canada</b>	<b>1,325,810</b>	<b>1,342,610</b>	<b>1,431,090</b>	<b>1,321,130</b>	<b>1,299,710</b>	<b>-1.6</b>

Note: Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.8.2 – Regular benefits (by Employment Insurance economic region): Average actual duration  
(number of weeks)

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>a</sup>	Change (%) FY1617 to FY1718
<b>Newfoundland and Labrador</b>						
St. John's	17.3	17.6	18.7	19.2 <sup>f</sup>	20.7	+7.9
Newfoundland – Labrador	27.7	27.3	27.6	35.4 <sup>f</sup>	35.5	+0.3
<b>Prince Edward Island</b>						
Prince Edward Island <sup>1</sup>	23.5	23.2	25.3	n/a	n/a	n/a
Charlottetown <sup>1</sup>	n/a	n/a	19.6	19.4	18.8	-2.7
Prince Edward Island (excluding Charlottetown) <sup>1</sup>	n/a	n/a	23.9	24.7 <sup>f</sup>	24.3	-1.6
<b>Nova Scotia</b>						
Eastern Nova Scotia	27.4	26.0	27.4	26.8 <sup>f</sup>	26.2	-2.1
Western Nova Scotia	23.4	22.6	23.0	22.0 <sup>f</sup>	21.3	-3.1
Halifax	18.8	19.4	18.9	19.8 <sup>f</sup>	18.8	-5.0
<b>New Brunswick</b>						
Fredericton-Moncton- Saint-John	19.6	19.5	20.4	19.9 <sup>f</sup>	18.6	-6.6
Madawaska-Charlotte	23.2	21.6	21.4	20.6 <sup>f</sup>	19.0	-8.0
Restigouche- Albert	26.0	26.6	26.5	26.4 <sup>f</sup>	25.0	-5.4
<b>Quebec</b>						
Gaspésie-Île-de-la Madeleine	24.6	26.2	26.0	25.4 <sup>f</sup>	25.0	-1.5
Québec	15.1	15.3	15.9	15.3 <sup>f</sup>	14.1	-8.4
Trois-Rivières	18.3	18.0	17.4	16.2 <sup>f</sup>	15.2	-6.2
South Central Quebec	13.9	14.3	14.8	13.8 <sup>f</sup>	12.9	-6.3
Sherbrooke	16.3	17.2	17.1	16.2 <sup>f</sup>	14.3	-12.1
Montérégie	16.5	16.9	16.9	16.4 <sup>f</sup>	15.1	-7.8
Montreal	18.9	19.2	19.0	18.9 <sup>f</sup>	16.9	-10.9
Central Quebec	18.0	17.7	17.4	16.5 <sup>f</sup>	15.5	-6.3
North Western Quebec	19.8	19.3	20.1	18.8 <sup>f</sup>	17.3	-8.0
Lower Saint Lawrence and North Shore	19.0	19.6	19.3	19.1 <sup>f</sup>	17.1	-10.4
Hull	16.9	17.3	18.0	17.4 <sup>f</sup>	16.1	-7.5
Chicoutimi-Jonquière	17.3	18.0	19.2	18.1 <sup>f</sup>	16.7	-7.7
<b>Ontario</b>						
Ottawa	17.6	17.4	17.1	17.4 <sup>f</sup>	16.2	-6.9
Eastern Ontario	18.0	18.1	17.8	18.4 <sup>f</sup>	16.7	-9.7
Kingston	17.3	17.9	18.1	17.2 <sup>f</sup>	15.7	-8.6
Central Ontario	18.6	17.5	16.9	17.5 <sup>f</sup>	16.6	-5.1
Oshawa	19.5	16.7	15.5	17.6 <sup>f</sup>	15.5	-11.7
Toronto	21.0	20.3	19.6	19.1 <sup>f</sup>	17.9	-6.4
Hamilton	18.1	16.5	16.9	16.4 <sup>f</sup>	16.1	-1.8
St. Catharines	18.9	19.0	17.5	17.4 <sup>f</sup>	16.4	-5.7
London	19.3	19.3	18.2	16.5 <sup>f</sup>	16.3	-1.4
Niagara	19.9	18.4	18.2	18.3 <sup>f</sup>	16.7	-8.7
Windsor	20.4	19.0	16.6	19.2 <sup>f</sup>	10.9	-43.3
Kitchener	18.1	18.4	17.0	16.7 <sup>f</sup>	15.6	-6.5
Huron	18.4	18.3	17.1	17.1 <sup>f</sup>	15.5	-9.8
South Central Ontario	16.9	16.7	16.2	16.4 <sup>f</sup>	14.0	-14.8
Sudbury	18.3	18.2	17.3	25.0	24.4	-2.3
Thunder Bay	16.5	17.4	16.0	15.9 <sup>f</sup>	15.5	-2.9
Northern Ontario	22.4	22.4	21.7	28.7 <sup>f</sup>	27.9	-2.9

(continued)

## Annex 2.8.2 (continued)

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>p</sup>	Change (%) FY1617 to FY1718
<b>Manitoba</b>						
Winnipeg	16.0	15.7	16.9	17.0 <sup>r</sup>	16.4	-3.6
Southern Manitoba	15.7	14.8	15.8	16.7 <sup>r</sup>	16.2	-3.0
Northern Manitoba	25.2	24.5	24.4	30.5 <sup>r</sup>	31.6	+3.4
<b>Saskatchewan</b>						
Regina	15.4	14.0	14.9	16.4 <sup>r</sup>	16.6	+1.0
Saskatoon	14.9	15.6	16.0	22.6 <sup>r</sup>	24.4	+7.7
Southern Saskatchewan	15.9	16.7	16.4	24.0 <sup>r</sup>	25.8	+7.5
Northern Saskatchewan	23.3	22.7	23.2	31.6 <sup>r</sup>	33.0	+4.2
<b>Alberta</b>						
Calgary	16.8	16.8	17.5	26.4 <sup>r</sup>	29.8	+13.1
Edmonton	15.1	15.7	16.8	24.0 <sup>r</sup>	26.1	+8.5
Northern Alberta	17.0	18.3	19.8	21.7 <sup>r</sup>	31.6	+45.7
Southern Alberta	15.5	16.1	17.3	24.4 <sup>r</sup>	28.6	+17.5
<b>British Columbia</b>						
Southern Interior British Columbia	17.8	18.3	18.4	24.2 <sup>r</sup>	24.5	+1.4
Abbotsford	18.7	18.4	17.3	16.9 <sup>r</sup>	16.7	-0.8
Vancouver	19.3	18.3	17.7	17.4 <sup>r</sup>	16.7	-4.0
Victoria	18.4	17.2	17.3	18.1 <sup>r</sup>	15.8	-12.6
Southern Coastal British Columbia	18.8	18.9	19.1	18.9 <sup>r</sup>	17.3	-8.3
Northern British Columbia	20.9	19.7	20.6	26.3 <sup>r</sup>	24.6	-6.5
<b>Territories</b>						
Yukon <sup>1</sup>	23.2	26.5	29.6	n/a	n/a	n/a
Whitehorse <sup>1</sup>	n/a	11.9	16.7	21.9 <sup>r</sup>	22.8	+3.8
Yukon (excluding Whitehorse) <sup>1</sup>	n/a	n/a	20.4	19.9 <sup>r</sup>	19.5	-2.0
Northwest Territories <sup>1</sup>	26.2	25.4	35.0	n/a	n/a	n/a
Yellowknife <sup>1</sup>	n/a	n/a	17.6	14.7 <sup>r</sup>	16.5	+12.1
Northwest Territories (excluding Yellowknife) <sup>1</sup>	n/a	n/a	25.0	24.6 <sup>r</sup>	24.4	-0.5
Nunavut <sup>1</sup>	27.2	32.0	34.7	n/a	n/a	n/a
Iqaluit <sup>1</sup>	n/a	n/a	17.6	16.8 <sup>r</sup>	22.6	+34.0
Nunavut (excluding Iqaluit) <sup>1</sup>	n/a	n/a	25.5	34.3	34.6	+1.0
<b>Canada</b>	<b>19.7</b>	<b>19.4</b>	<b>19.3</b>	<b>20.7<sup>r</sup></b>	<b>20.1</b>	<b>-2.9</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>1</sup> As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

<sup>r</sup> Revised.

<sup>p</sup> Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.8.3 – Regular benefits (by Employment Insurance economic region): Average weekly benefit rate<sup>1</sup> (\$)

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Newfoundland and Labrador</b>						
St. John's	434	447	460	468	466	-0.5
Newfoundland – Labrador	414	426	440	424	442	+4.4
<b>Prince Edward Island</b>						
Prince Edward Island <sup>2</sup>	395	399	n/a	n/a	n/a	n/a
Charlottetown <sup>2</sup>	n/a	401	416	399	406	+1.8
Prince Edward Island (excluding Charlottetown) <sup>2</sup>	n/a	417	421	426	432	+1.6
<b>Nova Scotia</b>						
Eastern Nova Scotia	413	432	434	433	440	+1.5
Western Nova Scotia	388	404	411	411	414	+0.5
Halifax	405	417	428	424	429	+1.1
<b>New Brunswick</b>						
Fredericton-Moncton-Saint-John	393	406 <sup>r</sup>	418	422	432	+2.3
Madawaska-Charlotte	391	399	413	413	424	+2.5
Restigouche- Albert	411	421	433	438	443	+1.3
<b>Quebec</b>						
Gaspésie-Île-de-la Madeleine	421	430	437	442	451	+2.0
Québec	428	438	445	452	467	+3.2
Trois-Rivières	409	418	424	429	446	+3.9
South Central Quebec	414 <sup>r</sup>	425 <sup>r</sup>	441	444	458	+3.1
Sherbrooke	411	419	426 <sup>r</sup>	440	447	+1.7
Montréal	408	420	430	439	448	+1.9
Montreal	412	424	432	438	448	+2.2
Central Quebec	407	418	427	434	445	+2.6
North Western Quebec	422	437	440	447	453	+1.5
Lower Saint Lawrence and North Shore	422	429	439	441	452	+2.6
Hull	424	436	445	457	463	+1.2
Chicoutimi-Jonquière	413	427	432	434	446	+2.7
<b>Ontario</b>						
Ottawa	429	443	453	460	464	+1.0
Eastern Ontario	410	428	435	443 <sup>r</sup>	440	-0.6
Kingston	411	429	429	438	443	+1.1
Central Ontario	412	425	437	449	452	+0.8
Oshawa	432	453	456	472	483	+2.2
Toronto	424	435	447	458	467	+2.0
Hamilton	431	437	452	460	468	+1.7
St. Catharines	405	412	417	434	440	+1.5
London	416	423	427	441	455	+3.0
Niagara	415	433	439	447	457	+2.3
Windsor	408	456	440	440	481	+9.2
Kitchener	429	443	452	463	464	+0.1
Huron	419	431	445	451	458	+1.5
South Central Ontario	419	431	445	460	468	+1.6
Sudbury	430	444	457	458	466	+1.6
Thunder Bay	446	455 <sup>r</sup>	463	476	485	+1.9
Northern Ontario	429	439	452	444	455	+2.4

(continued)

## Annex 2.8.3 (continued)

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Manitoba</b>						
Winnipeg	417	429	441	451	456	+1.1
Southern Manitoba	404	419	438	435	443	+1.8
Northern Manitoba	409	417	431	421	435	+3.4
<b>Saskatchewan</b>						
Regina	455	468	473	490	487	-0.6
Saskatoon	437	469	474	476	478	+0.2
Southern Saskatchewan	426	450	469	461	472	+2.4
Northern Saskatchewan	432	453	472	453	457	+1.0
<b>Alberta</b>						
Calgary	462	484	493	490	493	+0.6
Edmonton	470	487	499	500	505	+0.9
Northern Alberta	465	489 <sup>r</sup>	499	500	498	-0.3
Southern Alberta	450	477	490	481	485	+0.7
<b>British Columbia</b>						
Southern Interior British Columbia	428	442	459	448	463	+3.4
Abbotsford	359	373 <sup>r</sup>	383	398	395	-0.9
Vancouver	412	424	438	453	460	+1.5
Victoria	428	438 <sup>r</sup>	454	459	461	+0.6
Southern Coastal British Columbia	426 <sup>r</sup>	443	457	456	459	+0.6
Northern British Columbia	444	462	474	461	474	+3.0
<b>Territories</b>						
Yukon <sup>2</sup>	477	476	n/a	n/a	n/a	n/a
Whitehorse <sup>2</sup>	n/a	485	491	510	496	-2.7
Yukon (excluding Whitehorse) <sup>2</sup>	n/a	473	499	491	504	+2.6
Northwest Territories <sup>2</sup>	487	492	n/a	n/a	n/a	n/a
Yellowknife <sup>2</sup>	n/a	511	506	508	533	+4.9
Northwest Territories (excluding Yellowknife) <sup>2</sup>	n/a	507	507	513	525	+2.4
Nunavut <sup>2</sup>	460	464	n/a	n/a	n/a	n/a
Iqaluit <sup>2</sup>	n/a	494	496	526	523	-0.5
Nunavut (excluding Iqaluit) <sup>2</sup>	n/a	477	464	480	512	+6.7
<b>Canada</b>	<b>419</b>	<b>433<sup>r</sup></b>	<b>446</b>	<b>449</b>	<b>457</b>	<b>+1.6</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with regular benefits.

<sup>2</sup> As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

<sup>r</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.8.4 – Regular benefits (by Employment Insurance economic region): Amount paid<sup>1</sup> (\$ million)

El economic region	FY1314	FY1415 <sup>2</sup>	FY1516 <sup>2</sup>	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Newfoundland and Labrador</b>						
St. John's	71.0	82.0	98.6	116.3	139.1	+19.6
Newfoundland – Labrador	573.4	584.5	650.9	705.9	814.5	+15.4
<b>Prince Edward Island</b>						
Prince Edward Island <sup>2</sup>	144.3	105.7	8.5	n/a	n/a	n/a
Charlottetown <sup>2</sup>	n/a	8.3	33.4	34.1	32.3	-5.3
Prince Edward Island (excluding Charlottetown) <sup>2</sup>	n/a	33.5	120.6	127.1	143.2	+12.7
<b>Nova Scotia</b>						
Eastern Nova Scotia	225.8	222.4	256.1	257.9	283.4	+9.9
Western Nova Scotia	224.1	219.8	241.1	231.8	244.9	+5.7
Halifax	85.3	91.9	105.8	105.8	114.2	+7.9
<b>New Brunswick</b>						
Fredericton-Moncton-Saint-John	142.0	146.2	176.3	170.1	172.9	+1.7
Madawaska-Charlotte	104.2	92.1	96.5	87.9	93.0	+5.8
Restigouche- Albert	397.6	402.7	439.7	445.0	463.6	+4.2
<b>Quebec</b>						
Gaspésie-Île-de-la Madeleine	248.2	249.1	266.8	264.2	295.6	+11.9
Québec	188.5	209.8	222.0	198.3	211.6	+6.7
Trois-Rivières	59.6	57.1	57.5	48.6	53.3	+9.6
South Central Quebec	44.1	47.5	47.0	42.7	40.7	-4.6
Sherbrooke	45.6	58.5	57.4	50.6	50.5	-0.3
Montréal	161.5	168.6	186.3	174.3	173.2	-0.6
Montreal	1,090.8	1,166.0	1,195.6	1,124.4	1,116.9	-0.7
Central Quebec	495.5	496.5	508.2	449.4	499.2	+11.1
North Western Quebec	160.5	159.5	164.2	146.7	141.6	-3.5
Lower Saint Lawrence and North Shore	354.6	349.5	354.2	327.0	318.4	-2.6
Hull	67.4	74.9	81.2	76.5	74.7	-2.4
Chicoutimi-Jonquière	70.5	78.1	86.5	71.4	67.6	-5.3
<b>Ontario</b>						
Ottawa	147.4	151.3	165.8	151.8	152.4	+0.4
Eastern Ontario	137.1	144.8	160.2	146.6	145.7	-0.7
Kingston	26.1	27.9	24.1	23.9	24.2	+1.2
Central Ontario	316.3	310.7	320.9	313.5	333.7	+6.4
Oshawa	89.9	89.9	93.6	91.1	101.9	+11.8
Toronto	1,218.5	1,215.2	1,230.7	1,148.5	1,177.8	+2.6
Hamilton	141.1	137.5	145.9	143.5	150.2	+4.7
St. Catharines	117.2	109.2	106.7	106.7	108.2	+1.3
London	109.1	104.9	92.6	88.3	107.3	+21.6
Niagara	100.1	88.9	103.8	93.9	94.4	+0.5
Windsor	85.3	83.8	98.6	62.5	77.6	+24.1
Kitchener	111.9	108.9	104.5	101.6	108.2	+6.5
Huron	94.1	95.3	98.6	101.2	99.3	-1.9
South Central Ontario	90.6	82.8	86.7	84.1	91.6	+8.9
Sudbury	45.5	43.0	50.9	64.6	55.2	-14.6
Thunder Bay	31.4	33.9	36.0	33.4	35.1	+5.2
Northern Ontario	267.2	265.1	281.4	314.4	320.6	+1.9

(continued)

## Annex 2.8.4 (continued)

El economic region	FY1314	FY1415 <sup>2</sup>	FY1516 <sup>2</sup>	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Manitoba</b>						
Winnipeg	134.8	138.4	171.9	169.3	182.0	+7.5
Southern Manitoba	60.9	64.1	82.9	88.6	91.2	+2.9
Northern Manitoba	72.0	74.7	83.6	94.2	113.0	+19.9
<b>Saskatchewan</b>						
Regina	28.7	31.3	43.8	52.3	61.8	+18.2
Saskatoon	43.4	52.1	82.1	109.4	117.1	+7.0
Southern Saskatchewan	52.6	60.3	87.9	115.4	115.4	0.0
Northern Saskatchewan	100.6	102.6	147.5	173.7	179.1	+3.1
<b>Alberta</b>						
Calgary	217.0	237.3	486.3	747.9	613.1	-18.0
Edmonton	227.7	260.7	489.2	730.6	632.7	-13.4
Northern Alberta	65.1	79.3	157.5	253.3	176.4	-30.4
Southern Alberta	160.8	169.6	366.9	542.9	382.6	-29.5
<b>British Columbia</b>						
Southern Interior British Columbia	207.9	221.2	273.0	318.5	310.0	-2.6
Abbotsford	51.8	48.9	49.3	48.7	48.9	+0.4
Vancouver	449.4	435.8	436.5	391.0	403.4	+3.2
Victoria	57.1	57.4	64.6	56.4	53.8	-4.6
Southern Coastal British Columbia	158.4	161.5	193.8	173.2	165.0	-4.8
Northern British Columbia	142.5	156.8	201.8	229.2	211.9	-7.5
<b>Territories</b>						
Yukon <sup>2</sup>	21.3	17.0	1.8	n/a	n/a	n/a
Whitehorse <sup>2</sup>	n/a	2.6	9.2	10.8	10.9	+1.2
Yukon (excluding Whitehorse) <sup>2</sup>	n/a	3.1	7.7	8.0	8.0	+0.5
Northwest Territories <sup>2</sup>	20.3	17.2	2.6	n/a	n/a	n/a
Yellowknife <sup>2</sup>	n/a	0.7	3.8	4.3	4.3	+0.2
Northwest Territories (excluding Yellowknife) <sup>2</sup>	n/a	2.7	13.8	15.0	16.4	+9.8
Nunavut <sup>2</sup>	11.9	7.9	0.7	n/a	n/a	n/a
Iqaluit <sup>2</sup>	n/a	0.2	0.7	1.3	2.0	+54.3
Nunavut (excluding Iqaluit) <sup>2</sup>	n/a	1.4	8.0	10.2	13.8	+35.3
<b>Canada</b>	<b>10,367.6</b>	<b>10,602.0</b>	<b>12,122.2</b>	<b>12,670.1</b>	<b>12,640.5</b>	<b>-0.2</b>

Note: Data may not add up to the totals due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with regular benefits. Includes benefits paid for training purposes under section 25 of the *Employment Insurance Act*.

<sup>2</sup> As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area. Amounts paid were registered in FY1516 in the four former EI economic regions in spite of the change in EI economic region boundaries because some claims established just prior to that change had continued to be paid in FY1516.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

## Annex 2.9.1 – Seasonal regular claimants<sup>1</sup>: New claims established<sup>2</sup>

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	32,100	30,720	32,470	17,130	14,630	-14.6
Prince Edward Island	8,750	8,580	8,590	8,430	8,340	-1.1
Nova Scotia	26,060	25,560	24,970	24,630	25,340	+2.9
New Brunswick	34,470	34,090	34,910	33,620	33,890	+0.8
Quebec	160,890	159,240	159,380	156,020	157,360	+0.9
Ontario	95,870	97,110	98,420	92,340	96,070	+4.0
Manitoba	10,520	10,820	11,090	9,970	10,320	+3.5
Saskatchewan	7,770	7,770	8,240	4,800	3,790	-21.0
Alberta	13,000	13,700	15,280	8,650	7,690	-11.1
British Columbia	32,100	31,370	31,500	24,410	22,960	-5.9
Yukon	550	520	560	420	430	+2.4
Northwest Territories	280	210	230	220	260	+18.2
Nunavut	50	30	50	40	30	-25.0
<b>Gender</b>						
Men	262,030	261,810	266,130	232,770	235,580	+1.2
Women	160,380	157,910	159,560	147,910	145,530	-1.6
<b>Age</b>						
24 years old and under	10,940	10,540	10,470	8,130	7,930	-2.5
25 to 44 years old	155,330	154,680	156,900	142,730	144,000	+0.9
45 to 54 years old	126,060	120,920	119,340	103,330	98,730	-4.5
55 years old and over	130,080	133,580	138,980	126,490	130,450	+3.1
<b>Canada</b>	<b>422,410</b>	<b>419,720</b>	<b>425,690</b>	<b>380,680</b>	<b>381,110</b>	<b>+0.1</b>

Note: Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

<sup>2</sup> In previous Employment Insurance Monitoring and Assessment Reports, this annex dealt with all seasonal claimants, not only seasonal regular claimants. By definition, all those receiving fishing benefits were considered seasonal claimants, and their statistics were therefore included in this annex. For the FY1718 Employment Insurance Monitoring and Assessment Report, for consistency and simplicity, this annex deals only with seasonal regular claimants, and data on individuals receiving fishing benefits are shown separately in Annex 2.10.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.9.2 – Seasonal regular claimants<sup>1</sup>: Average actual duration (number of weeks)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>P</sup>	Change (%) FY1617 to FY1718
Newfoundland and Labrador	26.9	26.6	26.7	34.5 <sup>r</sup>	32.8	-5.0
Prince Edward Island	23.8	23.1	23.6	23.9 <sup>r</sup>	23.7	-1.0
Nova Scotia	23.7	22.7	23.6	22.9 <sup>r</sup>	22.4	-2.0
New Brunswick	24.6	24.6	24.6	24.2 <sup>r</sup>	23.2	-3.8
Quebec	16.8	17.1	17.1	16.7 <sup>r</sup>	15.5	-6.9
Ontario	14.6	14.6	14.0	14.8 <sup>r</sup>	13.8	-6.6
Manitoba	14.7	13.8	15.3	16.1 <sup>r</sup>	15.7	-2.2
Saskatchewan	16.3	16.2	16.6	24.7 <sup>r</sup>	22.7	-8.3
Alberta	13.2	12.9	14.2	21.8 <sup>r</sup>	22.4	+2.6
British Columbia	15.8	15.0	15.0	17.4 <sup>r</sup>	16.9	-2.5
Yukon	22.4	21.3	19.9	19.4 <sup>r</sup>	20.2	+4.2
Northwest Territories	27.0	23.7	24.1	24.5 <sup>r</sup>	21.3	-13.1
Nunavut	27.8	37.3	26.7	38.0	31.0	-18.4
<b>Gender</b>						
Men	19.0	18.9	19.0	19.9 <sup>r</sup>	18.4	-7.4
Women	16.8	16.3	16.1	17.2 <sup>r</sup>	16.5	-4.2
<b>Age</b>						
24 years old and under	18.1	17.7	18.2	18.7 <sup>r</sup>	17.6	-5.7
25 to 44 years old	17.1	16.9	17.0	17.5 <sup>r</sup>	16.5	-6.0
45 to 54 years old	18.0	17.7	17.7	18.7 <sup>r</sup>	17.6	-5.9
55 years old and over	19.5	19.2	19.1	20.7 <sup>r</sup>	19.0	-7.8
<b>Canada</b>	<b>18.2</b>	<b>17.9</b>	<b>17.9</b>	<b>18.9<sup>r</sup></b>	<b>17.7</b>	<b>-6.5</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>1</sup> Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

<sup>P</sup> Preliminary.

<sup>r</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.9.3 – Seasonal regular claimants<sup>1</sup>: Average weekly benefit rate<sup>2,3</sup> (\$)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	426	439	452	428	439	+2.4
Prince Edward Island	404	413	431	443	452	+2.1
Nova Scotia	411	427	433	440	450	+2.2
New Brunswick	417	426	440	453	465	+2.7
Quebec	436	447	456	466	475	+2.0
Ontario	443	456	466	478	486	+1.7
Manitoba	425	435	442	452	465	+2.9
Saskatchewan	441	451	465	457	487	+6.5
Alberta	468	478	488	485	505	+4.1
British Columbia	422	431	445	444	451	+1.6
Yukon	489	497	514	517	524	+1.3
Northwest Territories	498	513	517	515	536	+4.2
Nunavut	501	431	507	484	466	-3.7
<b>Gender</b>						
Men	458	470	481	487	495	+1.6
Women	392	403	413	423	436	+3.0
<b>Age</b>						
24 years old and under	444	462	478	479	490	+2.2
25 to 44 years old	451	464	475	484	495	+2.1
45 to 54 years old	431	443	454	462	473	+2.5
55 years old and over	412	423	432	437	447	+2.3
<b>Canada</b>	<b>433</b>	<b>445</b>	<b>455</b>	<b>462</b>	<b>473</b>	<b>+2.2</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

<sup>2</sup> In previous Employment Insurance Monitoring and Assessment Reports, this annex dealt with all seasonal claimants, not only seasonal regular claimants. By definition, all those receiving fishing benefits were considered seasonal claimants, and their statistics were therefore included in this annex. For the FY1718 Employment Insurance Monitoring and Assessment Report, for consistency and simplicity, this annex deals only with seasonal regular claimants, and data on individuals receiving fishing benefits are shown separately in Annex 2.10.

<sup>3</sup> Takes into account Family Supplement top-ups paid to seasonal regular claimants.

<sup>p</sup> Preliminary.

<sup>r</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.9.4 – Seasonal regular claimants<sup>1</sup>: Amount paid<sup>2,3</sup> (\$ million)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	340.2	342.1	365.8	359.0	240.3	-33.1
Prince Edward Island	79.1	75.8	82.6	80.4	92.9	+15.6
Nova Scotia	230.3	222.4	238.1	230.3	259.4	+12.7
New Brunswick	322.5	330.4	352.2	343.6	363.1	+5.7
Quebec	1043.2	1082.2	1126.7	1041.2	1128.0	+8.3
Ontario	547.9	572.0	606.0	585.9	638.4	+9.0
Manitoba	60.2	63.3	71.0	68.7	76.5	+11.4
Saskatchewan	53.1	53.5	63.9	59.9	49.2	-17.8
Alberta	73.7	78.4	99.9	111.7	97.8	-12.4
British Columbia	180.4	188.9	191.4	188.5	175.0	-7.2
Yukon	5.4	6.0	4.8	4.7	4.6	-2.7
Northwest Territories	3.4	2.6	2.8	2.6	2.9	+12.3
Nunavut	0.8	0.5	0.5	0.8	0.6	-24.6
<b>Gender</b>						
Men	2,097.6	2,162.1	2,311.1	2,214.8	2,176.0	-1.8
Women	842.5	856.0	894.5	862.4	952.9	+10.5
<b>Age</b>						
24 years old and under	82.9	80.4	87.3	76.4	71.9	-5.9
25 to 44 years old	1,058.4	1,089.1	1,157.1	1,108.0	1,147.8	+3.6
45 to 54 years old	862.6	859.2	884.9	826.8	808.3	-2.2
55 years old and over	936.3	989.3	1076.3	1066.0	1100.9	+3.3
<b>Canada</b>	<b>2,940.2</b>	<b>3,018.1</b>	<b>3,205.6</b>	<b>3,077.2</b>	<b>3,128.9</b>	<b>+1.7</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI regular benefits was paid.

<sup>1</sup> Seasonal regular claimants are individuals who established three or more regular or fishing claims in the five fiscal years preceding the reference year, of which at least two were established at the same time of year as their claim in the reference year. For the purposes of this annex, a 17-week window is used to determine whether a claim was established at the same time of year as their claim in the reference year. Specifically, a claim is considered to have been established at the same time of year if it was established between eight weeks before and eight weeks after the week in which the reference year claim was established.

<sup>2</sup> In previous Employment Insurance Monitoring and Assessment Reports, this annex dealt with all seasonal claimants, not only seasonal regular claimants. By definition, all those receiving fishing benefits were considered seasonal claimants, and their statistics were therefore included in this annex. For the FY1718 Employment Insurance Monitoring and Assessment Report, for consistency and simplicity, this annex deals only with seasonal regular claimants, and data on individuals receiving fishing benefits are shown separately in Annex 2.10.

<sup>3</sup> Takes into account Family Supplement top-ups paid to seasonal regular claimants.

<sup>p</sup> Preliminary.

<sup>r</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

### Annex 2.10.1 – Fishing benefits: New claims established

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	11,218	11,160	11,469	11,819	12,275	+3.9
Prince Edward Island	2,834	2,844	2,981	3,108	3,261	+4.9
Nova Scotia	5,225	5,185	5,327	5,448	5,632	+3.4
New Brunswick	2,751	2,791	2,977	3,066	3,311	+8.0
Quebec	1,409	1,390	1,409	1,425	1,411	-1.0
British Columbia	2,644	3,124	2,940	2,919	2,942	+0.8
Other provinces and territories	1,094	1,093	1,168	1,149	1,223	+6.4
<b>Gender</b>						
Men	22,372	22,590	23,121	23,502	24,015	+2.2
Women	4,803	4,997	5,150	5,432	6,040	+11.2
<b>Age</b>						
24 years old and under	1,127	1,218	1,380	1,460	1,564	+7.1
25 to 44 years old	8,335	8,214	8,327	8,335	8,683	+4.2
45 to 54 years old	8,420	8,228	8,184	8,171	8,217	+0.6
55 years old and over	9,293	9,927	10,380	10,968	11,591	+5.7
<b>Canada</b>	<b>27,175</b>	<b>27,587</b>	<b>28,271</b>	<b>28,934</b>	<b>30,055</b>	<b>+3.9</b>

Note: Includes claims for which at least \$1 of EI fishing benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.10.2 – Fishing benefits: Average actual duration (number of weeks)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>P</sup>	Change (%) FY1617 to FY1718
Newfoundland and Labrador	20.9	20.7	20.7	21.2	19.5	-8.0
Prince Edward Island	19.8	20.3	19.7	19.7	19.1	-3.1
Nova Scotia	19.9	19.9	19.8	20.0	19.8	-0.9
New Brunswick	19.9	19.8	19.4	19.8	19.6	-1.0
Quebec	19.9	19.5	18.6	20.0	17.1	-14.5
British Columbia	22.8	23.2	22.9	23.0	23.1	+0.4
Other provinces and territories	23.4	22.8	22.3	22.5	23.2	+2.8
<b>Gender</b>						
Men	20.4	20.4	20.1	20.5	19.5	-4.8
Women	22.3	22.3	22.0	22.3	21.5	-3.8
<b>Age</b>						
24 years old and under	20.3	20.2	20.3	20.3	20.4	+0.5
25 to 44 years old	20.3	20.4	20.2	20.5	20.2	-1.3
45 to 54 years old	20.5	20.5	20.2	20.5	19.3	-5.9
55 years old and over	21.3	21.3	21.0	21.3	20.0	-6.3
<b>Canada</b>	<b>20.7</b>	<b>20.7</b>	<b>20.5</b>	<b>20.8</b>	<b>19.9</b>	<b>-4.4</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI fishing benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>P</sup> Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.10.3 – Fishing benefits: Average weekly benefit rate<sup>1</sup> (\$)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	464	484	497	506	515	+1.9
Prince Edward Island	475	493	511	527	532	+0.9
Nova Scotia	474	498	506	519	521	+0.3
New Brunswick	486	499	511	519	521	+0.3
Quebec	489	504	513	525	532	+1.4
British Columbia	432	459	444	457	449	-1.8
Other provinces and territories	405	414	431	426	431	+1.1
<b>Gender</b>						
Men	470	489	498	509	514	+1.0
Women	443	465	480	489	494	+0.9
<b>Age</b>						
24 years old and under	449	464	475	481	483	+0.5
25 to 44 years old	467	484	494	503	507	+0.7
45 to 54 years old	471	490	500	511	517	+1.2
55 years old and over	461	484	493	504	510	+1.0
<b>Canada</b>	<b>465</b>	<b>485</b>	<b>494</b>	<b>505</b>	<b>510</b>	<b>+0.9</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI fishing benefits was paid.

<sup>1</sup>Takes into account Family Supplement top-ups paid to claimants with fishing benefits.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.10.4 – Fishing benefits: Amount paid<sup>1</sup> (\$ million)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	100.1	98.6	108.1	111.4	121.4	+9.0
Prince Edward Island	22.6	24.1	26.2	28.4	29.5	+3.6
Nova Scotia	49.2	49.9	53.0	57.2	59.8	+4.5
New Brunswick	27.0	26.6	29.3	31.1	34.7	+11.4
Quebec	12.3	12.8	12.5	12.0	11.2	-7.2
British Columbia	25.4	31.7	31.3	29.9	30.4	+1.7
Other provinces and territories	11.3	12.0	11.8	12.9	13.3	+3.1
<b>Gender</b>						
Men	205.0	210.9	223.9	229.5	241.0	+5.0
Women	43.0	44.7	48.4	53.4	59.2	+10.9
<b>Age</b>						
24 years old and under	10.9	10.4	11.6	14.0	14.8	+5.7
25 to 44 years old	75.0	74.3	78.6	82.1	90.1	+9.7
45 to 54 years old	78.8	78.7	81.4	79.9	82.0	+2.7
55 years old and over	83.2	92.2	100.7	106.9	113.3	+6.0
<b>Canada</b>	<b>247.9</b>	<b>255.6</b>	<b>272.3</b>	<b>282.9</b>	<b>300.2</b>	<b>+6.1</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI fishing benefits was paid.

<sup>1</sup> Takes into account family Supplement top-ups paid to claimants with fishing benefits.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.11.1 – Special benefits<sup>1</sup>: New claims established

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	11,650	11,940	12,490	12,080	13,040	+7.9
Prince Edward Island	5,930	6,340	6,610	6,850	6,860	+0.1
Nova Scotia	21,110	21,600	23,830	24,110	25,890	+7.4
New Brunswick	24,190	24,850	26,980	28,480	33,000	+15.9
Quebec	105,110	107,060	112,690	120,900	133,050	+10.0
Ontario	184,720	183,350	192,110	198,760	204,730	+3.0
Manitoba	19,570	18,910	20,230	19,100	20,910	+9.5
Saskatchewan	15,240	14,740	16,230	15,380	16,420	+6.8
Alberta	54,730	58,090	62,330	58,820	58,960	+0.2
British Columbia	71,440	75,040	75,380	77,130	82,320	+6.7
Yukon	590	670	740	710	710	0.0
Northwest Territories	690	600	720	640	710	+10.9
Nunavut	380	350	470	420	490	+16.7
<b>Gender</b>						
Men	170,840	177,350	188,700	195,280	212,700	+8.9
Women	344,510	346,190	362,110	368,100	384,390	+4.4
<b>Age</b>						
24 years old and under	39,800	39,730	41,940	41,340	42,020	+1.6
25 to 44 years old	298,570	301,340	317,170	321,680	337,320	+4.9
45 to 54 years old	91,240	90,650	93,420	94,840	100,990	+6.5
55 years old and over	85,740	91,820	98,280	105,520	116,760	+10.7
<b>Employment status</b>						
Employees	514,700	522,810	550,250	562,660	596,310	+6.0
Self-employed persons	650	730	560	720	780	+8.3
<b>Canada</b>	<b>515,350</b>	<b>523,540</b>	<b>550,810</b>	<b>563,380</b>	<b>597,090</b>	<b>+6.0</b>

Note: Includes claims for which at least \$1 of EI special benefits was paid.

<sup>1</sup> Includes maternity, parental, sickness, and compassionate care benefits. Excludes family caregiver benefits for adults and children due to incompatibility of administrative data sources.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.11.2 – Special benefits<sup>1</sup>: Average weekly benefit rate<sup>2</sup> (\$)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	401	408	422	436	437	+0.2
Prince Edward Island	387	397	407	424	429	+1.2
Nova Scotia	393	400	409	416	425	+2.1
New Brunswick	395	405	419	421	433	+2.9
Quebec	380	390	398	406	416	+2.5
Ontario	410	420	430	441	449	+2.0
Manitoba	397	413	424	432	432	+0.1
Saskatchewan	414	430	442	453	456	+0.8
Alberta	430	445	454	460	467	+1.6
British Columbia	403	411	422	434	443	+2.2
Yukon	452	463	475	494	503	+1.8
Northwest Territories	488	478	503	508	508	0.0
Nunavut	474	458	472	482	487	+1.0
<b>Gender</b>						
Men	433	444	454	462	470	+1.8
Women	388	398	408	416	423	+1.6
<b>Age</b>						
24 years old and under	321	330	343	346	353	+2.1
25 to 44 years old	420	431	441	450	457	+1.6
45 to 54 years old	399	409	423	430	441	+2.4
55 years old and over	385	396	403	414	423	+2.1
<b>Employment status</b>						
Employees	403	414	424	432	440	+1.8
Self-employed persons	326	315	329	337	331	-1.8
<b>Canada</b>	<b>403</b>	<b>414</b>	<b>423</b>	<b>432</b>	<b>440</b>	<b>+1.8</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI special benefits was paid.

<sup>1</sup> Includes maternity, standard parental, sickness, and compassionate care benefits. Excludes family caregiver benefits for adults and children due to incompatibility of administrative data sources and extended parental benefits which are calculated at a lower benefit rate.

<sup>2</sup> Takes into account Family Supplement top-ups paid to claimants with special benefits.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.11.3 – Special benefits<sup>1</sup>: Amount paid<sup>2</sup> (\$ million)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	93.5	98.0	101.3	106.6	110.8	+3.9
Prince Edward Island	32.9	39.7	39.5	41.2	43.3	+4.9
Nova Scotia	154.2	164.2	177.1	188.0	190.3	+1.2
New Brunswick	157.4	156.8	162.7	185.1	190.8	+3.1
Quebec	365.6	373.8	407.8	442.0	505.9	+14.5
Ontario	2,108.1	2,179.2	2,281.4	2,379.7	2,486.9	+4.5
Manitoba	206.0	212.6	224.6	224.4	237.2	+5.7
Saskatchewan	187.3	188.2	208.5	218.8	226.8	+3.6
Alberta	712.5	762.2	848.9	863.2	852.0	-1.3
British Columbia	705.3	751.2	779.7	817.9 <sup>f</sup>	869.8	+6.4
Yukon	8.1	7.7	7.3	8.5	8.9	+4.4
Northwest Territories	16.7 <sup>c</sup>	13.5 <sup>c</sup>	13.8 <sup>c</sup>	15.0 <sup>c</sup>	16.8 <sup>c</sup>	+12.3
Nunavut						
Unknown	1.2	0.5	0.1	0.1	0.2	+35.2
<b>Gender</b>						
Men	803.2	834.1	909.2	1,001.3	1,077.5	+7.6
Women	3,945.7	4,113.4	4,343.4	4,489.1	4,662.0	+3.9
<b>Age</b>						
24 years old and under	334.8	339.6	357.1	348.5	353.0	+1.3
25 to 44 years old	3,694.8	3,854.9	4,076.6	4,240.3	4,391.2	+3.6
45 to 54 years old	378.9	383.0	405.4	438.5	475.1	+8.3
55 years old and over	340.3	370.0	413.5	463.2	520.2	+12.3
<b>Employment status</b>						
Employees	4,740.7	4,939.8	5,244.7	5,482.8 <sup>f</sup>	5,729.6	+4.5
Self-employed persons	8.2	7.7	7.9	7.7	9.9	+27.8
<b>Canada</b>	<b>4,748.9</b>	<b>4,947.5</b>	<b>5,252.5</b>	<b>5,490.5<sup>f</sup></b>	<b>5,739.5</b>	<b>+4.5</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI special benefits was paid.

<sup>1</sup> Includes maternity, parental, sickness, compassionate care benefits and family caregiver benefits for adults and children.

<sup>2</sup> Takes into account Family Supplement top-ups paid to claimants with special benefits.

<sup>c</sup> For confidentiality purposes, data for Northwest Territories and Nunavut have been combined.

<sup>f</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data, except for data on compassionate care benefits and family caregiver benefits for adults and children, which are based on a 100% sample.

Annex 2.12.1 – Special benefits (by Employment Insurance economic region)<sup>1</sup>: New claims established

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Newfoundland and Labrador</b>						
St. John's	4,440	4,590	4,440	4,570	5,080	+11.2
Newfoundland – Labrador	7,210	7,350	8,050	7,510	7,960	+6.0
<b>Prince Edward Island</b>						
Prince Edward Island <sup>2</sup>	5,930	3,310	n/a	n/a	n/a	n/a
Charlottetown <sup>2</sup>	n/a	760	1,830	2,130	1,990	-6.6
Prince Edward Island (excluding Charlottetown) <sup>2</sup>	n/a	2,270	4,780	4,720	4,870	+3.2
<b>Nova Scotia</b>						
Eastern Nova Scotia	6,470	6,800	7,290	7,600	8,500	+11.8
Western Nova Scotia	8,010	7,970	9,200	8,950	9,920	+10.8
Halifax	6,630	6,830	7,340	7,560	7,470	-1.2
<b>New Brunswick</b>						
Fredericton-Moncton-Saint-John	9,130	9,050	9,980	10,180	11,010	+8.2
Madawaska-Charlotte	3,870	4,000	4,120	4,130	4,680	+13.3
Restigouche- Albert	11,190	11,800	12,880	14,170	17,310	+22.2
<b>Quebec</b>						
Gaspésie-Île-de-la Madeleine	3,150	3,530	3,480	3,980	4,750	+19.3
Québec	9,420	9,270	10,330	10,800	11,730	+8.6
Trois-Rivières	3,000	2,640	2,830	2,910	3,210	+10.3
South Central Quebec	2,840	2,690	2,700	2,990	3,190	+6.7
Sherbrooke	2,380	2,610	2,550	3,150	3,250	+3.2
Montréal	7,120	7,350	8,420	8,650	9,470	+9.5
Montreal	33,090	33,100	35,590	38,450	42,850	+11.4
Central Quebec	20,490	21,040	21,830	24,180	25,780	+6.6
North Western Quebec	4,540	4,600	4,330	4,560	5,420	+18.9
Lower Saint Lawrence and North Shore	12,250	12,770	12,930	13,600	14,860	+9.3
Hull	3,160	3,380	3,280	3,380	3,640	+7.7
Chicoutimi-Jonquière	3,670	4,080	4,420	4,250	4,900	+15.3
<b>Ontario</b>						
Ottawa	13,960	13,270	13,860	14,310	14,140	-1.2
Eastern Ontario	7,380	7,520	8,250	8,210	8,750	+6.6
Kingston	2,210	2,120	2,110	2,130	2,130	0.0
Central Ontario	18,140	16,790	18,820	18,920	19,350	+2.3
Oshawa	5,630	5,970	5,980	6,020	6,660	+10.6
Toronto	71,580	71,370	74,040	77,080	77,040	-0.1
Hamilton	9,800	10,300	10,620	11,100	11,320	+2.0
St. Catharines	6,260	5,530	6,410	6,470	6,650	+2.8
London	6,890	6,360	6,930	7,110	7,770	+9.3
Niagara	5,270	5,690	5,750	5,610	6,170	+10.0
Windsor	4,780	4,560	4,640	4,520	5,680	+25.7
Kitchener	7,640	7,430	7,280	7,900	8,470	+7.2
Huron	4,680	5,260	5,550	7,100	7,200	+1.4
South Central Ontario	6,680	6,880	7,370	7,800	8,690	+11.4
Sudbury	2,620	2,790	2,560	3,040	2,840	-6.6
Thunder Bay	2,180	2,100	1,950	1,980	2,080	+5.1
Northern Ontario	9,020	9,410	9,990	9,460	9,790	+3.5

(continued)

## Annex 2.12.1 (continued)

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Manitoba</b>						
Winnipeg	12,210	12,180	12,870	11,630	13,180	+13.3
Southern Manitoba	5,380	5,040	5,630	5,680	5,880	+3.5
Northern Manitoba	1,980	1,690	1,730	1,790	1,850	+3.4
<b>Saskatchewan</b>						
Regina	3,490	3,570	3,890	3,910	4,200	+7.4
Saskatoon	4,440	4,120	4,500	4,450	4,660	+4.7
Southern Saskatchewan	3,790	4,010	4,150	3,830	4,170	+8.9
Northern Saskatchewan	3,520	3,040	3,690	3,190	3,390	+6.3
<b>Alberta</b>						
Calgary	18,000	19,550	20,220	19,240	20,700	+7.6
Edmonton	18,830	19,690	21,670	20,310	19,920	-1.9
Northern Alberta	4,190	4,080	4,950	4,710	4,120	-12.5
Southern Alberta	13,710	14,770	15,490	14,560	14,220	-2.3
<b>British Columbia</b>						
Southern Interior British Columbia	10,840	11,680	12,160	12,250	12,700	+3.7
Abbotsford	4,580	4,730	4,360	5,240	5,370	+2.5
Vancouver	34,840	36,700	36,830	36,380	39,940	+9.8
Victoria	5,020	5,390	5,190	5,510	6,090	+10.5
Southern Coastal British Columbia	9,470	10,110	10,480	11,570	11,280	-2.5
Northern British Columbia	6,690	6,430	6,360	6,180	6,940	+12.3
<b>Territories</b>						
Yukon <sup>2</sup>	590	440	n/a	n/a	n/a	n/a
Whitehorse <sup>2</sup>	n/a	180	590	570	590	+3.5
Yukon (excluding Whitehorse) <sup>2</sup>	n/a	50	150	140	120	-14.3
Northwest Territories <sup>2</sup>	690	380	n/a	n/a	n/a	n/a
Yellowknife <sup>2</sup>	n/a	120	390	370	360	-2.7
Northwest Territories (excluding Yellowknife) <sup>2</sup>	n/a	100	330	270	350	+29.6
Nunavut <sup>2</sup>	380	210	n/a	n/a	n/a	n/a
Iqaluit <sup>2</sup>	n/a	60	170	110	170	+54.5
Nunavut (excluding Iqaluit) <sup>2</sup>	n/a	80	300	310	320	+3.2
<b>Canada</b>	<b>515,350</b>	<b>523,540</b>	<b>550,810</b>	<b>563,380</b>	<b>597,090</b>	<b>+6.0</b>

Note: Includes claims for which at least \$1 of EI special benefits was paid.

<sup>1</sup> Includes maternity, parental, sickness and compassionate care benefits. Excludes family caregiver benefits for adults and children due to incompatibility of administrative data sources.

<sup>2</sup> As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.12.2 – Special benefits (by Employment Insurance economic region)<sup>1</sup>: Average weekly benefit rate<sup>2</sup> (\$)

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Newfoundland and Labrador</b>						
St. John's	412	415	430	445	440	-1.2
Newfoundland – Labrador	395	403	417	430	435	+1.1
<b>Prince Edward Island</b>						
Prince Edward Island <sup>3</sup>	387	397	n/a	n/a	n/a	n/a
Charlottetown <sup>3</sup>	n/a	389	383	405	402	-0.8
Prince Edward Island (excluding Charlottetown) <sup>3</sup>	n/a	399	416	432	440	+1.8
<b>Nova Scotia</b>						
Eastern Nova Scotia	412	419	426	436	449	+3.0
Western Nova Scotia	372	381	391	395	402	+1.6
Halifax	400	401	414	421	429	+1.8
<b>New Brunswick</b>						
Fredericton-Moncton-Saint-John	386	403	415	414	422	+1.9
Madawaska-Charlotte	382	394	399	401	408	+1.8
Restigouche- Albert	407	410	428	433	448	+3.5
<b>Quebec</b>						
Gaspésie-Île-de-la Madeleine	387	407	403	414	422	+2.0
Québec	379	385	397	408	419	+2.6
Trois-Rivières	367	382	385	389	408	+5.1
South Central Quebec	381	389	391	410	406	-1.0
Sherbrooke	374	390	381	400	404	+1.0
Montréal	373	386	400	402	410	+2.0
Montreal	382	389	402	407	420	+3.3
Central Quebec	370	382	391	397	406	+2.4
North Western Quebec	379	388	392	401	413	+3.0
Lower Saint Lawrence and North Shore	391	402	404	410	417	+1.7
Hull	412	409	412	433	440	+1.8
Chicoutimi-Jonquière	386	404	405	414	423	+2.1
<b>Ontario</b>						
Ottawa	440	453	455	470	473	+0.6
Eastern Ontario	400	410	417	432	437	+1.2
Kingston	405	414	408	434	439	+1.2
Central Ontario	388	399	414	427	435	+2.0
Oshawa	418	435	440	449	463	+3.0
Toronto	417	426	438	446	456	+2.2
Hamilton	411	424	425	443	457	+3.2
St. Catharines	379	397	400	409	420	+2.7
London	405	422	421	432	442	+2.3
Niagara	390	404	428	431	446	+3.4
Windsor	396	418	430	419	434	+3.7
Kitchener	415	422	426	444	449	+1.1
Huron	399	394	412	422	435	+3.2
South Central Ontario	409	420	423	444	445	+0.4
Sudbury	409	407	432	437	433	-0.8
Thunder Bay	418	400	445	451	452	+0.2
Northern Ontario	405	406	420	431	440	+2.1

(continued)

## Annex 2.12.2 (continued)

El economic region	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Manitoba</b>						
Winnipeg	399	416	427	437	432	-1.1
Southern Manitoba	390	407	412	419	432	+3.1
Northern Manitoba	404	409	445	439	437	-0.5
<b>Saskatchewan</b>						
Regina	432	436	451	461	459	-0.6
Saskatoon	416	431	441	449	457	+1.9
Southern Saskatchewan	398	417	438	447	458	+2.3
Northern Saskatchewan	410	437	437	454	451	-0.7
<b>Alberta</b>						
Calgary	437	449	459	465	472	+1.5
Edmonton	432	443	456	466	474	+1.7
Northern Alberta	447	464	472	484	478	-1.1
Southern Alberta	412	435	439	438	449	+2.4
<b>British Columbia</b>						
Southern Interior British Columbia	400	403	422	430	438	+1.9
Abbotsford	356	374	378	394	398	+1.2
Vancouver	407	417	425	443	448	+1.0
Victoria	421	428	437	440	463	+5.3
Southern Coastal British Columbia	396	402	416	415	439	+5.7
Northern British Columbia	418	418	438	447	450	+0.6
<b>Territories</b>						
Yukon <sup>3</sup>	452	465	n/a	n/a	n/a	n/a
Whitehorse <sup>3</sup>	n/a	453	474	496	507	+2.0
Yukon (excluding Whitehorse) <sup>3</sup>	n/a	478	476	485	486	+0.2
Northwest Territories <sup>3</sup>	488	475	n/a	n/a	n/a	n/a
Yellowknife <sup>3</sup>	n/a	482	506	516	509	-1.3
Northwest Territories (excluding Yellowknife) <sup>3</sup>	n/a	485	499	497	507	+1.9
Nunavut <sup>3</sup>	474	450	n/a	n/a	n/a	n/a
Iqaluit <sup>3</sup>	n/a	499	528	530	514	-3.1
Nunavut (excluding Iqaluit) <sup>3</sup>	n/a	451	441	465	470	+1.2
<b>Canada</b>	<b>403</b>	<b>414</b>	<b>423</b>	<b>432</b>	<b>440</b>	<b>+1.8</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI special benefits was paid.

<sup>1</sup> Includes maternity, standard parental, sickness, and compassionate care benefits. Excludes family caregiver benefits for adults and children due to incompatibility of administrative data sources and extended parental benefits which are calculated at a lower benefit rate.

<sup>2</sup> Takes into account Family Supplement top-ups paid to claimants with special benefits.

<sup>3</sup> As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.12.3 – Special benefits (by Employment Insurance economic region)<sup>1</sup>: Amount paid<sup>2</sup>  
(\$ million)

El economic region	FY1314	FY1415 <sup>3</sup>	FY1516 <sup>3</sup>	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Newfoundland and Labrador</b>						
St. John's	45.4	44.6	43.3	47.2	48.8	+3.3
Newfoundland – Labrador	48.0	53.1	57.7	59.2	61.3	+3.5
<b>Prince Edward Island</b>						
Prince Edward Island <sup>3</sup>	32.9	33.4	4.3	n/a	n/a	n/a
Charlottetown <sup>3</sup>	n/a	2.3	12.1	16.4	15.6	-4.8
Prince Edward Island (excluding Charlottetown) <sup>3</sup>	n/a	3.9	22.9	24.7	27.5	+11.3
<b>Nova Scotia</b>						
Eastern Nova Scotia	35.7	37.9	43.6	47.2	47.6	+1.0
Western Nova Scotia	53.3	56.6	58.7	66.2	66.6	+0.7
Halifax	65.0	69.4	74.4	74.5	75.3	+1.0
<b>New Brunswick</b>						
Fredericton-Moncton-Saint-John	78.3	77.9	79.7	91.7	84.8	-7.5
Madawaska-Charlotte	23.2	23.6	23.2	24.1	26.0	+8.2
Restigouche- Albert	55.7	54.9	59.2	68.9	78.9	+14.4
<b>Quebec</b>						
Gaspésie-Île-de-la Madeleine	11.7	11.7	12.4	14.5	16.3	+12.4
Québec	32.9	30.4	36.8	38.8	43.0	+10.7
Trois-Rivières	9.4	8.0	8.9	9.5	10.1	+6.1
South Central Quebec	8.9	9.9	9.9	10.4	11.1	+6.4
Sherbrooke	8.2	8.4	9.0	11.1	11.2	+1.0
Montérégie	25.6	26.2	31.4	32.5	36.5	+12.4
Montreal	117.2	120.0	133.3	146.7	170.2	+16.0
Central Quebec	68.5	71.7	75.6	82.1	96.0	+17.0
North Western Quebec	17.2	16.7	15.9	17.4	22.0	+26.5
Lower Saint Lawrence and North Shore	42.5	40.8	42.6	45.4	51.4	+13.2
Hull	12.6	14.8	13.8	15.4	16.8	+8.6
Chicoutimi-Jonquière	11.5	12.6	14.5	14.2	15.9	+12.2
<b>Ontario</b>						
Ottawa	174.8	182.1	187.2	190.0	192.2	+1.1
Eastern Ontario	70.2	72.3	78.0	82.4	85.4	+3.6
Kingston	22.2	23.4	21.9	24.2	23.4	-3.0
Central Ontario	168.5	175.7	181.9	191.5	207.3	+8.2
Oshawa	68.9	72.7	73.7	76.4	79.9	+4.6
Toronto	926.7	944.5	990.5	1,028.4	1,064.9	+3.5
Hamilton	110.4	120.8	129.6	132.2	139.5	+5.5
St. Catharines	54.6	54.8	56.0	62.0	66.0	+6.5
London	72.7	74.0	81.6	81.1	85.9	+5.9
Niagara	57.9	53.1	62.7	60.7	64.9	+6.9
Windsor	48.3	45.8	48.7	45.6	48.1	+5.6
Kitchener	83.9	93.0	90.1	97.2	101.7	+4.6
Huron	39.6	47.0	49.1	60.6	66.6	+9.9
South Central Ontario	78.8	82.1	82.7	93.0	97.5	+4.9
Sudbury	22.8	26.1	24.5	29.5	28.8	-2.3
Thunder Bay	17.0	20.6	20.0	22.0	22.3	+1.3
Northern Ontario	85.9	82.9	92.8	90.5	95.2	+5.2

(continued)

## Annex 2.12.3 (continued)

El economic region	FY1314	FY1415 <sup>3</sup>	FY1516 <sup>3</sup>	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Manitoba</b>						
Winnipeg	135.7	133.3	147.1	141.3	150.2	+6.3
Southern Manitoba	51.0	57.4	57.9	61.5	62.9	+2.4
Northern Manitoba	19.0	21.3	18.9	20.6	22.3	+8.3
<b>Saskatchewan</b>						
Regina	42.4	45.4	49.8	54.3	56.2	+3.5
Saskatoon	56.1	57.5	60.6	66.5	69.2	+4.1
Southern Saskatchewan	46.4	45.8	53.8	54.2	55.5	+2.4
Northern Saskatchewan	42.3	39.0	43.3	42.4	44.6	+5.0
<b>Alberta</b>						
Calgary	256.4	272.5	294.0	301.6	302.5	+0.3
Edmonton	238.9	254.5	284.5	297.3	288.0	-3.1
Northern Alberta	57.4	59.8	67.6	69.5	60.4	-13.1
Southern Alberta	159.0	172.5	198.9	191.4	195.2	+2.0
<b>British Columbia</b>						
Southern Interior British Columbia	94.4	100.4	111.0	120.4	123.5	+2.6
Abbotsford	34.4	37.4	38.8	43.8	44.1	+0.6
Vancouver	378.6	406.3	418.7	430.5	455.7	+5.9
Victoria	54.3	56.4	57.7	61.4	63.9	+4.1
Southern Coastal British Columbia	82.7	86.5	92.4	95.8	106.8	+11.5
Northern British Columbia	60.2	61.9	58.4	63.1	71.6	+13.4
<b>Territories</b>						
Yukon <sup>3</sup>	8.1	7.0	0.9	n/a	n/a	n/a
Whitehorse <sup>3</sup>	n/a	0.6	5.1	7.6	8.0	+5.7
Yukon (excluding Whitehorse) <sup>3</sup>	n/a	0.1	1.3	0.9	0.8	-18.2
Northwest Territories <sup>3</sup>	10.7	7.6	1.0	n/a	n/a	n/a
Yellowknife <sup>3</sup>	n/a	0.5	3.9	5.7	5.0	-13.0
Northwest Territories (excluding Yellowknife) <sup>3</sup>	n/a	0.4	3.1	4.3	4.6	+7.0
Nunavut <sup>3</sup>	6.0	4.4	0.5	n/a	n/a	n/a
Iqaluit <sup>3</sup>	n/a	0.3	1.8	1.5	2.1	+36.3
Nunavut (excluding Iqaluit) <sup>3</sup>	n/a	0.2	3.4	3.5	5.0	+43.3
<b>Canada</b>	<b>4,741.0</b>	<b>4,928.7</b>	<b>5,228.8</b>	<b>5,464.4</b>	<b>5,700.8</b>	<b>+4.3</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI special benefits was paid.

<sup>1</sup> Includes maternity, parental, sickness, and compassionate care benefits. Excludes family caregiver benefits for adults and children due to incompatibility of administrative data sources. Therefore, total amounts paid in EI special benefits do not match those in annex 2.11.3.

<sup>2</sup> Takes into account Family Supplement top-ups paid to claimants with special benefits.

<sup>3</sup> As of October 12, 2014, there is a total of 62 Employment Insurance (EI) economic regions, instead of 58 regions. The EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the remaining consisting of the non-capital area. Amounts paid were registered in FY1516 in the four former EI economic regions in spite of the change in EI economic region boundaries because some claims established just prior to that change had continued to be paid in FY1516.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

### Annex 2.13 – Firms and Employment Insurance regular and special benefits (by industry)

Industry	Distribution of firms		Distribution of the firm's workforce <sup>1</sup>		EI regular claimant distribution <sup>2</sup>		EI special claimant distribution <sup>2</sup>	
	(#) 2016	(%) 2016	(#) 2016	(%) 2016	(#) 2016	(%) 2016	(#) 2016	(%) 2016
<b>Goods-producing industries</b>	<b>262,900</b>	<b>21.9</b>	<b>3,688,003</b>	<b>19.5</b>	<b>702,421</b>	<b>39.4</b>	<b>156,515</b>	<b>19.9</b>
Agriculture, forestry, fishing and hunting	52,166	4.3	324,842	1.7	65,590	3.7	15,846	2.0
Mining, and oil and gas extraction	8,934	0.7	214,435	1.1	48,586	2.7	7,881	1.0
Utilities	837	0.1	118,513	0.6	5,999	0.3	2,764	0.4
Construction	151,788	12.7	1,292,399	6.8	393,623	22.1	57,183	7.3
Manufacturing	49,175	4.1	1,737,814	9.2	188,622	10.6	72,841	9.3
<b>Services-producing industries</b>	<b>864,777</b>	<b>72.1</b>	<b>14,992,407</b>	<b>79.4</b>	<b>1,062,203</b>	<b>59.7</b>	<b>623,436</b>	<b>79.3</b>
Wholesale trade	47,918	4.0	875,108	4.6	67,402	3.8	29,997	3.8
Retail trade	104,011	8.7	2,151,136	11.4	109,221	6.1	85,875	10.9
Transportation and warehousing	72,610	6.1	801,179	4.2	86,349	4.8	33,640	4.3
Finance and insurance	32,950	2.7	753,743	4.0	22,604	1.3	28,089	3.6
Real estate and rental and leasing	53,285	4.4	338,318	1.8	28,888	1.6	12,852	1.6
Professional, scientific and technical services	154,225	12.9	1,059,201	5.6	79,121	4.4	33,078	4.2
Business, building and other support services <sup>3</sup>	58,732	4.9	1,239,261	6.6	135,422	7.6	54,456	6.9
Educational services	14,032	1.2	1,382,436	7.3	173,843	9.8	50,351	6.4
Health care and social assistance	105,950	8.8	1,633,078	8.6	67,120	3.8	104,200	13.3
Information, culture and recreation <sup>4</sup>	31,882	2.7	686,870	3.6	55,273	3.1	19,523	2.5
Accommodation and food services	75,649	6.3	1,500,558	7.9	87,521	4.9	58,954	7.5
Other services (except public administration)	108,313	9.0	732,450	3.9	59,880	3.4	31,670	4.0
Public administration	5,220	0.4	1,839,069	9.7	89,559	5.0	80,751	10.3
<b>Unclassified</b>	<b>72,129</b>	<b>6.0</b>	<b>213,291</b>	<b>1.1</b>	<b>15,999</b>	<b>0.9</b>	<b>5,950</b>	<b>0.8</b>
<b>Canada</b>	<b>1,199,806</b>	<b>100.0</b>	<b>18,893,701</b>	<b>100.0</b>	<b>1,780,622</b>	<b>100.0</b>	<b>785,902</b>	<b>100.0</b>

Note: Data may not add up to the total due to rounding.

<sup>1</sup> The number of workers in a firm is the number of individuals paid employment income by that firm, as indicated on a T4 form. The number of workers is adjusted so that each individual in the labour force is only counted once and individuals who work for more than one firm are taken into account. For example, if an employee earned \$25,000 in firm 1 and \$25,000 in firm 2, then he or she was recorded as 0.5 employees at the first firm and 0.5 employees at the second firm.

<sup>2</sup> These columns are based on the number of people receiving EI regular and/or special benefits in 2016.

<sup>3</sup> This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

<sup>4</sup> This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

Sources: Employment and Social Development Canada, EI administrative data. Data are based on a 100% sample of EI data; Canada Revenue Agency (CRA) administrative data. CRA data are based on a 100% sample.

Annex 2.14.1 – Maternity benefits<sup>1</sup>: New claims established

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	2,940	2,730	2,970	2,750	2,730	-0.7
Prince Edward Island	990	1,060	1,050	1,030	900	-12.6
Nova Scotia	4,840	5,430	5,680	5,000	5,060	+1.2
New Brunswick	4,280	4,230	4,410	4,130	4,180	+1.2
Quebec <sup>2</sup>	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	84,110	82,350	84,190	83,770	83,920	+0.2
Manitoba	8,910	8,090	8,870	8,150	8,610	+5.6
Saskatchewan	7,820	7,780	8,330	7,760	8,330	+7.3
Alberta	29,280	31,070	31,860	30,580	29,470	-3.6
British Columbia	25,650	25,690	26,300	26,340	27,430	+4.1
Yukon	220	250	290	280	240	-14.3
Northwest Territories	370	260	360	320	300	-6.3
Nunavut	230	140	200	220	300	+36.4
<b>Age</b>						
24 years old and under	17,650	17,520	16,990	15,470	15,080	-2.5
25 to 29 years old	49,730	49,300	49,060	47,800	46,170	-3.4
30 to 34 years old	64,730	66,320	70,100	68,500	68,610	+0.2
35 to 39 years old	31,450	30,270	32,470	32,420	34,660	+6.9
40 years old and over	6,080	5,670	5,890	6,140	6,950	+13.2
<b>Canada</b>	<b>169,640</b>	<b>169,080</b>	<b>174,510</b>	<b>170,330</b>	<b>171,470</b>	<b>+0.7</b>

Note: Includes claims for which at least \$1 of EI maternity benefits was paid.

<sup>1</sup> Figures also include maternity benefits for self-employed individuals.

<sup>2</sup> Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.14.2 – Maternity benefits: Average actual duration (number of weeks)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>p</sup>	Change (%) FY1617 to FY1718
Newfoundland and Labrador	14.2	14.2	14.1	14.3	14.3	-0.3
Prince Edward Island	14.2	14.2	14.2	14.6	14.5	-1.2
Nova Scotia	14.6	14.6	14.5	14.7 <sup>r</sup>	14.7	+0.4
New Brunswick	14.5	14.6	14.7	14.7 <sup>r</sup>	14.6	-0.3
Quebec <sup>1</sup>	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	14.6	14.7	14.7 <sup>r</sup>	14.6	14.7	+0.2
Manitoba	14.6	14.8	14.6	14.7	14.6	-0.6
Saskatchewan	14.6	14.7	14.7	14.7	14.7	-0.3
Alberta	14.6	14.6	14.6	14.6	14.7	+0.2
British Columbia	14.7	14.7	14.7	14.6	14.7	+0.3
Yukon	14.5	14.4	14.5	14.4	15.0	+4.1
Northwest Territories	14.8	14.6	14.8	14.2	14.3	+1.3
Nunavut	15.0	14.8	14.0	14.5	14.3	-1.7
<b>Age</b>						
24 years old and under	14.6	14.6	14.7	14.6	14.6	0.0
25 to 29 years old	14.6	14.7	14.7	14.6	14.7	+0.2
30 to 34 years old	14.6	14.6	14.6	14.7 <sup>r</sup>	14.7	+0.2
35 to 39 years old	14.6	14.6	14.7 <sup>r</sup>	14.6	14.6	-0.1
40 years old and over	14.4	14.5	14.5	14.6 <sup>r</sup>	14.7	+0.7
<b>Canada</b>	<b>14.6</b>	<b>14.6</b>	<b>14.6</b>	<b>14.6</b>	<b>14.7</b>	<b>+0.2</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI maternity benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>1</sup> Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

<sup>p</sup> Preliminary.

<sup>r</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.14.3 – Maternity benefits: Average weekly benefit rate<sup>1</sup> (\$)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	418	430	424	450	438	-2.5
Prince Edward Island	387	421	432	436	446	+2.3
Nova Scotia	396	394	409	411	425	+3.6
New Brunswick	393	403	414	424	431	+1.7
Quebec <sup>2</sup>	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	420	429	439	448	457	+2.1
Manitoba	388	407	416	432	422	-2.3
Saskatchewan	409	427	439	455	452	-0.8
Alberta	426	441	449	462	467	+1.2
British Columbia	409	421	428	437	449	+2.7
Yukon	457	438	474	493	518	+5.2
Northwest Territories	489	492	495	499	499	-0.2
Nunavut	472	434	453	480	469	-2.4
<b>Age</b>						
24 years old and under	304	315	325	326	335	+2.8
25 to 29 years old	401	411	419	430	435	+1.3
30 to 34 years old	439	451	459	469	475	+1.2
35 to 39 years old	448	460	468	476	482	+1.4
40 years old and over	448	459	462	475	480	+0.9
<b>Canada</b>	<b>416</b>	<b>427</b>	<b>436</b>	<b>447</b>	<b>454</b>	<b>+1.6</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI maternity benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with maternity benefits.

<sup>2</sup> Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.14.4 – Maternity benefits: Amount paid<sup>1</sup> (\$ million)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	17.4	17.6	17.7	18.5	17.8	-3.8
Prince Edward Island	5.2	6.9	6.5	6.2	6.5	+4.8
Nova Scotia	26.8	32.1	33.1	32.0	31.4	-1.8
New Brunswick	25.9	25.6	25.6	27.9	25.1	-10.2
Quebec <sup>2</sup>	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	514.4	522.4	542.6	556.9	566.4	+1.7
Manitoba	50.4	49.5	53.1	51.5	55.4	+7.5
Saskatchewan	46.8	48.2	52.3	53.0	55.4	+4.5
Alberta	182.2	198.1	209.5	212.9	206.2	-3.1
British Columbia	154.0	159.7	165.2	172.6	179.9	+4.2
Yukon	1.8	1.5	1.9	2.0	1.9	-8.4
Northwest Territories	2.8	2.0	2.1	2.5	2.3	-9.2
Nunavut	1.7	0.8	1.3	1.3	2.1	+58.2
<b>Age</b>						
24 years old and under	80.8	80.3	81.9	77.4	76.1	-1.6
25 to 29 years old	296.1	297.2	302.6	308.1	297.1	-3.6
30 to 34 years old	410.0	440.9	466.0	480.6	484.5	+0.8
35 to 39 years old	203.5	207.4	219.7	229.3	245.5	+7.0
40 years old and over	39.0	38.6	40.6	41.9	47.1	+12.3
<b>Canada</b>	<b>1,029.5</b>	<b>1,064.3</b>	<b>1,110.9</b>	<b>1,137.3</b>	<b>1,150.3</b>	<b>+1.1</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI maternity benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with maternity benefits.

<sup>2</sup> Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

### Annex 2.15.1 – Parental benefits (biological and adoptive): New claims established

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718			Change (%) FY1617 to FY1718 (Total)
					Standard <sup>1</sup>	Extended <sup>2</sup>	Total	
Newfoundland and Labrador	3,030	2,820	2,960	2,930	2,720	70	2,790	-4.8
Prince Edward Island	1,170	1,150	1,140	1,130	950	50	1,000	-11.5
Nova Scotia	5,580	6,110	6,470	5,970	5,620	210	5,830	-2.3
New Brunswick	4,810	4,720	4,940	4,580	4,550	160	4,710	+2.8
Quebec <sup>3</sup>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	96,630	94,920	96,390	98,370	92,770	5,110	97,880	-0.5
Manitoba	9,950	9,380	9,970	9,440	9,780	270	10,050	+6.5
Saskatchewan	8,750	8,470	9,140	8,720	9,030	260	9,290	+6.5
Alberta	31,520	33,640	34,830	33,480	31,760	1,370	33,130	-1.0
British Columbia	28,660	29,210	29,670	30,340	31,090	1,160	32,250	+6.3
Yukon	290	340	340	330			310	-6.1
Northwest Territories	460	350	480	390	1,080 <sup>c</sup>	40 <sup>c</sup>	430	+10.3
Nunavut	270	210	330	280			380	+35.7
<b>Gender</b>								
Men	25,480	26,540	26,690	29,490	30,390	460	30,850	+4.6
Women	165,640	164,780	169,970	166,470	158,960	8,240	167,200	+0.4
<b>Age</b>								
24 years old and under	17,610	17,500	17,030	15,840	14,700	720	15,420	-2.7
25 to 29 years old	52,890	52,010	51,830	51,080	47,450	1,930	49,380	-3.3
30 to 34 years old	72,410	74,080	77,880	77,230	74,620	3,400	78,020	+1.0
35 to 39 years old	38,000	36,980	39,010	40,360	40,670	2,100	42,770	+6.0
40 years old and over	10,210	10,750	10,910	11,450	11,910	550	12,460	+8.8
<b>Canada</b>	<b>191,120</b>	<b>191,320</b>	<b>196,660</b>	<b>195,960</b>	<b>189,350</b>	<b>8,700</b>	<b>198,050</b>	<b>+1.1</b>

Note: Includes claims for which at least \$1 of EI parental benefits was paid. Parental benefits that are shared between two parents are considered as two separate claims.

<sup>1</sup> Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits. Standard parental benefits are equivalent to the parental benefits offered in previous fiscal years, that is, up to 35 weeks of parental benefits paid at 55% of the average weekly insurable earnings.

<sup>2</sup> Extended parental benefits offer up to 61 weeks of parental benefits paid at 33% of the average weekly insurable earnings.

<sup>3</sup> Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

<sup>c</sup> For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.15.2 – Parental benefits (biological and adoptive): Average actual duration (number of weeks)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>P</sup> Standard only <sup>1</sup>	Change (%) FY1617 to FY1718
Newfoundland and Labrador	30.0	30.6	30.9	29.9	30.4	+1.7
Prince Edward Island	29.6	30.7	30.2	29.9	29.7	-0.7
Nova Scotia	29.3	29.4	28.7	29.5 <sup>f</sup>	29.3	-0.5
New Brunswick	29.6	30.2	29.8	29.7 <sup>f</sup>	29.3	-1.2
Quebec <sup>2</sup>	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	30.1	30.2	30.3	30.0	30.0	0.0
Manitoba	30.4	30.5	30.5	30.3	29.7	-2.1
Saskatchewan	31.2	31.2	31.3	30.9 <sup>f</sup>	31.0	+0.3
Alberta	31.3	31.4	31.0	30.9 <sup>f</sup>	30.6	-0.8
British Columbia	30.5	30.5	30.5	30.0	29.8	-1.0
Yukon	31.7	25.9	28.1	27.8 <sup>f</sup>	26.4	-5.1
Northwest Territories	24.9	26.5	25.7	27.8	24.4	-12.4
Nunavut	28.0	28.6	24.0	27.3 <sup>f</sup>	25.1	-7.8
<b>Gender</b>						
Men	17.3	16.5	16.6	16.1 <sup>f</sup>	16.2	+1.0
Women	32.4	32.6	32.6	32.6	32.5	-0.1
<b>Age</b>						
24 years old and under	31.7	31.8	31.6	31.4	31.3	-0.3
25 to 29 years old	31.2	31.2	31.4	31.2	31.0	-0.5
30 to 34 years old	30.4	30.6	30.5	30.3	30.2	-0.3
35 to 39 years old	29.3	29.4	29.4	29.2	28.9	-0.9
40 years old and over	26.9	26.2	26.0	25.5 <sup>f</sup>	26.1	+2.3
<b>Canada</b>	<b>30.3</b>	<b>30.4</b>	<b>30.4</b>	<b>30.1</b>	<b>30.0</b>	<b>-0.4</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI parental benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>1</sup> Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits. Standard parental benefits are equivalent to the parental benefits offered in previous fiscal years, that is, up to 35 weeks of parental benefits paid at 55% of the average weekly insurable earnings. Extended parental benefits offer up to 61 weeks of benefits at 33% of the average weekly insurable earnings. Given the low number of completed extended parental claims in FY1718, duration estimates for those claims are not reported.

<sup>2</sup> Since January 2006, Quebec has administered its own maternity benefits under the Quebec Parental Insurance Plan.

<sup>P</sup> Preliminary.

<sup>f</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.15.3 – Parental benefits (biological and adoptive): Average weekly benefit rate<sup>1</sup> (\$)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718		Change (%) FY1617 to FY1718 (standard)
					Standard <sup>2</sup>	Extended <sup>3</sup>	
Newfoundland and Labrador	429	433	441	460	448	289	-2.7
Prince Edward Island	402	428	438	440	449	281	+2.1
Nova Scotia	413	411	427	432	446	277	+3.4
New Brunswick	406	418	425	434	442	261	+1.7
Quebec <sup>4</sup>	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	429	438	448	458	466	289	+1.8
Manitoba	401	419	427	444	435	286	-2.0
Saskatchewan	419	433	448	463	464	242	+0.1
Alberta	434	448	457	468	475	291	+1.3
British Columbia	420	434	440	450	462	280	+2.6
Yukon	460	469	483	498	520	328 <sup>c</sup>	+4.4
Northwest Territories	490	498	503	513	502		-2.1
Nunavut	470	451	464	491	478		-2.6
<b>Gender</b>							
Men	467	480	491	503	507	310	+0.8
Women	419	430	439	449	455	285	+1.5
<b>Age</b>							
24 years old and under	315	327	336	336	346	243	+3.2
25 to 29 years old	408	417	426	438	443	267	+1.3
30 to 34 years old	446	457	465	476	481	294	+1.0
35 to 39 years old	453	468	475	484	490	298	+1.4
40 years old and over	459	466	477	489	493	315	+0.9
<b>Canada</b>	<b>426</b>	<b>437</b>	<b>446</b>	<b>457</b>	<b>464</b>	<b>286</b>	<b>+1.5</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI parental benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with parental benefits.

<sup>2</sup> Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits. Standard parental benefits are equivalent to the parental benefits offered in previous fiscal years, that is, up to 35 weeks of parental benefits paid at 55% of the average weekly insurable earnings.

<sup>3</sup> Extended parental benefits offer up to 61 weeks of parental benefits paid at 33% of the average weekly insurable earnings.

<sup>4</sup> Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

<sup>5</sup> For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.15.4 – Parental benefits (biological and adoptive): Amount paid<sup>1</sup> (\$ million)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718			Change (%) FY1617 to FY1718 (total)
					Standard <sup>2</sup>	Extended <sup>3</sup>	Total	
Newfoundland and Labrador	38.1	41.3	39.9	42.0	42.6	0.0	42.6	+1.4
Prince Edward Island	11.9	15.7	15.4	14.4	15.0	0.0	15.1	+4.8
Nova Scotia	67.0	72.4	77.0	79.4	77.1	0.0	77.1	-2.9
New Brunswick	61.0	59.0	61.8	62.5	59.8	0.0	59.8	-4.4
Quebec <sup>4</sup>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ontario	1,216.3	1,258.4	1,297.7	1,328.0	1,374.9	0.5	1,375.4	+3.6
Manitoba	116.9	120.3	125.0	126.1	130.9	0.0	131.0	+3.9
Saskatchewan	111.5	110.3	121.1	127.8	133.6	0.0	133.6	+4.5
Alberta	420.3	446.7	497.7	501.7	495.1	0.2	495.3	-1.3
British Columbia	363.8	382.3	395.9	409.5	433.3	0.1	433.4	+5.8
Yukon	4.8	4.9	3.4	4.2			5.0	+19.4
Northwest Territories	6.4	5.3	4.6	6.6	14.8 <sup>c</sup>	0.0 <sup>c</sup>	5.7	-12.9
Nunavut	3.6	3.4	3.9	2.8			4.1	+48.0
<b>Gender</b>								
Men	195.9	205.1	213.5	233.7	251.8	0.6	252.4	+8.0
Women	2,225.7	2,314.9	2,430.0	2,471.4	2,525.4	0.4	2,525.7	+2.2
<b>Age</b>								
24 years old and under	179.6	183.0	191.9	177.8	176.0	0.1	176.1	-1.0
25 to 29 years old	675.9	683.1	705.8	707.4	698.4	0.2	698.6	-1.2
30 to 34 years old	955.8	1,010.3	1,080.1	1,116.0	1,154.2	0.4	1,154.6	+3.5
35 to 39 years old	488.5	514.1	530.6	565.6	595.2	0.2	595.4	+5.3
40 years old and over	121.9	129.5	135.1	138.3	153.4	0.1	153.5	+11.0
<b>Canada</b>	<b>2,421.6</b>	<b>2,520.1</b>	<b>2,643.5</b>	<b>2,705.1</b>	<b>2,777.1</b>	<b>1.0</b>	<b>2,778.1</b>	<b>+2.7</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI parental benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with parental benefits.

<sup>2</sup> Starting December 3, 2017, parents can choose between receiving standard or extended parental benefits. Standard parental benefits are equivalent to the parental benefits offered in previous fiscal years, that is, up to 35 weeks of parental benefits paid at 55% of the average weekly insurable earnings.

<sup>3</sup> Extended parental benefits offer up to 61 weeks of parental benefits paid at 33% of the average weekly insurable earnings.

<sup>4</sup> Since January 2006, Quebec has administered its own parental benefits under the Quebec Parental Insurance Plan.

<sup>c</sup> For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

### Annex 2.16.1 – Sickness benefits: New claims established

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	9,460	9,930	10,170	10,140	11,070	+9.2
Prince Edward Island	5,050	5,520	5,780	6,000	6,100	+1.7
Nova Scotia	16,530	16,570	18,500	19,070	21,060	+10.4
New Brunswick	20,440	21,080	22,800	24,830	29,440	+18.6
Quebec	104,120	105,880	111,420	119,210	131,510	+10.3
Ontario	92,650	93,470	99,060	105,010	111,480	+6.2
Manitoba	9,960	9,990	10,590	9,970	11,250	+12.8
Saskatchewan	7,070	6,910	7,640	7,060	7,670	+8.6
Alberta	24,680	25,430	29,240	26,520	27,750	+4.6
British Columbia	46,210	49,580	49,490	50,170	53,710	+7.1
Yukon	300	330	430	420	450	+7.1
Northwest Territories	220	250	250	200	250	+25.0
Nunavut	110	130	110	100	130	+30.0
<b>Gender</b>						
Men	144,300	149,630	160,580	163,870	179,810	+9.7
Women	192,500	195,440	204,900	214,830	232,060	+8.0
<b>Age</b>						
24 years old and under	25,360	25,410	27,730	28,710	29,990	+4.5
25 to 34 years old	70,380	72,060	77,030	80,220	88,670	+10.5
35 to 44 years old	68,700	69,800	74,860	76,310	83,000	+8.8
45 to 54 years old	88,030	87,430	89,420	90,600	96,350	+6.3
55 to 64 years old	71,460	76,270	80,310	84,940	93,830	+10.5
65 years old and over	12,870	14,100	16,130	17,920	20,030	+11.8
<b>Canada</b>	<b>336,800</b>	<b>345,070</b>	<b>365,480</b>	<b>378,700</b>	<b>411,870</b>	<b>+8.8</b>

Note: Includes claims for which at least \$1 of EI sickness benefits was paid.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.16.2 – Sickness benefits: Average actual duration (number of weeks)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>p</sup>	Change (%) FY1617 to FY1718
Newfoundland and Labrador	10.1	9.9	9.6	9.8 <sup>r</sup>	9.7	-0.8
Prince Edward Island	8.1	7.9	7.8	7.8	8.2	+4.4
Nova Scotia	9.4	9.5	9.0	9.3	9.1	-2.8
New Brunswick	8.4	8.5	8.3	8.5	8.3	-2.0
Quebec	9.1	9.1	9.0	9.1 <sup>r</sup>	9.0	-0.7
Ontario	10.5	10.5	10.6	10.7 <sup>r</sup>	10.7	+0.3
Manitoba	10.1	10.5	10.2	10.6 <sup>r</sup>	10.1	-4.5
Saskatchewan	10.3	10.1	10.4	10.8	10.3	-5.3
Alberta	10.7	10.8	10.7	10.8	10.5	-3.0
British Columbia	10.6	10.6	10.7	10.7 <sup>r</sup>	10.6	-0.4
Yukon	10.0	9.1	10.0	8.9 <sup>r</sup>	10.2	+14.3
Northwest Territories	10.3	10.5	9.9	10.3 <sup>r</sup>	10.9	+5.3
Nunavut	10.2	11.2	13.3	10.1	14.7	+45.9
<b>Gender</b>						
Men	9.5	9.5	9.5	9.6 <sup>r</sup>	9.5	-1.1
Women	10.1	10.1	10.1	10.2 <sup>r</sup>	10.1	-1.2
<b>Age</b>						
24 years old and under	8.8	9.1	8.8	8.9	9.0	+0.6
25 to 34 years old	9.2	9.2	9.1	9.1	9.1	-0.5
35 to 44 years old	9.8	9.8	9.7	9.9 <sup>r</sup>	9.7	-1.4
45 to 54 years old	10.1	10.1	10.0	10.2 <sup>r</sup>	10.1	-0.8
55 to 64 years old	10.4	10.4	10.4	10.5	10.3	-2.8
65 years old and over	11.0	11.0	10.9	10.8	10.8	-0.1
<b>Canada</b>	<b>9.8</b>	<b>9.9</b>	<b>9.8</b>	<b>9.9<sup>r</sup></b>	<b>9.8</b>	<b>-1.1</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI sickness benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>p</sup> Preliminary.

<sup>r</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data

Annex 2.16.3 – Sickness benefits: Average weekly benefit rate<sup>1</sup> (\$)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	390	399	415	429	431	+0.5
Prince Edward Island	382	389	400	418	425	+1.7
Nova Scotia	383	391	400	408	417	+2.2
New Brunswick	390	400	416	417	430	+3.1
Quebec	380	390	398	405	416	+2.6
Ontario	386	397	408	420	430	+2.4
Manitoba	392	405	419	417	425	+1.8
Saskatchewan	401	417	428	438	442	+1.1
Alberta	420	436	448	446	454	+1.7
British Columbia	389	394	408	419	428	+2.2
Yukon	444	453	470	490	488	-0.4
Northwest Territories	483	449	502	517	497	-3.8
Nunavut	500	467	455	430	520	+20.9
<b>Gender</b>						
Men	427	438	448	455	464	+2.0
Women	359	368	379	388	397	+2.4
<b>Age</b>						
24 years old and under	323	331	346	351	355	+1.1
25 to 34 years old	388	398	410	417	427	+2.5
35 to 44 years old	404	415	426	433	442	+2.2
45 to 54 years old	397	407	421	428	439	+2.5
55 to 64 years old	390	400	407	418	427	+2.2
65 years old and over	358	368	381	391	398	+1.9
<b>Canada</b>	<b>388</b>	<b>398</b>	<b>409</b>	<b>417</b>	<b>426</b>	<b>+2.3</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI sickness benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with sickness benefits.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.16.4 – Sickness benefits: Amount paid<sup>1</sup> (\$ million)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	37.8	38.7	43.0	45.1	49.0	+8.6
Prince Edward Island	15.7	17.0	17.3	20.2	21.1	+4.7
Nova Scotia	59.9	58.9	65.8	74.0	79.0	+6.8
New Brunswick	70.1	71.6	74.3	92.7	103.7	+11.8
Quebec	362.4	367.9	400.0	428.8	490.2	+14.3
Ontario	368.9	386.1	424.3	461.8	502.3	+8.8
Manitoba	38.0	41.6	44.9	43.7	47.3	+8.3
Saskatchewan	28.3	28.9	33.6	35.4	34.6	-2.1
Alberta	107.5	113.0	136.1	138.2	138.3	+0.1
British Columbia	184.6	204.7	212.9	223.9	242.3	+8.2
Yukon	1.5	1.3	1.8	2.1	1.9	-9.5
Northwest Territories	1.4	1.1	1.3	0.9	1.5	+57.7
Nunavut	0.6	0.7	0.5	0.7	0.9	+28.6
<b>Gender</b>						
Men	601.5	621.1	684.5	745.5	797.0	+6.9
Women	675.3	710.6	771.5	821.9	915.0	+11.3
<b>Age</b>						
24 years old and under	73.9	75.2	81.9	91.5	98.6	+7.8
25 to 34 years old	245.2	256.4	283.9	307.8	340.3	+10.6
35 to 44 years old	268.1	278.2	308.2	327.3	353.2	+7.9
45 to 54 years old	353.4	357.4	375.7	396.9	425.7	+7.3
55 to 64 years old	285.9	308.5	341.5	370.0	407.1	+10.0
65 years old and over	50.4	55.9	64.8	74.0	87.2	+17.8
<b>Canada</b>	<b>1,276.8</b>	<b>1,331.7</b>	<b>1,456.0</b>	<b>1,567.4</b>	<b>1,712.0</b>	<b>+9.2</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI sickness benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with sickness benefits.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.17.1 – Sickness benefits (by industry): Employment (totals in thousands)

Industry	FY1314 Employment (000s)	FY1314 Share (%)	FY1718 Employment (000s)	FY1718 Share (%)
<b>Goods-producing industries</b>	<b>3,913.8</b>	<b>22.1</b>	<b>3,904.0</b>	<b>21.1</b>
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	685.2	3.9	610.7	3.3
Utilities	137.5	0.8	132.4	0.7
Construction	1,372.2	7.7	1,420.0	7.7
Manufacturing	1,718.8	9.7	1,741.0	9.4
<b>Services-producing industries</b>	<b>13,812.9</b>	<b>77.9</b>	<b>14,583.6</b>	<b>78.9</b>
Wholesale and retail trade	2,718.8	15.3	2,819.2	15.2
Transportation and warehousing	888.1	5.0	955.6	5.2
Finance, insurance, real estate, rental and leasing	1,083.3	6.1	1,172.1	6.3
Professional, scientific and technical services	1,323.5	7.5	1,454.6	7.9
Business, building and other support services <sup>1</sup>	741.7	4.2	756.2	4.1
Educational services	1,223.5	6.9	1,289.9	7.0
Health care and social assistance	2,192.9	12.4	2,389.2	12.9
Information, culture and recreation <sup>2</sup>	759.0	4.3	789.8	4.3
Accommodation and food services	1,177.3	6.6	1,212.2	6.6
Other services (except public administration)	796.6	4.5	786.0	4.3
Public administration	908.4	5.1	958.9	5.2
<b>Unclassified</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>
<b>Canada</b>	<b>17,726.6</b>	<b>100.0</b>	<b>18,487.7</b>	<b>100.0</b>

Note: Data may not add up to the total due to rounding.

<sup>1</sup> This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

<sup>2</sup> This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

Source: Statistics Canada, Labour Force Survey, Table 14-10-0022-01.

Annex 2.17.2 – Sickness benefits (by industry): Number of claims (totals in thousands)

Industry	FY1314 New claims (000s)	FY1314 Share (%)	FY1718 New claims (000s)	FY1718 Share (%)
<b>Goods-producing industries</b>	<b>89.0</b>	<b>26.4</b>	<b>110.0</b>	<b>26.7</b>
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	16.4	4.9	16.8	4.1
Utilities	0.5	0.2	0.5	0.1
Construction	32.6	9.7	41.6	10.1
Manufacturing	39.5	11.7	51.1	12.4
<b>Services-producing industries</b>	<b>237.5</b>	<b>70.5</b>	<b>291.7</b>	<b>70.8</b>
Wholesale and retail trade	55.0	16.3	67.9	16.5
Transportation and warehousing	18.1	5.4	22.4	5.4
Finance, insurance, real estate, rental and leasing	9.6	2.9	12.9	3.1
Professional, scientific and technical services	9.0	2.7	12.0	2.9
Business, building and other support services <sup>1</sup>	26.6	7.9	30.3	7.4
Educational services	9.8	2.9	11.6	2.8
Health care and social assistance	39.8	11.8	50.7	12.3
Information, culture and recreation <sup>2</sup>	7.6	2.3	8.5	2.1
Accommodation and food services	26.3	7.8	31.9	7.7
Other services (except public administration)	14.6	4.3	16.5	4.0
Public administration	21.1	6.3	27.2	6.6
<b>Unclassified</b>	<b>10.4</b>	<b>3.1</b>	<b>10.1</b>	<b>2.5</b>
<b>Canada</b>	<b>336.8</b>	<b>100.0</b>	<b>411.9</b>	<b>100.0</b>

Note: Data may not add up to the total due to rounding. Percentage share is based on unrounded numbers. Includes claims for which at least \$1 of EI sickness benefits was paid.

<sup>1</sup> This industry category comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and mediation services) from the North American Industry Classification System.

<sup>2</sup> This industry category comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.17.3 – Sickness benefits (by industry): Amount paid (\$ million)

Industry	FY1314 Amount paid	FY1314 Share (%)	FY1718 Amount paid	FY1718 Share (%)
<b>Goods-producing industries</b>	<b>362.8</b>	<b>28.4</b>	<b>484.7</b>	<b>28.3</b>
Agriculture, forestry, fishing, hunting, mining and oil and gas extraction	59.1	4.6	75.0	4.4
Utilities	2.0	0.2	2.6	0.2
Construction	148.9	11.7	193.9	11.3
Manufacturing	152.9	12.0	213.1	12.4
<b>Services-producing industries</b>	<b>883.6</b>	<b>69.2</b>	<b>1,191.7</b>	<b>69.6</b>
Wholesale and retail trade	182.8	14.3	249.6	14.6
Transportation and warehousing	81.1	6.4	106.5	6.2
Finance, insurance, real estate, rental and leasing	38.0	3.0	57.3	3.3
Professional, scientific and technical services	36.1	2.8	51.8	3.0
Business, building and other support services <sup>1</sup>	96.7	7.6	121.8	7.1
Educational services	33.1	2.6	44.8	2.6
Health care and social assistance	160.8	12.6	222.0	13.0
Information, culture and recreation <sup>2</sup>	27.3	2.1	35.2	2.1
Accommodation and food services	77.4	6.1	104.6	6.1
Other services (except public administration)	54.4	4.3	65.7	3.8
Public administration	95.9	7.5	132.4	7.7
<b>Unclassified</b>	<b>30.4</b>	<b>2.4</b>	<b>35.7</b>	<b>2.1</b>
<b>Canada</b>	<b>1,276.8</b>	<b>100.0</b>	<b>1,712.0</b>	<b>100.0</b>

Note: Data may not add up to the total due to rounding. Percentage share is based on unrounded numbers. Includes claims for which at least \$1 of EI sickness benefits was paid.

<sup>1</sup> This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

<sup>2</sup> This industry sector comprises industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.18.1 – Compassionate care benefits: New claims established

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	64	76	92	106	129	+21.7
Prince Edward Island	36	33	51	55	66	+20.0
Nova Scotia	169	170	243	367	351	-4.4
New Brunswick	121	143	205	245	283	+15.5
Quebec	912	1,046	1,319	1,759	1,808	+2.8
Ontario	2,712	2,738	3,465	4,452	4,966	+11.5
Manitoba	245	229	297	391	397	+1.5
Saskatchewan	199	157	200	258	284	+10.1
Alberta	553	675	741	1,002	1,032	+3.0
British Columbia	947	948	1,238	1,523	1,658	+8.9
Yukon	23 <sup>c</sup>	29 <sup>c</sup>	20 <sup>c</sup>	35 <sup>c</sup>	36 <sup>c</sup>	+2.9
Northwest Territories						
Nunavut						
<b>Gender</b>						
Men	1,637	1,833	2,260	2,812	3,120	+11.0
Women	4,344	4,411	5,611	7,381	7,890	+6.9
<b>Age</b>						
24 years old and under	99	118	138	176	167	-5.1
25 to 44 years old	1,982	2,099	2,450	3,259	3,494	+7.2
45 to 54 years old	2,189	2,172	2,758	3,461	3,641	+5.2
55 years old and over	1,711	1,855	2,525	3,297	3,708	+12.5
<b>Canada</b>	<b>5,981</b>	<b>6,244</b>	<b>7,871</b>	<b>10,193</b>	<b>11,010</b>	<b>+8.0</b>

Note: Includes claims for which at least \$1 of EI compassionate care benefits was paid.

<sup>c</sup> For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.18.2 – Compassionate care benefits: Average actual duration (number of weeks)

Province or territory	FY1314 <sup>f</sup>	FY1415 <sup>f</sup>	FY1516 <sup>1,f</sup>	FY1617 <sup>f</sup>	FY1718 <sup>p</sup>	Change (%) FY1617 to FY1718
Newfoundland and Labrador	5.3	4.6	5.0	9.7	13.4	+37.6
Prince Edward Island	4.9	4.6	5.1	11.0	13.0	+18.1
Nova Scotia	4.7	4.9	5.0	10.8	13.4	+23.3
New Brunswick	4.7	4.6	4.5	10.3	13.4	+30.4
Quebec	4.5	4.4	4.4	8.6	10.8	+25.9
Ontario	4.7	4.7	4.6	9.8	11.8	+20.4
Manitoba	4.7	4.7	4.8	10.2	12.1	+18.7
Saskatchewan	4.8	5.1	5.0	11.7	12.5	+6.4
Alberta	5.0	5.0	5.0	10.0	12.9	+28.5
British Columbia	4.8	4.8	4.7	10.3	12.4	+20.3
Yukon	5.0 <sup>c</sup>	4.8 <sup>c</sup>	4.3 <sup>c</sup>	11.1 <sup>c</sup>	14.6 <sup>c</sup>	+31.4
Northwest Territories						
Nunavut						
<b>Gender</b>						
Men	4.7	4.8	4.7	9.7	12.1	+25.4
Women	4.7	4.7	4.6	9.9	11.9	+20.7
<b>Age</b>						
24 years old and under	4.5	4.8	4.8	9.8	11.1	+13.5
25 to 44 years old	4.6	4.6	4.6	9.5	11.3	+19.8
45 to 54 years old	4.6	4.6	4.6	9.5	11.9	+24.7
55 years old and over	4.9	4.9	4.8	10.5	12.8	+21.4
<b>Canada</b>	<b>4.7</b>	<b>4.7</b>	<b>4.6</b>	<b>9.8</b>	<b>12.0</b>	<b>+22.0</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI compassionate care benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>1</sup> Starting January 3, 2016, compassionate care benefits were enhanced to allow claimants to collect up to 26 weeks of benefits, an increase from the maximum of 6 weeks previously available.

<sup>c</sup> For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

<sup>p</sup> Preliminary.

<sup>f</sup> Revised. In the FY1617 Employment Insurance Monitoring and Assessment Report, previous year's statistics on the actual duration of compassionate care benefits were estimated using a 10% sample of EI administrative data. In the FY1718 report, those estimates are reported based on a 100% sample of EI administrative data.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.18.3 – Compassionate care benefits: Average weekly benefit rate<sup>1</sup> (\$)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	407	410	421	433	448	+3.5
Prince Edward Island	373	405	411	417	450	+8.1
Nova Scotia	364	395	399	411	418	+1.5
New Brunswick	384	397	392	403	417	+3.4
Quebec	393	411	412	414	429	+3.5
Ontario	419	431	438	450	461	+2.5
Manitoba	398	415	425	448	454	+1.4
Saskatchewan	439	445	465	463	459	-0.7
Alberta	441	457	464	470	477	+1.6
British Columbia	421	427	439	453	459	+1.2
Yukon	451 <sup>c</sup>	493 <sup>c</sup>	460 <sup>c</sup>	498 <sup>c</sup>	521 <sup>c</sup>	+4.5
Northwest Territories						
Nunavut						
<b>Gender</b>						
Men	446	461	468	478	488	+2.1
Women	403	414	420	431	441	+2.3
<b>Age</b>						
24 years old and under	351	361	364	380	386	+1.7
25 to 44 years old	427	440	448	457	466	+1.9
45 to 54 years old	418	432	439	454	464	+2.1
55 years old and over	401	412	417	423	436	+3.1
<b>Canada</b>	<b>415</b>	<b>428</b>	<b>434</b>	<b>444</b>	<b>454</b>	<b>+2.3</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI compassionate care benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with compassionate care benefits.

<sup>c</sup> For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.18.4 – Compassionate care benefits: Amount paid<sup>1</sup> (\$ million)

Province or territory	FY1314 <sup>2</sup>	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	0.2	0.2	0.2	0.6	0.8	+29.1
Prince Edward Island	0.1	0.1	0.1	0.3	0.4	+13.8
Nova Scotia	0.3	0.3	0.6	2.1	2.0	-2.2
New Brunswick	0.3	0.3	0.5	1.4	1.5	+5.6
Quebec	1.7	1.9	2.8	7.7	8.5	+11.6
Ontario	5.4	5.5	8.0	23.0	27.3	+18.9
Manitoba	0.4	0.5	0.7	2.2	2.2	+2.8
Saskatchewan	0.4	0.4	0.5	1.7	1.8	+5.8
Alberta	1.3	1.5	2.0	6.1	6.7	+8.9
British Columbia	2.0	1.9	2.9	8.8	9.5	+8.1
Yukon	0.1 <sup>c</sup>	0.1 <sup>c</sup>	0.1 <sup>c</sup>	0.2 <sup>c</sup>	0.3 <sup>c</sup>	+15.0
Northwest Territories						
Nunavut						
<b>Gender</b>						
Men	3.7	4.1	5.9	16.8	19.1	+13.5
Women	8.3	8.5	12.4	37.3	42.0	+12.5
<b>Age</b>						
24 years old and under	0.2	0.2	0.3	0.7	0.8	+6.1
25 to 44 years old	4.1	4.2	5.8	17.0	18.9	+11.1
45 to 54 years old	4.4	4.4	6.4	18.5	20.5	+10.8
55 years old and over	3.4	3.8	5.9	17.9	21.0	+16.9
<b>Canada</b>	<b>12.0</b>	<b>12.5</b>	<b>18.3</b>	<b>54.1</b>	<b>61.1</b>	<b>+12.8</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI compassionate care benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with compassionate care benefits.

<sup>2</sup> Amount paid for FY1314 are based on the province or territory where the claimant lived at the end of his/her claim, whereas, for other fiscal years, amount paid are based on the province or territory at the time the claim was established.

<sup>c</sup> For confidentiality purposes, data for Yukon, Northwest Territories and Nunavut have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.19 – Family caregiver benefit for adults<sup>1</sup>, FY1718

Province or territory	New claims established	Average weekly benefit rate (\$)	Amount paid (\$ thousand)
Newfoundland and Labrador	49	406	134.1
Prince Edward Island	18	543	47.4
Nova Scotia	68	376	179.8
New Brunswick	67	398	210.9
Quebec	505	412	1,466.3
Ontario	1,199	457	3,487.7
Manitoba	82	438	235.6
Saskatchewan	61	479	181.1
Alberta	221	485	693.4
British Columbia and territories	338 <sup>c</sup>	448 <sup>c</sup>	988.0 <sup>c</sup>
Unknown	27	n/a	37.0
<b>Gender</b>			
Men	815	491	2,647.4
Women	1,820	429	5,013.9
<b>Age</b>			
24 years old and under	36	428	76.1
25 to 44 years old	714	471	2,124.4
45 to 54 years old	830	461	2,438.6
55 years old and over	1,055	417	3,022.3
<b>Canada</b>	<b>2,635</b>	<b>447</b>	<b>7,661.3</b>

Note: Data may not add up to the total due to rounding. Includes claims for which at least \$1 of benefits for family caregiver for adults was paid.

<sup>1</sup> The family caregiver benefit for adults have been available since December 3, 2017.

<sup>c</sup> For confidentiality purposes, data for Yukon, Northwest Territories, and Nunavut have been combined with British Columbia.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data from Service Canada's Manual Pay System.

Annex 2.20.1 – Family caregiver benefit for children<sup>1</sup>: New claims established

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	11	32	58	44 <sup>f</sup>	65	+47.7
Prince Edward Island	6	10	26	22	18	-18.2
Nova Scotia	41	64	73	86 <sup>f</sup>	93	+8.1
New Brunswick	34	77	74	92 <sup>f</sup>	96	+4.3
Quebec	297	642	822	889 <sup>f</sup>	882	-0.8
Ontario	507	1,010	1,329	1,570 <sup>f</sup>	1,936	+23.3
Manitoba	51	92	129	158 <sup>f</sup>	181	+14.6
Saskatchewan	36	77	142	153	200	+30.7
Alberta	192	408	558	613 <sup>f</sup>	747	+21.9
British Columbia	163	349	466	553 <sup>f</sup>	633	+14.5
Yukon	5 <sup>c</sup>	5 <sup>c</sup>	13 <sup>c</sup>	16 <sup>c,f</sup>	12 <sup>c</sup>	-25.0
Northwest Territories						
Nunavut						
Unknown	287	80	50	42	40	-4.8
<b>Gender</b>						
Men	367	567	751	818	1,007	+23.1
Women	1,263	2,279	2,989	3,420 <sup>f</sup>	3,896	+13.9
<b>Age</b>						
24 years old and under	95	180	216	225 <sup>f</sup>	255	+13.3
25 to 44 years old	1,370	2,454	3,276	3,766 <sup>f</sup>	4,268	+13.3
45 to 54 years old	156	194	226	227 <sup>f</sup>	340	+49.8
55 years old and over	9	18	22	20	40	+100.0
<b>Canada</b>	<b>1,630</b>	<b>2,846</b>	<b>3,740</b>	<b>4,238<sup>f</sup></b>	<b>4,903</b>	<b>+15.7</b>

Note: Includes claims for which at least \$1 of benefits for family caregiver for children was paid. All family caregiver benefits for children that are shared between two parents are considered as two separate claims.

<sup>1</sup> As of December 3, 2017, EI Parents of Critically Ill Children benefits have been renamed family caregiver benefit for children as part of the *Budget Implementation Act, 2017, No. 1*. The benefits for Parents of Critically Ill Children started to be available on June 2013.

<sup>c</sup> For confidentiality purposes, data for Yukon, Northwest Territories, and Nunavut have been combined.

<sup>f</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data from Service Canada's Manual Pay System.

Annex 2.20.2 – Family caregiver benefit for children<sup>1</sup>: Average actual duration<sup>2</sup> (number of weeks)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>p</sup>	Change (%) FY1617 to FY1718
Newfoundland and Labrador	26.6	21.4	17.8	17.1	21.7	+27.0
Prince Edward Island	11.6	10.8	11.0	24.7	20.2	-18.2
Nova Scotia	15.7	19.6	20.6	20.5	19.5	-4.8
New Brunswick	9.1	16.2	21.0	19.3	20.3	+5.3
Quebec	13.1	15.2	14.6	14.6	15.3	+4.3
Ontario	15.9	16.6	20.9	20.4 <sup>f</sup>	17.8	-12.4
Manitoba	19.7	16.0	19.9	19.6	16.2	-17.2
Saskatchewan	10.4	15.1	21.4	18.7 <sup>f</sup>	16.7	-10.9
Alberta	15.8	16.5	21.1	20.9	19.4	-7.5
British Columbia	15.3	16.3	20.2	17.8 <sup>f</sup>	18.6	+4.2
Yukon	23.3 <sup>c</sup>	19.6 <sup>c</sup>	10.5 <sup>c</sup>	25.0 <sup>c</sup>	11.1 <sup>c</sup>	-55.4
Northwest Territories						
Nunavut						
Unknown	10.7	13.0	7.4	6.1 <sup>f</sup>	5.9	-3.2
<b>Gender</b>						
Men	12.9	14.9	16.0	14.3	13.8	-3.7
Women	14.1	16.5	18.3	18.7	18.4	-2.0
<b>Age</b>						
24 years old and under	12.7	15.0	15.8	16.2 <sup>f</sup>	15.4	-5.0
25 to 44 years old	13.5	15.8	17.2	16.8 <sup>f</sup>	16.3	-3.0
45 to 54 years old	16.9	22.1	21.5	21.7	20.0	-8.1
55 years old and over	17.5	11.9	12.7	21.9	19.2	-12.6
<b>Canada</b>	<b>13.8</b>	<b>16.2</b>	<b>17.5</b>	<b>17.3<sup>f</sup></b>	<b>16.7</b>	<b>-3.3</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of benefits for family caregiver for children was paid.

<sup>1</sup> As of December 3, 2017, EI Parents of Critically Ill Children benefits have been renamed family caregiver benefit for children as part of the *Budget Implementation Act, 2017, No. 1*. The benefits for Parents of Critically Ill Children started to be available on June 2013.

<sup>2</sup> Results on the actual duration of benefits for family caregiver for children have been estimated using all claims established over the fiscal year.

<sup>c</sup> For confidentiality purposes, data for Yukon, Northwest Territories, and Nunavut have been combined.

<sup>p</sup> Preliminary.

<sup>f</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data from Service Canada's Manual Pay System.

Annex 2.20.3 – Family caregiver benefit for children<sup>1</sup>: Average weekly benefit rate<sup>2</sup> (\$)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	323	431	422	447 <sup>f</sup>	424	-5.3
Prince Edward Island	373	376	467	437	447	+2.3
Nova Scotia	436	396	403	441	423	-3.9
New Brunswick	450	415	435	385 <sup>f</sup>	432	+12.2
Quebec	410	423	435	442	447	+1.0
Ontario	425	435	443	455 <sup>f</sup>	467	+2.7
Manitoba	419	432	431	435	478	+9.9
Saskatchewan	431	452	477	442	444	+0.4
Alberta	455	452	457	461 <sup>f</sup>	470	+2.0
British Columbia	417	434	447	444 <sup>f</sup>	469	+5.6
Yukon	501 <sup>c</sup>	501 <sup>c</sup>	442 <sup>c</sup>	454 <sup>c</sup>	532 <sup>c</sup>	+17.2
Northwest Territories						
Nunavut						
<b>Gender</b>						
Men	456	457	474	481	494	+2.6
Women	416	428	424	429 <sup>f</sup>	437	+1.7
<b>Age</b>						
24 years old and under	350	346	376	370 <sup>f</sup>	381	+2.9
25 to 44 years old	433	441	445	451 <sup>f</sup>	461	+2.2
45 to 54 years old	396	431	435	440 <sup>f</sup>	466	+5.8
55 years old and over	371	409	418	458 <sup>f</sup>	423	-7.7
<b>Canada</b>	<b>425</b>	<b>433</b>	<b>440</b>	<b>446<sup>f</sup></b>	<b>457</b>	<b>+2.5</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of benefits for family caregiver for children was paid.

<sup>1</sup> As of December 3, 2017, EI Parents of Critically Ill Children benefits have been renamed family caregiver benefit for children as part of the *Budget Implementation Act, 2017, No. 1*. The benefits for Parents of Critically Ill Children started to be available on June 2013.

<sup>2</sup> Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for children.

<sup>c</sup> For confidentiality purposes, data for Yukon, Northwest Territories, and Nunavut have been combined.

<sup>f</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data from Service Canada's Manual Pay System.

Annex 2.20.4 – Family caregiver benefit for children<sup>1</sup>: Amount paid<sup>2</sup> (\$ million)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	0.1	0.3	0.3	0.4 <sup>f</sup>	0.4	+22.0
Prince Edward Island	0.0	0.0	0.2	0.1	0.1	-3.6
Nova Scotia	0.3	0.5	0.5	0.6	0.5	-5.5
New Brunswick	0.2	0.4	0.5	0.5	0.5	+2.9
Quebec	1.4	4.0	4.9	5.5	5.8	+4.3
Ontario	3.1	6.8	8.9	10.0 <sup>f</sup>	12.0	+19.9
Manitoba	0.3	0.6	0.8	1.0	1.1	+14.0
Saskatchewan	0.2	0.5	0.9	0.9	1.2	+26.0
Alberta	1.2	2.9	3.7	4.3 <sup>f</sup>	4.8	+12.4
British Columbia	0.9	2.4	2.8	3.1	3.7	+21.0
Yukon	0.0 <sup>c</sup>	0.1 <sup>c</sup>	0.1 <sup>c</sup>	0.1 <sup>c</sup>	0.1 <sup>c</sup>	-42.5
Northwest Territories						
Nunavut						
Unknown	1.2	0.5	0.1	0.1	0.1	+2.1
<b>Gender</b>						
Men	2.1	3.7	5.2	5.3	6.3	+20.0
Women	6.9	15.1	18.6	21.3 <sup>f</sup>	24.0	+12.9
<b>Age</b>						
24 years old and under	0.4	0.9	1.1	1.1	1.3	+23.1
25 to 44 years old	7.6	16.1	20.5	23.3	25.9	+11.1
45 to 54 years old	1.0	1.8	2.0	2.0	2.8	+37.7
55 years old and over	0.1	0.1	0.1	0.1	0.3	+145.0
<b>Canada</b>	<b>8.9</b>	<b>18.9</b>	<b>23.8</b>	<b>26.6<sup>f</sup></b>	<b>30.3</b>	<b>+14.3</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of benefits for family caregiver for children was paid.

<sup>1</sup> As of December 3, 2017, EI Parents of Critically Ill Children benefits have been renamed family caregiver benefit for children as part of the *Budget Implementation Act, 2017, No. 1*. The benefits for Parents of Critically Ill Children started to be available on June 2013.

<sup>2</sup> Takes into account Family Supplement top-ups paid to claimants with benefits for family caregiver for children.

<sup>c</sup> For confidentiality purposes, data for Yukon, Northwest Territories, and Nunavut have been combined.

<sup>f</sup> Revised.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data from Service Canada's Manual Pay System.

### Annex 2.21.1 – Work-Sharing benefits: New claims established

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	13 <sup>c</sup>	14	43	51 <sup>c</sup>	28 <sup>c</sup>	-45.1
Prince Edward Island		82	12			
Nova Scotia	151	20 <sup>c</sup>	205	145	181	+24.8
New Brunswick	67		42	16	22	+37.5
Quebec	4,759	3,580	4,451	2,737	941	-65.6
Ontario	4,512	2,255	2,849	2,017	1,737	-13.9
Manitoba	536	262	2,482	915	111	-87.9
Saskatchewan	68	742	1,035	577	85	-85.3
Alberta	1,024	631	7,939	4,872	403	-91.7
British Columbia	534	438	1,463	606	200	-67.0
Yukon	9 <sup>c</sup>	0	0	0	0	0
Northwest Territories		0	0	0	0	0
Nunavut		0	0	0	0	0
<b>Gender</b>						
Men	8,078	5,952	15,933	8,883	2,487	-72.0
Women	3,595	2,072	4,588	3,053	1,221	-60.0
<b>Age</b>						
24 years old and under	546	497	1,425	718	151	-79.0
25 to 44 years old	5,689	5,130	3,475	9,463	1,403	-74.7
45 to 54 years old	4,584	3,702	2,403	5,539	1,075	-65.8
55 years old and over	2,858	2,295	1,649	4,094	1,079	-57.3
<b>Canada</b>	<b>11,673</b>	<b>8,024</b>	<b>20,521</b>	<b>11,936</b>	<b>3,708</b>	<b>-68.9</b>

Notes: Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

<sup>c</sup> For confidentiality purposes, data for some provinces and territories in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.21.2 – Work-Sharing benefits: Average actual duration<sup>1</sup> (number of weeks)

Province or territory	FY1314 <sup>r</sup>	FY1415 <sup>r</sup>	FY1516 <sup>r</sup>	FY1617 <sup>r</sup>	FY1718 <sup>p</sup>	Change (%) FY1617 to FY1718
Newfoundland and Labrador	11.1 <sup>c</sup>	17.3 <sup>c</sup>	10.7 <sup>c</sup>	15.9 <sup>c</sup>	18.5 <sup>c</sup>	+16.3
Prince Edward Island			13.7 <sup>c</sup>	14.7 <sup>c</sup>	12.7 <sup>c</sup>	-13.8
Nova Scotia						
New Brunswick	14.7	19.6				
Quebec	14.5	15.1	13.0	13.2	17.6	+32.6
Ontario	13.2	16.9	15.5	14.4	11.4	-20.6
Manitoba	13.4	14.7	11.6	17.0	15.8	-7.2
Saskatchewan	11.7	11.4	18.9	17.3	20.6	+19.4
Alberta	5.1	10.5	14.9	20.6	24.0	+16.5
British Columbia	12.7 <sup>c</sup>	12.9 <sup>c</sup>	13.3	17.5	12.9	-26.2
Yukon			n/a	n/a	n/a	n/a
Northwest Territories			n/a	n/a	n/a	n/a
Nunavut			n/a	n/a	n/a	n/a
<b>Gender</b>						
Men	12.4	15.3	14.1	16.9	16.9	+0.3
Women	14.1	16.1	15.3	19.4	18.4	-5.0
<b>Age</b>						
24 years old and under	11.6	13.1	12.0	16.3	16.7	+2.4
25 to 44 years old	12.2	15.1	14.1	17.2	17.8	+3.2
45 to 54 years old	13.6	16.1	14.9	17.6	17.6	+0.1
55 years old and over	13.7	16.4	15.0	17.9	16.4	-8.3
<b>Canada</b>	<b>12.9</b>	<b>15.6</b>	<b>14.4</b>	<b>17.4</b>	<b>17.3</b>	<b>-0.3</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>1</sup> In previous EI Monitoring and Assessment Reports, the average actual duration of Work-Sharing benefits were reported based on all claims established during the reporting fiscal year, with statistical adjustments to account for claims that were still not completed by the time of reporting. Starting with this year's report, actual duration estimates for Work-Sharing benefits are based on claims that were completed (that is, claims that are terminated or for which no activity was reported as of August of the following fiscal year) during the reporting fiscal year. As a result, data on the average duration for previous claims have been revised. Estimates for the reporting fiscal year are preliminary and will be revised, if required, in next year's report.

<sup>r</sup> Revised.

<sup>p</sup> Preliminary.

<sup>c</sup> For confidentiality purposes, data for some provinces and territories in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.21.3 – Work-Sharing benefits: Average weekly benefit rate<sup>1</sup> (\$)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	119 <sup>c</sup>	135	168	187	153	-18.1
Prince Edward Island		160	186	211	128	-39.1
Nova Scotia	117	196 <sup>c</sup>	136	137	113	-17.8
New Brunswick	127		128	176	71	-59.6
Quebec	107	120	116	113	109	-2.9
Ontario	103	118	117	118	102	-13.7
Manitoba	110	135	119	101	113	+12.4
Saskatchewan	194	196	142	142	160	+12.7
Alberta	222	146	142	137	124	-9.7
British Columbia	114	121	150	114	118	+3.0
Yukon	117 <sup>c</sup>	n/a	n/a	n/a	n/a	n/a
Northwest Territories		n/a	n/a	n/a	n/a	n/a
Nunavut	n/a	n/a	n/a	n/a	n/a	n/a
<b>Gender</b>						
Men	123	135	136	131	115	-12.6
Women	103	112	115	107	99	-7.7
<b>Age</b>						
24 years old and under	99	122	133	120	102	-14.8
25 to 44 years old	123	132	133	125	113	-9.3
45 to 54 years old	114	130	128	126	106	-16.0
55 years old and over	113	125	129	124	108	-13.0
<b>Canada</b>	<b>117</b>	<b>129</b>	<b>131</b>	<b>125</b>	<b>109</b>	<b>-12.8</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

<sup>c</sup> For confidentiality purposes, data for some provinces and territories in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.21.4 – Work-Sharing benefits: Amount paid<sup>1</sup> (\$ million)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	0.1 <sup>c</sup>	0.0	0.1	0.2	0.1	-41.8
Prince Edward Island		0.1	0.1	0.0	0.0	0.0
Nova Scotia	0.2	0.3 <sup>c</sup>	0.3	0.7	0.3	-52.1
New Brunswick	0.1		0.0	0.1	0.0	-99.7
Quebec	8.9	8.0	6.0	6.5	3.2	-50.5
Ontario	8.7	5.4	5.3	4.7	3.3	-30.5
Manitoba	1.0	0.5	3.3	3.3	0.4	-88.0
Saskatchewan	0.2	2.4	2.9	2.1	1.1	-48.3
Alberta	1.2	0.4	17.1	23.5	4.1	-82.4
British Columbia	0.9	0.8	3.8	2.4	0.6	-75.3
Yukon	0.0 <sup>c</sup>	0.0	0.0	0.0	0.0	0.0
Northwest Territories		0.0	0.0	0.0	0.0	0.0
Nunavut	0.0	0.0	0.0	0.0	0.0	0.0
<b>Gender</b>						
Men	15.0	14.1	30.5	32.3	10.1	-68.9
Women	6.3	3.6	8.3	11.1	3.0	-72.3
<b>Age</b>						
24 years old and under	1.0	0.8	2.4	2.3	0.4	-81.1
25 to 44 years old	8.7	8.3	17.5	20.3	5.2	-74.6
45 to 54 years old	7.0	5.2	11.6	12.2	3.7	-69.6
55 years old and over	4.6	3.4	7.3	8.6	3.8	-55.6
<b>Canada</b>	<b>21.3</b>	<b>17.7</b>	<b>38.8</b>	<b>43.4</b>	<b>13.1</b>	<b>-69.8</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

<sup>c</sup> For confidentiality purposes, data for some provinces and territories in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.22.1 – Work-Sharing benefits (by industry): New claims established

Industry	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Goods-producing industries</b>	<b>9,087</b>	<b>5,365</b>	<b>15,612</b>	<b>9,315</b>	<b>3,031</b>	<b>-67.5</b>
Agriculture, forestry, fishing and hunting	94	75	40	10	18 <sup>c</sup>	n/a
Mining and oil and gas extraction	148	67	514 <sup>c</sup>	281 <sup>c</sup>		
Utilities	0	0			0	n/a
Construction	324	208	627	550	158	-71.3
Manufacturing	8,521	5,015	14,431	8,474	2,855	-66.3
<b>Service-producing industries</b>	<b>2,511</b>	<b>2,462</b>	<b>4,869</b>	<b>2,439</b>	<b>677</b>	<b>-72.2</b>
Wholesale trade	722	849	2,026	1,017	180	-82.3
Retail trade	167	171	521	167	44	-73.6
Transportation and warehousing	155 <sup>c</sup>	71 <sup>c</sup>	220 <sup>c</sup>	78 <sup>c</sup>	14 <sup>c</sup>	-82.0
Finance and insurance						
Real estate and rental and leasing	895 <sup>c</sup>	25	131	203	283 <sup>c</sup>	n/a
Professional, scientific and technical services		889	1,069	543		
Business, building and support services <sup>1</sup>	141	114	170	175	39	-77.7
Educational services	16	49	45 <sup>c</sup>	32 <sup>c</sup>	24	-25.0
Health care and social assistance	192	66				
Information, culture and recreation <sup>2</sup>	55	60	105	23	31	+34.8
Accommodation and food services	19	26	216	29	14 <sup>c</sup>	n/a
Other services (except public administration)	142	141	352	169		
Public administration	82 <sup>c</sup>	198 <sup>c</sup>	54 <sup>c</sup>	185 <sup>c</sup>	48 <sup>c</sup>	-74.0
<b>Unclassified</b>						
<b>Canada</b>	<b>11,673</b>	<b>8,024</b>	<b>20,521</b>	<b>11,936</b>	<b>3,708</b>	<b>-68.9</b>

Note: Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

<sup>1</sup> This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

<sup>2</sup> This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

<sup>c</sup> For confidentiality purposes, data for some industries in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.22.2 – Work-Sharing benefits (by industry): Average actual duration<sup>1</sup> (number of weeks)

Industry	FY1314 <sup>r</sup>	FY1415 <sup>r</sup>	FY1516 <sup>r</sup>	FY1617 <sup>r</sup>	FY1718 <sup>p</sup>	Change (%) FY1617 to FY1718
<b>Goods-producing industries</b>	<b>12.3</b>	<b>15.1</b>	<b>13.4</b>	<b>16.5</b>	<b>15.8</b>	<b>-3.7</b>
Agriculture, forestry, fishing and hunting	18.4	10.5	9.8	17.1 <sup>c</sup>	30.6 <sup>c</sup>	+78.8
Mining and oil and gas extraction	15.5	16.5	17.2			
Utilities	n/a	n/a	n/a	13.2 <sup>c</sup>	n/a	n/a
Construction	12.9	13.0	13.6		15.8	n/a
Manufacturing	12.1	15.3	13.3	16.6	15.6	-6.0
<b>Service-producing industries</b>	<b>15.1</b>	<b>17.0</b>	<b>16.8</b>	<b>20.8</b>	<b>23.6</b>	<b>+13.3</b>
Wholesale trade	16.1	17.9	16.4	20.3	25.4	+25.4
Retail trade	16.1	18.8	14.2	21.4	21.4	-0.1
Transportation and warehousing	17.0	19.8	24.2	19.8	29.1	+47.2
Finance and insurance						
Real estate and rental and leasing	23.3 <sup>c</sup>	8.3 <sup>c</sup>	14.2 <sup>c</sup>	19.1 <sup>c</sup>	31.1 <sup>c</sup>	+62.9
Professional, scientific and technical services	15.0	16.3	19.3	19.9	19.8	-0.8
Business, building and support services <sup>2</sup>	12.6	16.3	13.4	22.9	20.6	-9.9
Educational services	12.7 <sup>c</sup>	19.8 <sup>c</sup>	18.3 <sup>c</sup>	24.9 <sup>c</sup>	24.9 <sup>c</sup>	0.0
Health care and social assistance						
Information, culture and recreation <sup>3</sup>	18.0	20.8	18.3	26.9	24.6	-8.4
Accommodation and food services	11.7	15.3	14.0	25.6	14.1	-45.1
Other services (except public administration)	12.0	13.8	12.7	22.9	30.5	+33.1
Public administration	19.6 <sup>c</sup>	12.5 <sup>c</sup>	12.8 <sup>c</sup>	15.1 <sup>c</sup>	17.7 <sup>c</sup>	+17.5
<b>Unclassified</b>						
<b>Canada</b>	<b>12.9</b>	<b>15.6</b>	<b>14.4</b>	<b>17.4</b>	<b>17.3</b>	<b>-0.3</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>1</sup> In previous EI Monitoring and Assessment Reports, the average actual duration of Work-Sharing benefits were reported based on all claims established during the reporting fiscal year, with statistical adjustments to account for claims that were still not completed by the time of reporting. Starting with this year's report, actual duration estimates for Work-Sharing benefits are based on claims that were completed (that is, claims that are terminated or for which no activity was reported as of August of the following fiscal year) during the reporting fiscal year. As a result, data on the average duration for previous claims have been revised. Estimates for the reporting fiscal year are preliminary and will be revised, if required, in next year's report.

<sup>2</sup> This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

<sup>3</sup> This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

<sup>c</sup> For confidentiality purposes, data for some industries in different years have been combined.

<sup>p</sup> Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.22.3 – Work-Sharing benefits (by industry): Average weekly benefit rate<sup>1</sup> (\$)

Industry	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Goods-producing industries</b>	<b>119</b>	<b>125</b>	<b>132</b>	<b>124</b>	<b>106</b>	<b>-14.5</b>
Agriculture, forestry, fishing and hunting	99	153	142	116	110 <sup>c</sup>	n/a
Mining and oil and gas extraction	131	198	152 <sup>c</sup>	126 <sup>c</sup>		
Utilities	0	0			0	n/a
Construction	112	113	153	148	112	-24.3
Manufacturing	119	124	130	122	106	-13.1
<b>Service-producing industries</b>	<b>112</b>	<b>138</b>	<b>129</b>	<b>129</b>	<b>123</b>	<b>-4.6</b>
Wholesale trade	92	169	109	111	113	+1.8
Retail trade	102	126	115	130	119	-8.5
Transportation and warehousing	95 <sup>c</sup>	155 <sup>c</sup>	135 <sup>c</sup>	158 <sup>c</sup>	157 <sup>c</sup>	-0.6
Finance and insurance						
Real estate and rental and leasing	141 <sup>c</sup>	116	125	132	131 <sup>c</sup>	n/a
Professional, scientific and technical services		122	138	145		
Business, building and support services <sup>2</sup>	97	111	140	139	100	-28.0
Educational services	103	144	126 <sup>c</sup>	124 <sup>c</sup>	128 <sup>c</sup>	+3.2
Health care and social assistance	86	100				
Information, culture and recreation <sup>3</sup>	101	124	179	152	136	-10.5
Accommodation and food services	86	103	211	125	108 <sup>c</sup>	n/a
Other services (except public administration)	118	114	158	151		
Public administration	92 <sup>c</sup>	128 <sup>c</sup>	148 <sup>c</sup>	130 <sup>c</sup>	125 <sup>c</sup>	-3.8
<b>Unclassified</b>						
<b>Canada</b>	<b>117</b>	<b>129</b>	<b>131</b>	<b>125</b>	<b>109</b>	<b>-12.8</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

<sup>2</sup> This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

<sup>3</sup> This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

<sup>c</sup> For confidentiality purposes, data for some industries in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.22.4 – Work-Sharing benefits (by industry): Amount paid<sup>1</sup> (\$ million)

Industry	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
<b>Goods-producing industries</b>	<b>15.9</b>	<b>11.7</b>	<b>27.6</b>	<b>30.1</b>	<b>9.7</b>	<b>-67.8</b>
Agriculture, forestry, fishing and hunting	0.2	0.1	0.1	0.0	0.1 <sup>c</sup>	n/a
Mining and oil and gas extraction	0.3	0.3	1.6 <sup>c</sup>	1.3 <sup>c</sup>		
Utilities	0.0	0.0			0.0	n/a
Construction	0.6	0.3	0.8	1.4	0.7	-52.0
Manufacturing	14.8	11.1	25.1	27.4	8.9	-67.5
<b>Service-producing industries</b>	<b>5.2</b>	<b>5.8</b>	<b>11.2</b>	<b>12.8</b>	<b>3.4</b>	<b>-73.7</b>
Wholesale trade	1.0	2.4	3.9	3.8	1.1	-71.0
Retail trade	0.6	0.2	0.8	1.2	0.1	-93.8
Transportation and warehousing	0.3 <sup>c</sup>	0.1 <sup>c</sup>	0.4 <sup>c</sup>	0.9 <sup>c</sup>	0.3 <sup>c</sup>	-71.5
Finance and insurance						
Real estate and rental and leasing	2.2 <sup>c</sup>	0.1	0.3	1.0	1.2 <sup>c</sup>	n/a
Professional, scientific and technical services		2.3	2.7	2.6		
Business, building and support services <sup>2</sup>	0.3	0.2	0.2	0.8	0.3	-64.3
Educational services	0.0	0.1				
Health care and social assistance	0.2	0.1	0.1 <sup>c</sup>	0.1 <sup>c</sup>	0.1 <sup>c</sup>	+4.5
Information, culture and recreation <sup>3</sup>	0.1	0.2	0.5	0.4	0.1	-70.4
Accommodation and food services	0.0	0.0	1.3	0.7	0.2 <sup>c</sup>	n/a
Other services (except public administration)	0.4	0.1	1.1	1.4		
Public administration	0.2 <sup>c</sup>	0.2 <sup>c</sup>	0.0 <sup>c</sup>	0.5 <sup>c</sup>	0.1 <sup>c</sup>	-85.5
<b>Unclassified</b>						
<b>Canada</b>	<b>21.3</b>	<b>17.7</b>	<b>38.8</b>	<b>43.4</b>	<b>13.1</b>	<b>-69.8</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of EI Work-Sharing benefits was paid.

<sup>1</sup> Takes into account Family Supplement top-ups paid to claimants with Work-Sharing benefits.

<sup>2</sup> This industry sector comprises the industries with codes 55 (Management of companies and enterprises) and 56 (Administrative and support, waste management and remediation services) from the North American Industry Classification System.

<sup>3</sup> This industry sector comprises the industries with codes 51 (Information and cultural industries) and 71 (Arts, entertainment and recreation) from the North American Industry Classification System.

<sup>c</sup> For confidentiality purposes, data for some industries in different years have been combined.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.23.1 – Family Supplement: New claims established

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	2,770	2,390	2,490	2,500	2,530	+1.2
Prince Edward Island	1,060	930	990	1,020	930	-8.8
Nova Scotia	4,400	4,210	4,600	4,440	4,170	-6.1
New Brunswick	4,750	4,460	4,100	4,100	3,960	-3.4
Quebec	18,760	17,610	17,470	18,200	17,580	-3.4
Ontario	30,050	28,330	27,680	26,330	25,740	-2.2
Manitoba	4,250	4,260	4,390	4,070	4,010	-1.5
Saskatchewan	2,870	2,680	2,660	3,050	3,110	+2.0
Alberta	6,520	5,950	6,380	6,700	5,790	-13.6
British Columbia	10,420	9,930	9,030	8,780	7,980	-9.1
Yukon	60	40	20	40	50	+25.0
Northwest Territories	40	60	20	90	50	-44.4
Nunavut	50	60	80	90	50	-44.4
<b>Gender</b>						
Men	17,860	16,850	16,540	16,480	15,900	-3.5
Women	68,140	64,060	63,370	62,930	60,050	-4.6
<b>Age</b>						
24 years old and under	11,670	10,640	10,420	9,820	9,580	-2.4
25 to 44 years old	60,330	56,930	57,080	57,040	54,100	-5.2
45 to 54 years old	12,280	11,760	10,840	10,980	10,580	-3.6
55 years old and over	1,720	1,580	1,570	1,570	1,690	+7.6
<b>EI claimant category<sup>1</sup></b>						
Long-tenured workers	6,460	4,120	7,300	6,290	5,870	-6.7
Occasional claimants	70,590	69,100	65,170	66,460	64,260	-3.3
Frequent claimants	8,950	7,690	7,440	6,660	5,820	-12.6
<b>Canada</b>	<b>86,000</b>	<b>80,910</b>	<b>79,910</b>	<b>79,410</b>	<b>75,950</b>	<b>-4.4</b>

Note: Includes claims for which at least \$1 in Family Supplement was paid.

<sup>1</sup> See Annex 2.1 for definitions related to EI claimant categories.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.23.2 – Family Supplement: Percentage of new claims established which included Family Supplement (%)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718
Newfoundland and Labrador	3.4	2.9	2.9	3.4	3.1
Prince Edward Island	5.0	4.2	4.5	4.5	4.1
Nova Scotia	5.6	5.3	5.6	5.4	4.9
New Brunswick	5.5	5.2	4.6	4.6	4.3
Quebec	3.8	3.6	3.5	3.8	3.6
Ontario	5.2	5.0	4.9	4.8	4.6
Manitoba	7.5	7.5	6.8	6.9	6.5
Saskatchewan	6.5	5.6	4.7	6.1	6.1
Alberta	4.5	3.5	2.7	3.3	3.4
British Columbia	5.1	4.8	4.2	4.4	4.0
Yukon	2.3	1.6	0.8	1.7	2.3
Northwest Territories	1.7	2.7	0.9	3.8	2.1
Nunavut	4.0	6.1	6.5	7.0	3.7
<b>Gender</b>					
Men	1.8	1.7	1.5	1.7	1.6
Women	8.4	7.9	7.5	7.5	7.1
<b>Age</b>					
24 years old and under	6.4	5.8	5.4	5.5	5.5
25 to 44 years old	7.0	6.5	6.1	6.5	6.2
45 to 54 years old	3.1	3.0	2.7	3.0	2.9
55 years old and over	0.5	0.4	0.4	0.4	0.4
<b>EI claimant category<sup>1</sup></b>					
Long-tenured workers	1.4	1.0	1.2	1.2	1.1
Occasional claimants	7.1	6.5	6.6	6.9	6.6
Frequent claimants	2.6	2.3	2.2	2.1	1.8
<b>Canada</b>	<b>4.8</b>	<b>4.5</b>	<b>4.2</b>	<b>4.4</b>	<b>4.2</b>

Note: Includes claims for which at least \$1 in Family Supplement was paid.

<sup>1</sup> See Annex 2.1 for definitions related to EI claimant categories.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

### Annex 2.23.3 – Family Supplement: Average weekly Family Supplement (\$)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	45	40	42	39	44	+14.2
Prince Edward Island	42	41	43	41	43	+5.6
Nova Scotia	43	41	43	45	42	-6.8
New Brunswick	40	36	39	41	40	-2.4
Quebec	41	43	43	42	42	0.0
Ontario	44	40	40	43	45	+4.2
Manitoba	50	46	49	55	55	-0.9
Saskatchewan	54	47	44	49	54	+11.0
Alberta	43	43	41	44	44	-2.0
British Columbia	41	38	39	43	40	-5.4
Yukon	31	44	60	30	25	-15.9
Northwest Territories	51	43	15	35	52	+48.6
Nunavut	52	35	61	44	39	-10.1
<b>Gender</b>						
Men	47	46	47	47	48	+1.5
Women	43	40	40	43	44	+1.6
<b>Age</b>						
24 years old and under	38	35	35	38	37	-1.6
25 to 44 years old	46	43	44	47	47	+1.7
45 to 54 years old	37	36	37	36	38	+5.0
55 years old and over	35	36	36	34	36	+5.9
<b>EI claimant category<sup>1</sup></b>						
Long-tenured workers	36	36	34	38	40	+5.3
Occasional claimants	44	41	42	45	45	+0.7
Frequent claimants	38	38	39	38	40	+5.9
<b>Canada</b>	<b>43</b>	<b>41</b>	<b>41</b>	<b>44</b>	<b>44</b>	<b>+1.4</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 in Family Supplement was paid.

<sup>1</sup> See Annex 2.1 for definitions related to EI claimant categories.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.23.4 – Family Supplement: Average weekly benefit rate<sup>1</sup> (\$)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	323	330	332	341	347	+1.8
Prince Edward Island	328	327	340	343	350	+2.0
Nova Scotia	322	328	329	324	331	+2.2
New Brunswick	331	330	338	340	353	+3.8
Quebec	340	347	353	360	363	+0.8
Ontario	320	326	336	341	350	+2.6
Manitoba	334	347	349	369	358	-3.0
Saskatchewan	343	356	359	359	361	+0.6
Alberta	337	348	357	366	374	+2.2
British Columbia	326	333	338	349	354	+1.4
Yukon	379	326	461	480	418	-12.9
Northwest Territories	372	343	500	432	359	-16.9
Nunavut	369	314	385	344	431	+25.3
<b>Gender</b>						
Men	373	384	393	397	404	+1.8
Women	318	323	330	337	343	+1.8
<b>Age</b>						
24 years old and under	282	292	297	299	312	+4.4
25 to 44 years old	338	343	350	358	363	+1.4
45 to 54 years old	333	341	345	349	353	+1.1
55 years old and over	327	350	363	355	377	+6.2
<b>EI claimant category<sup>2</sup></b>						
Long-tenured workers	352	364	372	380	382	+0.5
Occasional claimants	324	331	337	344	351	+2.0
Frequent claimants	350	360	361	375	379	+1.1
<b>Canada</b>	<b>329</b>	<b>336</b>	<b>343</b>	<b>350</b>	<b>355</b>	<b>+1.4</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 in Family Supplement was paid.

<sup>1</sup> Averages include all claims which provided Family Supplement top-ups paid to Employment Insurance claimants.

<sup>2</sup> See Annex 2.1 for definitions related to EI claimant categories.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.23.5 – Family Supplement: Amount paid (\$ million)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718	Change (%) FY1617 to FY1718
Newfoundland and Labrador	3.7	3.6	3.5	3.2	4.0	+25.3
Prince Edward Island	1.3	1.3	1.2	1.3	1.2	-4.3
Nova Scotia	5.8	5.1	6.2	5.8	5.6	-3.8
New Brunswick	5.4	5.0	4.8	4.6	4.8	+4.0
Quebec	15.8	15.1	15.3	15.5	15.2	-2.1
Ontario	35.7	32.8	32.8	29.9	30.9	+3.2
Manitoba	5.6	5.4	5.5	6.1	6.1	+0.4
Saskatchewan	3.7	3.8	3.2	4.0	4.6	+14.8
Alberta	7.2	7.5	7.6	8.3	8.2	-0.6
British Columbia	10.8	10.3	10.3	9.8	8.9	-9.4
Yukon	0.0	0.1	0.0	0.0	0.0	+48.2
Northwest Territories	0.0	0.1	0.0	0.1	0.1	+20.6
Nunavut	0.1	0.0	0.1	0.1	0.1	-5.1
<b>Gender</b>						
Men	17.9	16.4	17.0	17.0	17.0	-0.3
Women	77.3	73.6	73.6	71.6	72.7	+1.5
<b>Age</b>						
24 years old and under	13.8	13.6	13.5	12.1	12.1	+0.1
25 to 44 years old	70.6	66.8	67.5	67.0	67.4	+0.7
45 to 54 years old	9.6	8.4	8.3	8.5	8.8	+3.8
55 years old and over	1.1	1.2	1.3	1.1	1.3	+20.7
<b>EI claimant category<sup>1</sup></b>						
Long-tenured workers	5.6	3.9	5.3	6.0	4.9	-18.1
Occasional claimants	80.6	78.4	77.9	75.9	77.9	+2.6
Frequent claimants	8.9	7.7	7.4	6.8	6.9	+1.7
<b>Canada</b>	<b>95.2</b>	<b>90.0</b>	<b>90.6</b>	<b>88.7</b>	<b>89.7</b>	<b>+1.2</b>

Note: Data may not add up to the total due to rounding. Percentage change is based on unrounded numbers. Includes claims for which at least \$1 in Family Supplement was paid.

<sup>1</sup> See Annex 2.1 for definitions related to EI claimant categories.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.24.1 – Working While on Claim: Number of completed claims for regular Employment Insurance benefits with Working While on Claim<sup>1</sup>

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>P</sup>	Change (%) FY1617 to FY1718
Newfoundland and Labrador	38,990	38,000	36,560	34,480 <sup>r</sup>	39,550	+14.7
Prince Edward Island	10,010	9,100	8,950	9,020 <sup>r</sup>	9,240	+2.4
Nova Scotia	37,530	33,780	34,730	34,120 <sup>r</sup>	36,650	+7.4
New Brunswick	45,680	44,010	43,590	44,660 <sup>r</sup>	45,650	+2.2
Quebec	256,330	257,360	249,000	245,130 <sup>r</sup>	252,640	+3.1
Ontario	177,100	180,650	182,430	163,780 <sup>r</sup>	175,940	+7.4
Manitoba	15,940	17,750	15,790	17,920 <sup>r</sup>	18,630	+8.3
Saskatchewan	11,790	12,590	14,650	15,180 <sup>r</sup>	18,130	+19.7
Alberta	34,880	35,170	43,880	72,540 <sup>r</sup>	72,650	+0.2
British Columbia	69,650	70,660	66,910	65,710 <sup>r</sup>	67,130	+2.2
Yukon	1,190	920	870	760	680	-10.5
Northwest Territories	720	720	750	760	720	-5.3
Nunavut	320	270	230	240 <sup>r</sup>	310	+29.2
<b>Gender</b>						
Men	415,740	418,680	418,140	433,580 <sup>r</sup>	439,740	1.4
Women	284,390	282,300	280,200	270,720 <sup>r</sup>	298,180	+10.1
<b>Age</b>						
24 years old and under	70,010	67,960	67,700	72,600 <sup>r</sup>	70,270	-3.2
25 to 44 years old	318,740	319,090	325,920	334,080 <sup>r</sup>	346,840	+3.8
45 to 54 years old	199,200	198,710	188,990	182,110 <sup>r</sup>	193,210	+6.1
55 years old and over	112,180	115,220	115,730	115,510 <sup>r</sup>	127,600	+10.5
<b>Canada</b>	<b>700,130</b>	<b>700,980</b>	<b>698,340</b>	<b>704,300<sup>r</sup></b>	<b>737,920</b>	<b>+4.8</b>

Note: Includes claims for which at least \$1 of regular benefit was paid. Includes only claims with at least \$1 of employment income earned from Working While on Claim while claiming EI regular benefits. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>1</sup> Starting with the FY1617 Employment Insurance Monitoring and Assessment Report, the number and the share of claims with Working While on Claim are reported based on completed claims for which at least \$1 of regular benefit was paid. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report.

<sup>P</sup> Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.24.2 – Working While on Claim: Average number of weeks worked while on claim<sup>1</sup> (number of weeks)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>P</sup>	Change (%) FY1617 to FY1718
Newfoundland and Labrador	15.9 <sup>r</sup>	15.6 <sup>r</sup>	15.6 <sup>r</sup>	15.2	17.6	+15.8
Prince Edward Island	14.5	13.8 <sup>r</sup>	13.3 <sup>r</sup>	13.9 <sup>r</sup>	13.6	-2.2
Nova Scotia	14.9	14.5 <sup>r</sup>	14.3 <sup>r</sup>	14.0 <sup>r</sup>	13.7	-2.1
New Brunswick	17.0 <sup>r</sup>	16.9 <sup>r</sup>	16.6 <sup>r</sup>	16.4 <sup>r</sup>	16.4	0.0
Quebec	13.8 <sup>r</sup>	13.5 <sup>r</sup>	13.4 <sup>r</sup>	13.5	13.0	-3.7
Ontario	9.6	9.1 <sup>r</sup>	8.3 <sup>r</sup>	8.4 <sup>r</sup>	7.9	-6.0
Manitoba	6.2 <sup>r</sup>	5.7	6.0 <sup>r</sup>	5.8	6.0	+3.4
Saskatchewan	6.2	6.3 <sup>r</sup>	6.2 <sup>r</sup>	7.0	8.6	+22.9
Alberta	6.2 <sup>r</sup>	5.9 <sup>r</sup>	6.0 <sup>r</sup>	7.0 <sup>r</sup>	10.0	+42.9
British Columbia	9.6 <sup>r</sup>	8.9 <sup>r</sup>	8.9 <sup>r</sup>	9.0	9.4	+4.4
Yukon	7.6 <sup>r</sup>	8.8 <sup>r</sup>	7.7 <sup>r</sup>	7.0	8.1	+15.7
Northwest Territories	4.8 <sup>r</sup>	5.7 <sup>r</sup>	7.1 <sup>r</sup>	7.1	5.8	-18.3
Nunavut	7.9 <sup>r</sup>	5.8	7.3 <sup>r</sup>	8.6 <sup>r</sup>	7.7	-10.5
<b>Gender</b>						
Men	11.8 <sup>r</sup>	11.6 <sup>r</sup>	11.2 <sup>r</sup>	11.0	11.4	+3.6
Women	12.2	11.5	11.1	11.3 <sup>r</sup>	11.3	0.0
<b>Age</b>						
24 years old and under	9.4 <sup>r</sup>	9.3 <sup>r</sup>	9.1 <sup>r</sup>	8.8	8.7	-1.1
25 to 44 years old	11.2 <sup>r</sup>	10.7	10.4 <sup>r</sup>	10.4	10.6	+1.9
45 to 54 years old	13.7 <sup>r</sup>	13.1 <sup>r</sup>	12.8 <sup>r</sup>	12.7	12.9	+1.6
55 years old and over	13.0	12.4 <sup>r</sup>	12.0 <sup>r</sup>	12.4 <sup>r</sup>	12.6	+1.6
<b>Canada</b>	<b>12.0<sup>r</sup></b>	<b>11.5</b>	<b>11.2<sup>r</sup></b>	<b>11.2</b>	<b>11.4</b>	<b>+1.8</b>

Note: Percentage change is based on unrounded numbers. Includes only weeks with at least \$1 of employment income earned from Working While on Claim while claiming EI regular benefits. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>1</sup> Starting with the FY1617 Employment Insurance Monitoring and Assessment Report, statistics on weeks worked while on claim are based on completed claims for which at least \$1 of regular benefit was paid. As a result, data on the duration in previous years has been revised taking into account claims completed in those years. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report.

<sup>r</sup> Revised.

<sup>P</sup> Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.24.3 – Working While on Claim: Average weekly employment income earned from Working While on Claim<sup>1</sup> (\$)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>p</sup>	Change (%) FY1617 to FY1718
Newfoundland and Labrador	888 <sup>r</sup>	965 <sup>r</sup>	1,014 <sup>r</sup>	993 <sup>r</sup>	1,025	+3.2
Prince Edward Island	676 <sup>r</sup>	664	743 <sup>r</sup>	724 <sup>r</sup>	692	-4.4
Nova Scotia	750 <sup>r</sup>	803 <sup>r</sup>	848 <sup>r</sup>	851 <sup>r</sup>	820	-3.6
New Brunswick	737 <sup>r</sup>	764 <sup>r</sup>	793	794	793	-0.1
Quebec	710	731 <sup>r</sup>	750 <sup>r</sup>	760 <sup>r</sup>	779	+2.5
Ontario	596 <sup>r</sup>	638 <sup>r</sup>	631 <sup>r</sup>	640 <sup>r</sup>	655	+2.3
Manitoba	536 <sup>r</sup>	569	574 <sup>r</sup>	615 <sup>r</sup>	612	-0.5
Saskatchewan	671 <sup>r</sup>	699 <sup>r</sup>	769 <sup>r</sup>	728 <sup>r</sup>	756	+3.8
Alberta	794 <sup>r</sup>	841 <sup>r</sup>	891 <sup>r</sup>	825 <sup>r</sup>	858	+3.9
British Columbia	649 <sup>r</sup>	673 <sup>r</sup>	735 <sup>r</sup>	725 <sup>r</sup>	726	+0.1
Yukon	672 <sup>r</sup>	651 <sup>r</sup>	663 <sup>r</sup>	658 <sup>r</sup>	587	-10.8
Northwest Territories	741 <sup>r</sup>	819 <sup>r</sup>	899 <sup>r</sup>	805 <sup>r</sup>	899	+11.7
Nunavut	818 <sup>r</sup>	682	819 <sup>r</sup>	628	869	+38.4
<b>Gender</b>						
Men	841	878 <sup>r</sup>	907 <sup>r</sup>	903 <sup>r</sup>	930	+3.0
Women	464 <sup>r</sup>	485 <sup>r</sup>	502 <sup>r</sup>	501 <sup>r</sup>	515	+2.8
<b>Age</b>						
24 years old and under	563 <sup>r</sup>	591 <sup>r</sup>	603 <sup>r</sup>	611 <sup>r</sup>	588	-3.8
25 to 44 years old	690	725 <sup>r</sup>	750 <sup>r</sup>	762 <sup>r</sup>	772	+1.3
45 to 54 years old	729	761 <sup>r</sup>	793	788 <sup>r</sup>	810	+2.8
55 years old and over	689 <sup>r</sup>	707 <sup>r</sup>	733	734 <sup>r</sup>	761	+3.5
<b>Canada</b>	<b>688</b>	<b>719</b>	<b>744</b>	<b>749<sup>r</sup></b>	<b>762</b>	<b>+1.7</b>

Note: Percentage change is based on unrounded numbers. Includes employment income only (all amounts paid in Employment Insurance benefits are excluded from the calculation). Only weeks with at least \$1 of employment income earned from Working While on Claim while claiming EI regular benefits are taken into account in the calculation.

<sup>1</sup> Starting with the FY1617 Employment Insurance Monitoring and Assessment Report, statistics on average weekly employment earnings from working while on claim are based on completed claims for which at least \$1 of regular benefit was paid. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report

<sup>r</sup> Revised.

<sup>p</sup> Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.24.4 – Working While on Claim: Percentage of completed claims for regular Employment Insurance benefits with employment income from Working While on Claim<sup>1</sup> (%)

Province or territory	FY1314	FY1415	FY1516	FY1617	FY1718 <sup>P</sup>	Change (% points) FY1617 to FY1718
Newfoundland and Labrador	61.4	59.5	60.1	60.2	60.9	+0.7
Prince Edward Island	56.4	55.0	55.6	53.2	53.0	-0.3
Nova Scotia	58.6	56.7	55.4	54.7	54.9	+0.2
New Brunswick	62.8	62.6	61.5	60.6	60.1	-0.5
Quebec	58.6	58.5	57.7	58.0	56.9	-1.1
Ontario	43.1	43.6	44.8	43.1	43.3	+0.2
Manitoba	43.3	45.8	42.8	44.3	44.8	+0.5
Saskatchewan	42.8	43.7	47.2	44.0	46.9	+2.9
Alberta	41.1	41.4	42.5	44.6	48.1	+3.5
British Columbia	47.9	48.2	48.0	47.9	48.4	+0.5
Yukon	53.8	42.4	48.3	41.3	36.2	-5.1
Northwest Territories	45.6	43.1	43.6	45.0	41.9	-3.1
Nunavut	34.0	36.5	41.8	32.9	36.9	+4.0
<b>Gender</b>						
Men	50.2	50.4	49.7	49.5	49.3	-0.2
Women	52.9	52.6	53.5	52.5	53.3	+0.9
<b>Age</b>						
24 years old and under	50.7	51.2	50.8	51.4	51.2	-0.2
25 to 44 years old	53.1	53.5	53.6	53.5	54.1	+0.6
45 to 54 years old	58.6	58.6	58.5	57.6	58.9	+1.4
55 years old and over	39.0	38.5	38.6	37.2	37.1	-0.1
<b>Canada</b>	<b>51.3</b>	<b>51.3</b>	<b>51.2</b>	<b>50.6</b>	<b>50.9</b>	<b>+0.3</b>

Note: Percentage change is based on unrounded numbers. Includes claims for which at least \$1 of regular benefit was paid. Based on completed claims which include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>1</sup> Starting with the FY1617 Employment Insurance Monitoring and Assessment Report, the number and the share of claims with Working While on Claim are reported based on completed claims for which at least \$1 of regular benefit was paid. Estimates for the fiscal year covered by the report are preliminary and will be revised, if required, in next year's report.

<sup>r</sup> Revised.

<sup>P</sup> Preliminary.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.25 – Completed pure and combined Employment Insurance claims, by types of benefits<sup>1</sup>,  
Canada

Benefit type	FY1516		FY1617		FY1718	
	Level of claims	Combined claims (%)	Level of claims	Combined claims (%)	Level of claims	Combined claims (%)
Regular	1,451,330	11.0	1,467,260	11.9	1,498,290	12.4
Fishing	26,390	11.1	27,280	13.2	30,570	13.1
Sickness	370,370	47.3	398,040	47.4	435,640	46.6
Maternity	171,150	98.4	175,170	98.4	173,960	98.5
Parental <sup>2</sup>	195,930	86.9	202,880	86.0	204,310	85.0
Compassionate care	6,730	46.2	9,690	41.6	12,300	41.1
Work-sharing	13,250	19.8	17,950	22.1	11,310	25.1
<b>All claims<sup>3</sup></b>	<b>1,879,050</b>	<b>17.3</b>	<b>1,922,010</b>	<b>18.0</b>	<b>1,976,800</b>	<b>18.0</b>

Note: Completed claims include those that are terminated and those that are dormant and remained inactive as of August the following fiscal year.

<sup>1</sup> Excludes benefits for Parents of Critically Ill Children (PCIC).

<sup>2</sup> Parental benefits for biological parents and parental benefits for adoptive parents are grouped together.

<sup>3</sup> The total number of claims and of combined claims is lower than the sum of claims associated to each benefit type, because combined claims are only counted once even though they appear in more than one benefit type.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 10% sample of EI administrative data.

Annex 2.26.1 – Employment Insurance benefit repayment<sup>1</sup>: People who repaid benefits

Province or territory	2012	2013	2014	2015	2016	Change (%) 2015 to 2016
Newfoundland and Labrador	11,799	12,787	14,168	14,766	14,812	+0.3
Prince Edward Island	1,358	1,048	1,275	1,422	1,573	+10.6
Nova Scotia	7,712	7,722	8,738	8,625	7,952	-7.8
New Brunswick	6,488	6,499	7,220	6,869	6,038	-12.1
Quebec	47,748	40,948	40,567	37,645	39,941	+6.1
Ontario	42,376	38,373	43,716	45,100	36,921	-18.1
Manitoba	2,913	2,918	3,084	3,162	3,074	-2.8
Saskatchewan	4,621	4,585	4,690	4,982	5,230	+5.0
Alberta	23,918	22,813	23,415	28,296	33,926	+19.9
British Columbia	18,569	18,676	19,215	20,590	19,088	-7.3
Yukon	306	288	273	299	274	-8.4
Northwest Territories	317	275	259	264	310	+17.4
Nunavut	143	108	96	108	107	-0.9
Non-residents of Canada	70	69	61	97	83	-14.4
<b>Gender</b>						
Men	150,102	140,103	148,848	153,159	150,835	-1.5
Women	18,236	17,006	17,929	19,066	18,494	-3.0
<b>Age</b>						
24 years old and under	6,629	6,098	6,328	5,408	4,879	-9.8
25 to 44 years old	72,133	68,297	72,948	77,047	78,828	+2.3
45 to 54 years old	45,694	41,376	43,660	44,369	41,292	-6.9
55 years old and over	43,882	41,338	43,841	45,401	44,330	-2.4
<b>Canada</b>	<b>168,338</b>	<b>157,109</b>	<b>166,777</b>	<b>172,225</b>	<b>169,329</b>	<b>-1.7</b>

<sup>1</sup> As benefit repayments are administered through the tax system, the most recent data available are for the 2016 taxation year.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

Annex 2.26.2 – Employment Insurance benefit repayment<sup>1</sup>: Amount repaid (\$ million)

Province or territory	2012	2013	2014	2015	2016	Change (%) 2015 to 2016
Newfoundland and Labrador	19.5	21.0	26.9	28.7	31.6	+10.0
Prince Edward Island	2.9	1.9	2.7	3.8	4.7	+24.2
Nova Scotia	13.9	14.5	17.5	20.0	18.8	-5.8
New Brunswick	11.0	11.6	13.5	14.7	13.3	-9.6
Quebec	49.9	45.3	46.1	44.3	45.9	+3.6
Ontario	44.9	44.5	49.8	54.8	46.2	-15.7
Manitoba	3.6	3.7	4.2	4.4	4.2	-4.5
Saskatchewan	5.5	5.7	6.4	7.1	7.7	+7.7
Alberta	29.8	29.1	31.2	40.0	51.4	+28.5
British Columbia	23.0	23.3	24.9	28.6	25.9	-9.5
Yukon	0.4	0.4	0.4	0.4	0.4	-5.2
Northwest Territories	0.4	0.4	0.4	0.4	0.4	+9.8
Nunavut	0.2	0.1	0.1	0.2	0.2	-15.6
Non-residents of Canada	0.1	0.1	0.1	0.2 <sup>†</sup>	0.1	-25.0
<b>Gender</b>						
Men	186.1	182.9	203.8	224.4	227.7	+1.5
Women	19.0	18.8	20.2	23.1	23.0	-0.5
<b>Age</b>						
24 years old and under	7.6	7.2	8.0	7.4	6.7	-10.7
25 to 44 years old	80.2	79.8	89.8	100.9	104.8	+3.9
45 to 54 years old	53.6	52.0	57.1	63.0	61.6	-2.2
55 years old and over	63.7	62.6	69.1	76.1	77.6	+1.9
<b>Canada</b>	<b>205.1</b>	<b>201.7</b>	<b>224.0</b>	<b>247.5</b>	<b>250.6</b>	<b>+1.3</b>

Note: Data may not add up to the totals due to rounding. Percentage change is based on unrounded numbers.

<sup>1</sup> As benefit repayments are administered through the tax system, the most recent data available are for the 2016 taxation year.

Source: Employment and Social Development Canada, Employment Insurance (EI) administrative data. Data are based on a 100% sample of EI administrative data.

<sup>†</sup> Revised.

Annex 2.27.1 – Contributors to the Employment Insurance program<sup>1</sup>: EI premium (\$ million)

Province or territory	Total		% of total	Paid by employers <sup>2</sup>	Paid by employees
	2015	2016	2016	2016	2016
Newfoundland and Labrador	368.8	370.3	1.5	215.4	159.5
Prince Edward Island	90.5	94.7	0.4	54.8	40.6
Nova Scotia	599.1	614.7	2.6	352.6	266.0
New Brunswick	482.1	497.8	2.1	286.0	214.5
Quebec	4,307.9	4,375.5	18.3	2,485.2	1,920.0
Ontario	9,288.3	9,621.7	40.2	5,525.1	4,178.4
Manitoba	866.4	892.4	3.7	511.3	387.6
Saskatchewan	793.8	786.1	3.3	450.1	344.2
Alberta	3,549.1	3,399.7	14.2	1,965.0	1,483.1
British Columbia	3,050.1	3,188.3	13.3	1,838.4	1,380.1
Yukon	40.8	36.3	0.2	21.0	15.7
Northwest Territories	51.0	50.4	0.2	29.3	22.0
Nunavut	31.8	34.0	0.1	19.9	14.8
<b>Gender</b>					
Men	13,029.0	13,202.1	55.1	7,601.7	5,750.1
Women	10,489.3	10,758.6	44.9	6,151.6	4,675.8
Missing data	1.4	1.2	0.0	0.7	0.5
<b>Age</b>					
24 years old and under	1,889.9	1,871.8	7.8	1,084.9	791.6
25 to 44 years old	11,043.6	11,271.5	47.0	6,481.0	4,912.6
45 to 54 years old	5,945.9	5,963.2	24.9	3,411.4	2,611.0
55 years old and over	4,635.1	4,850.3	20.2	2,773.7	2,108.9
Missing data	5.2	5.1	0.0	3.0	2.2
<b>Industry</b>					
<b>Goods-producing industries</b>	<b>5,412.6</b>	<b>5,386.6</b>	<b>22.5</b>	<b>3,114.7</b>	<b>2,336.6</b>
Agriculture, forestry, fishing and hunting	279.1	293.9	1.2	172.1	124.8
Mining, and oil and gas extraction	453.8	395.2	1.6	227.5	176.3
Utilities	220.4	221.4	0.9	123.9	99.3
Construction	1,858.7	1,841.1	7.7	1,088.4	788.2
Manufacturing	2,600.6	2,634.9	11.0	1,502.9	1,148.0
<b>Service-producing industries</b>	<b>17,991.4</b>	<b>18,397.7</b>	<b>76.8</b>	<b>10,534.5</b>	<b>8,014.2</b>
Wholesale trade	1,262.0	1,281.6	5.3	735.6	557.0
Retail trade	1,909.4	1,954.4	8.2	1,128.9	834.7
Transportation and warehousing	1,110.0	1,111.7	4.6	634.2	486.2
Finance and insurance	1,156.7	1,172.6	4.9	658.8	524.9
Real estate, and rental and leasing	400.8	403.0	1.7	234.4	172.6
Professional, scientific and technical services	1,414.3	1,465.1	6.1	848.1	637.9
Business, building and other support services <sup>3</sup>	1,323.2	1,313.0	5.5	759.3	564.9
Educational services	1,845.4	1,900.5	7.9	1,066.7	846.3
Health care and social assistance	2,102.9	2,170.1	9.1	1,245.9	947.9
Information, culture and recreation <sup>4</sup>	821.5	837.7	3.5	480.3	365.0
Accommodation and food services	945.3	975.0	4.1	567.8	409.8

(continued)

## Annex 2.27.1 (continued)

Service-producing industries	Total		% of total	Paid by employers <sup>2</sup>	Paid by employees
	2015	2016	2016	2016	2016
Other services (except public administration)	788.4	802.8	3.4	467.3	341.9
Public administration	2,911.5	3,010.1	12.6	1,707.2	1,325.1
Unclassified	115.7	177.6	0.7	104.8	75.7
<b>Canada</b>	<b>23,519.7</b>	<b>23,962.0</b>	<b>100.0</b>	<b>13,754.0</b>	<b>10,426.4</b>

Note: Data may not add up to the totals due to rounding. Percentage share is based on unrounded numbers.

<sup>1</sup> As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2016 taxation year.

<sup>2</sup> Employer contributions are 1.4 times the level of employee contributions. However, employers who participate in the Premium Reduction Program may contribute less than 1.4 times their employees' contributions. See Chapter 2, Section 2.7 for more information.

<sup>3</sup> This industry category comprises the industries with codes 55 (Management of Companies and Enterprises) and 56 (Administrative and Support, Waste Management and Mediation services) from the North American Industry Classification System.

<sup>4</sup> This industry category comprises the industries with codes 51 (Information and Cultural Industries) and 71 (Arts, Entertainment and Recreation) from the North American Industry Classification System.

Source: Canada Revenue Agency, T4 slips with employment income. Data are based on a 10% sample of T4 slips with employment income.

Annex 2.27.2 – Contributors to the Employment Insurance program<sup>1</sup>: Employment income

Province or territory	Total employment income (\$ million)			Total insurable earnings (\$ million)		Number of workers with employment income			Employment income per worker (\$ per year)		Insurable earnings per worker (\$ per year)	
	2015	2016	% of total 2016	2015	2016	2015	2016	% of total 2016	2015	2016	2015	2016
Newfoundland and Labrador	12,954.7	12,634.5	1.4	8,461.5	8,480.7	280,610	276,450	1.5	46,166.1	45,702.5	30,153.9	30,677.3
Prince Edward Island	2,697.5	2,776.2	0.3	2,057.3	2,156.4	79,340	80,420	0.4	33,999.7	34,521.4	25,930.8	26,813.7
Nova Scotia	18,853.1	18,948.3	2.1	13,798.0	14,147.4	480,900	480,370	2.5	39,203.8	39,445.2	28,692.0	29,451.0
New Brunswick	14,681.3	15,002.7	1.7	11,042.7	11,406.6	392,960	393,650	2.1	37,360.8	38,111.8	28,101.4	28,976.6
Quebec	170,285.9	173,833.1	19.7	122,539.1	126,262.6	4,195,210	4,204,180	22.2	40,590.6	41,347.7	29,209.3	30,032.6
Ontario	347,030.4	352,225.5	39.9	214,580.4	222,248.7	7,124,140	7,191,750	38.0	48,711.9	48,976.3	30,120.2	30,903.3
Manitoba	28,750.5	28,950.3	3.3	19,995.7	20,611.3	675,480	685,070	3.6	42,563.0	42,258.9	29,602.2	30,086.5
Saskatchewan	28,011.3	27,130.3	3.1	18,504.3	18,294.9	598,740	591,870	3.1	46,783.8	45,838.3	30,905.5	30,910.3
Alberta	150,262.6	133,969.4	15.2	82,837.7	78,890.4	2,529,530	2,406,620	12.7	59,403.4	55,667.0	32,748.3	32,780.6
British Columbia	108,441.5	111,651.7	12.7	70,231.3	73,416.5	2,454,390	2,510,010	13.3	44,182.7	44,482.6	28,614.5	29,249.5
Yukon	1,512.5	1,220.5	0.1	1,028.5	833.6	24,620	25,110	0.1	61,432.4	48,605.5	41,774.2	33,198.3
Northwest Territories	2,166.8	2,110.6	0.2	1,194.4	1,172.1	33,350	32,340	0.2	64,970.5	65,263.7	35,815.0	36,243.9
Nunavut	1,313.3	1,387.5	0.2	741.6	791.2	23,930	24,500	0.1	54,880.3	56,634.4	30,989.5	32,295.4
<b>Gender</b>												
Men	544,959.9	533,908.4	60.5	314,378.7	319,151.7	9,767,820	9,769,570	51.7	55,791.4	54,650.1	32,185.1	32,667.9
Women	341,739.0	347,697.1	39.4	252,603.1	259,532.9	9,110,730	9,124,560	48.3	37,509.5	38,105.6	27,725.9	28,443.3
Missing data	262.5	235.0	0.0	30.8	27.9	14,650	8,210	0.0	17,918.6	28,627.6	2,099.5	3,399.5
<b>Age</b>												
24 years old and under	47,257.3	46,628.2	5.3	44,250.1	43,863.4	3,154,740	3,145,600	16.6	14,979.8	14,823.3	14,026.5	13,944.4
25 to 44 years old	386,888.9	388,047.3	44.0	266,714.0	272,671.7	7,889,770	7,936,370	42.0	49,036.8	48,894.8	33,805.0	34,357.2
45 to 54 years old	251,209.4	246,069.6	27.9	144,324.7	145,046.4	3,986,680	3,918,440	20.7	63,012.2	62,797.8	36,201.7	37,016.4
55 years old and over	201,228.3	200,743.5	22.8	111,601.4	117,009.2	3,843,580	3,889,940	20.6	52,354.4	51,605.8	29,035.8	30,080.0
Missing data	377.5	352.0	0.0	122.4	121.9	18,430	11,990	0.1	20,484.4	29,357.1	6,641.0	10,164.9
<b>Industry</b>												
<b>Goods-producing industries</b>	<b>212,151.0</b>	<b>204,589.3</b>	<b>23.2</b>	<b>130,129.1</b>	<b>129,749.8</b>	<b>3,775,190.0</b>	<b>3,722,260.0</b>	<b>19.7</b>	<b>56,196.1</b>	<b>54,963.7</b>	<b>34,469.6</b>	<b>34,857.8</b>
Agriculture, forestry, fishing and hunting	9,360.1	9,811.4	1.1	6,527.6	6,887.3	335,310	343,520	1.8	27,914.7	28,561.2	19,467.3	20,049.1
Mining, and oil and gas extraction	26,716.5	21,957.8	2.5	10,970.8	9,568.4	249,760	216,210	1.1	106,968.5	101,557.7	43,925.4	44,255.1
Utilities	11,427.7	11,557.3	1.3	5,457.0	5,503.1	120,970	119,150	0.6	94,467.6	96,997.8	45,110.5	46,186.5
Construction	69,109.9	66,509.7	7.5	43,843.1	43,424.3	1,328,240	1,306,280	6.9	52,031.2	50,915.3	33,008.4	33,242.7
Manufacturing	95,536.8	94,753.1	10.7	63,330.6	64,366.6	1,740,910	1,737,100	9.2	54,877.5	54,546.7	36,377.9	37,054.1
<b>Service-producing industries</b>	<b>669,999.1</b>	<b>670,685.7</b>	<b>76.1</b>	<b>434,169.9</b>	<b>444,757.1</b>	<b>14,972,400.0</b>	<b>14,969,360.0</b>	<b>79.2</b>	<b>44,748.9</b>	<b>44,803.9</b>	<b>28,998.0</b>	<b>29,711.2</b>
Wholesale trade	52,729.6	51,694.6	5.9	30,454.5	30,988.8	879,610	876,750	4.6	59,946.6	58,961.6	34,622.7	35,345.1
Retail trade	59,528.8	60,197.2	6.8	45,215.8	46,418.2	2,119,840	2,135,840	11.3	28,081.8	28,184.3	21,329.8	21,733.0
Transportation and warehousing	40,650.0	39,968.0	4.5	26,835.9	26,974.1	809,830	805,660	4.3	50,195.8	49,609.0	33,137.7	33,480.8

(continued)

## Annex 2.27.2 (continued)

Service-producing industries	Total employment income (\$ million)			Total insurable earnings (\$ million)		Number of workers with employment income			Employment income per worker (\$ per year)		Insurable earnings per worker (\$ per year)	
	2015	2016	% of total 2016	2015	2016	2015	2016	% of total 2016	2015	2016	2015	2016
Finance and insurance	60,241.2	59,075.9	6.7	28,517.8	29,021.8	766,680	758,180	4.0	78,574.1	77,918.1	37,196.5	38,278.2
Real estate, and rental and leasing	16,440.6	15,798.2	1.8	9,473.7	9,531.8	345,810	339,030	1.8	47,542.2	46,598.4	27,395.7	28,114.9
Professional, scientific and technical services	66,715.4	66,494.7	7.5	34,154.7	35,453.3	1,056,360	1,064,390	5.6	63,155.9	62,472.1	32,332.4	33,308.5
Business, building and other support services <sup>2</sup>	50,218.0	47,604.8	5.4	31,376.8	31,188.1	1,243,080	1,218,450	6.4	40,398.0	39,070.0	25,241.1	25,596.5
Educational services	65,265.9	67,204.4	7.6	45,519.5	47,095.5	1,358,720	1,380,110	7.3	48,034.8	48,695.0	33,501.7	34,124.4
Health care and social assistance	69,298.3	71,116.7	8.1	51,621.3	53,444.3	1,606,940	1,637,510	8.7	43,124.4	43,429.8	32,124.0	32,637.5
Information, culture and recreation <sup>3</sup>	32,014.2	32,221.8	3.7	19,935.1	20,287.8	680,660	686,600	3.6	47,034.1	46,929.5	29,287.9	29,548.2
Accommodation and food services	25,324.0	26,055.3	3.0	21,937.0	22,682.6	1,460,730	1,487,310	7.9	17,336.5	17,518.4	15,017.8	15,250.8
Other services (except public administration)	25,905.9	26,091.4	3.0	18,530.5	18,912.7	729,190	730,140	3.9	35,526.9	35,734.8	25,412.5	25,902.9
Public administration	105,667.1	107,162.6	12.2	70,597.3	72,758.1	1,914,950	1,849,390	9.8	55,180.1	57,944.8	36,866.4	39,341.7
Unclassified	4,811.3	6,565.6	0.7	2,713.6	4,205.7	145,610	210,720	1.1	33,042.6	31,158.1	18,635.8	19,958.8
<b>Canada</b>	<b>886,961.4</b>	<b>881,840.6</b>	<b>100.0</b>	<b>567,012.6</b>	<b>578,712.5</b>	<b>18,893,200.0</b>	<b>18,902,340.0</b>	<b>100.0</b>	<b>46,946.1</b>	<b>46,652.5</b>	<b>30,011.5</b>	<b>30,615.9</b>

Note: Data may not add up to the totals due to rounding. Percentage share is based on unrounded numbers.

<sup>1</sup> As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2016 taxation year.

<sup>2</sup> This industry category comprises the industries with codes 55 (Management of Companies and Enterprises) and 56 (Administrative and Support, Waste Management and Mediation services) from the North American Industry Classification System.

<sup>3</sup> This industry category comprises the industries with codes 51 (Information and Cultural Industries) and 71 (Arts, Entertainment and Recreation) from the North American Industry Classification System.

Source: Canada Revenue Agency, T4 slips with employment income. Data are based on a 10% sample of T4 slips with employment income.

Annex 2.28 – Adjusted benefits-to-contributions (B/C) ratios<sup>1</sup>

Province or territory <sup>4</sup>	EI premium		EI regular benefits		Total EI benefits		Adjusted regular B/C ratio <sup>2,3</sup> (Canada=1)	Adjusted total B/C ratio <sup>3</sup> (Canada = 1)
	2016 (\$ million)	% of total 2016	2016 (\$ million)	% of total 2016	2016 (\$ million)	% of total 2016	2016	2016
Newfoundland and Labrador	370.3	1.5	813.9	6.7	1,063.3	5.7	4.56	3.71
Prince Edward Island	94.7	0.4	148.5	1.2	227.1	1.2	3.27	3.10
Nova Scotia	614.7	2.6	570.5	4.7	835.9	4.5	1.92	1.76
New Brunswick	497.8	2.1	669.1	5.5	923.1	5.0	2.79	2.40
Quebec	4,375.5	18.3	2,959.8	24.3	3,525.7	19.0	1.11	1.04
Ontario	9,621.7	40.2	3,016.5	24.8	5,486.3	29.6	0.65	0.74
Manitoba	892.4	3.7	324.7	2.7	591.5	3.2	0.75	0.86
Saskatchewan	786.1	3.3	378.4	3.1	621.3	3.3	0.98	1.02
Alberta	3,399.7	14.2	2,088.5	17.2	3,136.0	16.9	1.26	1.19
British Columbia	3,188.3	13.3	1,154.6	9.5	2,056.5	11.1	0.75	0.83
Yukon	36.3	0.2	16.6	0.1	24.8	0.1	0.95	0.88
Northwest Territories	50.4	0.2	16.7	0.1	28.6	0.2	0.68	0.73
Nunavut	34.0	0.1	9.9	0.1	16.6	0.1	0.59	0.63
Outside Canada	0.0	0.0	3.0	0.0	10.0	0.1	0.00	0.00
<b>Gender</b>								
Men	13,202.1	55.1	8,281.4	68.0	9,967.6	53.7	1.23	0.98
Women	10,758.6	44.9	3,889.1	32.0	8,579.3	46.3	0.71	1.03
Missing data	1.2	0.0	0.0	0.0	0.0	0.0	0.00	0.00
<b>Age</b>								
24 years old and under	1,871.8	7.8	1,031.4	8.5	1,599.6	8.6	1.12	1.10
25 to 44 years old	11,271.5	47.0	5,285.0	43.4	9,915.7	53.5	0.92	1.14
45 to 54 years old	5,963.2	24.9	2,884.5	23.7	3,469.1	18.7	0.95	0.75
55 years old and over	4,850.3	20.2	2,969.6	24.4	3,562.4	19.2	1.21	0.95
Missing data	5.1	0.0	0.0	0.0	0.0	0.0	0.00	0.00
<b>Industry</b>								
<b>Goods-producing industries</b>	<b>5,386.6</b>	<b>22.5</b>	<b>5,366.8</b>	<b>44.1</b>	<b>6,780.4</b>	<b>36.6</b>	<b>1.97</b>	<b>1.63</b>
Agriculture, forestry, fishing and hunting	293.9	1.2	515.5	4.2	877.6	4.7	3.56	3.86
Mining, and oil and gas extraction	395.2	1.6	466.1	3.8	542.1	2.9	2.32	1.77
Utilities	221.4	0.9	40.3	0.3	67.1	0.4	0.35	0.39
Construction	1,841.1	7.7	2,960.2	24.3	3,437.1	18.5	3.24	2.41
Manufacturing	2,634.9	11.0	1,384.7	11.4	1,856.5	10.0	1.02	0.91
<b>Service-producing industries</b>	<b>18,397.7</b>	<b>76.8</b>	<b>6,565.8</b>	<b>53.9</b>	<b>11,443.0</b>	<b>61.7</b>	<b>0.70</b>	<b>0.80</b>
Wholesale trade	1,281.6	5.3	489.3	4.0	702.9	3.8	0.75	0.71
Retail trade	1,954.4	8.2	680.3	5.6	1,179.9	6.4	0.70	0.78
Transportation and warehousing	1,111.7	4.6	572.0	4.7	773.1	4.2	1.01	0.90
Finance and insurance	1,172.6	4.9	339.7	2.8	450.7	2.4	0.28	0.50
Real estate and rental and leasing	403.0	1.7	170.9	1.4	304.1	1.6	1.04	0.97
Professional, scientific and technical services	1,465.1	6.1	208.4	1.7	956.3	5.2	0.86	0.84
Business, building and other support <sup>5</sup>	1,313.0	5.5	639.0	5.3	1,224.3	6.6	1.32	1.20
Educational services	1,900.5	7.9	868.5	7.1	1,208.4	6.5	0.69	0.82

(continued)

## Annex 2.28 (continued)

Service-producing industries	EI premium		EI regular benefits		Total EI benefits		Adjusted regular B/C ratio <sup>2,3</sup> (Canada=1)	Adjusted total B/C ratio <sup>3</sup> (Canada = 1)
	2016 (\$ million)	% of total 2016	2016 (\$ million)	% of total 2016	2016 (\$ million)	% of total 2016	2016	2016
Health care and social assistance	2,170.1	9.1	688.1	5.7	1,226.4	6.6	0.34	0.73
Information, culture and recreation <sup>6</sup>	837.7	3.5	383.3	3.1	498.4	2.7	0.80	0.77
Accommodation and food services	975.0	4.1	507.8	4.2	827.4	4.5	1.06	1.10
Other services (except public administration)	802.8	3.4	414.5	3.4	663.9	3.6	1.04	1.07
Public administration	3,010.1	12.6	604.0	5.0	1,427.2	7.7	0.39	0.61
Unclassified <sup>7</sup>	177.6	0.7	237.9	2.0	323.5	1.7	2.69	2.35
<b>Canada</b>	<b>23,962.0</b>	<b>100.0</b>	<b>12,170.5</b>	<b>100.0</b>	<b>18,546.9</b>	<b>100.0</b>	<b>1.00</b>	<b>1.00</b>

Note: Data may not add up to the total due to rounding. Percentage share is based on unrounded numbers.

<sup>1</sup> As Employment Insurance premium payments are administered through the tax system, the most recent data available are for the 2016 taxation year.

<sup>2</sup> To factor in the Quebec Parental Insurance Program (QPIP), which reduced the premiums paid by employers and employees in Quebec, and the Premium Reduction Program (PRP), which reduces the premiums paid by employers who offer their employees a short-term disability plan, the regular benefits-to-contributions ratios (adjusted and non-adjusted) have been calculated based on an estimate of the Employment Insurance premiums that would have been paid by employees and employers in the absence of QPIP and PRP, rather than on premiums that were actually paid.

<sup>3</sup> For ease of analysis, the benefits-to-contributions ratios have been adjusted (i.e., standardized) so that the figure for Canada equals one.

<sup>4</sup> The benefits-to-contributions ratios for the provinces and territories are determined by the location of employers for premiums and by the residence of claimants for benefits. As a result, it is possible that the ratio for some provinces and territories may be under or overstated if contributions are being accredited to a province or territory, while the employment is actually situated in another province or territory.

<sup>5</sup> This industry comprises the industries with codes 55 (management of companies and enterprises) and 56 (administrative and support, waste management and mediation services) from the North American Industry Classification System.

<sup>6</sup> This industry comprises the industries with codes 51 (information and cultural industries) and 71 (arts, entertainment and recreation) from the North American Industry Classification System.

<sup>7</sup> People who have not worked in the last year or who have never worked are not classified as belonging to any industry.

Source: Canada Revenue Agency (CRA), T4 slips with employment income (for data on Employment Insurance contributions); and Employment and Social Development Canada (ESDC), Employment Insurance (EI) administrative data (for data on Employment Insurance benefits). CRA data are based on a 10% sample of T4 slips with employment income, and ESDC data are based on a 10% sample of EI administrative data.

Annex 2.29 – Unemployment rates used for the purpose of the Employment Insurance program (by Employment Insurance economic region)<sup>1</sup>

Effective date <sup>3</sup>	Regional rate of unemployment <sup>2</sup>												Minimum of the 12 months	Average of the 12 months	Maximum of the 12 months
	April 09, 2017 to May 06, 2017	May 07, 2017 to June 10, 2017	June 11, 2017 to July 08, 2017	July 09, 2017 to August 05, 2017	August 06, 2017 to Sept. 09, 2017	Sept. 10, 2017 to Oct. 07, 2017	Oct. 08, 2017 to Nov. 04, 2017	Nov. 05, 2017 to Dec. 02, 2017	Dec. 03, 2017 to January 06, 2018	January 07, 2018 to February 10, 2018	February 11, 2018 to March 10, 2018	March 11, 2018 to April 07, 2018			
Unemployment rate moving average ending on the month of ... <sup>4</sup>	March 2017 (%)	April 2017 (%)	May 2017 (%)	June 2017 (%)	July 2017 (%)	August 2017 (%)	Sept. 2017 (%)	Oct. 2017 (%)	Nov. 2017 (%)	Dec. 2017 (%)	January 2018 (%)	February 2018 (%)	FY1718 (%)	FY1718 (%)	FY1718 (%)
<b>Newfoundland and Labrador</b>															
St. John's	9.1	8.3	8.4	7.7	8.2	8.2	8.9	8.8	8.6	8.1	7.9	8.1	7.7	8.4	9.1
Newfoundland-Labrador	19.0	19.5	19.5	19.7	20.3	20.3	19.9	19.3	19.3	19.7	19.6	19.1	19.0	19.6	20.3
<b>Prince Edward Island</b>															
Charlottetown	7.0	6.7	6.7	6.0	6.2	5.7	6.1	6.4	6.9	6.7	6.6	6.5	5.7	6.5	7.0
Prince Edward Island	12.8	12.8	12.9	13.6	14.1	14.3	13.9	13.7	13.1	13.0	12.9	13.7	12.8	13.4	14.3
<b>Nova Scotia</b>															
Eastern Nova Scotia	14.3	14.1	13.6	14.3	14.7	15.5	15.3	15.5	15.2	14.8	14.6	14.3	13.6	14.7	15.5
Western Nova Scotia	8.6	8.6	8.6	8.7	8.7	8.6	8.8	9.2	9.4	9.0	8.6	8.4	8.4	8.8	9.4
Halifax	6.6	6.9	7.1	6.9	6.8	7.1	7.3	7.3	7.2	6.9	6.9	6.5	6.5	7.0	7.3
<b>New Brunswick</b>															
Fredericton-Moncton-Saint-John	6.9	6.5	6.0	6.0	5.8	5.9	5.9	6.2	6.5	6.5	7.0	6.7	5.8	6.3	7.0
Madawaska-Charlotte	8.2	8.4	8.6	8.9	8.0	7.2	6.7	7.7	8.2	8.2	8.4	8.5	6.7	8.1	8.9
Restigouche-Albert	13.6	13.7	13.6	12.8	11.5	11.5	11.6	11.8	11.6	11.7	11.9	11.9	11.5	12.3	13.7
<b>Quebec</b>															
Gaspésie - Îles-de-la-Madeleine	12.7	12.2	13.3	13.6	14.2	14.4	14.5	14.3	13.5	13.2	12.7	12.9	12.2	13.5	14.5
Québec	4.2	4.5	4.9	4.7	4.3	4.1	4.3	4.7	4.6	4.1	3.4	3.3	3.3	4.3	4.9
Trois-Rivières	6.7	6.5	6.5	6.2	6.1	6.1	5.6	5.1	4.6	4.2	4.2	4.8	4.2	5.6	6.7
South Central Québec	4.9	5.0	4.6	3.6	2.8	2.5	2.6	2.7	2.6	2.4	2.4	2.7	2.4	3.2	5.0
Sherbrooke	5.9	6.2	6.3	5.8	5.6	4.9	4.9	5.4	5.8	6.2	6.1	6.0	4.9	5.8	6.3
Montréal	6.5	6.0	5.3	5.3	5.4	5.4	4.9	4.7	5.0	5.4	5.4	5.3	4.7	5.4	6.5
Montréal	6.8	6.9	6.7	6.7	6.6	6.7	6.8	7.0	6.7	6.2	6.0	6.1	6.0	6.6	7.0
Central Québec	7.0	7.5	6.6	6.5	5.9	6.7	6.8	6.8	6.3	6.0	5.9	6.0	5.9	6.5	7.5
North Western Québec	7.3	7.5	7.6	7.8	7.9	8.2	8.4	7.7	7.1	6.5	6.6	6.9	6.5	7.5	8.4
Bas-Saint-Laurent - Côte-Nord	9.1	8.9	8.7	9.0	9.0	8.7	7.7	6.9	6.7	6.4	5.9	5.3	5.3	7.7	9.1
Hull	5.7	5.7	5.5	5.4	5.4	5.7	5.7	5.5	5.1	4.9	4.9	4.6	4.6	5.3	5.7
Chicoutimi-Jonquière	6.8	6.7	7.1	7.1	7.0	6.8	6.8	6.4	6.4	6.2	6.4	6.0	6.0	6.6	7.1
<b>Ontario</b>															
Ottawa	4.9	5.0	5.7	6.0	6.4	5.9	5.7	5.8	5.8	5.7	5.5	5.4	4.9	5.7	6.4
Eastern Ontario	6.1	6.6	6.9	7.2	7.2	7.4	7.4	6.8	6.3	6.0	6.6	6.8	6.0	6.8	7.4

(continued)

## Annex 2.29 (continued)

Effective date <sup>3</sup>	Regional rate of unemployment <sup>2</sup>														
	April 09, 2017 to May 06, 2017	May 07, 2017 to June 10, 2017	June 11, 2017 to July 08, 2017	July 09, 2017 to August 05, 2017	August 06, 2017 to Sept. 09, 2017	Sept. 10, 2017 to Oct. 07, 2017	Oct. 08, 2017 to Nov. 04, 2017	Nov. 05, 2017 to Dec. 02, 2017	Dec. 03, 2017 to January 06, 2018	January 07, 2018 to February 10, 2018	February 11, 2018 to March 10, 2018	March 11, 2018 to April 07, 2018	Minimum of the 12 months	Average of the 12 months	Maximum of the 12 months
Unemployment rate moving average ending on the month of ... <sup>4</sup>	March 2017 (%)	April 2017 (%)	May 2017 (%)	June 2017 (%)	July 2017 (%)	August 2017 (%)	Sept. 2017 (%)	Oct. 2017 (%)	Nov. 2017 (%)	Dec. 2017 (%)	January 2018 (%)	February 2018 (%)	FY1718 (%)	FY1718 (%)	FY1718 (%)
<b>Ontario (continued)</b>															
Kingston	6.1	5.6	5.3	5.2	5.5	5.4	5.4	5.5	5.6	5.5	5.5	5.4	5.2	5.5	6.1
Central Ontario	6.5	6.0	6.0	6.4	6.4	6.6	6.3	6.3	6.2	5.8	5.8	5.6	5.6	6.2	6.6
Oshawa	6.2	6.3	6.1	6.0	6.0	5.3	4.9	5.1	5.6	5.8	5.5	5.0	4.9	5.7	6.3
Toronto	7.2	7.0	7.0	6.8	6.8	6.3	5.9	5.8	5.9	6.0	5.9	5.9	5.8	6.4	7.2
Hamilton	6.0	5.5	5.3	5.2	5.3	4.6	4.2	4.0	4.2	4.6	4.8	5.5	4.0	4.9	6.0
St. Catharines	6.5	6.8	7.1	7.4	6.8	6.5	6.2	6.8	7.1	6.9	6.0	5.2	5.2	6.6	7.4
London	6.3	5.5	6.2	6.0	5.7	5.3	5.2	6.0	6.1	6.2	6.4	6.6	5.2	6.0	6.6
Niagara	6.6	6.7	6.8	7.0	7.2	7.3	7.3	7.3	7.2	7.3	7.5	7.5	6.6	7.1	7.5
Windsor	5.7	5.6	5.9	6.0	6.7	6.7	6.2	7.3	6.6	6.7	5.6	5.9	5.6	6.2	7.3
Kitchener	5.6	5.3	5.3	5.2	4.8	4.4	4.6	5.3	5.2	5.0	4.7	5.0	4.4	5.0	5.6
Huron	6.8	6.9	6.9	6.5	6.3	6.7	6.8	6.6	6.1	5.4	4.7	4.5	4.5	6.2	6.9
South Central Ontario	4.6	4.5	4.4	4.7	4.5	4.4	4.3	4.4	5.0	5.2	5.4	5.2	4.3	4.7	5.4
Sudbury	7.1	6.5	6.3	6.4	6.5	6.3	6.0	6.1	6.2	6.6	6.5	6.5	6.0	6.4	7.1
Thunder Bay	5.6	5.6	5.3	5.4	5.2	4.9	4.9	5.5	5.8	5.8	5.4	5.4	4.9	5.4	5.8
Northern Ontario	12.2	12.0	11.6	11.3	11.3	11.7	11.9	11.7	11.1	10.8	11.1	11.2	10.8	11.5	12.2
<b>Manitoba</b>															
Winnipeg	6.4	6.2	5.9	5.7	5.6	5.5	5.5	5.6	5.7	5.7	5.7	6.0	5.5	5.8	6.4
Southern Manitoba	6.3	6.0	6.0	6.1	6.0	6.0	6.2	6.3	6.6	6.8	6.9	6.5	6.0	6.3	6.9
Northern Manitoba	30.9	31.5	32.4	32.7	32.8	32.0	31.3	31.2	32.4	32.9	33.6	33.8	30.9	32.3	33.8
<b>Saskatchewan</b>															
Regina	5.0	4.8	4.8	5.1	5.3	5.5	5.6	5.4	4.9	4.7	4.4	5.0	4.4	5.0	5.6
Saskatoon	7.5	7.8	8.3	8.4	8.4	8.3	8.0	7.6	7.6	7.6	7.4	6.9	6.9	7.8	8.4
Southern Saskatchewan	6.8	7.2	7.4	7.5	7.3	7.2	7.2	7.2	7.3	7.9	8.3	8.5	6.8	7.5	8.5
Northern Saskatchewan	20.2	19.8	19.2	18.8	18.9	19.2	18.9	18.4	18.2	18.6	18.2	17.7	17.7	18.8	20.2
<b>Alberta</b>															
Calgary	9.1	9.0	9.2	8.9	8.6	8.6	8.6	8.4	7.9	7.6	7.7	7.9	7.6	8.5	9.2
Edmonton	8.5	8.0	7.7	7.7	8.4	8.8	8.8	8.4	8.0	7.5	7.3	7.0	7.0	8.0	8.8
Northern Alberta	12.7	12.0	11.8	11.4	11.2	11.2	11.3	11.5	11.6	11.6	11.5	11.3	11.2	11.6	12.7
Southern Alberta	9.0	8.7	8.3	7.4	7.1	7.1	7.6	7.8	7.7	7.5	7.0	6.5	6.5	7.6	9.0
<b>British Columbia</b>															
Southern Interior British Columbia	8.4	8.0	8.0	7.9	8.0	8.4	9.0	9.6	9.0	8.5	8.1	8.0	7.9	8.4	9.6
Abbotsford	6.5	5.8	5.6	5.3	5.5	5.6	5.6	5.4	5.3	5.0	4.5	4.1	4.1	5.4	6.5
Vancouver	4.8	4.8	5.2	5.1	5.1	4.8	4.6	4.3	4.3	4.2	4.1	4.0	4.0	4.6	5.2
Victoria	4.7	4.5	4.7	4.8	5.5	5.5	5.4	4.6	4.1	4.2	4.7	5.3	4.1	4.8	5.5

(continued)

## Annex 2.29 (continued)

Effective date <sup>3</sup>	Regional rate of unemployment <sup>2</sup>														
	April 09, 2017 to May 06, 2017	May 07, 2017 to June 10, 2017	June 11, 2017 to July 08, 2017	July 09, 2017 to August 05, 2017	August 06, 2017 to Sept. 09, 2017	Sept. 10, 2017 to Oct. 07, 2017	Oct. 08, 2017 to Nov. 04, 2017	Nov. 05, 2017 to Dec. 02, 2017	Dec. 03, 2017 to January 06, 2018	January 07, 2018 to February 10, 2018	February 11, 2018 to March 10, 2018	March 11, 2018 to April 07, 2018	Minimum of the 12 months	Average of the 12 months	Maximum of the 12 months
Unemployment rate moving average ending on the month of ... <sup>4</sup>	March 2017 (%)	April 2017 (%)	May 2017 (%)	June 2017 (%)	July 2017 (%)	August 2017 (%)	Sept. 2017 (%)	Oct. 2017 (%)	Nov. 2017 (%)	Dec. 2017 (%)	January 2018 (%)	February 2018 (%)	FY1718 (%)	FY1718 (%)	FY1718 (%)
<b>British Columbia (continued)</b>															
Southern Coastal British Columbia	6.7	6.5	6.2	5.8	5.6	5.8	6.0	6.3	6.5	6.6	6.7	6.8	5.6	6.3	6.8
Northern British Columbia	12.2	11.4	10.8	10.5	10.2	9.9	9.9	10.0	9.9	9.9	9.8	10.0	9.8	10.4	12.2
<b>Territories</b>															
Whitehorse	5.4	5.0	5.2	4.8	4.4	3.8	3.8	3.8	3.6	3.5	3.4	3.1	3.1	4.2	5.4
Yukon	6.6	7.3	7.8	7.3	7.4	7.4	7.5	7.5	6.6	6.7	6.5	6.5	6.5	7.1	7.8
Yellowknife	4.6	4.1	3.6	3.4	3.4	3.2	3.1	3.0	3.0	3.0	2.7	3.2	2.7	3.4	4.6
Northwest Territories	9.8	9.9	10.3	9.9	10.2	10.0	12.2	11.7	11.4	11.4	14.8	13.3	9.8	11.2	14.8
Iqaluit	8.9	9.8	7.9	9.6	11.3	10.4	8.6	8.0	8.6	8.7	8.9	7.8	7.8	9.0	11.3
Nunavut	18.2	19.9	19.1	19.3	18.4	18.9	18.3	17.7	17.8	17.4	17.8	17.9	17.4	18.4	19.9

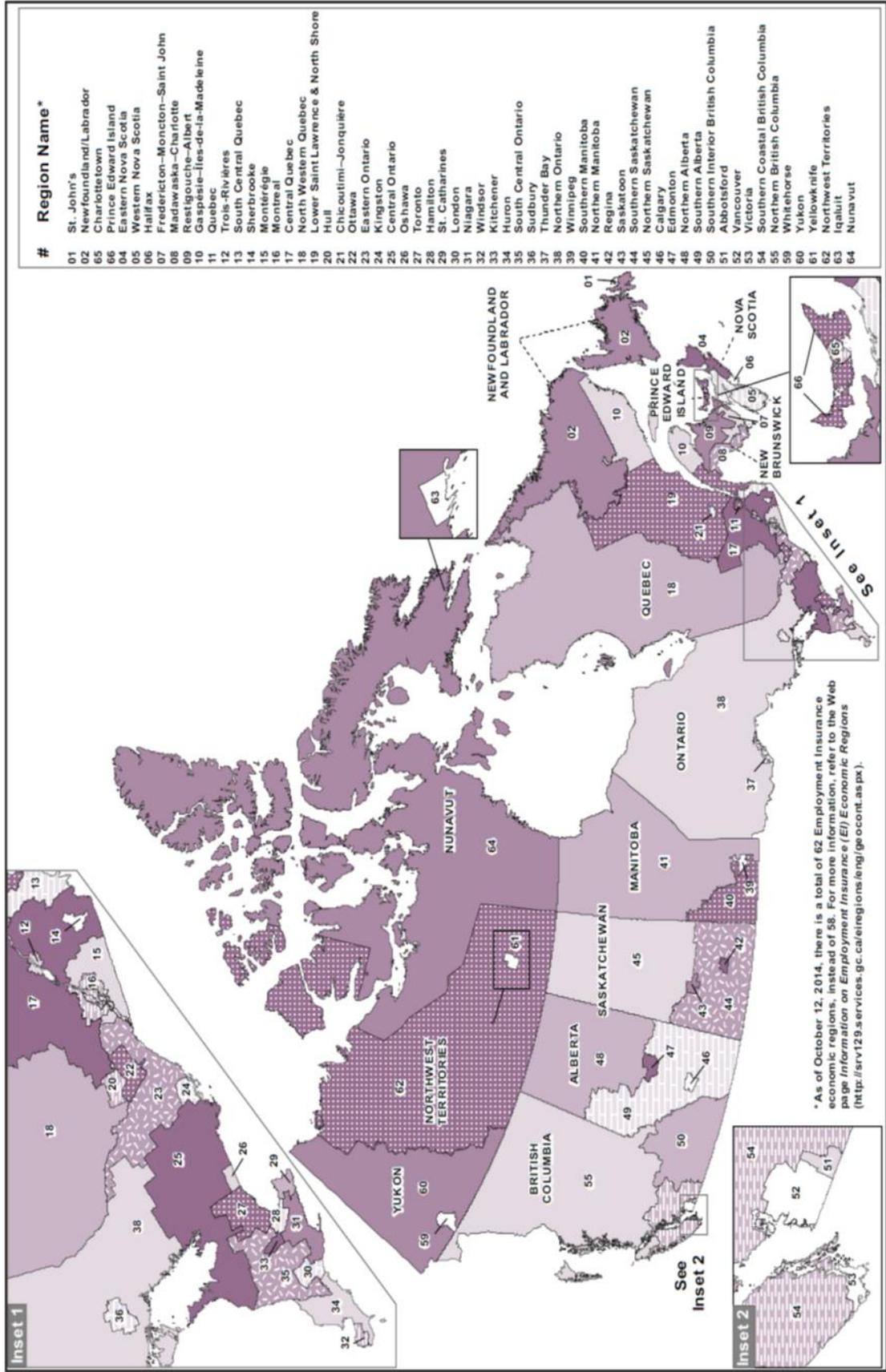
<sup>1</sup> The unemployment rates in this annex are those used in the administration of the EI program. These rates come from Statistics Canada but may differ from the official unemployment rates due to differences in methodology, as explained below.

<sup>2</sup> To obtain the monthly unemployment rates used for the purposes of the Employment Insurance program relating to periods before April 9 2017, please refer to the Web page Monthly Seasonal Adjusted Unemployment Rates by EI Economic Region [[http://srv129.services.gc.ca/ei\\_regions/eng/rates.aspx?id=2017](http://srv129.services.gc.ca/ei_regions/eng/rates.aspx?id=2017)]

<sup>3</sup> Effective for new claims established between the dates indicated.

<sup>4</sup> The regional unemployment rates are calculated using a 3-month moving average (or, in the case of the territories, a 12-month moving average if this is larger) of seasonally adjusted unemployment rates for the period ending in the month indicated. These regional rates come from Statistics Canada's Labour Force Survey (LFS). The regional unemployment rates in the provinces incorporate an estimate of the rates of unemployment for status Indians living on reserves, as per section 17 of the Employment Insurance Regulations. Conversely, the regional unemployment rates in the territories are representative of the population, as LFS data cover persons living on and off reserves. A monthly regional unemployment rate substitute is used if Statistics Canada is not able to publish a monthly unemployment rate for reasons of confidentiality.

Source: Statistics Canada, Labour Force Survey (for data on unemployment rate); and Employment and Social Development Canada, Employment Insurance administrative data (for information on effective dates).



\* As of October 12, 2014, there is a total of 62 Employment Insurance economic regions, instead of 58. For more information, refer to the Web page *Information on Employment Insurance (EI) Economic Regions* (<http://srv129.services.gc.ca/ei/regions/eng/ge.econt.as.px>).



# ANNEX 3

## EBSMs Data Tables

### Table of contents

- Annex 3.1 - Overview of Labour Market Development Agreements ..... 444
- Annex 3.2 – Employment Insurance (EI) Part II – General definitions..... 445
- Annex 3.3 – EBSM Program descriptions..... 446
- Annex 3.4 – EBSM overview ..... 447
- Annex 3.5 – EBSM clients: Clients served, by client type ..... 448
- Annex 3.6 – New EBSM interventions ..... 449
- Annex 3.7 – EBSM designated members – women ..... 450
- Annex 3.8 – EBSM designated members – Persons with disabilities..... 451
- Annex 3.9 – EBSM designated members – Indigenous peoples..... 452
- Annex 3.10 – EBSM designated members – Visible minorities ..... 453
- Annex 3.11 - EBSM and Pan-Canadian activities — Part I - Final expenditures..... 454
- Annex 3.12 - EBSM final expenditures..... 455
- Annex 3.13 - EI Part II Pan-Canadian — Final expenditures ..... 456
- Annex 3.14 - Returns to employment and unpaid benefits indicators..... 457
- Annex 3.15 - Returns to employment by EBSM intervention..... 458
- Annex 3.16 - Incremental impacts of EBSMs at the national and provincial levels..... 459
- Annex 3.17 – Online resources for EBSMs by province and territory ..... 474

### Annex 3.1 - Overview of Labour Market Development Agreements

Province/Territory	Signature date	Implementation date	Allocations (\$000) <sup>1</sup>								
			2018/2019			2017/2018			2016/2017		
			\$225M top up	\$1.95B envelope	Total LMDA funding	\$125M top up	\$1.95B envelope	Total LMDA funding	\$125M top up	\$1.95B envelope	Total LMDA funding
Newfoundland and Labrador	September 4, 2008	November 2, 2009	7,797	125,599	133,397	4,602	125,651	130,253	4,505	126,037	130,542
Prince Edward Island	September 5, 2008	October 5, 2009	2,147	24,124	26,271	1,123	24,484	25,607	1,179	24,899	26,078
Nova Scotia	June 13, 2008	July 1, 2009	8,643	77,374	86,018	4,639	77,960	82,599	4,898	78,384	83,282
New Brunswick	December 13, 1996	April 1, 1997	8,964	89,192	98,156	4,884	89,599	94,483	5,084	89,854	94,938
Quebec	April 21, 1997	April 1, 1998	59,869	569,315	629,184	33,988	574,763	608,751	35,598	576,865	612,464
Ontario	November 23, 2005	January 1, 2007	71,719	571,427	643,146	40,092	574,961	615,053	43,416	577,144	620,560
Manitoba	April 17, 1997	November 27, 1997	6,786	42,955	49,741	3,598	42,806	46,404	3,442	42,804	46,246
Saskatchewan	February 6, 1998	January 1, 1999	6,140	35,943	42,083	3,226	35,158	38,384	2,593	34,959	37,552
Alberta	December 6, 1996	November 1, 1997	29,290	127,676	156,966	14,822	116,795	131,617	10,491	110,671	121,162
British Columbia	February 20, 2008	February 2, 2009	22,847	276,944	299,791	13,576	278,354	291,931	13,374	278,971	292,345
Northwest Territories	February 27, 1998	October 1, 1998	292	2,964	3,256	162	3,000	3,162	170	3,031	3,201
Yukon	July 8, 2009	February 1, 2010	247	3,762	4,009	140	3,708	3,848	130	3,602	3,731
Nunavut	May 11, 2000	April 1, 2000	257	2,725	2,983	147	2,761	2,908	119	2,780	2,899
<b>Canada</b>			<b>225,000</b>	<b>1,950,000</b>	<b>2,175,000</b>	<b>125,000</b>	<b>1,950,000</b>	<b>2,075,000</b>	<b>125,000</b>	<b>1,950,000</b>	<b>2,075,000</b>

1. Funds that are transferred to cover administrative costs are not included in the amounts. Please refer to Annex 3.12 for administrative costs.

**Eligibility for Employment Benefits and Support Measures (EBSMs) or similar programs funded under Part II**

In FY1718, to be eligible for Employment Benefits, individuals must be unemployed and have a current Employment Insurance (EI) claim as an “active EI client” or a claim that ended in the preceding five years as a “former EI client.” Those who began a maternity or parental claim in the preceding five years, after which they left the labour market to care for their newborn or newly adopted children, also qualify as former EI clients and are eligible for Employment Benefits upon re-entry into the labour market. Unemployed individuals who are neither active nor former EI clients are considered “non-insured” and are eligible to participate in Employment Assistance Services as well as self-services provided by the National Employment Service.

**Labour Market Development Agreements (LMDAs)**

LMDAs provide the frameworks within which EBSM delivery takes place. EBSMs are flexible by design, allowing provincial and territorial jurisdictions (P/Ts) to develop and deliver programs that respond to local and regional labour market needs. With the implementation of the Canada-Yukon LMDA on February 1, 2010, all provinces and territories are now fully responsible for the design and delivery of programs similar to EBSMs established under Part II of the *EI Act*. In support of these activities, Employment and Social Development Canada (ESDC) transfers LMDA funding to the provinces and territories and focuses on accountability, evaluation and ongoing policy development. ESDC also delivers Pan-Canadian programming and maintains, in partnership with the provinces and territories, specific projects and activities in the national interest under Part II of the *EI Act*. Canada retains responsibility for the delivery of insurance benefits under Part I of the *EI Act* and for the aspects of labour market development reflective of national interests. For more information on LMDAs, please refer to: <https://www.canada.ca/en/employment-social-development/programs/training-agreements/lmda.html>.

**Apprentices**

Apprentices are paid by their employer during periods of practical training. During the classroom portion of their training, apprentices are eligible for regular benefits under Part I of the *EI Act*. The apprentice requires a referral under the authority of Section 25 of the *EI Act* to access these benefits. Depending on the regional and local priorities of the province or territory, the apprentice may receive EI Part II support to cover classroom-related expenses.

**Aboriginal Skills and Employment Training Strategy (ASETS)**

ESDC negotiates agreements with indigenous organizations to design and deliver employment programs and services for indigenous people at the community level. Aboriginal Skills and Employment Training Strategy (ASETS) is the successor to the Aboriginal Human Resources Development Strategy (AHRDS), which expired on March 31, 2010.

The sunsetting of AHRDS and the modernization of ESDC's Aboriginal labour market programming—through ASETS—coincides with ESDC's process of modernizing the administration of grants and contributions. The ASETS advances labour market outcomes for First Nations, Métis, and Inuit via demand-driven skills development, strategic partnerships with provinces, territories and the private sector, and via increased accountability. It also supports the development of a skilled Aboriginal workforce, which is one of the Aboriginal Economic Development Framework's objectives.

**Job Bank**

Job Bank is an Internet service that helps connect employers and workers. It is the largest web-based network of job advertisements across Canada and is available to Canadian employers and job seekers free of charge. See <http://www.jobbank.gc.ca/home-eng.do?lang=eng>.

**Employment benefits**

Targeted Wage Subsidies assist insured participants to obtain on-the-job work experience by providing employers with financial assistance toward the wages of participants. This benefit encourages employers to hire unemployed individuals whom they would not normally hire in the absence of a subsidy.

Self-Employment provides financial assistance and business planning advice to EI-eligible participants to help them start their own business. This financial assistance is intended to cover personal living expenses and other expenses during the initial stages of the business.

Job Creation Partnerships projects provide insured participants with opportunities to gain work experience that will lead to ongoing employment. Activities of the project help develop the community and the local economy.

Skills Development helps insured participants to obtain employment skills by giving them direct financial assistance that enables them to select, arrange for and pay for their own training.

Targeted Earnings Supplements encourage unemployed persons to accept employment by offering them financial incentives. Quebec offers a similar measure—Return to Work Supplement—to help with expenses related to returning to work (for example, new tools, office materials or clothing).

**Support Measures**

Employment Assistance Services provide funding to organizations to enable them to provide employment assistance to unemployed persons. The services provided may include individual counselling, action planning, job search skills, job-finding clubs, job placement services, the provision of labour market information, case management and follow-up.

Labour Market Partnerships provide funding to help employers, employee and employer associations, and communities to improve their capacity to deal with human resource requirements and to implement labour force adjustments. These partnerships involve developing plans and strategies, and implementing adjustment measures

Research and Innovation supports activities that identify better way of helping people to prepare for or keep employment and to be productive participants in the labour force. Funds are provided to eligible recipients to enable them to carry out demonstration projects and research for this purpose.

## Annex 3.4 – EBSM overview<sup>1</sup>

2017/18

Clients served <sup>2</sup>		Participation in interventions as a percentage of total	
<b>Gender</b>		<b>Employment benefits</b>	
Men	57.4%	Targeted Wage Subsidies	1.4%
Women	42.6%	Self-Employment	0.5%
<b>Age<sup>3</sup></b>		Job Creation Partnerships	0.3%
15 to 19	6.9%	Skills Development-Regular	5.0%
20 to 24	14.2%	Skills Development-Apprentices	5.6%
25 to 29	14.1%	Targeted Earning Supplements	0.0%
30 to 34	12.6%	<b>Support Measures: Employment Assistance Services</b>	
35 to 39	11.4%	Employment services	48.5%
40 to 44	9.7%	Group services	2.0%
45 to 49	8.9%	Individual counselling	33.5%
50 to 54	8.8%	<b>Pan-Canadian</b>	
55 and older	13.4%	<b>3.2%</b>	
<b>EI clients served</b>		<b>Designated group participation in EBSMs</b>	
Active claimants	73.0%	Women	44.9%
Former claimants	27.0%	Indigenous peoples <sup>4</sup>	8.2%
<b>Intervention-to-client ratio</b>		Persons with disabilities <sup>4</sup>	13.1%
Clients	715,658	Visible minorities <sup>4</sup>	7.2%
Interventions	1,107,740	<b>Labour market</b>	
Ratio	1.55	Employment	18,487,700
		Unemployment rate	6.1%

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1718 administrative data counts for the province on clients and interventions presented in this year's report are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period. As such, Newfoundland and Labrador's estimates should be interpreted with caution in the context of national results.

2. Clients with an unknown gender were added to the male category.

3. SD-Apprentices and Group Services are excluded from the distribution because client date of birth is not collected.

4. Reported counts are generally lower than actual numbers because data are collected through self-identification.

Sources: Client and Participant datasets.

Annex 3.5 – EBSM clients: Clients served, by client type<sup>1,2</sup>

2017/18						
Provinces and Territories	EI clients				Non-insured clients served	Total clients served
	EI active claimants		Former claimants served	Total EI clients served		
	Target <sup>3</sup>	Active claimants served				
Newfoundland and Labrador	9,000	9,390	2,370	11,760	1,107	12,867
Prince Edward Island	2,797	3,487	784	4,271	1,852	6,123
Nova Scotia	9,500	9,152	2,397	11,549	4,337	15,886
New Brunswick	9,000	11,302	3,116	14,418	8,410	22,828
Quebec	136,500	127,614	32,965	160,579	79,764	240,343
Ontario	66,100	56,484	29,702	86,186	106,483	192,669
Manitoba	0	8,792	3,729	12,521	12,279	24,800
Saskatchewan	11,475	9,442	4,156	13,598	5,035	18,633
Alberta	49,000	35,101	15,856	50,957	38,909	89,866
British Columbia	37,500	32,881	10,209	43,090	25,883	68,973
Northwest Territories	300	333	343	676	793	1,469
Yukon	300	208	44	252	108	360
Nunavut	165	153	168	321	773	1,094
National Headquarters	n/a	n/a	n/a	n/a	n/a	n/a
<b>Total EBSMs</b>	<b>331,637</b>	<b>304,339</b>	<b>105,839</b>	<b>410,178</b>	<b>285,733</b>	<b>695,911</b>
Indigenous Pan-Canadian	13,614	9,659	10,088	19,747	n/a	19,747
<b>Canada</b>	<b>345,251</b>	<b>313,998</b>	<b>115,927</b>	<b>429,925</b>	<b>285,733</b>	<b>715,658</b>

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1718 administrative data counts for the province on clients and interventions presented in this year's report are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period. As such, Newfoundland and Labrador's estimates should be interpreted with caution in the context of national results.

2. This table includes clients served between April 1, 2017, and March 31, 2018, with one count per client served.

3. Each jurisdiction's target refers to the number of EI active clients served, except in Quebec, where it includes both active and former clients served.

Source: Client dataset.

Annex 3.6 – New EBSM interventions<sup>1,2</sup>

2017/18															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont. <sup>3</sup>	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
<b>Employment benefits</b>															
Targeted Wage Subsidies	820	696	809	2,293	6,452	2,039	36	0	127	1,897	60	3	34	n/a	15,266
Self-Employment	286	146	555	315	1,593	0	133	70	302	2,328	14	0	7	n/a	5,749
Job Creation Partnerships	1,311	60	107	0	0	161	178	0	1,026	217	10	0	0	n/a	3,070
Skills Development–Regular	3,608	2,123	1,140	6,877	22,894	4,694	1,978	6,962	1,150	3,496	55	27	356	n/a	55,360
Skills Development–Apprentices	2,012	267	1,527	2,207	0	15,360	3,901	5,406	17,723	13,560	125	150	39	n/a	62,277
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
<b>Total employment benefits</b>	<b>8,037</b>	<b>3,292</b>	<b>4,138</b>	<b>11,692</b>	<b>30,939</b>	<b>22,254</b>	<b>6,226</b>	<b>12,438</b>	<b>20,328</b>	<b>21,498</b>	<b>264</b>	<b>180</b>	<b>436</b>	<b>n/a</b>	<b>141,722</b>
<b>Support Measures: EAS</b>															
Employment services	8,402	5,520	22,711	9,819	186,529	0	34,140	5,958	147,055	115,425	0	273	1,200	n/a	537,032
Group services	3,647	0	1,682	0	15,985	0	0	387	0	63	0	0	0	n/a	21,764
Individual counselling	6,578	1,072	2,260	22,796	72,240	192,092	19,104	5,024	0	48,290	1,907	0	0	n/a	371,363
<b>Total Support Measures: EAS</b>	<b>18,627</b>	<b>6,592</b>	<b>26,653</b>	<b>32,615</b>	<b>274,754</b>	<b>192,092</b>	<b>53,244</b>	<b>11,369</b>	<b>147,055</b>	<b>163,778</b>	<b>1,907</b>	<b>273</b>	<b>1,200</b>	<b>n/a</b>	<b>930,159</b>
<b>Total Support Measures: EAS–without group services</b>	14,980	6,592	24,971	32,615	258,769	192,092	53,244	10,982	147,055	163,715	1,907	273	1,200	n/a	908,395
<b>Total benefits and Support Measures: EAS</b>	<b>26,664</b>	<b>9,884</b>	<b>30,791</b>	<b>44,307</b>	<b>305,693</b>	<b>214,346</b>	<b>59,470</b>	<b>23,807</b>	<b>167,383</b>	<b>185,276</b>	<b>2,171</b>	<b>453</b>	<b>1,636</b>	<b>n/a</b>	<b>1,071,881</b>
Indigenous Pan-Canadian	454	123	552	676	2,425	5,599	5,122	6,325	3,484	9,864	246	283	110	596	35,859
<b>Grand Total–Benefits and Support Measures: EAS</b>	<b>27,118</b>	<b>10,007</b>	<b>31,343</b>	<b>44,983</b>	<b>308,118</b>	<b>219,945</b>	<b>64,592</b>	<b>30,132</b>	<b>170,867</b>	<b>195,140</b>	<b>2,417</b>	<b>736</b>	<b>1,746</b>	<b>596</b>	<b>1,107,740</b>
<b>Grand Total–without group services</b>	23,471	10,007	29,661	44,983	292,133	219,945	64,592	29,745	170,867	195,077	2,417	736	1,746	596	1,085,976

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1718 administrative data counts for the province on clients and interventions presented in this year's report are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period. As such, Newfoundland and Labrador's estimates should be interpreted with caution in the context of national results.

2. Interventions in this table refer to all new starts between April 1, 2016 and March 31, 2017.

3. Ontario counts one individual counselling intervention per client.

Source: Participant dataset.

Annex 3.7 – EBSM designated members – women<sup>1,2</sup>

New Starts, by Intervention (%)—2017/18															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
<b>Employment benefits</b>															
Targeted Wage Subsidies	60.8	39.4	43.6	52.5	44.0	42.9	44.4	0.0	55.9	46.2	15.0	100.0	0.0	n/a	45.5
Self-Employment	51.7	43.2	41.8	35.9	48.0	0.0	40.6	44.3	51.0	52.2	57.1	0.0	42.9	n/a	48.5
Job Creation Partnerships	43.3	68.3	62.6	0.0	0.0	73.3	34.3	0.0	46.2	35.5	0.0	0.0	0.0	n/a	45.9
Skills Development—Regular	40.5	58.5	55.4	49.9	43.3	45.7	54.2	59.1	56.9	56.1	41.8	40.7	52.0	n/a	48.5
Skills Development—Apprentices	8.6	8.6	4.4	4.2	0.0	3.1	2.8	4.9	6.3	5.1	8.8	5.3	7.7	n/a	4.8
Targeted Earning Supplements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	n/a	0.0
<b>Total employment benefits</b>	<b>34.6</b>	<b>49.9</b>	<b>32.6</b>	<b>41.4</b>	<b>43.7</b>	<b>16.2</b>	<b>21.1</b>	<b>35.5</b>	<b>12.1</b>	<b>22.4</b>	<b>20.5</b>	<b>12.2</b>	<b>47.5</b>	<b>n/a</b>	<b>28.9</b>
<b>Support Measures: EAS</b>															
Employment services	43.2	50.2	49.7	48.2	45.5	0.0	48.8	33.4	48.0	49.1	0.0	46.2	46.8	n/a	47.3
Individual counselling	49.6	55.1	50.0	45.6	45.4	48.0	51.6	44.6	0.0	49.2	38.4	0.0	0.0	n/a	47.6
<b>Total Support Measures: EAS</b>	<b>46.0</b>	<b>51.0</b>	<b>49.7</b>	<b>46.3</b>	<b>45.5</b>	<b>48.0</b>	<b>49.8</b>	<b>38.5</b>	<b>48.0</b>	<b>49.1</b>	<b>38.4</b>	<b>46.2</b>	<b>46.8</b>	<b>n/a</b>	<b>47.4</b>
<b>Total benefits and Support Measures: EAS</b>	<b>38.4</b>	<b>50.6</b>	<b>47.3</b>	<b>45.0</b>	<b>45.3</b>	<b>44.7</b>	<b>46.8</b>	<b>36.9</b>	<b>43.6</b>	<b>46.0</b>	<b>36.3</b>	<b>32.7</b>	<b>47.0</b>	<b>n/a</b>	<b>44.9</b>
Indigenous Pan-Canadian	34.1	42.3	42.9	44.8	47.3	45.7	42.9	47.3	32.4	41.1	46.3	36.4	63.6	89.4	43.6
<b>Grand total, benefits and Support Measures: EAS</b>	<b>38.3</b>	<b>50.5</b>	<b>47.2</b>	<b>45.0</b>	<b>45.3</b>	<b>44.7</b>	<b>46.5</b>	<b>39.1</b>	<b>43.4</b>	<b>45.8</b>	<b>37.3</b>	<b>34.1</b>	<b>48.1</b>	<b>89.4</b>	<b>44.9</b>

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1718 administrative data counts for the province on clients and interventions presented in this year's report are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period. As such, Newfoundland and Labrador's estimates should be interpreted with caution in the context of national results.

2. All percentages are based on new start interventions only (the number of interventions started in FY1718).

Source: Participant dataset.

Annex 3.8 – EBSM designated members – Persons with disabilities<sup>1,2</sup>

New Starts, by Intervention (%)—2017/18															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
<b>Employment benefits</b>															
Targeted Wage Subsidies	0.0	2.6	19.0	4.4	39.7	9.8	0.0	0.0	0.0	32.8	0.0	33.3	0.0	n/a	24.9
Self-Employment	0.0	0.0	14.2	4.1	2.1	0.0	7.5	12.9	4.3	35.4	0.0	0.0	0.0	n/a	17.1
Job Creation Partnerships	0.0	8.3	10.3	0.0	0.0	0.0	3.9	0.0	3.2	26.7	0.0	0.0	0.0	n/a	3.7
Skills Development—Regular	0.0	3.4	21.7	5.0	5.2	0.0	4.9	4.6	2.1	39.0	0.0	11.1	0.8	n/a	6.6
Skills Development—Apprentices	0.0	0.0	0.1	0.6	0.0	0.0	0.2	1.8	0.0	0.5	0.0	0.0	0.0	n/a	0.3
Targeted Earning Supplements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	n/a	0.0
<b>Total employment benefits</b>	<b>0.0</b>	<b>2.9</b>	<b>11.9</b>	<b>4.0</b>	<b>12.2</b>	<b>0.9</b>	<b>1.9</b>	<b>3.5</b>	<b>0.4</b>	<b>13.6</b>	<b>0.0</b>	<b>2.2</b>	<b>0.7</b>	<b>n/a</b>	<b>6.1</b>
<b>Support Measures: EAS</b>															
Employment services	0.0	20.4	22.3	18.1	8.9	0.0	7.6	10.8	4.8	40.1	0.0	14.3	0.6	n/a	15.3
Individual counselling	0.0	9.6	30.7	9.1	6.7	9.6	7.2	10.7	0.0	43.2	0.5	0.0	0.0	n/a	13.3
<b>Total Support Measures: EAS</b>	<b>0.0</b>	<b>18.7</b>	<b>23.0</b>	<b>11.9</b>	<b>8.3</b>	<b>9.6</b>	<b>7.5</b>	<b>10.7</b>	<b>4.8</b>	<b>41.0</b>	<b>0.5</b>	<b>14.3</b>	<b>0.6</b>	<b>n/a</b>	<b>14.5</b>
<b>Total benefits and Support Measures: EAS</b>	<b>0.0</b>	<b>13.4</b>	<b>21.5</b>	<b>9.8</b>	<b>8.7</b>	<b>8.7</b>	<b>6.9</b>	<b>6.9</b>	<b>4.2</b>	<b>37.8</b>	<b>0.5</b>	<b>9.5</b>	<b>0.6</b>	<b>n/a</b>	<b>13.4</b>
Indigenous Pan-Canadian	4.0	7.3	4.7	5.3	0.7	3.4	5.9	10.7	2.7	5.8	0.0	1.1	0.0	2.5	5.5
<b>Grand total, benefits and Support Measures: EAS</b>	<b>0.2</b>	<b>13.4</b>	<b>21.1</b>	<b>9.7</b>	<b>8.7</b>	<b>8.5</b>	<b>6.8</b>	<b>7.7</b>	<b>4.2</b>	<b>36.2</b>	<b>0.5</b>	<b>6.3</b>	<b>0.6</b>	<b>2.5</b>	<b>13.1</b>

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1718 administrative data counts for the province on clients and interventions presented in this year's report are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period. As such, Newfoundland and Labrador's estimates should be interpreted with caution in the context of national results.

2. All percentages are based on new start interventions only (the number of interventions started in FY1718). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.9 – EBSM designated members – Indigenous peoples<sup>1,2</sup>

New Starts, by Intervention (%)—2017/18															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
<b>Employment benefits</b>															
Targeted Wage Subsidies	0.0	0.3	3.7	0.0	0.0	1.4	16.7	0.0	3.9	11.1	28.3	33.3	0.0	n/a	2.1
Self-Employment	0.0	0.0	4.9	0.0	0.0	0.0	9.8	10.0	2.3	8.0	50.0	0.0	0.0	n/a	4.4
Job Creation Partnerships	0.0	0.0	1.9	0.0	0.0	1.9	15.2	0.0	10.5	39.2	0.0	0.0	0.0	n/a	7.7
Skills Development—Regular	0.0	0.7	3.1	0.0	0.0	1.1	11.8	8.4	0.6	12.2	50.9	25.9	77.5	n/a	3.0
Skills Development—Apprentices	0.0	0.0	0.0	0.0	0.0	0.0	1.2	2.5	0.1	0.4	24.0	0.0	0.0	n/a	0.4
Targeted Earning Supplements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	n/a	0.0
<b>Total employment benefits</b>	<b>0.0</b>	<b>0.5</b>	<b>2.3</b>	<b>0.0</b>	<b>0.0</b>	<b>0.4</b>	<b>5.2</b>	<b>5.8</b>	<b>0.7</b>	<b>4.5</b>	<b>34.8</b>	<b>4.4</b>	<b>69.4</b>	<b>n/a</b>	<b>1.9</b>
<b>Support Measures: EAS</b>															
Employment services	0.0	0.8	3.4	0.0	0.1	0.0	11.4	12.8	9.0	14.0	0.0	12.8	67.8	n/a	6.8
Individual counselling	0.0	1.1	4.3	0.0	0.0	0.9	9.0	11.6	0	15.1	77.4	0.0	0.0	n/a	3.6
<b>Total Support Measures: EAS</b>	<b>0.0</b>	<b>0.9</b>	<b>3.5</b>	<b>0.0</b>	<b>0.1</b>	<b>0.9</b>	<b>10.5</b>	<b>12.3</b>	<b>9.0</b>	<b>14.3</b>	<b>77.4</b>	<b>12.8</b>	<b>67.8</b>	<b>n/a</b>	<b>5.5</b>
<b>Total benefits and Support Measures: EAS</b>	<b>0.0</b>	<b>0.8</b>	<b>3.3</b>	<b>0.0</b>	<b>0.1</b>	<b>0.9</b>	<b>10.0</b>	<b>8.8</b>	<b>8.0</b>	<b>13.2</b>	<b>72.2</b>	<b>9.5</b>	<b>68.2</b>	<b>n/a</b>	<b>5.0</b>
Indigenous Pan-Canadian	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>Grand total, benefits and Support Measures: EAS</b>	<b>4.0</b>	<b>2.0</b>	<b>5.1</b>	<b>1.5</b>	<b>0.9</b>	<b>3.4</b>	<b>17.1</b>	<b>28.2</b>	<b>9.9</b>	<b>17.6</b>	<b>75.1</b>	<b>44.3</b>	<b>70.2</b>	<b>100.0</b>	<b>8.2</b>

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1718 administrative data counts for the province on clients and interventions presented in this year's report are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period. As such, Newfoundland and Labrador's estimates should be interpreted with caution in the context of national results.

2. All percentages are based on new start interventions only (the number of interventions started in FY1718). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.10 – EBSM designated members – Visible minorities<sup>1,2,3</sup>

New Starts, by Intervention (%)—2017/18															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T	Yk.	Nun.	NHQ	Canada
<b>Employment benefits</b>															
Targeted Wage Subsidies	0.0	6.2	2.8	2.2	0.0	9.1	11.1	0.0	0.8	12.0	10.0	0.0	0.0	n/a	3.7
Self-Employment	0.0	2.1	4.9	1.3	0.0	0.0	12.8	11.4	3.0	11.9	14.3	0.0	0.0	n/a	6.0
Job Creation Partnerships	0.0	1.7	0.0	0.0	0.0	13.7	10.1	0.0	1.8	8.8	0.0	0.0	0.0	n/a	2.8
Skills Development—Regular	0.0	3.3	3.0	2.8	0.0	16.7	24.1	6.4	4.3	11.1	14.5	0.0	0.6	n/a	4.4
Skills Development—Apprentices	0.0	0.0	0.1	0.0	0.0	0.1	0.9	1.3	0.0	0.2	3.2	0.0	0.0	n/a	0.3
Targeted Earning Supplements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	n/a	0.0
<b>Total employment benefits</b>	<b>0.0</b>	<b>3.6</b>	<b>2.2</b>	<b>2.1</b>	<b>0.0</b>	<b>4.6</b>	<b>8.9</b>	<b>4.2</b>	<b>0.4</b>	<b>4.4</b>	<b>8.3</b>	<b>0.0</b>	<b>0.5</b>	<b>n/a</b>	<b>2.6</b>
<b>Support Measures: EAS</b>															
Employment services	0.0	18.3	6.5	14.1	0.0	0.0	24.5	8.5	1.9	14.8	0.0	0.7	1.4	n/a	6.2
Individual counselling	0.0	10.5	6.0	5.4	0.0	14	26.5	10.1	0.0	14.7	16.9	0.0	0.0	n/a	11.3
<b>Total Support Measures: EAS</b>	<b>0.0</b>	<b>17.0</b>	<b>6.4</b>	<b>8.0</b>	<b>0.0</b>	<b>14</b>	<b>25.2</b>	<b>9.2</b>	<b>1.9</b>	<b>14.8</b>	<b>16.9</b>	<b>0.7</b>	<b>1.4</b>	<b>n/a</b>	<b>8.3</b>
<b>Total benefits and Support Measures: EAS</b>	<b>0.0</b>	<b>12.5</b>	<b>5.8</b>	<b>6.5</b>	<b>0.0</b>	<b>13.1</b>	<b>23.5</b>	<b>6.5</b>	<b>1.7</b>	<b>13.6</b>	<b>15.9</b>	<b>0.4</b>	<b>1.2</b>	<b>n/a</b>	<b>7.5</b>
Indigenous Pan-Canadian	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
<b>Grand total, benefits and Support Measures: EAS</b>	<b>0.0</b>	<b>12.4</b>	<b>5.7</b>	<b>6.4</b>	<b>0.0</b>	<b>12.7</b>	<b>21.7</b>	<b>5.1</b>	<b>1.7</b>	<b>12.9</b>	<b>14.3</b>	<b>0.3</b>	<b>1.1</b>	<b>0.0</b>	<b>7.2</b>

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1718 administrative data counts for the province on clients and interventions presented in this year's report are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period. As such, Newfoundland and Labrador's estimates should be interpreted with caution in the context of national results.

2. Quebec, and NHQ did not report participation levels for members of the visible minority groups. Therefore, these jurisdictions were excluded from the calculation of the national average.

3. All percentages are based on new start interventions only (the number of interventions started in FY1718). These reported counts are generally lower than actual numbers because data are collected through self-identification.

Source: Participant dataset.

Annex 3.11 - EBSM and Pan-Canadian activities — Part I - Final expenditures

In \$000s by Intervention—2017/18															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yk.	Nun.	NHQ	Canada
Self-Employment	1,521	831	2,134	2,353	7,072	63	780	410	2,445	3,695	102	0	0	n/a	<b>21,406</b>
Job Creation Partnerships <sup>1</sup>	1,341	70	171	0	106	225	224	10	25	257	0	0	0	n/a	<b>2,430</b>
Skills Development	21,527	13,292	19,156	47,868	48,548	73,794	26,858	21,721	97,001	52,252	769	764	308	n/a	<b>423,858</b>
<b>TOTAL<sup>2</sup></b>	<b>24,389</b>	<b>14,193</b>	<b>21,461</b>	<b>50,221</b>	<b>55,726</b>	<b>74,082</b>	<b>27,862</b>	<b>22,141</b>	<b>99,471</b>	<b>56,204</b>	<b>871</b>	<b>764</b>	<b>308</b>	<b>n/a</b>	<b>447,694</b>

1. In Quebec, this amount refers only to pan-Canadian activities.

2. Totals may not add due to rounding.

Source: Benefit and Overpayment System

Annex 3.12 - EBSM final expenditures<sup>5</sup>

In \$000s by Intervention—2017/18															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alta.	B.C.	N.W.T.	Yk.	Nun.	NHQ	Canada
<b>Employment benefits</b>															
Targeted Wage Subsidies	5,752	3,512	3,974	12,395	69,231	3,429	209	0	1,114	9,480	323	26	400	n/a	109,845
Self-Employment	7,314	2,061	6,477	4,741	22,850	0	1,341	272	2,038	14,272	203	0	18	n/a	61,586
Job Creation Partnerships	8,497	692	1,271	0	0	1,825	1,260	0	12,089	8,053	0	0	0	n/a	33,687
Skills Development	90,748	12,501	39,565	57,232	231,736	141,494	25,972	30,823	63,554	131,659	995	1,793	1,501	n/a	829,573
<b>Total employment benefits</b>	<b>112,312</b>	<b>18,766</b>	<b>51,288</b>	<b>74,368</b>	<b>323,816</b>	<b>146,748</b>	<b>28,783</b>	<b>31,095</b>	<b>78,794</b>	<b>163,464</b>	<b>1,521</b>	<b>1,818</b>	<b>1,918</b>	<b>n/a</b>	<b>1,034,691</b>
<b>Support Measures: EAS</b>															
Employment assistance	6,835	5,120	28,972	10,543	148,782	324,522	9,776	5,417	49,501	101,810	1,180	1,445	150	n/a	694,054
<b>Total Support Measures: EAS</b>	<b>6,835</b>	<b>5,120</b>	<b>28,972</b>	<b>10,543</b>	<b>148,782</b>	<b>324,522</b>	<b>9,776</b>	<b>5,417</b>	<b>49,501</b>	<b>101,810</b>	<b>1,180</b>	<b>1,445</b>	<b>150</b>	<b>n/a</b>	<b>694,054</b>
<b>Sub-total : Employment benefits and Support Measures: EAS</b>	<b>119,147</b>	<b>23,886</b>	<b>80,260</b>	<b>84,911</b>	<b>472,598</b>	<b>471,270</b>	<b>38,559</b>	<b>36,512</b>	<b>128,295</b>	<b>265,274</b>	<b>2,701</b>	<b>3,264</b>	<b>2,068</b>	<b>n/a</b>	<b>1,728,745</b>
<b>Other Support Measures</b>															
Labour Market Partnerships	4,485	1,721	1,991	8,944	102,854	28,295	5,680	1,418	3,322	12,764	128	124	172	n/a	171,898
Research and Innovation	5,229	0	348	628	7,556	115,488	2,165	454	0	16,373	80	95	0	n/a	148,417
<b>Total other Support Measures</b>	<b>9,714</b>	<b>1,721</b>	<b>2,339</b>	<b>9,572</b>	<b>110,409</b>	<b>143,783</b>	<b>7,845</b>	<b>1,872</b>	<b>3,322</b>	<b>29,137</b>	<b>208</b>	<b>219</b>	<b>172</b>	<b>n/a</b>	<b>320,315</b>
<b>Total EBSM— Part II</b>	<b>128,861</b>	<b>25,607</b>	<b>82,599</b>	<b>94,483</b>	<b>583,007</b>	<b>615,053</b>	<b>46,404</b>	<b>38,384</b>	<b>131,617</b>	<b>294,411</b>	<b>2,909</b>	<b>3,483</b>	<b>2,240</b>	<b>n/a</b>	<b>2,049,060</b>
Overcontribution <sup>1</sup>	1,392	0	0	1,636	0	0	0	0	0	4,393	253	364	521	42,382	50,941
Pan-Canadian (see details in Annex 3.13)	1,966	225	1,665	1,501	10,319	21,731	14,660	12,853	13,885	15,069	2,560	980	2,419	20,378	120,210
Adjustment <sup>2</sup>	(4,161)	0	0	(1,636)	0	19,390	0	0	0	(2,042)	(266)	(280)	(765)	(20,377)	(10,136)
<b>Total including Pan-Canadian</b>	<b>128,057</b>	<b>25,832</b>	<b>84,264</b>	<b>95,984</b>	<b>593,326</b>	<b>656,175</b>	<b>61,064</b>	<b>51,237</b>	<b>145,502</b>	<b>311,831</b>	<b>5,456</b>	<b>4,548</b>	<b>4,415</b>	<b>42,383</b>	<b>2,210,074</b>
<b>Administrative costs related to LMDAs<sup>3</sup></b>	<b>8,931</b>	<b>2,695</b>	<b>10,149</b>	<b>8,922</b>	<b>58,920</b>	<b>57,277</b>	<b>6,078</b>	<b>6,021</b>	<b>9,594</b>	<b>18,721</b>	<b>1,450</b>	<b>389</b>	<b>546</b>	<b>n/a</b>	<b>189,693</b>

1. Overcontributions will be recovered during FY1819.

2. This adjustment reflects overpayments established, refunds of previous years' expenditures and other accounting adjustments.

3. Net Administrative costs include \$181 million (salary and non-salary) to administer LMDAs and \$11 million for rent.

4. Expenditures for Ontario TWS (Job Placement with Incentives) were estimated by Ontario. In Ontario's financial statements, actual expenditures for Ontario's TWS-similar interventions were included in total EAS expenditures, because the province has integrated these services in its employment service model, in order to maximize the flexibility of program delivery by third-party service providers.

5. Totals may not add due to rounding.

Source: provincial/territorial audited statements.

Annex 3.13 - EI Part II Pan-Canadian — Final expenditures<sup>1</sup>

In \$000s by Intervention—2017/18															
	N.L.	P.E.I.	N.S.	N.B.	Que.	Ont.	Man.	Sask.	Alberta	B.C.	N.W.T.	Yk.	Nun.	NHQ	Canada
<b>Pan-Canadian - Programming funds</b>															
Aboriginal Skills and Employment Training Strategy	1,966	225	1,665	1,501	10,319	21,731	14,660	12,853	13,885	15,069	2,560	980	2,419	1,110	100,942
Labour Market Partnerships	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	13,882	13,882
Research and Innovation	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5,386	5,386
<b>Grand total Pan-Canadian</b>	<b>1,966</b>	<b>225</b>	<b>1,665</b>	<b>1,501</b>	<b>10,319</b>	<b>21,731</b>	<b>14,660</b>	<b>12,853</b>	<b>13,885</b>	<b>15,069</b>	<b>2,560</b>	<b>980</b>	<b>2,419</b>	<b>20,378</b>	<b>120,210</b>

1. Totals may not add due to rounding.

Source: SAP

### Annex 3.14 - Returns to employment and unpaid benefits indicators<sup>1</sup>

2017/18												
	Clients who returned to employment <sup>2</sup>						Unpaid benefits (\$ millions) <sup>2</sup>					
	Targets <sup>3</sup>	Results				Results vs. targets (%)	Targets <sup>3</sup>	Results				Results vs. targets (%)
		SD-Apprentices	Group services	Other <sup>4</sup>	Total			SD-Apprentices	Group services	Other <sup>4</sup>	Total <sup>5</sup>	
Newfoundland and Labrador	5,000	1,068	1	1,726	2,795	56%	24.0	12.5	0.0	5.0	17.5	73%
Prince Edward Island	2,132	176	0	2,026	2,202	103%	8.1	2.1	0.0	5.1	7.1	88%
Nova Scotia	5,000	1,134	176	4,314	5,624	112%	24.0	13.6	1.4	8.9	23.9	100%
New Brunswick	7,900	1,471	0	7,329	8,800	111%	30.5	11.4	0.0	17.7	29.1	96%
Quebec	50,900	0	3,004	65,790	68,794	135%	240.0	0.0	24.7	302.9	327.6	137%
Ontario	53,000	11,084	0	28,594	39,678	75%	272.0	120.7	0.0	112.5	233.2	86%
Manitoba	6,500	2,779	0	1,726	4,505	69%	45.5	29.9	0.0	11.5	41.3	91%
Saskatchewan	6,700	2,907	53	1,919	4,879	73%	50.0	35.9	0.6	13.9	50.4	101%
Alberta	25,000	11,654	0	7,072	18,726	75%	225.0	169.9	0.0	63.6	233.4	104%
British Columbia	21750	8,565	11	12,421	20,997	97%	142.0	99.4	0.1	37.1	136.6	96%
Northwest Territories	200	63	0	79	142	71%	2.5	0.6	0.0	0.7	1.3	52%
Yukon	250	80	0	61	141	56%	2.6	0.8	0.0	0.2	1.0	39%
Nunavut	95	23	0	29	52	55%	0.7	0.4	0.0	0.3	0.8	108%
<b>Canada</b>	<b>184,427</b>	<b>41,004</b>	<b>3,245</b>	<b>133,086</b>	<b>177 335</b>	<b>96%</b>	<b>1,067</b>	<b>497.0</b>	<b>26.8</b>	<b>579.4</b>	<b>1,103</b>	<b>103%</b>

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1718 administrative data counts for the province on clients and interventions presented in this year's report are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period. As such, Newfoundland and Labrador's estimates should be interpreted with caution in the context of national results.

2. ASETS activity resulted in 9,553 returns to employment and \$21.1 million in unpaid benefits. These amounts are not included in the provincial totals.

3. Targets are for EBSM regular clients only.

4. The "Other" category includes all other EBSMs. SD-Apprentices and group services are reported separately because a different methodology is used to calculate returns to employment for these two measures.

5. Some unpaid benefit figures have been rounded.

Source: Results dataset.

Annex 3.15 - Returns to employment by EBSM intervention<sup>1,2</sup>

2017/18															
	N.L.	P.E.I.	N.S.	N.B.	Que. <sup>4</sup>	Ont.	Man.	Sask.	Alta.	B.C. <sup>4</sup>	N.W.T <sup>4</sup>	Yk.	Nun.	NHQ	Canada
<b>Employment benefits</b>															
Targeted Wage Subsidies	99	371	468	981	1,834	1,016	0	0	11	921	1	1	0	n/a	5,703
Self-Employment	117	152	376	294	1,167	0	19	18	81	912	8	0	0	n/a	3,144
Job Creation Partnerships	310	29	71	0	0	53	19	0	247	103	1	0	0	n/a	833
Skills Development—Regular	981	540	703	2,815	9,530	595	252	212	82	1,712	17	12	16	n/a	17,467
Skills Development—Apprentices <sup>3</sup>	1,068	176	1,134	1,471	0	11,084	2,779	2,907	11,654	8,565	63	80	23	n/a	41,004
Targeted Earning Supplements	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	0
<b>Total benefits</b>	<b>2,575</b>	<b>1,268</b>	<b>2,752</b>	<b>5,561</b>	<b>12,531</b>	<b>12,748</b>	<b>3,069</b>	<b>3,137</b>	<b>12,075</b>	<b>12,213</b>	<b>90</b>	<b>93</b>	<b>39</b>	<b>n/a</b>	<b>68,151</b>
<b>Support Measures: EAS</b>															
Employment services	111	776	2,523	905	46,280	0	662	642	6,651	7,848	0	48	13	n/a	66,459
Group services	1	0	176	0	3,004	0	0	53	0	11	0	0	0	n/a	3,245
Individual counselling	108	158	173	2,334	6,979	26,930	774	1,047	0	925	52	0	0	n/a	39,480
<b>Total Support Measures: EAS</b>	<b>220</b>	<b>934</b>	<b>2,872</b>	<b>3,239</b>	<b>56,263</b>	<b>26,930</b>	<b>1,436</b>	<b>1,742</b>	<b>6,651</b>	<b>8,784</b>	<b>52</b>	<b>48</b>	<b>13</b>	<b>n/a</b>	<b>109,184</b>
<b>Total employment benefits and Support Measures: EAS</b>	<b>2,795</b>	<b>2,202</b>	<b>5,624</b>	<b>8,800</b>	<b>68,794</b>	<b>39,678</b>	<b>4,505</b>	<b>4,879</b>	<b>18,726</b>	<b>20,997</b>	<b>142</b>	<b>141</b>	<b>52</b>	<b>n/a</b>	<b>177,335</b>
<b>Target</b>	5,000	2,132	5,000	7,900	50,900	53,000	6,500	6,700	25,000	21,750	200	250	95	n/a	<b>184,427</b>
<b>Results vs. targets (%)</b>	<b>56%</b>	<b>103%</b>	<b>112%</b>	<b>111%</b>	<b>135%</b>	<b>75%</b>	<b>69%</b>	<b>73%</b>	<b>75%</b>	<b>97%</b>	<b>71%</b>	<b>56%</b>	<b>55%</b>	<b>n/a</b>	<b>96%</b>

1. In FY1314, Newfoundland and Labrador implemented a new case management system. In the context of the transition to this new system, FY1718 administrative data counts for the province on clients and interventions presented in this year's report are estimates, based on partial counts and other sources of information, such as the audited financial statements and temporary transitional data capturing processes for that period. As such, Newfoundland and Labrador's estimates should be interpreted with caution in the context of national results.

2. Results associated solely with the ASETS are not available.

3. Results for SD-Apprentices do not match those in Annex 3.14. Results presented in this Annex are associated with the last intervention in which a client participated. Employment Benefits participation supersedes participation in Employment Services.

4. Due to the methodology difference, these numbers are different from the POB's result.

Sources: Results dataset and Common System for Grants and Contributions (CSGC)

## Annex 3.16 - Incremental impacts of EBSMs at the national and provincial levels

The following presents the results from an analysis of EBSM incremental impacts over three years after participation for active claimants who started participating in 2007 to 2008 or between 2006 and 2008 (i.e., post-program impacts over three consecutive years between 2008 and 2012 or 2006 and 2012). The national results from this analysis were presented in the FY1314 EI MAR. This section of Annex 3 presents the national results as well as those at the provincial levels.

### **1. Study Objective and Methodology**

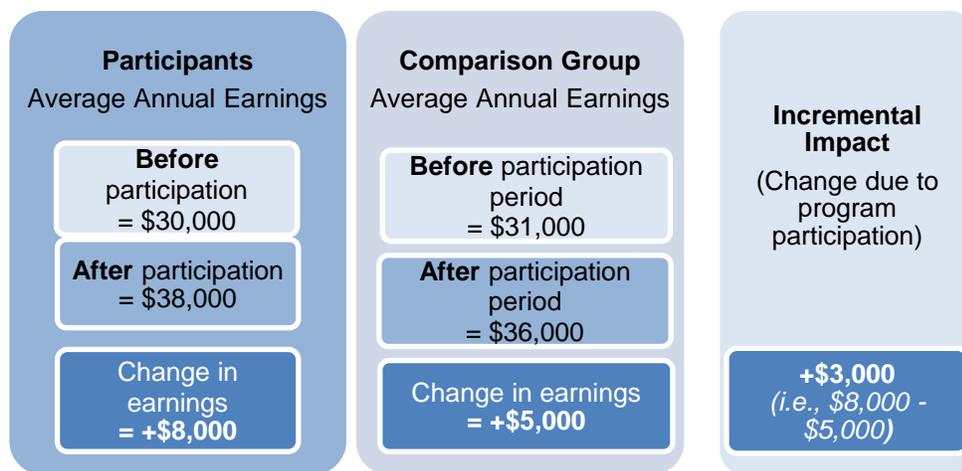
Incremental impacts of EBSMs represent the direct effect of program participation on participants' labour market experience (i.e., earnings from employment/self-employment, incidence of employment and use of EI) after participation. The role of the incremental impact analysis is to isolate the effects of participation from other factors such as inflation, economic cycles, layoff, etc. In order to achieve this, the incremental impact analysis compares the labour market experience of participants before and after their participation, with that of non-participants before and after the same period (see diagram).

The analysis covered up to 100% of active and former claimants who started their participation in EBSMs between January 1, 2007 and December 31, 2008 or between January 1, 2006 and December 31, 2008. This analysis was conducted at the national level with participants from the 13 PTs. It was also conducted at the provincial level for 9 provinces. Results were not produced for Quebec since the Quebec Government is responsible for evaluating its LMDA<sup>1</sup>. As well, it was not possible to produce incremental impacts for the territories because the number of participants was too low to generate reliable results. The 2007 to 2008 reference period was used at the national level as well as in provinces where the number of participants was sufficient to produce results. The period was extended by one year (2006 to 2008) in other provinces in order to increase the sample size. Despite adding this year, the number of participants for some EBSMs was still too low to generate impacts for those program and services.

### **Example of incremental impact calculation**

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<sup>1</sup> Evaluations of programs and services delivered under the Quebec LMDA are available on Emploi Quebec Website : <http://www.emploiquebec.gouv.qc.ca/publications-et-formulaires/>



The analysis was conducted using linked administrative data from EI Part I and II and the Canada Revenue Agency (CRA). The comparison group was composed of active claimants who were eligible to participate in EBSMs but did not start participation in 2007 or 2008 or between 2006 and 2008.

The impacts of EBSM participation on improving the labour market experience of participants were measured using the following indicators:

- **Average earnings** from employment and/or self-employment: An increase in earnings indicates that participants improved their employment situation by either working more hours or by having a better paying job than they did before participation.
- **Incidence of employment** (i.e., incidence of having earnings from employment and/or self-employment): Measures whether participants were more likely to be employed after participation. A gain means that a higher proportion of participants were employed after participation than they would have been if they had not participated or if they had received minimal employment services.
- **Amount of EI benefits received**: Measures the average amount of EI benefits collected.
- **Average number of weeks in receipt of EI**: Measures the average number of weeks participants spent on EI.

The same methodology was used at national and at the provincial levels.

## 2. National Results

The following presents results at the national level and for the 9 provinces covered by this analysis. The national results are presented along with a text description to help readers understand how to interpret the results. The provincial results are presented in table format only. Since different reference periods were used at the national level and across provinces (i.e., 2007 to 2008 or 2006 to 2008) the results are not directly comparable.

The national analysis covered active claimants in the 2007 to 2008 period. Key results are as follows:

**Skills Development (SD)**: As shown in Table 1 below, SD participants experienced earnings gains in each of the three years after participation but those increases became larger over time. The incremental gains averaged \$2,300 per year. Active claimants also had an average incremental increase of 4.7 percentage

points in their incidence of employment in the three years following participation. As well, SD participation resulted in lower use of EI benefits. The incremental decreases averaged \$400 per year.

**Targeted Wage Subsidies (TWS):** Active claimants had incremental gains in earnings in each of the three years following the end of their TWS participation averaging \$1,300 per year. These gains were accompanied by incremental increases in incidence of employment in each year after participation averaging 6.1 percentage points per year. Most impacts on EI benefits collected were not statistically significant at the 95% level. In this context, it is not possible to draw any clear conclusion about TWS effectiveness in reducing the use of EI after participation.

**Self-Employment (SE):** Over the three-year period following the end of their participation, active claimants had an average incremental reduction of \$10,200 per year in their earnings from employment and/or self-employment and a reduction of 19 percentage points per year in their incidence of employment.

The earnings results should be interpreted with caution, as they may not fully capture the financial situation of participants. Impacts were examined using individual earnings reported in the T1 and T4 taxation files from CRA, and measured relative to active claimants who did not participate in SE and may have been in any employment/unemployment situation following participation (e.g., unemployed, paid employee or self-employed). According to a study from Statistics Canada, self-employed individuals in Canada have a lower average annual income than paid employees (\$46,200 versus \$52,400 in 2009), but the average net worth of their households is 2.7 times that of the paid employee households, which indicates that some self-employed individuals may leave funds within their business for reinvestment purposes.<sup>2</sup> Since the incremental impacts of SE were measured relative to a comparison group that also included paid employees and did not take the net worth of participants and comparison cases into account, the results may not be fully reflective of the financial situation of SE participants after their participation.

The incremental impact analysis also shows that SE participants collected \$1,600 less in EI benefits per year on average. Those results should also be interpreted carefully since the time worked under self-employment does not allow self-employed Canadians to qualify for regular EI benefits.

**Job Creation Partnerships (JCP):** Participation in JCP improved active claimants' earnings by an average of \$1,200 per year. They also had incremental increases in the incidence of employment in each of the three years after participation, averaging 4.9 percentage points per year. As well, on average, active claimants collected \$300 less in EI benefits annually.

**Employment Assistance Services only (EAS-only):** Impacts were measured for the active claimants who only participated in EAS without receiving other programs or services. EAS participation was effective at

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<sup>2</sup> Sébastien LaRochelle-Côté and Sharanjit Uppal, "The Financial Well-Being of the Self-Employed," *Perspectives on Labour and Income*, vol. 23, no. 4, Winter 2011.

helping active claimants to return to employment. Incremental impact results show that they improved their incidence of employment, while reducing their use of EI in the three year period after participation. Specifically, they had an average incremental gain of 0.6 percentage points per year in their incidence of employment, as well as average incremental decreases of \$390 per year in their use of EI benefits.

Active claimants had incremental decreases in their earnings averaging \$465 per year. However, the result should be interpreted with caution, as EAS is a short term and low intensity measure that is not focused on human capital development. EAS mostly includes services such as counselling, help with job search, development of return-to-work action plans and, in some cases, very short training such as first aid. In this context, it may not be reasonable to expect that participation in EAS-only would result in improving participants' earnings. However a recent evaluation on the timing of participation in EAS showed that participants who started their EAS within four weeks after initiating an EI claim had earnings gains in both the short- and medium-term after participation and achieved quicker return to employment.

Overall, results at the national level are similar to those in the provinces, with modest differences.

## 2.1 Canada

T 1. Incremental impacts at the national level (for Active Claimants who started an EBSM between 2007 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
<b>Skills Development (n=18,025)</b>					
Earnings (\$)	292***	2,745***	3,904***	2,314***	6,943***
Incidence of employment (percentage points)	3.1***	5.2***	5.8***	4.7***	n/a
EI benefits (\$)	-755***	-298***	-191***	-415***	-1,244***
EI weeks (weeks)	-2.3***	-0.9***	-0.5***	-1.2***	-3.7***
<b>Targeted Wage Subsidies (n=9,114)</b>					
Earnings (\$)	1,270***	1,112***	1,580***	1,338***	4,014***
Incidence of employment (percentage points)	7.7***	5.3***	5.6***	6.1***	n/a
EI benefits (\$)	-32	-55	-209**	-99	-296
EI weeks (weeks)	0.3	0.2	-0.3	0.1	0.2
<b>Self-Employment (n=10,220)<sup>1</sup></b>					
Earnings (\$)	-11,412***	-9,929***	-9,375***	-10,236***	-30,708***
Incidence of employment (percentage points)	-22.7***	-18.3***	-16.1***	-19.0***	n/a
EI benefits (\$)	-2,038***	-1,473***	-1,172***	-1,561***	-4,682***
EI weeks (weeks)	-5.7***	-4.0***	-3.1***	-4.2***	-12.7***
<b>Job Creation Partnerships (n=2,456)</b>					
Earnings (\$)	1,427***	1,286**	850	1,179**	3,537**
Incidence of employment (percentage points)	6.1***	4.5***	3.8***	4.9***	n/a
EI benefits (\$)	-513***	-404***	-44	-320***	-961***
EI weeks (weeks)	-0.8**	-0.8**	0.3	-0.5	-1.4
<b>Employment Assistance Services (EAS) (n=108,230)</b>					
Earnings (\$)	-1,113***	-368***	87	-465***	-1,395***
Incidence of employment (percentage points)	0.6***	0.6***	0.8***	0.6**	n/a
EI benefits (\$)	-512***	-371***	-288***	-390***	-\$1,171
EI weeks (weeks)	-1.7***	-1.1***	-0.8***	-1.2***	-3.6***

Significance level \*\*\* 1%; \*\* 5%; \* 10%

<sup>1</sup> Earnings results for Self-Employment should be interpreted with caution. They may not fully capture the financial wellbeing of participants. The impacts were examined using individual earnings reported in the T1 and T4 taxation files from CRA, and measured relative to active claimants who did not participate in SE and may have been in any employment/unemployment situation following participation (e.g., unemployed, paid employee or self-employed). According to a study from Statistics Canada, self-employed individuals in Canada have a lower average annual income than paid employees (\$46,200 versus \$52,400 in 2009), but the average net worth of their households is 2.7 times that of the paid employee households, which indicates that some self-employed individuals may leave funds within their business for reinvestment purposes.<sup>3</sup> Since the incremental impacts of SE were measured relative to a comparison group that also included paid employees and did not take the net worth of participants and comparison cases into account, the results may not be fully reflective of the financial wellbeing of SE participants after their participation. As well, the decreases in EI use may be due to EI eligibility effect as self-employed Canadians cannot qualify for regular EI benefits.

<sup>3</sup> Sébastien LaRochelle-Côté and Sharanjit Uppal, "The Financial Well-Being of the Self-Employed," *Perspectives on Labour and Income*, vol. 23, no. 4, Winter 2011.

## 2.2 Newfoundland and Labrador

Table 2. Incremental impacts for Active Claimants in Newfoundland and Labrador (for Active Claimants who started an EBSM between 2006 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
<b>Skills Development (n=8,611)</b>					
Earnings (\$)	\$1,820***	\$3,836***	\$6,477***	\$4,046***	\$12,139***
Incidence of employment (percentage points)	1.0**	2.5***	2.9***	2.1***	n/a
EI benefits (\$)	-\$800***	-\$319***	-\$200***	-\$440***	-\$1,319***
EI weeks (weeks)	-3.4***	-1.8***	-1.4***	-2.2***	-6.6***
<b>Targeted Wage Subsidies (n=728)</b>					
Earnings (\$)	\$4,229***	\$3,331***	\$3,234***	\$3,598***	\$10,795***
Incidence of employment (percentage points)	6.5***	5.3***	4.9***	5.6***	n/a
EI benefits (\$)	-\$1,677***	-\$1,229***	-\$1,055***	-\$1,320***	-\$3,961***
EI weeks (weeks)	-4.4***	-3.1***	-2.5***	-3.3***	-9.9***
<b>Self-Employment (n=314)<sup>1</sup></b>					
Earnings (\$)	-\$8,102***	-\$5,771***	-\$5,647***	-\$6,507***	-\$19,520***
Incidence of employment (percentage points)	-19.9***	-18.3***	-14.8***	-17.7***	n/a
EI benefits (\$)	-\$3,860***	-\$2,951***	-\$2,268***	-\$3,026***	-\$9,079***
EI weeks (weeks)	-12.0***	-8.9***	-7.0***	-9.3***	-27.9***
<b>Job Creation Partnerships (n=1,346)</b>					
Earnings (\$)	-\$300	-\$678	-\$837*	-\$605	-\$1,815
Incidence of employment (percentage points)	3.2***	1.6	2.3**	2.4***	n/a
EI benefits (\$)	-\$714***	-\$445***	-\$116	-\$425***	-\$1,275***
EI weeks (weeks)	-1.0**	-0.2	0.9**	-0.1	-0.2
<b>Employment Assistance Services (EAS) (n=11,904)</b>					
Earnings (\$)	\$927***	\$2,158***	\$2,503***	\$1,863***	\$5,588***
Incidence of employment (percentage points)	2.0***	2.2***	2.1***	2.1***	n/a
EI benefits (\$)	-\$375***	-\$176***	-\$128**	-\$226***	-\$679***
EI weeks (weeks)	-0.9***	-0.3**	-0.1	-0.4***	-1.3***

Significance level \*\*\* 1%; \*\* 5%; \* 10%

<sup>1</sup> See note 1 under table 1.

## 2.3 Prince Edward Island

Table 3. Incremental impacts for Active Claimants in Prince Edward Island (for Active Claimants who started an EBSM between 2007 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
<b>Skills Development (n=1,516)</b>					
Earnings (\$)	\$2,635***	\$4,591***	\$5,054***	\$4,091***	\$12,273***
Incidence of employment (percentage points)	1.7**	3.0***	2.6***	2.4***	n/a
EI benefits (\$)	-\$477***	-\$393***	-\$168	-\$346***	-\$1,038***
EI weeks (weeks)	-1.1***	-1.1**	-0.7	-1.0***	-2.9***
<b>Targeted Wage Subsidies</b>					
Not available due to low sample size.					
<b>Self-Employment</b>					
Not available due to low sample size.					
<b>Job Creation Partnerships</b>					
Not available due to low sample size.					
<b>Employment Assistance Services (EAS) (n=1,635)</b>					
Earnings (\$)	\$426***	\$870	\$1,089**	\$795**	\$2,386**
Incidence of employment (percentage points)	1.7**	2.0**	1.0	1.6**	n/a
EI benefits (\$)	-\$645***	-\$330**	-\$506	-\$494***	-\$1,481*
EI weeks (weeks)	-1.8***	-0.6	-1.2***	-1.2***	-3.6***

Significance level \*\*\* 1%; \*\* 5%; \* 10%

## 2.4 Nova Scotia

Table 4. Incremental impacts for Active Claimants in Nova Scotia (for Active Claimants who started an EBSM between 2006 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
<b>Skills Development (n=4,911)</b>					
Earnings (\$)	\$3,427***	\$5,996***	\$7,728***	\$5,714***	\$17,142***
Incidence of employment (percentage points)	6.3***	8.3***	9.7***	8.1***	n/a
EI benefits (\$)	-\$1,051***	-\$532***	-\$440***	-\$675***	-\$2,024***
EI weeks (weeks)	-3.2***	-1.7***	-1.3***	-2.1***	-6.2***
<b>Targeted Wage Subsidies (n=307)</b>					
Earnings (\$)	\$3,889***	\$2,642**	\$3,151**	\$3,228**	\$9,683**
Incidence of employment (percentage points)	6.2**	6.4**	7.7**	6.8**	n/a
EI benefits (\$)	-\$1,374***	-\$834***	-\$835**	-\$1,015***	-\$3,044***
EI weeks (weeks)	-4.3***	-2.3**	-2.5**	-3.0***	-9.1***
<b>Self-Employment (n=846)<sup>1</sup></b>					
Earnings (\$)	-\$10,302***	-\$8,752***	-\$9,691***	-\$9,561***	-\$28,683***
Incidence of employment (percentage points)	-29.5***	-25.4***	-22.4***	-25.8***	n/a
EI benefits (\$)	-\$2,506***	-\$2,116***	-\$1,814***	-\$2,145***	-\$6,436***
EI weeks (weeks)	-7.3***	-5.7***	-5.0***	-6.0***	-18.0***
<b>Job Creation Partnerships (n=350)</b>					
Earnings (\$)	\$571	\$543	-\$923	\$64	\$191
Incidence of employment (percentage points)	3.9*	-1.1	-1.4	0.5	n/a
EI benefits (\$)	-\$664**	-\$426	-\$245	-\$445*	-\$1,335*
EI weeks (weeks)	-2.3**	-1.3	-0.7	-1.4*	-4.3*
<b>Employment Assistance Services (EAS) (n=9,456)</b>					
Earnings (\$)	\$177	\$1,346***	\$1,653***	\$1,059***	\$3,176***
Incidence of employment (percentage points)	1.2***	1.9***	1.4***	1.5***	n/a
EI benefits (\$)	-\$705***	-\$579***	-\$414***	-\$566***	-\$1,698***
EI weeks (weeks)	-2.3***	-1.7***	-1.2***	-1.7***	-5.1***

Significance level \*\*\* 1%; \*\* 5%; \* 10%

<sup>1</sup> See note 1 under table 1.

## 2.5 New Brunswick

Table 5. Incremental impacts for Active Claimants in New Brunswick (for Active Claimants who started an EBSM between 2006 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
<b>Skills Development (n=4,528)</b>					
Earnings (\$)	\$1,051	\$5,158***	\$7,120***	\$4,443***	\$13,328***
Incidence of employment (percentage points)	9.4***	9.9***	11.9***	10.4***	n/a
El benefits (\$)	-\$752***	-\$294	\$86	-\$320*	-\$960*
El weeks (weeks)	-0.8	0.5	0.8	0.2	0.5
<b>Targeted Wage Subsidies (n=388)</b>					
Earnings (\$)	\$1,998**	\$1,276	\$1,777**	\$1,684**	\$5,051*
Incidence of employment (percentage points)	7.6***	6.0***	7.7***	7.1***	n/a
El benefits (\$)	\$441	\$802**	\$720**	\$655**	\$1,964**
El weeks (weeks)	2.0**	2.9***	2.2**	2.4***	7.2***
<b>Self-Employment (n=628)<sup>1</sup></b>					
Earnings (\$)	-\$9,224***	-\$8,154***	-\$7,771***	-\$8,383***	-\$25,149***
Incidence of employment (percentage points)	-26.7***	-26.1***	-20.2***	-24.3***	n/a
El benefits (\$)	-\$3,297***	-\$2,804***	-\$2,512***	-\$2,871***	-\$8,613***
El weeks (weeks)	-8.6***	-7.0***	-6.1***	-7.2***	-21.7***
<b>Job Creation Partnerships</b>					
JCP was not delivered in New Brunswick during the observed period.					
<b>Employment Assistance Services (EAS) (n=12,841)</b>					
Earnings (\$)	\$1,636***	\$2,528***	\$2,668***	\$2,277***	\$6,832***
Incidence of employment (percentage points)	3.1***	3.7***	3.8***	3.5***	n/a
El benefits (\$)	-\$117	\$6	\$183*	\$24	\$72
El weeks (weeks)	0.0	0.5*	1.0***	0.5**	1.5**

Significance level \*\*\* 1%; \*\* 5%; \* 10%

<sup>1</sup> See note 1 under table 1.

## 2.6 Ontario<sup>2</sup>

Table 6. Incremental impacts for Active Claimants in Ontario (for Active Claimants who started an EBSM between 2007 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
<b>Skills Development (n=17,015)</b>					
Earnings (\$)	-\$1,959***	\$379	\$1,607***	n/a	n/a
Incidence of employment (percentage points)	4.2***	5.4***	6.0***	5.2***	n/a
EI benefits (\$)	-\$799***	-\$233***	-\$187***	-\$406***	-\$1,219***
EI weeks (weeks)	-2.3***	-0.6***	-0.5***	-1.1***	-3.4***
<b>Targeted Wage Subsidies (n=2,530)</b>					
Earnings (\$)	\$2,176*	\$2,439*	\$2,650*	\$2,479**	\$7,437**
Incidence of employment (percentage points)	7.3***	11.3***	8.6***	9.1***	n/a
EI benefits (\$)	\$442*	\$61	-\$104	\$133	\$399
EI weeks (weeks)	1.4*	0.2	0.0	0.6	1.7
<b>Self-Employment (n=3,731)<sup>1</sup></b>					
Earnings (\$)	-\$10,930***	-\$9,433***	-\$8,575***	-\$9,646***	-\$28,937***
Incidence of employment (percentage points)	-23.9***	-18.4***	-14.5***	-18.9***	n/a
EI benefits (\$)	-\$1,681***	-\$1,099***	-\$794***	-\$1,191***	-\$3,573***
EI weeks (weeks)	-4.7***	-2.9***	-2.0***	-3.2***	-9.6***
<b>Job Creation Partnerships (n=668)</b>					
Earnings (\$)	\$2,248*	\$3,513***	\$3,290**	\$3,017**	\$9,051**
Incidence of employment (percentage points)	7.3***	7.2***	5.8***	6.8***	n/a
EI benefits (\$)	-\$518*	-\$381	\$70	-\$276	-\$829
EI weeks (weeks)	-1.9***	-1.2*	-0.3	-1.1**	-3.4**
<b>Employment Assistance Services (EAS) (n=35,302)</b>					
Earnings (\$)	-\$654***	\$465***	\$895***	\$235	\$706
Incidence of employment (percentage points)	2.8***	3.1***	3.3***	3.1***	n/a
EI benefits (\$)	-\$669***	-\$280***	-\$162***	-\$370***	-\$1,111***
EI weeks (weeks)	-2.2***	-0.7***	-0.5***	-1.1***	-3.3***

Significance level \*\*\* 1%; \*\* 5%; \* 10%

1 See note 1 under table 1.

2 In Ontario, participation in SD is up to three years in length. In the incremental impact analysis, the participation period is defined as two years. As a result, participants may still be in training during the first year of post-program results. Therefore, it is not unexpected to observe incremental decreases in earnings, as participants are not available for full time work in year 1 and will be transitioning into employment in year 2. To interpret trends for Ontario, the third year is the most relevant period to consider for incremental impacts. As a result, the average annual impact and total impact are not applicable for Ontario.

## 2.7 Manitoba

Table 7. Incremental impacts for Active Claimants in Manitoba (for Active Claimants who started an EBSM between 2006 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
<b>Skills Development (n=3,750)</b>					
Earnings (\$)	\$3,387***	\$5,971**	\$7,032**	\$5,461**	\$16,384**
Incidence of employment (percentage points)	10.6**	10.1**	11.8**	10.8**	n/a
EI benefits (\$)	-\$546***	-\$458***	-\$212**	-\$405***	-\$1,215***
EI weeks (weeks)	-1.8***	-1.3***	-0.6**	-1.2***	-3.7***
<b>Targeted Wage Subsidies (n=339)</b>					
Earnings (\$)	-\$1,345	-\$768	-\$86	-\$722	-\$2,166
Incidence of employment (percentage points)	6.9*	2.6	2.7	4.1	n/a
EI benefits (\$)	-\$407	-\$751**	-\$251	-\$470	-\$1,409
EI weeks (weeks)	-1.4	-1.8	-0.5	-1.3	-3.8
<b>Self-Employment (n=517)<sup>1</sup></b>					
Earnings (\$)	-\$12,450***	-\$9,940***	-\$9,231***	-\$10,540***	-\$31,621***
Incidence of employment (percentage points)	-26.6***	-21.3***	-19.1***	-22.3***	n/a
EI benefits (\$)	-\$1,364***	-\$1,177***	-\$999***	-\$1,180***	-\$3,541***
EI weeks (weeks)	-3.8***	-3.0***	-2.5***	-3.1***	-9.3***
<b>Job Creation Partnerships (n=286)</b>					
Earnings (\$)	\$4,126***	\$4,655***	\$5,029***	\$4,470***	\$13,409***
Incidence of employment (percentage points)	8.1***	7.5***	9.9***	8.5***	n/a
EI benefits (\$)	-\$549**	-\$427	-\$130	-\$369*	-\$1,106*
EI weeks (weeks)	-1.8**	-1.7**	-0.6	-1.4**	-4.1**
<b>Employment Assistance Services (EAS) (n=15,131)</b>					
Earnings (\$)	-\$320	\$266	\$407*	\$118	\$353
Incidence of employment (percentage points)	2.8***	3.5***	1.7***	2.7***	n/a
EI benefits (\$)	-\$363***	-\$235***	-\$253***	-\$284***	-\$851***
EI weeks (weeks)	-1.4***	-0.8***	-0.8***	-1.0***	-3.0***

Significance level \*\*\* 1%; \*\* 5%; \* 10%

1 See note 1 under table 1.

## 2.8 Saskatchewan

Table 8. Incremental impacts for Active Claimants in Saskatchewan (for Active Claimants who started an EBSM between 2006 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
<b>Skills Development (n=1,375)</b>					
Earnings (\$)	\$2,299***	\$5,189***	\$6,961***	\$4,839***	\$14,517***
Incidence of employment (percentage points)	5.8***	6.4***	6.5***	6.2***	n/a
EI benefits (\$)	-\$401***	-\$223**	\$83	-\$180**	-\$541**
EI weeks (weeks)	-1.0***	-0.7***	0.1	-0.5**	-1.6**
<b>Targeted Wage Subsidies</b>					
Not available due to low sample size.					
<b>Self-Employment</b>					
Not available due to low sample size.					
<b>Job Creation Partnerships</b>					
JCP was not delivered by Saskatchewan during the observed period.					
<b>Employment Assistance Services (EAS) (n=5,269)</b>					
Earnings (\$)	-\$371	\$731**	\$1,381***	\$580**	\$1,741**
Incidence of employment (percentage points)	1.9***	2.1***	0.9	1.6***	n/a
EI benefits (\$)	-\$442***	-\$332***	-\$278***	-\$351***	-\$1,052***
EI weeks (weeks)	-1.3***	-1.0***	-0.8***	-1.0***	-3.1***

Significance level \*\*\* 1%; \*\* 5%; \* 10%

## 2.9 Alberta

Table 9. Incremental impacts for Active Claimants in Alberta (for Active Claimants who started an EBSM between 2006 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
<b>Skills Development (n=2,356)</b>					
Earnings (\$)	-\$121	\$1,044	\$2,359**	\$1,108	\$3,324
Incidence of employment (percentage points)	9.3***	10.0***	10.6***	10.0***	n/a
El benefits (\$)	-\$277*	\$137	\$42	-\$33	-\$98
El weeks (weeks)	-1.0**	0.2	0.0	-0.3	-0.7
<b>Targeted Wage Subsidies</b>					
Not available due to low sample size.					
<b>Self-Employment (n=658)<sup>1</sup></b>					
Earnings (\$)	-\$13,493***	-\$12,430***	-\$13,046***	-\$12,990***	-\$38,970***
Incidence of employment (percentage points)	-14.7***	-14.4***	-13.9***	-14.3***	n/a
El benefits (\$)	-\$971***	-\$658***	-\$308*	-\$646***	-\$1,938***
El weeks (weeks)	-2.4***	-1.6***	-0.8*	-1.6***	-4.9***
<b>Job Creation Partnerships (n=521)</b>					
Earnings (\$)	\$144	-\$950	-\$1,144	-\$650	-\$1,950
Incidence of employment (percentage points)	7.0***	9.8***	3.7	6.8***	n/a
El benefits (\$)	\$314	\$616***	\$503**	\$478***	\$1,433***
El weeks (weeks)	0.9	1.6***	1.4**	1.3***	4.0***
<b>Employment Assistance Services (EAS) (n=20,997)</b>					
Earnings (\$)	-\$969***	-\$627**	-\$602**	-\$733***	-\$2,198***
Incidence of employment (percentage points)	1.7***	1.6***	0.8*	1.4***	n/a
El benefits (\$)	-\$530***	-\$253***	-\$164***	-\$315***	-\$946***
El weeks (weeks)	-1.5***	-0.6***	-0.4***	-0.8***	-2.5***

Significance level \*\*\* 1%; \*\* 5%; \* 10%

<sup>1</sup> See note 1 under table 1.

## 2.10 British Columbia

<b>Table 10. Incremental impacts for Active Claimants in British Columbia</b> (for Active Claimants who started an EBSM between 2007 and 2008)					
Indicators	Post-program period			Average annual impact	Total impact
	1st year	2nd year	3rd year		
<b>Skills Development (n=4,090)</b>					
Earnings (\$)	\$2,560***	\$5,559***	\$6,395***	\$4,824***	\$14,471***
Incidence of employment (percentage points)	5.8***	7.2***	6.9***	6.6***	n/a
El benefits (\$)	-\$768***	-\$448***	-\$173**	-\$463***	-\$1,389***
El weeks (weeks)	-2.3***	-1.3***	-0.5***	-1.4***	-4.1***
<b>Targeted Wage Subsidies (n=1,491)</b>					
Earnings (\$)	\$3,121***	\$3,141***	\$3,756***	\$3,319***	\$9,957***
Incidence of employment (percentage points)	7.1***	5.9***	6.5***	6.5***	n/a
El benefits (\$)	\$113	-\$161	-\$111	-\$53	-\$158
El weeks (weeks)	0.5	-0.3	-0.4	-0.1	-0.2
<b>Self-Employment (n=1,764)<sup>1</sup></b>					
Earnings (\$)	-\$10,521***	-\$8,450***	-\$7,806***	-\$8,915***	-\$26,746***
Incidence of employment (percentage points)	-17.7***	-13.8***	-13.1***	-14.8***	n/a
El benefits (\$)	-\$1,723***	-\$1,155***	-\$735***	-\$1,204***	-\$3,613***
El weeks (weeks)	-4.7***	-3.1***	-1.8***	-3.2***	-9.5***
<b>Job Creation Partnerships</b>					
Not available due to low sample size.					
<b>Employment Assistance Services (EAS) (n=28,985)</b>					
Earnings (\$)	-\$511***	\$299***	\$801***	\$196	\$589
Incidence of employment (percentage points)	3.6***	2.6***	3.0***	3.0***	n/a
El benefits (\$)	-\$507***	-\$337***	-\$298***	-\$381***	-\$1,142***
El weeks (weeks)	-1.7***	-0.9***	-0.8***	-1.1***	-3.4***

Significance level \*\*\* 1%; \*\* 5%; \* 10%

<sup>1</sup> See note 1 under table 1.

## 2.11 Total Impacts by Province

Table 11. Total impacts for Active Claimants by province (for Active Claimants who started an EBSM between 2007 and 2008)									
Indicators	Newfoundland and Labrador	Prince Edward Island	Nova Scotia	New Brunswick	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
<b>Skills Development</b>									
Earnings (\$)	\$12,139***	\$12,273** *	\$17,142** *	\$13,328** *	n/a	\$16,384**	\$14,517***	\$3,324	\$14,471***
El benefits (\$)	-\$1,319***	-\$1,038***	-\$2,024***	-\$960*	-\$1,219***	-\$1,215***	-\$541**	-\$98	-\$1,389***
El weeks (weeks)	-6.6***	-2.9***	-6.2***	0.5	-3.4***	-3.7***	-1.6**	-0.7	-4.1***
<b>Targeted Wage Subsidies</b>									
Earnings (\$)	\$10,795***	Not available due to low sample size.	\$9,683**	\$5,051*	\$7,437**	-\$2,166	Not available due to low sample size.	Not available due to low sample size.	\$9,957***
El benefits (\$)	-\$3,961***		-\$3,044***	\$1,964**	\$399	-\$1,409			-\$158
El weeks (weeks)	-9.9***		-9.1***	7.2***	1.7	-3.8			-0.2
<b>Self-Employment<sup>1</sup></b>									
Earnings (\$)	-\$19,520***	Not available due to low sample size.	-\$28,683** *	-\$25,149** *	-\$28,937** *	-\$31,621** *	Not available due to low sample size.	-\$38,970** *	-\$26,746***
El benefits (\$)	-\$9,079***		-\$6,436***	-\$8,613***	-\$3,573***	-\$3,541***		-\$1,938***	-\$3,613***
El weeks (weeks)	-27.9***		-18.0***	-21.7***	-9.6***	-9.3***		-4.9***	-9.5***
<b>Job Creation Partnerships</b>									
Earnings (\$)	-\$1,815	Not available due to low sample size.	\$191	JCP was not delivered in New Brunswick during the observed period.	\$9,051**	\$13,409** *	JCP was not delivered by Saskatchewan during the observed period.	-\$1,950	Not available due to low sample size.
El benefits (\$)	-\$1,275***		-\$1,335*		-\$829	-\$1,106*		\$1,433***	
El weeks (weeks)	-0.2		-4.3*		-3.4**	-4.1**		4.0***	
<b>Employment Assistance Services (EAS)</b>									
Earnings (\$)	\$5,588***	\$2,386**	\$3,176***	\$6,832***	\$706	\$353	\$1,741**	-\$2,198***	\$589
El benefits (\$)	-\$679***	-\$1,481*	-\$1,698***	\$72	-\$1,111***	-\$851***	-\$1,052***	-\$946***	-\$1,142***
El weeks (weeks)	-1.3***	-3.6***	-5.1***	1.5**	-3.3***	-3.0***	-3.1***	-2.5***	-3.4***

Significance level \*\*\* 1%; \*\* 5%; \* 10%

<sup>1</sup>See note 1 under table 1.

Important: Incremental impacts in any given province cannot be compared to those of another province, due to differences in the macroeconomic context in each of the jurisdictions.

Annex 3.17 – Online resources for EBSMs by province and territory

Jurisdiction	Website	Skill Development Employment Benefit (SD-R)	Skills Development Employment Benefit - Apprenticeship (SD-A)	Targeted Wage Subsidies (TWS)	Self Employment (SE)	Employment Programs (JCPs)	Employment Assistance Services (EAS)
AB	<a href="https://www.alberta.ca/jobs-alberta.aspx">https://www.alberta.ca/jobs-alberta.aspx</a>	<a href="https://www.alberta.ca/employment-training-services-directory.aspx">https://www.alberta.ca/employment-training-services-directory.aspx</a>	<a href="https://www.alberta.ca/apprenticeship.aspx">https://www.alberta.ca/apprenticeship.aspx</a>	n/a	<a href="https://www.alberta.ca/training-work-programs.aspx">https://www.alberta.ca/training-work-programs.aspx</a>	<a href="https://www.alberta.ca/jobs-alberta.aspx">https://www.alberta.ca/jobs-alberta.aspx</a>	<a href="https://www.alberta.ca/employment-services.aspx">https://www.alberta.ca/employment-services.aspx</a>
BC	<a href="https://www.workbc.ca/Employment-Services.aspx">https://www.workbc.ca/Employment-Services.aspx</a>	<a href="https://www.workbc.ca/Training-Education.aspx">https://www.workbc.ca/Training-Education.aspx</a>	<a href="https://www.workbc.ca/Employment-Services/Apprenticeship-Training-Supports.aspx">https://www.workbc.ca/Employment-Services/Apprenticeship-Training-Supports.aspx</a>	<a href="https://gthiringsolutions.ca/en/nainimo/services/wage_subsidy">https://gthiringsolutions.ca/en/nainimo/services/wage_subsidy</a>	<a href="https://www.workbc.ca/Employment-Services/WorkBC-Centres/Online-Services.aspx">https://www.workbc.ca/Employment-Services/WorkBC-Centres/Online-Services.aspx</a>	<a href="https://www.workbc.ca/employment-services/community-and-employer-partnerships/job-creation-partnerships.aspx">https://www.workbc.ca/employment-services/community-and-employer-partnerships/job-creation-partnerships.aspx</a>	<a href="https://www.workbc.ca/">https://www.workbc.ca/</a>
			<a href="http://apply.workbc.ca/intake/locationpicker.aspx?type=APR">http://apply.workbc.ca/intake/locationpicker.aspx?type=APR</a>				
MB	<a href="https://residents.gov.mb.ca/findin-gwork.html">https://residents.gov.mb.ca/findin-gwork.html</a>	<a href="https://residents.gov.mb.ca/findin-gwork.html">https://residents.gov.mb.ca/findin-gwork.html</a>	<a href="https://residents.gov.mb.ca/findin-gwork.html">https://residents.gov.mb.ca/findin-gwork.html</a>	<a href="https://residents.gov.mb.ca/findin-gwork.html">https://residents.gov.mb.ca/findin-gwork.html</a>	<a href="https://residents.gov.mb.ca/findin-gwork.html">https://residents.gov.mb.ca/findin-gwork.html</a>	<a href="https://residents.gov.mb.ca/findin-gwork.html">https://residents.gov.mb.ca/findin-gwork.html</a>	<a href="https://residents.gov.mb.ca/findin-gwork.html">https://residents.gov.mb.ca/findin-gwork.html</a>
NB	<a href="https://www.nbjobs.ca/">https://www.nbjobs.ca/</a>	<a href="https://www.nbjobs.ca/explore">https://www.nbjobs.ca/explore</a>	<a href="https://www.nbjobs.ca/explore">https://www.nbjobs.ca/explore</a>	<a href="https://www.nbjobs.ca/employers">https://www.nbjobs.ca/employers</a>	<a href="https://www.nbjobs.ca/self-employment">https://www.nbjobs.ca/self-employment</a>	<a href="https://www.nbjobs.ca/employers">https://www.nbjobs.ca/employers</a>	<a href="https://www.nbjobs.ca/">https://www.nbjobs.ca/</a>
NL	<a href="https://www.aesl.gov.nl.ca">https://www.aesl.gov.nl.ca</a>	<a href="https://www.aesl.gov.nl.ca/lmda/skills_dev.html">https://www.aesl.gov.nl.ca/lmda/skills_dev.html</a>	<a href="https://www.aesl.gov.nl.ca/lmda/apprenticeship.html">https://www.aesl.gov.nl.ca/lmda/apprenticeship.html</a>	<a href="https://www.aesl.gov.nl.ca/foremployers/wagesubsidy.html">https://www.aesl.gov.nl.ca/foremployers/wagesubsidy.html</a>	<a href="https://www.aesl.gov.nl.ca/lmda/sea.html">https://www.aesl.gov.nl.ca/lmda/sea.html</a>	<a href="https://www.aesl.gov.nl.ca/lmda/jcp.html">https://www.aesl.gov.nl.ca/lmda/jcp.html</a>	<a href="https://www.aesl.gov.nl.ca">https://www.aesl.gov.nl.ca</a>
NS	<a href="https://www.novascotia.ca/employmentnovascotia">https://www.novascotia.ca/employmentnovascotia</a>	<a href="https://www.novascotia.ca/employmentnovascotia/programs/skills-development.asp">https://www.novascotia.ca/employmentnovascotia/programs/skills-development.asp</a>	<a href="https://www.novascotia.ca/employmentnovascotia/apprenticeship/">https://www.novascotia.ca/employmentnovascotia/apprenticeship/</a>	<a href="https://www.novascotia.ca/employmentnovascotia/programs/start.asp">https://www.novascotia.ca/employmentnovascotia/programs/start.asp</a>	<a href="https://www.novascotia.ca/employmentnovascotia/programs/self-employment.asp">https://www.novascotia.ca/employmentnovascotia/programs/self-employment.asp</a>	<a href="https://www.novascotia.ca/employmentnovascotia/programs/job-creation-partnerships.asp">https://www.novascotia.ca/employmentnovascotia/programs/job-creation-partnerships.asp</a>	<a href="https://www.novascotia.ca/employmentnovascotia/programs/NSWorkshops.asp">https://www.novascotia.ca/employmentnovascotia/programs/NSWorkshops.asp</a>
NU	<a href="https://www.gov.nu.ca/education">https://www.gov.nu.ca/education</a>	n/a	n/a	n/a	n/a	n/a	n/a
NT	<a href="https://www.ece.gov.nt.ca/en/services/career-and-employment">https://www.ece.gov.nt.ca/en/services/career-and-employment</a>	<a href="https://www.ece.gov.nt.ca/en/services/career-and-employment">https://www.ece.gov.nt.ca/en/services/career-and-employment</a>	<a href="https://www.ece.gov.nt.ca/en/services/career-and-employment">https://www.ece.gov.nt.ca/en/services/career-and-employment</a>	<a href="https://www.ece.gov.nt.ca/en/services/career-and-employment">https://www.ece.gov.nt.ca/en/services/career-and-employment</a>	<a href="https://www.ece.gov.nt.ca/en/services/career-and-employment">https://www.ece.gov.nt.ca/en/services/career-and-employment</a>	<a href="https://www.ece.gov.nt.ca/en/services/career-and-employment">https://www.ece.gov.nt.ca/en/services/career-and-employment</a>	<a href="https://www.ece.gov.nt.ca/en/services/career-and-employment">https://www.ece.gov.nt.ca/en/services/career-and-employment</a>
ON	<a href="https://www.ontario.ca/page/employment-ontario">https://www.ontario.ca/page/employment-ontario</a>	<a href="https://www.ontario.ca/page/second-career">https://www.ontario.ca/page/second-career</a>	<a href="https://www.ontario.ca/page/apprenticeship-ontario">https://www.ontario.ca/page/apprenticeship-ontario</a>	<a href="https://www.ontario.ca/page/hiring-incentives-employers">https://www.ontario.ca/page/hiring-incentives-employers</a>	N/A	<a href="http://www.tcu.gov.on.ca/eng/eo/pg/programs/jcp.html">http://www.tcu.gov.on.ca/eng/eo/pg/programs/jcp.html</a>	<a href="https://www.ontario.ca/page/employment-ontario-live-chat">https://www.ontario.ca/page/employment-ontario-live-chat</a>
PE	<a href="http://www.skillspei.com">http://www.skillspei.com</a>	<a href="http://www.skillspei.com">http://www.skillspei.com</a>	<a href="http://www.skillspei.com">http://www.skillspei.com</a>	<a href="http://www.skillspei.com">http://www.skillspei.com</a>	<a href="http://www.skillspei.com">http://www.skillspei.com</a>	<a href="http://www.skillspei.com">http://www.skillspei.com</a>	<a href="http://www.skillspei.com">http://www.skillspei.com</a>
	<a href="https://workpei.ca/">https://workpei.ca/</a>	<a href="https://workpei.ca/">https://workpei.ca/</a>	<a href="https://workpei.ca/">https://workpei.ca/</a>	<a href="https://workpei.ca/">https://workpei.ca/</a>	<a href="https://workpei.ca/">https://workpei.ca/</a>	<a href="https://workpei.ca/">https://workpei.ca/</a>	<a href="https://workpei.ca/">https://workpei.ca/</a>
SK	<a href="https://www.saskjobs.ca/">https://www.saskjobs.ca/</a>	<a href="https://www.saskatchewan.ca/residents/jobs-working-and-training/job-training-and-financial-support-programs">https://www.saskatchewan.ca/residents/jobs-working-and-training/job-training-and-financial-support-programs</a>	<a href="http://saskapprenticeship.ca/">http://saskapprenticeship.ca/</a>	n/a	n/a	n/a	Does not use websites to deliver services. Agreements are negotiated directly with Service Providers who may use online resources.
QC	<a href="https://www.mtess.gouv.qc.ca/index_en.asp">https://www.mtess.gouv.qc.ca/index_en.asp</a>	<a href="https://www.quebec.ca/emploi/developpement-des-competences/">https://www.quebec.ca/emploi/developpement-des-competences/</a>	<a href="https://www.quebec.ca/emploi/metiers-et-professions/">https://www.quebec.ca/emploi/metiers-et-professions/</a>	<a href="https://www.mtess.gouv.qc.ca/index_en.asp">https://www.mtess.gouv.qc.ca/index_en.asp</a>	<a href="https://www.mtess.gouv.qc.ca/index_en.asp">https://www.mtess.gouv.qc.ca/index_en.asp</a>	<a href="https://www.mtess.gouv.qc.ca/index_en.asp">https://www.mtess.gouv.qc.ca/index_en.asp</a>	<a href="http://www.emploi.quebec.gouv.qc.ca/en/">http://www.emploi.quebec.gouv.qc.ca/en/</a>
YK	<a href="http://www.yukonworkfutures.gov.yk.ca">http://www.yukonworkfutures.gov.yk.ca</a>	<a href="http://www.education.gov.yk.ca/training.html">http://www.education.gov.yk.ca/training.html</a>	<a href="http://www.education.gov.yk.ca/trades_apprentice.html">http://www.education.gov.yk.ca/trades_apprentice.html</a>	<a href="http://www.education.gov.yk.ca/training.html">http://www.education.gov.yk.ca/training.html</a>	n/a	n/a	<a href="http://www.education.gov.yk.ca/training.html">http://www.education.gov.yk.ca/training.html</a>

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# ANNEX 4

## Key Program Administration Data and Results

### Contents

Annex 4.1.1 – Service Delivery: In-person Employment Insurance Requests <sup>1</sup> (In Millions) .....	477
Annex 4.1.2 – Service Delivery: My Service Canada Account Logins <sup>1</sup> (In Millions) .....	477
Annex 4.1.3 – Points of Service for EI Program Delivery <sup>1</sup> (Number) .....	477
Annex 4.2.1 – Call Centres: Enquiries Resolved via Employment Insurance Voice Response System (In Millions) .....	477
Annex 4.2.2 – Call Centres: Calls Answered (Employment Insurance Specialized Call Centres) (In Thousands) .....	478
Annex 4.2.3 – Call Centres: First Contact Resolution – Employment Insurance Specialized Call Centres <sup>1</sup> (%) .....	478
Annex 4.2.4 – Call Centres: 1-800-O-Canada Employment Insurance Related Calls <sup>1</sup> (In Thousands) .....	478
Annex 4.2.5 – Call Centres: First Call Resolution - 1-800-O-Canada Employment Insurance Related Calls <sup>1</sup> (%) .....	478
Annex 4.3.1 – Mobile Outreach Services: All Employment Insurance Information Sessions – Citizens (Number) .....	479
Annex 4.3.2 – Mobile Outreach Services: Workers Facing Mass Layoffs Reached (Number) .....	479
Annex 4.3.3 – Mobile Outreach Services: Employers Reached (Number) .....	479
Annex 4.3.4 – Mobile Outreach Services: Work-Sharing Sessions – Citizens (Number) .....	479
Annex 4.4.1 – Electronic Records of Employment (eROEs): New Record of Employment Web Registrations (Number) .....	480
Annex 4.4.2 – Electronic Records of Employment (eROEs): Records of Employment Submitted Electronically by Employers <sup>1</sup> (Number) .....	480
Annex 4.4.3 – Electronic Records of Employment (eROEs): % Distribution of Paper Records of Employment Versus Electronic Records of Employment (%) .....	480
Annex 4.5.1 – Employment Insurance Claims Processing: Claims Processed (Number) .....	480
Annex 4.5.2 – Employment Insurance Claims Processing: Payment Accuracy Rates <sup>1 2</sup> (%) .....	481

Annex 4.5.3 – Employment Insurance Claims Processing: Processing Accuracy Rates (%).....	481
Annex 4.5.4 – Employment Insurance Claims Processing: Speed of Payment (%).....	481
Annex 4.6.1 – Electronic Services: Applications Submitted Online (%).....	482
Annex 4.6.2 – Electronic Services: Partially or Fully Automated Claims (%) .....	482
Annex 4.6.3 – Electronic Services: Claimants Receiving Benefits through Direct Deposit <sup>1</sup> (%).....	482
Annex 4.7.1 – Integrity Operations: Investigations Completed (Number) .....	482
Annex 4.7.2 – Integrity Operations: Value of Overpayments Imposed (\$ Million) .....	483
Annex 4.7.3 – Integrity Operations: Value of Penalties Imposed (\$ Million) .....	483
Annex 4.7.4 – Integrity Operations: Total Savings (\$ Million) .....	483

#### Annex 4.1.1 – Service Delivery: In-person Employment Insurance Requests<sup>1</sup> (In Millions)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>2</sup>
Atlantic	0.8	0.6	0.7	0.7	0.6	-14.3%
Quebec	1.2	1.1	1.1	1.3	1.2	-7.7%
Ontario	1.3	1.2	1	1	0.9	-10.0%
Western	1.2	1.2	1.3	1.4	1.2	-14.3%
<b>CANADA</b>	<b>4.6</b>	<b>4</b>	<b>4.1</b>	<b>4.4</b>	<b>3.9</b>	<b>-11.4%</b>

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup>These values could reflect multiple requests by the same client. Statistics include clients assisted face to face and those serving themselves at a Client Access Work Station (CAWS) computer.

<sup>2</sup>Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.1.2 – Service Delivery: My Service Canada Account Logins<sup>1</sup> (In Millions)

Fiscal Year	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>2</sup>
<b>CANADA</b>	<b>21.2</b>	<b>22.8</b>	<b>28.4</b>	<b>29.3</b>	<b>28.8</b>	<b>-1.7%</b>

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup>Regional breakdowns for MSCA logins are not available. The data tracking system used for MSCA is a secure information portal; hence, Service Canada does not track personal identifying client information through this portal. Personal identifying client information would be needed in order to capture regional data.

<sup>2</sup>Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.1.3 – Points of Service for EI Program Delivery<sup>1</sup> (Number)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>2</sup>
Atlantic	86	84	84	84	84	0.0%
Quebec	97	95	93	94	93	-1.1%
Ontario	185	172	167	167	167	0.0%
Western	213	205	213	213	214	0.5%
<b>CANADA</b>	<b>581</b>	<b>556</b>	<b>557</b>	<b>558</b>	<b>558</b>	<b>0.0%</b>

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup>The values represent existing points of service as of March 31st for each fiscal year. Points of service include Service Canada Centres, Schedule Outreach sites and Service Canada Community Offices.

<sup>2</sup>Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.2.1 – Call Centres: Enquiries Resolved via Employment Insurance Voice Response System (In Millions)

Fiscal Year	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>1</sup>
<b>CANADA</b>	<b>22</b>	<b>20</b>	<b>18.6</b>	<b>18.6</b>	<b>16.6</b>	<b>-10.8%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup>Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.2.2 – Call Centres: Calls Answered (Employment Insurance Specialized Call Centres) (In Thousands)

Fiscal Year	FY1314	FY1415	FY1516	FY1617 <sup>1</sup>	FY1718	% Change <sup>2</sup>
<b>CANADA</b>	<b>4,166</b>	<b>3,789</b>	<b>3,418</b>	<b>3,962</b>	<b>4,608</b>	<b>16.3%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup>Please note that this value in this annex for the 2016 to 2017 report was incorrect, and has been corrected here. The number of calls answered as reported in the body of the 2016 to 2017 report was accurate.

<sup>2</sup>Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.2.3 – Call Centres: First Contact Resolution – Employment Insurance Specialized Call Centres<sup>1</sup> (%)

Fiscal Year	FY1314	FY1415	FY1516	FY1617 <sup>2</sup>	FY1718	% Change <sup>3</sup>
<b>CANADA</b>	<b>80.7</b>	<b>82.6</b>	<b>86.3</b>	<b>83.5</b>	<b>80.7</b>	<b>-3.4%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup>The first contact resolution metric was not fully implemented until 2012 to 2013. It was introduced partway through 2011 to 2012. As a result, the metric for that year is not fully comparable to those for subsequent years.

<sup>2</sup>The calculation formula used to determine the percentage of calls that were resolved by a call centre agent has been refined which led to a reduction of 0.2% to 83.5% for the previous year's results.

<sup>3</sup>Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.2.4 – Call Centres: 1-800-O-Canada Employment Insurance Related Calls<sup>1</sup> (In Thousands)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>2</sup>
Atlantic	60	53	54	46	43	-6.5%
Quebec	140	134	143	94	93	-1.1%
Ontario	195	185	189	138	114	-17.4%
Western	185	179	214	161	133	-17.4%
<b>CANADA</b>	<b>580</b>	<b>552</b>	<b>605</b>	<b>442</b>	<b>385</b>	<b>-12.9%</b>

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup>Data includes calls from within Canada only.

<sup>2</sup>Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.2.5 – Call Centres: First Call Resolution - 1-800-O-Canada Employment Insurance Related Calls<sup>1</sup> (%)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>2</sup>
Atlantic	10.8%	8.8%	11.5%	17.6%	18.6%	5.68%
Quebec	11.5%	9.0%	11.1%	17.0%	17.5%	2.94%
Ontario	12.2%	9.2%	11.9%	17.7%	18.9%	6.78%
Western	12.2%	9.6%	12.7%	18.4%	19.2%	4.35%
<b>CANADA</b>	<b>11.9%</b>	<b>9.2%</b>	<b>11.9%</b>	<b>17.8%</b>	<b>18.7%</b>	<b>5.06%</b>

Note: Totals may not add up due to rounding.

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup>EI Related Calls received on 1 800 O-Canada are based on program activities (enquiries) and more than one program activity may apply to a call. First Call Resolution was derived from program activity statistics that indicated only program information was provided to a caller to satisfy an EI related enquiry and a referral to the program was not required. While one enquiry may have been resolved at first contact, a caller may still have additional enquiries related to EI or other Government of Canada programs and services.

<sup>2</sup>Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.3.1 – Mobile Outreach Services: All Employment Insurance Information Sessions – Citizens (Number)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>1</sup>
Atlantic	114	119	133	115	106	-7.8%
Quebec	425	586	395	277	274	-1.1%
Ontario	1,029	632	470	381	440	15.5%
Western	202	282	177	152	216	42.1%
<b>CANADA</b>	<b>1,770</b>	<b>1,619</b>	<b>1,175</b>	<b>925</b>	<b>1,036</b>	<b>12.0%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup>Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.3.2 – Mobile Outreach Services: Workers Facing Mass Layoffs Reached (Number)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>1</sup>
Atlantic	998	1,095	1,904	769	807	4.9%
Quebec	5,668	6,972	4,290	2,408	3,607	49.8%
Ontario	6,277	6,637	1,888	2,623	3,659	39.5%
Western	2,207	3,202	2,894	2,361	2,507	6.2%
<b>CANADA</b>	<b>15,150</b>	<b>17,906</b>	<b>10,976</b>	<b>8,161</b>	<b>10,580</b>	<b>29.6%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup>Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.3.3 – Mobile Outreach Services: Employers Reached (Number)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>1</sup>
Atlantic	134	47	204	46	70	52.2%
Quebec	470	272	175	221	134	-39.4%
Ontario	718	496	376	305	284	-6.9%
Western	241	136	115	183	47	-74.3%
<b>CANADA</b>	<b>1,563</b>	<b>951</b>	<b>870</b>	<b>755</b>	<b>535</b>	<b>-29.1%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup> Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.3.4 – Mobile Outreach Services: Work-Sharing Sessions – Citizens (Number)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>1</sup>
Atlantic	23	10	14	17	7	-58.8%
Quebec	217	193	172	118	57	-51.7%
Ontario	90	55	75	52	23	-55.8%
Western	24	5	18	3	0	-100.0%
<b>CANADA</b>	<b>354</b>	<b>263</b>	<b>279</b>	<b>190</b>	<b>87</b>	<b>-54.2%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup> Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.4.1 – Electronic Records of Employment (eROEs): New Record of Employment Web Registrations (Number)

Fiscal Year	FY1314 <sup>1</sup>	FY1415	FY1516	FY1617	FY1718	% Change <sup>2</sup>
<b>CANADA</b>	<b>55,521</b>	<b>37,224</b>	<b>48,249</b>	<b>51,625</b>	<b>42,411</b>	<b>-17.8%</b>

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

<sup>1</sup>As of fiscal year 2014 to 2015, a change in methodology occurred. Consequently, the number of registrations is now based on the organization ID. Prior to fiscal year 2014 to 2015, new ROE Web registrations were counted based on the business number. To note: one organization may be comprised of more than one business number.

<sup>2</sup>Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.4.2 – Electronic Records of Employment (eROEs): Records of Employment Submitted Electronically by Employers<sup>1</sup> (Number)

Fiscal Year	FY1314	FY1415 <sup>2</sup>	FY1516	FY1617	FY1718	% Change <sup>3</sup>
<b>CANADA</b>	<b>6,868,995</b>	<b>7,490,971</b>	<b>8,122,245</b>	<b>8,726,202</b>	<b>9,290,983</b>	<b>6.5%</b>

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

<sup>1</sup>Electronic Records of Employment (eROEs) consist of Web eROEs and Secure Automated Transfer (SAT) eROEs.

<sup>2</sup>As of fiscal year 2014 to 2015, a change in methodology occurred. Consequently, the number of registrations is now based on the organization ID. Prior to fiscal year 2014 to 2015, new ROE Web registrations were counted based on the business number. To note: one organization may be comprised of more than one business number.

<sup>3</sup>Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.4.3 – Electronic Records of Employment (eROEs): % Distribution of Paper Records of Employment Versus Electronic Records of Employment (%)

Fiscal Year	FY1314		FY1415		FY1516		FY1617		FY1718		Year-by-Year Comparison <sup>1</sup>
	eROEs	Paper	eROEs	Paper	eROEs	Paper	eROEs	Paper	eROEs	Paper	
<b>CANADA</b>	<b>75</b>	<b>25</b>	<b>80.2</b>	<b>19.8</b>	<b>84.1</b>	<b>15.9</b>	<b>88.1</b>	<b>11.9</b>	<b>90.4</b>	<b>9.6</b>	<b>2.3</b>

Source: ROE Single Database, Corporate Client Information Service (CCIS or Easy Access) - Employer Summary Table (Note: 2nd copy paper ROEs loaded in CCIS).

<sup>1</sup>This figure represents the percentage point increase over the percentage of ROEs submitted electronically the previous fiscal year.

#### Annex 4.5.1 – Employment Insurance Claims Processing: Claims Processed (Number)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>1</sup>
Atlantic	363,173	367,670	377,698	380,477	375,846	-1.2%
Quebec	812,714	816,579	806,524	777,249	764,175	-1.7%
Ontario	891,160	903,317	886,613	868,584	865,308	-0.4%
Western	699,424	751,325	885,074	942,287	778,727	-17.4%
<b>CANADA</b>	<b>2,766,471</b>	<b>2,838,891</b>	<b>2,955,909</b>	<b>2,968,597</b>	<b>2,784,056</b>	<b>-6.2%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup>Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.5.2 – Employment Insurance Claims Processing: Payment Accuracy Rates<sup>1,2</sup> (%)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>3</sup>
Atlantic	N/A	N/A	N/A	N/A	N/A	N/A
Quebec	N/A	N/A	N/A	N/A	N/A	N/A
Ontario	N/A	N/A	N/A	N/A	N/A	N/A
Western	N/A	N/A	N/A	N/A	N/A	N/A
<b>CANADA</b>	<b>95.4</b>	<b>95.5</b>	<b>93.9</b>	<b>95.4</b>	<b>96.0</b>	<b>0.6%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup> The EI Payment Accuracy Review (EI PAAR) program cannot provide results at a regional level as the sample size (a random sample of 500 EI claims per year) is insufficient to provide statistically valid results. Results are only available at a national level with a level of confidence of 95% and a margin of error of ±5%. Source: ESDC

<sup>2</sup> For analysis of the Payment Accuracy Rate by source, please refer to section 4. Quality: 4.1.1 EI Payment Accuracy Review of Chapter 4 of this Report for more information.

<sup>3</sup> Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.5.3 – Employment Insurance Claims Processing: Processing Accuracy Rates (%)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>1</sup>
Atlantic	97.0	94.7	95.6	94.0	93.6	-0.4%
Quebec	92.6	94.4	98.0	95.2	93.0	-2.3%
Ontario	81.8	82.6	83.8	77.7	81.0	4.2%
Western	84.1	85.3	89.1	75.6	79.9	5.7%
<b>CANADA</b>	<b>87.9</b>	<b>88.5</b>	<b>90.8</b>	<b>85.5</b>	<b>86.9</b>	<b>1.6%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup> Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.5.4 – Employment Insurance Claims Processing: Speed of Payment (%)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>1</sup>
Atlantic	73.0	75.9	88.9	89.5	88.0	-1.68%
Quebec	78.2	79.0	84.1	83.0	82.4	-0.72%
Ontario	67.8	69.9	83.5	82.1	81.3	-0.97%
Western	58.9	65.9	81.5	81.7	80.3	-1.71%
<b>CANADA</b>	<b>69.3</b>	<b>72.3</b>	<b>83.8</b>	<b>83.2</b>	<b>82.2</b>	<b>-1.20%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup> Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.6.1 – Electronic Services: Applications Submitted Online (%)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>1</sup>
Atlantic	98.8	98.7	98.8	98.6	99.2	0.6%
Quebec	97.9	98	98.1	98.2	98.5	0.3%
Ontario	98.5	98.5	98.7	98.7	98.9	0.2%
Western	98.5	98.6	98.6	98.3	98.9	0.6%
<b>CANADA</b>	<b>98.4</b>	<b>98.4</b>	<b>98.5</b>	<b>98.4</b>	<b>98.8</b>	<b>0.4%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup> Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.6.2 – Electronic Services: Partially or Fully Automated Claims (%)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>1</sup>
Atlantic	73.6	73.6	77.6	78.9	79.2	0.4%
Quebec	68.2	68.4	70.6	71.3	72.2	1.3%
Ontario	66.3	67.5	71.0	72.1	72.5	0.6%
Western	60.1	62.4	68.0	71.9	69.1	-3.9%
<b>CANADA</b>	<b>66.2</b>	<b>67.2</b>	<b>70.8</b>	<b>72.7</b>	<b>72.4</b>	<b>-0.4%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup> Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.6.3 – Electronic Services: Claimants Receiving Benefits through Direct Deposit<sup>1</sup> (%)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>2</sup>
Atlantic	92.1	93.8	95.7	96.7	97.0	0.3%
Quebec	93.6	94.6	95.5	96.0	96.2	0.2%
Ontario	91.9	93.3	94.6	95.3	95.7	0.4%
Western	91.0	92.1	93.7	95.1	95.3	0.2%
<b>CANADA</b>	<b>92.1</b>	<b>93.4</b>	<b>94.7</b>	<b>95.6</b>	<b>95.9</b>	<b>0.3%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup> Prior to the 2013/14 Monitoring and Assessment Report, this information was reported under Annex 4.5.

<sup>2</sup> Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.7.1 – Integrity Operations: Investigations Completed (Number)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>2</sup>
NIS <sup>1</sup>	29,464	32,289	39,675	38,815	31,862	-17.9%
Atlantic	29,452	27,342	23,084	25,119	33,722	34.2%
Quebec	65,148	62,503	57,303	62,822	83,578	33.0%
Ontario	65,152	66,643	102,491	94,463	98,352	4.1%
Western	100,471	77,466	114,844	100,239	104,697	4.4%
<b>CANADA</b>	<b>289,687</b>	<b>266,243</b>	<b>337,397</b>	<b>321,458</b>	<b>352,211</b>	<b>9.6%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup> National Investigative Services (NIS).

<sup>2</sup> Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.7.2 – Integrity Operations: Value of Overpayments Imposed (\$ Million)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>2</sup>
NIS <sup>1</sup>	9	15.9	15.8	13.6	11.4	-16.2%
Atlantic	20	13.9	11.5	16.6	22.3	34.3%
Quebec	43.2	39.9	41.6	43.2	47.7	10.4%
Ontario	44.9	30.1	40.2	58.7	62.1	5.8%
Western	40.6	28.7	53.3	79.2	76.5	-3.4%
<b>CANADA</b>	<b>157.7</b>	<b>128.5</b>	<b>162.4</b>	<b>211.3</b>	<b>220</b>	<b>4.12%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup> National Investigative Services (NIS).

<sup>2</sup> Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.7.3 – Integrity Operations: Value of Penalties Imposed (\$ Million)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>2</sup>
NIS <sup>1</sup>	2.3	4.9	4.7	3.0	3.6	20.0%
Atlantic	5.3	5.3	3.6	4.1	7.2	75.6%
Quebec	11.9	11.1	10.2	10.1	12.4	22.8%
Ontario	11.2	6.9	9.2	10.8	14.9	38.0%
Western	9.5	8.3	15.1	19.3	19.9	3.1%
<b>CANADA</b>	<b>40.1</b>	<b>36.4</b>	<b>42.8</b>	<b>47.3</b>	<b>58</b>	<b>22.6%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup> National Investigative Services (NIS).

<sup>2</sup> Percentage change between 2016 to 2017 and 2017 to 2018.

#### Annex 4.7.4 – Integrity Operations: Total Savings (\$ Million)

REGION	FY1314	FY1415	FY1516	FY1617	FY1718	% Change <sup>2</sup>
NIS <sup>1</sup>	22.6	35.4	33.4	28.7	25.6	-10.8%
Atlantic	43.9	39.5	39.6	44.9	54.4	21.2%
Quebec	105	100.2	104.5	105.5	116.4	10.3%
Ontario	97.9	87	95.7	118.5	137.7	16.2%
Western	113.6	88.7	139.1	164.1	157.4	-4.1%
<b>CANADA</b>	<b>383</b>	<b>350.8</b>	<b>412.3</b>	<b>461.7</b>	<b>491.5</b>	<b>6.5%</b>

Source: Service Canada, Employment Insurance (EI) administrative data.

<sup>1</sup> National Investigative Services (NIS).

<sup>2</sup> Percentage change between 2016 to 2017 and 2017 to 2018.





# ANNEX 5

## Employment Insurance Financial Information

Annex 5.1    Employment Insurance operating account..... 486

## Annex 5.1 – Employment Insurance operating account (\$ million)

### Statement of operations and accumulated surplus (deficit) for the year ended March 31<sup>1</sup>

Operating account	FY1516	FY1617	FY1718
<b>Revenues and funding</b>			
Premiums	23,491.1	22,537.4	21,533.0
Interest <sup>2</sup>	37.8	14.7	64.4
Penalties	57.2	51.3	16.6
<b>Total revenues and funding</b>	<b>23,586.1</b>	<b>22,603.3</b>	<b>21,614.0</b>
<b>Expenditures<sup>3</sup></b>			
<b>Part-I: Employment Insurance benefits</b>			
Regular benefits	12,058.2	12,907.2	11,751.0
Fishing benefits	287.1	300.6	326.9
Work-Sharing benefits	40.4	47.5	12.9
Special benefits for insured employees	5,238.2	5,529.2	5,755.2
Parental benefits <sup>4</sup>	2,633.1	2,721.3	2,805.0
Sickness benefits	1,444.0	1,560.3	1,681.6
Maternity benefits	1,124.2	1,172.0	1,175.3
Other special benefits <sup>5</sup>	36.8	75.5	93.3
Special benefits for self-employed	9.2	9.8	9.7
<b>Total income benefits</b>	<b>17,632.9</b>	<b>18,794.3</b>	<b>17,855.6</b>
<b>Less: Benefit repayments<sup>6</sup></b>	<b>(264.6)</b>	<b>(263.1)</b>	<b>(308.6)</b>
<b>Total Part-I: Employment Insurance benefits</b>	<b>17,368.3</b>	<b>18,531.2</b>	<b>17,547.1</b>
<b>Part-II: Employment benefits and support measures</b>			
Employment benefits <sup>7</sup>	1,938.7	2,067.4	2,048.6
Support measures	111.7	112.5	119.2
Labour market partnerships	110.3	106.7	112.6
Research and innovation	1.4	5.8	6.6
<b>Total Part-II: Employment benefits and support measures</b>	<b>2,050.3</b>	<b>2,179.9</b>	<b>2,167.8</b>
Administration costs	1,653.3	1,775.9	1,877.8
Bad debts	120.9	31.9	69.3
<b>Total expenditures</b>	<b>21,192.9</b>	<b>22,518.9</b>	<b>21,662.0</b>
<b>Net surplus for the year</b>	<b>2,393.2</b>	<b>84.4</b>	<b>(48.0)</b>
<b>Accumulated surplus (deficit) at beginning of year</b>	<b>521.7</b>	<b>2,914.9</b>	<b>2,999.4</b>
<b>Accumulated surplus (deficit) at end of year</b>	<b>2,914.9</b>	<b>2,999.4</b>	<b>2,951.4</b>

Note: Data may not add up to the total due to rounding.

<sup>1</sup> The terms used for accounting items referred to in this annex have been harmonized with the terminology used elsewhere in this report and may therefore differ from those appearing in the Public Accounts of Canada.

<sup>2</sup> This interest includes interest accrued on overdue accounts receivable.

<sup>3</sup> Expenditures reported in Chapter II of this report are based on administrative data and may differ from the ones reported in the financial statements of the Employment Insurance Operating Account that are included in the Public Accounts of Canada, due to methodological differences.

<sup>4</sup> Include parental benefits paid to biological parents and adoptive parents.

<sup>5</sup> Include compassionate care benefits (for FY1516, FY1617 and FY1718), benefits for parents of critically ill children (for FY1516 and FY1617) and family caregiver benefits (for FY1718).

<sup>6</sup> These repayments correspond to benefit repayments from higher income claimants.

<sup>7</sup> These benefits correspond to transfer payments to provinces and territories related to labour market development agreements, net of previous fiscal years' over-contribution.

Source: Government of Canada, Public Accounts of Canada 2018, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, October 2018); and Government of Canada, Public Accounts of Canada 2017, Volume I: Summary Report and Consolidated Financial Statements (Ottawa: Receiver General for Canada, October 2017).

# ANNEX 6

## Key Studies Referenced in Chapters 2 to 4

### Table of Contents

1. 2018 Actuarial Report on the Employment Insurance Premium Rate .....	488
2. Employment Insurance Waiting period Reduction: 2 Weeks to 1 Week .....	488
3. Inflation and Fixed dollar Thresholds: The EI Family Supplement.....	489
4. Assessment of Anti-Poverty Effect of Employment Insurance Program .....	489
5. The Redistributive Impact of Employment Insurance, 2007 to 2009.....	490
6. Financial Impacts of Receiving Employment Insurance .....	491
7. Evaluation of the Connecting Canadians with Available Jobs Initiative.....	491
8. ROE-based Measure of EI Eligibility: Update 2001-2017.....	492
9. Record of Employment and Interruptions of Earnings: Firms .....	493
10. EI-Eligible Job Separators that Do Not Apply: Characteristics of Non-Application .....	494
11. Evaluation of the Working While on Claim Pilot Projects .....	494
12. Who are Workers Working for When Working While on Claim? .....	495
13. Employment Insurance Support for Apprenticeship Training .....	495
14. Job-related Training of Older Workers .....	496
15. Employment Insurance Monitoring and Assessment Report: Apprenticeships Before and After the 2008 Recession .....	497
16. Descriptive Analysis of EI Claimants Referred to Full-time Training.....	497
17. Training and the Duration of Employment Insurance Benefits .....	498
18. Usage of the Work-Sharing Program: 2000/2001 to 2016/2017 .....	499
19. Enhance Understanding of the Use of the Premium Reduction Program .....	499
20. Compassionate Care Benefits: Update (2004/2005 to 2015/2016) .....	500
21. Enhance Understanding of Self-Employed Workers' Participation in EI Special Benefits .....	501

## 2018 Actuarial Report on the Employment Insurance Premium Rate

### Author(s), Year

Office of the Chief Actuary, 2017

### Objective(s)

The purpose of this report is to provide the Commission with all the information prescribed under section 66.3 of the EI Act. Pursuant to this section, the Chief Actuary shall provide the Commission with a report that sets out: i) the forecast premium rate for the following year and a detailed analysis in support of the forecast; ii) the calculations performed for the purposes of sections 4 and 69 of the EI Act; iii) the information provided under section 66.1; and iv) the source of the data, the actuarial and economic assumptions and the actuarial methodology used.

### Key Finding(s)

- The 2018 Maximum Insurable Earnings (MIE) was \$51,700 or a 0.8% increase from the 2017 MIE of \$51,300.
- The 2018 estimated employer premium reduction due to qualified wage-loss replacement (WLR) plans is \$981 million, compared to \$955 million in 2017.

### Availability

This report is available on the Canada Employment Insurance Financing Board's website

<http://www.osfi-bsif.gc.ca/Eng/Docs/ei2018.pdf>

## Employment Insurance Waiting Period Reduction: 2 Weeks to 1 Week

### Author(s), Year

ESDC: Employment Insurance Policy Directorate, 2019

### Objective(s)

This paper assesses the impact of the legislative changes to the *Employment Insurance Act* that reduced the waiting period from two weeks to one week. It also looks at the average duration of claims that received an extra week of benefits from the waiting period reduction compared to those that did not, the number of claims with 1-week duration and the exhaustion rate of claims by EI benefit types.

### Key Finding(s)

- In 2017, among the completed claims who served a waiting period, 65.8% of regular claims, 71.1% of special benefit claims and 61.6% of fishing claims benefitted from the measure by receiving an extra week of benefits.
- The number of regular claims with a one-week duration increased by 19.7% and 13.2% for special benefits – these claims would not have received benefits prior to the waiting period reduction.
- Claims that received an extra week of regular benefits had much shorter duration (15.3 weeks on average) than those that did not (29.8 weeks on average).

- During the periods analyzed, the exhaustion rate of regular and special claims remained relatively unchanged, and increased by 7.2 percentage points for fishing claims (compared to 2016).

#### **Availability**

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

## **Inflation and Fixed Dollar Thresholds: The EI Family Supplement**

#### **Author(s), Year**

ESDC: Evaluation Directorate, 2014

#### **Objective(s)**

This paper examines the extent to which the number of families eligible to receive the EI family supplement has decreased over the period between 2001 and 2013. It also examines how the real value of the family supplement (adjusted for inflation) has evolved and explores the concept of an indexed eligibility threshold.

#### **Key Finding(s)**

- Between 2001 and 2012, the number of households in Canada that received the EI family supplement has decreased by roughly 50%, from 160,155 claimants in 2001 to 79,598 in 2012. Many factors, including changes in family composition, real wage growth, and inflation, can explain this decrease. The total cost of the EI family supplement also has decreased, from \$181.6 M in 2001 to \$98.7 M in 2012.
- The average nominal value of the family supplement paid to claimants has been relatively constant between 2001 and 2012, but when adjusted for inflation, the real value of the family supplement has decreased by 19% over the same period.
- This paper suggested indexing the eligibility threshold and the value of the supplement to a measure of price increases. A first approach would be to use the same rate of increase that is used to adjust the maximum insured earnings to index family supplement eligibility. With this approach, the eligibility threshold would have been \$31,504 in 2013. Under the second scenario based on the Consumer Price Index, the eligibility for family supplement would have been capped at \$35,211 in 2013.

#### **Availability**

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## **Assessment of Anti-Poverty Effect of Employment Insurance Program**

#### **Author(s), Year**

ESDC: Social Policy Directorate, 2019

**Objective(s)**

The objective of this study is to estimate how many families and individuals have avoided situations of poverty through the provision of EI benefits, the effect of EI benefits on the poverty gap and how this effect varies by different sociodemographic groups.

**Key Finding(s)**

- The EI program significantly reduces the prevalence of poverty among those who receive at least \$4,000 in EI benefits.
- The differences in poverty rate of unemployed people who received at least \$4,000 in EI benefits and that of unemployed people who did not receive EI benefits were around 25 percentage points in 2009 and 15 percentage points in 2015. The poverty prevention effects of EI appear to be larger during a recession.
- Based on survey data, in 2015, approximately 14,600 unemployed individuals were lifted out of poverty by the EI program, or an estimated 49,970 persons when including all related family members. This would represent about a 1 percentage point reduction in the low-income rate in Canada that year.
- In 2015, EI benefit recipients have a significantly lower poverty gap ratio (26%) compared to the unemployed who did not receive EI benefits (45%).
- Vulnerable groups, such as attached individuals, single parent families, persons with disabilities and Indigenous people would not likely be lifted out of poverty by the EI program, since they only represented about 2% of the impacted population.

**Availability**

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## The Redistributive Impact of Employment Insurance, 2007 to 2009

**Author(s), Year**

Ross Finnie, Queen's University School of Policy Studies; and Ian Irvine, Concordia University (for HRSDC, Evaluation Directorate, 2013)

**Objective(s)**

The objective of this study is to investigate the degree to which Canada's EI program has redistributed purchasing power during the recent economic recession. More precisely, the period of investigation runs from 2007 to 2009, although results from the 2002 to 2006 period are also presented in order to place the recession period in a longer-term context.

**Key Finding(s)**

- EI redistributes income substantially when the unit of analysis is individual earnings. The lower deciles of the distribution benefit both on the contributions and benefits sides.
- The quantitative redistributive impact of EI in 2009 appears to be approximately twice the impact of 2007.

- In 2007 and 2008, Quebec was the largest recipient of benefits (even without accounting for family benefits). However, 2009 saw a reversal of this pattern: Quebec's benefits increased by 20%, whereas Ontario's benefits increased by almost 50%, a reflection of how much harder the recession hit the employment sector in Ontario than in Quebec.

**Availability**

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## Financial Impacts of Receiving Employment Insurance

**Author(s), Year**

Constantine Kapsalis, Data Probe Economic Consulting Inc., 2010

**Objective(s)**

This study explores the financial impact of receiving EI benefits. It probes the evolution of individual incomes before, during and after the receipt of EI benefits, as well as the influence of receiving EI on household consumption.

**Key Finding(s)**

- The average EI beneficiary experienced a 38% drop in wages during a year with EI. The most important offsetting factor was EI; it replaced about 38% of lost wages. The second most important factor was investment income; it replaced about 9% of lost wages. Other income sources played a lesser role.
- Lower income families received a higher return of their contributions than did higher income families. In fact, families with after-tax income below the median received 34% of total benefits and paid 18% of all premiums in 2007. The study also found that EI halved the incidence of low income among beneficiaries (from 14% to 7%) during that period.

**Availability**

A PDF version of this document can be ordered by calling 1 800 O-Canada (1-800-622-6232). If you use a TTY, call 1-800-926-9105. The PDF version can only be sent via e-mail. Please note there will be a certain delay before receiving the documents.

## Evaluation of the Connecting Canadians with Available Jobs Initiative

**Author(s), Year**

ESDC: Evaluation Directorate, 2019

**Objective(s)**

This report presents the key findings and lessons learned of the evaluation of Employment Insurance measures put in place in 2013 as part of a federal initiative to better connect Canadians with available jobs; the Connecting Canadians with Available Jobs (CCAJ) initiative. The initiative was comprised of four measures, which are each assessed in the evaluation:

1. Legislative changes and enhanced integrity measures to strengthen claimant's obligations to undertake a reasonable job search for suitable employment.
2. Enhancements to Job Alerts and labour market information to support job-search activities.
3. Improved connections between the Temporary Foreign Worker Program and the EI program to ensure Canadians are considered before temporary foreign workers.
4. Collaboration projects with interested provinces and territories to test whether providing EI claimants with information on employment supports earlier in their claim would decrease EI usage.

### **Key Finding(s)**

- It was found that there was a need to facilitate more effective job searches and encourage Employment Insurance claimants to accept all suitable work. While some of the measures somewhat contributed to the initiative's objectives, others had mixed effects.
- Enhanced integrity measures led to better monitoring of claimants and helped them return to work faster. However, the legislative changes did not encourage them to increase their job search efforts. Overall, they had low awareness of the changes.
- Enhancements to Job Alerts and labour market information increased the awareness and take-up of Job Alerts. However, there was no significant improvement in labour market outcomes.
- Improved connections between the Temporary Foreign Worker Program and the EI Program had minimal impact on the number of Canadians considered and hired for jobs for which employers requested temporary foreign workers.
- Collaboration projects with British Columbia and Manitoba had limited effectiveness. Evidence suggests that this type of intervention could be effective if it is better targeted at certain subgroups of EI claimants.

### **Availability**

This report is available on the Employment and Social Development Canada webpage at

<https://www.canada.ca/en/employment-social-development/corporate/reports/evaluations/connecting-canadians-available-jobs-initiative.html>

## **ROE-based Measure of EI Eligibility: Update 2001-2017**

### **Author(s), Year**

ESDC: Evaluation Directorate, 2019

### **Objective(s)**

This study examines the percentage of job separators with enough hours to meet the variable entrance requirement (VER) and the percentage of laid-off job separators with an EI claim. It looks at the eligibility and the claim rates across unemployment rates, provinces, industries and regions.

### **Key Finding(s)**

- The percentage of individual ROEs with enough hours to qualify for EI regular benefits increased from 44.9% to 46.7% during the 2001 to 2017 period.

- Between 68% and 74% of job separators accumulated enough hours in the previous 52 weeks to qualify for EI regular benefits.
- The percentage of the laid-off job separators with enough combined hours in the last 52 weeks to qualify for EI regular benefit decreased from 75.4% in 2001 to 68.2% in 2017, meaning fewer laid-off job separators have qualified for EI regular benefits.
- In 2001, 2-in-3 laid-off workers with enough hours in the last 52 weeks received EI benefits compared to 1-in-2 laid-off workers in 2017, reflecting more favorable labour market conditions.

#### **Availability**

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## **Record of Employment and Interruptions of Earnings: Firms**

#### **Author(s), Year**

ESDC, Evaluation Directorate, 2018

#### **Objective(s)**

The study examines the extent to which employers issue a Record of Employment (ROE) when there is an interruption of earnings and how the percentage of earnings interruptions without an ROE varies by characteristics of the job.

#### **Key finding(s)**

- The percentage of earnings interruptions without an ROE generally declined over the years from 46.2% in 2000 to 30.2% in 2014.
- The frequency of earnings interruptions without an ROE varies by industry sector, firm size, earnings percentiles, union membership, and provinces and territories.
- In 2014, the Service sector had the highest percentage of earnings interruptions without an ROE (32.7%) while the Manufacturing industry had the lowest percentage (18.1%).
- The percentage of earnings interruptions without an ROE was 40.8% for small-sized firms in 2014, which is about 17 percentage points higher than for medium sized or large firms (23.7%).
- The percentage of earnings interruptions without an ROE decreases with higher earnings.
- A higher proportion of earnings interruptions without an ROE was observed for non-unionized jobs (34.2%) compared to unionized jobs (12.9%).
- The Territories had the highest proportion of interruptions without an ROE (40.8%), followed by British Columbia (35.9%).

#### **Availability**

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## EI-Eligible Job Separators that Do Not Apply: Characteristics of Non-Application

### Author(s), Year

ESDC: Evaluation Directorate, 2019

### Objective(s)

This study examines the financial impact on survey respondents who were estimated to be eligible for regular and special EI benefits, but recalled that they did not apply.

### Key Finding(s)

- About one in five eligible job separators recalled that they did not apply for EI regular benefits. Most were able to find another job right away, while some were not eligible for benefits and others stated that they did not need the benefit. These respondents were split between experiencing an increase or a decrease in income in the year after job separation
- About one in three respondents that were eligible for special benefits recalled that they did not apply. Most believed they did not need the benefit, some found another job right away and others believed they were ineligible for benefits. These respondents reported a decrease in income in the year after job separation.
- One in ten respondents who recalled that they did not apply for regular benefits received Old Age Security benefits in the year of separation or the following year, while one in six received education tax credits.

### Availability

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## Evaluation of the Working While on Claim Pilot Projects

### Author(s), Year

ESDC, Evaluation Directorate, 2018

### Objective(s)

The purpose of this report is to present key findings from the evaluation of the EI Working while on Claim Pilot Project 8, Pilot Projects 12 and 17 and Pilot Projects 18 and 19. These pilots were in effect during the 2005 to 2016 period and their main objective was to test whether changing the treatment of employment earnings gained while on an EI claim would encourage claimants to work more while receiving benefits.

### Key Finding(s)

- Rule no. 1 (Pilots 8, 12 and 17) increased allowable earnings from \$50 or 25% of a claimants weekly EI benefit rate to \$75 or 40%. Relative to the original rules,
  - Work with full benefits increase by 69% for women and 96% for men in high unemployment regions; and
  - The probability of claimants working with full or partial benefits increased by 7% in other regions of Canada.

- In all regions studied, the rule change reduced the probability of claimants working with no benefits by 7% in high unemployment regions and by 16-20% in all other regions.
- Rule no. 2 (Pilots 18 and 19) introduced a 50% reduction in benefits on the first dollar earned until earnings reach 90% of the claimants weekly insurable earnings. It was found to be more effective at encouraging claimants to work more while on claim compared to previous pilots.
  - Work while on claim increased by 27%.
  - The number of weeks worked increased by about 1 week for claimants subject to the rule.
  - The amount of EI benefits paid decreased by at least \$100 per claim.
- The report recommends taking appropriate steps to increase awareness of the rules amongst claimants.

#### **Availability**

This report is available on the Employment and Social Development Canada webpage at <https://www.canada.ca/en/employment-social-development/corporate/reports/evaluations/working-while-claim-pilot-projects.html>

## Who are Workers Working for When Working While on Claim?

#### **Author(s), Year**

ESDC, Evaluation Directorate, 2016

#### **Objective(s)**

This study investigates the pre-claim and post-claim relationships between EI claimants who work while on claim and their employers. The target population is composed of “pure” regular claimants (those who received only regular benefits during their claim) who started their claim in 2010.

#### **Key Finding(s)**

- Almost three-quarters (73.8%) of claimants who worked while on claim did so for a single employer.
- The average claimant who worked while on claim, worked about one-third (32.3%) of the weeks spent on claim. The weeks of employment (both in absolute terms and as a percentage of the weeks on claim) increase with the number of employers. This suggests that those who try to work more weeks during the claim have to look for employment opportunities with more employers.
- For 76.0% of claimants, working during an EI claim led to longer than a year employment after the claim.
- Virtually all claimants (94.8%) who worked while on claim worked for the same employer before and/or after their claim.

#### **Availability**

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## Employment Insurance Support for Apprenticeship Training

#### **Author(s), Year**

ESDC, Employment Insurance Policy Directorate, and Service Canada Employment Insurance Benefits Processing Directorate, 2018.

### **Objective(s)**

This study examines the performance of administrative processing of EI claims for apprentices, identifies the source and/or reason that warrants manual intervention, and analyzes the impacts of not serving the waiting period.

### **Key Finding(s)**

- A greater share of EI apprentices (84.5% in FY1617) had their application finalized within 28 days of filing compared with all regular claimants (78.5% in FY1617).
- Overall, 76.2% of the 57,099 applications from EI apprentices in FY1617 have been fully or partially processed automatically compared with 72.7% for all applications. Among all apprentices' applications processed automatically, over three-quarters were fully processed automatically.
- The main reason for delays in the processing of an application is the delay in receiving the Record of Employment.
- 40.5% of EI apprentices filed their application only after their course had already begun, suggesting that they were possibly unaware of the filing process, did not have all the information required to submit their application early enough or had sufficient financial resources to afford to wait before receiving their first EI benefits payments.
- Of all apprentices' applications that were finalized in FY1617, 45.8% were exempted from serving the waiting period. On average, apprentices received \$416 in EI benefits per week.

### **Availability**

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## **Job-related Training of Older Workers**

### **Author(s), Year**

Jungwee Park, Statistics Canada, 2012

### **Objective(s)**

This study focus on three areas: if there is differences in the participation rate in job-related training between those aged 55 to 64 (older workers) and those aged 25 to 54 (core aged employees); the characteristics of older workers that are associated with an increased participation in job training; and finally how the participation of older workers in employer-supported training has changed over time.

### **Key Finding(s)**

- Older-workers (55 to 64) have a much lower probability of taking job-related training than core-aged individuals. Specifically, 32% of older workers took training compared to 45% of core-aged workers.
- Among older workers, the characteristics associated with lower training rates were education less than postsecondary, temporary employment, and sales and service jobs.
- The training gap between older and younger workers has been closing, primarily because of increases in educational attainment and changes in types of jobs.

**Availability**

This report is available on Statistics Canada's web site at:

<http://www.statcan.gc.ca/pub/75-001-x/2012002/article/11652-eng.pdf>

## Employment Insurance Monitoring and Assessment Report: Apprenticeships Before and After the 2008 Recession

**Author(s), Year**

ESDC, Labour Market Information Directorate, 2019

**Objective(s)**

The purpose of this report is to study EI support and apprenticeship training before and after the 2008 recession.

**Key Finding(s)**

- The average apprentice in Canada is male and under the age of 25 with a high school education. According to the National Apprenticeship Survey (NAS), registrants are getting younger over time.
- In the 2015 NAS, 57.5% of apprentices completed their apprenticeships training, while 42.5% discontinued their training. One-third of the discontinuers could not complete their training mainly because of financial difficulties and insufficient work, as well as health and other personal or family reasons.
- The number of new apprenticeship registrations dropped substantially with the recession, with a 15.2% (14,000 registrations) decrease from 2008 to 2009. The number of EI claims from apprentices increased with the recession by 24%.
- The total amount of EI benefits paid out for apprentices during the recession was about twice as much as its pre-recession level.

**Availability**

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## Descriptive Analysis of EI Claimants Referred to Full-time Training

**Author(s), Year**

ESDC, Employment Insurance Policy Directorate, 2019

**Objective(s)**

The purpose of this study is to examine EI regular claimants who received referrals to full-time training under Section 25 of the EI Act. The study looked at the demographic profile, trends and EI utilization over time and across jurisdictions.

**Key Finding(s)**

- In FY1718, in Canada, approximately 73,100 regular claimants were referred to full-time training. Of which, nearly two-thirds (63% or 46,200) were apprentices who obtained referrals

for their technical training portion of their apprenticeship program. The rest of the recipients of Section 25 referrals (37% or 26,900) were non-apprentices (i.e. referred non-apprentices).

- Over the past 13 years, the patterns of referrals varied by group. The number of referred apprentices increased during periods of economic shocks and uncertainty and decreased during periods of economic growth and stability. On the contrary, despite a significant increase prior to the economic recession in 2008/09, the number of referred non-apprentices and their percentage of total regular claimants decreased over time. There were 71,200 or 4.2% in FY0809 and 26,900 or 2.1% in 2017/18.
- Compared to regular claimants, referred apprentices used fewer weeks of regular benefits and were less likely to exhaust their entitlement. Referred non-apprentices used more weeks of regular benefits and were more likely to exhaust their entitlement.
- After finishing their block of full-time technical training, referred apprentices tended to stop receiving EI benefits. Whereas, referred non-apprentices more often stayed on EI and continued to collect regular benefits after their training.
- Compared to regular claimants, referred apprentices were younger, more often men, resided in the Western provinces and had worked in the construction industry. Compared to regular claimants, referred non-apprentices were younger, resided in the Atlantic provinces and had worked in different industries (retail trade, public administration and accommodation and food services).

#### **Availability**

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## **Training and the Duration of Employment Insurance Benefits**

#### **Author(s), Year**

ESDC, Economic Policy Directorate, 2016

#### **Objective(s)**

This study, using data from the Survey of Labour and Income Dynamics (SLID), looked at the impact of participation in job-related training on the incidence of receiving EI regular benefits and the duration of regular benefit payments during the period 2002 to 2008.

#### **Key Finding(s)**

- For men who participated in job-related training in a given year, the probability of receiving EI regular benefits in the following year was reduced by 1.4 percentage points, from an average predicted probability of 4.7%.
- For women who participated in job-related training in a given year, the probability of receiving EI regular benefits in the following year was found to be reduced by 0.6 percentage points, from an average predicted probability of 4.1%.
- Among different types of training, it was found that it is employer-sponsored and workplace-based job-related training that reduced the incidence of receiving EI regular benefits; self-sponsored and classroom-based job-related training were not found to have an impact.

- With respect to the duration of EI regular benefits, participation in job-related training in a given year had only a limited impact, reducing the duration of benefit payments in the following year by 1.6 days among male recipients and 0.9 days among female recipients.

**Availability**

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## Usage of the Work-Sharing Program: 2000/2001 to 2016/2017

**Author(s), Year**

ESDC, Evaluation Directorate, 2018

**Objective(s)**

This report examines the usage of the Work-Sharing program, including the number and distribution of layoffs averted and the incidence of shutdowns among Work-Sharing employers from FY0001 to FY1617.

**Key Finding(s)**

- From FY0001 to FY1617, Work-Sharing participants accounted for less than 1% of employment in Canada.
- Work-sharing usage and expenditures are counter-cyclical: the Program is used more intensively during periods of economic downturn and less intensively during periods of economic recovery.
- The average benefit duration was around 20 weeks. It peaked at 39.4 in FY0809 when temporary extensions were available.
- The estimated layoffs averted varied from lows of around 1,000 in FY0708 and in FY1415 to more than 24,000 in FY0910.
- More than half of employers (55.7%) who participated in the Work-Sharing program in 2001 had shut down in 2015, compared to 75.4% of non-Work-Sharing employers during the same period.

**Availability**

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## Enhance Understanding of the Use of the Premium Reduction Program

**Author(s), Year**

ESDC, Evaluation Directorate, 2019

**Objective(s)**

This study examines the characteristics of employers offering short-term disability plans (STDPs) recognized by the Premium Reduction Program (PRP) and compares the usage of EI Sickness benefits between claimants covered by a STDP (i.e. EI is a second payer) and those who are not (EI is a first payer).

**Key Finding(s)**

- The number of employers offering STDPs decreased by 12% over the 2000-2015 period. Large-sized employers increased by 3.0% while medium and small-sized employers decreased by 5.5% and 16.0% respectively.
- Employers offering STDPs declined in the Private Services and Manufacturing sectors by 13.2% and 54.5% respectively. PRP usage grew in the Prairies provinces by 2.1% while Quebec and Ontario saw declines of 26.8% and 18.4% respectively.
- 9 in 10 employers offered Weekly Indemnity plans to their employees – a minimum of 15 weeks of benefits.
- The number of employees covered by an employer-provided STDP has increased by 11.4% over the 2000-2015 period.
- Covered claimants who used EI as a second payer had a longer average duration of sickness benefits and a higher exhaustion rate than claimants who were not covered in each year from 2000 to 2015, independent of gender and age group.

### **Availability**

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## **Compassionate Care Benefits: Update (2004/2005 to 2015/2016)**

### **Author(s), Year**

ESDC, Evaluation Directorate, 2018

### **Objective(s)**

The report describes the impact of the 2016 extension of the maximum duration on compassionate care benefits usage, and presents a socio-economic profile of individuals who applied for and received the benefits.

### **Key Finding(s)**

- In FY1516, most compassionate care applicants were caring for their mother or father (58.1 %), followed by a spouse or partner (27.5%).
- On average, 8.7 weeks of benefits were paid in FY1516 compared to 4.8 in FY1011.
- Approximately one third of compassionate care applicants did not receive benefits. The main reason for not receiving the benefits was that the applicants received other employment insurance benefits, followed by the absence of the medical certificate.
- Applicants in British Columbia and Territories were statistically significantly more likely to have their applications approved.
- Multivariate analysis suggests that the probability of not using all weeks available to the claimants is mainly explained by the mortality of care recipients. However, the impact of the mortality on this probability is mitigated by the extension of the benefits duration from 6 to 26 weeks.

### **Availability**

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## Enhance Understanding of Self-Employed Workers' Participation in EI Special benefits

### **Author(s), Year**

ESDC: Evaluation Directorate, 2019

### **Objective(s)**

The purpose of this report is to provide additional information on the characteristics of self-employed Canadians who registered, cancelled or terminated and received benefits through the EI Special Benefits for Self-Employed (SBSE) program from 2010 to 2015.

### **Key Finding(s)**

- Compared to non-participants, when they registered, SBSE participants were, on average, younger, more often women, reported lower net incomes from self-employment, and had a higher incidence of additional paid employment. However, the incidence of paid employment was much lower the year they established a claim.
- SBSE participants typically resided in Ontario, British Columbia, Alberta, or Quebec when they registered, cancelled or terminated, and claimed benefits.
- SBSE participants waited about a year and a half (82 weeks on average) between registration and first claim.
- Nearly all SBSE participants who established a claim were women, the majority of whom were 25 to 34 years old, and most commonly received parental and maternity benefits. Over three-quarters of claimants who received maternity benefits used all 15 weeks available to them while 45.9% of claimants who received parental benefits used the full 35-week entitlement.
- On average, 2-in-3 claimants appeared to continue their self-employment activity after claiming special benefits.

### **Availability**

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# ANNEX 7

## Legislative changes to the Employment Insurance program implemented and in force from April 1, 1996 to January 1, 2019

<b>Budget Implementation Act 2018, No. 1, S.C. 2018, c. 12 (Bill C-74)</b>	
<b>Working While on Claim</b>	
<b>Element</b>	<b>Rationale</b>
<ul style="list-style-type: none"> <li>Effective August 12, 2018, Working While on Claim rules are permanent, enabling EI claimants to keep 50 cents of their EI benefits for every dollar they earn while on claim, up to 90% of their previous weekly insurable earnings. Any earning above this threshold results in a dollar-for-dollar reduction of their EI benefits.</li> <li>The new permanent rules are extended to EI maternity and sickness benefits.</li> </ul>	<ul style="list-style-type: none"> <li>Helps claimants stay connected with the labour market by encouraging them to accept available work while receiving EI benefits and earn additional income while on claim.</li> <li>Mothers and those dealing with an illness or injury will have greater flexibility and can keep more of their EI benefits if they choose to work.</li> </ul>

<b>Regulatory Amendments: Increased weeks of benefits for seasonal claimants (2018)</b>	
<b>Element</b>	<b>Rationale</b>
<ul style="list-style-type: none"> <li>On August 20, 2018, the Government announced a new pilot project which provides of up to five additional weeks of EI regular benefits to eligible seasonal claimants in 13 targeted EI regions. The additional five weeks of regular benefits will be available to eligible seasonal claimants who start a benefit period between August 5, 2018 and May 30, 2020.</li> </ul>	<ul style="list-style-type: none"> <li>Pilot Project No. 21 tests the outcomes of increasing the number of weeks of benefits paid to targeted seasonal claimants.</li> </ul>

<b>Budget Implementation Act 2017, No. 1, S.C. 2017, c. 20, Division 11, Part 4 (Bill C-44)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Family Caregiver Benefit for Adults</b>	
<ul style="list-style-type: none"> <li>• Effective December 3, 2017, the 15-week EI Family Caregiver benefit for adults is available to provide income support to eligible caregivers who take time off work to provide care or support for an adult family member who is critically ill or injured. Any family member or person who is considered to be like family is eligible to receive benefits.</li> <li>• Bill C-44 also amended the <i>Canada Labour Code</i> to protect the jobs of employees in federally regulated enterprises while they take unpaid leave to care for their critically ill or injured family member.</li> </ul>	<ul style="list-style-type: none"> <li>• Helps individuals balance work and family responsibilities by reducing the financial pressure they face when an adult family member is suffering from a critical illness or injury.</li> <li>• Recognizes that caregivers are likely to take time away from work when an adult member in their family is critically ill.</li> </ul>
<b>Family Caregiver Benefit for Children</b>	
<ul style="list-style-type: none"> <li>• Effective December 3, 2017, the EI Family Caregiver benefit for children replaces the EI Parents of Critically Ill Children benefits. Up to 35 weeks of EI benefits continues to be available for the care of a critically ill child. Any family member or person who is considered to be like family is now eligible to receive benefits, rather than only parents.</li> </ul>	<ul style="list-style-type: none"> <li>• Enhances access to benefits by expanding eligibility to a wider support network that includes extended family members, rather than only parents.</li> </ul>
<b>Making it Easier to Apply for Caregiving Benefits</b>	
<ul style="list-style-type: none"> <li>• To improve access to EI caregiving benefits, nurse practitioners and medical doctors are now able to sign medical certificates.</li> <li>• This change, effective December 3, 2017, applies to the following benefits: Family Caregiver benefit for children, Family Caregiver benefit for adults, and Compassionate Care benefits.</li> </ul>	<ul style="list-style-type: none"> <li>• For many Canadians, nurse practitioners are the first and most frequent point of contact with the health care system. This change makes it easier for caregivers to access benefits.</li> </ul>

<p><b>Earlier Access to Maternity Benefits</b></p>	
<ul style="list-style-type: none"> <li>• As of December 3, 2017, pregnant workers can begin receiving EI maternity benefits as early as 12 weeks before the expected week of childbirth. Previously EI maternity benefits were accessible up to 8 weeks prior to the expected week of childbirth.</li> <li>• The <i>Canada Labour Code</i> was amended to ensure that workers in federally regulated sectors have the job protection they need while they are receiving maternity benefits.</li> </ul>	<ul style="list-style-type: none"> <li>• This increased flexibility allows pregnant workers to consider their personal, health, and workplace circumstances when choosing when to begin their claim for maternity benefits.</li> <li>• Aligns job protection for workers in workplaces that are federally regulated with the change to EI maternity benefits.</li> </ul>
<p><b>More Choice for Parents</b></p>	
<ul style="list-style-type: none"> <li>• As of December 3, 2017, parents with a newborn or newly adopted child can choose between standard and extended parental benefits.</li> <li>• The EI standard parental benefits provide up to 35 weeks of benefits at a 55% income replacement rate paid over 12 months.</li> <li>• The EI extended parental benefits provide up to 61 weeks of benefits at a 33% income replacement rate paid over 18 months.</li> <li>• When applying for EI, parents must choose between standard or extended parental benefits, and the choice cannot be changed once a payment has been made.</li> <li>• Parents must choose the same option. Parental benefits can be shared, at the same time or separately.</li> <li>• Adjustments were made to the rules for combining EI benefits. They include a Schedule to convert EI weeks paid at the 33% income replacement rate into EI weeks paid at 55% income replacement rate for situations when EI regular benefits are combined with EI extended parental benefits. A benefit period extension is provided in these situations to allow a claimant to receive</li> </ul>	<ul style="list-style-type: none"> <li>• Helps working parents manage work and family responsibilities by allowing them to choose the option of EI parental benefits that best meets their family's needs.</li> </ul>

<p>the equivalent of up to 50 “standard” EI weeks.</p>	
<p><b>Expanded Labour Market Development Agreements (LMDAs)</b></p>	
<ul style="list-style-type: none"> <li>Investing an additional \$1.8 billion, over six years, for skills training and employment supports through amended LMDAs, starting with \$125 million in 2017-18.</li> </ul> <p>Budget 2017 also committed to amend the <i>EI Act</i> to:</p> <ul style="list-style-type: none"> <li>Broaden eligibility for Employment Benefits to also include unemployed individuals who have made minimum EI premium contributions (i.e. above the premium rebate threshold) in at least five of the previous ten years;</li> <li>Expand eligibility for Employment Assistance Services (e.g. employment counselling, job search assistance) under EI Part II, previously available to unemployed individuals, to also include employed workers; and,</li> <li>Increase flexibility to support employer-sponsored training under the Labour Market Partnerships Support Measure to include employers who need to upskill or retrain their employees, in order to maintain their current employment (e.g. to adjust to technological or structural changes in the economy).</li> </ul>	<ul style="list-style-type: none"> <li>The additional funding announced in Budget 2017 and changes to the EI Act provide increased flexibility to provincial and territorial governments under the LMDAs to assist a broader range of Canadians in finding and keeping employment. This includes vulnerable populations such as persons with disabilities and Indigenous peoples as well as the precariously employed.</li> <li>Provinces and territories were able to benefit from this flexibility as of April 1, 2018, provided their respective amended LMDA was signed.</li> </ul>

<p><b>Budget Implementation Act 2016, No. 2, S.C. 2016, c. 12 (Bill C-29)</b></p>	
<p><b>Element</b></p>	<p><b>Rationale</b></p>
<p><b>Changes to the Definition of Suitable Employment Under the Employment Insurance Act</b></p>	
<ul style="list-style-type: none"> <li>Amendments introduced under Part IV, Division 1 of the <i>Budget Implementation Act No. 2</i> amend the <i>Employment Insurance Act</i></li> </ul>	<ul style="list-style-type: none"> <li>Enhances the flexibility and responsiveness of the EI program in situations where employers may be engaged in hiring practices</li> </ul>

<p>to change the definition of what is classified as suitable employment when determining whether a claimant should be disentitled to EI benefits.</p> <ul style="list-style-type: none"> <li>The definition of suitable employment is modified to exclude claimants being unable to work as a result of a labour dispute; claimants working at lower rates of earnings or conditions less favourable than those observed by agreements between employers and employees or conditions observed by good employers; and if it is not the claimant's usual occupation and is performed at a lower rate of earnings or in conditions less favourable than those a claimant might reasonably expect to obtain in their usual occupation.</li> </ul>	<p>determined not to be those recognized by good employers, including lower levels earnings or not providing conditions of work that employees can expect to obtain in their usual occupation for claimants in that profession.</p> <ul style="list-style-type: none"> <li>While long-standing requirements for claimants to search for and accept available work while receiving Employment Insurance benefits continue to be upheld, restrictions on these requirements have been eased with respect to commuting times, offered wages and the types of work claimants are required to accept.</li> </ul>
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**Budget Implementation Act 2016, No. 1, S.C. 2016, c. 7 (Bill C-15)**

Element	Rationale
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**Reduced Waiting period for Employment Insurance Benefits**

<ul style="list-style-type: none"> <li>Amendments introduced under Part IV, Division 12 of the <i>Budget Implementation Act No. 1</i> amend the <i>Employment Insurance Act</i> to reduce the waiting period for EI benefits from two weeks to one week.</li> <li>These changes came into effect on January 1, 2017.</li> </ul>	<ul style="list-style-type: none"> <li>The waiting period for EI benefits acts as a deductible. Shortening the waiting period will help ease financial pressures when claimants become unemployed or leave work temporarily due to health or family pressures.</li> </ul>
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**Elimination of the New Entrant and Re-Entrant (NERE) Requirements for Employment Insurance Benefits**

<ul style="list-style-type: none"> <li>Effective July 3, 2016, additional eligibility criteria that restricted access to Employment Insurance regular and fishing benefits for workers who were entering or re-entering the labour market were removed. Changes to the</li> </ul>	<ul style="list-style-type: none"> <li>Ensures greater equity for new entrants and re-entrants in accessing EI benefits.</li> <li>Evaluation of the NERE provisions by Employment and Social Development Canada concluded that the NERE provisions did not</li> </ul>
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<p><i>Employment Insurance Regulations</i> and <i>Employment Insurance (Fishing) Regulations</i> were also made.</p> <ul style="list-style-type: none"> <li>• Claimants, including those formerly defined as NEREs are now required to meet their regional variable entrance requirement (420 to 700 hours of insurable employment, reduced from 910 hours) to access EI regular benefits. <ul style="list-style-type: none"> <li>○ NEREs are those who had minimal or no labour market attachment (less than 490 hours of work) in the 52-week period prior to the qualifying period.</li> </ul> </li> <li>• All NERE self-employed fishers will now need to reach regional insurable earnings entrance requirements (\$2,500 to \$4,200, reduced from \$5,500) to qualify for EI fishing benefits. <ul style="list-style-type: none"> <li>○ NEREs are those who had minimal or no labour market attachment (less than \$3,000 in earnings from employment as a fisher) in the 52-week period prior to the qualifying period.</li> </ul> </li> <li>• This change also makes it a requirement for workers qualifying for EI-funded training supports through Labour Market Development Agreements (under Part II of the <i>Employment Insurance Act</i>) to demonstrate that they qualify for benefits under Part I of the <i>Employment Insurance Act</i>.</li> </ul>	<p>act to discourage future frequent use of EI, the original intent of the provision.</p>
<p><b>Extra Weeks of Benefits for Workers in Regions Affected by Downturns in Global Commodity Prices</b></p>	
<ul style="list-style-type: none"> <li>• Eligible workers could receive five additional weeks (up to a maximum of 50 weeks) of EI regular benefits in 15 economic regions that exhibited a sharp and sustained increase in the unemployment rate without showing significant signs of a recovery.</li> </ul>	<ul style="list-style-type: none"> <li>• Declines in global commodity prices since late 2014 led to sharp and sustained shocks of unemployment in commodity-based regions.</li> <li>• This temporary measure is meant to provide the financial support these workers need</li> </ul>

<ul style="list-style-type: none"> <li>• Eligible long-tenured workers were also eligible to receive up to 20 additional weeks to their entitlement (up to a maximum of 70 weeks) in these regions.</li> <li>• Extended benefits were available for a period of one year starting in July 2016, and applied to claimants who started a claim for EI regular benefits on or after January 4, 2015 and were still unemployed.</li> <li>• The applicable economic regions were: Newfoundland/Labrador; Sudbury; Northern Ontario; Northern Manitoba; Saskatoon; Southern Saskatchewan; Northern Saskatchewan; Calgary; Edmonton; Northern Alberta; Southern Alberta; Southern Interior British Columbia; Northern British Columbia; Whitehorse; and Nunavut.</li> </ul>	<p>while they search for work and to inform possible future changes to the EI program.</p> <ul style="list-style-type: none"> <li>• This measure ensures that long-tenured workers, who may have spent years working in one industry or for one employer, have the financial support they need while they search for work, possibly in an entirely different industry and/or acquire the skills necessary to change career.</li> <li>• Regions selected as eligible for extra weeks were selected as a result of their unemployment rates increasing by two percentage points or more for a sustained period, in comparison to its lowest point during a defined reference period, with no signs of economic recovery.</li> </ul>
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<b>Regulatory Amendments: Simplifying Job Search Requirements (2016)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Changes to the Definition of Suitable Employment Under the Employment Insurance Regulations</b>	
<ul style="list-style-type: none"> <li>• Amendments to the <i>Employment Insurance Regulations</i>, announced in Budget 2016, replaced the criteria for determining what constitutes suitable employment that a claimant is expected to search for and obtain, by removing specific criteria for various claimant categories and those related to daily commuting times; and easing the criteria related to the offered earnings and type of work which claimants must accept, with provisions describing employment that was not suitable.</li> <li>• These changes came into effect on July 3, 2016.</li> </ul>	<ul style="list-style-type: none"> <li>• Introduces more flexibility and simplifies job search responsibilities.</li> </ul>

<b>Regulatory Amendments: Working While on Claim (2016)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Working While on Claim Pilot Projects</b>	
<ul style="list-style-type: none"> <li>• On August 7, 2016, as part of Budget 2016, the Government introduced Pilot Project No. 20 (Working While on Claim Pilot Project). This pilot allows all eligible claimants to choose from two options.</li> <li>• Under the default rule, claimants can keep 50 cents of EI benefits for every dollar earned (up to a maximum of 90% of their weekly insurable earnings). Under the optional rule, claimants can choose to earn up to the greater of \$75 or 40% of their weekly benefit rate (earnings beyond this threshold result in their weekly EI benefits being reduced dollar-for-dollar).</li> <li>• This pilot applies to regular, fishing, parental and compassionate care benefits but excludes maternity and sickness benefits. The 'optional rule' does not apply to claimants receiving special benefits for self-employed persons, where only the 'default rule' is available.</li> <li>• This new pilot project concluded on August 11, 2018.</li> <li>• Since 2005, a number of Working While on Claim (WWC) pilot projects were introduced. <ul style="list-style-type: none"> <li>○ Pilot Project No. 8 took effect on December 11, 2005 in 23 EI economic regions with an unemployment rate of 10% or higher. The parameters of this pilot were re-introduced nationally in 2008 as Pilot Project No. 12, which was then extended (effective October 12, 2010) until August 6, 2011.</li> <li>○ Budget 2011 announced a one-year renewal of the WWC Pilot Project parameters through a</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Pilot Project No. 20 tests how offering the choice of two options for the treatment of income earned while on claim will encourage people to accept work, particularly low income claimants.</li> <li>• Pilot Project No. 8 tests to determine whether allowing claimants to earn more income without a reduction in their EI benefits give them incentives to accept all available work.</li> <li>• Pilot Project No. 17 provides additional data to assess the effectiveness of pilot parameters during a period of economic recovery and a full economic cycle.</li> <li>• Pilot Project No. 18 tests whether a new approach further encouraged claimants to work additional days while on claim. Pilot Project No. 18 was amended to test which method, parameters under Pilot Project No. 17 or those under Pilot Project No. 18, is more effective in encouraging claimants to work more while receiving EI benefits.</li> <li>• Pilot Project No. 19 provides additional data to assess the effectiveness of the pilot parameters and test which method, parameters under Pilot Project No. 17 or those under Pilot Project No. 18, is more effective in encouraging claimants to work more while receiving EI benefits.</li> </ul>

new pilot (Pilot Project No. 17), available nationally until August 4, 2012.

- These pilot projects (Pilot Projects No. 8, No. 12 and No. 17) increased the amount that claimants were allowed to earn while on claim to \$75 per week or 40% of their weekly EI benefit rate, whichever was higher. Any income above that amount was deducted dollar-for-dollar from benefits. These pilot projects applied to regular, fishing, parental and compassionate care benefits, but excluded maternity and sickness benefits.
- On August 5, 2012, as part of Budget 2012, the Government introduced Pilot Project No. 18 under which claimants kept 50% of their EI benefits from the first dollar earned, up to 90% of weekly insurable earnings to ensure that claimants did not earn more than when they were working. Claimants with earnings during the period beginning on August 7, 2011 and ending on August 4, 2012 could elect to have their EI weekly benefits calculated based on the parameters of the previous WWC pilot project (Pilot Project No. 17) rather than the Pilot Project No. 18. This pilot project concluded on August 1, 2015.
- On August 2, 2015, as part of Budget 2015, the Government re-introduced the parameters of Pilot Project No. 18 under Pilot

Project No. 19. This pilot project ended on August 5, 2016.	
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<b>Economic Action Plan 2015 Act, No. 1, S.C. 2015, c. 36 (Bill C-59)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Increased Duration of Compassionate Care Benefits</b>	
<ul style="list-style-type: none"> <li>• Amendments to the <i>Employment Insurance Act</i> increased the duration of compassionate care benefits to a maximum of 26 weeks (up from 6 weeks) and allowed weeks of benefits to be taken within a 52-week period (up from a 26-week period).</li> <li>• Bill C-59 also amended the <i>Canada Labour Code</i> concurrently to ensure that the jobs of employees in federally regulated enterprises remain protected while they avail themselves of compassionate care benefits.</li> <li>• These changes came into effect on January 3, 2016.</li> </ul>	<ul style="list-style-type: none"> <li>• Provides additional financial security to Canadians workers and their families providing end-of-life care or support.</li> </ul>

**Regulatory Amendments: Unemployment Rates in the Territories and Employment Insurance Economic Regions in the Territories and Prince Edward Island (2014)**

Element	Rationale
<p><b>New Regional Unemployment Rate Methodology in the Territories and New Employment Insurance Economic Regions in the Territories and Prince Edward Island</b></p>	
<ul style="list-style-type: none"> <li>• Amendments to the <i>Employment Insurance Regulations</i> replaced the administratively set 25 percent unemployment rate used for Employment Insurance (EI) purposes in the Yukon, the Northwest Territories and Nunavut with variable monthly regional unemployment rates. Under this new approach, the regional monthly unemployment rate is henceforth equal to the greater of a seasonally adjusted unemployment rate based on a 3-month moving average or a 12-month moving average. A monthly regional unemployment rate substitute is used if Statistics Canada is not able to publish a monthly unemployment rate for reasons of confidentiality.</li> <li>• In addition, the EI economic regions of Prince Edward Island, Yukon, the Northwest Territories and Nunavut were each divided into two EI economic regions, one consisting of the capital area and the other the remaining non-capital area.</li> <li>• These changes came into effect on October 12, 2014.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures a better reflection of regional labour market conditions in the territories.</li> <li>• Offers a balance between responsiveness to regional labour market conditions in the territories (with the 3-month moving average) and better protection against statistical variance (with the 12-month moving average).</li> <li>• Recognizes differences in labour market realities between the capital and the non-capital areas in the Yukon, the Northwest Territories, Nunavut and Prince Edward Island.</li> </ul>

**Economic Action Plan 2014 Act, No. 2, S.C. 2014, c. 39 (Bill C-43)**

Element	Rationale
<b>Small Business Job Credit</b>	
<ul style="list-style-type: none"><li>• Division 14 of the <i>Economic Action Plan Act 2014 No. 2</i> amended Section 96 of the <i>Employment Insurance Act</i> to allow for businesses with \$15,000 or less in employer premiums paid per year to receive a partial refund of premiums paid for the 2015 and 2016 tax years.</li><li>• The Small Business Job Credit applied to Employment Insurance premiums paid by small businesses. The credit was calculated as the difference between premiums paid at the legislated rate of \$1.88 per \$100 of insurable earnings and the reduced small business rate of \$1.60 per \$100 of insurable earnings.</li><li>• Since employers pay 1.4 times the legislated rate, this 28-cent reduction in the legislated rate was equivalent to a reduction of 39 cents per \$100 of insurable earnings in EI premiums paid by small employers.</li><li>• The 39-cent premium reduction applied in addition to the premium reduction related to Quebec's parental insurance plan, the Québec Parental Insurance Plan.</li><li>• Eligibility for the Small Business Job Credit was determined by the Canada Revenue Agency based on T4 information provided, and employers did not have to apply separately for this credit.</li></ul>	<ul style="list-style-type: none"><li>• Ensures savings for employers on their Employment Insurance premium obligations and brings small business premium contributions more in line with premium rates that would be introduced following implementation of the seven year break even rate formula to be implemented in 2017.</li><li>• Businesses will have additional resources to pursue expansion opportunities that would lead to additional hiring of workers within the Canadian economy and helps businesses to take advantage of emerging opportunities and compete in the global economy.</li></ul>

<b>Economic Action Plan 2014 Act, No. 1, S.C. 2014, c. 20 (Bill C-31)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Enhanced Access to Sickness Benefits for Compassionate Care Benefits or Parents of Critically Ill Children Benefits Claimants</b>	
<ul style="list-style-type: none"> <li>Effective October 12, 2014, claimants receiving compassionate care benefits (CCB) or parents of critically ill children (PCIC) benefits no longer have to be otherwise available for work to receive sickness benefits. This legislative change allows claimants who fall ill or injured while receiving CCB or PCIC benefits to access sickness benefits and then resume collecting the balance of their CCB or PCIC benefits, if needed, once their sickness benefits have been paid.</li> </ul>	<ul style="list-style-type: none"> <li>Recognizes that a claimant who becomes ill or injured while in receipt of CCB or PCIC benefits may not be able to take care of a gravely ill family member or his/her a critically ill child.</li> <li>Enhances the flexibility and responsiveness of the EI program.</li> </ul>

<b>Regulatory Amendments: Access to Maternity and Parental Benefits (2012)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Limiting Access to Maternity and Parental Benefits to Persons Authorized to Remain in Canada</b>	
<ul style="list-style-type: none"> <li>Claimants who leave Canada and whose work permit and Social Insurance Number (SIN) expire are no longer eligible to receive maternity and parental benefits.</li> <li>Claimants with a valid SIN can continue to receive these benefits both inside and outside Canada.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures that maternity and parental benefits are paid only to claimants with ongoing ties to the Canadian labour market—notably, those authorized to live and work in Canada.</li> </ul>

<b>Jobs and Growth Act, 2012, S.C. 2012, c. 31 (Bill C-45)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Canada Employment Insurance Financing Board Act</b>	
<ul style="list-style-type: none"> <li>Effective March 7, 2013, the <i>Canada Employment Insurance Financing Board Act</i> has been suspended until the Employment Insurance Operating Account has returned to cumulative balance and the Canada Employment Insurance Financing Board can fulfill its full legislative mandate.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures that independent Employment Insurance rate-setting is performed in the most cost-effective manner.</li> </ul>
<b>Premium Rate-setting</b>	
<ul style="list-style-type: none"> <li>An interim rate-setting regime takes effect, under which Employment Insurance premium rates are set by the Governor-in-Council on the joint recommendation of the Minister of Employment and Social Development and the Minister of Finance. The 2014 rate is the first rate set under the interim regime.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures premium rates are set according to the premium rate-setting mechanism set out in the <i>Employment Insurance Act</i>, and provides ongoing stability and predictability for contributors.</li> </ul>

<b>Helping Families in Need Act, S.C. 2012, c. 27 (Bill C-44)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Parents of Critically Ill Children</b>	
<ul style="list-style-type: none"> <li>Effective June 9, 2013, a 35-week Employment Insurance special benefit became available to provide income support to eligible parents who are unable to work while providing care or support to a critically ill or injured child under the age of 18.</li> <li>Bill C-44 also amended the Canada Labour Code to protect the jobs of employees in federally regulated enterprises while they take unpaid leave to care for their critically ill or injured child.</li> </ul>	<ul style="list-style-type: none"> <li>Helps parents balance work and family responsibilities by reducing the financial pressure faced by parents who take time off work to care for their critically ill or injured children.</li> <li>Recognizes the needs of parents who are likely to take time away from work when their child is critically ill.</li> </ul>

<b>Enhanced Access to Sickness Benefits for Parental Benefits Claimants</b>	
<ul style="list-style-type: none"> <li>Effective March 24, 2013, claimants receiving parental benefits no longer have to be otherwise available for work to receive sickness benefits. This legislative change allows claimants who fall ill or injured while receiving parental benefits to access sickness benefits and then resume collecting the balance of their parental benefits, if needed, once their sickness benefits have been paid.</li> </ul>	<ul style="list-style-type: none"> <li>Recognizes that it may be difficult for a parent who becomes ill or injured to take care of and bond with his/her child.</li> <li>Enhances the flexibility and responsiveness of the EI program.</li> </ul>

<b>Jobs, Growth and Long-term Prosperity Act, S.C. 2012, c. 19 (Bill C-38)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Connecting Canadians to Available Jobs</b>	
<ul style="list-style-type: none"> <li>Enhanced the content and frequency of job and labour market information for job seekers.</li> <li>Strengthened and clarified claimants' obligations by defining reasonable job search and suitable employment for claimants who were receiving regular or fishing benefits.</li> <li>Ensured qualified Canadians were considered before temporary foreign workers were hired to fill job vacancies.</li> <li>Initiated discussions with provinces and territories to make skills training and job search support available to Employment Insurance (EI) claimants earlier in their claim.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures unemployed Canadians are better connected with available jobs in their local area.</li> <li>Clarifies claimants' responsibility to undertake a reasonable job search for suitable employment while receiving EI regular or fishing benefits.</li> </ul>
<b>Variable Best Weeks</b>	
<ul style="list-style-type: none"> <li>Effective April 7, 2013, claimants (with the exception of fishing and self-employed claimants) have Employment Insurance (EI) benefits calculated based on the weeks of their highest insurable earnings during the qualifying period.</li> </ul>	<ul style="list-style-type: none"> <li>Makes the EI program more responsive to regional economic conditions.</li> <li>Ensures that those living in areas with similar labour market conditions receive similar benefits.</li> </ul>

<ul style="list-style-type: none"> <li>• The best 14 to 22 weeks are used to calculate EI benefits, depending on the unemployment rate in the EI economic region where the claimant resides.</li> </ul>	
<p><b>Premium Rate-Setting</b></p>	
<ul style="list-style-type: none"> <li>• The Employment Insurance (EI) premium rate-setting mechanism has been amended whereby the premium rate will be set annually at a seven-year break-even rate. This revised rate-setting mechanism is intended to come into force once the Employment Insurance Operating Account has returned to cumulative balance.</li> <li>• The legislated limit on year-to-year changes to the premium rate has been adjusted from 15 cents to 5 cents per \$100 of insurable earnings.</li> <li>• Advanced the date by which the premium rate must be set to September 14, rather than November 14.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures that the Employment Insurance Operating Account is in cumulative balance at the end of the seven-year period.</li> <li>• Enhances the predictability and stability of the EI premium rate.</li> <li>• Provides employers and workers with more notice of the EI premium rate for the coming year.</li> </ul>
<p><b>Social Security Tribunal</b></p>	
<ul style="list-style-type: none"> <li>• The Social Security Tribunal (SST) replaced the four Employment and Social Development Canada tribunals for Employment Insurance (EI), Canada Pension Plan (CPP) and Old Age Security (OAS) appeals with a single decision-making body.</li> <li>• The SST is comprised of two levels of appeal, similar to the previous appeal process: <ul style="list-style-type: none"> <li>○ The General Division has an Employment Insurance Section for EI appeals, and an Income Security Section for CPP and OAS appeals. A vice-chairperson heads each of the sections of this Division.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Eliminates administrative duplication in appeals and tribunal services by replacing the administrative tribunal system for major federal social security programs with a single-window decision body.</li> <li>• This new approach to appeals introduced a number of measures to improve efficiencies, simplify and modernize the process and reduce costs.</li> </ul>

<ul style="list-style-type: none"> <li>○ The Appeal Division reviews decisions made by the General Division. The third vice-chairperson heads this Division.</li> <li>● Before an EI appeal can be filed with the SST, clients must make a formal request for reconsideration. This is a new process whereby EI clients who disagree with the Canada Employment Insurance Commission’s decision are able to submit new or additional information that the Commission is required to review to determine if the decision can be reversed or modified.</li> <li>● Appeals are considered and decided by single member panels. Tribunal members have the authority to summarily dismiss an appeal when the member is satisfied that the appeal has no reasonable chance of success.</li> <li>● The SST began its operations on April 1, 2013.</li> </ul>	
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<b>Keeping Canada’s Economy and Jobs Growing Act, S.C. 2011, c. 24 (Bill C-13)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Temporary Hiring Credit for Small Businesses</b>	
<ul style="list-style-type: none"> <li>● Provided small businesses with a temporary hiring credit of up to \$1,000 against an increase in the firm’s 2011 Employment Insurance premiums over those paid in 2010.</li> <li>● Available to approximately 525,000 employers whose total EI premiums were at or below \$10,000 per employer in 2010 and will reduce their 2011 payroll costs by about \$165 million.</li> </ul>	<ul style="list-style-type: none"> <li>● Encourages additional hiring in small businesses, and helps them to take advantage of emerging opportunities and compete in the global economy.</li> </ul>

<b>Regulatory Amendments: Extended EI Benefits and Best 14 Weeks Pilot Projects (2010)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Extended Employment Insurance Benefits Pilot Project</b>	
<ul style="list-style-type: none"> <li>• Pilot Project No. 6, Pilot Project Relating to Increased Weeks of Benefits, was introduced for a two-year period on June 6, 2004 in 24 Employment Insurance (EI) economic regions with an unemployment rate of 10% or higher. It increased the maximum number of weeks for which regular benefits could be paid by five, to a maximum of 45 weeks.</li> <li>• The parameters of this pilot were re-introduced as a new pilot project on June 11, 2006, under Pilot Project No. 10, for a period of 18 months in 21 EI economic regions and were further extended until May 31, 2009. Pilot Project No. 10 increased the maximum number of weeks for which regular benefits could be paid by five, to a maximum of 45 weeks.</li> <li>• Pilot Project No. 10 ended earlier, on February 28, 2009, and was replaced by the national Extra Five Weeks Budget measure, which came into effect on March 1, 2009 and lasted until September 11, 2010. It increased the maximum number of weeks for which regular benefits could be paid by 5, to a maximum of 50 weeks, on all claims that were open between March 1, 2009, and September 11, 2010.</li> <li>• On September 12, 2010, the Government of Canada re-introduced the parameters of the Extended Employment Insurance Benefits Pilot Project (as Pilot Project No. 15) for two years, until September 15, 2012, or earlier if there was a sustained economic recovery. An automatic termination trigger was implemented in regions where regional</li> </ul>	<ul style="list-style-type: none"> <li>• Tests the cost and impact of extending the number of weeks of benefits in EI economic regions of relatively high unemployment.</li> <li>• Provides time-limited, broad-based support for all workers during the recent recession.</li> <li>• Tests the effectiveness of providing additional EI regular benefits in reducing the number of individuals experiencing an income gap between EI and their return to work, as well as the impact of a regional unemployment rate-based trigger.</li> <li>• Allows for further collection of data and testing to more fully capture the impact of increasing the maximum number of weeks for which regular benefits could be paid during a period of economic recovery.</li> </ul>

<p>unemployment rates were below 8% for 12 consecutive months. It included the same 21 Employment Insurance (EI) economic regions as Pilot Project No. 10.</p> <ul style="list-style-type: none"> <li>• Pilot Project No. 15 increased the maximum number of weeks for which regular benefits could be paid by five, to a maximum of 45 weeks.</li> <li>• Pilot Project No. 15 concluded earlier in three regions where the unemployment rate was less than 8% for 12 consecutive months. This was the case for the EI economic region of St. John's (September 24, 2011), Chicoutimi-Jonquière (March 24, 2012) and Sudbury (June 23, 2012).</li> </ul>	
<p><b>Best 14 Weeks Pilot Project</b></p>	
<ul style="list-style-type: none"> <li>• Pilot Project No. 7 (Best 14 Weeks) was introduced on October 30, 2005, in 23 EI economic regions with unemployment rate of 10% or higher. The parameters of the pilot project were re-introduced on October 26, 2008, for two years, as Pilot Project No. 11 in 25 Employment Insurance (EI) economic regions with an unemployment rate of 8% or higher.</li> <li>• Under this pilot project, EI benefits were based on claimants' 14 weeks of highest earnings in the qualifying period.</li> <li>• Initially scheduled to end on October 23, 2010, Pilot Project No. 11 was subsequently extended until June 25, 2011.</li> <li>• Budget 2011 announced a one-year renewal of the Best 14 Weeks pilot project parameters (as Pilot Project No. 16) in the same 25 EI economic regions until June 23, 2012. Pilot Project No. 16 was subsequently extended until April 6, 2013.</li> </ul>	<ul style="list-style-type: none"> <li>• Tests whether basing claimants' benefit rate on their 14 weeks of highest earnings in the qualifying period (generally 52 weeks) before they claimed EI encouraged claimants to accept all available work.</li> <li>• Provides additional data to assess the effectiveness of the pilot during a period of economic recovery and a full economic cycle.</li> </ul>

<b>Fairness for Military Families (Employment Insurance) Act, S.C. 2010, c. 9 (Bill C-13)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Improved Access to Parental Benefits for Military Families</b>	
<ul style="list-style-type: none"> <li>• The Employment Insurance (EI) parental benefits eligibility window has been extended to support Canadian Forces (CF) members, including reservists, who are ordered to return to duty while on parental leave or whose parental leave is deferred as a result of an imperative military requirement.</li> <li>• This gives these CF members a window of up to 104 weeks following their child's birth or adoption in which to access part or all of their 35 weeks of EI parental benefit entitlement.</li> </ul>	<ul style="list-style-type: none"> <li>• Provides additional flexibility to CF members to access parental benefits for parent-child care and bonding, while recognizing the importance of military service.</li> </ul>

<b>Jobs and Economic Growth Act, S.C. 2010, c. 12 (Bill C-9)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Employment Insurance Operating Account</b>	
<ul style="list-style-type: none"> <li>• The Employment Insurance Operating Account was established in the accounts of Canada to record all Employment Insurance (EI) related credits and charges since January 1, 2009, the date from which the Canada Employment Insurance Financing Board (CEIFB) was to ensure that EI revenues and expenditures broke even and the Employment Insurance Account was closed.</li> <li>• This change repeals the provision under which advances from the Consolidated Revenue Fund to the Employment Insurance Account were made and the provision under which interest could be paid on the balance of the Employment Insurance Account.</li> <li>• The CEIFB's obligation to set EI premium rates under section 66 of the <i>Employment Insurance Act</i> has been clarified to ensure</li> </ul>	<ul style="list-style-type: none"> <li>• Further strengthens the transparency and effectiveness of the financing of the EI program.</li> <li>• In line with steps taken in 2008 to establish the CEIFB.</li> </ul>

that EI revenues and expenditures recorded in the Employment Insurance Operating Account balance over time, beginning January 1, 2009.	
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<b>Fairness for the Self-employed Act, S.C. 2009, c. 33 (Bill C-56)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Special Benefits for Self-employed Persons</b>	
<ul style="list-style-type: none"> <li>• Effective January 31, 2010, Employment Insurance (EI) special benefits (maternity, parental, sickness and compassionate care benefits) have been extended to self-employed workers. Self-employed persons can opt into the EI program on a voluntary basis. Benefits were paid starting January 1, 2011.</li> <li>• These benefits for self-employed persons mirror special benefits available to salaried employees under the current EI program.</li> </ul>	<ul style="list-style-type: none"> <li>• Provides a voluntary scheme of EI benefits to self-employed Canadians for life transitions such as the birth of a child, adoption, illness, injury or critical illness of a family member.</li> </ul>

<b>Budget Implementation Act, 2009, S.C. 2009, c. 2 (Bill C-10)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Career Transition Assistance Initiative</b>	
<ul style="list-style-type: none"> <li>• Two measures to support long-tenured workers: <ul style="list-style-type: none"> <li>○ The Extended Employment Insurance and Training Incentive extended EI regular benefits to a maximum of 104 weeks for long-tenured workers who enrolled in long-term training, including up to 12 weeks of EI regular benefits for job search.</li> <li>○ The Severance Investment for Training Initiative allowed eligible long-tenured workers who used their severance</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Improved claimants' incentive to renew or upgrade their skills.</li> <li>• Encouraged claimants to invest in their own training.</li> <li>• Encouraged claimants to undertake long-term training to improve their re-employability.</li> </ul>

<p>payments to invest in full-time training to receive EI regular benefits sooner.</p> <ul style="list-style-type: none"> <li>For the purposes of the Career Transition Assistance Initiative, long-tenured workers' claims must have started on or after January 25, 2009, and no later than May 29, 2010.</li> </ul>	
<b>Premium Rate Freeze</b>	
<ul style="list-style-type: none"> <li>This measure froze Employment Insurance (EI) premium rates for employees at \$1.73 per \$100 for 2010, the same rate as in 2009 and 2008.</li> </ul>	<ul style="list-style-type: none"> <li>Maintained premium rate stability during the recession despite higher EI costs.</li> </ul>
<b>Premium Rates</b>	
<ul style="list-style-type: none"> <li>Legislation was enacted to retroactively set the premium rates for 2002, 2003 and 2005.</li> </ul>	<ul style="list-style-type: none"> <li>This retroactive change was made necessary by the ruling of the Supreme Court of Canada in the <i>CSN-Arvida</i> case, in which the Court ruled that the premium rates in 2002, 2003 and 2005 were not constitutionally valid as regulatory fees and represented an unlawful tax on premium payers.</li> </ul>

<b>Budget Implementation Act, 2008, S.C. 2008, c. 28 (Bill C-50)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Temporary Additional Employment Insurance Benefits for Unemployed Long-tenured Workers</b>	
<ul style="list-style-type: none"> <li>Long-tenured workers are individuals who have worked and paid Employment Insurance (EI) premiums for a significant period and have previously made limited use of EI regular benefits.</li> <li>Provided up to 20 weeks of additional benefits, depending on how long an eligible individual had been working and paying into EI.</li> <li>Applied to claimants who met the long-tenured worker definition and who made</li> </ul>	<ul style="list-style-type: none"> <li>Benefited workers who faced unemployment with low prospects of finding work and who had previously made limited use of EI benefits.</li> <li>Helped workers who, in many cases, had skills that were not easily transferable. For such workers, finding a new job in their industry or an alternative one may have been particularly difficult in the economic environment of that time period.</li> </ul>

<p>their claim between January 4, 2009, and September 11, 2010.</p>	
<p><b>Canada Employment Insurance Financing Board</b></p>	
<ul style="list-style-type: none"> <li>• The legislation creating the Canada Employment Insurance Financing Board (CEIFB) received Royal Assent on June 18, 2008.</li> <li>• The CEIFB’s legislated mandate was to: <ul style="list-style-type: none"> <li>○ set Employment Insurance (EI) premium rates in a transparent fashion;</li> <li>○ manage a separate account where excess premiums were held and invested; and</li> <li>○ maintain a reserve to ensure the Employment Insurance Operating Account breaks even over time.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Ensures that EI revenues were sufficient to cover EI costs in the following year.</li> <li>• Uses current premium surpluses to reduce future premium rates.</li> </ul>

<p><b>Regulatory Amendments: New Entrants and Re-Entrants Pilot Project (2008)</b></p>	
<p><b>Element</b></p>	<p><b>Rationale</b></p>
<p><b>New Entrants and Re-Entrants Pilot Project</b></p>	
<ul style="list-style-type: none"> <li>• Pilot Project No. 9 (New Entrants and Re-Entrants Pilot Project) was introduced on December 11, 2005 in 23 Employment Insurance (EI) economic regions with an unemployment rate of 10% or higher. The parameters of the pilot project were renewed on December 7, 2008, as Pilot Project No. 13 in 25 EI economic regions with an unemployment rate of 8% or higher.</li> <li>• The pilot project reduced the number of hours New Entrants and Re-Entrants (NEREs) needed to be eligible for EI regular benefits from 910 to 840.</li> <li>• Pilot Project No. 13 sunset as scheduled on December 4, 2010.</li> </ul>	<ul style="list-style-type: none"> <li>• Tests to determine whether providing NEREs with lower EI eligibility requirements and informing them of EI employment programs improves their employability and helps reduce their future reliance on EI benefits, partly by improving their access to measures under Part II of the <i>Employment Insurance Act</i>.</li> </ul>

<b>Regulatory Amendments: Quebec Parental Insurance Plan (2006)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Quebec Parental Insurance Plan</b>	
<ul style="list-style-type: none"> <li>• Effective January 1, 2006, Quebec residents receive maternity and parental benefits through the Quebec Parental Insurance Plan (QPIP) while they continue to have access to sickness and compassionate care benefits through the Employment Insurance (EI) program.</li> <li>• The <i>Employment Insurance Regulations</i> provide for a reduction of EI premiums for Quebec residents, reflecting the savings to the Employment Insurance Operating Account resulting from the Government of Quebec providing maternity and parental benefits.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures consistency with the <i>Employment Insurance Act</i> provisions that provinces may provide their own benefit plans, as long as they provide benefits equivalent to those offered under the EI program.</li> </ul>

<b>Regulatory Amendments: Compassionate Care Benefit (2006)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Definition of Family Member</b>	
<ul style="list-style-type: none"> <li>• Effective June 14, 2006, expanded the eligibility criteria and the definition of family member for the compassionate care benefit from that of immediate family to include extended family members and any other individuals considered by the person who has a serious medical condition to be like family members.</li> </ul>	<ul style="list-style-type: none"> <li>• Expands the definition of family member to ensure that additional caregivers, who were previously excluded from the definition of family member, are able to get access to income support when they must leave work to care for a family member who has a serious medical condition.</li> </ul>

<b>Budget Implementation Act, 2005, S.C. 2005, c. 30 (Bill C-43)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Premium Rate-setting Process</b>	
<ul style="list-style-type: none"> <li>• Effective January 1, 2006, the legislation allows the Canada Employment Insurance Commission to set the premium rate under a new rate-setting mechanism.</li> <li>• In setting the rate, the Commission will take into account the principle that the premium rate should generate just enough premium revenue to cover payments to be made for that year. It will also consider the report from the Employment Insurance Chief Actuary and any public input.</li> </ul>	<ul style="list-style-type: none"> <li>• Allows for a new rate-setting process where the Employment Insurance premium rate is determined independently by the Canada Employment Insurance Commission.</li> </ul>

<b>Budget Implementation Act, 2003, S.C. 2003, c. 15 (Bill C-28)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Compassionate Care Benefits</b>	
<ul style="list-style-type: none"> <li>• Since January 4, 2004, compassionate care benefits have been available to help eligible family members to provide or arrange care for a family member who has a serious medical condition with a significant risk of death. The duration of the benefits is up to 6 weeks within a 26-week period.</li> <li>• Flexibility is a key feature of the benefits. Claimants can choose how and when to claim benefits within the 26-week window. Eligible family members can decide to have one person claim all six weeks or decide to share the benefit. Eligible family members can claim weeks of compassionate care benefits concurrently or consecutively.</li> </ul>	<ul style="list-style-type: none"> <li>• Provides support to workers during temporary absences from work to provide care or support to a family member who has a serious medical condition with a significant risk of death within 26 weeks.</li> </ul>

<b>Budget Implementation Act, 2001, S.C. 2002, c. 9 (Bill C-49)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Extension of Benefit Period for Parental Benefits – Child in Hospital</b>	
<ul style="list-style-type: none"> <li>Effective April 21, 2002, parents of a newborn or newly adopted child who is hospitalized can have their parental benefit window extended up to 104 weeks, instead of 52 weeks.</li> </ul>	<ul style="list-style-type: none"> <li>Provides flexibility for parents who choose to wait until their child comes home before collecting parental benefits.</li> </ul>
<b>Maximum Duration of Combined Special Benefits</b>	
<ul style="list-style-type: none"> <li>Effective March 3, 2002, the maximum number of combined weeks of special benefits has been increased from 50 to 65 weeks and the benefit period may be extended accordingly, under certain circumstances.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures full access to special benefits for biological mothers who claim sickness benefits prior to and following maternity or parental benefits.</li> <li>Responds to the ruling of the Canadian Human Rights Tribunal in the <i>McAllister-Windsor</i> case.</li> </ul>

<b>Regulatory Amendments: Small Weeks Provision (2001)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Small Weeks Provision</b>	
<ul style="list-style-type: none"> <li>Before the introduction of the Variable Best Weeks method of calculating claimant benefits on April 7, 2013, benefits were calculated based on the average weekly earnings in the 26-week period prior to claiming benefits. The small weeks provision allowed claimants to exclude weeks where they earned less than \$225 unless those weeks were needed to satisfy the "minimum divisor".</li> <li>Pilot projects tested a \$150 exclusion from 1997 to 2001 before legislating the parameters of the pilot projects (\$150 exclusion) in all Employment Insurance (EI) economic regions on November 18, 2001. On</li> </ul>	<ul style="list-style-type: none"> <li>At the time when the small weeks provision was introduced, weekly EI benefit rates were based on an average insured earnings in the 26 weeks preceding the last day of employment. Including "small weeks" in the calculation of a claimant's average earnings resulted in reduced weekly EI benefit amounts. This approach to calculating EI benefit rates could have the unintended effect of discouraging some workers from accepting weeks with lower earnings.</li> </ul>

<p>September 7, 2003, the legislation was amended to increase the exclusion to \$225.</p> <ul style="list-style-type: none"> <li>• Between October 2005 and April 2013, EI claimants in the select EI economic regions had their benefit rates calculated according to the Best 14 Weeks pilot project provisions.</li> <li>• The small weeks provision was replaced by the Variable Best Weeks provision on April 7, 2013, except for fishers.</li> </ul>	<ul style="list-style-type: none"> <li>• Removes program feature which may discourage workers from accepting all available work. Calculating the weekly benefit rate using insurable earnings from the 14 highest weeks of insurable earnings aims to ensure that workers who accept work with lower earnings will not see a reduction in their EI benefits.</li> </ul>
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<b>An Act to amend the Employment Insurance Act and the Employment Insurance (Fishing) Regulations, S.C. 2001, c. 5 (Bill C-2)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Intensity Rule</b>	
<ul style="list-style-type: none"> <li>• Effective October 1, 2000, eliminated the intensity rule, which had reduced the benefit rate by 1 percentage point for every 20 weeks of Employment Insurance regular benefits used in the past. The maximum reduction was 5 percentage points.</li> </ul>	<ul style="list-style-type: none"> <li>• Eliminated an ineffective rule that had the unintended effect of being punitive.</li> </ul>
<b>Benefit Repayment (Clawback)</b>	
<ul style="list-style-type: none"> <li>• Applied new rule, effective retroactively to the 2000 taxation year: <ul style="list-style-type: none"> <li>○ First-time claimants of regular or fishing benefits are now exempt from the benefit repayment.</li> <li>○ Claimants of special benefits (maternity, parental and sickness benefits) are no longer required to repay any of those benefits.</li> <li>○ The benefit repayment threshold for regular and fishing benefits was set at one level: \$48,750 of net income, with a repayment rate of 30%. The maximum repayment is the lesser of 30% of excess</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Corrects a discrepancy, as analysis indicated that the benefit repayment provision was having a disproportionate impact on middle-income claimants.</li> <li>• Focuses on repeat claimants with high incomes.</li> <li>• Simplifies the provision.</li> </ul>

<p>net income above the threshold of \$48,750, or 30% of the claimant's benefits.</p>	
<p><b>Re-Entrant Parents</b></p>	
<ul style="list-style-type: none"> <li>Effective retroactive to October 1, 2000, the rules governing new entrants/re-entrants have been adjusted so that claimants who are re-entering the workforce following an extended absence to raise children and who have received parental benefits are now only required to work the same number of hours as other workers to qualify for regular benefits.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures that parents returning to the workforce following an extended absence to raise young children are not penalized.</li> </ul>
<p><b>Maximum Insurable Earnings</b></p>	
<ul style="list-style-type: none"> <li>The maximum insurable earnings (MIE) will remain at \$39,000 until average earnings exceed this level, at which time the MIE will be based on average earnings.</li> </ul>	<ul style="list-style-type: none"> <li>Corrects a discrepancy in which the MIE was higher than the average industrial wage.</li> </ul>

<p><b>Budget Implementation Act, 2000, S.C. 2000, c. 14 (Bill C-32)</b></p>	
<p><b>Element</b></p>	<p><b>Rationale</b></p>
<p><b>Parental Benefits</b></p>	
<ul style="list-style-type: none"> <li>Effective December 31, 2000, the duration of parental benefits has been increased from 10 to 35 weeks.</li> </ul>	<ul style="list-style-type: none"> <li>Helps working parents to better balance their work and family responsibilities by providing them with temporary income replacement when they take time off work to take care of their newborn in the first year of the child's life or the first year of placement of the child (for adoptive parents).</li> </ul>
<p><b>Entrance Requirements: Special Benefits</b></p>	
<ul style="list-style-type: none"> <li>Effective December 31, 2000, the number of hours of insurable employment required to</li> </ul>	<ul style="list-style-type: none"> <li>Improves access to special benefits.</li> </ul>

qualify for maternity, parental or sickness benefits has been reduced from 700 to 600 hours.	
<b>Waiting Period</b>	
<ul style="list-style-type: none"> <li>Effective December 31, 2000, the second parent sharing parental leave is no longer required to serve the two-week waiting period.</li> </ul>	<ul style="list-style-type: none"> <li>Promotes gender equality and improves flexibility by reducing the income loss for the second parent.</li> </ul>
<b>Allowable Earnings While on Claim (Parental Benefits)</b>	
<ul style="list-style-type: none"> <li>Effective December 31, 2000, claimants receiving parental benefits can also earn \$50 or 25% of their weekly parental benefit rate, whichever is higher, without a reduction of their Employment Insurance benefits.</li> </ul>	<ul style="list-style-type: none"> <li>Improves flexibility and fosters labour attachment by allowing parents to work while receiving parental benefits.</li> </ul>

<b>Employment Insurance Act, S.C. 1996, c. 23 (Bill C-12)</b>	
<b>Element</b>	<b>Rationale</b>
<b>Hours-based System</b>	
<ul style="list-style-type: none"> <li>Effective January 1997, Employment Insurance eligibility is based on hours of insurable employment rather than weeks worked.</li> <li>For regular benefits, claimants need 420 to 700 hours of insurable employment instead of 12 to 20 weeks of insurable employment.</li> <li>For special benefits, claimants need 700 hours instead of 20 weeks.</li> </ul>	<ul style="list-style-type: none"> <li>Introduces a fairer and more equitable measure of time worked by making all hours count.</li> <li>Removes inequities and anomalies of the weeks system by: <ul style="list-style-type: none"> <li>recognizing the intense work patterns of some employees;</li> <li>correcting the anomaly that existed under the Unemployment Insurance, when a week of 15 hours or a week of 50 hours each counted as one week; and</li> <li>eliminating the 14-hour job trap as, under the Unemployment Insurance, those working fewer than 15 hours (either all of the time or some of the</li> </ul> </li> </ul>

	time) with a single employer were not insured or not fully insured.
<b>New Entrants and Re-Entrants</b>	
<ul style="list-style-type: none"> <li>• Effective July 1996, new entrants and re-entrants to the labour force needed 26 rather than 20 weeks of insurable employment to qualify for Employment Insurance (EI) regular benefits. In January 1997, the 26 weeks were converted to 910 hours. <ul style="list-style-type: none"> <li>○ This rule applies only to those who have had minimal or no labour market attachment (that is those who had less than 490 hours of work) during the 52-week period prior to the qualifying period. Time on EI, workers' compensation, disability benefits and sick leave count as time worked.</li> </ul> </li> <li>• Effective July 1996, new entrants and re-entrants to the labour force needed 26 rather than 20 weeks of insurable employment to qualify for EI fishing benefits. In January 1997, the 26 weeks were converted into earnings of \$5,500 from employment as a fisher. <ul style="list-style-type: none"> <li>○ This rule applies only to those who have had minimal or no labour market attachment (that is those who had less than \$3,000 in earnings from employment as a fisher) in the 52-week period prior to the qualifying period. Time on EI, workers' compensation, disability benefits and sick leave counts as time worked.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Discourages a cycle of reliance by ensuring that workers, especially young people, develop a significant attachment to the labour force before collecting EI benefits.</li> <li>• Reintroduces insurance principles to the system by ensuring that workers make a reasonable contribution to the system before collecting benefits.</li> <li>• Strengthens the relationship between work effort and entitlement to benefits.</li> </ul>
<b>Reduction in Maximum Insurable Earnings</b>	
<ul style="list-style-type: none"> <li>• The maximum insurable earnings (MIE) was reduced to \$39,000 per year (\$750 per week) in July 1996 and frozen at this level until 2006. This reduced the maximum weekly benefit to \$413 (55% of \$750), from \$448 in</li> </ul>	<ul style="list-style-type: none"> <li>• Adjusts the MIE to a level where Employment Insurance benefits would no longer be competitive with wages in some parts of the country and in some industries.</li> </ul>

<p>1995 and \$465 for the first six months of 1996.</p>	<ul style="list-style-type: none"> <li>Was based on a formula that took into account average wage increases over the eight years before the reduction. Because the high inflation and wage increases of the 1980s continued to be considered in setting the MIE, it had escalated faster than wages.</li> </ul>
<p><b>Reduced Maximum Duration of Regular Benefits</b></p>	
<ul style="list-style-type: none"> <li>Effective July 1996, the maximum length of a claim was reduced from 50 to 45 weeks.</li> </ul>	<ul style="list-style-type: none"> <li>Reflects the fact that most claimants find work within the first 40 weeks of receiving benefits.</li> </ul>
<p><b>Calculation of Weekly Benefit Rate</b></p>	
<ul style="list-style-type: none"> <li>Weekly benefits were calculated based on total earnings over the 26-week period preceding the establishment of the claim, divided by the number of weeks of work in this period or the minimum divisor of 14 to 22 (depending on the regional rate of unemployment), whichever is higher. The result is multiplied by 55% to determine the weekly benefit rate.</li> </ul>	<ul style="list-style-type: none"> <li>Creates a strong incentive to work more than the minimum amount of time to qualify for benefits (at least two more weeks than the old entrance requirement).</li> <li>Provides an incentive to work in the “shoulder” season.</li> </ul>
<p><b>Family Supplement</b></p>	
<ul style="list-style-type: none"> <li>Claimants with children who receive the Canada child tax benefit and who have an annual family net income of up to \$25,921 receive a top-up of their basic Employment Insurance benefits.</li> <li>The Family Supplement increased the maximum benefit rate to 65% in 1997, to 70% in 1998, to 75% in 1999 and to 80% in 2000.</li> </ul>	<ul style="list-style-type: none"> <li>Improves assistance to those most in need, because: <ul style="list-style-type: none"> <li>the old 60% dependent rate under the Unemployment Insurance was very poorly targeted—about 45% of low-income families did not qualify; and</li> <li>about 30% of those who did receive the 60% rate had family incomes over \$45,000.</li> </ul> </li> </ul>
<p><b>Allowable Earnings While on Claim</b></p>	
<ul style="list-style-type: none"> <li>Effective January 1997, claimants can earn \$50 or 25% of their weekly benefit rate,</li> </ul>	<ul style="list-style-type: none"> <li>Helps low-income claimants.</li> </ul>

<p>whichever is higher, without a reduction of their Employment Insurance benefits. Prior to 1997, the exemption was only 25% of the weekly benefit rate.</p>	<ul style="list-style-type: none"> <li>• Encourages claimants to maintain work attachment and increase their earnings from work.</li> </ul>
<p><b>Benefit Repayment (Clawback)</b></p>	
<ul style="list-style-type: none"> <li>• Benefits were repaid at the rate of \$0.30 for every \$1 of net income above the threshold.</li> <li>• For those who had collected 20 or fewer weeks of benefits in the last five years, the threshold was \$48,750 of net income (the former level was \$63,570). The maximum repayment remained at 30% of benefits received.</li> <li>• For those with more than 20 weeks of benefits in the last five years, the threshold was \$39,000 of net income. The maximum repayment varied from 50% to 100% of benefits received, depending on previous use.</li> </ul>	<ul style="list-style-type: none"> <li>• Makes benefits fairer and more accurately reflective of insurance principles.</li> <li>• Discourages repeated use of EI by those with high levels of annual income.</li> <li>• The Benefit Repayment provision was revised in Bill C-2 (2001).</li> </ul>
<p><b>Intensity Rule</b></p>	
<ul style="list-style-type: none"> <li>• The intensity rule reduced the benefit rate by 1 percentage point for every 20 weeks of regular or fishing benefits collected in the past five years.</li> <li>• The maximum reduction was 5 percentage points.</li> </ul>	<ul style="list-style-type: none"> <li>• Introduces an element of experience rating to the program, since heavy users of the system bore more of the costs.</li> <li>• Discourages use of Employment Insurance as a regular income supplement rather than insurance for times of unpredictable job loss, while not excessively penalizing those who makes long or frequent claims.</li> <li>• Creates a better balance between contributions made and benefits received.</li> <li>• Repealed in Bill C-2 (2001).</li> </ul>
<p><b>First-dollar Coverage</b></p>	
<ul style="list-style-type: none"> <li>• Effective January 1997, all earnings from the first dollar are insurable up to the maximum yearly insurable earnings. There are no</li> </ul>	<ul style="list-style-type: none"> <li>• Creates a more equitable and balanced system—all earnings are insurable.</li> </ul>

<p>weekly minimums or maximums for determining earnings.</p>	<ul style="list-style-type: none"> <li>• Decreases paper burden for employers.</li> <li>• Helps guard against abusing the system to avoid paying premiums.</li> </ul>
<p><b>Premium Refunds</b></p>	
<ul style="list-style-type: none"> <li>• Since 1997, workers earning \$2,000 or less per year have had their premiums refunded.</li> </ul>	<ul style="list-style-type: none"> <li>• Helps workers who must pay premiums but do not have enough hours to qualify for benefits.</li> </ul>
<p><b>Increased Sanctions for Fraud</b></p>	
<ul style="list-style-type: none"> <li>• Effective July 1996, penalties for fraud by employers and claimants were increased.</li> <li>• Since January 1997, claimants who committed fraud after June 1996 have faced higher entrance requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Protects the integrity of the Employment Insurance program.</li> </ul>
<p><b>Part II of the Employment Insurance Act: Employment Benefits and the National Employment Service</b></p>	
<ul style="list-style-type: none"> <li>• Part II of the <i>Employment Insurance Act</i> provides authority for three types of arrangements for employment program implementation and delivery with support from EI funds.</li> </ul>	<ul style="list-style-type: none"> <li>• The Canada EI Commission is authorized to: <ul style="list-style-type: none"> <li>○ establish federal employment programs, coupled with a duty to work with provincial governments regarding their design, delivery and evaluation;</li> <li>○ enter into agreements for the administration on its behalf of its employment benefits and support measures; and</li> <li>○ enter into agreements with provinces and other entities to contribute toward the costs of their similar benefits and measures programs (Labour Market Development Agreements).</li> </ul> </li> </ul>